

From: [Michael Davis](#)
To: [Michael Davis](#)
Subject: COMING SOON - Outlook Email in the Cloud
Date: Wednesday, May 19, 2021 11:02:30 PM
Attachments: [image003.png](#)
[image006.png](#)
[image005.png](#)
[image004.png](#)
[image007.png](#)
[image008.png](#)
Importance: High

Greetings!

Here we are at the end of another semester and academic year at Southwestern College. I hope you had an awesome and prosperous year, despite the circumstances.

As previously communicated, we will begin **moving** Outlook **email accounts** to the cloud beginning on **Monday, June 7, 2021**. We anticipate the project taking around 4-6 weeks for completion (hopefully sooner). Student email accounts are not being migrated and will not be impacted by this project.

We are doing everything we can to make the move as painless as possible. But, to be completely transparent, I want to let you know this migration **will not be easy** – for you or for us. Then why are we doing it, you ask? To improve security, availability, and access to your email. Not to mention Microsoft cloud email is much faster and more responsive!

Please continue reading this email below to learn about the challenges we’re expecting. You’ll also find out how you can access your email before, during, and after the migration, as well as how you can help us speed up the project.

Also, I encourage you to visit the [Staff & Faculty Email](#) webpage and [MySWC Announcements](#) to learn more about and to keep up with the migration.

Thank you for your time and thank you for your patience and understanding as we complete this much-needed email project!

I’m looking forward to seeing all of you in person very soon! Have a great summer!

All my best,
M ☺

Michael Davis MSIM
Director, Institutional Technology
Southwestern Community College District

BCC: Staff/Faculty, Governing Board

Outages & Challenges Expected

Please be aware that we are **expecting outages and challenges** during the migration process! We will try to make the move as painless as possible for you, but it will not be as smooth as you (and we) would like.

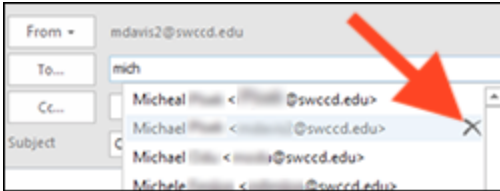
Here are some of the challenges we are expecting:

Outlook Apps - Desktop & Phone

- Your smartphone and tablet Outlook and other email app(s) will need to be reconfigured for your new mailbox in the cloud. We will provide you with instructions for doing so before your mailbox is migrated.
- Your desktop Outlook app(s) will need to be reconfigured for your new mailbox in the cloud. We will provide you with instructions for doing so before your mailbox is migrated.
- Your Outlook profile may need to be reconfigured the first time you use the app after your mailbox is migrated. We will provide you with instructions for doing so.
- You may receive "certificate" error messages while using the Outlook desktop app the first time after your mailbox is migrated. It can be dismissed – nothing to worry about.
- You may receive "auto discovery" pop-up messages while using the Outlook desktop app the first time after your mailbox is migrated. It can be dismissed – nothing to worry about.

Email - Sending & Receiving

- Your frequent email addresses (i.e. auto complete) will no longer work if you've been migrated but the other person has not (and vice versa) - please delete them and select from the directory using the "To" button.



- Your saved email signatures may need to be reconfigured.
- Your archived email (i.e. PST file) may need to be reconnected. No need to worry – we will help!
- If you operate multiple email boxes other than your own (i.e. office/department email), those other email boxes mail need to be re-added. We can help with this too!
- Email forwarded to other email addresses will need to be deactivated until after your mailbox is moved. We will contact you if this applies to you.

Calendars - Viewing & Accessing

- **BIG IMPACT:** You will not be able to see other people's calendars if you've been migrated but the other people have not (and vice versa).
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Your default view settings may need to be reconfigured.

Phone - Mitel

- Your office Mitel phone state (i.e. "Available", "In a meeting", "Out of Office") may not change until after the migration project is complete. You will still be able to make/receive calls and your Caller ID will still function. The Mitel phone apps are not impacted by this project.

As new challenges are discovered, we will be sure to update the [Staff & Faculty Email](#) webpage with current information.

Check Email on MySWC

We need you to get familiar with and start using the "SWC Outlook Email" box on the [MySWC Portal](#) (see images below) because, while your mailbox is being moved, you will most likely not be able to use the Outlook desktop or mobile phone apps.

In an effort to keep you updated and aware of what's going on, the email section on the [MySWC Portal](#) will be changing. Beginning in the next few days, it will provide you with current information about *your* mailbox and the project. Of course, the links to your mailbox and spam will be there too.

Before your mailbox is migrated to "SWC Outlook Email in the Cloud," this is what the MySWC email section will look like:



After your mailbox is migrated and continuing until the project ends, the MySWC email section will look like this:



PLEASE NOTE: Clicking the "Open" button (after migration) will give you a Microsoft login box where you will need to **re-enter your MySWC username and password**. This is only temporary! Once all mailboxes have been moved and the project is complete, clicking the button will once again automatically sign you in with [MySWC SSO](#).

Delete Large Email Messages/Attachments

To help minimize the time it will take to move your email from your existing mailbox to your new cloud mailbox, can you please go through your account and delete large emails? A lot of us receive very large emails with PDFs, Word documents, images, and other files attached.

If possible, please go through each of your mailbox folders and:

- "Arrange By" => "Size" to find large email messages.
- "Delete" messages that are over 250 KB (please be sure to save them as PDFs and/or download the attachments if you still need them for future reference).
- Once you've condensed your mailbox folders, please do the same thing to your "Deleted Items" (this action will permanently delete the messages and attachments and therefore make your mailbox smaller).

The smaller your mailbox is, the quicker it can be moved to the cloud. Thank you for your help!

Keep Up with the Project

- [Staff & Faculty Email Webpage](#)
- [MySWC Announcements](#)