

# Moving to Outlook 365

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LORI BAILEY, ED.D.  
DIRECTOR OF INFORMATION & INSTRUCTIONAL TECHNOLOGY  
AUGUST 2020

I hope that you all weathered yesterday's storms without too much inconvenience.

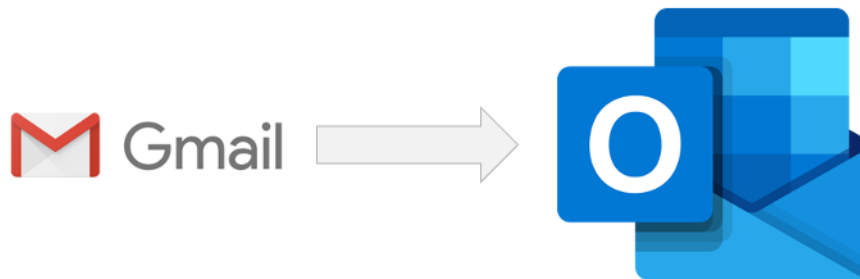
I have been spending many summer days here in my home in Roxborough, as like many of you, I continue my work in support our Temple students, faculty, and staff as we endeavor, together, to achieve excellence in teaching, research, and service even during these challenging times.

## Email Transition

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TUGMAIL

OUTLOOK 365



I'm reaching out to you today to share some important news about upcoming changes to one of our fundamental technology tools that we all use every day: specifically, your Temple email. Over the next two weeks, faculty and staff in our College will be migrated from TUGmail to our new email service provider: Microsoft Outlook 365 - also commonly referred to and known as "Exchange". Yes, we originally planned for this migration to take place earlier in the summer. However, with all the unexpected and unplanned work as result of our moving to remote instruction and, then, coordinating our return for some on-campus learning, my team and Temple's Information Technology Services were unable to schedule this transition before August. And now, here it is only a few weeks before start of semester and we are ready to move forward.

## Change is Scary

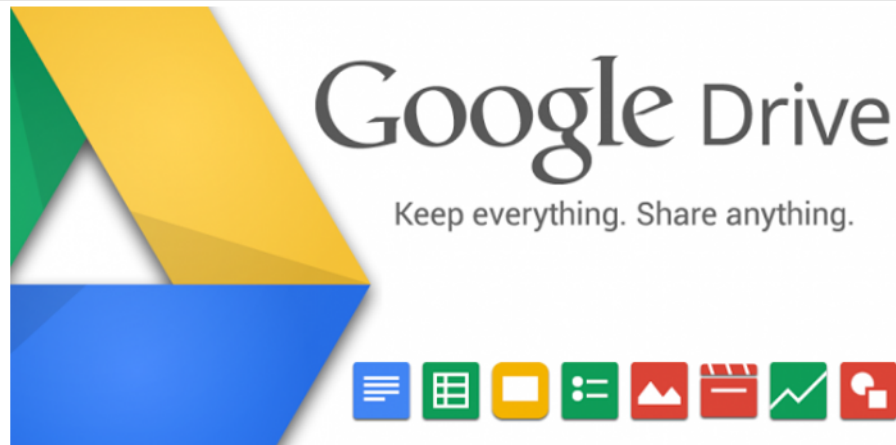
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I understand many of you will have concerns about this transition. Yes, change is always hard and change to something as personal as your email can feel especially challenging. But, as someone who has already been through this transition -- along with my over 30 gigabytes of 15 years of Temple email -- I'm here to assure you that this transition is both less challenging and less disruptive than you might think.

## Google Drive and Docs – Still Here!



This Photo by Unknown Author is licensed under [CC BY](#) - access Google Drive at <https://drive.google.com>

And before you panic , let me be clear: Google Drive and all your associated Google files – docs, sheets, forms, etcetera – these will all remain. Nothing changes about Google Drive: You can still access all your files and folders. You can continue to use the Google Drive app on your desktop or mobile device or you can navigate online to <https://drive.google.com>. And, yes, you can still navigate through any of the document links you have shared or had shared with you in the past. You can continue to use Google Drive and all its features just as you do today.

## Transition Steps

1. Copy TUGmail to MS Outlook
2. New messages redirected to MS Outlook
3. Login re-routed for TUmail.temple.edu

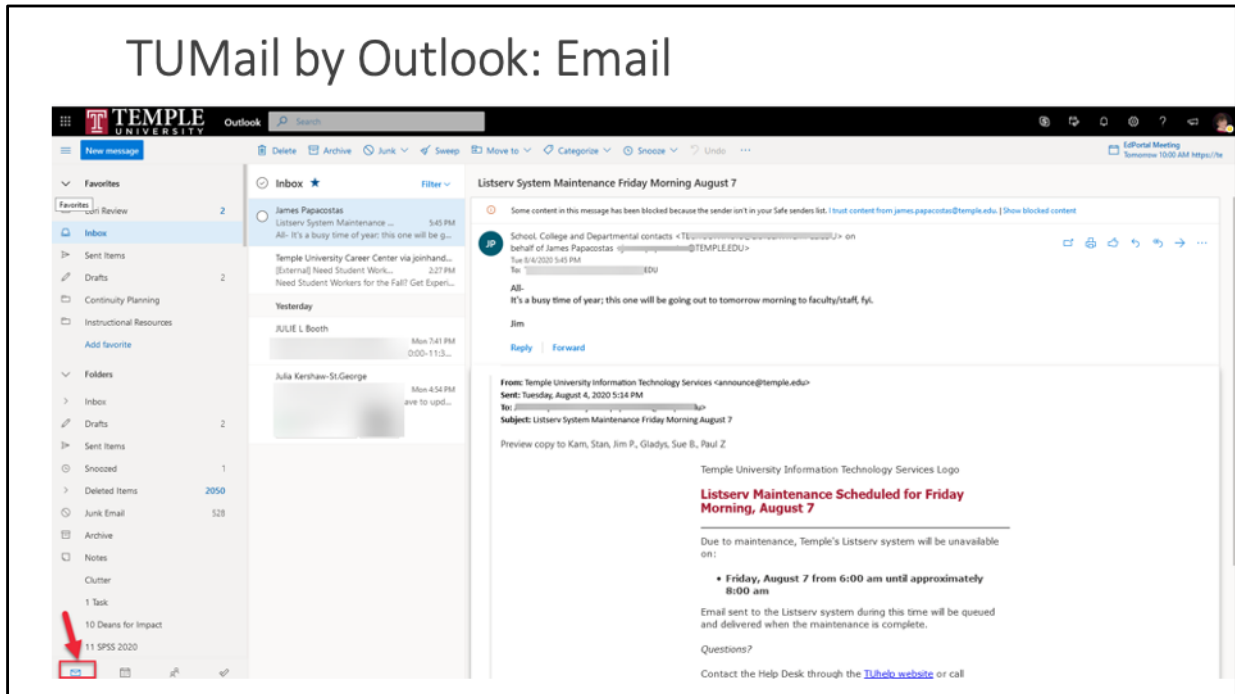


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So, let's talk about what is included in the migration from TUGmail to Outlook 365. In brief, here's what's going to happen:

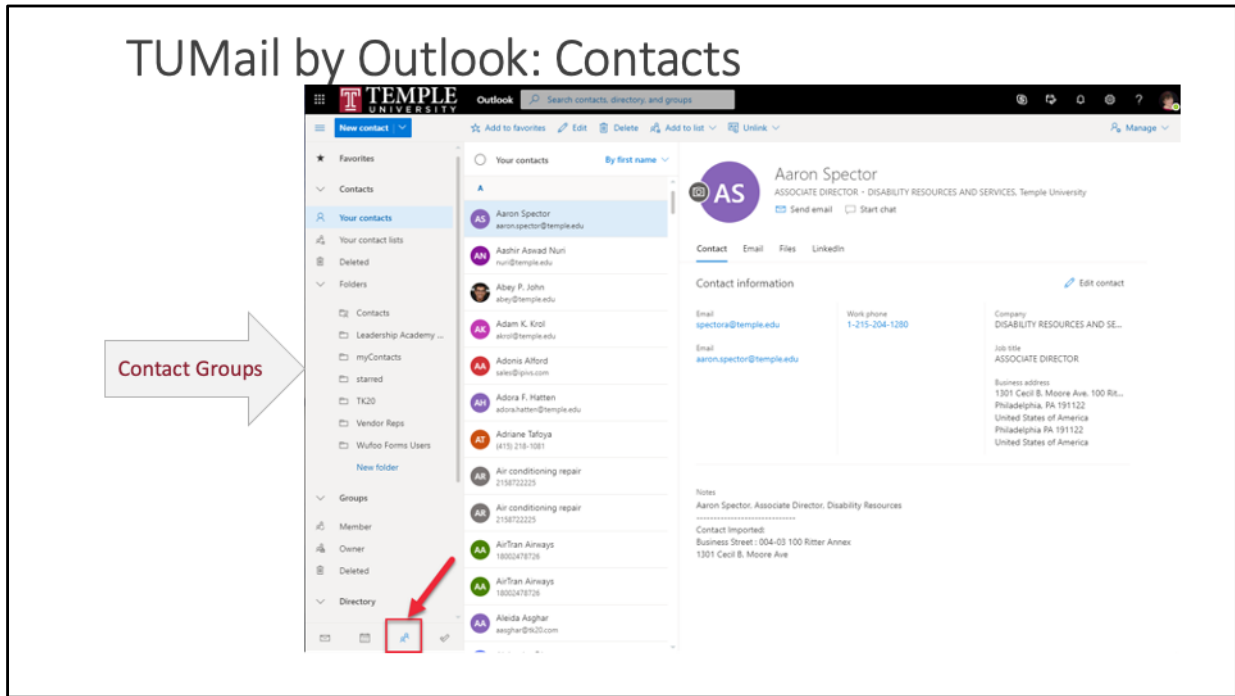
Late in the day of your scheduled transition . . . around 7pm, ITS will begin the transition. During this time, all your email stored in TUGmail will be copied to your Microsoft mail account. This includes all archived email, as well as new messages coming in. During the transition, new messages will go to your Microsoft IN box. You'll stop seeing new email arriving in your TUGmail.

# TUMail by Outlook: Email



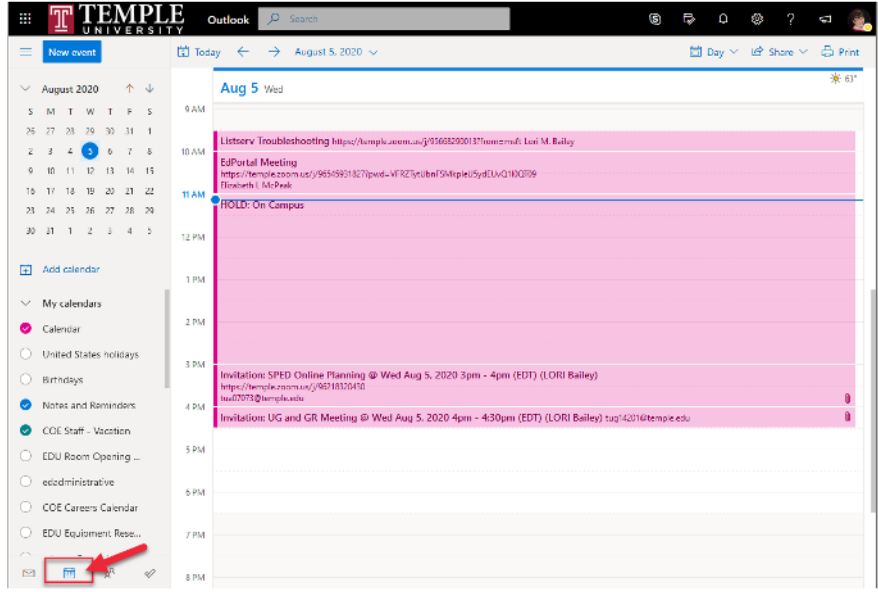
The next morning, when you access TUMail -- either through TUportal or by going directly to [tumail.temple.edu](mailto:tumail.temple.edu) -- accounts that have been transitioned will direct to the new Outlook 365 email instead of TUGmail. Here is what that looks like. As you can see everything looks very similar to TUGmail and all of your "labels" in Gmail are converted to "folders" in Outlook.

# TUMail by Outlook: Contacts



Your Gmail Contacts will move to the Contacts section of Outlook.

# TUMail by Outlook: Calendar

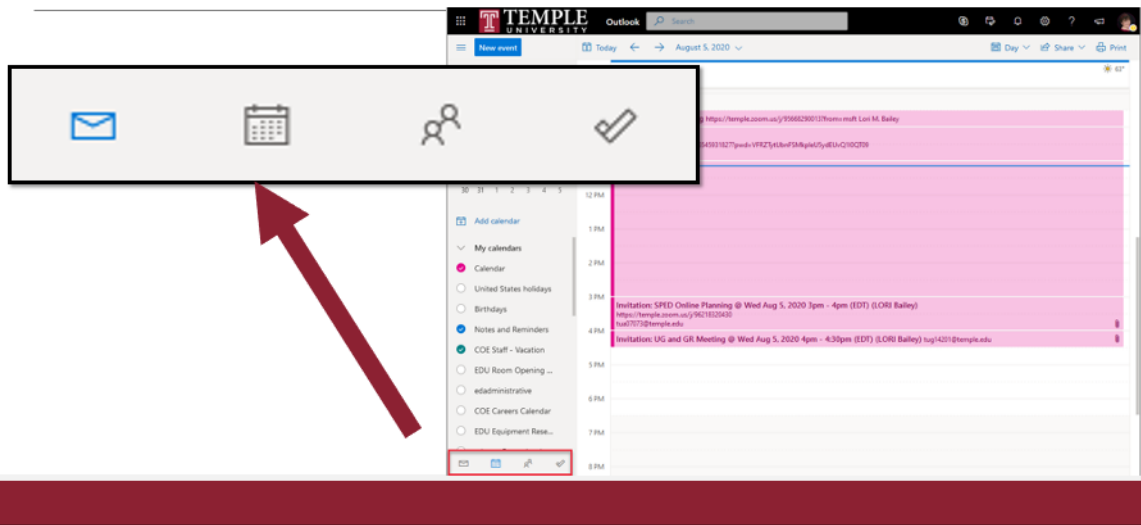


The screenshot displays the Outlook calendar interface for Temple University. The main view shows a calendar for August 5, 2020, with several events listed: 'Litsorv Troubleshooting', 'EdPortal Meeting', 'HOLD: On Campus', 'Invitation: SPED Online Planning', and 'Invitation: UG and GR Meeting'. On the left side, under 'My calendars', there is a list of calendars including 'Calendar', 'United States holidays', 'Birthdays', 'Notes and Reminders', 'COE Staff - Vacation', 'EDU Room Opening ...', 'edcadministrative', 'COE Careers Calendar', and 'EDU Equipment, Rese...'. A red box highlights the 'Calendar' icon at the bottom of this list, with a red arrow pointing to it. A grey arrow labeled 'Additional Calendars' points towards the 'Calendar' icon.

And your Gmail Calendar will move to the Outlook Calendar.



## TUMail by Outlook: Navigation



Navigate through your Email, Calendar, Contacts, and Task list using the icons at the bottom left of the page. You can also open each one on a separate tab in your web browser using right-click.

## Reapply Your Settings

You'll need to re-apply your settings in Outlook for some things that you set up in Gmail.

- Vacation / Auto-reply
- Filters or Rules
- Shared Calendars / Sharing Settings
- Email signature on each device
  - Web
  - Phone
  - Mobile device
  - Desktop

There are some things to be aware of after the transition:

1. Any vacation settings or automatic reply settings you set up in TUGmail will need to be reset in Outlook
2. Any filters or rules you set up in TUGmail will also need to be recreated in Outlook
3. If you shared your calendar with others, you'll also need to reapply those sharing settings in Outlook [bonus: you'll have more options available for how you share calendars using Outlook]
4. You'll need to create a new email signature in Outlook – and you'll need to add that signature in the settings for each device where you install the Outlook app, including your phone, mobile device, or desktop computer.

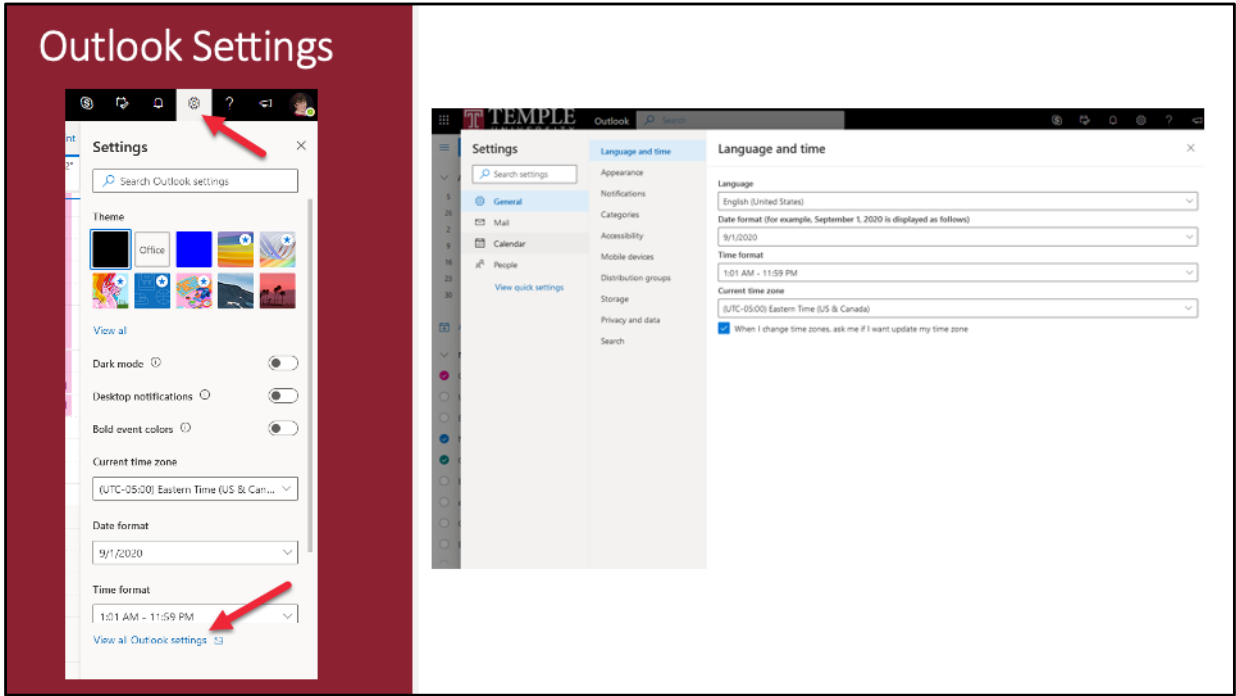
## What WON'T Transfer: Contacts

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- Only 3 email addresses per Google contact
- No Gmail tags
- No website addresses in Contacts,
- No custom tags

A few things don't translate well from Gmail to Outlook:

1. Only 3 email addresses per Google contact will be copied to Outlook Contacts
2. and some things like Gmail tags, website addresses, and custom tags will not transfer.



I know that may sound scary, but don't worry. Most folks don't use all or maybe even any of these Gmail tools and settings. For those that do, resetting things to your liking is easy to do in the Outlook settings. Click on the gear icon at the top right to open the quick settings and choose “View all Outlook settings” at the bottom, if you need to find additional settings.

Transition Day:  
Aug 12, 13 & 14

Staff –  
August 12-13  
Faculty -  
August 13-14  
Transition  
Period:  
7pm-12am



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So, when is this going to happen. Currently, our plan is to begin transitioning CEHD staff on the evening of Tuesday August 12. That means that in the morning on Wednesday, August 13, when staff login to TUmial, you'll be directed to Outlook instead of Gmail. For most faculty, the transition will begin the evening of Wednesday, August 13 and you'll begin using Outlook on the morning of Thursday, August 14. Keep in mind, that ITS has already done this transition successfully on hundreds of Gmail accounts. And all of your College IT staff have been using Outlook instead of Gmail for several months. My team, along with ITS, will be available to support you and we will work through any possible issues on a case-by-case basis.

## Tips for an Easier Transition

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1. Delete/remove future repeating
2. Make a note of your shared calendars
3. If you are nervous . . .
  1. Export and save your [Google Contacts](#)
  2. Export and save your [Google Calendar](#)

As someone who has gone through this process, I'll share with you a few tips for making the transition a bit easier. None of this is required; these are just suggestions of things you can do if you have the time:

1. If you have a calendar event for say every April for the next three years, you may find it's easier to delete and recreate those events after your account has been migrated. If you don't delete them in advance, you may receive "ghost notifications" where you get reminded about an upcoming event that you canceled. This is because the event is canceled in Outlook, but remains in Gmail (remember, data is not deleted!).  
You can search for future events by going to the search box in Google Calendar and clicking the down arrow next to the box, then add dates to filter by future dates.
2. Go to the settings in your Google calendar and navigate to the Sharing section. Take a screenshot of your current calendar shares to remind yourself of what settings you'll need to re-apply in Outlook
3. If you have any concerns about not having access to a contact or calendar item, take a moment and export your Google Contacts and Calendar to a CSV or Excel file. That way, you'll have a backup just-in-case. But, remember, NO data is deleted, so ITS will also have access to your Google account and can assist you

with retrieving data, if needed.

## Explore & Learn

[Outlook 365 Getting Started](#)  
(TU ITS)

[Outlook Essential Training](#)  
(LinkedIn Learning)

[Outlook Training](#)  
(Microsoft)

The screenshot shows the Temple University Information Technology Services website. The header includes the university logo and navigation links for SYSTEM STATUS, TECH Center, Canvas, TUportal, OWLtech, and Service Catalog. Below the header, there are links for GET CONNECTED, LABS & CENTERS, ACCOUNT INFORMATION, and RESOURCES & HELP. The main content area is titled "Outlook 365 - Getting Started" and includes a sub-header "Get started using your Temple Outlook 365 email account." A "TABLE OF CONTENTS" sidebar lists "Overview", "Get Started", "Use Outlook on the web (Tumail)", and "Set Up Email on Your Windows/Mac Computer". The main content area has sections for "Overview" (explaining access via TUMail or Outlook client), "Get Started" (with sub-sections for "Outlook on the Web (TUMail)" and "Outlook (Windows)"), and "Get Started" (with sub-sections for "Outlook on the Web (TUMail)" and "Outlook (Windows)").

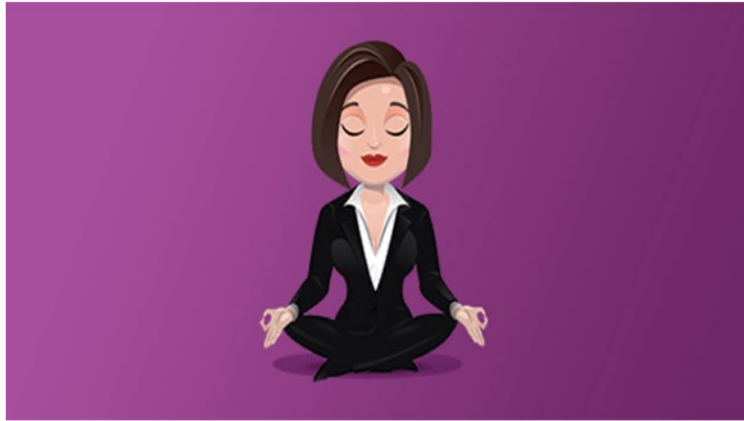
Before or after the transition, you may want to familiarize yourself with more of the features and tools and available in Microsoft Office 365. For a quick start guide to using Outlook 365, visit the ITS [Outlook 365 Getting Started](#) page. This page also includes instructions for downloading and setting up the Outlook desktop app, and for setting up mail on your phone. To learn more advanced features and tools in Outlook 365, you can access the [Outlook Essential Training](#) from LinkedIn Learning or the [Outlook Training](#) videos



provided by Microsoft.

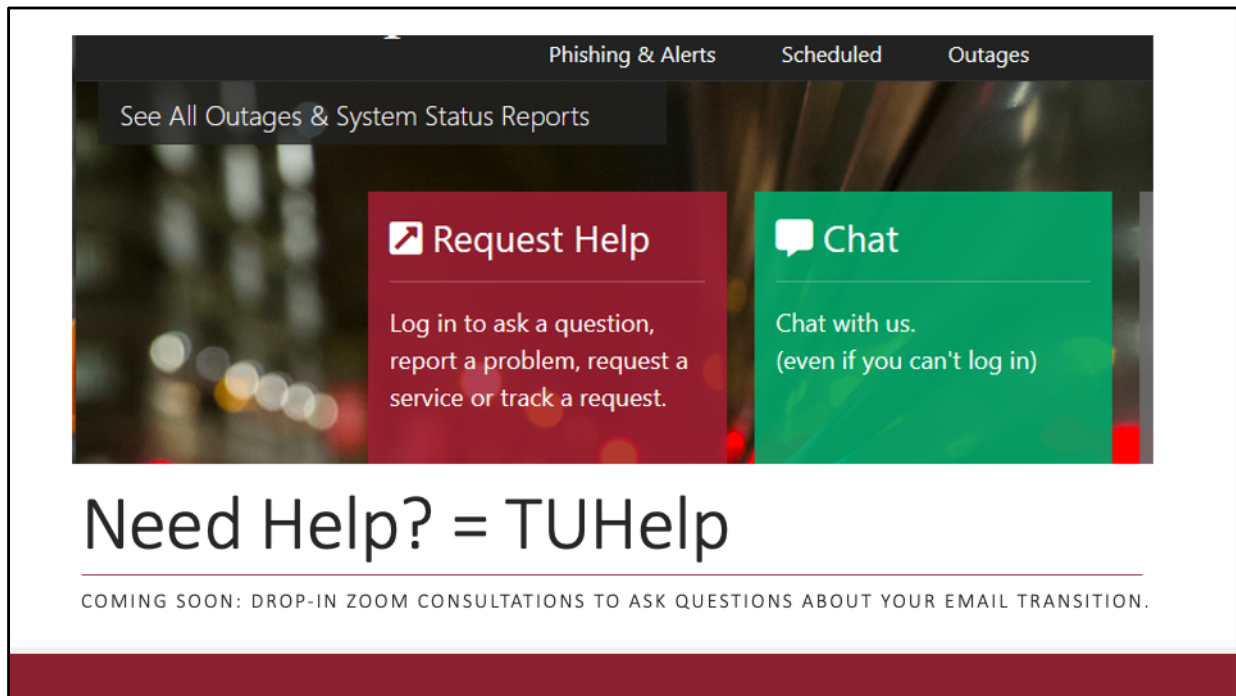
It will be  
OK!

Fail safe =  
Return to Gmail



Keep Calm! It will be OK! And I want you to know two things:

1. If we run into any catastrophic issues when migrating your account, ITS can easily “rollback” the transition and return you back to TUGmail. We would then troubleshoot the issue and determine a new migration date after the issue has been resolved.
2. Your Gmail is NOT deleted. That is, we’ll keep all your email, contacts, and calendars right where they are for at least the next few months. If you discover something that didn’t transfer as expected, ITS can access your Gmail account and retrieve it. No data is lost. Period.



Thanks for reviewing this transition project with me. In the coming week, look for additional announcements regarding timing and steps, as well as opportunities to participate in Zoom drop-in hours where you can connect with one of the College IT staff to ask questions about the email transition. As always, please use TUhelp to request assistance with any Temple technology, including your Temple email. You can visit TUhelp online at <https://tuhelp.temple.edu>. You can email us at [edhelp@temple.edu](mailto:edhelp@temple.edu). And you can call 215-204-8000 or 215-204-6227.

<https://tuhelp.temple.edu>  
email: [edhelp@temple.edu](mailto:edhelp@temple.edu)  
phone: 215-204-8000 / 215-204-6227

Take care. Be well. And I wish you a very  
successful Fall semester.