

Frequently Asked Questions (FAQs) For Customers/End-Users

When will I be migrated (transferred to the AFNet)?

- Units will be migrated in phases, and each user will be notified of their specific migration date and time by a mix of email notice and desktop alert (pop-ups) prior to migration.
- Migrations will occur in two phases. Phase one will be the migration of each computer on the network and phase two will be the actual migration of each user's mailbox. There could be up to four weeks between PC and mail migration; however this will not affect your ability to access your mail.
- Computer migrations are tentatively scheduled to occur between the hours of 11 a.m. and 2 p.m. You can continue working during this period, but we strongly recommend you periodically save your work while the migration is in progress. When the migration is complete, you'll see a pop-up notification followed by an automatic computer re-boot with a 10 minute countdown. Your computer will reboot twice.
- Mailbox migrations can occur anytime after 5 p.m. on your scheduled day. Each network user will be notified of their scheduled migration date.
- Blackberry users will receive a targeted e-mail message with special instructions on how the devices will transfer to the AFNet.

How do I prepare my mailbox for transfer?

- Ensure your mail is not being delivered directly to a '.pst' file during the transfer period.
- Reboot your computer in the morning during the transfer period.
- Wait a few minutes for the on-screen popup to appear; this signifies your mailbox transfer is in progress.
- If the popup does not appear, open Outlook. If you received the "Mailbox Switch Notification" email, logoff, logon, and wait for the above popup to appear; if not continue with business as usual.
- Once the above tool has completed running, Outlook can be opened and used as before, and the user will be operating on the AFNet.

What else can I do to prepare?

- Practice good information management, read all AFNet related messages and desktop pop-ups sent out by your bases Communications Squadron's communications focal point.
- Ensure all desktop computers and laptops are powered on and plugged into the network as soon as possible. All machines need to stay on and plugged into the network throughout the migration. If a computer (desktop or laptop) is not connected to the network, it will not be migrated and will lose connectivity.

What if I'm traveling, on leave or deployed?

- You will still be migrated, if and only if your mailbox is under its size limit. You will still be able to access your email using Outlook Web Access. We recommend you contact your Communication's Squadron Help Desk for more information.