

September 6, 2018



Good morning!

You were recently notified that you are considered a “dual account holder” because you are assigned both a student email address (@email) and an employee email address (@mailbox). All employee email will be moved to the Microsoft cloud over the next few months, and the accounts of dual account holders will be moved first.

You have been assigned to **GROUP 2** (of three groups) of dual account holders to be moved to the cloud.

Detailed information about the move can be found on the [IT Initiatives section of our website](#), but we’d like to highlight a few important things to keep in mind as your account is transitioned:

- For **GROUP 2** users, all information in your mailbox, calendar, contacts, etc. will be moved to the cloud after business hours on **Tuesday, September 18**.
- **You will not lose any data.** All emails, calendar appointments, etc., will be moved to the cloud.

What to expect after your email is moved

There are two scenarios users can fall into, based upon which mailbox you primarily use.

If you use your @mailbox.sc.edu (faculty & staff) account as your primary account:

- Your @mailbox account will be temporarily disabled after your mail is moved on September 18. Any messages or calendar events sent to the @mailbox account will be forwarded to the @email account.
- You must temporarily use your @email account as your main account until all dual account holders have been moved to the cloud and systemwide reconfigurations are completed. Our anticipated completion date is October 16.
- All personal calendar items from your @mailbox account will be merged with your @email account calendar.
- While your account is in transition, someone who would like to schedule an appointment with you can send you an appointment request but will not be able to “busy search” your calendar first to determine if there is a conflict. You will be able to approve, decline or suggest another time.
- If you have provided access to your calendar or email account to another person (a delegate), they will not be able to proxy into your account and make changes to your calendar since you will be temporarily using your @email account. Please delete this delegation from Outlook before September 18.

If you use @email.sc.edu (student) as your primary account:

- Earlier in the month, the folders and email messages from your @mailbox account that were older than August 8 were copied to your @email account. When your mailbox is moved to the cloud on September 18, the remaining email, calendar, contacts, notes, tasks, rules, and journal items in your account will be moved.
- Your @mailbox account will be temporarily disconnected after the move to the cloud on September 18. Any messages or calendar events sent to a @mailbox account will be forwarded to the @email account.

While this movement to the cloud causes a few inconveniences, it will also ensure that our email accounts are safely stored in the cloud, will allow for larger mailbox storage, and will enable faculty and staff to collaborate better with students in the new system.

For additional information, please review our [webpage dedicated to the process](#) or contact the Service Desk at (803) 777-1800 or sc.edu/ithelp for additional information.

Thank you,

Division of Information Technology