Microsoft Outlook

Transition from the
ECS Exchange Server to the
University Exchange Server

ECS Computing Services
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Transition Process

This document is intended to assist the user transition smoothly from the ECS exchange server to the university exchange server. The transition process will take approximately one week.

What is going to happen?

- **Monday**: Campus will check your forward to see if it is going to <username>@ecs.csus.edu. If it does NOT, then nothing will change. If it does, then the inbox will be emptied (a copy your email messages were originally sent to @ecs.csus.edu) and the forward will be deleted.
  
  **Result**: new @csus.edu or @saclink.csus.edu email goes to campus exchange server

- **Tuesday**: ECS (Lynne) will check your forward and change from the ECS exchange to the campus exchange.
  
  **Result**: new @ecs.csus.edu email will forward to the campus exchange mailbox

- **Wednesday and Thursday**: ECS (Lynne) will create a copy of your mailbox
  
  **Result**: old exchange mail prepared for import

- **Friday**: Campus will import the copy into your campus mailbox
  
  **Result**: old exchange mail, contacts, calendars, etc. will appear in your campus mailbox

What do I do?

- Check new university email via the Outlook Web Access (page 13) or
- Check new university email via your mobile device (page 14)
- Send new email via university email
- When replying to email, CC yourself to get a copy of the sent message
- Use your university calendar when adding items to your calendar
Post-Transition

After the ECS exchange mailbox has been copied into the university exchange mailbox, ECS Computing Services will contact each user to verify that their mailbox has been properly transitioned.

What is going to happen?
ECS (Lynne) will be disabling your ECS exchange account once the transition has completed.

What do I do?
Create a new profile connecting to the university exchange server (page 4).

Common Questions

- Does this mean that I call the university to support my mailbox?
  - No. ECS Computing Services will still be your point of contact for all support.

- Will the campus retention policy delete email from my mailbox?
  - No. Their retention policy is in regards to the backup of the exchange server. It does not affect individual mailbox messages.

- Will I have problems with quota?
  - No. You will receive an email when you are within 250MB of the quota. Forward the quota email to support@ecs.csus.edu and ECS Computing Services will take care of it.

- Will my email address, <username>@ecs.csus.edu go away?
  - No. <username>@ecs.csus.edu is still a valid email address.

- My new mail is in the university exchange server, but not my calendars or contacts. Where are they?
  - Calendars and contacts are copied to the university exchange server along with the original ECS mail. All your items will be available once the transition is complete.

- Is this transition a good thing?
  - Yes! It appears the University has caught up to us and can provide adequate service. We have handed this service off to them so we can focus on issues more critical to the College. Now that the University has upgraded their Exchange Server to the 2010 version, we are running the same version with the same services enabled. Also, litigation holds, which seem to be more and more frequent, are taking up a lot of our time to preserve, document and track legally required email communications.
How to Create a New Outlook Profile to the University Exchange Server

1) *Click* on the Start button

2) *Open* the control panel

3) *Double click* on the Mail icon

4) *Click* on **Show Profiles**... (Figure 1)

![Figure 1 - Show Profiles](image)

5) *Click* on **Add**.. (Figure 2)

![Figure 2 - Add Profile](image)
6) Type in a profile name, such as university mail (Figure 3)

7) **Click OK**

![Figure 3 - New Profile Name](image)

8) E-mail account will automatically be generated (Figure 4)
   a. **Select Manually configure server settings or additional server types**
   b. **Click Next>**

![Figure 4 - Auto Account Setup](image)
9) **Click** <Back

![Image](image1.png)

10) The Auto Account Setup will now allow you to modify the email account settings. **Enter** the appropriate data for each field. (Figure 5)
   
   a. **Select** E-mail Account
   
   b. Your Name: <Your Name>
   
   c. E-mail Address: <saclink ID>@saclink.csus.edu
   
   d. Password: <saclink password>
   
   e. Retype Password: <saclink password>
   
   f. **Click** Next>

![Image](image2.png)

**Figure 5 – Add New Account Window**
11) As the profile is being configured (Figure 6)...

![Figure 6 - Configuring in Progress](image)

a. Enter your credentials. (Figure 7)
   i. Username: csus\<SacLink username>
   ii. Password: <SacLink password>
   iii. Click on the box to save your credentials. Click OK

![Figure 7 - Enter Credentials](image)
12) The next window will then look for your credentials on the server and see if it is there. If all is well, then you should see a similar window as below (Figure 8).
   a. Select **Manually configure server settings**
   b. *Click Next>*

![Figure 8 – Confirming Window](image)

13) *Click on More Settings*…

![Figure 9 - More Settings](image)
14) Outlook Anywhere needs to be turned off for any system on campus. If this configuration is for a laptop or home system, then the setting can stay checked.
   a. Select Connection tab
   b. Uncheck Connect to Microsoft Exchange using HTTP
   c. Click OK

![Figure 10 - Outlook Anywhere](image)

15) Using the pull-down menu, select the new profile for Always use this profile (Figure 11)
16) Click OK

![Figure 11 - Select New Profile](image)

17) Start your Microsoft Outlook 2010
18) When Outlook is up, enter your saclink username and password. (Figure 7)
   a. Username: csus\<SacLink username>
   b. Password: <SacLink password>
   c. Click on the box to save your credentials. Click OK

19) Once the login is accepted, the mailbox should be synched to your mail in about 2-3 minutes.
   a. Note: The credentials typically need to be entered twice. This is normal.
How to Access SacLink Outlook Web Access

1) *Open* up a browser of your choice and *go to*: [https://webmail.saclink.csus.edu/owa](https://webmail.saclink.csus.edu/owa)

![Figure 12 – SacLink Exchange](image)

2) *Enter* your information as shown above (Figure 12) and *click Sign in*. You are now connected to SacLink Exchange.
How to Add SacLink Exchange to Mobile Devices

1) Go to your phone’s settings and find under settings, mail.
2) Then find exchange and enter the proper information:
   a. Domain: saclink.csus.edu
   b. User: <saclink account>
   c. Password: <saclink password>
   d. Server: mobile.saclink.csus.edu

NOTE: Your mobile device may tell you that it cannot connect to the server, just view the
details of the failure and it will ask you that it is not a trusted source; Confirm you
understand the risk and it will then connect to your exchange.
How to Enable Calendar Category Colors

1) With Microsoft Outlook opened right-click the mailbox you want and select Data File Properties…. (Figure 13)

![Figure 13 – Data File Properties](image)

2) The window Outlook Today will open. On the General tab, near the bottom of the window, click the button Upgrade to Color Categories...

![Figure 14 – Outlook Today](image)
3) After clicking **Upgrade to Color Categories...** you should see a window pop up. Click **Yes** on the window (Figure 15) and **OK** on the next window too.

![Figure 15 - Confirmation Window](image)

4) By doing this, you will now be able to have colors to your calendar. See below for an example. (Figure 16 –and Figure 17)

![Figure 16 – Original](image)

![Figure 17 – With Color Categories](image)
How to View Unread Messages Folder

1) With Microsoft Outlook opened and in the mail section, go to Search Folders (Figure 18)

![Figure 18 – Search Folders](image)

2) **Right-click** on Unread Mail and **select Show in Favorites** (Figure 19)

![Figure 19 – Show in Favorites](image)
How to Add Contacts as an Address Book

1) With Microsoft Outlook opened and in the contacts section, right click on the contact list to be added as an address book (Figure 20)

![Figure 20 – Contacts Properties](image)

2) Go to the Outlook Address Book tab and check Show this folder in an e-mail Address Book (Figure 21)

![Figure 21 – Email Address Book](image)
How to Open Resource Calendars

Outlook Application

1) Go to File → Open → Other User’s Folders (Figure 22)

![Figure 22 – Other User’s Folder]

2) Select Folder types = Calendar (Figure 23)

![Figure 23 – Calendar Folder Type]

3) Click on Name...
4) In the name section, type “ecs -” and select the desired calendar (Figure 24)

5) **Click OK**

![Select Calendar Name](image1.png)

Figure 24 – Select Calendar Name

6) **Click OK**

![Open Other User's Folder](image2.png)

Figure 25 – Open Other User's Folder
7) The selected calendar is then displayed in the list of calendars (Figure 26)

Figure 26 – Display Calendar
Outlook Web Application

1) *Open* the Outlook Web Application and login (page 13)
2) *Click* on *Calendar*
3) *Right click* on *People's Calendar*
4) *Select Add Calendar…*(Figure 27)

![Figure 27 – Outlook Web Add Calendar](image)

5) *Click* on *Name…*(Figure 28)

![Figure 28 – Outlook Web Select Name](image)
6) Type in “ECS – “
7) Press the enter key
8) Select the desired calendar
9) Click on the Select -> link
10) Click OK ( )

11) Click OK (Figure 30)
12) The new calendar is now displayed (Figure 31)