

Webmail Upgrade Change Information

Dear UTAS email users,

This document includes information contained in the original notification email sent to all UTAS email users and additional information providing comprehensive explanation of all changes.

Please read on to find out how you will be affected and what you need to be aware of.

WHO IS AFFECTED?

1. If you fall into either of the following two categories, the effect of this change will be limited to an email outage on Sunday, June 28th 2009. Email sending and receiving will be delayed for up to 12 hours on this date. After this day all email operations will continue as normal for these users. These users need not read the remainder document.
 - a. Staff members that only use Lotus Notes.
 - b. Staff with a Microsoft Exchange account, who only use this Exchange account, either using an email client like 'Outlook' or 'Entourage' (configured to connect to the exchange server) or using the 'Outlook Web Access' webmail environment.
2. If you are using the current UTAS webmail environment 'EmuMail', even if only occasionally, you will be affected by this change. You should continue reading this document.
3. If you are using an email client such as 'Eudora', 'Outlook' or 'AppleMail' that connects to the university 'POP' servers (see list below) you will experience an outage and may need to access the new webmail to retrieve mail that was delivered to your account in the period between when you last accessed your inbox and the time of the outage. You should continue reading this document.

- * postoffice.newnham.utas.edu.au
- * postoffice.sandybay.utas.edu.au
- * postoffice.utas.edu.au
- * corinna.its.utas.edu.au
- * boyes.its.utas.edu.au

To determine whether you are using these services, you will need to examine the configuration of your email client. The method of doing this varies between email clients. Please contact your computing support staff if you require assistance with this.

WHY IS THIS CHANGE BEING MADE?

Email usage at UTAS has grown radically in recent years and as such current resources are very limited in their capacity. The University has committed to improving the email experience for UTAS email users and this change will provide immediate benefits for users and pave the way for future benefits to be achieved.

Benefits include: providing an improved webmail interface, additional functionality, increased email storage quota, increased security and increased availability.

WHAT WILL CHANGE?

For email users who will be affected by this change, there are a number of differences that you need to be aware of.

1. A new webmail environment

The current webmail environment 'EmuMail' will be replaced by a new environment 'Communications Express'. This will be accessible in exactly the same manner as the old environment at <http://webmail.utas.edu.au/>

2. An email outage

Both the old 'EmuMail' and the new 'Communications Express' webmail environments will be unavailable on Sunday, June 28th 2009. This means that email users who use webmail exclusively (as opposed to using an email client like 'Eudora') will not be able to send, receive or review emails on this day. Users that do use an email client will still be able review old emails but not send or receive new emails.

3. Copying of old mail to the new webmail environment

On Tuesday, June 30th 2009 copying of mail from the old 'EmuMail' webmail environment will commence. This will be completed by Friday, July 3rd 2009. When a member's mail is copied a new mail folder will appear in the 'Communications Express' webmail environment named 'Previous inbox'. This mail folder will contain all of the mail that was stored in the inbox of the old 'EmuMail' webmail environment on Sunday, June 28th 2009.

4. Old email will be inaccessible for webmail users for up to 5 days

On Monday, June 29th 2009 the new 'Communications Express' webmail environment will be accessible and you will be able to use it to send and receive new mail. However, at this initial stage, old mail will not have been copied across from the old 'EmuMail' webmail environment. This means that email users who use webmail exclusively (as opposed to using an email client like 'Eudora') will not be able to review old emails.

5. Help documentation

Basic help documentation will be available by clicking the 'How to access webmail' & 'How to use webmail' links on the webmail login page at <http://webmail.utas.edu.au/> (Note: not available until Monday, June 28th 2009)

Advanced help documentation will be available by clicking the 'Help' link after logging in to the 'Communications Express' webmail environment. (Note: not all of the functionality included in the advanced help documentation is available to UTAS email users)

6. Email client users

Email users that use an email client like 'Eudora' will not need to make any configuration changes but will be unable to send or receive emails on Sunday, June 28th 2009.

7. Accessing new mail delivered to your account in between your last connection to the old system and the June 28th 2009.

For some email users, some unread email will be delivered to the 'Previous inbox' mail folder mentioned above. This will apply to emails received after the last time the member accessed their inbox and before the change on Sunday June 28th 2009 is complete.

- a) Webmail users can easily check for this by viewing the content of the 'Previous Inbox' folder in the new 'Communications Express' webmail environment'
- b) Email users that use email clients like 'Eudora' will find that unread email that was delivered to the 'Previous inbox' mail folder will not be retrieved by their email client and as such will be apparently missing. ITR recommends all these users follow the following steps on Friday, July 3rd 2009 to address this issue:
 - i) Close their email client (e.g. Eudora/Outlook/AppleMail).
 - ii) Log into the "Communications Express" webmail environment at <http://webmail.utas.edu.au/>
 - iii) Open the "Previous inbox" mail folder to check for any messages that they did not receive in the email client.
 - iv) Move these messages from "Previous inbox" to 'inbox'.
 - v) Log out of the 'Communication Express' webmail environment.
 - vi) Open their email client.

- vii) The email client will now retrieve the messages that were moved from 'Previous inbox' to 'inbox'.

8. Setting 'vacation messages' & email forwards will change

The method for setting vacation messages and forwards to other email accounts will change. These functions will now be performed from within the 'Communications Express' webmail environment. An information page providing instructions on how to set vacation messages and email forwards will be accessible by clicking the link named 'Forward/Vacation Information' at the webmail login page here <http://webmail.utas.edu.au/> (Note: not available until Monday, June 28th 2009)

9. Users with current vacation messages

Email users who have a current vacation message in effect on Sunday, June 28 2009 will have their vacation message migrated to the new system. Due to a difference in the way the new and old systems manage vacation messages, an 'end date' must be assigned to the vacation message. This 'end date' is the date on which the vacation message will automatically turn itself off. A decision has been made to set this 'end date' to Monday, January 4th 2010 (approximately 6 months after the changeover date).

- a) Users wanting to remove their vacation messages prior to Monday, January 4th 2010 can do so at any time after Sunday, June 28th 2009 from within the 'Communications express' webmail environment. Follow the instructions accessible by clicking the link named 'Forward/Vacation Information' at the webmail login page here <http://webmail.utas.edu.au/> (Note: not available until Monday, June 28th 2009)
- b) Users wanting to continue their vacation message beyond Monday, January 4th 2010 can do so at any time after Sunday, June 28th 2009 from within the 'Communications express' webmail environment. Follow the instructions accessible by clicking the link named 'Forward/Vacation Information' at the webmail login page here <http://webmail.utas.edu.au/> (Note: not available until Monday, June 28th 2009)

10. Users with current email forwards or 'redirections'

Users that have an active email forward in effect on Sunday, June 28 2009 will have their forward migrated to the new system. These users can remove or modify their email forward at any time after Sunday, June 28th 2009 from within the 'Communications express' webmail environment. Follow the instructions accessible by clicking the link named 'Forward/Vacation Information' at the webmail login page here <http://webmail.utas.edu.au/> (Note: not available until Monday, June 28th 2009)

11. Address book contacts

For email users who have contacts in the address book of the old 'EmuMail' webmail environment, these contacts will be exported from 'EmuMail' and delivered to users as an email attachment. This attachment can then be imported into the address book of the new 'Communications Express' webmail environment. This email will also contain detailed instructions on how to import contacts into the 'Communications Express' address book.

12. Email 'Rules' or 'Filters'

Members who have created email 'rules' or 'filters' in the old 'EmuMail' webmail environment will need to re-create them in the new 'Communications Express' webmail environment if they want them to continue to function.

ITR advises these email users to manually record the details of these 'rules' or 'filters' prior to Sunday, June 28 2009 to assist them in the process of re-creating them in the new 'Communications Express' webmail environment. After this date users will not be able to access the old 'EmuMail' webmail environment to review the 'rules' or 'filters' they had created.

This does not apply to 'rules' or 'filters' that users have created in an email client (e.g. Eudora/Outlook/AppleMail).

13. Email Signatures

Members who have created an email signature in the old 'EmuMail' webmail environment will need to re-create it in the new 'Communications Express' webmail environment.

This does not apply to email signatures that users have created in an email client (e.g. Eudora/Outlook/AppleMail).

Thank you for taking the time to read this information.

If you have any questions or concerns relating to this information, please contact the Service Desk using the details below.

Service.Desk@utas.edu.au

(03) 6226 1818 or 1300 304 903