



# GRCC Gmail account – FACT Sheet for Staff and Faculty

- **Reason for moving**
  - Outdated Email System
  - Low storage capacity (10 mgs)
  - Lack of Virus Scanning capability
  - Poor Spam Filtering Options
  - Instability
  - It's just time to move forward
- **New System**
  - 2 gig of email storage (old 10 mgs)
  - Power of Google Gmail
  - User Friendly
  - Highly configurable (Or just leave it as is - it works great)
  - Lots of help documents and videos for students to use
  - Calendaring functionality
  - Virus Scanning of incoming email
  - Spam Filtering
- **Notes about the Change**
  - **Time line**
    - The "Switch" will be thrown at 5:00 pm Thursday August 30<sup>th</sup>) - It will take approximately 4 hours for the entire change to take place.
    - Email sent from Inside GRCC's Network to Student's will arrive in their new GRCC-Gmail account
    - Email sent from outside GRCC's Network to Student's may arrive in their old email box for up to approximately 4 hours. This occurs while the new DNS entries propagate throughout the world
      - **We will provide access for students to recover those messages**
  - **Migration**
    - Currently Registered Students are being created on the new GRCC-Gmail system
    - Old accounts and information will not move to the new system
    - Email address to students will not change - it remains [username@email.grcc.edu](mailto:username@email.grcc.edu)
    - Forwarding, saving, and mailbox settings will not be migrated to the new system. Students will need to reset up their personal preferences in the new GRCC Gmail
  - **The Old Email System**
    - A link will be provided to allow students to recover messages, address book information, and any saved mail they may wish to keep.
    - A message will be sent to all email accounts on the Old Email system to inform students of the change, and the need to log into the new system to setup email forwarding.
    - The Old Email System will be used to allow students to change their password off campus, until we have the "New Password Recovery" process in place.
  - **Access:**
    - Only Students Registered in Classes will have access to the New Email System (Same rules that apply to Blackboard)
    - Students who are no-longer registered students or are not currently taking classes will not have access to the new email system, and the old email system will no-longer accept new student email once the DNS propagation has completed.
    - Un-Registered Students:
      - Their GRCC Gmail will not be available
      - GRCC Gmail will NOT forward email to their personal account
      - They will not be able to Log in
      - GRCC Gmail will be bounced back to the sender with the message: "550 5.1.1 No such user"
  - **For Questions/Help**
    - Documentation/Help Sheets for staff will be provided to "Student Support Technology Areas"
    - Student Help information will be available on our Web Site: <http://www.grcc.edu/sthd>
    - For additional questions or concerns, please contact the Student Technology Help Desk: (616) 234-3123
  - **YOUR GOING TO LOVE IT**
    - This is a powerful email application, and has all the power and functionality as Google's Gmail.
    - 2 Gigs of storage Space
    - Virus Screening
    - Spam Filtering