



iTEE Global Email Upgrade

Staff Presentation

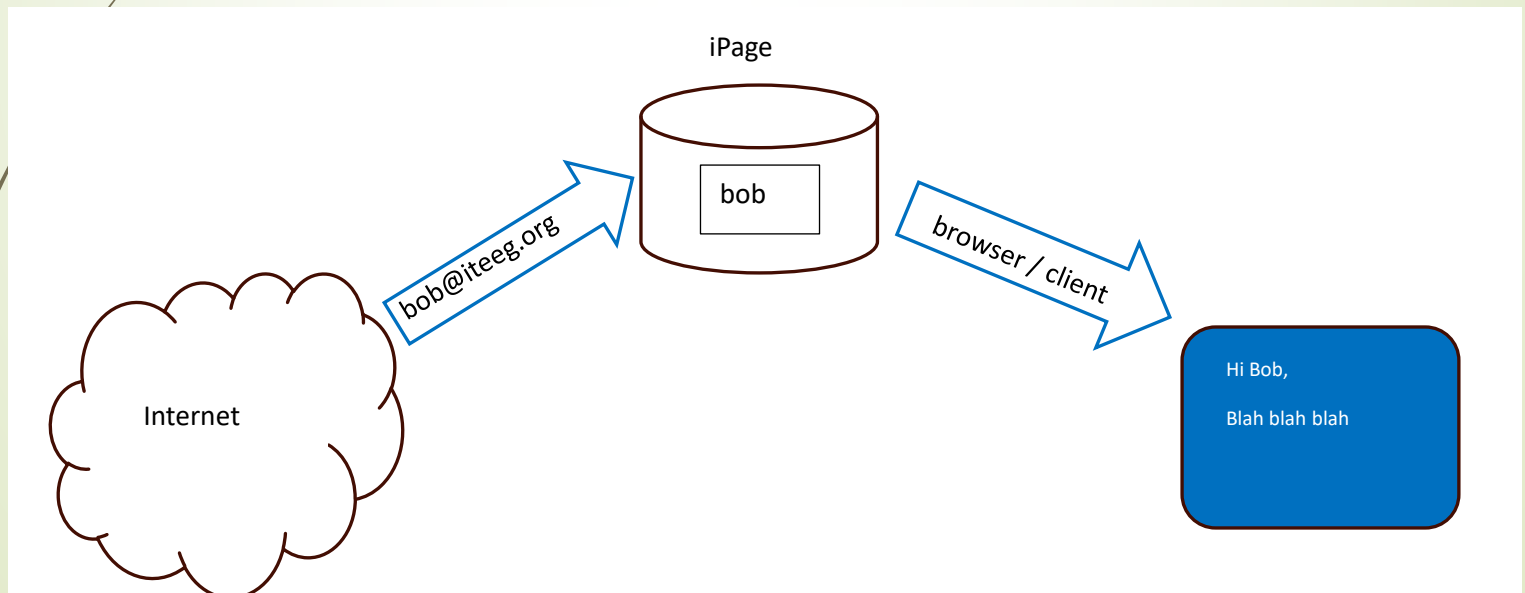
October 9, 2023

What's this project again?

- What: Upgrade iTEE Global email (Roundcube / iPage) to MS Exchange
 - Including email, contacts, calendar
- Why:
 - iPage email service is unreliable
 - Frequent temporary blocks
 - Some permanent blocks (Comcast, outlook.com)
 - Roundcube has functional limitations
 - Email storage space is limited, cleanup tools not intuitive
 - Users cannot reset own passwords
 - No ability to share distribution lists, contacts, calendars

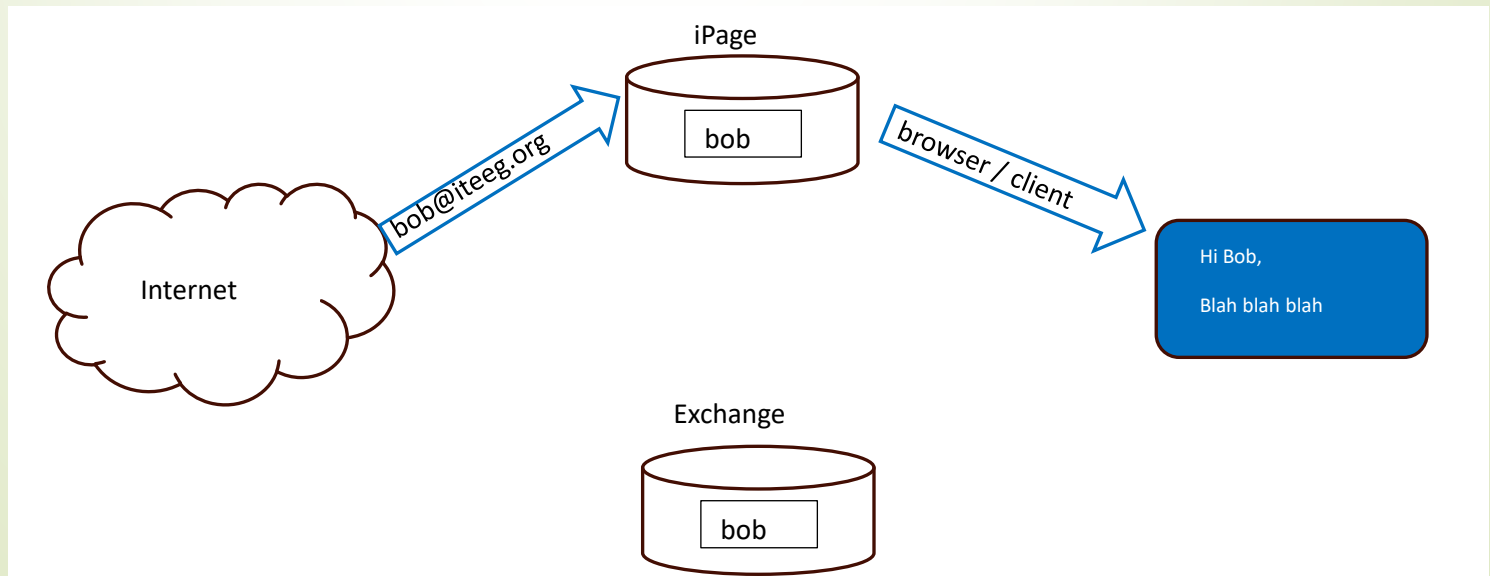
Current State

- Internet email addressed to your ID (bob@iteeg.org) is routed to iPage servers and stored in a mailbox there
- You retrieve email from your iPage mailbox with your browser or an email client



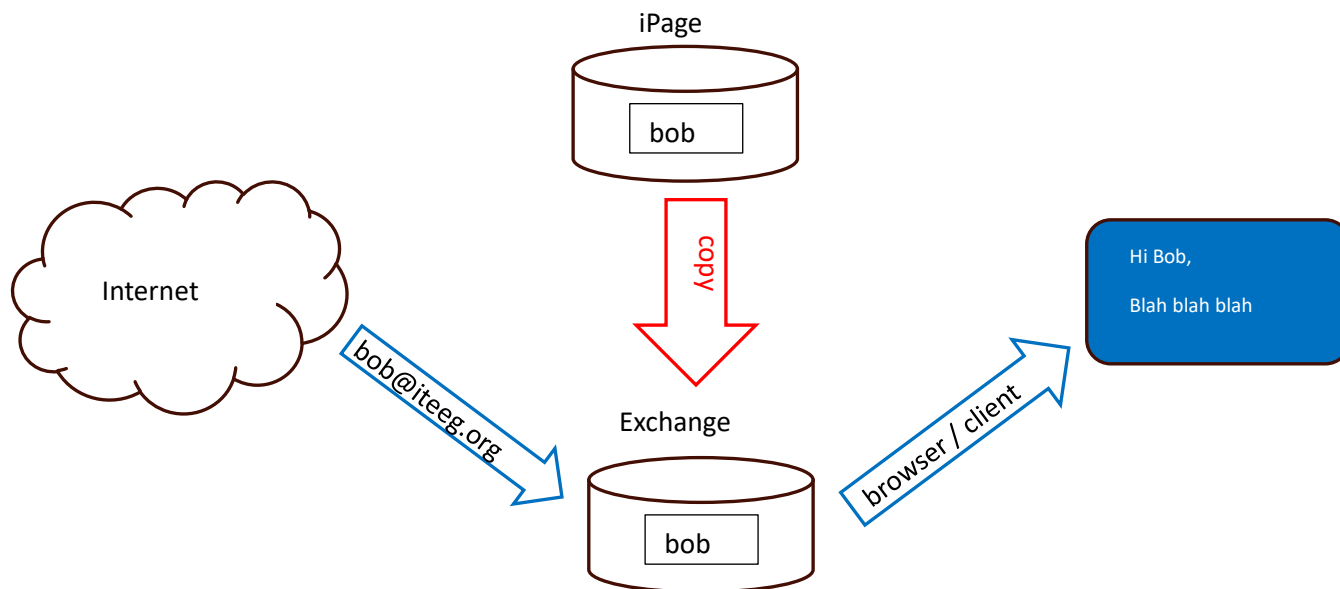
Oct 9: Create Exchange mailbox

We will	You should
Create a new bob@iteeg.org mailbox on Exchange	Log into your Exchange mailbox and reset your password
Send you an email (to your iPage mailbox) with the ID and password	Clean up the saved emails on your iPage mailbox
	If you want to use an email client, obtain and install the client software



Oct 16: Copy emails and redirect

We will	You should
Copy your saved email files and folders to Exchange	If you're using an email client, set it up for your Exchange mailbox
Redirect all incoming email to Exchange	Start using your Exchange mailbox for all iTEE emails
1-2 days later, rerun the copy of emails to Exchange	Recreate your contacts, distribution lists and calendar entries in your Exchange mailbox

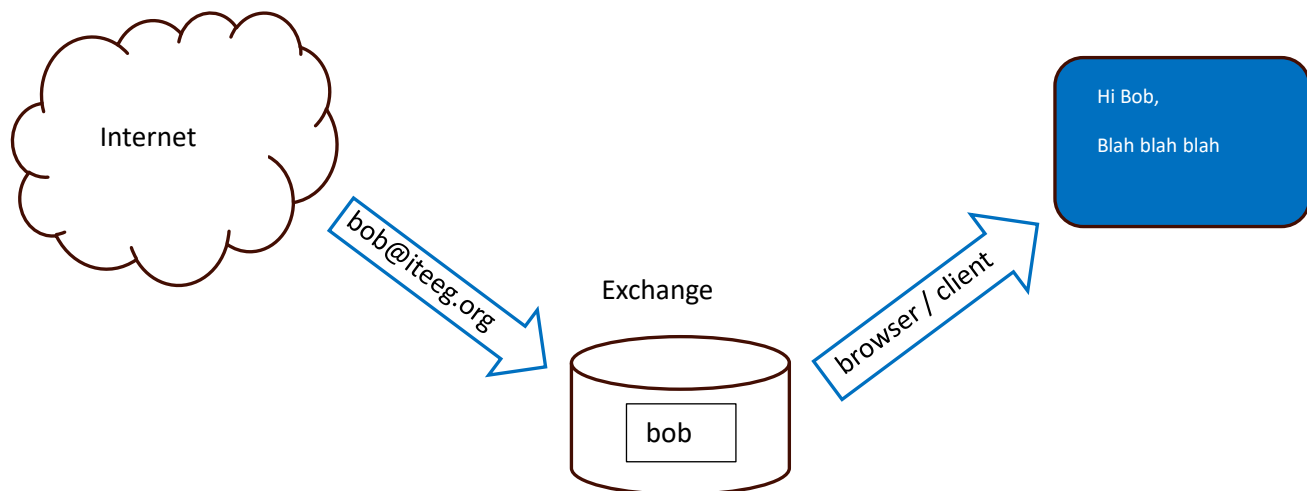


Special Cases

- **Shared Mailbox:** 2+ people have access to a mailbox
 - Will create a shared mailbox in Exchange, with same access or forwarding as exists in iPage
- **Functional Mailbox:** a mailbox is designated to a role or function and is used by the current incumbent
 - If the mailbox is used by 1 person, will create an Alias for the current incumbent; that incumbent will receive emails in their personal mailbox
 - If the mailbox is used by 2+ people, will create a shared mailbox with access or forwarding to all people who use it
- **Forward-only address:** no actual mailbox exists, mail is forwarded to one or more people
 - Same as Functional Mailbox (but no copy)

Target State

- Internet email addressed to your ID (bob@iteeg.org) is routed to Exchange and stored in a mailbox there
- You retrieve email from your Exchange mailbox with your browser or email client



Using Exchange email

- [Introduction to Outlook on the Web](#)
- [Setting up the Outlook client for Exchange](#)
- [Setting up Thunderbird client for Exchange](#)
- [Setting up the Android Outlook client for Exchange](#)
- [Setting up the iOS Outlook client for Exchange](#)