

Students with SIMS Accounts

You have received this note because you are a student and have an active account on the SIMS (Webmail) e-mail system operated by OIT. You are probably using Webmail to access this system, but you could be using another e-mail client, such as Thunderbird or Outlook.

OIT is in the process of consolidating several e-mail systems including SIMS into the new Tmail Exchange system. If you still use SIMS, please read the information below carefully. If you no longer use your SIMS account and do not want it migrated to Exchange, please contact the Helpdesk at 974-9900 to have your account disabled.

The plan for retiring SIMS is to migrate everyone to Exchange. Our goal is to move all student accounts to Exchange before Summer semester and to disable the SIMS accounts. OIT needs to make this migration now because hardware and software on SIMS is starting to fail and we want to avoid serious problems. The steps to migrate include:

1. April 16 – Encourage self-migration for those who want to control when their account will change
2. May 19 – Create Exchange (Tmail) accounts for those currently with active SIMS accounts and do not already have Exchange accounts
3. May 19 – Implement a mail forwarding rule in SIMS to forward new mail to Exchange (Tmail)
4. May 19 – Switch the e-mail routing entry in LDAP to point to Exchange (Tmail)
5. May 19-23 – Migrate all remaining e-mail from SIMS to Exchange for those not already migrated
6. May 31 – Disable all old SIMS accounts

All SIMS e-mail customers will need to use Exchange (Tmail) for e-mail effective the morning of May 19. The Tmail page can be located from the university main home page (<http://www.utk.edu>). As you can tell from the above steps, those waiting to have OIT migrate their e-mail on May 19 will not have their old SIMS e-mail available in Exchange immediately. This e-mail will be migrated through the week until all e-mail has moved. However, new e-mail will be sent to Exchange and new e-mail can be sent from Tmail. Individuals will be able to log into the old SIMS account during the week if they need the old e-mail, but the old system will be disabled after the e-mail has successfully migrated to Exchange.

OIT encourages anyone who does not want to experience the May 19 migration period to “self-migrate” by going to the web site <https://oit.utk.edu/exchange/migrate/>, enter your NetID and Password, and pick the date you want to migrate from the calendar. This web site is also available from the Webmail login page. All your e-mail will be migrated the night you pick and will be available in Exchange (Tmail) the next morning and the old SIMS e-mail account will be disabled. Anyone planning to participate in mini-term is encouraged to move before May 19.

The self-migration process has been very successful for moving people from SIMS to Exchange over the past two years. If you experience any problems or any questions arise, contact the Helpdesk at 974-9900 for assistance.