

ePals to Exchange Migration

Frequently Asked Questions



What is happening with ePals School Mail?

Between now and June 30th 2007 (end of ePals contract), the District will be migrating all active District ePals School Mail accounts to the same Exchange mail system that is in use at the District offices.

What are some of the benefits to making this transition?

Global Address Directory
Improved Spam filtering
Larger mailbox capacity
Larger file attachments
Exchange is District trained and supported

When will my email account be moved?

Pilot migrations will begin in late December, and full production migrations will ramp up starting in February. You will be notified 1-2 weeks in advance of your account being moved, with the move date and any additional instructions that you may need. The first group to transition will be the Senior High Administrators followed by Middle school and Elementary Administrators.

What will happen to the email messages I currently have in my inbox in my ePals account?

The only email that will be migrated is email that is in your ePals Web Mail inbox folder. Email not found in your inbox folder will be deleted and **can not be recovered**.

If you have used ePals Web Mail to create sub-folders under your Inbox, these subfolders cannot be migrated. Therefore, it is important to move all desired email items from subfolders back into your ePals inbox if you want them migrated. EPals accounts and the mailbox contents will be deleted after the migration process is completed, and cannot be recovered.

You can also download a copy of your mail from ePals Webmail, by using a POP3 client; this will let you store the email on your local computer's storage. The migration process will not make any changes to mail that you have downloaded to your local computer; it will only migrate mail that is visible in the Inbox folder with ePals Web Mail.

What will happen to email delivered to my old ePals email account after the migration?

Mail sent to your ePals address after you have been migrated will be forwarded to your lausd.net account.

Will my email address change?

Yes. The domain portion of your email address will no longer be @lausd.k12.ca.us. The domain will change to @lausd.net. Initially, the name portion of your address will remain the same. For example, If your ePals address is abc1234@lausd.k12.ca.us, it will change to abc1234@lausd.net after the migration. In the next phase, your name portion will be converted to the firstname.lastname@lausd.net format.

Will this email address change affect my Single Sign On account information?

No. Since you do not enter the domain portion of your email address when logging in to district applications, you will continue to log in as usual.

Will my ePals contacts also be migrated?

No. You must export your contacts as a .csv (common separated value) file prior to the migration in order to import this list into your new contacts folder on Outlook Web Access (OWA) version of Exchange. Again, only mail messages in your inbox will be migrated.

How much mailbox space will I have on the exchange server?

As opposed to 20mb on ePals, your mailbox space will increase to a minimum of 100mb.

What is the attachment size limit on the exchange server?

Attachment size limit will increase from 2mb on ePals to 20mb on the exchange server.

How do I read my email with the new system?

You can use a POP3 email program (Outlook, Outlook Express, Apple Mail, Entourage and others), or a web browser (for Outlook Web Access) to pick up your email, just as you can now with ePals School Mail.

For detailed instructions on how to set up your mailbox, visit the LAUSD Helpdesk website under *E-Mail Set Up*. This website provides step-by-step instructions based on the email client you will be using to retrieve your email. The URL is http://techsupport.lausd.net/email_setup.htm.

Will Exchange provide better filtering of spam/junk emails?

Yes. The District manages the filtering capabilities of the Exchange system which allows for greater control over spam protection. In addition, ITD is always refining and improving the filtering as new spam messages are received.

When will I receive training on the new email system?

A User Guide for OWA will be made available on the LAUSD website along with a Quick Reference Guide. In addition, instructions for using a POP3 email program have been created. Online Help within the application is also an excellent reference as well as the District's Help Desk (323 224-2277) or <http://techsupport.lausd.net> on the web. Outlook Exchange classes are also scheduled throughout the year.