SFU Mail Transition:
Quick Reference for Staff and Faculty

For SFU Mail support, please call the Service Desk at 778-782-4828, contact your department’s support staff, or visit www.sfu.ca/newemail/get-help
Get Ready

In SFU Connect

SFU Mail is coming! All staff, faculty and sponsored accounts will be transitioned on April 28, 2018. This section will help you prepare for the transition to SFU Mail. Each step is optional; you can skip items that do not apply to you.

☐ Mailbox Cleanup

Help speed up the overall migration process by deleting messages you no longer need. Any content in your Trash and Junk folders will not be migrated.

☐ Trash and Junk Folders

The contents of the Trash and Junk folders will not be migrated to SFU Mail. Check to ensure that there are no important messages stored in them.

☐ Transfer files from Briefcase to SFU vault

Move your Briefcase files to SFU vault, as the Briefcase will not be available in SFU Mail.

☐ Bookmark the Faculty + Staff page

If you access links through the MySFU tab, bookmark this link instead: www.sfu.ca/dashboard/faculty-staff.html, as the MySFU tab will not be available in SFU Mail.

☐ Verify your sender (“from”) address

Your sender address in SFU Mail is controlled by the Preferred Email Address setting in the SFU Directory. Verify that it’s the correct address at www.sfu.ca/sfuds by clicking [Edit My Entry].

Want more details? Visit www.sfu.ca/newemail/get-ready
Get Started

In SFU Mail
mail.sfu.ca

The Outlook Web App (OWA) is the easiest way to access your SFU Mail account. This section will help you get set up using OWA (at mail.sfu.ca). Each step is optional; you can skip items that do not apply to you.

Filters (Rules)

1. In SFU Connect (connect.sfu.ca), make note of any filters that you wish to recreate as Rules in SFU Mail. Filters can be found under Preferences > Filters.

2. In SFU Mail (mail.sfu.ca), click the gear icon > Options. Under Mail > Automatic Processing > Inbox and Sweep Rules. Click + sign to create new rule. Set up conditions as needed, click OK to finish.

Signatures

1. In SFU Connect (connect.sfu.ca), copy your signature. Signatures can be found under Preferences > Signatures.

2. In SFU Mail (mail.sfu.ca), click the gear icon > Options. Under Mail > Layout > Email signature.

3. Paste the signature copied from SFU Connect into the text box. Using the checkboxes, indicate where you would like this signature to be automatically included in messages. Click Save to finish.

Out of Office Messages (Automatic Replies)

1. In SFU Connect (connect.sfu.ca), copy your out of office message. Out of Office messages can be found under Preferences > Out of Office.

2. In SFU Mail (mail.sfu.ca), click the gear icon > Options. Under Mail > Automatic Processing > Automatic replies.

3. Select the box that says ‘Send automatic replies’ to activate your Out of Office message. Paste the message you copied from SFU Connect into the text below and select the time period during which you would like replies to be sent. Click Save to finish.
Email Forwarding (Redirect)

1. In SFU Connect (connect.sfu.ca), go to Preferences > Mail > Receiving Messages > Message Arrival, and copy the email address you are forwarding to.

2. In SFU Mail (mail.sfu.ca), click the gear icon > Options. Under Mail > Automatic Processing > Inbox and Sweep rules.

3. Click the + sign to create a new rule with the conditions [Apply to all messages] and ‘Redirect the message to…’. Paste in the email address and click OK to Finish. Click Save to finish.

Want more details? Visit www.sfu.ca/newemail/get-started

Explore More

Self-Help Resources & Training

- Check out our how-to documentation here: www.sfu.ca/newemail/using-sfu-mail
- Sign up for training sessions: www.sfu.ca/newemail/training

Desktop Application

Should the Outlook Web App (OWA) not suit your needs, you can set up an Outlook desktop application.

If you are already using a desktop application, some set up changes need to be made to access your new SFU Mail account.

Mobile Applications

You may set up SFU Mail with your native mail application on your mobile device.

Please note that the Microsoft Outlook Mobile App and the Mail.ru app will be blocked from use due to privacy concerns.

Require more information? Visit www.sfu.ca/newemail/explore-more