

EMAIL AND MEETING MAKER MIGRATION TO EXCHANGE

FAQ

ARE WE PLANNING TO INTEGRATE VOICE-MAIL INTO THE NEW EMAIL CALENDAR SYSTEM?

ETS will start working on a replacement for the telephone system in 2013. Voice mail integration into Exchange will be a future goal of this implementation.

ARE WE PLANNING TO IMPLEMENT IMAP PROTOCOL WITH THE NEW SYSTEM?

ETS will configure IMAP protocol on the Exchange server. With IMAP, all email is generally stored on the server as opposed to the POP protocol where email is generally transferred from the server to the workstation (the email client on the local computer hard drive), which is the current configuration for Eudora and most all Thunderbird clients. The POP protocol will not be available with the Exchange Server. With IMAP protocol you will still be able to download your emails and store them locally on your computer, after we configure the Outlook client on your computer in Phase 2.

WILL THIS NEW SYSTEM WORK FOR THOSE OF US WHO STILL USE AN APPLE COMPUTER?

The Exchange system works great on Apple and Windows computers alike. The Web Exchange client (to be deployed in Phase 1) will work with any computer that can access the Internet. In addition, Microsoft has a workstation client (Outlook, which replaces Thunderbird and Eudora) for both Apple and Windows computers; ETS will deploy Outlook in Phase 2.

WILL PART-TIME FACULTY HAVE ACCESS TO THE CALENDAR?

Yes, all staff and faculty will have a new, combined email and calendar account in Exchange. You will log into Exchange using your Banner ID (CWID) and password. These are the same credentials you use for myportal.fhda.edu. ETS will also set up a way to access the Exchange email and calendar within myportal.fhda.edu.

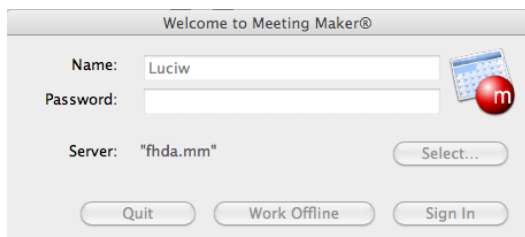
CAN I TRANSFER ALL MY EMAIL FROM THUNDERBIRD AND EUDORA TO THE NEW SYSTEM? CAN YOU HELP ME TO DO THIS?

In Phase 1, all of your email that is stored on the current email server system (e.g. your SendMail Inbox and folders) will be transferred by ETS through a data migration process, into your new account in the Exchange server. All email that is located in local folders on your Thunderbird / Eudora client on your computer, will remain in place and will continue to be accessible through Thunderbird and Eudora.

Once the new email system (Exchange) becomes active, you will no longer be able to send and receive email using the Eudora / Thunderbird clients on your computer. In Phase 1, Email and calendaring will be available using a web browser only. In Phase 2, ETS will assist each user with migrating locally stored email in Eudora and Thunderbird to the Outlook client. Until this time, normal copy/paste functions can be used to move locally stored email in Thunderbird and Eudora into the active Exchange email system.

WILL THE NEW CALENDAR FUNCTION REPLACE MEETING MAKER AS WELL?

Yes, Meeting Maker goes away. Even though the Meeting Maker server will be off line, you will still be able to view your appointments through the Meeting Maker client on your computer. When you sign into Meeting Maker, click on the "Work Offline" button. ETS will provide instructions on how to archive / export Meeting Maker data for archival purposes when you receive a replacement computer, which will no longer have the Meeting Maker client.



WILL MY MEETING MAKER APPOINTMENTS MOVE OVER TO THE EXCHANGE SERVER?

Each user can move meeting Maker appointments to the Exchange server through a manual effort. ETS is developing instructions on how to (easily) move appointments, contacts, and the TODO list from Meeting Maker to Exchange.

DO WE HAVE ACTIVE DIRECTORY (AD) AND OTHER MICROSOFT TECHNOLOGY ALREADY IN PLACE FOR THE CONVERSION TO EXCHANGE? I AM ON AN APPLE COMPUTER; DO I NEED TO JOIN A DOMAIN INTO GET ACCESS TO THE OUTLOOK CLIENT?

Users do not have to be concerned about joining a domain. Since everyone will access the new system through the Exchange web client for the Phase 1 roll out, it doesn't matter what type of computer you have. In Phase 2, we will roll out the Outlook workstation client for both Apple and Windows computers. This will provide the option to use a local client, which is useful for those who may have the need to work offline (e.g. no available network connectivity). This was identified as a need for laptop users.