HSD EMAIL UPGRADE: TRANSITION HIGHLIGHTS

We’ve shared a lot of information about the HSD email migration over the past several months. This list provides a quick summary of some key details you’ll need in the early days of the transition.

Please print and keep this page.

We’ll be disabling the current GroupWise system this Friday, March 28, around 5 p.m. You’ll have access to your new account within a few hours, though some features and messages may still be in transition throughout the weekend. Learn more: www.luc.edu/its/hsdexchange

Your email address is changing from username@lumc.edu to username@luc.edu. Email sent to your @lumc.edu address after the upgrade will be routed to your new mailbox automatically.

Your password for the new email system will be the same as what you use for University systems (such as Kronos, Benefit Express, Lawson, and Locus).

The quickest and easiest way for you to access your new account early on will be through the Outlook Web App at https://outlook.luc.edu. Learn more: www.luc.edu/its/hsdexchange/about_outlook.shtml

The desktop version of Outlook will be available for most users, though you’ll probably need to download and install the software yourself. Learn more: www.luc.edu/its/hsdexchange/outlook_desktop.shtml

Mobile devices will need to be reconnected after the new system goes live. Learn more: www.luc.edu/its/hsdexchange/mobile.shtml.

Help is available beginning Saturday, March 29, at 8 a.m. You can call or email the Loyola University Help Desk – 773.508.4487 or helpdesk@luc.edu – or visit the drop-in location at SSOM room 396 (room 431 on Wed. and Fri.). Learn more: www.luc.edu/its/hsdexchange/schedule.shtml

Most items from your GroupWise mailbox will be moved automatically to Outlook, though a few thing will need to be re-created manually in the new system. Learn more: www.luc.edu/its/hsdexchange/facultystaff.shtml

Your full GroupWise archive will be moved to your new Outlook mailbox after the migration. Learn more: www.luc.edu/its/hsdexchange/archive.shtml

Most items will transition seamlessly, though recurring appointments will show up as individual meetings and will not be linked to each other. If you’re managing a recurring appointment in GroupWise, we recommend you re-establish the item as recurring in Outlook after the upgrade.

Any mail received during the downtime will be stored and delivered to your new Outlook mailbox. No messages will be lost or deleted.