Welcome and Introduction: Julie Suess

Presentation: Julie Suess

Questions

a. Question 1: Can I see the availability of a room in the Calendar?
   i. Answer 1: It will show free-busy data, just as with any other invitee.

b. Question 2: Are the problems with AstraSync resolved, or should I use IMAP for email?
   i. Answer 2: The issues were with ActiveSync last week and they are resolved. AstraSync, the third party software used to synchronize Blackberry devices with UAConnect, uses ActiveSync. By the way, some users have reported better handling of email attachments on their Blackberry devices if they use IMAP and just configure AstraSync to handle Contacts and Calendars.

c. Question 3: When I set up mail to forward to another address, is a copy staying in UAConnect?
   i. Answer 3: Yes. All forwards requested through Microsoft are configured to keep a copy of all email on the UAConnect account. It is the responsibility of the user to manage their email on the UAConnect account. We are working with the Office of the General Counsel on guidelines, but retaining a copy is a requirement.

d. Question 4: Is HIPAA data okay in UAConnect?
   i. Answer 4: Yes. Your email is as secure as it was on central servers. You should not enter HIPAA-protected data in Calendars.

e. Question 5: When I look at my Department Account it doesn’t have a hyphen in the name. Is that right?
   i. Answer 5: The Display name for the Department Account does not have a hyphen, but the username—the email address itself—does.

f. Question 6: Is SMTPGATE going away?
   i. Answer 6: No.

g. Question 7: Can I get a list of all the people in my department who have @email.arizona.edu accounts?
   i. Answer 7: You can use the UAConnect Global Address list to determine if someone has an @email.arizona.edu account. Everyone with an @email.arizona.edu in the system, whether or not that is their primary email address, will appear in the GAL. Use Business Intelligence to see all the people in your department and their primary email address.

h. Question 8: Do I have to worry about our department’s retirees losing email?
Answer 8: No. We use the EDS lookup to see the status Retiree. Anyone who is in UAConnect currently who retires will remain in UAConnect until we set up the new service to migrate all retirees.

Question 9: Do people who signed up for listservs using an alias need to change their listserv subscriptions?
  i. Answer 9: Yes. Anyone in UAConnect who’s email address is @u.arizona.edu or @arizona.edu will need to re-sign up for the listserv using the @email.arizona.edu address. or the listserv won’t allow them to send mail to that listserv. They will still receive email sent to the listserv.

Question 10: On the Departmental Admin web site, out of all my department’s staff, all show “migrated,” but one shows as “active.”
  i. Answer 10: We recently changed the code to say “Active” if the user did not have an @email.arizona.edu account to migrate.

Question 11: Is the attachment size limited for new email?
  i. Answer 11: Yes. It is limited to 30MB for old mail being migrated and also for new emails in UAConnect. Use another option like server sharing for larger files.
    1. Can there me a single exception?
      a. No. It’s set globally by Microsoft.
    2. Can I use this analogy? UPS and the Post Office have a limit to package size. If you want to send a refrigerator, you need a truck.
      a. That’s a good analogy.

Question 12: Right now, IT staff is controlling who can migrate. Are you saying you are going to open it up to everyone?
  i. Answer 1: Yes, at some point in the future

Question 13: Our Department Account we are using for Calendar, not for email. Is that okay?
  i. Answer 13: Be aware that it will show up in the Global Address List, and we can’t stop people from emailing to it. They will need to use the email component to manage any Calendar invitations of course. When the Sharepoint component is added in 365, the Sharepoint calendar may be a better solution for a shared calendar.
    1. If I have users with a NetID but not an @email.arizona.edu address, will they be able to get access to Sharepoint?
      a. They will have to get an @email.arizona.edu address to use any component of UAConnect.

Question 14: Can I put my Calendar data into Google Calendar?
  i. Answer 14: Google Sync should keep your calendars in sync. We are testing it, but will not be officially supporting it.

Question 15: I can create and change items on shared calendars, but not delete them, when I’m in the OWA.
  i. Answer 15: Our testing shows this to be true. OWA is not recommended for managing shared calendars.

Question 16: What about PINE users?
  i. Answer 16: IT staff can contact Lucy Carruthers at UITS for more info on using PINE with UAConnect.

Question 17: Sometimes I see email in the OWA that’s not in my desktop Outlook yet.
  i. Answer 17: Outlook runs in cached mode. OWA will always be more current.

Feedback and next meeting
  a. Next meeting will be Tuesday, February 22, Santa Rita Room, 2:30-3:30.
  b. Visit uits.arizona.edu/uaconnect for more information.
  c. Contact Net Managers and IT staff.

Adjourned at 3:30pm