Enterprise Messaging (EM) Migration

COLLEGE OF LETTERS & SCIENCE
DIVISION OF UNDERGRADUATE EDUCATION
Features of EM System

- Enterprise Messaging
  - Microsoft Exchange Platform
  - Integrated Mail & Calendar
  - Centralized mail storage

- Global Address Book – updated weekly
  - Campus Faculty, Staff, Departmental Lists & Resources

- Shared Calendars and Resources
  - Across Departments on EM

- OWA – Outlook Web Access (Webmail)

- Built-in SPAM Control - ProofPoint
Your Transition:

**Friday, April 9**th
- 5:00 PM - no email access
- Leave your computer powered on
- Migration of:
  - Mailboxes,
  - Calendars &
  - Contacts

**Sat & Sun, April 10 & 11**th
- No weekend email access

**Monday, April 12**th
- 8:00 AM: Migration complete
New Logon & Password

Two separate logons:

Your *UIT workstation* Logon:
- Existing username
- Existing password

*New EM Email* Logon:
- New logon username: *UCLA Logon ID*
- Existing Password (if compliant)
EM Email Account Logon

When you launch Outlook or Outlook Web Access (OWA webmail), EM prompts you for a Username and Password:

**EM Username** = your UCLA Logon ID

Your UCLA Logon ID (formerly BOL ID) authenticates your new EM Email account.

EM and BOL are separate systems, both of which use the UCLA Logon account name for authentication. UCLA Logon ID also provides full BOL services.

**EM Password** = Existing Password

(401 compliant)
Address & Passwords

Your EM Email Address is the same as before:

- jbruin@college.ucla.edu

Synchronize EM & your Network passwords:

- Changing your EM password does **not** change your Network password & vice versa

Forgotten your UCLA Logon ID?

- Look it up at: https://logon.ucla.edu
Microsoft Outlook

Logging In
Sending Email
&
Global Address List (GAL)
Post-Migration Email Logon

- **EM User Name:** ad\ UCLA LogonID
- **Password:** EM Password

"Remember my password" is disabled
Global Address List (GAL)

Click or type here to Search the GAL for:

- Current list of Faculty & Staff
- EM Department Listings
- Your Personal Contact List

Video: GAL
Addressing with Check Names

1. Type the recipient's **First** and **Last Name**

2. Click the **Check Names** button, or (Ctrl+K) to find user in the Global Address List or your Contact list.
Global Address Book (GAL)

- Current list of Faculty, Staff
- EM Department Listings & Resources
- Your migrated Personal Contact list

Video: Send Using GAL
Sharing Your Calendar

Granting permissions to your calendar:

In Calendar Navigation Pane, click: **Share My Calendar**

- You choose:
  - **Who** is allowed to see your appointments
  - **What** they can do with it by granting permission
Calendar Sharing - Permissions

- Click **Add...** to select Users from the GAL or Contacts
- Assign a **Permission Level** to that User
- Click **OK**

*Note:*
Calendar shares will **not** migrate. Prior to migration, take a screen shot. You will have to recreate them after migration.
Automatic Deletion Policy

Deleted Items & Junk Mail:

- 6 months after items land in the Deleted Items or Junk Mail Folder, they will be automatically deleted

  - Drag any ‘wanted’ Deleted or Junk Items in another folder
Outlook Web Access

WebMail

Windows or Macintosh
Outlook Web Access (OWA)

www.em.ucla.edu

OWA Webmail

Provides
‘Anywhere’ email access

Basic features with Firefox, Safari

*Premium features with Internet Explorer

Contains Calendar, Global Address List, and Personal Contacts

Synchronizes with Outlook
Logon to OWA: www.em.ucla.edu

Click the OWA link

Your existing Password (401 compliant)
Outlook Web Access (OWA)

Internet Explorer Inbox

Global Address Book

Folder views

Items 1 to 50 of 642
Outlook Web Access (OWA)
Alternate logon page if you are timed out!

Security:
- **Public**: automatic log-off after 30-minutes of inactivity.
- **Private**: Allows 24-hours of inactivity before automatic log-off.

**Outlook Web Access Light**: provides basic features. Best for slower connections or with a browser with heavy security settings.
Changing your EM Password

Select **Options** > Change Password > Click **Save**

Note: OWA is the *only* place to change your EM Password.
Out of Office Assistant

Select Options > Out of Office Assistant > Click Save

Send separate Out of Office messages to External recipients!
Global Address List (GAL)

EM Department Listings:

- Searchable by Department
- New: Reading Pane displays Contact information

Click link to show individual EM Department listings
Schedule an OWA Appointment

- Click **Calendar** folder
- Click **New > Appointment**

Optional method:
Double-click the time slot
Schedule an OWA Appointment

- **Enter** appointment details
- **Click** Save and Close
- OWA appointments are **synchronized with the Outlook calendar**
Scheduling a Calendar Meeting in OWA

1. From Calendar > New > Meeting Request, the Meeting Organizer schedules a Meeting Request.

2. Invite Attendees as Required or Optional and add meeting details.

3. Verify Free/Busy availability and click Send.
Advanced Search

- **Click** the chevrons to expand the search
- **Select** which Folders and Items to Search
- **Click** 🔄
Bounce Backs/ NDRs
“Your message did not reach the intended recipient…”

- When *Replying To* messages *external to DUE organization*, prior to April 9th:
  - *Type* the full email address or use the GAL/Check Names method

- Alert UCLA colleagues *outside DUE*, who ‘Reply To’ pre-migration messages may not reach you:
  - *Type* the full email address or use GAL/Check Names method

- Messages from *outside* campus are *not* affected

- Your replies to other *@college.ucla.edu* users are *not* affected

Your Nickname file will repopulate again
Your Transition:

**Friday, April 9th,**
- Record Calendar Permissions & Rules
- Leave your computer on
- Beginning 5:00 pm: - No email access

**Sat & Sun, April 10 & 11th**
- No weekend email access

**Monday, April 12th, 8:00am**
- Migration complete: Mailboxes, Calendar & Contacts
- Recreate Calendar Permissions & Rules

*Don't know your UCLA Logon ID? Go to: [https://logon.ucla.edu](https://logon.ucla.edu)*
Client Configuration & Setup

www.em.ucla.edu > Training Resources

Enterprise Messaging (EM) provides email, calendaring, spam filtering and mobile device services to the administrative campus community. Additionally, EM recognizes the unique operational needs of each departmentally developed hands-on training to meet specific departmental needs. End users and IT personnel can take advantage of the links provided on this Training Resources page.

Enterprise Messaging
- Attachment Blocking
- EM Service Level Agreement (SLA)
- EM Infrastructure
- EM Services

Client Configuration and Setup
- How to Access your Mailbox Remotely
- Configuring Entourage 2004 for EM
- Configuring M&C Mail for EM
- Configuring Microsoft Outlook for EM
- Configuring POP3 in Outlook for EM
- Configuring IMAP in Outlook for EM
- Configuring Shared Mailbox Profiles in Outlook
- Configuring Thunderbird for EM
- Configuring RPC over HTTP for Outlook

Outlook Mailbox
- Guide to Outlook Logon
- Configuring Outlook is Online
- Changing your EM Password
- How to Recover Permanently Deleted Items in Outlook
- Global Address List (GAL)
- Out of Office Setup
- Configuring Shared Mailbox Profiles in Outlook
- Accessing a Shared Email Account
- Adding a Delegate to the Outlook Mailbox
- Viewing Public Folders in Outlook

Outlook Calendar
- Sharing and Viewing Calendars

Enterprise Vault
- Enterprise Vault Overview
- Outlook EV Online Tools
- Enterprise Vault Quick for Windows Users (137)
- Enterprise Vault Quick for Windows Users (137)
- Enterprise Vault Quick Reference
- Enterprise Vault Client
- 7.1 (Installation File)

Spam Handling
- EM-Managed and User Barracuda Anti-Spam
Proofpoint Anti-SPAM

User-Managed Features
User-Managed Anti-Spam

Proofpoint:
- Scans and scores incoming messages
  - Blocks, delivers or quarantines messages
- Sends you a daily quarantine report (End User Digest)

You:
- Open & view quarantined messages (End User Digest)
  - Release email
  - Whitelist / Blacklist email addresses
Accessing Proofpoint

- **End User Digest**
  - Email delivered if messages get quarantined
  - You open it to access and view your quarantined email

The emails listed below have been placed in your personal Quarantine since you received your

ProofPoint Anti-Spam
End User's Digest Spam Quarantine Report

**View** opens quarantined email safely

**Release** delivers misclassified email (*check your Junk Mail folder)

**Safelist** delivers & adds the sender to Safe Senders

**Not Spam** reports false positives to Proofpoint for analysis (does not deliver)

Messages are held 14 days - then deleted automatically

[Image of email quarantine report]

For more information contact your System Administrator.
The emails listed below have been placed in your personal Quarantine since you received your last End User Digest. They will be deleted after 14 days. To deliver an email to your inbox, click on Release. To deliver an email to your inbox and add the email sender to your Safe Senders List, click on Safelist. This ensures that no emails from that sender will be blocked in the future. To report messages that are not spam but are reported in the digest, click on Not Spam.

For more information contact your System Administrator.
End User’s Digest Daily Spam Report

Request New Digest
- Emails you an up-to-date Digest

Request Safe-Sender List
- Emails you a list of your Safe and Blocked Senders

Manage My Account
- To View & open email
- Make changes to your Digest from a single web page

Good practice: Save at least one digest in your Inbox, to have access to these Proofpoint tools.
Manage My Account: Quarantine

Clicking ‘Manage My Account’: 
- Opens Proofpoint’s web interface
- Quarantined messages populate

The Quarantine tab:
- View all Quarantined items to:
  - **Release** (deliver)
  - **Safelist** & deliver
  - Send a **Not Spam** report
  - **Delete** (messages are automatically deleted after 14 days)
Manage My Account: *Lists*

Safe and Blocked Senders List

Click **Lists** to:

- **View**
- **Add**
- **Edit or Delete**

Enter a specific address or internet domain. Not case sensitive.
Manage My Account: Profile

Customize your Account Settings

Determine the Digest delivery:
- New messages only
- Send daily regardless
- Turn-off Digest delivery

Select alternate policy:
- Default
- Opt out – delivers all spam to your email Inbox (NOT recommended)

Don’t forget to Save
Tips:

Missing your **Daily Digest** or **Released** email?

- Check your **Junk Mail** folder
  - Add your **End User Digest** to Safe Sender’s list

Click “**Manage My Account**” link to ‘View’ email

Check your **Quarantined** email frequently

- For false positives
- Before it’s automatically deleted after 14 days
Support & Information:

Call Your Helpdesk: x64525

Contact: Helpdesk@college.ucla.edu

EM Knowledge Base FAQs & How To’s:

- [www.em.ucla.edu](http://www.em.ucla.edu) > Training Resources link
- Click the ‘Ask’ Knowledge Base FAQs
**Future Feature: EVault**

**Enterprise Vault Archiving**

- Reduces mailbox size and items
- Dept. Calendars will run faster
- Powerful search tools for finding archived files quickly
- Archived messages can be Forwarded, Deleted, Replied To
- Anywhere access to archived items through OWA
- Transparent and automatic
- No more PST headaches