

City of Norway Email Upgrade Guide

On May 4, 2009 the City of Norway is changing email servers to meet the expanding demands of our customers. The city will be using software powered by Google® to provide a more reliable, secure service.

Some of the new features include:

- Powerful spam blocking technology
- Chat using your Norway email address
- Larger mailbox (7 gigs) It is 70 times larger than current mailbox.
- Save and share documents and pictures
- Share your Calendar

Temporary login page

To make this migration as seamless as possible we have created a temporary login page so you can test this new email site while still using our current email as you usually do. On May 4, this temporary site will become the permanent site.

Step 1:

Just click on the **Link 1** below and enter your current username (only the **part before** the "@" sign) and your password. Example: smith@norwaymi.com "smith" would be your username for the temporary login page because as it shows in the window the @norwaymi.com is already in place.

Step 2:

After logging in it will ask you to agree to terms-and-conditions. Inform

yourself then select: agree.

Step 3:

The next window that opens looks like other email web pages with only one message from gmail. Check out the page and go ahead and send an email.

You will be able to send email but won't receive any email in your new account until the May 4, 2009 switchover date.

We encourage you to get familiar with your new account, add address books, send test messages, etc.

On May 4 there will be 3 active links to the city's website email—

1. IceWarp Web Mail 5.6.7
2. IceWarp Web Mail 9.3.2
3. City of Norway Mail–new

Your old email account will be accessible via one of the old email links until June 1, 2009, which will allow you to save any important information onto your computer.

HINT:

If you have stored any data (photos, etc.) on our current email site, you may want to move it to your computer soon, so that transferring is complete before May 4. You will have until June 1 to move items. After that date the old email site will be gone.

MAIL CLIENT PROGRAM USERS OF STAND ALONE EMAIL PROGRAMS

If you are using a supported mail client program such as:

- Apple Mail 3.0
- Outlook Express
- Outlook 2002
- Outlook 2003
- Outlook 2007
- Thunderbird 2.0
- Windows Mail
- Other

you will need to change some security settings in your program.

For instructions on configuring your particular mail client program click **Link 2** below.

Note: the only changes needed are the security settings. Do not change settings until May 04 or you will not be able to access email.

Link 2 – copy and paste the link below or click on Link 2 in the body of the email sent to you.

<http://mail.google.com/support/bin/answer.py?answer=12103>

Note: Not supported mail clients require other modifications. On the above page link, click on **Other** and find the list of not supported. Click on your program and follow instructions.

Link 1 – Click on the text select tool in the Acrobat Reader bar at the top then highlight the text below, copy & paste in to your web browser or click on Link 1 in the body of the email sent to you.

<https://www.google.com/a/norwaymi.com/ServiceLogin?service=mail&passive=true&rm=false&continue=https%3A%2F%2Fmail.google.com%2Fa%2Fnorwaymi.com%2F&bsv=zpwhtygjnrz&ss=1<mpl=default<mplcache=2&hl=en>

FAQ

What if I can't find or remember my username or password?

Please send an email to catv@norwaymi.com with the subject "can't login" and we will send your username and password via email on the next business day.

Can I still use the check email link on the Norway website to send and receive emails until May 4?

Yes, everything will be active on the Norway website until May 4. When you click on "check email" you will have three choices:

1. IceWarp Web Mail 5.6.7
2. IceWarp Web Mail 9.3.2
3. City of Norway Mail–new

Does my email name or my password change in this upgrade?

No, those two pieces stay the same.

If you need assistance email us at: catv@norwaymi.com or call: 906-563-9961, ext 200. We'll help in any way we can to make this transition go smoothly. We appreciate your support and patience—your City of Norway Internet Team.