Subject: Email Migration Tips & Tricks - PLEASE READ!

Date: Tuesday, July 13, 2021 at 12:41:01 PM Pacific Daylight Time

From: Michael Davis

To: Michael Davis

Greetings, Jaguars!

As more and more of your mailboxes are being migrated to SWC Outlook Email in the Cloud, some of you have started experiencing challenges. Please take a look at the information below so you (and others) know what to expect and how to overcome these hurdles.

Calendar Events

- Some of your newer calendar events may not get transferred to the cloud. When you receive the "your mailbox will soon be migrated" email from us, we recommend taking screenshots of your calendar events (or printing them) just in case.
- Once your mailbox has migrated, if you make changes to existing events, it may be a good idea to send a follow-up email to the attendees to make sure they got the update.

Calendar Access & Permissions

- Once migrated, you will not be able to see other people's calendars if they haven't been migrated yet (or vice versa). You may need to contact the people to ask if they are available during the time of your meeting. However, if you send them an invitation, they will receive that as normal and it will appear in their calendar if they accept it (see "Bounced Emails" below).
- During the migration of your mailbox, your calendar permissions (i.e. who you allow to see your calendar and what level of access) may not transfer to the cloud. If that is the case, here are instructions for updating your calendar permissions.

Bounced Emails

- Once migrated, non-migrated people who email you may receive an email "bounce" saying you don't have a mailbox. To remedy, they should open up the bounced email and in the upper-left corner, click on "Send Again," then replace the email address in the "To" field by going to the Address Book and selecting your name from there. This should update their frequent email addresses (i.e. auto complete) list. If not, they can delete your name from the list and select your name from the Address Book using the "To" button (see "Address Book" below).

Message Rules

- When you receive the "your mailbox will soon be migrated" email from us, we recommend exporting your email message rules because they may not get migrated. Once your mailbox has migrated, you will easily be able to import them into your new cloud account.

Address Book

- You may not show up in the Outlook Address Book for people who haven't been migrated yet. Also, you may not be see non-migrated people in the Outlook Address Book. Sending email directly to an

email address will work though! Please make use of the [Employee Record Lookup](#) page on ServiceNow or the [Staff/Faculty Directory](#) on the main website for people's contact information.

<u>Migration Status & Alerts</u>

- The status of your mailbox and overall statistics of the migration project are available on the [Outlook Cloud Migration](#) page on ServiceNow. You can also sign-up to receive alerts via **Text Message** and **Personal Email** so you know when your mailbox will soon be migrated and when it has been migrated.

As always, if you need assistance, please contact the Help Desk at (619) 421-6700 x4357 or [Report an IT Incident](#) on ServiceNow and we'll get to you as soon as possible!

Thank you for your patience while we work to provide you a better email experience in the cloud!

Take care and have a good day,
Michael

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