

Messaging E-mail Migration

Frequently Asked Questions (FAQ)

FAQ

- 1. What should I do before I am moved to the new Commonwealth of Virginia (COV) e-mail system? What is my responsibility in the e-mail migration process?**

Agency employees will receive instructions to prepare their e-mail boxes for migration, including deleting e-mail that is not absolutely needed, archiving what is needed, and limiting e-mail left for conversion to 50 megabytes (MB).
- 2. What happens to e-mail I saved before the migration is performed?**

If e-mail contents are reduced to less than 50 MB, the e-mail that has been left in your current e-mail system will be converted to the new e-mail system and accessible when you log in.
- 3. What happens to e-mail I archived before the migration is performed?**

E-mail archived in .pst folders will be available in a location determined by your agency.
- 4. Who will perform the e-mail migration?**

VITA and Northrop Grumman staff will perform the e-mail migration. They will work with your agency support staff to ensure the entire agency receives all support required.
- 5. Can I continue to have generic accounts, such as Front Desk, Nurse, Customer Service, etc.?**

Generic accounts are not permitted. To ensure secure access to the COV domain, each user must have an individually assigned e-mail account and logon.
- 6. What are the benefits of this new e-mail system?**

The benefits of using the new e-mail exchange system are a standardized data collection process across all locations to include:

 - Enterprise class Microsoft Exchange environment
 - 24 hours x 7 days a week technical support
 - Enterprise class failover
 - Ability to access team collaboration sites via SharePoint
(see SharePoint FAQ document for more information)
 - Ability to share calendars among agencies
 - Instant messaging and live communications, such as Net Meeting
 - Ability to share information with security controls
 - Secured communications without accessing the Internet
 - Secured access from external locations
- 7. Where can I get help with the new e-mail system?**

The Messaging Team will provide immediate support during migration. After migration, contact the VCCC at (866) 637-8482.

8. What are my responsibilities after migration to the new e-mail system?

After e-mail migration is completed, you will need to manage your mailbox size to keep it at or below the standard size. (See the *Clean Up* document for tricks about managing mailbox size.)

9. What happens if I go over the standard mailbox size? How much space is available?

You will receive warning notices as your mailbox size increases and approaches the standard size. Once your mailbox reaches the standard size, you will not be able to send or receive e-mail until reducing the contents. The standard mailbox size is 100 megabytes or less.

10. What are my e-mail address, password, and user id?

In most cases, you will have the same e-mail address but you will be supplied a new user id and password obtained from the agency support personnel involved in your migration. Some e-mail addresses may change depending on agency standards. E-mail addresses ending in virginia.gov will remain the same.

11. Will I have two e-mail addresses?

You will have only one mailbox. Users with alternate e-mail addresses will be consolidated. Special circumstances will be addressed on an individual basis. All e-mail will go to one mailbox.

12. Will my calendar, contacts, notes, and tasks convert with my e-mail?

Usually, calendar, contacts, notes, and tasks data will be automatically converted as part of the e-mail migration. However, your agency's setup and environment may require additional conversion steps to be taken.

13. Will I have Web access to my e-mail?

If you currently have access to Web mail, you will continue to have access to Web mail. This is subject to your agency's policy.

14. How do I use the new e-mail system?

A conversion guide will be provided to help transition from your legacy system to the new Outlook exchange system. This guide will include the following:

- How to login to e-mail
- How to open an e-mail message
- How to start a new e-mail message
- How to send an e-mail message
- How to reply to an e-mail message
- How to forward an e-mail message
- How to print e-mail messages
- How to attach a file to an e-mail message
- How to track the delivery and reading of e-mail messages
- How to recall and replace e-mail messages
- How to recover a deleted e-mail message or other item

15. How can I view the members of a distribution list in the new e-mail system?

To view members of a distribution list in Outlook 2003, perform the following steps:

- In Outlook, click the **Address Book** icon.
- Either enter the name of the distribution list in the *Type Name or Select from List* field, or scroll through the Global Address Book (GAL) to the distribution list.
- Double-click the name of the Distribution List.
The members of the distribution list display in front of you on the *General* tab of the *Distribution List Properties* window.

16. Is there a way to turn off the Outlook feature that populates the To, CC, or BCC fields with e-mail addresses as I begin typing in those fields?

To turn off this feature in Outlook 2003, perform following steps:

- In the Outlook toolbar, click **Tools > Options**.
- On the *Preferences* tab, select **E-mail Options**.
- Click **Advanced E-mail Options....**
- Uncheck the box for the **Suggest names while completing To, Cc and Bcc fields** option.
- Click **OK**.

17. What do I do if I have other questions or problems with the e-mail system?

Contact the VCCC at (866) 637-8482.

18. How do I get a new password for my COV e-mail account?

Contact the VCCC at (866) 637-8482, or log on to P-Synch online to register and change your password.

19. What if I forgot my password?

You can change your password by contacting the VCCC at (866) 637-8482, or by using the online P-Synch tool:

- Go to <https://esupport.virginia.gov>.
- Click on **Change your Password** under **COV Network Password**.
- Enter your e-mail address (Firstname.Lastname@Agencyname.virginia.gov) for your login ID.
- Begin the registration process if you have not already done so.

20. What if I am getting messages from the system administrator saying that I need to reduce the size of my mailbox?

Refer to the Conversion Guide for your current e-mail platform to reduce the size of your mailbox.

21. How can I access my e-mail from my mobile device?

Existing mobile device services will continue to access e-mail through agency-issued BlackBerry devices.

22. How do I learn more about Outlook Web Access (OWA)?

OWA offers extensive information about the functions and options available to users. Simply click on the OWA toolbar's **Help** icon. Expand or collapse the view of available Help options by clicking on the plus or minus boxes on the left side menu.

23. How do I auto-forward my e-mail to another account?

Standard COV e-mail policy does not permit the forwarding of e-mail.

24. Can I continue to use my old e-mail system?

No. Only the new, secure enterprise exchange mail system will be used.

25. Where can I find more information?

A Messaging Transformation Overview is available here:

http://www.vita.virginia.gov/uploadedFiles/IT_Partnership/Transformation/Messaging_Transformation_Overview.pdf