

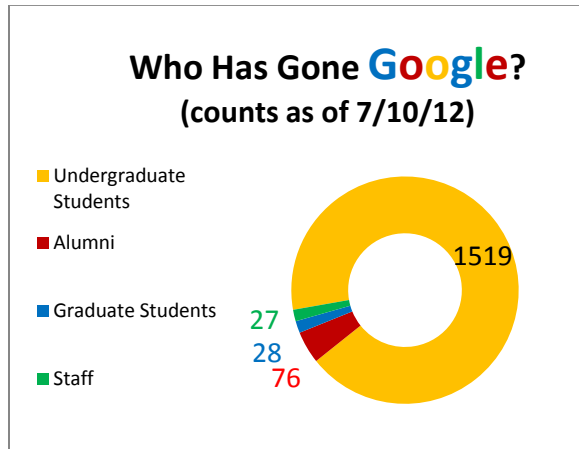
Go Google Update #3

July 10, 2012

The Numbers

Great news!

Go Google conversions are moving right along. Nearly half of the student body is now using Google Apps.



Note: The undergraduate category includes dual enrollment students and recent graduates (2011 and 2012).

The staff category is comprised of information technology staff.

Conversion Hints from IT

- 1. Trash** - Do not empty your trash before conversion. Your trash will not be converted to Google Apps and is very difficult to restore in GroupWise if you find you accidentally deleted an important item.
- 2. GroupWise Forwarding Rule** - Set up this rule after you run the CedarInfo transaction to "Move to Google email" and after you have successfully logged in to your Cedarville Google Apps account.
- 3. Personal Gmail Account** - Your Cedarville Google Apps account is unique from any personal Gmail account you may already have.

Therefore, when it is your assigned time to convert, you must run the "Move to Google email" CedarInfo transaction to create a Google account and transfer your GroupWise mail.

The only exceptions are brand new students who have no earned Cedarville credit. A new Google account has already been created for these students because no conversion was needed.

TechTalk ... A Sneak Peek

- Faculty and staff are invited to join information technology staff for an informal lunchtime seminar on Tuesday, July 31 from noon-1pm in rooms 245 and 246 of the SSC.



The topic is **TechTalk: Google Apps**. Bring a sack lunch and beverage with you. Please preregister (www.cedarville.edu/computertraining) so that we can reserve an appropriately-sized room.

- Take a sneak peek at the Cedarville University Google Apps landing page (www.cedarville.edu/google).

Check out all of the links and **computer help pages** that have already been created to assist you with a smooth conversion.

Schedule Reminders

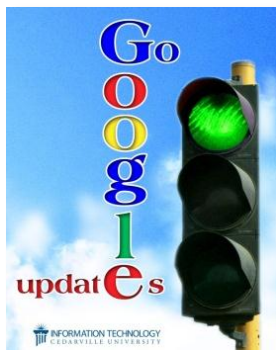
7/10 - All recent alumni (2011 and 2012), current and returning students (including incoming freshmen and transfer students with earned Cedarville credit) may Go Google using the CedarInfo transaction **through July 31, 2012.**

Student Go Google prep instructions are provided at www.cedarville.edu/googlefaq (click "View Go Google Updates").

7/10 - Any pre-2011 Cedarville alumni may Go Google using the CedarInfo transaction **through December 31, 2012.**

10/22 - Faculty and staff will Go Google during fall break.

Information technology will provide Google Apps classes and helpdesk support starting in early September.



Conversion Issues

A few students have reported difficulties accessing their Google Apps account and/or viewing old email messages after conversion. Here are a few suggestions from information technology.

1. What if I can't log in to Google Apps?

Make sure you are using the Cedarville Google Apps landing page www.cedarville.edu/google and your CedarNet username and password to log in.

Note: You cannot log in to your account from Google's default landing page (mail.google.com).

2. What if email messages are missing?

There are several reasons why old GroupWise email messages and folders and/or new messages from senders @cedarville.edu may not display in your Google mailbox after conversion.

- You forgot to set up a GroupWise forwarding rule. Please review the Google prep instructions at www.cedarville.edu/googlefaq.

Click the "View Go Google Updates" link. Next, click the "Secure-Students" tab.

- You forgot to use the unique version of your email address when creating the GroupWise forwarding rule: username@ga.cedarville.edu.

- Your CedarNet password contains special characters or symbols.

Change your CedarNet password in CedarInfo and then rerun the "Move to Google email" transaction in CedarInfo.

- You did not choose "Yes" to have your existing email messages copied to your new account when prompted in CedarInfo.

Please go back to CedarInfo and run the "Move to Google email" transaction again.

- You have not waited long enough for the conversion to occur. Please realize it can take up to 24 hours for all of your messages and folders to convert depending on the size of your mailbox and how many other people are converting at the same time as you.

- The conversion may have failed for other reasons. Please email computerhelp@cedarville.edu or call information technology at 937-766-7905 so that we can verify the status of your Google account.

We are happy to help!

Kathryn Carnegis
Director of User Services

