

Introducing



SU's New Student Email System

Following months of development, preparation and testing, Information Technology and Services (ITS) is pleased to announce the availability of SUmail, the new student email system at Syracuse University. SUmail will replace the aging and less-capable MyMail system. SUmail is managed by ITS and utilizes Microsoft's Outlook Live email service, providing several powerful and convenient features, including:

- Keep your existing official SU email address (*NetId@syr.edu*)
- 10 GB of email storage space (200 times more than MyMail)
- Attachments up to 20mb (twice as large as MyMail)
- Access using a standard web browser on any computer with an internet connection, as well as many 3rd party email clients such as Microsoft Outlook, Entourage, and mobile phones and other devices
- Searchable shared Syracuse University student email address list
- Customizable User Interface, with shared calendar and contacts, and folders to organize email
- Message redirection and tracking
- Spam filtering and phishing protection
- Keep your email address after graduation

Plus, registered SUmail users will be able to take advantage of other Windows Live services at no cost, including Office Live Workspaces; Windows Live SkyDrive; Windows Live Spaces; Microsoft SharedView beta; Windows Live Messenger; and Windows Live Alerts; and Microsoft's support for all these services.

Enroll at:

<http://GetSUmail.syr.edu>

consult@syr.edu

315-443-2677

SYRACUSE UNIVERSITY



ITS

Information Technology
and Services

What is SUmmail?

SUmmail is the new student email system at Syracuse University and will replace the aging and less-capable MyMail system.

SUmmail is managed by SU's Information Technology and Services (ITS) department and utilizes Microsoft's Outlook Live email service. This partnership provides students several powerful and convenient features, some of which are listed on the front page.

Who is eligible for SUmmail?

All SU and ESF students except those who have filed a FERPA non-disclosure request and those who have an Exchange account (including, at least for the time being, existing Maxwell students) are eligible for SUmmail. Current plans are that alumni will be eligible and transitioned to SUmmail later in the year. Faculty, staff and others whose primary affiliation with the University is as a non-student are not eligible.

Will my email address change in SUmmail?

No. Your existing @syr.edu address will stay the same.

How can I enroll in SUmmail?

Students with existing MyMail accounts can enroll in SUmmail by visiting <http://getsumail.syr.edu>. Or, you can wait until remaining active student MyMail accounts (except perhaps those that are currently redirected; see below) are transitioned to SUmmail. The transition process is expected to start sometime this summer.

What if I choose not to enroll in SUmmail?

ITS is finalizing plans to transition all active student MyMail accounts to SUmmail. This process is expected to begin sometime this summer. The transition will be preceded by email and other communications to all students. These will describe what will occur, when it will occur, and how to get more information and assistance if needed.

Note: the email accounts of students who have redirected their syr.edu mail to another system (like Gmail or Yahoo) require different handling. ITS will communicate with those students directly.

What happens to my saved mail in MyMail?

The transition to SUmmail will not include moving MyMail content. Each SUmmail user will need to choose which of their saved emails in MyMail (if any) they want to move to SUmmail, and take appropriate steps to do so. There are at least two ways to do this; ITS will have detailed instructions available soon.

Can I redirect my mail to a system like Gmail or Yahoo?

Redirects can be set up in SUmmail once you're in that system. You will not be able to change email delivery via MySlice or the NetID web page once you're in SUmmail. **Important:** By using Microsoft Outlook to create a redirect rule, each email will be sent on with the original sender information. However, any other recipients to whom the email was originally sent, copied, or blind-copied will not be retained in the redirected email.

What if my current syr.edu email is already redirected to another system? Will that carry over to SUmmail?

When you enroll in SUmmail, your syr.edu email is directed to SUmmail. Therefore, if after you transition to SUmmail you want your email redirected to another system (like Gmail or Yahoo) you will need to set that up in SUmmail.

If I redirect my email from SUmmail to another system, what will the "From" line look like?

It will appear just like the original message, with the original sender's name in the "FROM" line, with the original "SUBJECT" line.

What is SU's policy on email?

The SU email policy requires that all official University email communications be sent to your @syr.edu email address. If you choose to re-direct your @syr.edu email to another account, such as @gmail.com, or @yahoo.com, you do so at your own risk. To see the complete policy visit <http://supolicies.syr.edu/it/email.htm>.

What if I need to change my password?

You will continue to manage your SU netid and password via the NetID web page at <http://its.syr.edu/netid/>. Password changes made there will synchronize with SUmmail. Do not change your password in SUmmail.

What will happen to MyMail?

New student accounts are no longer established in the MyMail system. Existing MyMail accounts will continue to function normally. MyMail will be accessible to students who moved to SUmmail until at least the end of 2009, but will not receive email.

All active student MyMail accounts (except perhaps those that are currently redirected) will be transitioned to the SUmmail system. This process will start sometime in the summer of 2009. Alumni accounts will transition after other accounts. Plans are to decommission the MyMail service by the end of 2009. Students admitted for the Fall 2009 term prior to 2/16/09 have had their email accounts established in MyMail, and are eligible to enroll in SUmmail.

Faculty, staff and other non-students who currently have MyMail accounts, and perhaps student MyMail accounts that are currently redirected will not be transitioned to SUmmail and will be addressed as part of the MyMail decommissioning process. At this time accounts for new ESF employees, SU instructors, PA instructors and SU dependents will continue to be created in MyMail.

I am a senior and about to graduate. How long can I keep my syr.edu email address and account access? Will I be transitioned to SUmmail later this year?

Currently, alumni keep their SU email account for two years. We are investigating longer-term access utilizing SUmmail.

Graduating seniors will be transitioned to SUmmail this year, since affiliation changes (whether an account holder is a student, alumni, faculty, staff, retiree, etc.) are typically made later in the summer. We are investigating affiliations and will communicate our intentions as our plans develop.

Where can I get help with SUmmail, or more information if I need it?

- To find out more, visit the SUmmail page on the ITS web site at <http://its.syr.edu/email/sumail>
- To enroll in SUmmail, go to the special "opt-In" website at <http://getsumail.syr.edu>
- To learn about Outlook Live, including "how-to" instructions on features and email configuration, click the "Help" button in the application, or visit <http://help.outlook.com>
- To get help if you have a problem with SUmmail visit the ITS Service Centers at the Goldstein Center on South Campus and off the Atrium at the Center for Science and Technology, or call 315-443-2677, or email consult@syr.edu.