

University E-Mail System



WHERE ARE WE WITH THE NEW SYSTEM?

All staff were advised in August about changes to the standard University e-mail system. We have been extensively testing and installing a dual system based on Microsoft OUTLOOK which integrates fully with your

Microsoft Office 2007 system that is installed on all student computers and over half of the staff computers in the University.

We have had several users testing the installation and features and we are now ready to announce the first set of training, following which we can enable the software and you can start to get used to the new system. Note we are **not** removing any existing system: Lotus, Pegasus, Webmail, etc .

Following user feedback, internally and externally, our tests show that whilst it may be possible to convert existing email (and we have a wide variety to support), the easiest

method is to start again with the new system.

This will allow you to become familiar with Outlook, naming standards, ease of access etc. If you need to go back to old email (and is there a reason for keeping all of it?) you can easily forward from the old system to the new.

We have also substantially increased your disk quota under Outlook to help prevent you running out of disk space.

Note for students we are looking at major changes for next year based on responses to student issues with the current system.

SPECIAL POINTS OF INTEREST:

- ◆ Based on the standard Microsoft Outlook
- ◆ Integrates with Office
- ◆ Can access from any Internet workstation
- ◆ Several on line training/help courses
- ◆ Advanced features



TRAINING SCHEDULE

We are working in partnership with the approved University training supplier: QA (<http://www.qa.com>).

After discussion with the University ICT group there will be **two** course types: 1 day and 2 days.

The 1 day course is aimed at a general level of understanding and will cover features such as sending/receiving in Outlook, maintaining your calendar, scheduling meetings and working with tasks and notes. You will need a

basic understanding of Office 2007.

For the 2 day course this is aimed at the more advanced user: we are recommending that every School/Office manager attends this along with your IT staff so that you can give local support.

The 2 day course will include calendar options, messaging options, sharing folders, customisation etc.

Whilst the on-line training is extensive, and there are many written publications available, it is still impor-

tant to get local support until you all become fully familiar. These courses will be repeated several times between March and July at all University sites.

Of course not everyone will be able to attend these courses; we hope to repeat some next year. The University has also negotiated preferential rates with QA direct.

Complementary to these courses, the Office of Personnel will be advertising staff development sessions on how to manage your email!

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Outlook Training Sessions

MEDWAY Blake 029

March 5 (1 day)
 March 10/11 (2 day)
 April 2 (1 day)
 April 16 (1 day)
 June 23 (1 day)
 July 28 (1 day)

AVERY HILL Tower 101

March 26 (1 day)
 April 7/8 (2 day)
 May 8 (1 day)
 May 20 (1 day)
 June 16 (1 day)
 July 9/10 (2 day)
 July 23 (1 day)

GREENWICH Dreadnought 245

March 17 (1 day)
 April 28 (1 day)
 May 27 (1 day)
 May 28/29 (2 day)
 June 2/3 (2 day)
 June 10 (1 day)
 July 17 (1 day)

All courses will start at 9.30am and finish about 4.30pm (bring your lunch!)

To book a place on any of these courses (maximum of 12 per course; first-come first-served) please email the ICT help desk on: helpdesk@gre.ac.uk.

On line training: whilst you are waiting why not look at the on-line training freely available on the web. Visit www.office.microsoft.com/training. In addition, we are writing guides for the University web site which will appear soon.

Using OUTLOOK from an Internet workstation (Outlook Web Access)

One easy feature of the new system is the ease with which you are able to access your email from an internet workstation via a standard browser: Internet Explorer 7 or 8 is recommended as this will give you access to most of Outlook's functions.

You just need to type in:

<https://owa.gre.ac.uk>

which will take you to an easy to use front entry page where your university username and password will give access to the email. This feature is also useful to get your email on a variety of hand held personal devices as well.

Your contact list and calendar is available as is the ability to read and delete mail. There is the option of either public or private access for enhanced security of personal information.



Other Related Projects

As well as use of email it is important not to misuse email (or any IT system).

The Office of ILS will be publishing policies and procedures related to email, internet use, information security etc.

Other ICT activities include:

a **Classroom Transformation** project to upgrade all pooled teaching and meeting rooms across the University providing a whole new range of up-to-date IT and audio visual teaching equipment;

a **unified communication** project to change the obsolete telephone system and replace it with a system that will interface our voice and

data networks and enable a whole range of productivity techniques;

a project to push **sustainability** by virtualisation of many separate servers with new smaller servers to give significant savings in power and carbon footprint;

exciting **e-technology** projects to enable (for example) easier lecture recordings;

other projects on security and identity management

and finally

a service desk renewal project to look at IT Service desk processes, systems and methods.

Need more information?
 Contact the Help Desk on x
 7555 or helpdesk@gre.ac.uk