

Headquarters Enterprise Messaging Initiative (HEMI) Frequently Asked Questions

General Questions

What is my Outlook/Entourage Password?

It is the same as your HQ domain log-on password. If you are having password problems, please call the NASA HQ ODIN IT HELP DESK at 358-HELP (4357), or 1-866-4NASAHQ (462-7247) or service@hq.nasa.gov or www.acs-odin.com/hq/helpdesk.html.

How do I change my Outlook/Entourage Password?

Your Outlook or Entourage password can be changed by changing your HQ domain password.

Will I be required to change my Outlook/Entourage password?

During the initial HEMI migration, the Technician will have your password reset if you were not present for the migration.

Are there any new features?

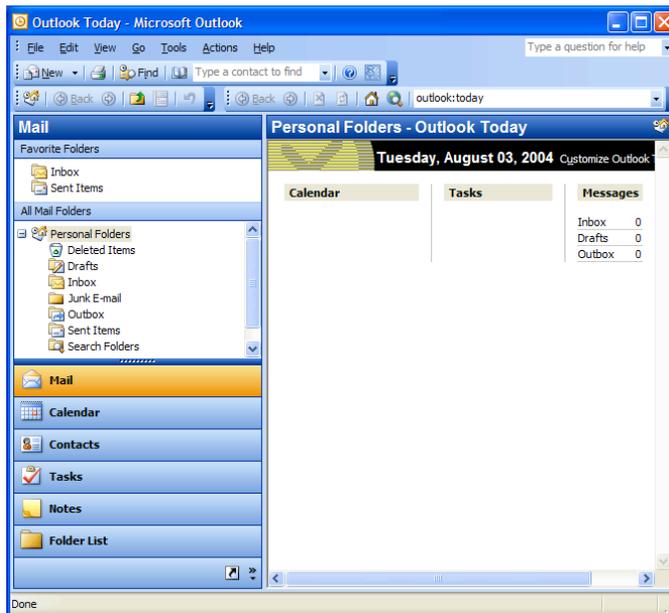
- Agency wide capability
- Production tools enabling Agency wide calendaring
- HEMI provides the first agency-wide Global Address List (GAL) and cross center calendaring capabilities
- The NDC SharePoint services, <https://portal.nasa.gov>, allows project teams to store all project-related data in a single location and is accessible from anywhere
- HEMI E-mail and calendaring is available from any Internet connection using HTTPS (no special software or VPN required)
- Full support for BlackBerrys using the BlackBerry Enterprise Server version 4.0 (attachments, calendar, directory lookup, sent mail synchronization, etc. on BlackBerry)

Where can I get additional training?

Please call The Computer Training Center at 358-1111

Are all of my files here?

The messages from your inbox, sent items, and files are folders will be imported into a personal folder. A personal folder is an offline file called .PST in Outlook or Entourage. If the attachment was moved or renamed on your hard drive, then it will not be imported.



Example of Personal Folder in Outlook.

Is my address book here?

Yes, it is. The address book is called "Contacts" in Outlook and Entourage. In addition, distribution lists that you created in your Eudora address book will be in your "Contacts"

E-mail (Outlook/Entourage)

Will my OneNASA Internet E-mail address change?

No, your current NASA Internet E-mail address will be the same.

Will all of my OneNASA E-mail aliases work on the new system?

Yes, you will continue to receive E-mail addressed to you with your current aliases as well as your HQ addresses.

Will my data be moved over to the Outlook or Entourage client?

Yes, we have taken great care to assure that all of your files have been transferred to your new E-mail program. The data will be stored in a personal folder. When you open Outlook you will find all mailboxes, files, and folders from Eudora, but some of the names will be different. Your files will be in folders with the same names as created in Eudora. On the Macintosh, attachments will not be imported. Instead, a link will be included in the E-mail indicating where you can find the attachment on your hard disk

How can I access my old data?

You will be able to access your old E-mail in Outlook. All of your old E-mail will reside in personal folders in Outlook/Entourage. On the Macintosh, if you need to access a prior Entrust-encrypted E-mail on the Macintosh, you will do this in Eudora. PC users can view Entrust encrypted messages in Outlook.

Will I be able to send E-mail to all other Agency users?

Yes, all NASA users will be available in the Outlook Global Address List (GAL). With a new message open, click the word “To” and it will take you to the Global Address List.

How to I find someone in my address book?

With a new message open, click the word “To” and it will take you to the Global Address List. Click the drop down arrow where it says “Global Address List” and change it to “Contacts.” You can also click on the book symbol in the toolbar.

What are the major differences between the Entourage and Outlook clients?

Entourage limitations:

- Users will not be able to set up e-mail/calendar delegation on the Macintosh. Microsoft has released a knowledge base article about this and is actively working on a solution. As a workaround, Outlook Web Access can be used or a PC.
- Limited access to Exchange features such as voting, shared tasks, shared notes, server-side rules.
- **Entourage does not maintain links between imported attachments and their messages.** Eudora will remain on the desktop as an archive for old mail. If mail is imported, a link will be included in the E-mail indicating where you can find the attachment on your hard disk. You will have to navigate to the document manually. If the attachment was moved from its original location or renamed, then the link will not appear in Entourage.

What happened to my mailboxes in Eudora?

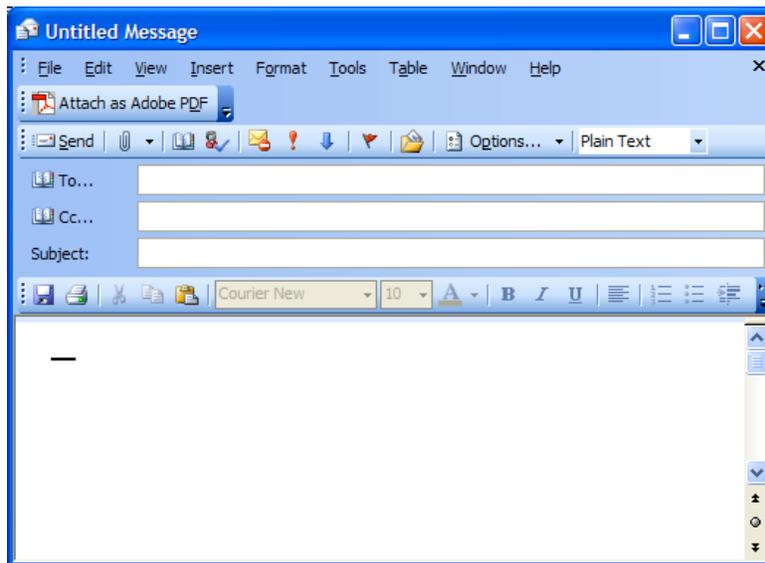
Mailboxes are referred to as “folders” in Outlook and Entourage. Your Eudora mailboxes will be transferred over to folders with the same name as the Eudora mailbox except the Outbox.

Can I manage mail for someone else?

Outlook users can grant another user delegation privileges for reading or reading and sending E-mail on your behalf. Mac users will have to use Outlook Web Access or a PC to perform E-mail delegation. A trifold has been prepared that explains how to setup and use delegation.

Does the listserv still work?

Yes. In the HEMI system, Distribution Lists are used for both Email and Calendar groups. Distribution Lists will appear in the Global Address List (GAL) alongside users. Upon customer request, we will create an entry in the HEMI GAL for specific majordomo lists. Entries for the old “Code-based” lists will not be created in the GAL. List Administrators will need to ensure that E-mail to majordomo@hq.nasa.gov is sent in Plain Text. You can select plain text through the drop down menu beside Options in the toolbar as shown in the screenshot below.



How can I tell a list from a regular user?

Distribution lists will have a “DL-HQ” prefix followed by the list name and Agency-wide distribution lists will have a “DL-NASA” prefix followed by the list name. Conference rooms at Headquarters will have a “CR-HQ” prefix followed by the room number.

Calendaring/Scheduling (Outlook/Entourage)

Can I start to use my Calendar in Outlook now?

Yes. However your Outlook and Meeting Maker calendars will not be synchronized. Another issue is that if you invite someone to a meeting who has not yet received Outlook, that person will receive your request as a Eudora E-mail, not as a Meeting Maker request.

Therefore, it is safer to keep using your MeetingMaker calendar until everyone at HQ has been migrated to HEMI. Shortly after, everyone’s calendars will be brought over from MeetingMaker into Outlook and MeetingMaker will be eliminated.

When will the Meeting Maker data be converted?

Once all users at NASA Headquarters have been migrated, NASA Headquarters Meeting Maker data will be migrated to Exchange. Please watch for announcements for this date.

Who can I schedule meetings with in Outlook/Entourage?

You can invite anyone to a meeting using Outlook. Those who do not have Outlook or Entourage will receive an E-mail invitation only; you will not be able to confirm availability.

Can I manage a calendar for someone else?

Those using Outlook clients will be able to manage other users calendars. Those using Entourage clients will not be able to manage other user’s calendars. A trifold has been prepared that explains how to setup and use delegation.

Can I schedule the use of a conference room in Outlook/Entourage?

Yes, conference rooms for Headquarters will be prefixed with “cr-HQ” in the Global Address Lists (GAL). For example, conference room 4E40 at Headquarters will be listed as cr-HQ-4E40 in Global Address List (GAL).

How do I log in to the Outlook calendar?

The Outlook calendar is integrated into your E-mail account; no additional login is necessary. Meaning, when you log into Outlook for E-mail, you automatically are logged into the calendar too.

Accessing E-mail while away from Headquarters (Outlook Web Access)

Can I access E-mail while I’m on the road?

Yes, you can access your E-mail two ways:

1. If you have a laptop, you can access your E-mail the same way you would at HQ from anywhere that you have internet access. Please contact the help desk if you need assistance with this.
2. If you do not have a laptop, you can access your E-mail using any web browser via Outlook Web Access (OWA). All you need is internet access. The URL for OWA is: <https://webmail.nasa.gov> (click on Headquarters). Log in as usual.

What are the differences between my Outlook client on my laptop/desktop and Outlook Web Access (OWA) client?

You will not be able access your personal folders in the Outlook Web Access client. Only mail that is stored on the server, calendar, contacts, tasks, and notes will be available. There will be a slight difference in how it looks, but most users find it easy and intuitive to use.

What are the limitations on the new system?

The standard mailbox size is 100MB. See section called “Size Limits” below for more details.

BlackBerry and PDA’s

Will I be able to view attachments on my BlackBerry?

Yes. You will be able to see Microsoft Word, Excel, and PowerPoint, Adobe PDF and picture files on your BlackBerry.

Will I be able to get my calendar information on my BlackBerry?

Your Outlook/Entourage meetings will be updated wirelessly on your BlackBerry.

SharePoint

What is SharePoint used for?

SharePoint is a tool that supports: file sharing, threaded discussions, managing group contacts and events. It does what you do now on the W drive or X drive and a lot more.

How do I access SharePoint?

You access SharePoint using a web browser pointed to the following address:
<https://portal.nasa.gov/sites/hirtshare>.

How do I log-in to SharePoint?

You will log-in to SharePoint with the same ID and password you use to log in to the HQ domain and Outlook.

Windows Messenger (Live Communications Server)

How do I access the Windows Messenger application?

PC users will use Windows Messenger. A web based client is currently in development by Microsoft for Macintosh users.

How do I log-in to the Windows Messenger?

To log into Windows Messenger, open Windows Messenger from your Programs list or from the icon on your taskbar  and you will see your email address beside Sign-In name:. Beside User name: you should see HQ\your user ID. Enter your HQ domain network password beside Password: and click OK to continue.

Can I send messages to my buddies on AOL and MSN from the pilot IM service?

No. Windows Messenger is a secure, enterprise Instant Messaging solution, accessible only by other HEMI users at NASA.

Size Limits

Why am I getting a warning message?

Your mailbox has exceeded its size limit of 100MB. Users will manage the contents of their own mailbox to ensure that the size limit is not reached.

Could I lose any functionality because I got the warning message?

Yes. You will not be able to send messages until you your mailbox size is reduced below the restricted level. This restriction will not prohibit mail from being received, only from being sent. Users will be warned when they reach 90 MB, and will be prohibited from sending E-mail at 100 MB (for the default mailbox size). Users should reduce their mailbox size before they reach 100MB to avoid losing functionality.

What does a warning message look like?

A typical message looks like this:

From: System Administrator [mailto:System Administrator]
Sent: Fri 9/24/2004 1:00 AM
To: (your E-mail address)
Subject: Your mailbox is over its size limit

Your mailbox has exceeded one or more size limits set by your administrator.

Your mailbox size is 90770 KB.

Mailbox size limits:

You will receive a warning when your mailbox reaches 90000 KB. You may not be able to send or receive new mail until you reduce your mailbox size.

To make more space available, delete any items that you are no longer using or move them to your personal folder file (.pst).

Items in all of your mailbox folders including the Deleted Items and Sent Items folders count against your size limit.

You must empty the Deleted Items folder after deleting items or the space will not be freed.

See client Help for more information.

How do I reduce my mailbox size?

1. Delete some of your messages AND empty your Deleted Items folder. To perform this action on the PC, right-click on the **Deleted Items** folder and click on **Empty 'Deleted Items' Folder**. On the Mac, hold down the ctrl key and click on the **Deleted Items** folder. Then, click on **Empty 'Deleted Items'**.
2. Delete some of your Sent Items. Every time you send an E-mail, a copy of that message is stored in your Sent Items folder. The size of this folder can really add up. There are two ways to keep your sent items folder size down:
 - a) Delete the messages from this folder before you empty your Deleted Items.
 - b) Archive these messages in your personal folders.
3. Manage your Inbox. It is very easy for mail to accumulate in the inbox. The best way to keep the size of your mailbox down is to utilize the personal folders. Move some messages from your inbox, which is on the server, to a personal folder on your hard drive.

*The 100MB limit only counts towards items on the server which is within your Inbox and subfolders. Items on your hard drive, in your personal folders, do not count toward the 100MB total.

If you are unsure if you are using a personal folder or a folder that is stored on the inbox, all you have to do is look at the top level of the folder. If it is stored on the server, the top level will say Mailbox – McManus, John (HQ) for example. If it is a personal folder, it will say Personal Folder - (Name given to personal folder).

How do I make a personal folder?

1. On the File menu, point to **New**, and then click **Outlook Data File**.
2. Under Types of storage, click Personal Folders File (.pst), and then click OK.
3. In the File name box, type a name for the file, or leave the default, and then click OK.
4. In the Name box, type a display name for the PST folder, or leave the default.

How do I move a personal folder?

1. Right-click the message or folder that you want to move.
2. On the shortcut menu, click Move to Folder.
3. In the Move Items dialog box, select the personal folder to which you want to move the message or folder, and click OK. Note: You cannot move or rename the mailbox folder.

How do I know what the size of my mailbox is right now?

To see the sizes of your e-mail folders, click Folder List on the Go menu, and click Folder Sizes on the Navigation Pane.

Where can I get more information?

See the Microsoft Quick Reference Guide for tips on managing the size of your mailbox. This guide is accessible at the following URL:

<http://office.microsoft.com/training/Training.aspx?AssetID=RP061817911033&CTT=6&Origin=RC010294911033>

If you need further assistance or have questions, please contact the NASA HQ ODIN IT Help Desk at 358-HELP (4357), OR 1-866-4NASAHQ (462-7247) or service@hq.nasa.gov or www.acs-odin.com/hq/helpdesk.html.