

Email Migration FAQs

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Email Migration FAQ's: **Â I tried and still can't get to email on my mobile device.** Don't panic! Email is always available atÂ <http://xmail.clemson.edu>. Â Simply open your device web browser and check your mail here while we work with you to fix your mail client. IT consultants will be available for support during migration. Â visitÂ <https://support.clemson.edu>Â on the device you would like to have configured.Â Install Bomgar app on device for immediate support. [More detailed instructions](#) **How is this migration taking place?** Email accounts are staged before the actual move of accounts.Â Â This means the data is being moved and synced behind the scenes.Â Â In essence, when an account is "moved," the link to the account will be changed from locally to online.Â This minimizes impact to the customer and ensures the ability to troubleshoot accounts if there are any issues. **Will my email get lost?** Email is being synced at both on and off premise. Â An error message is generated at the type of cutover if there are any corrupted messages. Â We can investigate. Â Individuals can be moved back to on-premise until resolution if necessary.Â **I can't find a calendar resource I am used to seeing?** If a resource did not get moved, please submit a ticket toÂ ithelp@clemson.edu. Â Resources can be migrated quickly once identified. Â If you had delegation rights to a resource but it is not part of your department, those rights may be temporarily altered until that department migrates. Â This is a short term inconvenience as the migration plan is moving quickly. **Will I run out of space in my mailbox?** Actually, you now have up to 50 GB of space for your mailbox, so you should experience no issues in size or storage.

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