Google for Education - Teaching and administrative staff

FAQ

Information on migration

What is migration and when will it take place?

The email mailboxes and relevant functionalities (receiving and sending email items, archive, backup, calendars, contacts, antispam and antivirus controls, etc.) have been managed, up to now, internally: HW, SW, maintenance and support have been granted by UniTrento tools and resources. The migration to the Google for Education platform implies the dismissal of the local infrastructure to use the suite of Google products, which is now available on cloud. It guarantees reliability and continuity, availability of universal access (from wherever, with all devices and using one identity only) and a social-oriented approach which is typical of collaborative environments. Further, this migration implies an economic benefit for the University, which will not need to continuously renew its dedicated HW and SW.

The migration to Google also means to transfer the whole content of the email mailboxes of the UniTrento community: a complex and delicate operation which requires some time, due to technical reasons, to migrate data from the old to the new system. For this reason and to guarantee the continuity of services and minimize all inconveniences, a dedicated team planned a gradual migration. UniTrento students and alumni migrated to Google in March 2015; other users (professors, researchers, technical and administrative staff) will gradually migrated over the summer, starting from the end of May and concentrating migration in June. This migration phases will regard individually each Department/Centre/Management.

Therefore, we will have a new Google email mailbox (and related services). By next autumn this mailbox will contain also all previously received items, which are now stored in the archive Enterprise Vault.

Is migration really so complicated?
Unfortunately it is. UniTrento is an efficient but complex structure, with thousands of users, hundreds of whom have different roles. There are organisational folders; more than 70 email domains are in use, every user has tens or hundreds of email items, contacts, appointments, etc. It is impossible to migrate all users to the new system simultaneously. It will take some weeks of work to complete the migration phase to take the mailboxes to the new system and to migrate to the new platform at least the email items sent/received over the last two months.

**Will the Webmail interface remain the same?**

No, the GMail interface will replace the current Webmail interface. The service [https://webmail.unitn.it](https://webmail.unitn.it) will be dismissed.

**The University email mailboxes used up to now allow to manage contacts, calendars, meetings, notes and activities. Will this be the same on Google.**

Yes, sure. Further, Google also offers audio- and video conference multi-site conferences, information regarding the attendance of people, collaborative applications, chats, company social network, cloud storage, web sites and all other Google Apps which the University of Trento will activate for its users (see [https://www.google.com/edu/](https://www.google.com/edu/)).

**Is it true that it will be possible to use web services from Chrome only? Do I need to stop using Explorer, Firefox or Safari?**

Basic services of the Google Apps for Education function with all main browsers in their latest releases; the Chrome browser offers some additional functionality (e.g. management of multiple identities) and it improves the user’s experience as for all collaboration features among users.

**I find advertisement in my personal GMail account. I know Google may perform statistical analysis on the content of my mailbox. Will this happen on my university email account as well?**
FAQ Google

No. Educational services provide the same guarantees of professional services purchased by companies. Privacy is guaranteed (see https://support.google.com/a/answer/60762?hl=it for more detailed information).

I have a personal mail account on Google. Is this compatible with my University Google mailbox?

Sure, the two accounts will stay separate. If you use a browser to access the services you may use the two mailboxes alternatively. If you use two Chrome browsers you will be able to access the two accounts simultaneously, creating two separate profiles. Read the FAQ: "How can I manage different profiles with the Chrome browser?"

Will my email address change?

No, it will be the same (including all personal alias regarding your affiliation to a Department/Centre); for uniformity purposes the main default email address of users in Google will be name.surname@unitn.it (or variants of it) for everyone.

Will my current email addresses (alias@unitn.it or @departimento.unitn.it or others) continue to exist?

The alias connected with your account will continue to exist, apart from some rare specific cases (involved users will be contact individually, in advance). Email alias have natively imported to Google only when the migration of all users of that domain is completed.

Will I be able to share my calendars?

Yes: https://support.google.com/calendar/answer/36598?hl=it

Will you import everything from my email mailbox(es)?
Yes, we will be able to import almost everything, apart from some native client functionalities, for which the migration is not possible, because they are not provided in Google. To sum up, we will **not be able** to import:

- Trash
- Spam
- Native functionality Outlook/Exchange which are not provided in Google (categories, labels, icons, etc.)
- Personal distribution lists

Further, we will not be able to import (because Google does not allow it):

- Objects (mail or calendar) with attachments exceeding 25 MB
- Objects (mail or calendar) with attachments containing executable files [even .zip] (.exe, .bat... Please find the complete list: [https://support.google.com/mail/answer/6590?hl=it](https://support.google.com/mail/answer/6590?hl=it))
- Objects (mail or calendar) which are malformed
- Archived messages classified as Spam
- Messages with viruses or links containing viruses
- Messages with links to phishing websites


**Will my archived email items (older than 6 months) of Enterprise Vault be imported?**

Certainly: we will start the import of the entire personal email archives as soon as the entire University is migrated, i.e. during the summer 2015.
Email services

How do I access my email and my Google Apps?

The username is typically name.surname@unitn.it and it is used to login to access the services. The username is typically name.surname@unitn.it (or variations) in combination with the UniTrento password.

You can use the widget in the myunitn website, to easily access to the “Google Apps” services. The already recognised user may access without inserting your password again.

You can access directly using the link http://mail.g.unitn.it/, browsing on Google. In this case pay attention to the field required by the application: to access Google you are often required to have an email address. Therefore you need to use your “main email address” (you cannot access using an alias), which can be different from your username.

I work at UniTrento, where I am/was also a student. What is my email address?

The Gmail mailbox is one only. It is a container for all email items you receive and send. More than one address can be connected with the same email mailbox: one default address (main email) and other secondary ones and/or alias. Usually the part which changes is on the right side of @

If you have more than one role at UniTrento (e.g. you are a student and a staff member) you could have:

- a main email address like name.surname@unitn.it
- an alias, like surname@unitn.it
- a secondary email address (as a student) like name.surname@studenti.unitn.it

If you graduated or got our PhD at UniTrento in the past, you will have your main email address as a staff member and a secondary, as an alumnus:

- a main email address like: name.surname@unitn.it
- a secondary email address like: name.surname@alumni.unitn.it

If you have enrolled at UniTrento for a set period of time, but you then moved to another university or waived your studies, your situation will be like the following:
FAQ Google

- main email address like: name.surname@unitn.it
- secondary email address like: name.surname@ex-studenti.unitn.it

Be reminded that all email items sent to your main and secondary email addresses will be delivered to the same mailbox. If you send a message, you can choose the sending email address (you can use name.surname@unitn.it for professional messages, name.surname@studenti.unitn.it when you will write to a professor or to the Students’ Helpdesk, as a student). If you do not choose, your main email address will be used as a default.

Check the FAQ "What are my Google email addresses issued by UniTrento? for more information

I want to contact external users using an email address different from the default email address (e.g. @dipartimento.unitn.it) How can I do this?

If you want to change your outbox email address please read here: https://support.Google.com/mail/answer/22370?hl=it . You will set your alias as senders and you can choose every time which one you wish to use.

What are my Google email addresses issued by UniTrento?

To obtain this information you can follow two different procedures:

A) Access using the widget on the myunitn website ("Google Apps", available in the Widget Centre) and click on the link of the widget “My email addresses”. In this way you will be recognised as authorised user and you will not need to log in again.

B) Access using your UniTrento credentials on the link http://mail.g.unitn.it/; after logging in access the link https://security.google.com/settings/email and check that you see the information of your account .unitn.it.

You find your “Main Email address” indicated as “Main Email”. The others are further email addresses (“alias”) associated with your mailbox. If the viewed email addresses do not end in .unitn.it, you are probably viewing the information regarding your personal Google email account.

Do I use the same password which I use to access the UniTrento services?

Yes, you will use your UniTrento password because all Google Apps for Education services are based on our authentication systems.
How can I change my password?

You can use your password following the same procedure (please read more information on http://icts.unitn.it/password).

Can I delegate my mailbox or my calendar?

Yes, sure: https://support.google.com/mail/answer/138350?hl=it

What is the storage capacity of my mailbox? And for my documents in cloud?

The archive storage capacity is unlimited, both for email items and for documents.

What happens when I am offline, in an aircraft or in places with no connectivity?

You can activate the offline mode if you use your Chrome browser, to access your email account, contacts, calendars and documents saved on Google Drive. If you edit any items, the changes will be synchronised when your device is online again. The email offline mode archives locally only the activity of the last 30 days. https://support.google.com/mail/answer/1306847?hl=it

Can I forward email items from my University mailbox to my personal mailbox and vice versa? (Institutional; e.g. mario.rossi@unitn.it) to my personal mailbox (private; e.g. mariolino789@yahoo.it) or vice versa?

Yes. (Instructions on: https://support.google.com/mail/answer/10957?hl=it).
Email Programmes and browsers (e.g. Chrome)

Will I be able to continue to use the same email programme?

Yes, Google is compatible with standard POP and IMAP protocols. [https://support.Google.com/mail/troubleshooter/1668960?hl=it&ref_top](https://support.Google.com/mail/troubleshooter/1668960?hl=it&ref_top)

Sometimes it may be easier to access via web with a browser like the Chrome client, in particular on your PC, smartphone and tablet. There are Apps which allow to access Google in a native way for Android, iOS and Windows Phones.

Please read here the documentation regarding the use of the e-Mail client with IMAP and POP: [https://support.Google.com/mail/topic/3398031?hl=it&ref_topic=339446](https://support.Google.com/mail/topic/3398031?hl=it&ref_topic=339446)

There is a plug-in to use the Outlook mailboxes: [https://support.Google.com/a/users/answer/153871?hl=it](https://support.Google.com/a/users/answer/153871?hl=it).

Please see [https://support.Google.com/a/users/topic/29319?hl=it&ref_topic=23552](https://support.Google.com/a/users/topic/29319?hl=it&ref_topic=23552) to see the incompatibility between Outlook and the Google servers.

[https://support.Google.com/a/users/answer/156466?hl=it&ref_topic=28400](https://support.Google.com/a/users/answer/156466?hl=it&ref_topic=28400) gives you information on the Google calendar and on what is supported or not.

How can I manage different profiles in the Chrome client?

If you have more than one account on the Google platform we recommend that you should manage various profiles in your Chrome client.

Here it is how you manage it: [https://support.Google.com/Chrome/answer/2364824?hl=it](https://support.Google.com/Chrome/answer/2364824?hl=it)

I decided I will not use my Chrome client. I prefer to use an IMAP and an SMTP client: what are the configuration parameters?

Please read here the documentation regarding the use of the e-Mail client with IMAP: [https://support.Google.com/mail/topic/3398031?hl=it&ref_topic=339446](https://support.Google.com/mail/topic/3398031?hl=it&ref_topic=339446)
FAQ Google

Configuration parameters:

Incoming email server (IMAP), required SSL

- imap.gmail.com - Port: 993
- Request SSL: yes

Outgoing email server (SMTP) is required TLS and SSL
- smtp.gmail.com
- Requires SSL: Yes.
- Port: 465 or 587
- Requires authentication: Yes.

For the access:

- Full name or viewed name: [your name]
- Account name or Username: your complete Gmail address (username@unitn.it)
- Email address: your complete Gmail address (username@unitn.it)
- Password: your UniTrento password

How can I activate/deactivate the views “per conversation” from the Chrome client?

https://support.Google.com/mail/answer/5900?hl=it
Logistic and technical information

I found an odd email address among my UniTrento email addresses (something like ACC0000000@35uhysa.temporary.unitn.it). What is this?

This is an email service address, assigned by UniTrento. It is unique for each user and it is used only for technical reasons regarding the personal account during the migration phase. You must never use it because it could be removed without notice.

Where is the physical location of the UniTrento email? Will the Google Servers stay in our Datacentre?

The UniTrento servers are located in the datacentres of Trento and Povo 2. After the migration is completed, the Google servers will be located in the Google datacentres, located all over the world, for reliability reasons (the three Europeans datacentres are located in Finland, Belgium and Ireland). All data will be simultaneously stored in at least 3 datacentres, to guarantee their availability in at least 99.98% of cases). Email services, including the additional ones, will continue to function all over the world.

Will email servers be internally managed at UniTrento?

Yes, as far as the management/application parts of the services and as far as our users are concerned. We will not have to deal with HW and their OS any longer.

Will you continue to support users for these services?

Yes, we will only outsource a part of the technological infrastructure.

Who is in charge of the backup the Google email and other services?
The backups will be performed by Google:

- Backups are constantly stored for all email items, documents, etc.
- Under no circumstances will items and documents be cancelled, unless they are moved into the Trash box;
- If a user moves an email item or document into the Trash box, the item will remain available for 30 days;
- If a user cancels permanently an email item from the Trash box, the item cannot be recovered any more.

More information: https://support.google.com/a/answer/112445?hl=it&ref_topic=1355151

NOTE: some interesting features of Google Drive: the documents, even if edited, may be recovered for 30 days, also in their intermediate versions. Documents created with the Google Office Suite have the opportunity to use the Key “Cancel” without time limits.

What are the sending limits of my mailbox?

https://support.google.com/a/answer/166852?hl=it

What are the receiving limits of my mailbox?

https://support.google.com/a/answer/1366776?hl=it

What are the limits on the attachments?

https://support.google.com/mail/answer/6590?hl=it

Access to data by the service administrators

Please read the Policy regarding the access to the Google services drafted by the University of Trento, together with the Terms and Conditions for the Google part: https://support.google.com/accounts/answer/181692?hl=it&ref_topic=28
Google for Education and available apps

What are the apps of Google for Education services?

Please find here the complete list: https://www.google.com/edu/products/productivity-tools/

During the first migration phase to Google we focus on the email features (GMail), calendars ("Calendars") and Address Book ("Contacts"): the use of other available apps depends on the individual user or Department/Centre. They may choose to start using and testing the new operative modality, using the typical cloud collaboration tools.

In the future a complete support will be progressively provided, at university level, in terms of support to users for all apps made available in the new environment, as it happens today already. The IT Helpdesk will continue to grant support also for the other already available IT tools and services.

When Google Drive is active shall I need to stop using the server files Windows and Linux which I currently use?

No: the currently used server files will not change because they are shared storage spaces, stored in our datacentre and they undergo our backup procedures. Google Drive is a store space which we are free to share also with other users, also external users, and it is in the Google servers. As an advantage, documents saved in Google Drive may be accessed from all devices - PC, smart phone, and tablet - also from outside.

What is Google Classroom?

Google Classroom offers a set of IT tools to support teaching activities, which professors may use to provide materials, hand out duties and give feedback to students. The new Drive for Education all projects which are created and managed through Classroom will be automatically organised in Google Drive folders.

Dashboard on the status of the Google Apps Services
Apps Status Dashboard is the dashboard containing the information on the status of your Google Apps services:
http://www.Google.com/appsstatus#hl=it&v=status

**Will the University mailing lists (e.g. Sympa) remain available?**

Yes, the mailing list service will remain active and available for our users.

**What are the native collaboration possibilities available on Google?**

Some examples: thanks to the Google for Education suite you will be able to organise videoconferences with other people, create and share materials (“Documents”, “Sheets” and “Presentations”, the corresponding programmes of Word, Excel and PowerPoint of the Office Package), and to modify them in a collaborative manner. This will be possible using a simple browser on your device, without needing to install additional SW.

**Will the collaboration with the Google native tools be possible only among UniTrento users?**

No, you will be able to involve external users. They just need to have a Google account, even a free consumer account.

**There is also a programme suite similar to the MS-Office Programmes. Does this mean that the MS-Office will not be installed on Windows PC any longer?**

No, MS-Office will be installed on the Windows PC of the staff of the University. The Google Office Suite is less structured than the Microsoft Office Suite. However, it offers more advantages, like the possibility for more users to simultaneously work on the same document, from different devices, without any additional SW. The new Office Automation programmes of Google will not replace the Microsoft programmes, which are less diffused and used at UniTrento.
Helpdesk

Where can I find the documentation regarding the use of the new systems?

Google innovations are very frequent and accurate internal documentation could become out of date very fast. Therefore we decided to adopt directly the multilingual official documentation of Google, which is available online (as well as the official courses: http://learn-it.Googleapps.com).

Who is in charge of the Google Apps Helpdesk?

You can contact the User’s Helpdesk staff (http://icts.unitn.it/node/283) as usual, for example with a ticket on http://servicedesk.unitn.it

Where can I find the multilingual documentation regarding the Google Apps?