

Need IT Support?

[Submit a ticket](#) or call [\(951\) 827-4848](tel:951-827-4848) between Monday to Friday, 8:00 a.m. to 5:00 p.m.

To learn more about R'Mail, including access, FAQs, and training resources, visit the [R'Mail Migration webpage](#).

R'Mail (Gmail) Migration Checklist

Important Reminders

- Emails stored in the Online Archive (cloud-based archiving solution) are not migrated. This is not to be confused with the Archive folder within Outlook, which is included in the email data transferred to R'Mail.
- Calendar attachments and any meeting with more than 1 KB in the body of text are not migrated.**
- Attachments over 25 MB are not migrated.**
- Email messages over 25 MB are not migrated.**
- Permissions, rules, filters, signatures, and labels/colors/tags are not migrated, however, similar functionality can be manually recreated in R'Mail.

***These will be available to view and access in Outlook for three years from the date of migration.*

Pre-Migration

- Empty your Trash and Junk/Spam email folders.*
- Remove/Delete any shared calendars.*

Note: *If the step to remove shared calendars is not completed before migration, events from these calendars will be migrated over to Google Calendar as your own events. This may cause confusion and require considerable cleanup on your part.*

- Delete recurring meeting series.*

Note: *"Orphaned" calendar invites are a known issue. To avoid this issue, you are strongly encouraged to delete any recurring meeting series from Outlook and recreate the series in Google Calendar before migration.*

During Migration

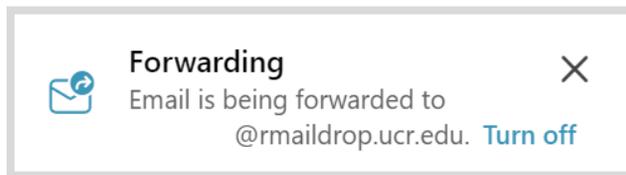
- Do not use Outlook or Outlook Web during the migration.

Note: To avoid any syncing issues, refrain from using Outlook until you have been informed by ITS that the migration is complete.

Post-Migration

- Do not undo the email forwarding set in your Exchange (Outlook) mailbox.*

Note: The email forwarding notice is only visible in the [Outlook web app](#).



- When using Google Calendar to create a meeting (Event), do not invite a guest using netid@ucr.edu if the user is not on R'Mail, as the individual will not receive your meeting invitation. If you are unsure whether the person you are emailing is using R'Mail or Outlook, the firstname.lastname@ucr.edu format should be used.*

Recommended Action

- Customize your [email](#) and [calendar](#) settings in R'Mail.

Note: Not all Outlook customizations can be replicated in R'Mail. To learn about similar functionality, please review R'Mail training and resources.

Pro Tip

Change your "Send mail as" email address from the default netid@ucr.edu to firstname.lastname@ucr.edu if you prefer using the same email format as Outlook. Visit the [ITS Knowledge Base](#) for step-by-step guidance on changing your default "Send mail as" address.