

Frequently Asked Questions for iPad Rollout

Exchange:

1. Will my e-mail address remain the same?

Microsoft Exchange will use the same campus e-mail address that you currently have. The format of this e-mail address is cwid@med.cornell.edu.

2. When we switch to Exchange, am I going to get a new account with an empty mailbox and no calendar entries?

No. At the time of migration, ITS will copy the email contents and folder structure of your SunMail mailbox, commonly referred to as an IMAP account. Unfortunately, we will not be able to copy contacts stored in your address book. ITS strongly recommends you export the content before the migration. They will need to be entered manually after the migration.

If you use Oracle Calendar as your calendaring system, it will still remain active.

Email stored on your machine, commonly known as a POP account will not be migrated to Exchange.

3. Will everyone switch to the new email system at once?

No. We cannot convert all users at the same time. Both systems will be available until everyone's migrated.

4. Will I be able to use both accounts while the migration is in progress?

No. Once the user's account is migrated to Exchange, the old SunMail account is disabled and deleted after 20 days. The old account will be disabled and delete after 20 days.

5. Will I be able to access my email, calendar and contact with my mobile device?

Many more devices will be supported than ever before. Features that these ActiveSync-compatible devices offer include Direct Push and, for some devices, the ability to remotely wipe the contents of a lost or stolen device. *Some* other ActiveSync-compatible devices will be *partially* supported by the new system, too.

Also, any device that only supports POP/IMAP protocols will NOT be allowed to connect to Exchange, as they negate the institutions security policies. In general, the new Exchange system brings better support for a wider range of mobile devices at Weill Cornell Medical College.

6. Do I need to make any changes to my PC to use the new system?

Users will be able to access their accounts instantly through the web interface as long as they have a supported browser (Internet Explorer 6+, Mozilla Firefox 3+, and Apple Safari 3+). The new URL is <http://webmail.med.cornell.edu>.

For the best experience, Microsoft recommends installing a supported mail client (MS Office Outlook 2010 - SP1, MS Office Outlook 2007 – SP2, MS Office Entourage 2008 Web Services

Edition or MS Outlook 2011). Only e-mail clients that integrated with Exchange will be functional.

So, most people will want to replace their GroupWise client software with Microsoft Office Outlook on PCs or Microsoft Office Entourage on Mac computers.

7. How can I access my Exchange e-mail and calendar when I'm away from my computer?

You can access your Exchange service using [Outlook Web Access](#) or <http://webmail.med.cornell.edu>.

8. What is my username and password?

You will be using your Center-Wide ID (abc123) and password.

9. Will I have more storage space for my e-mails and attachments?

Each user will have a soft quota of 1GB of storage, which will not be enforced at this time. If you reach that soft quota, your e-mail will continue to work and you may get a warning to reduce the size of your mailbox. By not using your email to transfer files is a great way to save e-mail storage.

10. Can I redirect (forward) my Med.Cornell.Edu email account to an off-campus e-mail provider such as Gmail?

No. With the implementation of the common good Microsoft Exchange e-mail and calendaring solution, faculty and staff are expected to utilize the campus service for all university-related work instead of other third-party providers such as Hotmail, Yahoo or Gmail. This feature is disabled. For more information on this policy, please review the [Use of Email](#) (<http://weill.cornell.edu/its/policy/security/118-use-of-email.html>) policy.

11. What is the message size limit in Exchange?

Messages sent from your Exchange account should not exceed 20MB. Use transfer.med.cornell.edu to send large attachments.

12. How long are deleted items kept on the Exchange service?

The Exchange service will enforce a policy that deletes messages 30 days after they have been moved to the Delete Items folder.

13. Will I be able to access send, receive and find e-mail address on the SunMail e-mail server?

Yes, you will be able to send, receive and find e-mail addresses in the LDAP directory. Typically only users on Exchange can find other Exchange e-mail address but you can send to anyone with a valid email address. You will be able to find non-Exchange users email address by configuring an LDAP directory search.

14. What are some guidelines or limitations with using Exchange?

Each e-mail folder should not exceed 5000 – 7000 emails. Anything beyond that should be moved to a separate folder.

Accessing Exchange on non-Internet Explorer 6+ browser such as Firefox, Safari, Chrome, etc, limits the experience to a Light view and not Premium.

The LDAP directory server is not automatically configured on your client and needs to be configured. Please contact ITS for assistance.

WebDAV:

1. Can I access WebDAV remotely from my iPad?

While network access to your WebDav file storage will work on-campus, it will not be accessible outside the WCMC network. ITS is currently working on having this functionality available for students in August 2011.

2. Why do I receive a warning regarding certification when accessing iTunesU and WebDAV?

Currently we are using internal certificates for the iTunesU login site and the WebDav remote document storage site which may cause a warning about the cert being untrusted. This will be resolved before the beginning of classes by installing trusted certificates.