

Frequently Asked Questions

GroupWise to Outlook Email Migration

1. Preparation

What can I do to prepare for the migration?

- **Document any GroupWise rules** you want to re-create in Outlook. Rules (including out-of-office announcements) do not migrate to Outlook.
- **Document any proxy access** you have to access other accounts, such as calendars and address books. These will be available to you in Outlook, but the permissions will need to be manually reapplied by the owner. Instructions can be found below, under **Proxy Rights**.
- **GroupWise Archive users:** Managing individual GroupWise archive(s) is the responsibility of the user. Although every effort will be made to migrate archives to Outlook, this cannot be guaranteed. However, to improve the likelihood of a clean archive migration, users should do the following:
 - Remove old and unnecessary/unwanted emails
 - Remove emails with large attachments
 - If an attachment needs to be maintained, save it to your drive (outside of email), then delete the email.
- **Frequent Contacts do not migrate** from GroupWise to Outlook. Before the migration, copy any Frequent Contacts that you wish to keep into a Personal Address Book. [Click here for instructions.](#)

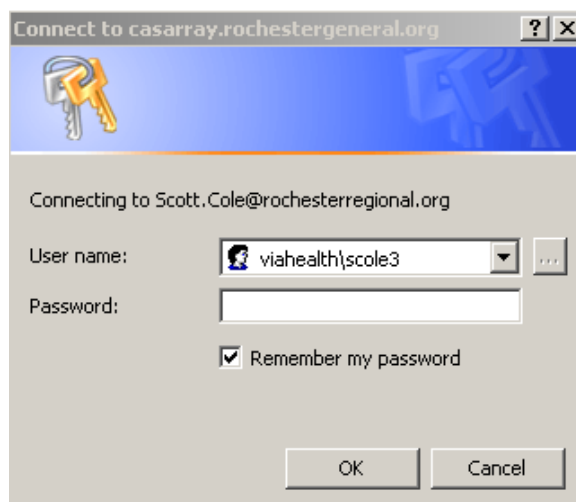
Are training materials available for Outlook?

- Yes. A variety of Outlook Tips for GroupWise Users, Quick Reference Cards and Outlook training videos can be found on the Unity intranet at the [Email Migration Center](#). (Not viewable on external networks.)

2. Logging In

How do I log in to my account with Outlook?

- Your email login is changing and will no longer be what you used in GroupWise. You will receive an email ahead of the migration letting you know your login ID. If you forget your login ID, find it by using [Employee Self Help](#).
- Upon launching Outlook you will be prompted by the login screen below. You will need to precede your username with viahealth\ as shown in the "User name" field. Check the "Remember my password" box to not be prompted to log in the next time you launch Outlook.



If I am having trouble launching Outlook, can I access my email another way?

- Yes. Outlook Web Access will be available at <https://mail.rochesterregional.org>

How will I access email from an auto-login/Clinical computer?

- Auto-login/Clinical computers will use Outlook Web Access from a desktop icon.

[Helpful Information on Using the Outlook Web Access application](#)

(Not viewable on external networks.)

3. Calendars

How will appointments in my calendar be impacted by the migration?

All appointments, reoccurring and non-reoccurring, scheduled through March 22, 2016 will be migrated. Appointments beyond March 22, 2016 will **not** be migrated. For instance, if you currently have a reoccurring appointment scheduled from January 1 to December 31, the migration process will only transfer the portion of the appointment from January 1 through March 22.

This is because all links between an originator and an invitee will be broken in appointments during the migration. If an originator makes changes to a migrated appointment, these changes **will not** automatically update in the invitee's calendar. Therefore, if an originator makes any changes to a migrated appointment they will need to contact all invitees to make them aware of those changes. This applies to both reoccurring and non-reoccurring appointments.

4. Proxy Rights

Will my proxy rights be affected?

- GroupWise manages proxy by message type, and Outlook manages proxy through delegation rights. Once your account is migrated you will need to re-assign delegation rights based on required account access permissions.
 - [How to allow someone else to manage your mail and calendar](#)
 - [How to manage another person's mail and calendar items](#)

4. Archives

How will I access my archive data at time of cutover?

- Across the weeks following the migration of your email account, your archive data will be copied into your Outlook account for you. During this time you will use GroupWise to view your archive data in a Read Only fashion.

Once my archive data is copied into Outlook how will I find it?

- Your archive data will appear in Outlook within the same folder structure as it did when it was in GroupWise.

How do I archive going forward?

- You will no longer need to manage email archives. Archiving will be automated and handled organization-wide by a product called Symantec Enterprise Vault.

5. Remote Access

Is remote access to my email available?

- Yes. Your email account can be accessed remotely through Outlook Web Access (OWA) as follows:
 - Your email can be accessed at [MyROHealth](#) by selecting Unity Hospital from Staff Tools then clicking on the Webmail icon.
 - You can also access via the direct link <https://mail.rochesterregional.org>

- For those who prefer accessing email remotely through the Unity Applications (or Citrix) portal, the Webmail icon will be available there as well.
- If you use VPN to access the network from external locations, Outlook will appear as usual on your desktop.

Please note that the Webmail or Outlook icon will replace the GroupWise icon in all locations. Remote access to GroupWise archives will not be available while archived data is being copied into your Outlook account.

[Helpful information on using the Outlook Web Access application](#)

(Not viewable on external networks.)

5. Miscellaneous

Will my migrated emails be changed in any way?

- Email message content and message attributes are migrated to Outlook. Sent Items Status Data (read, opened, etc.) will not be migrated as Exchange does not support this.

What about my signature?

- Signatures are not carried over by the migration process and will need to be recreated in your new account.

Address Books

- Personal Address Books are migrated into Outlook. Frequent Contacts are not migrated into Outlook.

Smartphones

- Current smartphone users will be contacted by IT to have their phones configured to access their Outlook accounts.