

Tips from IT on assisting EMU students with new Google email service

Since the end of the Winter 2014 semester, IT has been migrating student email accounts over to the Google Apps for Education platform. We expect the migration process to be completed by mid-June.

During the migration, some students will still use EagleMail (Zimbra), while others will use Google. For students who are unsure what email system to use, we recommend that they use the "Email" link from the My.Emich home page to access their email. If they haven't been converted, it will take them to Zimbra. If they have been converted, it will take them to Google. Once they are on Google, they can go directly to the EMU Google login page at <http://google.emich.edu>.

We have updated the IT website with this info and re-posted an announcement on the My.Emich homepage. We have also added the following notice onto the EagleMail login page:

NOTICE TO STUDENTS: Student email accounts are being migrated to Google Apps for Education. Once your account is migrated, you will no longer be able to login at this page. If you are unable to login here, please log into Google Apps at <http://google.emich.edu>. Contact the IT Help Desk at (734) 487-2120 with any questions. Additional information is available at <http://www.emich.edu/google>.

Below are answers to several questions that have been asked by EMU students, especially regarding time-sensitive emails from EMU student service offices:

1. "There's nothing in my Google Inbox" or "I didn't get that email."

Google sets up three tabs for inbound email – Primary, Social, and Promotions. Some EMU email is being placed in the "Promotions" tab instead of the "Primary" tab. The quickest way for students to see all mail is to select the "All Mail" folder (left column). They can also go into the settings for their account and configure their inbox to only have a Primary tab.

2. "I can't get to my email" or "EagleMail won't let me log in."

They probably have been migrated to Google. Once migrated, their old Zimbra account is locked (not deleted) and cannot be accessed. Have the student try logging in at google.emich.edu. If that doesn't work, please have them call the IT Help Desk at [734-487-2120](tel:734-487-2120).

3. "I don't get email on my smart phone anymore."

They probably have been migrated to Google and need to set up a new email client on their mobile device. Links to instructions for Android and Apple devices can be found at www.emich.edu/google.

(Note: At other times, this problem occurs when the email password has been changed and the user needs to update their email profile on their smartphone.)

4. "I don't know if I'm on EagleMail or Google?"

To determine if they are on EagleMail or Google, have the student log in to their my.emich account and click the "Email" icon on the home page. If it goes to EagleMail, they haven't been

migrated yet (but will be over the next few weeks). If it goes to Google, they have been successfully migrated and can use the URL google.emich.edu to get to their email directly.

5. “Where is my EagleMail calendar and my contacts? They weren’t moved to Google.”

These require a manual import. Steps on how to migrate calendars and contacts are listed in the “Migration Guide” available at www.emich.edu/google. The student will need to contact the IT Help Desk to have their EagleMail account unlocked (so they can access the items to be migrated). Student EagleMail accounts will be available through September 30, 2014 for this manual migration process.

For general assistance, please contact the **IT Help Desk at 734-487-2120**. Most email-related questions can be handled over the phone. Additional information about the new Google email service is also available at www.emich.edu/google.