Math Mail Migration

Preparing for the Migration:

1. Verify you have backups working. ([https://utbackup.its.utexas.edu](https://utbackup.its.utexas.edu))
2. Clear out your inbox. Smaller is better. Syncing is constant on O365. Could cause email sync issues after migrated.
3. Clear out trash/deleted items folder. 30 day period on O365 before deleted.
4. Delete any folders/emails you don’t need to speed up backend transfer
5. Archive any folders/emails you don’t regularly access but might. Utilize retention policies. Best practice: store departmental email as archive in UTBox ([https://utexas.box.com](https://utexas.box.com)) and share out to department leads. Store personal email on your system.
6. Update your email client to the latest version. Older versions tend to be unsupported and could be cause of email sync issues.
7. Identify any shared math email accounts or calendars with migration team before scheduling a migration. ([cnsmigration@austin.utexas.edu](mailto:cnsmigration@austin.utexas.edu))
8. Schedule migration via CNS IT Doodle poll. Factor in a 4 hr gap when email will be unavailable. Not common but just in case.
9. Prepare to bring your devices checking email to campus on your scheduled migration date.

Changes to note:

- Inbox must be cleaned out regularly to ensure syncing is not affected. Large inbox files tend to slow syncing and could cause issues between multiple devices
- Sent Folder is now called “Sent Items”
- Trash Folder is now called “Trash”
- Deleted items will be removed from your folder every 30 days. After that, you will need to log into the web app and navigate to the purged area if you need to recover. Files will sit here for 30 days and will then be purged from the system. At this point they are no longer recoverable. More information can be found [here](https://cns.utexas.edu/help).
- Attachments have limits. The typical limit is 30MB but other factors must be taken into account. More can be found [here](https://cns.utexas.edu/help).
- You have an integrated calendar with your account. You can access via the o365 web app or via outlook or calendar client that allows office 365 to be configured on it.
- You have the ability to access Office via the web app as well as other Microsoft app integrations. While you remain affiliated with UT, you are authorized to install Office on up to 5 different machines you own. [UT Office via Office 365](https://cns.utexas.edu/help)
- If you lose your affiliation with UT and need to keep your email active (deactivates 30 days after your appointment ends), you can address this with your department. Information about this can be found [here](https://cns.utexas.edu/help).
- To learn how to use outlook, training material can be found [here](https://cns.utexas.edu/help).

Day of Migration:

1. You are required to be at the scheduled appointment. Your EID and password are needed for the client configurations.
2. Tech assigned will meet with you at the scheduled time and work through getting your new account ready.
   1. login to [https://outlook.office365.com](https://outlook.office365.com)
   2. Set the time zone, and click Save
   3. Click the profile icon (top right), and make sure the email address is correct.
   4. Click the gear icon.
      - Test inbound webmail
      - Test outbound webmail
      - Configure signatures
3. Tech will help configure all devices to check for email correctly.
4. Any issues that stem from the migration will be forwarded to Maorong by the tech to ensure an immediate solution is developed and implemented.
5. The tech will identify when the migration has been completed. After this point, any issues or questions regarding your email account should be directed to [http://cns.utexas.edu/help](http://cns.utexas.edu/help).

More Details on math site: [http://www.ma.utexas.edu/services/computing/email-migration-faq/](http://www.ma.utexas.edu/services/computing/email-migration-faq/)