Unit IT Staff Procedures for Migrating from M+Google to U-M Exchange Email and Calendaring

As soon after notification that faculty/staff/student (F/S/S) are migrating to Exchange, Unit IT Staff must:

1. **Contact F/S/S** to explain the importance of/reason(s) for migrating existing email to Exchange soon after the switch is made. Email could go unread until Exchange is used to access email.

2. Determine what **mail client** is being used and what they wish to use for Exchange email.

   If the F/S/S was already using Microsoft Outlook to view their M+Google email, after the email forwarding to M+Google is stopped and forwarding to U-M Exchange is enabled, have the F/S/S export all of their M+Google email as a PST file, then import it to their U-M Exchange profile: Outlook 2010, 2007: [http://support.microsoft.com/kb/287070](http://support.microsoft.com/kb/287070)

   If the F/S/S is not on a Windows machine and does not want to log into a Windows machine to go through the migration from a Windows machine, skip to step 4.

3. **If the F/S/S has a lot of email and/or a lot of folders/sub-folders**, using the google sync app will be the least disruptive:

   - Install the google apps sync tool: [https://support.google.com/a/users/bin/answer.py?hl=en&answer=153871&topic=28355&parent=28354&rd=1](https://support.google.com/a/users/bin/answer.py?hl=en&answer=153871&topic=28355&parent=28354&rd=1)

     The F/S/S signs in with their M+Google account and password. Create the F/S/S profile. Import from the Exchange profile, but don’t select anything.

     - Start using Microsoft Outlook via the app installer [https://support.google.com/a/users/bin/answer.py?hl=en&answer=156179&topic=28358&ctx=topic](https://support.google.com/a/users/bin/answer.py?hl=en&answer=156179&topic=28358&ctx=topic)

     Follow the prompt to start Microsoft Outlook. Be sure to select the Google Apps profile. As soon as Outlook opens the Google Apps profile, it starts synchronizing with the Google Apps account in the cloud.

     ***It may take a while, but will sync as long as the machine is connected to the internet***

     Additional information on the sync app: [https://sites.google.com/a/umich.edu/going-google/helpdesk-reps/google-apps-sync-for-microsoft-outlook](https://sites.google.com/a/umich.edu/going-google/helpdesk-reps/google-apps-sync-for-microsoft-outlook)

     Once the sync is completed:

     - from Microsoft Outlook, set up the M+Google account, and let the google app sync import all of the M+Google data to the local machine.

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1 With thanks to Faye Ogasawara of AOSS
- Go to step 2, above, and export a PST file of all of the M+Google email/contacts/tasks/etc (not calendar)

- Set up the U-M Outlook Exchange account and import the PST file to the U-M exchange account.

*** In order to set up the U-M Exchange account, you must disconnect from the wired/wireless network, then follow the MANUAL SETUP procedure for Microsoft Outlook: http://www.itcs.umich.edu/exchange/using/start.php

*** On any email client, when connected online on-campus, your configuration settings will default to M+Google and the only way to change this is to take the machine offline, set the configuration, then bring the machine back online

- See step 2 on how to import the M+Google PST into the U-M Exchange account

4. If the F/S/S is on Mac or Linux and does NOT want to migrate using a Windows machine, have them copy all of their M+Google email from whatever client they are using to local folders on their machine.

- If the F/S/S solely used a web browser, have them choose their application of choice, for example Mail.app for Macintosh/Apple machines or Mozilla Thunderbird for Linux.

It is necessary to use an email client/application - the migration is not possible with the web browser client.

- Copy (Move may result in loss of data) the M+Google email from the cloud via the email client to local folders. Regardless of the email client, if the email to be migrated exceeds bandwidth limits, the F/S/S will need to follow procedures here: https://sites.google.com/a/umich.edu/google/configs-that-work/enabling-imap

Scroll down to IMAP limitations - F/S/S can unlock/enable their accounts for continuing downloads by visiting the following URL: https://www.google.com/a/umich.edu/UnlockCaptcha

- If not already done, set up the F/S/S for M+Google email on an email client. Take the machine offline, then configure the client for U-M Exchange email: http://www.itcs.umich.edu/itcsdocs/s4354/

- Copy (Move may result in loss of data) the email from the local folders to the U-M exchange account