

E-Mail Migration - Frequently Asked Questions

As a suggestion, here are 2 very good tutorials which will help you in the transition:

- **Gmail Basics Tutorial Plus Advanced Tips & Tricks 2016**
<https://www.youtube.com/watch?v=9JiOOda0n3w>
 - **Google Calendar Tutorial 2016 – Quick Start**
<https://www.youtube.com/watch?v=mIImCeKG28s>
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1. Who do I contact if I have a question about Google Gmail?
2. [Click on link to ask question](#)
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5. When will my email change?
6. What is my Google username and password?
7. Am I going to lose my old Outlook emails?
8. How do I access my old emails?
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23. Does Gmail offer similar features to outlook such as: read receipts, recall of messages, or ability to open and view the attachment linked to the email before you have sent the email etc...?
24. I have delegate permission to maintain 4 people's Outlook calendars. Will that be possible in Google Calendars?
25. When someone sends email to my old email address ie. @stratfordk12.org, will s/he be notified/alert for my new Gmail address? Should I assume all emails re-route from old email address to new email address after migration
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Q. Who do I contact if I have a question about Google Gmail?

A. Click on the link below and you will be directed to a form where you can ask a question or email Valerie Calvanezi – calvaneziv@stratfordk12.org

Click on link to ask question - <https://goo.gl/forms/Mx4CuqjU8Z6bJhW53>

Q. What is Gmail?

A. Switching to Gmail from Outlook overview

<https://gsuite.google.com/learning-center/products/gmail/switch-from-outlook/>

Q. When will my email change?

A. Our target date for email migration is June 28th, 2017.

Q. What is my Google username and password?

A. Login with your Google username and password which is the same as your computer login.

Q. Am I going to lose my old Outlook emails?

A. No, old Outlook emails will be archived and available at:

Q. How do I access my old emails?

A. Old emails are now archived. Follow directions below to access them.

1. Click on the link below or copy and paste it into a web browser

<https://apps.gaggle.net/gen?template=/templates/gaggle/html/index.jsp&cdnSupported=true&dn=stratfordk12.org>

- 2. The login screen below appears.
- 3. Type in your **Email** username:
- 4. Type in your **Email** password:
- 5. Click the **Login** button.

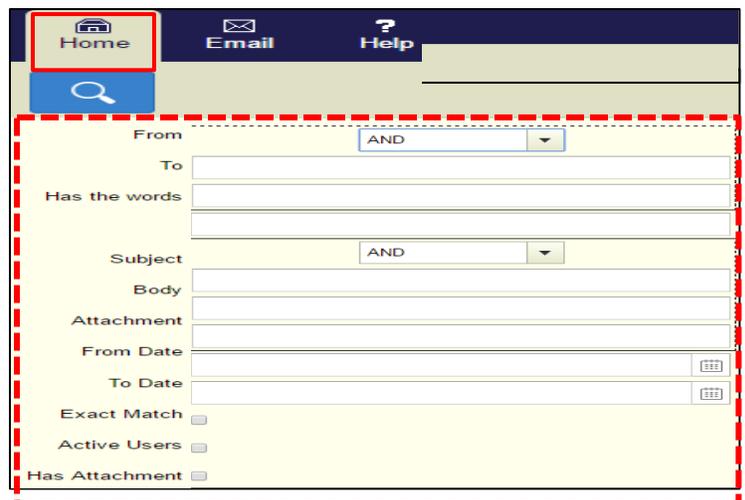


Once you login, you are directed to the **Home** page.

6. On this screen, enter information in some/all of the field boxes and



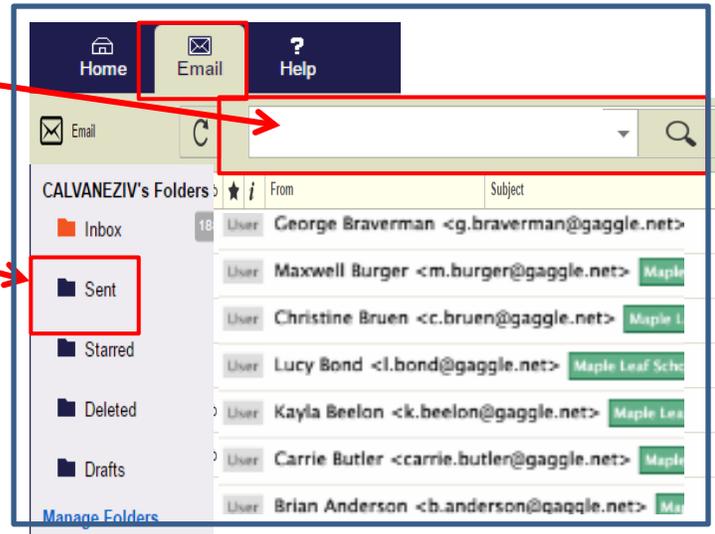
7. Then click on the **Search** icon.



If you do not want to use this search, click on the **Email** tab.

On this screen, you will see your archived emails.

1. You can also search in this window by typing information in the search box
2. Then, clicking on the **Search** icon. 
3. Check archived emails that you sent, by clicking on the **Sent** option on the left navigation page.



Q. Is Gmail safe?

A. Yes. Google has become an industry standard for education email communication.

Q. Are we dropping “stratfordk12.org” from email address or getting an additional address? There are a lot of places connected with my job where I have entered my current email stratfordk12.org address and that could be fairly disruptive to change them all...forwarding?

A. You will only have one email account. You will continue to receive emails @stratfordk12.org but will also receive emails at your **primary email account @stratk12.org** all in the same mailbox.

Q. Can I access Gmail from home?

A. Yes. Gmail will be fully accessible from home at **mail.google.com**

Q. How do I read my Google Gmail?

A. Go to the following website: **mail.google.com**. You will be prompted to login or if you are already signed into Google, click on the **Waffle**  in the upper right corner and then click on the **Mail** icon.



Q. Will email be down?

A. No. Your email will never be down, there may be delayed delivery on the day of migration, but no mail will be lost. .

Q. What will happen to all of my Outlook folders?

A. The custom folders (such as: 2nd period English Teachers) will not carry over to the archived email website, but all the emails in the folders will. You will need to recreate these folders in Google.

Q. Will our district email groups migrate?

A. Yes, **district** distribution lists such as All, Administrator, BOE Admin Building, etc. will migrate over. It is up to the individual schools to create their own email groups.

Q. Help! I can't log in to my account. What should I do?

A. Make sure you are using the correct username and password.

If you still can't login, contact Debbie Mackay – mackayd@stratfordk12.org or
Contact support <http://techsupport.stratfordk12.org/ReportIssue.asp>

Q. What is the quota for my Google Email account?

A. We will have unlimited storage with Google Apps for Education.

Q. Will using Google Gmail prevent phishing attacks?

A. It will help. Google has a lot of resourcing preventing phishing attacks. More than we currently have.

However, remember only YOU can prevent Phishing by never giving your password to anyone. I.T. will never ask you to change your password through e-mail.

Q. Can I get training or one-on-one support for the Google Gmail?

A. Absolutely! Request some time by contacting Valerie Calvanezi. calvaneziv@stratk12.org

Q. I've been using Microsoft Outlook to check my email, what's different about Google Gmail?

A. Google Gmail has many features that differ from Outlook, such as using labels instead of folders, providing unlimited storage space, and applying a different organizational scheme for email.

To learn more, see Google's [Get help switching from Microsoft Outlook](#) page.

Q. Is there documentation for using Google Gmail?

A. Yes, Google has a lot of documentation. Please see the [Google Apps Learning Center](#) website.

Q. I am having trouble using Google Gmail accessibly, where can I find assistance?

A. If you need assistance using Google Gmail accessibly, please contact Debbie Mackay – mackayd@stratfordk12.org

Q. How will regulated data be handled in Google (e.g., FERPA, HIPAA)?

A. Google complies with FERPA standards. Compliance with HIPAA data is your responsibility.

Q. Does Gmail offer similar features to outlook such as: read receipts, recall of messages, or ability to open and view the attachment linked to the email before you have sent the email etc...?

A. Yes. The directions for all of the above are in the “Google Email Directions document” that was attached to an email that was sent you or go to classroom.google.com, sign in with your Google username and password, click on the plus sign in the upper right corner, click Join Class and enter this code when prompted: **h34t1u**

Q. I have delegate permission to maintain 4 people's Outlook calendars. Will that be possible in Google Calendars?

A. Yes. Link to tutorial: <https://support.google.com/a/users/answer/170958?hl=en>

Q. When someone sends email to my old email address ie. @stratfordk12.org, will s/he be notified/alert for my new Gmail address? Should I assume all emails re-route from old email address to new email address after migration?

A. Your email address will not change with the move to Gmail. You will keep your @stratfordk12.org distinction with your new Gmail account.

Q. Where can I go for any time training?

A. To find tutorials, video, and other help, visit: <http://learn.googleapps.com/gmail>

Q. Access Gmail in iPhone Mail

A. Follow directions below to get Gmail on your iPhone.

1. Tap **Settings** on the iPhone *Home* screen.
2. Open the **Mail** category.
3. Now select **Accounts**.
4. Tap **Add Account**.
5. Choose **Google**.
6. Type the Gmail address for the account you want to add over *Enter your email* under *Sign in with your Google Account*.
7. Tap **NEXT**.
8. Now type your Gmail password over *Enter your password*.
9. Tap **NEXT**.
10. Tap **Save**

Q. Access Gmail using Android

A. Follow directions below to get Gmail on your Android phone

1. Open the **Settings** menu and go to **Accounts (& sync settings)** on your device.
2. The **Accounts** settings screen displays your current sync settings and a list of your current accounts.
3. Touch **Add account**.
4. Touch **Google** to add your Google Apps account.
5. You will be prompted to **Sign in** to your Google Account.
6. Enter your full Google Apps email address as your username, and then enter your password.
7. Select which services you'd like to sync