

August 9, 2018



Dear employee,

Last year, the Division of Information Technology began work to move all faculty/staff email, calendars, and contacts to Microsoft Office 365 Cloud. The project was placed on hold as we conducted more research related to individuals, like yourself, who have both a student email account (@email.sc.edu) and an employee account (@mailbox.sc.edu). It's possible that you aren't a student anymore, but your student email account is still active and cannot be deleted at this time.

Unfortunately, Office 365 does not support multiple accounts for a single user. Therefore, before the system-wide email move to the Cloud is completed, we must merge the accounts of users who have both a student and an employee account. In the coming weeks, we will provide you much more detailed information, what will change for you, and how you will access email during the migration. The process requires moving your @mailbox account and using your @email account through September until your @mailbox account is reestablished in the Office 365 cloud environment.

This email is just a heads-up that the project is being restarted. It also provides some information about what will take place over the next few weeks.

On Wednesday, August 15, 2018, we will begin a pre-migration of email currently residing in each dual account holder's @mailbox.sc.edu account. Messages that are dated August 8, 2018 or older will be copied to the student account. You will still be able to access your emails the way you do now. However, **emails dated August 8 or older will also show up in both your student @email.sc.edu account and your @mailbox.sc.edu account** sometime between August 15-29, depending on when your account is migrated. **Nothing will change about how you send/receive or check messages.** You will just see existing email from your @mailbox account show up in your @email account as well.

Things to note:

1. If you have folders with the same name in both email accounts, messages from your @mailbox.sc.edu account will be merged into the folder in your student @email.sc.edu account. This doesn't apply to standard folders such as Inbox, Sent, etc. This is only folders that you created. For example, if you created a "Save for Later" folder in both of your email accounts, the contents of those folders will be merged.
2. Any changes you make to email in your @mailbox.sc.edu account dated August 8 or before (moving messages to folders, deleting your trash, etc.) through the Outlook client or Webmail will not show up in Office 365. For example – if you move a message dated August 1, 2018 to a different folder in your @mailbox.sc.edu account on August 20, 2018. That change will not be replicated in the Cloud since the pre-migration may be complete. The message will be in the original location after the full migration. The email message will not be lost.

You will not see significant changes to either of your email accounts during this first step of the migration process. You will, however, see changes in September. So, to avoid confusion, we will send a separate email with that information soon.

A detailed website will be maintained throughout the process. Please visit the [Office 365 project website](#) for additional information or contact the Service Desk at (803) 777-1800. Thank you for your cooperation as we work to improve our email service to the university.

Office 365 Project Team