

Google Apps – Webmail Migration

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Google Migration Checklist (Webmail Users)

If you run into any problems, contact your ITC or the Help Desk (707.826.4357)

Preparation

- Set aside 1-2 hours to complete these tasks

Migration

- Login to Google Apps (webmail.humboldt.edu)
- Follow the steps in “Getting Started” – www.humboldt.edu/its/google-change
 - Unhide your Spam, Trash, & All Mail labels
 - Enable the Nested Labels Lab
 - Turn off Conversation View (if you want to)
- Follow the steps in “What to Move” for each of these – www.humboldt.edu/its/google-move-zimbra
 - Export & Import your Calendar(s)
 - Export & Import your Contacts (Address Book(s))
 - Fix your distribution lists
 - Setup your signature
 - If you used them, re-create your Mail Filters
 - If you used them, migrate your Tasks
 - If you used them, migrate your Documents
 - If you used them, migrate your Briefcase items

Learn More (optional)

- Read our Mail and Calendar QuickStart Guides. See www.humboldt.edu/its/quickstart
- Learn about Labels (folders) – www.humboldt.edu/its/google-labels
- Find some Labs (add-ons) to enhance your google experience – www.humboldt.edu/its/google-labs

Getting Started

You'll notice that things in Google Apps are a bit different than what you were used to in Zimbra. To help you get comfortable, there are a few things we want to point out (and have you change).

📺 Video tutorial available: www.humboldt.edu/its/google-change

Spam, Trash, & All Mail

There are three labels (folders) that Google has hidden by default. You're likely to use these labels frequently. We'll show you how to unhide them.

Spam - [Google Apps](#) does its own spam filtering. Anything Google believes is Spam it places in the Spam label. If you don't delete them, they will be purged after 30 days.

Trash - Anything you delete goes in the Trash. You can empty the trash whenever you feel like it. Once a message is in Trash, Gmail will delete it in 30 days.

All Mail - Shows *almost* all of your mail (Inbox, Starred, Chats, Sent, Drafts, and archived mail)

Step-By-Step: Unhiding Spam, Trash, & All Mail

Step 1: Log in to Google Apps (webmail.humboldt.edu).

Step 2: Click the **Settings** link on the top of any Gmail page.



Step 3: Select the **Labels** tab.



Step 4: In the **Systems labels** section, click show next to **All Mail**, **Spam**, and **Trash**. (You can tell they are hidden because the word "hide" is in bold.)

System labels		
Inbox		
Starred	show	hide
Chats	show	hide
Sent Mail	show	hide
Drafts (0 conversations)	show	hide
All Mail	show	hide
Spam	show	hide
Trash	show	hide

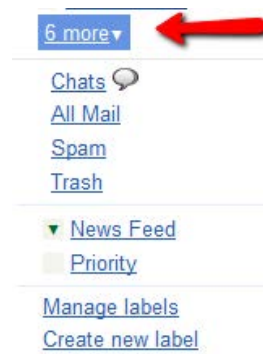
Step 5: Click the Gmail logo in the top left-hand corner to return to your mail.



Notice that these labels now show up in your list of labels.



If you prefer to keep your label list short, you can keep these labels hidden and use the "X more" pull-down below your list of labels:



Nested Labels (Folders)

Google Apps groups all messages in a conversation together. Some people love this, some people hate it. If you prefer to see each message individually, you should disable Conversation View.

Step-By-Step: Enabling Nested Labels

Step 1: Log in to Google Apps (webmail.humboldt.edu).

Step 2: Click the **Settings** link on the top of any Gmail page.



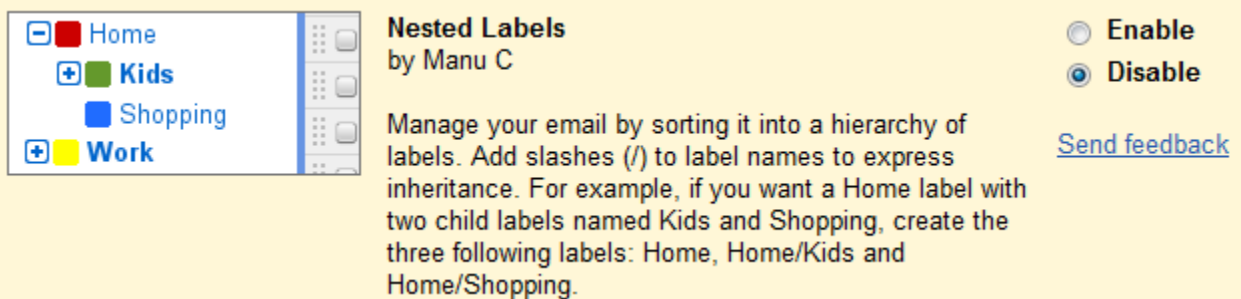
demo@humboldt.edu |  [Settings](#) | [Help](#) | [Sign out](#)

Step 3: Select the **Labs** tab.



[Forwarding and POP/IMAP](#) | [Chat](#) | [Web Clips](#) | [Priority Inbox](#) | **Labs**

Step 4: Scroll down until you find the **Nested Labels** lab (they are in alphabetical order)



Nested Labels
by Manu C

Manage your email by sorting it into a hierarchy of labels. Add slashes (/) to label names to express inheritance. For example, if you want a Home label with two child labels named Kids and Shopping, create the three following labels: Home, Home/Kids and Home/Shopping.

Enable
 Disable

[Send feedback](#)

Step 5: Click the **Enable** radio button



Enable
 Disable

Step 6: Scroll all the way up to the top of the page and click **Save Changes**.



Save Changes | Cancel

Conversation View

Google Apps groups all messages in a conversation together. Some people love this, some people hate it. If you prefer to see each message individually, you should disable Conversation View.

Step-By-Step: Disabling Conversation View

Step 1: Log in to Google Apps (webmail.humboldt.edu).

Step 2: Click the **Settings** link on the top of any Gmail page.

demo@humboldt.edu |  [Settings](#) [Help](#) | [Sign out](#)

Step 3: In the **General** tab, under the **Conversation View** section, click **Conversation view off**.

Conversation View: Conversation view on
(sets whether emails of the same topic are grouped together) **Conversation view off**

Step 4: Scroll to the bottom of the page and click **Save Changes**.

Save Changes

Cancel

Other Getting Started Information (Optional)

Labels vs. Folders

In Google Apps, you have labels instead of Folders. A message can be in more than one label at a time. For example, in Zimbra you might have had a folder for travel and one for reimbursements. If you had an email related to a travel reimbursement, you would have had to make a decision about which folder to file that message in. In Google Apps, you can apply BOTH labels to the message. If you're ready to use labels, visit www.humboldt.edu/its/google-labels.

 Video tutorial available: www.humboldt.edu/its/google-labels.

Archiving

In Google Apps, things seem to stay in your Inbox even if you've moved them to a label. Google sees the message as being in two Labels, one of which is "Inbox" (see Labels vs. Folders). This can be frustrating if you don't know what's going on. The Archive button (right above all of your mail) will take things out of your Inbox without deleting them (even if they aren't in another label). To access those archived messages, click the "All Mail" label on the left-hand side of the screen (if it's hidden, you'll see a link that says "X more" with a down arrow).

Calendars

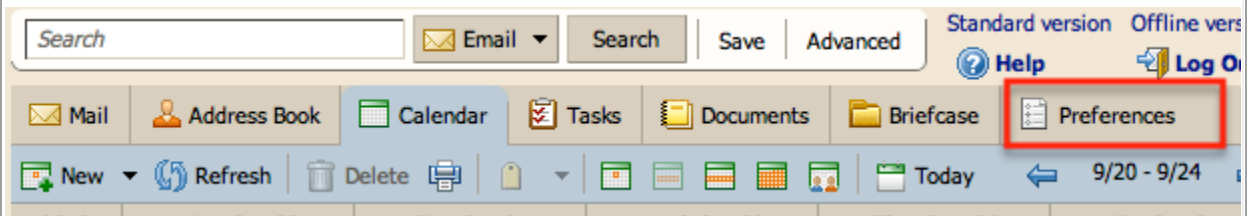
To move your Zimbra calendar(s) to Google, you'll need to export them from Zimbra and import them into Google. If you have more than one calendar, repeat these steps for each calendar you want to move. You'll also need to re-share them.

📺 Video tutorial available: www.humboldt.edu/its/google-move-calendar.

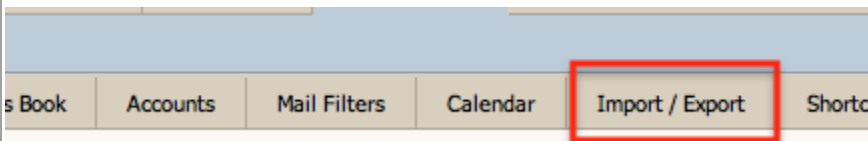
Step-By-Step: Exporting your Zimbra Calendar

Step 1: Log in to Zimbra (zimbra.humboldt.edu).

Step 2: Click **Preferences** on the right-side of the navigation bar.

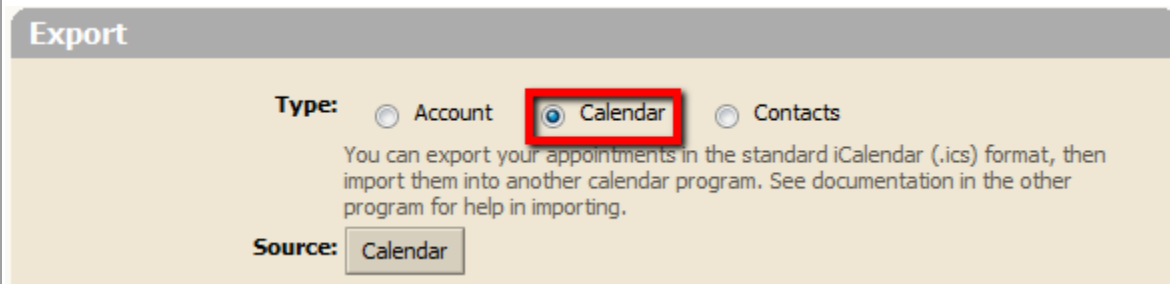


Step 3: Click the **Import/Export** tab.

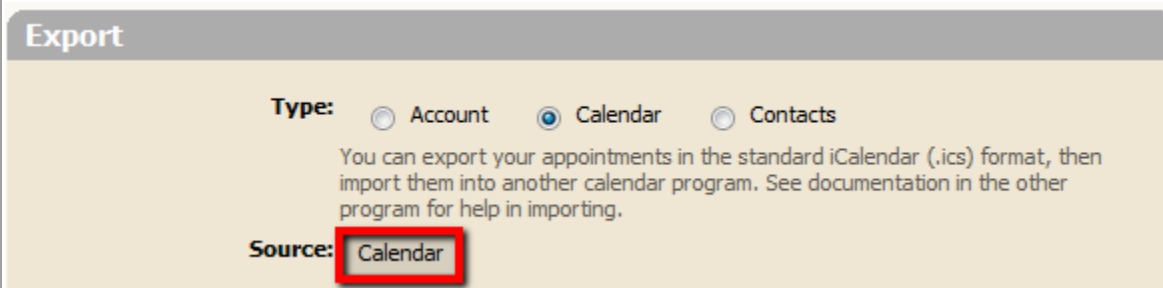


Step 4: Scroll down to the **Export** section.

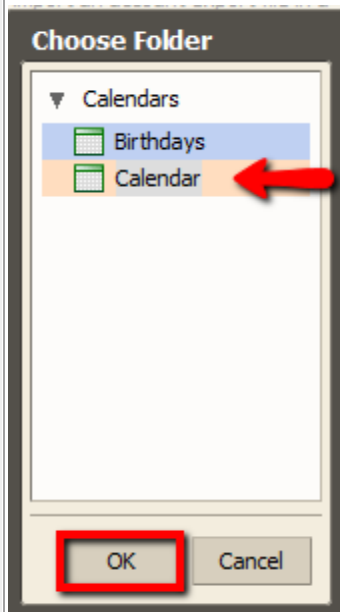
Step 5: Next to **Type:** select **Calendar**.



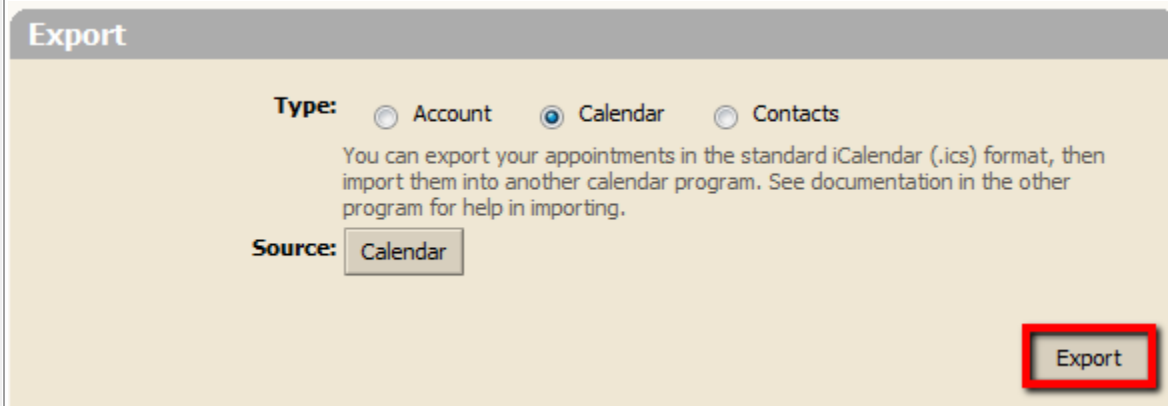
Step 6: Next to **Source:** click **Calendar (or Browse)**



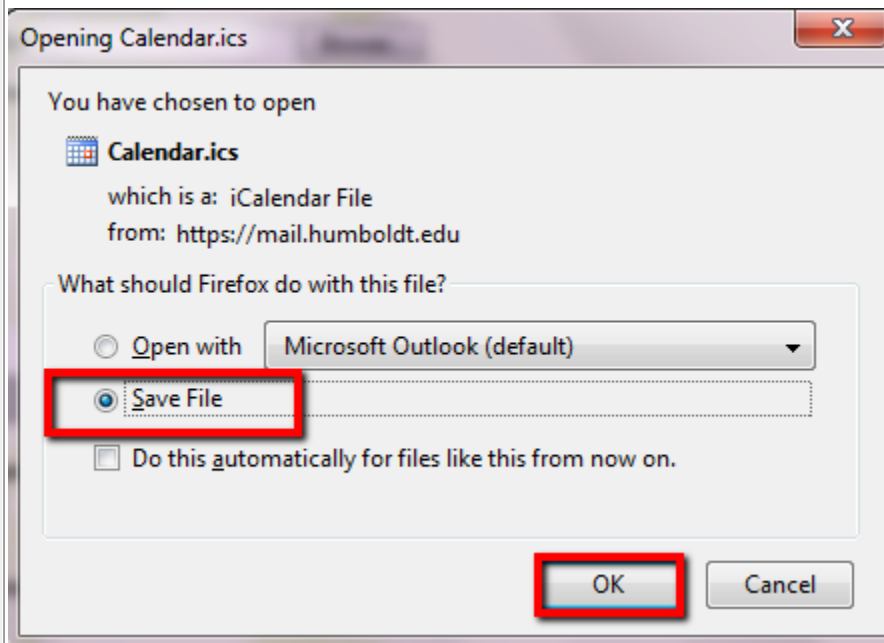
Step 7: Choose the calendar you wish to export. Click **OK**.



Step 8: Click **Export**.



Step 9: If you are prompted, you want to **SAVE** this file (not open). Take note of where you save the file (it might be your Downloads or Desktop folder). The file has a name like Calendar.ics (or the name of the calendar).



Repeat steps 6-9 if you have more than one calendar to move.

Step-By-Step: Importing your calendar to Google Apps

Note: It's important to know that only your primary calendar (abc123@humboldt.edu) affects your free/busy time in Google Apps. In Zimbra, you could specify which calendars did and did not, in Google, you can't. If you had two calendars such as "Work" and "Personal" that both had appointments, you may want to consider importing both to your primary calendar (abc123@humboldt.edu) to avoid scheduling conflicts. If you use additional calendar for things like birthday reminders, those are safe to keep separate.

If you have to move more than one calendar, makes sure you know which ones to move and where to put them. See Understanding calendaring types: <http://www.humboldt.edu/its/google-move-zimbra-calendar-understand>.

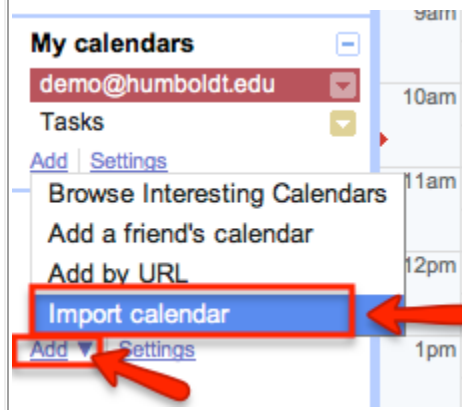
In this example, we're importing into your primary calendar. If you are importing into a different calendar, you'll want to add a new calendar first.

Step 1: Log in to Google Apps (webmail.humboldt.edu).

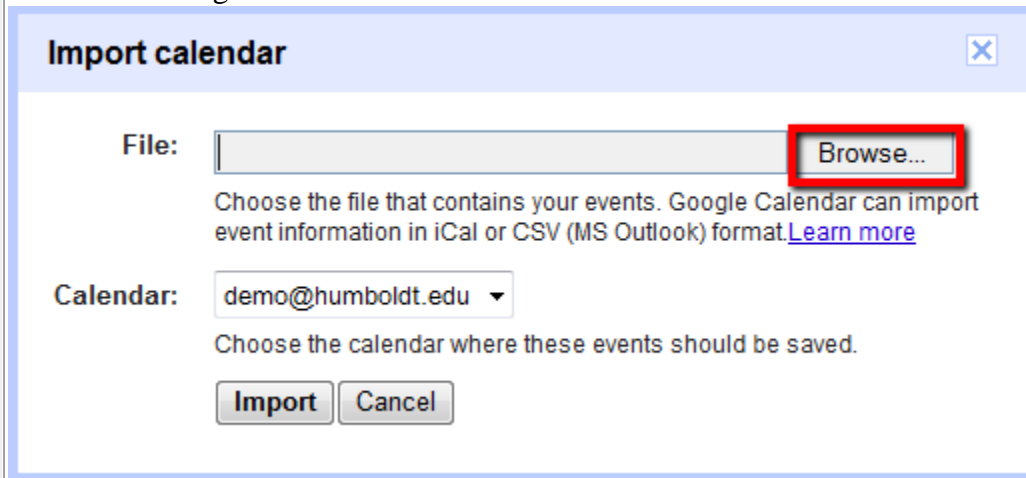
Step 2: Click the **Calendar** link on the top, left-hand side of the screen

[Start Page](#) [Mail](#) **Calendar** [Documents](#) [Sites](#) [more](#) ▼

Step 3: On the left-hand side of the screen (under **Other calendars**), click **Add**, then **Import calendar**. (Note, this isn't the "Add" that is under My calendars).

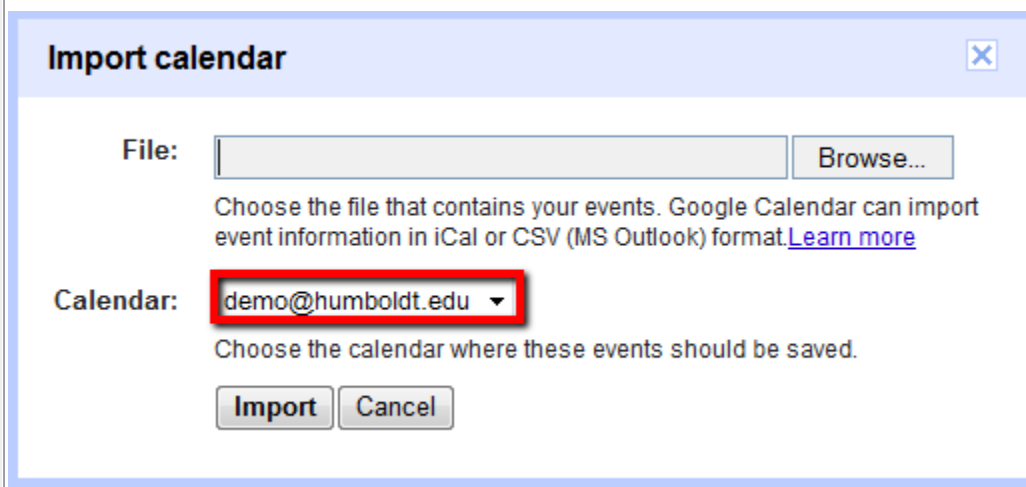


Step 4: In the window that opens, click **Browse or Choose File** and locate the file you downloaded earlier (named Calendar.ics or the name of the Zimbra Calendar). The file is probably in your Downloads location or on your Desktop, but it depends on how your web browser is configured.



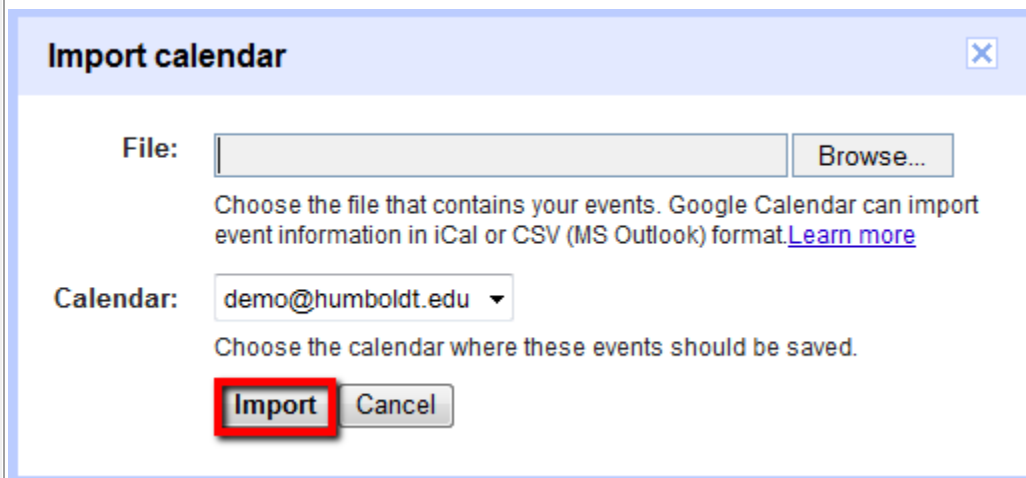
The screenshot shows a dialog box titled "Import calendar" with a close button (X) in the top right corner. It contains a "File:" label followed by an empty text input field and a "Browse..." button, which is highlighted with a red rectangular box. Below the input field is the text: "Choose the file that contains your events. Google Calendar can import event information in iCal or CSV (MS Outlook) format. [Learn more](#)". Underneath is a "Calendar:" label followed by a dropdown menu showing "demo@humboldt.edu". Below the dropdown is the text: "Choose the calendar where these events should be saved.". At the bottom are two buttons: "Import" and "Cancel".

Step 5: Choose the **Calendar** you want to import to. Your primary calendar (which affects free/busy time) looks like your HSU email address.



The screenshot shows the same "Import calendar" dialog box. In this view, the "demo@humboldt.edu" dropdown menu is highlighted with a red rectangular box. The "Browse..." button is no longer highlighted. All other elements, including the "File:" input field, the explanatory text, the "Calendar:" label, the "Choose the calendar where these events should be saved." text, and the "Import" and "Cancel" buttons, remain the same as in the previous screenshot.

Step 6: Click **Import**. This may take a while! Only click the Import button once! You can watch your browser' status bar to see your import progress.



Import calendar [X]

File: Browse...

Choose the file that contains your events. Google Calendar can import event information in iCal or CSV (MS Outlook) format. [Learn more](#)


Calendar: demo@humboldt.edu ▾

Choose the calendar where these events should be saved.

Import Cancel

If everything went well, you should see a message telling you how many events were processed and how many were successfully imported. It's possible you'll also get a blank box. That also means that the import was successful.

If all of your events were successful, click Close. You're done! If you have an error, proceed to [Troubleshooting Calendar Imports](#).



Import calendar [X]

Processed **11** events.

Successfully imported **11** events.

Close

If you have additional calendars, repeat these steps.

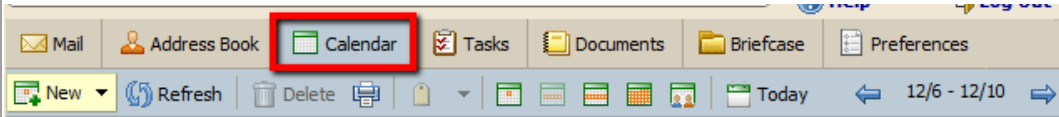
Step-By-Step: Sharing Calendars

If you shared your calendars in Zimbra, you'll need to reshare them in Google Apps.

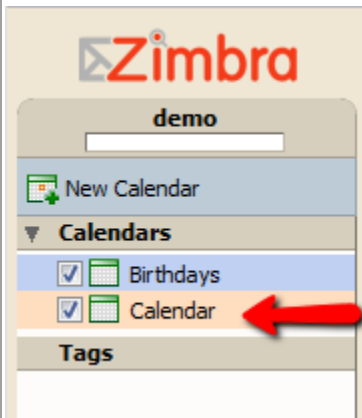
📺 Video tutorial available: www.humboldt.edu/its/google-move-share-calendar

Step 1: Login to Zimbra (zimbra.humboldt.edu).

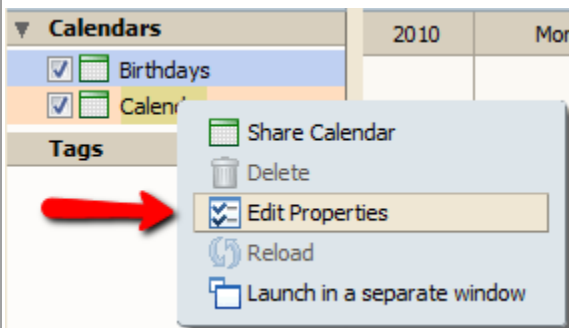
Step 2: Click the Calendar tab.



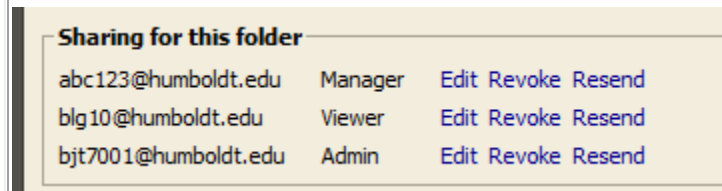
Step 3: Right-click on your primary calendar ("Calendar"). (You'll be repeating these steps for each calendar)



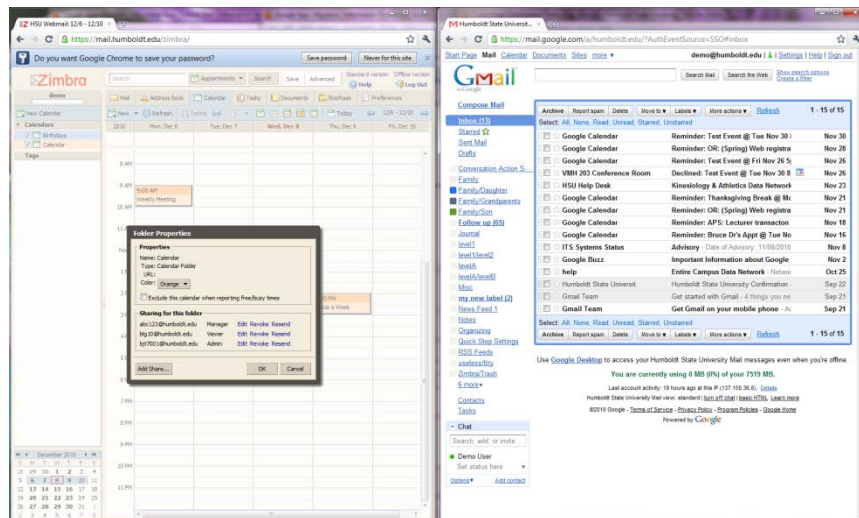
Step 4: Click **Edit Properties**



In the window that opens, the section **Sharing for this folder** shows who you have shared your calendar with and the permissions they have. In this example, **abc123** is a Manager, which means they can make changes to your calendar. **Blg10** can only View your calendar, and **bjt7001** is an Admin who can make changes AND share this calendar out with other people.



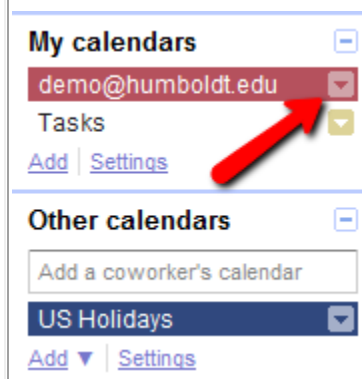
Step 5: Open a new browser window and log into Google Apps (webmail.humboldt.edu). You're going to want to have both windows open at the same so you can compare. Your screen might look like this:



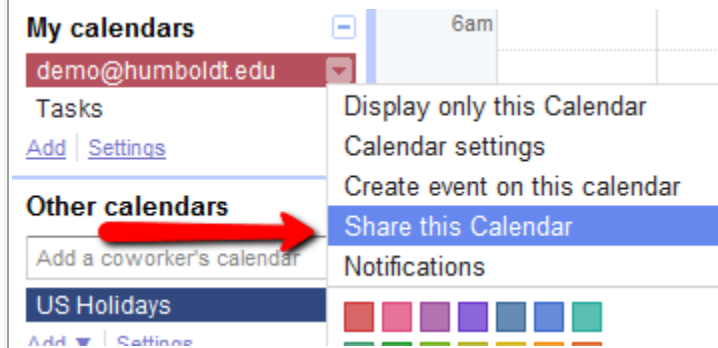
Step 6: In Google click the **Calendar** link on the top, left-hand side of the screen.



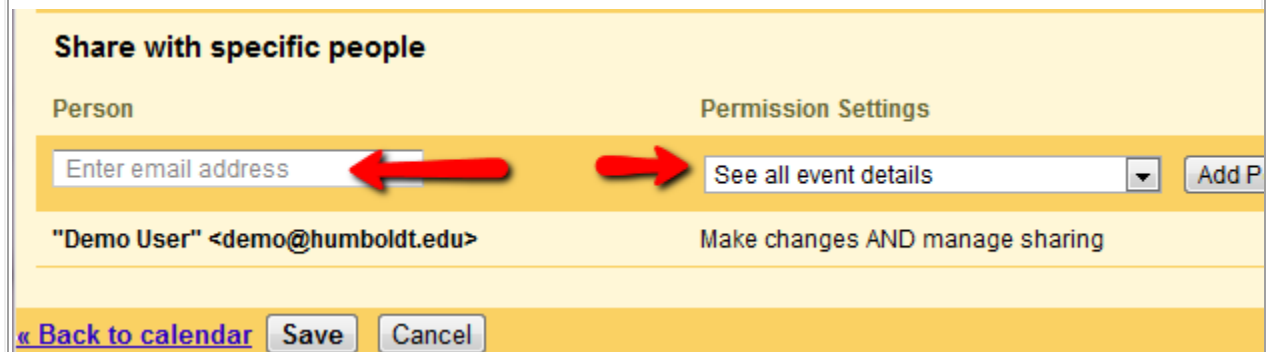
Step 7: Click the arrow next to the calendar you wish to share. Your primary calendar looks like abc123@humboldt.edu (demo@humboldt.edu in this example).



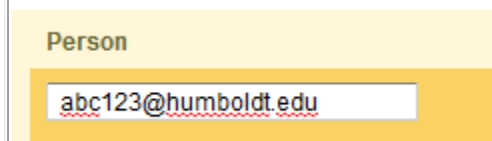
Step 8: Click **Share this Calendar**.



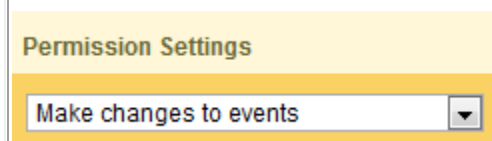
The **Share with specific people** section asks for the email address of the person with whom you'd like to share and the permission settings.



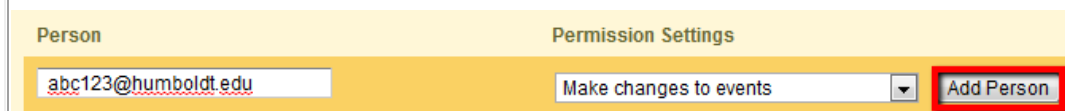
Step 9: Refer back to your Zimbra share information and enter the **email address** of the person with whom you'd like to share.



Step 10: Enter the permission settings you'd like to apply. In this example, abc123@humboldt.edu was a Manager, so we'll give them Make changes to events permissions.



Step 11: Click **Add Person**.






Step 12: Repeat steps 9-11 until you've added all of the shares for this calendar.

Here's a comparison of what we had in Zimbra and how it will look in Google:

Sharing for this folder

abc123@humboldt.edu	Manager	Edit Revoke Resend
blg10@humboldt.edu	Viewer	Edit Revoke Resend
bjt7001@humboldt.edu	Admin	Edit Revoke Resend

"Demo User" <demo@humboldt.edu>	Make changes AND manage sharing
abc123@humboldt.edu	Make changes to events <input type="button" value="▼"/> 
blg10@humboldt.edu	See all event details <input type="button" value="▼"/> 
bjt7001@humboldt.edu	Make changes AND manage sharing <input type="button" value="▼"/> 

Step 13: Click **Save** to return to your calendars.

[« Back to calendar](#)

If you have additional calendars to save, repeat steps 3-13.

Address Books (Contacts)

To move your Zimbra contacts (Address Books) to Google, you'll need to export them from Zimbra and import them into Google. If you have more than one address book, repeat these steps for each address book you want to move.

📺 Video tutorial available: www.humboldt.edu/its/google-move-zimbra-contacts

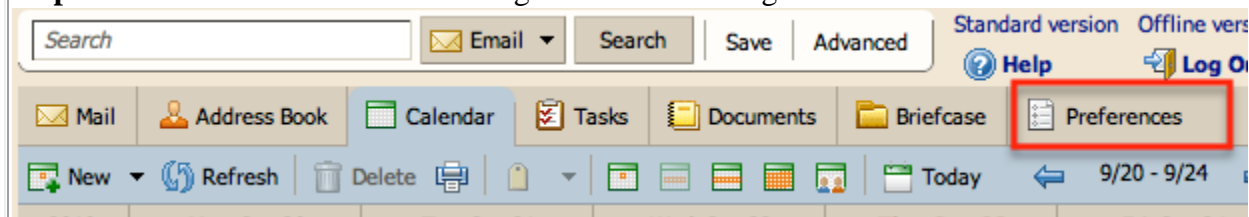
There are three tasks to complete:

1. Exporting your Zimbra Address Book
2. Importing your Zimbra Address Book to Google Apps
3. Recreating your Groups

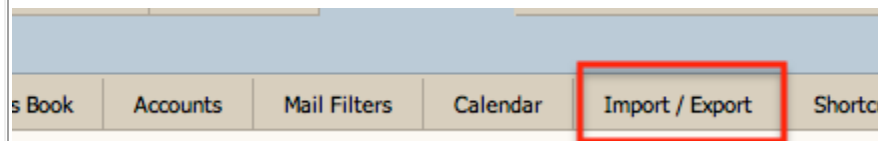
Step-By-Step: Exporting your Zimbra Address Book

Step 1: Log in to Zimbra (zimbra.humboldt.edu)

Step 2: Click on **Preferences** on the right-side of the navigation bar.



Step 3: Click the **Import/Export** tab.

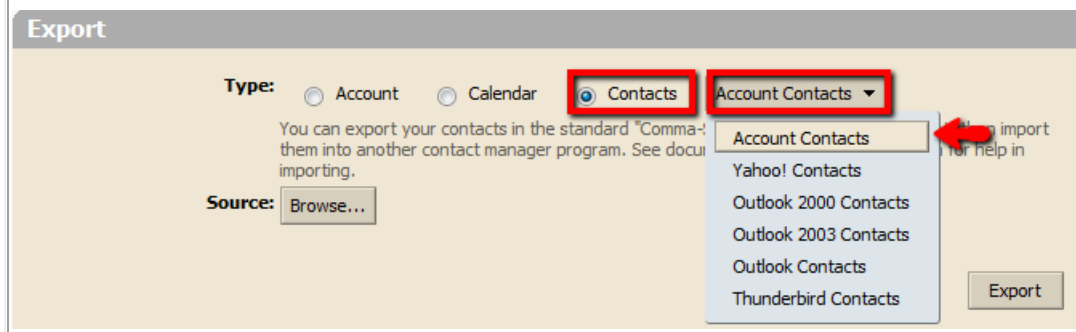


Step 4: Scroll down to the **Export** section.

Step 5: Next to **Type:** select **Contacts**.

Step 6: Click the **Account Contacts** pull-down menu and select **Account Contacts**.

Former Outlook users: Select the type **Outlook Contacts** if you EVER used Outlook with Zimbra



Step 7: Click Browse.

Export

Type: Account Calendar Contacts Account Contacts ▾

You can export your contacts in the standard "Comma-Separated Values" (.csv) format, then import them into another contact manager program. See documentation in the other program for help in importing.

Source: **Browse...**

Export

Step 8: Select the Address Book you'd like to export. **Contacts is your primary Address Book. **Emailed Contacts** stores every address you've ever emailed in Zimbra.**

Step 9: Click OK.

Choose Folder

▼ Address Books

- Contacts
- Emailed Contacts
- Suggested Contacts

OK Cancel

Step 10: Click Export.

Export

Type: Account Calendar Contacts Account Contacts ▾

You can export your contacts in the standard "Comma-Separated Values" (.csv) format, then import them into another contact manager program. See documentation in the other program for help in importing.

Source: Contacts

Export

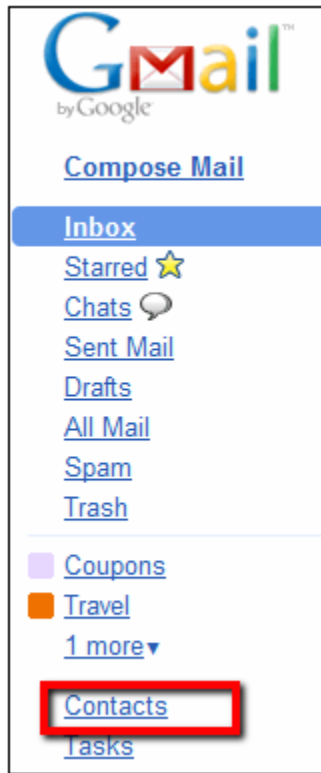
Step 11: You will be prompted to **Save** the file (do not Open). Take note of the file name and location where you save this file. The file name will end in .csv. It may be downloaded to your Downloads folder or Desktop, but this depends on how your browser is configured.

Step 12: Repeat steps 7-11 if you have more than one address book to export.

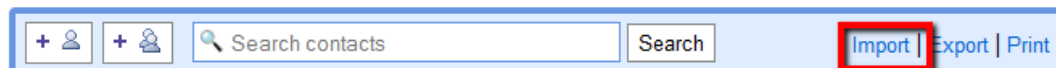
Step-By-Step: Importing your Address Book to Google Apps

Step 1: Log in to Google Apps (webmail.humboldt.edu)

Step 2: In the left-hand navigation, click **Contacts**.



Step 3: Click the **Import** link in the top right-hand corner.



Step 4: In the Import window, click **Browse** or **Choose File**.

Step 5: Navigate to your download location and select the file you exported earlier.

Step 6: Click the **Import** button.

Import

We support importing CSV files from Outlook, Outlook Express, Yahoo! Mail, Hotmail, Eudora and some other apps. We also support importing vCard from apps like Apple Address Book.

Please select a CSV or vCard file to upload:

Also add these imported contacts to:

[Learn more](#)

Step 7: A message displays telling you how many contacts were imported. Click **OK** to display your contacts.

Import

We have imported all 3 contacts found in the uploaded file.

[Learn more](#)

Your imported contacts display.

The screenshot shows a contacts management interface. On the left, there is a sidebar with 'My Contacts' (3), 'All Contacts' (3), and 'Most Contacted' (0). The main area displays a list of contacts under the heading 'All Contacts' (3 contacts). A context menu is open over the list, showing 'Select: All, None' and three items: 'IT Friends', 'test.user@humboldt.', and 'test.user2@humboldt.'. Above the list, there are buttons for 'Edit', 'Groups', 'Move to My Contacts', and 'Delete'. Below the list, it says 'These are all of your contacts.'

Step 8: Repeat steps 3-7 if you have more than one address book to import.

Recreating your Groups

If you had any distribution lists or groups in Zimbra, unfortunately, you'll need to manually recreate them from scratch. You can fix these now, or do them as-needed.

Step 1: In your Google contacts, select the contact group that you want to recreate.

You can see who the members of your groups are by clicking on the group name. You'll see all of your members listed in the **Notes** field.

Notes

```
dlist: person1@gmail.com, "My Friend"  
<my.friend@humboldt.edu>, "A. Coworker" <A.  
Coworker@humboldt.edu>, "Committee Member"  
<committee.member@humboldt.edu>  
fileAs: 8:IT Friends  
type: group
```

Step 2: Copy the list of members and paste it in another document so you can review it while creating the group.

Step 3: for instructions on how to create and add contacts to a group, visit www.google.com/support and search for "Creating Contact Groups".

Other Migration Details

Signature

You'll need to setup your signature in Google Mail. Visit www.google.com/support and search for “Adding a signature”.

If you used more than one signature in Zimbra, check out the Canned Responses lab. See <http://www.humboldt.edu/its/google-labs> for information on enabling this.

Mail Filters

You'll need to re-create your mail filters from Zimbra. We recommend you have both Zimbra and Google Apps open at the same time so you can view your Zimbra filters while creating your Google filters.

Visit www.google.com/support and search for “Using filters”.

 Video tutorial available: www.humboldt.edu/its/google-move-zimbra

Tasks

Unfortunately, Google doesn't allow you to import tasks. You'll have to re-create your tasks one-by-one. We recommend you have both Zimbra and Google Apps open at the same time.

Visit www.google.com/support and search for “Using tasks”.

Documents

Unfortunately, Zimbra Documents don't export well, and Google can't recognize them when you import. You'll need to copy and paste each Zimbra Document into a new Google Doc one-by-one.

Briefcase Items

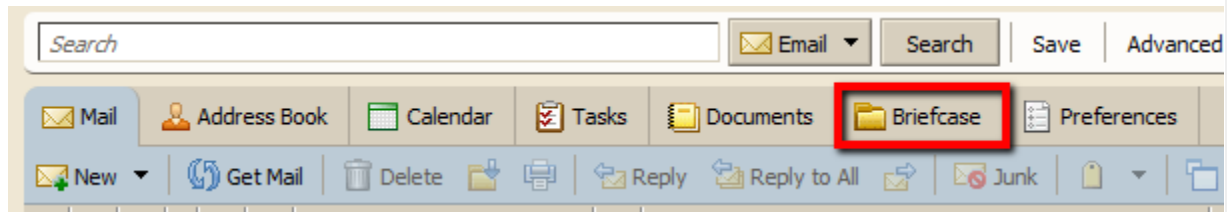
You'll need to export each of your Briefcases in Zimbra and import them into Google Docs. If you don't need the files online, you can skip the step of uploading to Google Docs.

📺 Video tutorial available: www.humboldt.edu/its/google-move-briefcase

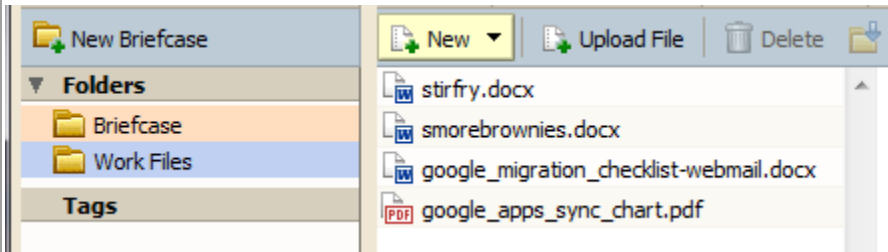
Step-By-Step: Downloading your Zimbra Briefcase files

Step 1: Login to Zimbra (zimbra.humboldt.edu)

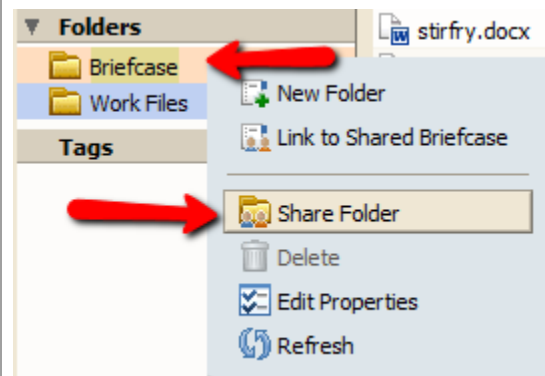
Step 2: Click on the **Briefcase** tab.



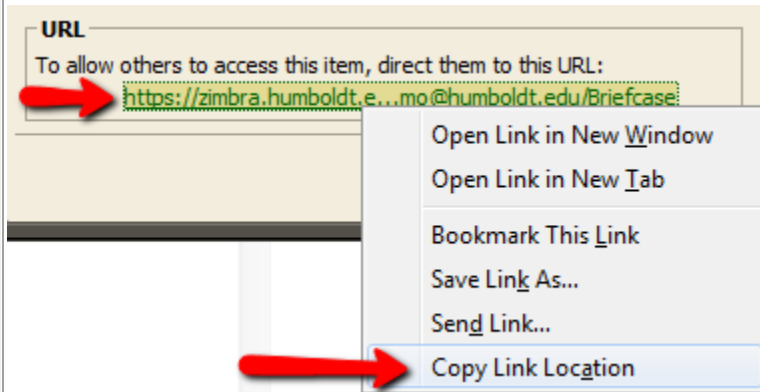
Your Briefcase(s) and files display.



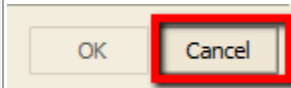
Step 3: Right-click on your Briefcase and select Share Folder.



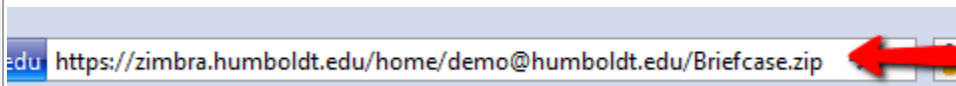
Step 4: Right-click the link at the bottom of the pop-up window and select **Copy Link Location** (Firefox) or **Copy Shortcut** (Internet Explorer).



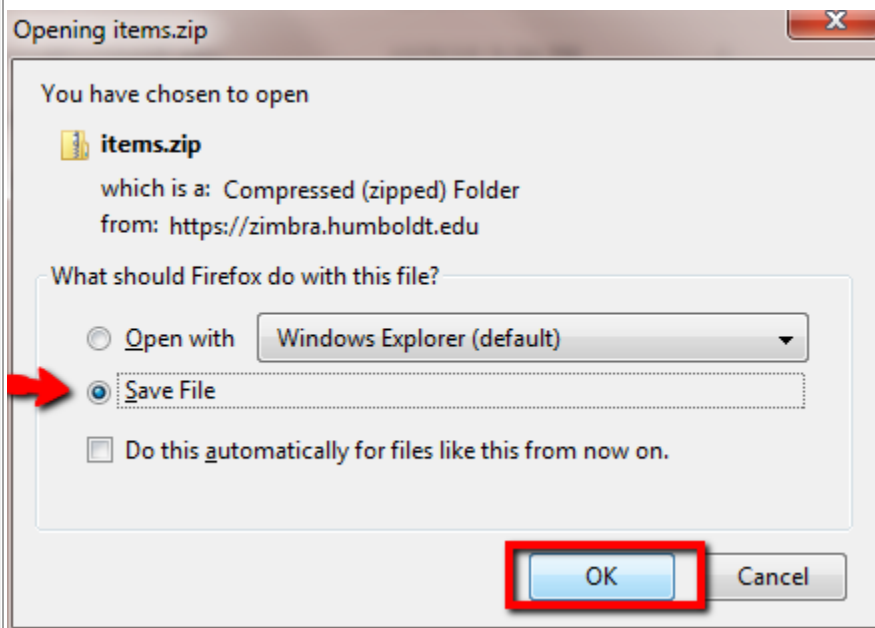
Step 5: Click Cancel. (Yes, it feels wrong, but you're going to use that link in the next step)



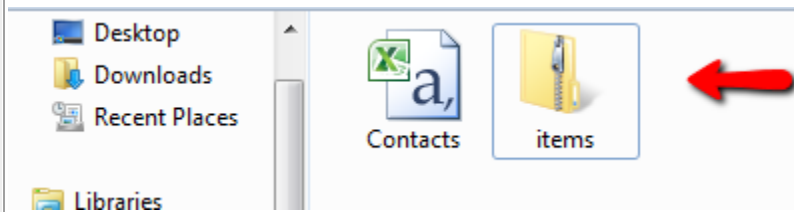
Step 6: Open a new web browser window or tab. Paste the url you copied in step 4 into the address bar and add **".zip"** to the end of it.



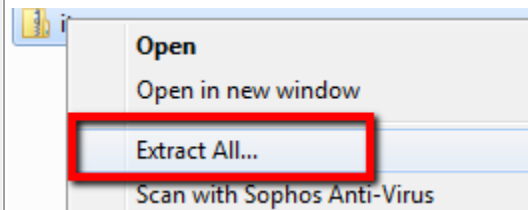
Step 7: If you are prompted to login, do so. Save the file items.zip to your computer. This may download to your Downloads folder or your Desktop, depending on how your browser is configured.



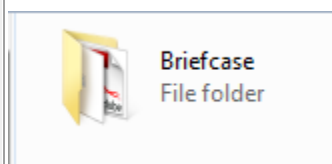
Step 8: Locate the **items.zip** file that you just downloaded.



Step 9: Windows users, right-click on **items.zip** and select **Extract All**. Take note of where it is saving the extracted files. Mac users, double-click on **items.zip** to extract the files.



You now have a Briefcase folder that contains all of your files. Keep track of its location. You're going to need this later.



Repeat steps 3-9 if you have additional Briefcases.

Uploading Files to Google

Follow the instructions on the Google Docs Help Center to upload your Zimbra Briefcase files. Visit www.google.com/support and search for “uploading files”.