

Email FAQ

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When will my new email address be available?

Your McAfee email will be available at the start of business on Day 1, February 1st 2018. At that time, this will be your primary email address for correspondence and any email sent or replied to will come from your new McAfee email address.

How will I know that my email has been migrated?

When you are migrated, you will receive a final email notification in your Skyhigh mailbox indicating that any new email from that point will be received into the McAfee mailbox. At that time, your McAfee mailbox will be your primary mailbox

Will I need to move my own email?

No. Your existing Skyhigh email will be migrated for you and will be available on February 1st in your new McAfee mailbox. When you are migrated, you will receive a final email notification in your Skyhigh mailbox indicating that any new email from that point will be received into the McAfee mailbox.

Will my inbox rules get copied?

No, as these are client based, your Inbox rules will need to be recreated on your new McAfee system

What happens to my old mailbox?

Your Skyhigh mailbox will remain active until February 1st, after which your skyhighnetworks.com email address will be delivered into your new McAfee mailbox. Any email sent (including replies) from your new mailbox will be sent from your new McAfee email address.

Can I change my email address?

McAfee's naming convention for email is *firstname_lastname@McAfee.com*. You are permitted to change your legal name and can do so via a service request [HERE](#). You are NOT permitted to have single, slang or nicknames as your email address.

What about Shared Mailboxes?

Shared mailboxes and their data will be migrated with the existing delegate permissions on Day 1 in the McAfee environment. The name of the mailbox will remain the same unless there is a naming conflict. In the case of a conflict, "SHN" will be appended.

Are Conference rooms and data going to be migrated?

If your site location is remaining open after Day 1, the conference room booking data will be migrated to a new McAfee conference room equivalent. The mapping of the old name and new name for the conference rooms is below:

Location	Old Meeting Room Name	New Meeting Room Name
Campbell	Atmosphere	CR-CMP1-Atmosphere-14

Campbell	Blizzard	CR-CMP1-Blizzard-10
Campbell	Exosphere	CR-CMP1-Exosphere-10
Campbell	Fog	CR-CMP1-Fog-5
Campbell	Hurricane	CR-CMP1-Hurricane-12
Campbell	Ionosphere	CR-CMP1-Ionosphere-5
Campbell	Magnetosphere	CR-CMP1-Magnetosphere-6
Campbell	Mesosphere	CR-CMP1-Mesosphere-9
Campbell	Rain	CR-CMP1-Rain-5
Campbell	Sleet	CR-CMP1-Sleet-5
Campbell	Snow	CR-CMP1-Snow-5
Campbell	Stratosphere	CR-CMP1-Stratosphere-6
Campbell	Thermosphere	CR-CMP1-Thermosphere-7
Campbell	Tornado	CR-CMP1-Tornado-5
Campbell	Troposphere	CR-CMP1-Troposphere-14
Bangalore	Box	CR-SAI1-BoxMeetingRoom-10
Bangalore	Drop Box	CR-SAI1-DropBox-10
Bangalore	Gdrive	CR-SAI1-Gdrive-10
Bangalore	JIVE	CR-SAI1-jive-8
Bangalore	Office 365	CR-SAI1-Office365-10
Bangalore	One Drive	CR-SAI1-OneDrive-20
Bangalore	SalesForce	TBD
Bangalore	ShareFile	CR-SAI1-ShareFile-10
Hyderabad	Large Conference Room	TBD
Hyderabad	Small Conference Room	TBD

How long can I book a recurring meeting in McAfee?

McAfee allows bookings for recurring meetings for 6 months in duration. After 6 months, the meeting room will need to be rebooked.

What will happen to the old Skyhigh email environment and Office 365 tenant?

The existing Skyhigh Office 365 tenant will be available until February 28th. After that date, the environment will be permanently decommissioned. Office 365 and Outlook on the Web will need no longer be accessed through Okta and will need to be accessed through

<https://mcafee.identitynow.com/>



Email to your skyhighnetworks.com address will continue to flow into your McAfee mailbox after the Skyhigh tenant has been removed indefinitely.

What about distribution lists?

Due to the nature, nesting and organizational changes that occur during a merger, Distribution lists are not migrated and will need to be recreated on the McAfee environment.

Existing Distribution lists will continue to operate until February 28th. After that date, the lists will be permanently removed.

To have a distribution list created on the McAfee environment, please log a Service Desk ticket [HERE](#).

Can distribution lists in McAfee receive emails from Internet?

User will need to raise request [HERE](#) for enabling the distribution lists to receive emails from Internet.

What will happen to Outlook Groups that have been setup?

Since Outlook groups are tied to SharePoint, they will not be migrated and will need to be recreated as well. No email or files in existing groups will be migrated either.

How much email can I store on McAfee's environment?

Your inbox can store up to 100Gb of email. On Windows clients, the amount of mail kept locally is limited to a rolling 12 months. Any email older than 12 months of age is not deleted, but available through Outlook on the Web (OWA), at <https://portal.office.com>

What are the Send and Receive Limits for emails in McAfee Environment?

Maximum email Send Size: 35 MB

Maximum email Receive Size: 55 MB

How do I get email on my phone?

Once you receive notification that your McAfee email address is now your primary, please visit the following page [HERE](#) under the *Mobile Devices, Softphones & Desk Phones* section and follow the instructions for your specific device.



MacBook Users: How to add additional McAfee mailboxes to Outlook on Mac

For Shared mailboxes navigate [HERE](#) and follow the steps under “Method 3: Add an additional Exchange account by using your own credentials”