

**GROUPWISE TO OUTLOOK 2002 CONVERSION**  
**APRIL 28, 2008**  
**10:00 a.m.**

**Questions and Answers:**

**Question:**

Are there any print outs to this presentation?

**Answer:**

These will be available at [www.michigan.gov/bwt](http://www.michigan.gov/bwt) on April 29, 2008

**Question:**

Is the default screen that comes up the one with the preview pane? If so, is there a way to change it to the Folder List page to make that page the default?

**Answer:**

The default that was being described was the default that you will see when you log in to Microsoft Outlook after you have been migrated. After you are into the outlook system, you can change your default appearance in a number of different ways.

**Question:**

Why is this necessary? Has not GroupWise been developed and tweaked to an acceptable state of security?

**Answer:**

Yes, we have been using GroupWise for number of years now, and it has been developed over time. However, the State has two system applications. Part of the State has been on Outlook for quite awhile, the rest has been on GroupWise. This decision has been made at the statewide level that Michigan would try to go to just one email application. Given the costs, the licensing for GroupWise is significantly higher than Outlook. So the State decided that Outlook would be the State standard. So we don't know what the exact time table is for the entire state to switch over to Outlook, but it is expected to occur as time goes by.

**Question:**

Why Outlook 2002? What about Outlook 2008?

**Answer:**

Even though there are newer versions available, Microsoft Outlook 2002 is the current standard for the State. As they go through the testing and security procedures that are needed to upgrade, they will upgrade the program. However, Outlook 2002 is the version that has been checked out for security issues etc.

**Question:**

The handouts that we have are Outlook 2003, why does the presentation say 2002?

**Answer:**

Again, 2002 is the version of the application that we have to use. However, we felt that these reference cards would be helpful, because these programs are very similar. So hopefully most of the information on the 2003 reference card will be useful to you.

**Question:**

If we are able to save email to file folders does that mean we no longer have to be concerned about overloading our site by keeping too much data?

**Answer:**

No, you can save it to the folder however you still have that limited amount in your account. How I understand it, your folders are still in your active email file server. So it isn't moving them off the server, it is just organizing them in a different manner.

**Question:**

Will this happen if we still use the "...@michigan.gov

**Answer:**

If you are pulling it from your current group, or if you let it auto fill it may go back and use the old email extension. However, if it does all you have to do is go into your address book and pull out the name again, and resend. It is important to note that the email address look exactly the same. But when the GroupWise account gets converted, and you let your computer auto fill in an email address, it somehow directs it to the older version.

**Question:**

In GroupWise there is a delete and empty, meaning the email is not recoverable, or just delete, which puts it in the trash, but it is recoverable. When you delete an email in Outlook, is it "deleted and emptied?"

**Answer:**

Not right away. If you hit the X and it goes into your delete file, it will still be there until your system deletes it, or you manually go in and delete it.

**Question:**

Once I am converted, will my customers have any problems contacting me?

**Answer:**

We don't think so. As long as they are using your regular email address it should go to your correct account. This isn't something that we have tested, so if you do have some feedback indicating problems please let us know. If your customers are outside the State system, it should be directed to your correct account.

**Question:**

Darlene, regarding the Address Book, will we be able to import our contacts from GroupWise?

**Answer:**

Yes, we will be covering that later on during our presentation.

**Question:**

What is voting and tracking?

**Answer:**

Voting and Tracking options allow you to send out a **Question** and get the recipients to vote (agree/disagree, yes/no, yes/no/maybe) and you can also track who receives your emails, who opened them, etc.

**Question:**

Are we to assume that the new migration will be going to Windows Vista? Microsoft has announced that it will be dropping support for XP in the very near future, much the same way it dropped support for Win 95/98. The different operating systems will handle the operations of the e-mail in different, subtle ways, but subtle enough to gum up the works.

**Answer:**

The State is going to be staying on Windows XP; we do have some people who are still on Windows 2000. With this migration everyone will be on XP. I do not know when the State is planning on moving to a newer operating system. But just like we are still on Outlook 2002, I believe it will be sometime before the State moves away from XP because of all the security issues and upgrades.

**Question:**

How do you undelete?

**Answer:**

You would just go back into your deleted items, right click on the email you would like to undelete and choose move to folder. Once you choose move to folder you can either put it back into your inbox, or any other folder you would like.

**Question:**

Is May 2nd the last date to migrate?

**Answer:**

We would like all of you to have all of your email archives saved out to your network drive by the 2<sup>nd</sup>. Beginning the first part of next week, staff in the Cadillac Place and Victor Building will begin to migrate. So we want to make sure all the archived emails out there so they can be converted to outlook prior to the staff migrating. We will have more information on the specific date that people might migrate by next week. Again DIT staff will contact people at each location prior to them coming out to do migration for individual staff.

**Question:**

We have some field staff that are going to have machines that are not going to be migrated. When they are at those machines, how will that affect them?

**Answer:**

When they are on those machines, they should use only the internet version of Microsoft Outlook.

**Question:**

How do we get to the Blind copy email?

**Answer:**

When you go to creating a new message, there will be a section for BCC. If you click on To, that is where your BCC: is going to show up. You can add names there, and then click okay. Once you put an address in the BCC box it will show up on your email. Other recipients will not see these addresses of course, as they are blind to them.

**Question:**

How do you print a copy of all 12 months on one sheet?

**Answer:**

I don't think you have the option to print all 12 months on one sheet. I believe that you have to print them month to month. However to print your calendar make sure you are on your calendar and then click print. then in the Print style box, click the print style you want.

**Question:**

I don't have a password to get in to my laptop...is this a problem?

I asked because some staff have passwords to log in to their computers.

**Answer:**

No, during the time of your migration, you will be given a temporary start password, which you will have to change after you log in the first time.

**Question:**

Will the "Proxy" feature be available via the Internet? e.g. MTB Help, Career Portal Help, etc. Thank you!

I was able access MTB Helpline, when I was out in the field. Will I be able to do that with outlook?

**Answer:**

I think so, but we haven't tried it for the group emails, like MTB Helpline, RSA, as well as the other. However we provided DIT with a list of those email addresses, as well as their main owners. For instance with MTB Help, when Barb Schultz is migrated to outlook, all the MTB Help archives should also be converted. However, there may be a need to give proxy to people who can see those. But there shouldn't be anything that should keep you from viewing those emails, if you are given the appropriate proxy.