

BCHO GroupWise Replacement Project

web-editor on October 8, 2019



BCHO Help Desk: 510.428.3885 x4357

UCSF Benioff Children's Hospital Oakland (BCHO) migrated from GroupWise email environment to the Microsoft Exchange (Outlook) online service. This includes email, calendars and contacts. Users primary email address will follow the UCSF format `firstname.lastname@ucsf.edu` [1]. Initially, BCHO users will access email using Outlook Web App (OWA)

How does this benefit UCSF Benioff Children's Hospital Oakland?

- Consistent **branding** to patients, donors and colleagues
- Onboard to UCSF with **no email changes**
- **Visibility** into availability when scheduling meetings
- **Reliable**, always-on cloud service

?BCHO email cut-over to Outlook (Exchange) completed over the weekend of June 29th

Training

- GroupWise to Outlook Pre-Migration Readiness [2]
- BCHO Quick Start Guide: Outlook Web App [3]
- Help with Outlook on the web [4]
- Outlook on the Web - Cheatsheet [5]
- Outlook Windows Desktop client - Cheatsheet [6]

- Outlook training videos [7]
- Email Best Practices at UCSF [8]

Frequently Asked Questions

Note: GroupWise Personal Archive folders will be migrated after cut-over and expected to be completed by August. All Calendar appointments after Dec 31, 2019 and GroupWise messages larger than 25 MB will not be migrated to Outlook. UCSF Outlook message size limit is also 25MB


- **GroupWise replacement - Frequently Asked Questions** [9]
- FAQ: Calendar sharing in Outlook Web App [10]
- FAQ: Create Signature in Outlook Web App [11]
- FAQ: How to print GroupWise Calendar [12]
- FAQ: Mobile and Remote Outlook Email [13]
- FAQ Configuring Shared Mailbox Permissions in Outlook Web App [14]
- FAQ: Rules in Outlook Web App [15]
- **GroupWise features and how they will or will NOT migrate to Exchange** [16]
- Click here to learn more about your UCSF email Identity (ucsf.edu) FAQs [17]

Contact Us

Contact **BCHO IT Help Desk** at 510.428.3885 x4357



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GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

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Source URL: <https://it.ucsf.edu/projects/bcho-groupwise-replacement-project>

Links

[1] <mailto:firstname.lastname@ucsf.edu>)

[2] https://it.ucsf.edu/sites/it.ucsf.edu/files/groupwise_to_outlook_pre-migration_readiness.pdf

[3] https://it.ucsf.edu/sites/it.ucsf.edu/files/bcho_quick_start_guide_outlook_web_app.pdf

[4] <https://support.office.com/en-us/article/get-help-with-outlook-on-the-web-cf659288-35cc-4c6c-8c75-e8e4317fda11>

[5] https://it.ucsf.edu/sites/it.ucsf.edu/files/ms_cheatsheet_outlookmailonline.pdf

[6] https://it.ucsf.edu/sites/it.ucsf.edu/files/ms_cheatsheet_outlookmailforwindows.pdf

[7] <https://support.office.com/en-us/article/outlook-for-windows-training-8a5b816d-9052-4190-a5eb-494512343cca?ui=en-US&rs=en-US&ad=US>

[8] <https://it.ucsf.edu/services/email/email-best-practices>

[9] <https://it.ucsf.edu/pages/bcho-groupwise-exchange-online-frequently-asked-question%E2%80%99s>

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