



GroupWise to Outlook Migration

Introduction

The e-mail accounts for the Law School will be migrating from GroupWise to the new University e-mail system based on Exchange/Outlook on May 15th. The following is a summary of the actions that you should take to prepare, a description of what to expect from the migration, and other useful information.

Please print this summary for your reference.

Process

Please do not use your GroupWise account after May 14th. Your account will be switched from GroupWise to Exchange starting the morning of May 15. By mid day, the contents of your online GroupWise mailbox should be already copied to your Exchange mailbox. Your default e-mail address will be username@law.sc.edu unless you specifically ask for an alternate address such as your alias address. You will also continue to receive any e-mail addressed to username@gwm.sc.edu or username@mailbox.sc.edu.

For a brief window of time during the switch-over, e-mails sent to your GroupWise address may be returned to the sender with a message to retry. This is only during the time when the address switch-over is occurring.

What Migrates and What Doesn't

The following is a list of each function or feature and an explanation of what to expect from the migration.

- **Mail Messages** – All messages will be migrated with the exception of the Trash the Junk Mail folders.
- **Calendar Items & Notes** – All calendar items will be migrated; however, recurring calendar items will be stored as multiple appointments. Note that Notes migrate as all day events on your calendar.
- **Alarms** – will not typically migrate; however, you will receive alarms for upcoming calendar appointments.
- **Personal Address Book and Frequent Contacts** – All contacts and personal address lists that you have saved in your personal address book will be migrated. Frequent Contacts, which are typically automatically stored whenever you send or receive an e-mail, will **not** be migrated. Please note that most personal address lists contain the *internal* GroupWise address for GroupWise users and will have to be recreated.
- **Tasks** – All tasks will migrate.
- **Rules** – Rules do not migrate; you must configure any mailbox rules that you wish to implement on your Outlook client. Please note that you no longer need to write a vacation rule to reply to e-mails received while you are out of the office. The Out of Office Assistant (found under the Tools menu) provides this function in Outlook.
- **Proxies** – Proxies do not migrate; you may grant access to your mailbox or calendar by sharing that folder with other members of your department.
- **Archives** – Will be migrated at a later time.

How to Prepare

There are several actions that you can take now to prepare for the migration.

- Please attend Outlook Training; you may view available session times and register for a class at <http://www.sc.edu/universityemail/outlooktraining/>.
- If you have not reset your password through VIP within the last six months, please do so. You will not be able to access your Exchange mailbox unless you have reset your password.
- If your GroupWise mailbox exceeds 300 MB in size, please archive some messages. Your Exchange mailbox is limited to 300 MB.
- If you have stored contact information for persons who are not already in the GroupWise address book in your Frequent Contacts address book, please drag and drop those contacts that you would like to retain into your Personal Address Book.

- If you wish to retain **all** your Frequent Contacts that are **not** internal GroupWise addresses, an easy way to identify the non-GroupWise addresses is to open your Frequent Contacts Address Book, then right-click on the column header 'Post Office,' and select 'Sort on Post Office First.' This action will cause the GroupWise addresses to sort to the bottom of the list. You should be able to select all the non-GroupWise entries at the top of the list and drag and drop the entire set into your Personal Address Book.

Launching Outlook

To launch Outlook select the Outlook icon from the Start menu on your PC. You will be asked to select a profile. Select 'Exchange Mail;' do **not** select 'Novell Default Settings.' If you share the PC with other people, select the profile that is labeled as your username.

The Exchange Address Book

- Please note that the Exchange address book contains entries for both students and employees. Names appear just as they are in either the student database or the HR system. If you want to change your display name from your formal name to a nickname, you may do so via VIP (<https://vip.sc.edu>).
- Also, if you are or have recently been a registered student at USC, you may find that the address book reflects your identity as a student and contains your personal phone number rather than your office number. You can change your phone number as well by updating your student information also via VIP.

Communicating With People Still on GroupWise

- The address book in Exchange has an entry for all GroupWise users that point to their GroupWise mailbox. You can identify a GroupWise user in the Exchange address book as his/her name appears in lower case with the first letter capitalized. There is also an icon that resembles a globe by their names. You may use this address to send GroupWise users e-mail messages or meeting invitations.
- The address book in GroupWise will have an entry that points to your Exchange mailbox. GroupWise users will be able to send you e-mail as well without having to know that you are now using Outlook and Exchange.

Communicating with Listserv's - Please note that your default reply-to address will be username@law.sc.edu. If you have registered on listserv's with your username@gwm.sc.edu address, you will have to re-register to those listserv's before you will be allowed to post messages.

PDA Support - Most PDA's can sync with Exchange via the Windows Mobile Interface. BlackBerry and some Palm devices do require NotifyLink.

Web Access - The URL to access your E-mail account via a web browser is: <https://webmail.sc.edu> .

Alias - If you have configured an alias that points to your GroupWise address, please update it via VIP to point to username@law.sc.edu.

SPAM Management

- E-mail sent directly to Exchange that is classified as likely spam is quarantined by the SonicWall spam filter. You may view quarantined messages that were addressed to you at: <https://myspam.sc.edu> . Please login with your network username and password. You will receive in your inbox a daily summary of messages that have been quarantined by SonicWall.
- Please evaluate the daily summaries each day to check for messages that may have been trapped by SonicWall in error. When you 'unjunk' the message, you will have the option to add the sender to your 'Always Allow' list.
- Additionally, you may want to configure a rule to move e-mail messages to the junk folder that are tagged with the "SpamScore: sss..." inserted into the subject line as some messages may still flow through the spam filter for GroupWise.

More Information, Outlook Training, and FAQs: <http://www.sc.edu/universityemail/>

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