Greetings from the Gmail Transition Team! Your migration to Gmail is scheduled to take place tomorrow, on MIGRATION_DATE. There are some final steps you may need to take to be ready for the transition, and we want to make sure that the schedule of how the transition will go is clear.

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Transition Process

Email will be copied from Zimbra to Gmail in two steps, because of the volume of email involved.

- **The new address to get to your email is https://gmail.carleton.edu. Your email address is not changing.**
- By 1PM on MIGRATION_DATE, you will be able to log into your Gmail account, which will be empty to start with. If you wish to set a forward or configure your preferences in Gmail, you can do so at this time. See details below. *Gmail should not be used to send email until after 5PM.*
- At 5PM on MIGRATION_DATE, your Zimbra account will be locked to prepare for the initial copy to Gmail. As of this time, all new email will be delivered directly to Gmail. *You can start to use Gmail after 5PM.*
- Shortly after 5pm, the last 30 days of email, all your calendar appointments, and your address book will begin copying from Zimbra to Gmail. You will see them appear in Gmail in chunks intermittently throughout the evening. *Please remember that the contents of the Trash and Junk folders will not be copied.*
- The initial copying process will take between one and twelve hours, depending on how much email you have to copy. By 8AM Friday, April 15th, this initial copying process will have finished.
- After everyone in your migration group has their last 30 days of email in Gmail, the second copy phase will begin and will bring all the rest of your email from Zimbra to Gmail. For most users, the second copying process will be finished before the start of work on Monday, April 18th. For users with particularly large mailboxes, the copying process could take as long as 8 days to complete.

Gmail Settings

If you currently have a forward set in Zimbra that sends all your Carleton email to a different account for you to read (personal Gmail accounts are the most common), **you will need to recreate that forward in Gmail** if you still want all of your Carleton email to be sent to a different email account.

- Starting at 1PM on MIGRATION_DATE you will be able to log into your new Gmail account at https://gmail.carleton.edu to set up the forward. Doing so between 1 and 5PM will ensure that all your Carleton email will continue to forward to your personal account without interruption.
- You can find complete directions on how to set up the forward here: <https://support.google.com/mail/answer/10957?hl=en>. **Gmail will send a confirmation message to the account you are forwarding to for confirmation; you will need to follow the directions in that email for the forward to work correctly.**

There are several other items that we recommend you look at before your mail starts copying from Zimbra:
- **Zimbra Tags** - The system of "tags" that Zimbra uses to allow you to color-code individual messages doesn't translate to Gmail neatly. Instead, each individual "tag" is recreated as a Gmail label (roughly equivalent to a Zimbra folder), and every message that had the tag will be given that label as well as the label corresponding to the Zimbra folder they were filed in. This can cause more clutter in your list of labels than you were expecting. You can remove the tag from all tagged messages before you migrate to eliminate the issue, if having those tags become labels will be problematic. This screenflow demonstrates how to find and remove tags: LINK_TO_VIDEO.
- **Empty Labels in Gmail** - One of the first things that will copy from Zimbra to Gmail is the complete list of all of your folders (they become "labels" in Gmail). However, since the list is copied before most of your mail is copied, a number of those labels will have no messages in them until some time later in the migration process, depending on how old the messages in the Zimbra folders were. ***Do not delete empty labels in Gmail until your migration is complete; the copy process does not work as expected if it tries to copy a message into a label that no longer exists.***
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Configuring Clients (such as Outlook or Apple Mail)
- If you currently use Apple Mail to read your email from Zimbra, you will need to set it up to read your email from Gmail. You can find complete directions, including a short video, here: <LINK_THAT_DOESNT_EXIST_YET>. [Early Adopters: manual settings are available here: <https://support.google.com/mail/troubleshooter/1668960?hl=en>, and you can call the Helpdesk for assistance.]
- If you use currently use Outlook, you will need to contact the ITS Helpdesk at x5999 or via email at helpdesk@carleton.edu to make an appointment for it to be re-setup for Gmail. [Connector install is easy, and we should get directions available and encourage people to manage their own.]

Mobile Devices
If you want to see your email and calendar information on your phone or tablet, you will need to configure it to sync with Gmail.
- iOS (Apple) Devices: Gmail syncs as an Google account type. To set up your phone or iPad:

- ○ Go to Settings
- ○ Tap Mail, Contacts, Calendars
- ○ Tap Add Account
- ○ Tap Google
- ○ You will be prompted to allow your device to "access your mail and other Google Account Data" and to enter your email address. Do so, and tap next.
- ○ The Carleton login screen will load. Enter your username and password.
- ○ Select which things you want to have sync to your phone or iPad. Tap Save.
- ● Android Devices: Because of the many variations of Android devices on the market, these directions may or may not match your needs exactly. If these instructions don't work for you, please contact the ITS Helpdesk for additional help.
  - ○ Go to Settings.
  - ○ Tap Accounts
  - ○ Tap Add Accounts
  - ○ Tap Google
  - ○ Select Existing
  - ○ Enter your full Carleton email address and password
  - ○ Select which things you want to have sync to your phone.

[Early Adopters - these directions are in flux. If you do try them, please let us know how they worked for you, but feel free to simply call the Helpdesk for assistance.]

As always, if you have questions or concerns throughout this process, please don't hesitate to contact Austin Robinson-Coolidge (arobinso, x5635) or Julie Anderson (janderso, x6824).