

## Instructions and Information for new Gmail system (going live Friday, April 1<sup>st</sup> at 6 pm):

### 1) How to get help on Monday April 4th

*You can also get help in person from Division of IT tech support reps on Monday, April 4 from 9 a.m. until 4 p.m. in these two locations: 1126 Tydings Hall and 1144 Biology-Psychology Building.*

Online Q&A sessions will be available next week so that you can ask any questions about your new account:

- [Monday, April 4 at 10-10:30 a.m. ET](#)
- [Monday, April 4 at 2-2:30 p.m. ET](#)
- [Tuesday, April 5 at 10-10:30 a.m. ET](#)
- [Tuesday, April 5 at 2-2:30 p.m. ET](#)

**Fernando Ramirez and Jack O'Bannon have both already transferred to the new mail system and can also answer questions.**

For training and support please visit this link. Viewing the training videos should make the migration process easier to understand.

<https://sites.google.com/a/umd.edu/umd-google-apps-support/>

### 2) Instructions:

- Download the Google Chrome Browser  
<https://www.google.com/chrome/index.html>. Google Chrome is the only fully supported browser for Gmail accounts.
- You can also download the Gmail app on your smart phone.
- Open Google Chrome and type the following address in the address bar  
<https://mail.google.com/a/umd.edu> for a direct link to the user authentication page.
- If you are familiar with Gmail, simply type [www.gmail.com](http://www.gmail.com) in Chrome's address bar. Click on the sign in button and enter your full email. For example **[Directory ID]@umd.edu**. Gmail will redirect you to the authentication page where you can enter your UMD credentials. Chose the **Organizational Google Apps Account Business** account owned by umd.edu.

- After 6pm Friday, April 1 old exchange email accounts will be unable to send or receive email. Until migration has been completed it will be the only way to access email received before 6pm April 1.
- When the migration completes April 4, 2016 new and old email should be accessible through Gmail.

### 3) Timeline:

#### **6pm Friday, March 18 to 6pm Friday, April 1 -- background Email Migration to Google Begins -- Use Exchange But Limit Some Tasks**

- Do not file any email messages received before 6 p.m. Monday, March 18. (If you file any of these messages, those moves will not be reflected in your Google account.) You may file new messages as usual.
- Do not delete, rename, or move any folders. Creating new ones should be okay.
- Finish addressing any unanswered or tentatively accepted calendar invites if you want them to move to Google.

#### **6pm Friday, April 1 to Sunday, April 3 -- Final Email, Calendar, and Contacts Migration to Google -- Begin Using Google <https://mail.google.com/a/umd.edu> but Not all Data Will be present (Do not panic this is normal)**

- Use your Google account to send/receive email and to book new calendar appointments.
- Calendar events and Contacts will begin to appear in your account during this period.
- You may be missing email received between March 18 and April 1 when you begin using your account. If you are missing mail older than that, you may contact the IT Service Desk at [itsc@umd.edu](mailto:itsc@umd.edu) to report the migration issue.
- Do not make any changes to Labels until you receive the all-clear message that your account is complete -- likely on Monday, April 4.

### 4) Data Transfer Details and Known Issues (Important)

**The Exchange data that resides on University of Maryland servers will be migrated (copied) automatically. This data includes:**

#### **Email**

– Email messages *smaller than 25 MB* stored within your Exchange account will be migrated. Local folders and archives will not be migrated during this process. Your existing folder structure will be migrated as Google labels (<https://support.google.com/mail/answer/118708?hl=en>).

#### **Calendar**

– Exchange Calendar appointments from *one year before through one year after your migration date* will be transferred to Google.

## **Personal**

**Contacts** – All personal contacts in your Exchange mailbox will be migrated to Google as Contacts.

## **Known issue with Exchange to Google Apps migrations**

### **These items will not migrate to Google:**

- Messages not stored in Microsoft Exchange, i.e. in personal archive folders
- Email messages larger than 25 MB, because Google has a 25 MB message size limit
- Messages with attachments that are not permitted in Google (i.e., .exe, .vbs, .jar, etc.). See the full list at <https://support.google.com/mail/answer/6590?hl=en>.
- Messages that include improper formatting, such as messages with \$ in the from address
- Message importance levels
- Tasks, follow-up flags, reminders, and Notes
- Categories
- Signature files
- Inbox rules (In Google, these are called filters and will need to be recreated.)
- Mailbox folder sharing permissions, including email folders, contact folders, and any calendar folders
- Attachments in calendar appointments
- Out of Office and Tentative calendar status
- Optional attendees
- Personal distribution lists
- RSS feeds
- SMS/text messages

### **These items may not migrate to Google or may be changed during the transition:**

- Messages containing significant amounts of formatted Rich Text (such as embedded charts and graphics) in the body may not convert with 100% fidelity.
- Folder names longer than 225 characters will be truncated and a sequential number will be appended to the truncated value (Google's Labels have a 225 character limit). You can rename any long folder names once in Google.
- Recurring calendar appointments that were part of a series but were modified individually may not come over at all or the occurrence may be broken out as a separate meeting.
- While UMD community members are operating in both Exchange and Google, meeting appointments, especially room and resource reservations, will need to be handled differently. Related documentation is in development.

Please visit the [Migration Information](#) page to learn more about what specific types of data will and will not transfer to your new Google account and other known issues related to data migration. To get the best experience using your new Google Apps account, it is recommended that you use the

Chrome browser. Email clients like Outlook and Thunderbird will not provide you with full account functionality, and they are not supported by the Division of IT. Training will be available in the coming weeks -- both before and after the April 1-April 4 migration. Please check the training and support site at <http://go.umd.edu/google> for helpful information about the transition.

If you have any questions, please email [geoghelp@umd.edu](mailto:geoghelp@umd.edu)