

GroupWise to Outlook Migration Frequently Asked Questions

Q: When will the migration take place?

A: *Starting on Friday, June 6 at 5:00 p.m. and going through Monday, June 9 at 8:00 a.m.*

Q: Will I have email access at this time?

A: *We will **not** have email access during this migration time.*

Q: Are my emails and “stuff” going to migrate?

Q: Will I still have access to my existing GroupWise archive?

A: *All email messages in your “live” mailbox will be migrated from your GroupWise account to your Exchange account. Emails that are stored in your archived email will be converted to a .pst file (Microsoft’s extension for Personal Information Store), which you will have access to later on.*

Q: Will I have to reenter any of my address book and calendar information, or will it automatically be available in the new system?

A: *All calendar items (appointments, reminders, etc.) and address book entries will be migrated from your GroupWise account to your Exchange account.*

Q: Why are we changing to Outlook from GroupWise?

A: *Two key issues are greater functionality and ease of use. In addition to the features that are native to Outlook, many more 3rd party products are available for and compatible with Outlook than GroupWise.*

Q: What are the advantages, and are there any disadvantages to this move?

A: *Some specific advantages are the ability to:*

- *The ability to combine email, a contacts list and a personal calendar/diary in a single software package.*
- *Exchange and Outlook are widely used in the “outside world”, giving better compatibility between ourselves and our parents and community.*
- *Outlook is part of Microsoft Office, which is already licensed for all district-owned PCs.*
- *Outlook has a web version (Outlook Web Access or ‘OWA’) that includes almost all features of the version supplied with Office. You can get the same integrated access to your email and diary from anywhere with an Internet connection.*
- *Exchange is widely compatible with handheld and portable devices (PDAs, smart phones etc.), enabling greater mobility using wireless or mobile phone connections.*
- *The new mail servers will have greater capacity, essential as the district continues to grow, and their design will allow future expansion as required.*

The primary disadvantages are those related to change in general. While many in our district are familiar with Outlook, there will be a learning curve for those that are not.

Additionally, some settings in GroupWise (such as rules that automatically move specific types of messages to a designated folder, or granting another email account holder proxy access to your calendar or email account) cannot be imported from GroupWise into Exchange/Outlook. Exchange does support these functions, but the settings will need to be recreated in the new system. Training or

assistance from IT personnel will be available to ensure that you are able to recreate all of these settings.

Q: Will I be able to access my email no matter where I am?

A: *Yes. The Online Web Access client (OWA) in Exchange provides access to the system through a standard web browser such as Internet Explorer.*

Q: I use a Macintosh computer at home. Will I be able to access Outlook?

A: *Yes. In addition to using the Exchange Online Web Access client, Macintosh computers use a program called "Entourage" as an Outlook-compatible email client.*

Q: What's the difference between Outlook and Exchange, and why do I sometimes hear them used interchangeably?

A: *Microsoft Exchange is the email and calendaring system, and includes the components that send, receive and store email and calendar data. Microsoft Outlook is the email/calendaring client that is most often used on the computer to access the Exchange system. Exchange is also accessible through a web client (allowing access through a web browser such as Internet Explorer) that is extremely similar to Outlook in appearance and functionality.*

Q: When will we convert to the new Outlook/Exchange system?

A: *We are currently scheduled to migrate the first user accounts on Friday, June 6 starting at 5:00 p.m., and expect to complete the email migration by Monday, June 9 at 8:00 a.m..*

Q: What changes will there be with respect to email communication with others?

A: *Very little. Individual and group email addresses will continue to be visible within address books as they are now. The one caveat to this is that we lose the ability to view the properties of sent messages to determine whether the messages have been opened. While this function is still available in Exchange via a "read-receipt", each recipient has the ability to disallow responses to the original sender of this confirming "read-receipt".*

Q: Will we all migrate at the same time?

A: *Yes. We will start the email migration on Friday, June 6 at 5:00 p.m. and expect to finish the email migration by Monday, June 9 at 8:00 a.m. The archived email information will follow as soon after as possible. We have over 6 TB of information to move.*

Q: What application will I use to access my email.

A: *If you are working from home, you will access your email through a web browser. If you are working in the district, until all the computers are re-imaged, you will also access email through the web browser. After the re-imaging, we will use the Outlook client to view the email.*

Q: What kind(s) of training will I need, and when will it be offered?

A: *Although Outlook is generally thought to be much more intuitive to learn and use than GroupWise, training will be offered when you return to your campus in the fall with your facilitator. We will also have a tutorial and documents linked at <http://www.friscoisd.org/departments/technology/MicrosoftOutlook.htm>*

Q: What if I need help accessing my email?

A: *If you are having problems accessing your email, please call 469-633-6222 and the help desk can help you with your email issues.*