

ESS E-mail Migration Summary and How-To

If...

...You download your e-mail from the ESS server (dino or pop) you will want to follow all the applicable steps in this document.

Or

...If your e-mail address is @ess.ucla.edu but you forward the e-mail to another location then you can either change/set your password on the new server or completely ignore this document. Nothing else should change.

What stays the same:

Your e-mail address – it is still username@ess.ucla.edu

Your outgoing e-mail server – this migration only involves the incoming server, the outgoing server remains unchanged.

What has changed:

Your logon ID – To log onto the system you will use your UCLA Logon ID (this is a name, not your nine-digit UCLA ID number and it may or may not be the same as your ESS e-mail address). In some places your UCLA Logon ID will need to be prefixed with “ad\”

Your incoming e-mail server

Where do I find my information? The ESS IT Staff will distribute to you a sheet that has your UCLA Logon ID, your ESS username (e-mail name), and an initial password. Changing the password is not necessary but it is advised.

How To Change/Set your password on the new server

You can only change your password using the Enterprise Messaging (EM) web interface:

1. In a web browser go to www.em.ucla.edu
2. Click on the “Outlook Web Assistant” item near the top of the left navigation bar
3. In the center of the screen enter your UCLA Logon ID and your password (the initial password the first time). Click on “Secure Logon”
4. On the right-hand half of the top navigation bar (exactly where depends on your browser) click on the “Options” button
5. On the left navigation bar click on “Change Password”
6. Enter old password and new password twice. (Passwords must be at least 6 characters and contain at least two of letters, numbers, and symbols)
7. Click “Save” at the top. Your password has been changed.

Notes: (1) The ESS IT Staff can help you reset a password if you forget it. (2) If you use this account for incoming mail and use mail.ucla.edu for outgoing mail there are some advantages to having this password the same as your BOL password. (3) You *may* be able to do this before the migration Tuesday night.

How To Configure Your E-mail Client: Outlook

You will probably want to add a new profile to take advantage of the Exchange Server features. (If not, skip to POP/IMAP client below) Instruction below vary slightly depending on the version of Outlook

1. Start Outlook
2. Go to Tools → Account Setting → New... or Add (depending on your version)
3. Depending on the version – give the profile a name
4. On the next screens this will be an Email Account and uses an Exchange Server
5. Enter Server Name em18.ad.ucla.edu and your username or last name and click on “Check Name”. If the name does not resolve try the other name. When the name resolves click on “Next”
6. Enter your username as “ad\UCLA Logon ID” (if not already filled in) and password. You should be finished.

How To Configure Your E-mail Client: POP/IMAP including Thunderbird, Mac MailApp and Entourage

You can use the existing configuration and change the following settings:

1. The new incoming mail server is imap.em.ucla.edu (yes, this is different than what they told you in the training and what the Exchange users will be using)
2. Your username is usually “ad\UCLA Logon ID” If the client asks for Domain in a different box, put the “AD” there and just use your “UCLA Logon ID” for username.
3. Require SSL

That should do it.

How to Configure Your E-mail Client: Eudora

You can use the existing configuration and change the following settings:

1. The incoming mail server is imap.em.ucla.edu
2. Your username is “ad\UCLA Logon ID”
3. “Secure Sockets when Receiving” is “Required on Alternate Port” (older versions of Eudora you might find this in a separate SSL preferences)

That should do it.

Further details and screen shots for most of these are available at

http://www.em.ucla.edu/em_training.aspx

(Note: earlier today the Knowledge Base article for Eudora was wrong.)

Email on the old system (dino or pop)

Email addressed to user@ess.ucla.edu will continue to accumulate on dino until about 9:30 PM on Tuesday May 10. Before changing configuration on Wednesday you should do a final download from dino. Note that email addressed to user@dino.ess.ucla.edu would not be automatically forwarded to the new system so, unless instructed otherwise, we will manually place forwards on those accounts Wednesday morning.