UC RIVERSIDE
Information Technology Solutions

Need IT Support?

Submit a ticket or call (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 (UCR login required).

R'Mail (Google Email and Calendar) Migration Checklist

Important Reminders

- Three (3) years' worth of emails will be migrated for users moving to R'Mail. However, you can also request to not migrate any emails or request more than 3 years' worth of emails (approval is required).
- Migration of email could take time (up to a few weeks) depending on the amount of messages that are being transferred. However, recent mail should transfer first. All prior emails will remain available in Outlook for your reference.**
- Email contacts saved in Outlook are automatically migrated.
- Calendar events within the last 30 days prior to the migration date and future calendar events are automatically migrated. ITS cannot guarantee support for issues that arise from users manually exporting calendar events or contacts and importing them into the Google environment.
- The following are **not migrated**:**
    - Emails stored in the Online Archive, a cloud-based archiving solution (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.
    - Attachments over 25 MB.
    - Email messages over 25 MB.
    - Permissions, rules, filters, signatures, and labels/colors/tags (Note: Similar functionality can be manually recreated in R'Mail).
    - Outlook Groups (You may request for new Google Groups to replace your previous mail groups).
- After migration, historical email and calendar data in Outlook will remain intact and accessible via the Outlook web browser for at least three years.

***These will be available to view and access in Outlook for three (3) years from the date of migration.*

Pre-Migration

- ☐ Empty your Trash and Junk/Spam email folders.*
- ☐ Remove/Delete any shared calendars.* (Learn how to delete a calendar in Outlook)

  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.*

- ☐ End recurring meeting series.*

  Note: *"Orphaned" calendar invites are a known issue. To avoid this issue, you are strongly encouraged to end (not necessarily delete) any recurring meeting series from Outlook and recreate the series in Google Calendar after migration.*

- ☐ If you have previously used R'Mail at UCR (e.g., as a student), organize or delete your old emails. If you are unsure whether you've used R'Mail, log in at rmail.ucr.edu using your netID email and password to see the state of your mailbox.*

  Note: *The customization settings (filters, signatures, labels, etc.) currently in place in your R'Mail account will remain in place post-migration. However, any mail folders you created in your O365 email view will become new labels in R'Mail.*

- ☐ Clear out your Outbox folder in Outlook.

  Note: *This helps ensure that outgoing emails are not prematurely sent out during the migration process.*

During Migration

Note: *If you would like to check the status of your migration, please reach out to your ORG unit's points of contact (POCs).*

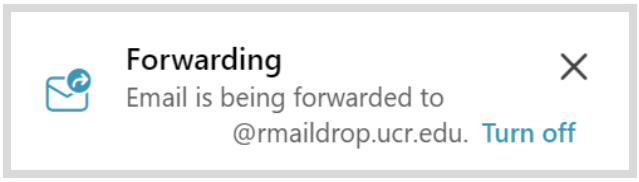
- ☐ **Do not rename, restructure, or delete items in your Outlook account (e.g., folders) while migration is ongoing.** Making any changes may cause the migration process to fail and never complete. However, you will be able to use Outlook to send or forward emails to your R'Mail account even if your migration is not yet complete.*
- ☐ **Do not rename, restructure, or delete items in your R'Mail account (e.g., labels) while migration is ongoing.** Note that any changes you make while migration is ongoing may be overridden. However, you are not restricted from sending out emails and calendar invites.*

**Required action*

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. Turning this off will prevent your emails from being delivered in R'Mail.*



- [ ] Recreate recurring meeting series in Google Calendar.*
- [ ] If you previously assigned a delegate to manage your Outlook calendar, you need to reinstate their delegate access to your Google Calendar (learn how).
- [ ] 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.*

**Required action*

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 R'Mail Migration FAQ for step-by-step guidance on changing your default "Send mail as" address.