

Dawson College

# FirstClass Migration Guide

Emails, calendars, contacts, files, mail lists, sites and conferences

Prepared by: IST / OAD

Last Updated: 2016-12-01

# FirstClass Migration Guide

Adapted from documentation prepared by the Limestone District Schoolboard  
Prepared: October 2016

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## Introduction

This comprehensive migration guide explains the steps for FirstClass users to migrate to Microsoft Outlook (email, calendar and contacts) and Office 365 (documents, files and conferences). While instructions have been provided to transfer calendars, contacts and mailing lists it is recommended these only be attempted if there are too many entries to make re-entering them in Outlook infeasible. Ideally most users will only transfer emails and documents.

Hopefully this guide is sufficiently clear for FirstClass users to complete the migration themselves. Users needing technical assistance may open a helpdesk ticket ([helpdesk@dawsoncollege.qc.ca](mailto:helpdesk@dawsoncollege.qc.ca)) requesting such assistance.

Comments regarding this document can be emailed to Derek Gaucher ([dgaucher@dawsoncollege.qc.ca](mailto:dgaucher@dawsoncollege.qc.ca))

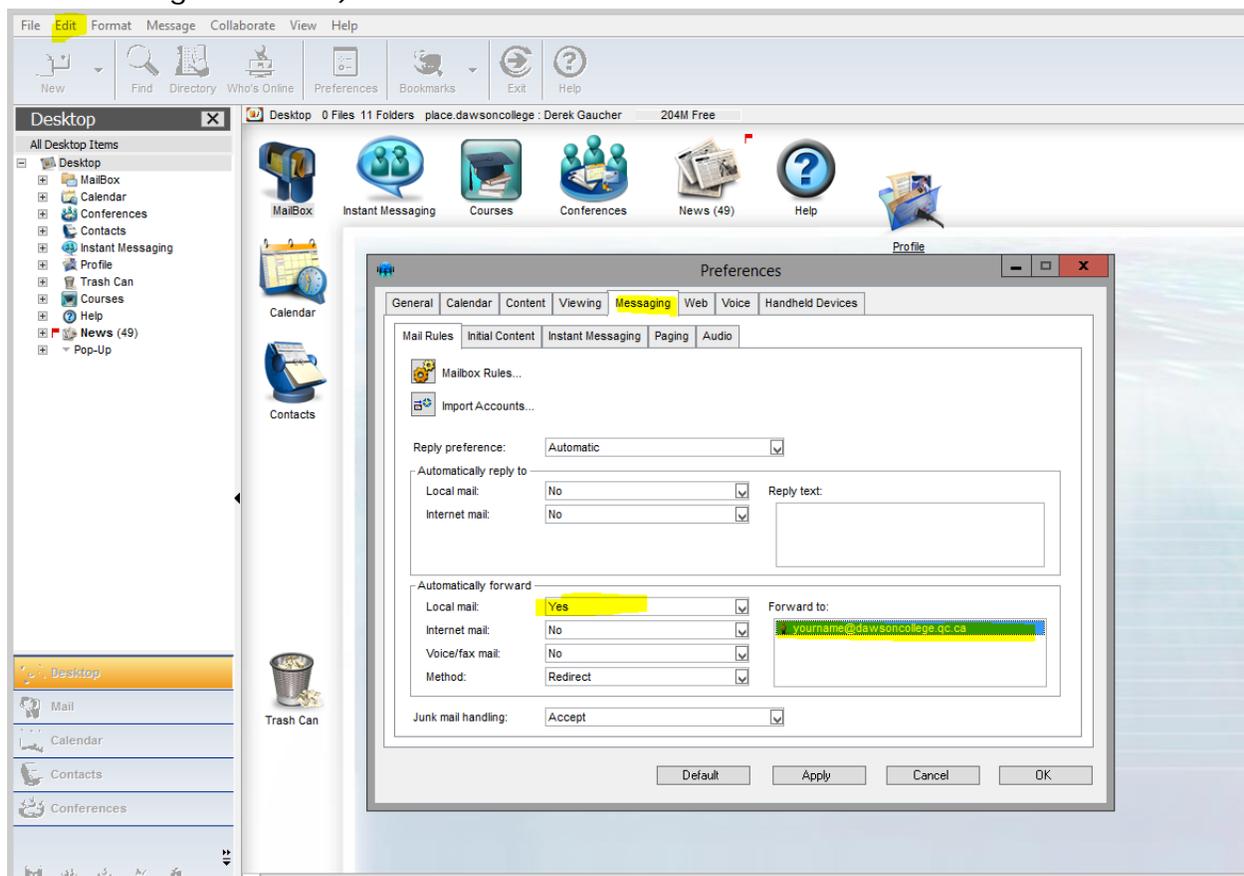
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## Transferring FirstClass Mail to Microsoft Outlook

### Step 0: Preparing for migration

1. Email the computer helpdesk ([helpdesk@dawsoncollege.qc.ca](mailto:helpdesk@dawsoncollege.qc.ca)) with the subject "FirstClass Migration". Request the email forwarding rule for FirstClass the Outlook mailbox quota be removed. You will receive an email from the helpdesk confirming this step was completed.
2. Email [mlazarevic@dawsoncollege.qc.ca](mailto:mlazarevic@dawsoncollege.qc.ca) requesting your email address in the telephone directory be changed to yourname@dawsoncollege.qc.ca
3. Login to First Class, the same way you always have.
4. Check the settings in Edit > Preferences > Messaging > Mail Rules and make sure all reply and forwarding is set to No except for Local mail forwarding is set to Yes. Enter your dawsoncollege.qc.ca email address in the Forward to: box. (This rule will allow you to continue to receive mail from colleagues still using FirstClass).



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## Step 1: Your FirstClass mailbox

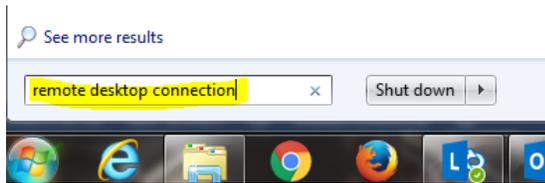
1. Only incoming and outgoing emails and their folders will be transferred.  
Drafts, deleted and junk emails will not be transferred.
2. Delete any old emails that you do not want to transfer to Outlook.
3. Exit/Quit FirstClass

## Step 2: Setup Microsoft Outlook with your dawsoncollege.qc.ca email account if you have never installed Outlook.

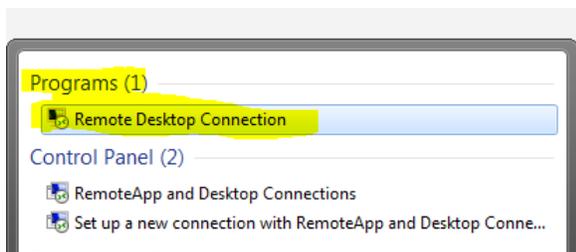
Setup instructions can be found on the college website in the [Email User Guide](#).

## Step 3: Launch the email migration tool

1. Using Windows *Search programs and files* enter "Remote Desktop Connection"



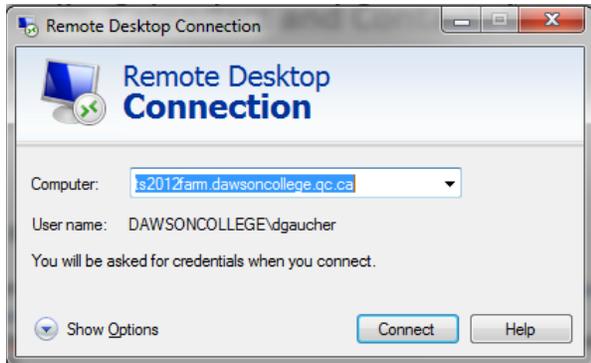
2. Click on "Remote Desktop Connection" under Programs



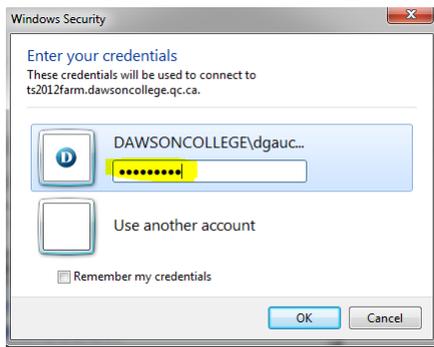
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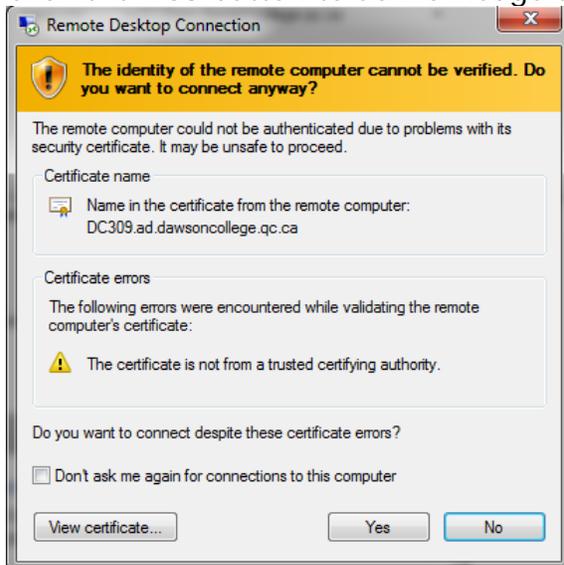
3. In the box labelled Computer enter **ts2012farm.dawsoncollege.qc.ca** and click the Connect button.



4. Enter your Dawson network password



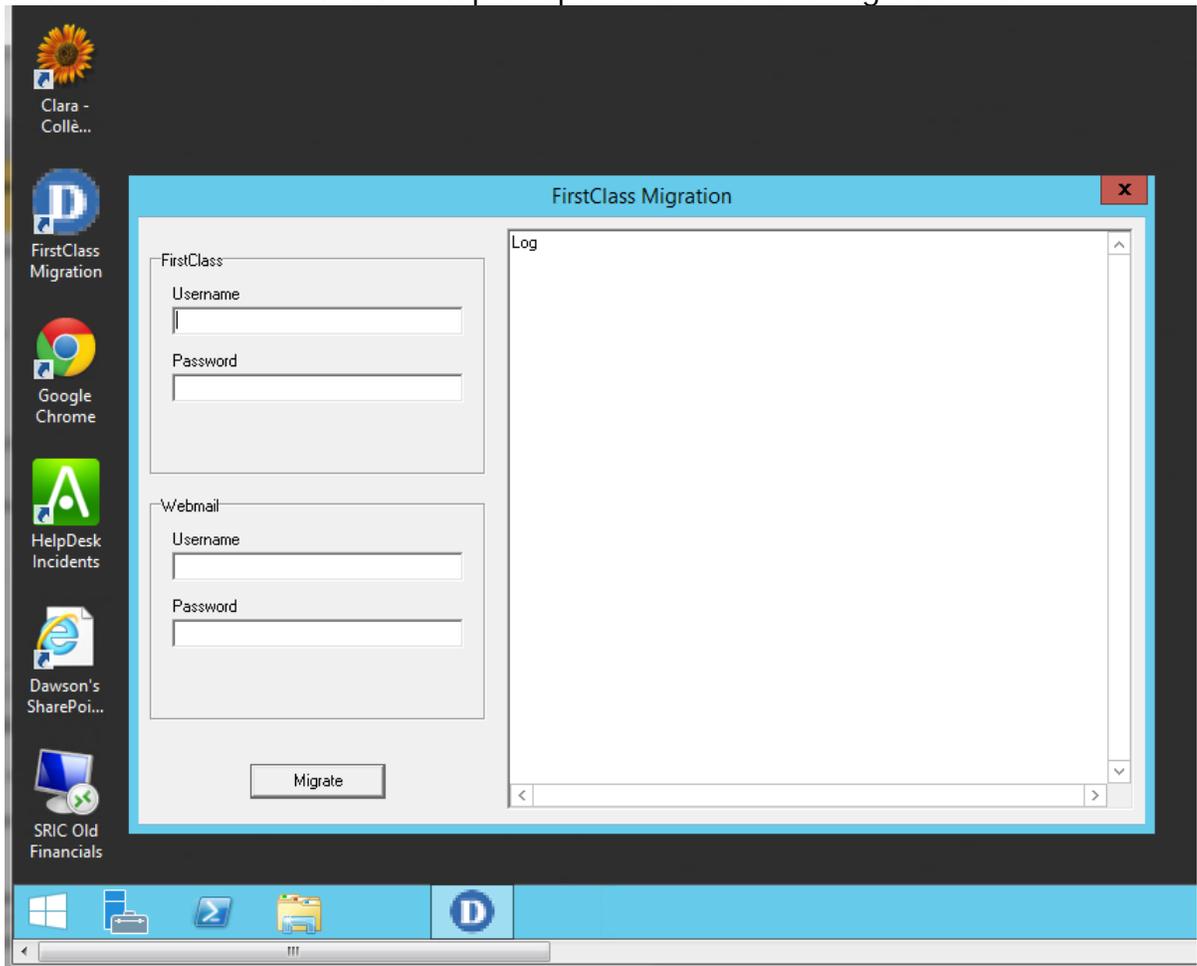
5. Click the **Yes** button to acknowledge the certificate warnings.



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6. Click the "D" icon on the desktop to open the FirstClass Migration Tool

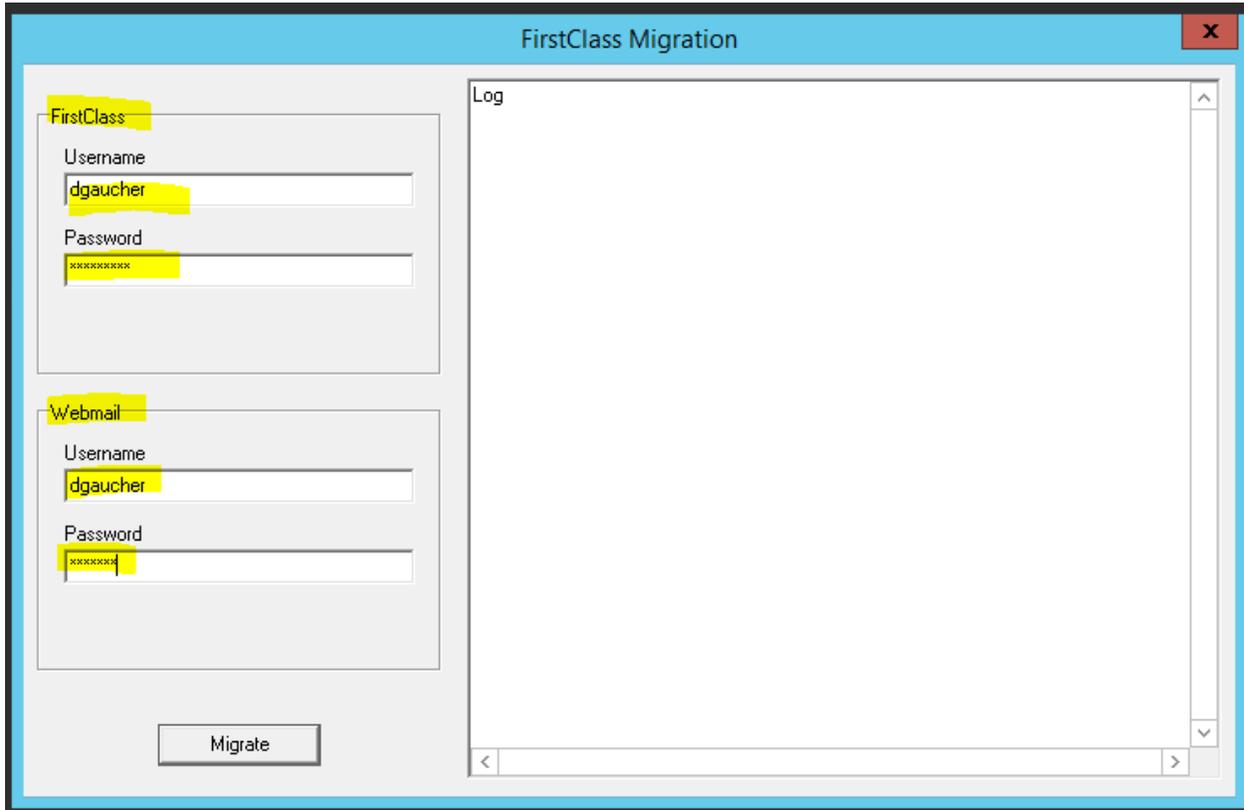


7. Enter your information

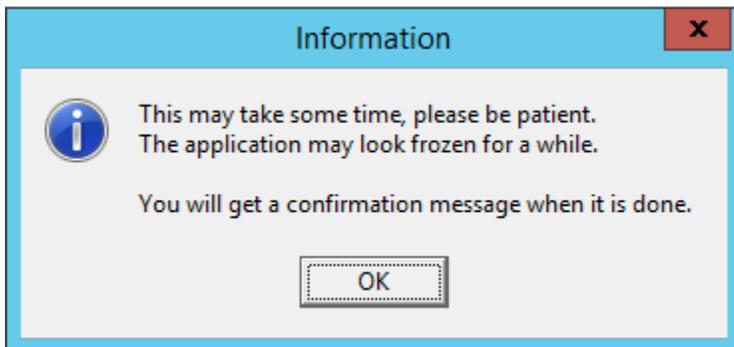
- Enter your FirstClass username and password in the FirstClass section
- Enter your Dawson network login name and password in the Webmail section
- **Note:** *The migration duration is dependent on the number of FirstClass emails being migrated. This may range from a few minutes to hours. Unfortunately, the migration tool does not display a progress bar or time to completion estimate. Please be patient and leave the tool run until completion.*
- Click the **Migrate** button.

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8. Read the information box and click OK to continue.

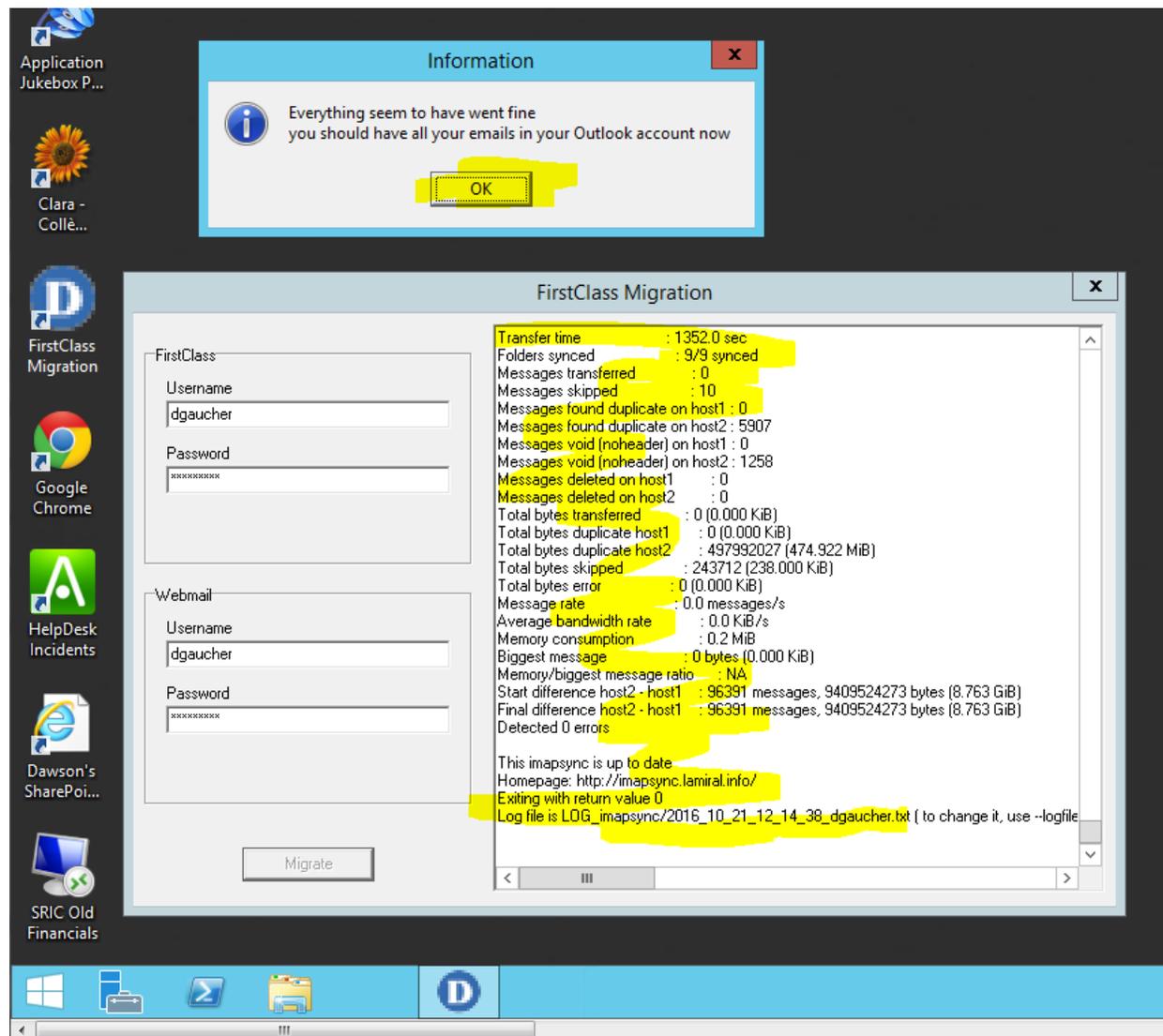


9. Upon completion the log file will be displayed along with an information box indicating the process was a success. Click OK to close the information box and close the migration tool screen by clicking the "X" in the top right hand corner.

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**Note:** If your migration fails then please send an email to [helpdesk@dawsoncollege.qc.ca](mailto:helpdesk@dawsoncollege.qc.ca) with a screenshot of any error message and subject "FirstClass migration problem".



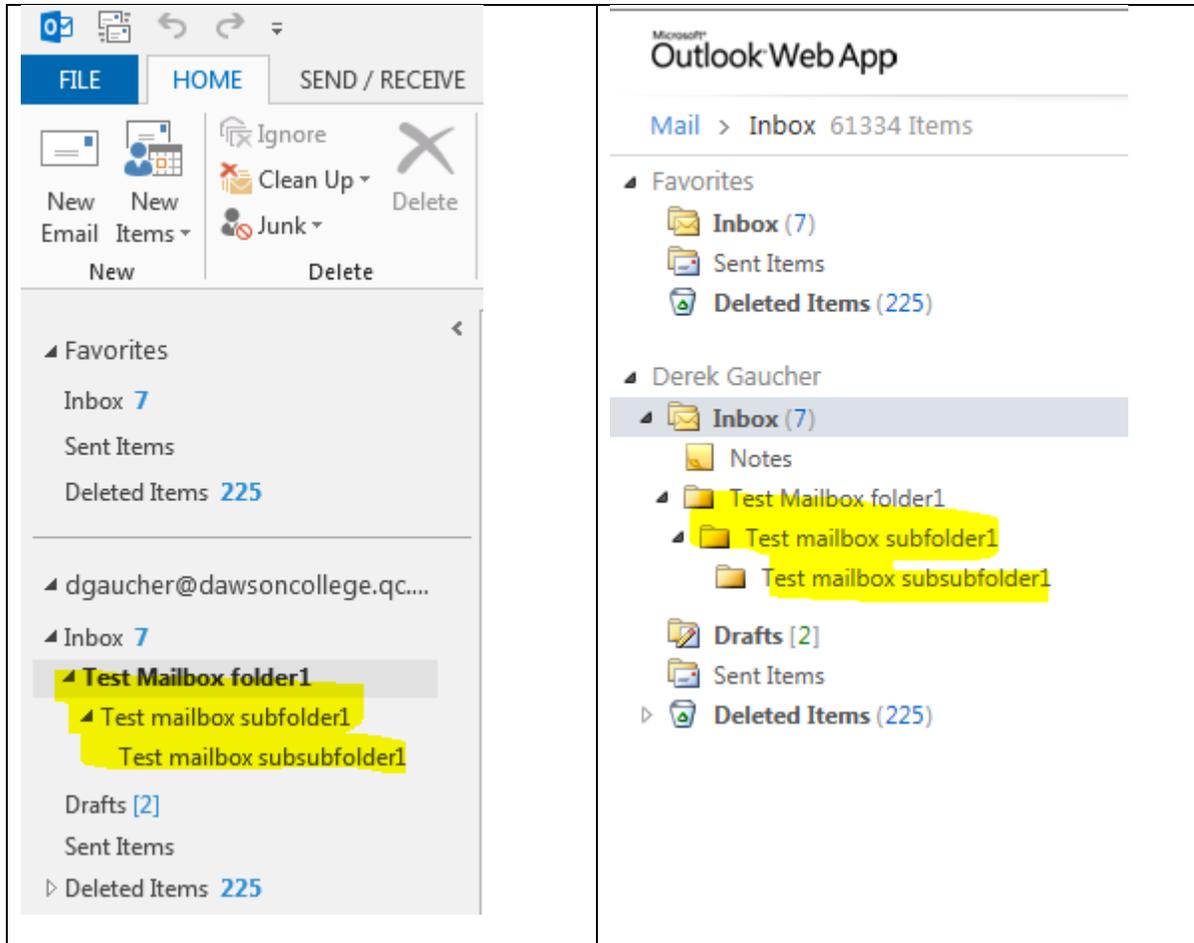
## Step 4- Verify emails and email folders were migrated correctly

1. Using either the Microsoft Outlook desktop application or Outlook Webmail App spot check your emails and email folders to confirm the migration was successful.

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**Note:** Please report problems to [helpdesk@dawsoncollege.qc.ca](mailto:helpdesk@dawsoncollege.qc.ca) with the subject "FirstClass migration problem" and an explanation of the problem.



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## Transferring Documents / Files

Office 365 provides two options for storing files: OneDrive for Business (OneDrive) and SharePoint.

### When to save documents to OneDrive

- You don't plan to share them. Documents you place in OneDrive are private by default, unless you place them in the **Shared with Everyone** folder. This makes OneDrive your best option for draft documents or personal documents that no one else needs to see.
- You plan to share files individually and with a limited scope or lifecycle. For example, you're writing a blog post that may not be associated with a project, and you'd like a few colleagues to review it before you post it. In this case, you expect people to use the document once without needing additional storage or context information. All they need is a link to the document and editing permission.

### When to save documents to a SharePoint library

- The document is to be shared with multiple people on an ongoing basis.
- You want access and editing permissions to be granted on a site basis, instead of on individual documents. If people have access to the SharePoint site, then they have access to documents stored in the site.
- Other related documents are already stored in the SharePoint library, and other people expect to find it there.

For assistance to create a department or program SharePoint site please contact Katerina ([etsakoumagou@dawsoncollege.qc.ca](mailto:etsakoumagou@dawsoncollege.qc.ca)) – SharePoint Analyst, IT Solutions

1. Download or drag and drop the FirstClass documents / files to your computer desktop or file folder.
2. Sign in to [Office 365](#) and upload your documents to either **OneDrive** or the appropriate **SharePoint** site (department, program, etc.).

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## Transferring FirstClass Contacts to Outlook People

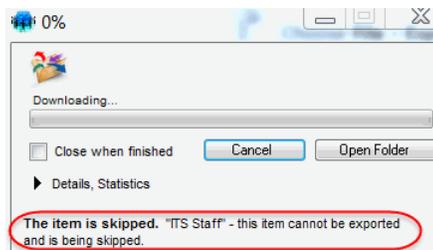
### Step 1: Exporting from FirstClass

**NOTE:** Mailing Lists for multiple individuals cannot be exported using this method. See next section **"How to Move Your Mail List Contacts from FirstClass to Outlook"**.

- From within **FirstClass**, open your **Contacts**.
- Choose **File > Export**.
- Click on Selected contacts or **All contacts** for export, whichever is appropriate.
- Choose **For use with Outlook (.csv)** as the export format.



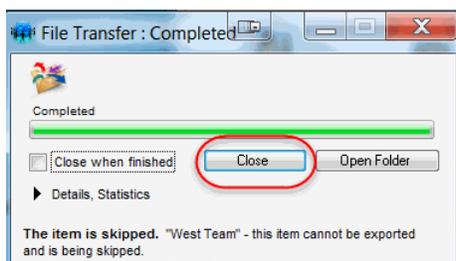
- Select the location (your Desktop) where you want the file to be saved and click Save
- The transfer window will appear. If you have mail lists with multiple individuals, you will receive the following warning message indicating these items were skipped during the export.



- Click close and your contacts are now exported.

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## Step 2: Review the .CSV spreadsheet in Excel before importing contacts into Office 365

- Make sure that all of the values for “email address” contain only the email address and not the first and last name of the person as well).
- Delete the row of any email address that has ,Internet
- Make sure that the names of your contacts are placed in the correct columns for First Name and Last Name.

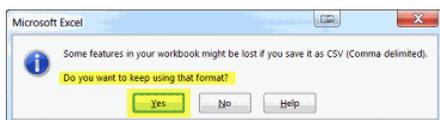
Sample Excel .csv export file

1	A	B	C
	First Name	Last Name	E-mail Address
2	Iaine	Poirier	"Iaine Poirier" <iainep@vtdesoftware.com>
3			
4	Miko	Loxios	loxiosm@limestone.on.ca, Internet
5			
6			

Remove the any information before the email address. The <> do not need to be removed

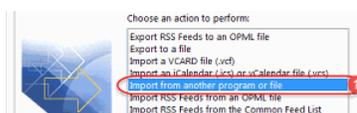
Delete the entire row of any email address the ends with ,Internet

- **Save** the spreadsheet. Click **Yes** to keep the .CSV format.



## Step 3: Import Contacts to Outlook 2013

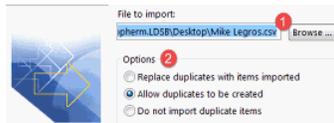
- From within Outlook, Click **File > Open & Export > Import/Export**. This starts the Import and Export Wizard.
- Choose **Import from another program or file**, and then click **Next**.



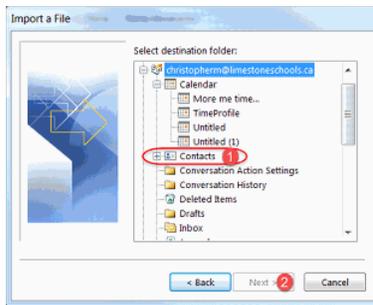
- Under **Select the file type to import**, choose **Comma Separated Values** and then click **Next**.
- **Browse to the .csv** file you want to import (created in Step 1). Under **Options**, choose whether to replace duplicates (existing contacts), create duplicate contacts, or not import duplicates. Click **Next**.

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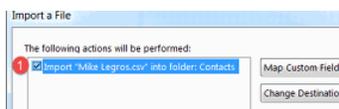
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- Choose the destination folder for your contacts. **Contacts** should be selected by default, but if it's not, scroll up or down until you find it. Click **Next**.



- Make sure the check box next to **Import "MyContacts.csv"** (assuming that's your file name) is selected. Click **Finish**.



Your contacts are now imported.

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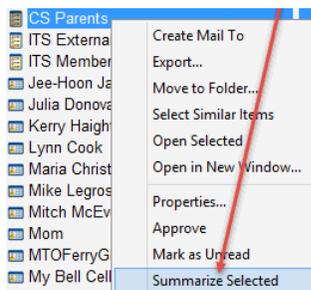
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## How to Move Your Mail List Contacts from FirstClass to Outlook

- This document will show you how to copy some of your **Mail Lists** from FirstClass to **Outlook**.
- This document explains how to move over your Mail Lists. Moving over your Individual Contacts should be done before moving your Mail Lists, in a separate process (which is explained in the preceding section of this document).
- From within **FirstClass**, open you're **Contacts**. **Click to** select the mailing list you wish to export.



- Right-click on the icon and select “**Summarize Selected**” from the drop-down menu.



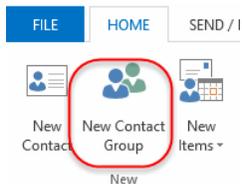
- A new window will appear with a list of e-mail addresses that you have associated with the mail list. **Highlight the list of addresses and copy them.**



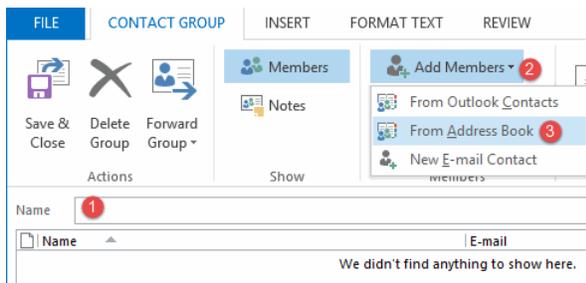
- Open Outlook Desktop App and click on the “**People**”. Then click on the “**New Contact Group**” icon in the upper left hand corner.

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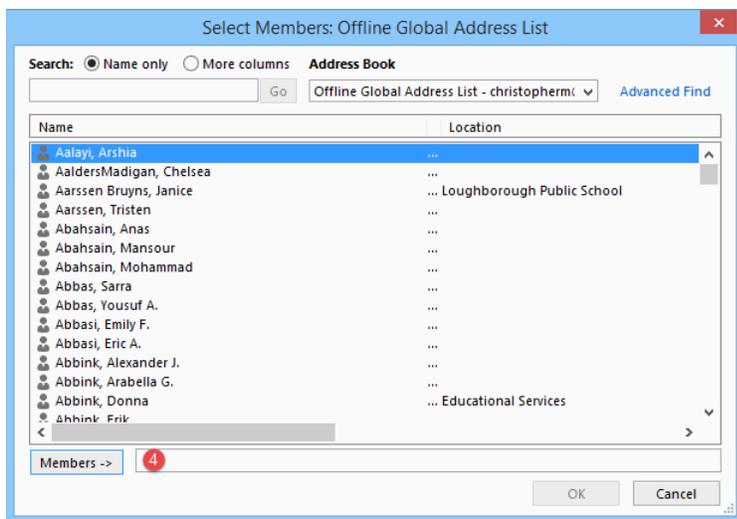
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- Type the desired name for your group into **"Name"** field of the new contact group window that opens. Click on the **"Add Members"** button and select **"From Address Book"** from the menu that appears.



- In the **"Select Members: Global Address List"** window that appears, **click in the white space to the right of the "Members" button**, and press **"Ctrl" and "V"** or right click and paste to add the list of members that you copied from the mailing list.



- Once you have finished click the **"OK"** button. You will see a list of all the contacts.

Click the **"Save and Close"** button in the top left corner to save your work.

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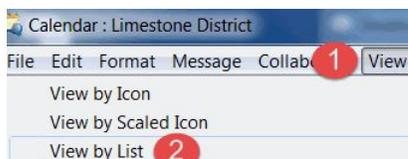
## Transferring FirstClass Calendar to Outlook Calendar

**Note:** *Transferring your calendar is not recommended. It is better to re-enter your appointments into Outlook*

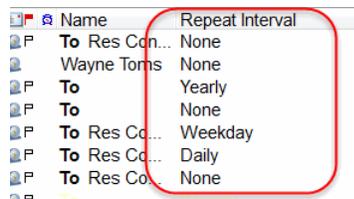
- You must use a Windows computer (desktop/laptop) that has Outlook 2013 to import the calendar that was exported from FirstClass. This procedure cannot be accomplished using the Outlook Web App (OWA).
- Due to some shortcomings in Outlook 2011 for Apple Mac, even if your Mac has Outlook 2011 on it, you must use a Windows computer with Outlook 2013 and FirstClass in order to transfer your calendar.
- FirstClass only exports the first entry in the series of recurring events. Only the first event in the series will be imported into your Outlook calendar. This means that you will need to manually recreate the recurrences (daily, monthly, etc.) and resend invitations to the list of attendees (if any).
- Remove all punched through calendars. A Punch-through calendar, is an overlay calendar.

### Step 1: Identify Recurring Calendar Entries in FirstClass

- From within **FirstClass**, open your **calendar**. Click on **View > View by List**.



- If a meeting is recurring, you will be able to see this in the **Repeat Interval column**. If there is anything other than **'None'** in this column, only the first event will export.



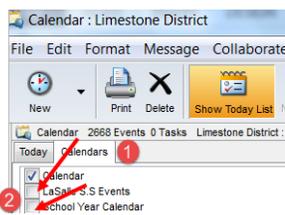
Name	Repeat Interval
To Res Con...	None
Wayne Tomis	None
To	Yearly
To	None
To Res Co...	Weekday
To Res Co...	Daily
To Res Co...	None

### Step 2: Identify and remove all punched through calendars

- From within **FirstClass**, click on **View > Show Today List**.
- Click the **Calendar tab** and **Remove the check** mark from all pushed through calendars. Now you are ready to export.

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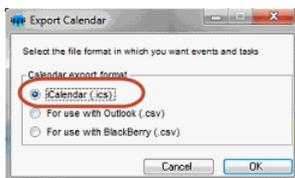
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## Step 3: Export

The export does not remove or alter any events/meetings on your FirstClass calendar.

- From within **FirstClass**, open your **calendar**.
- Choose **File > Export**.
- Under Export Calendar, select on **iCalendar (.ics)**, and click OK.

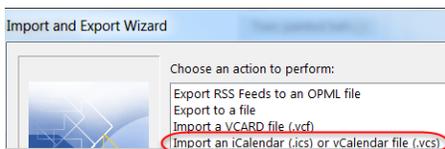


- Select the location where you want the file to be saved and click **Save**. The transfer window will appear.



## Step 4: Import to Outlook Calendar

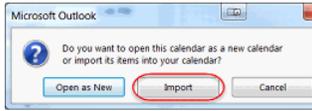
- Launch **Outlook 2013** from a computer (desktop/ laptop) not from a web browser.
- Click **File > Open & Export > Import/Export**. This starts the Import and Export Wizard.
- Choose Import an **iCalendar (.ics)** and then click **Next**.



- Browse to the .ics file you want to import (created in Step 3) and click **Ok**.
- Select if you wish to **Open as New calendar** or **Import the entries** into your current Outlook calendar. Import would be the normal selection, unless you are creating a new calendar.

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A box will open up showing you the progress of your import. When it is complete, you will see your calendar with the new entries added. If you chose a new calendar, you will see all your calendars side by side. Each calendar is a different colour to allow you to distinguish between them.

**Note: Your OWA calendar does not display the events after the import. To get around this, add a new event or edit an event on the Outlook 2013 calendar.**

[Watch online](#)

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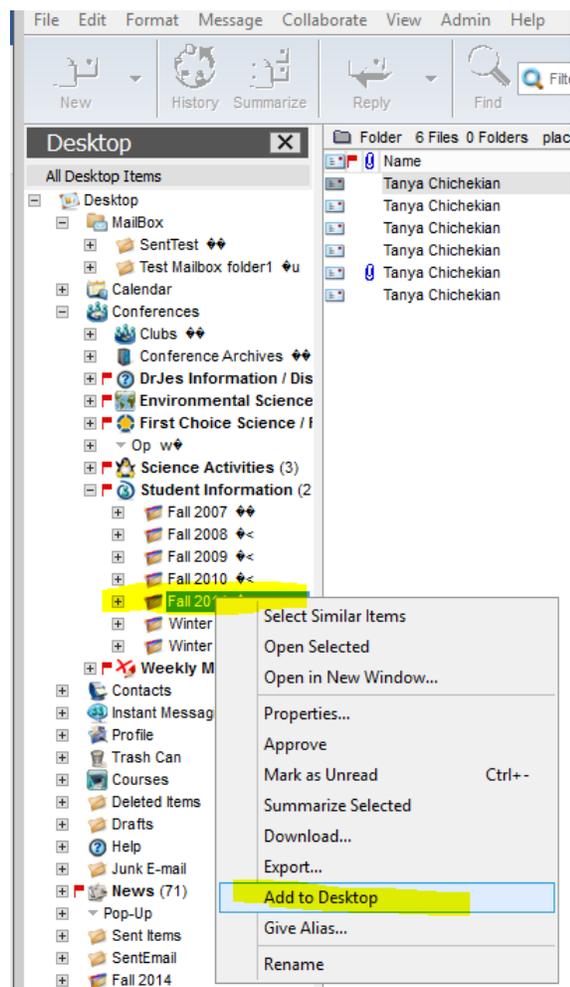
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## Recreating FirstClass Conferences using Yammer

FirstClass conferences are proprietary to FirstClass and there are no tools available to convert them to other platforms. Replacement conferences can be created using the Office 365 Yammer application.

## Migrating FirstClass Conference Emails

Conference owners can migrate emails associated with their conferences by right clicking the conference folder and selecting “Add to desktop”.



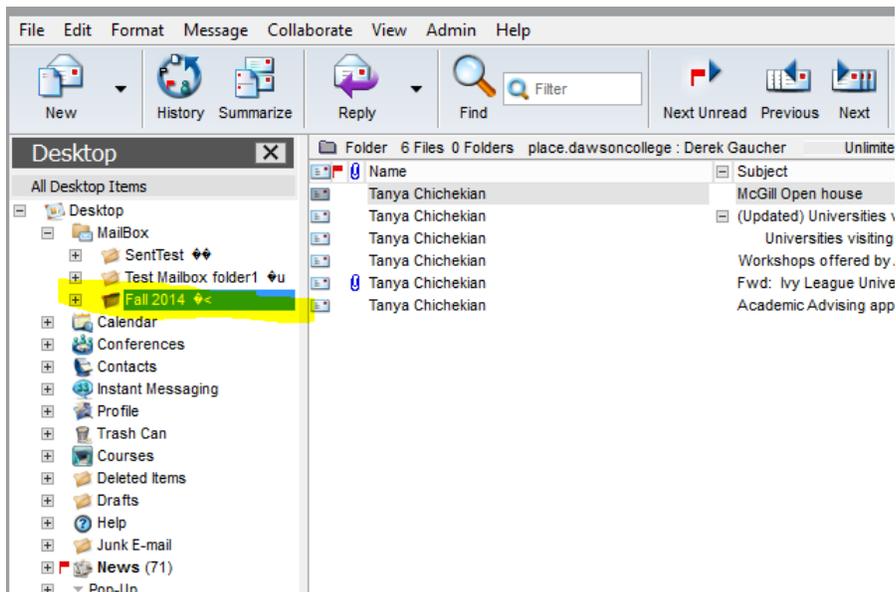
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From the desktop, click on the folder and drag it to the MailBox.



The conference folder should appear as a folder under the MailBox.



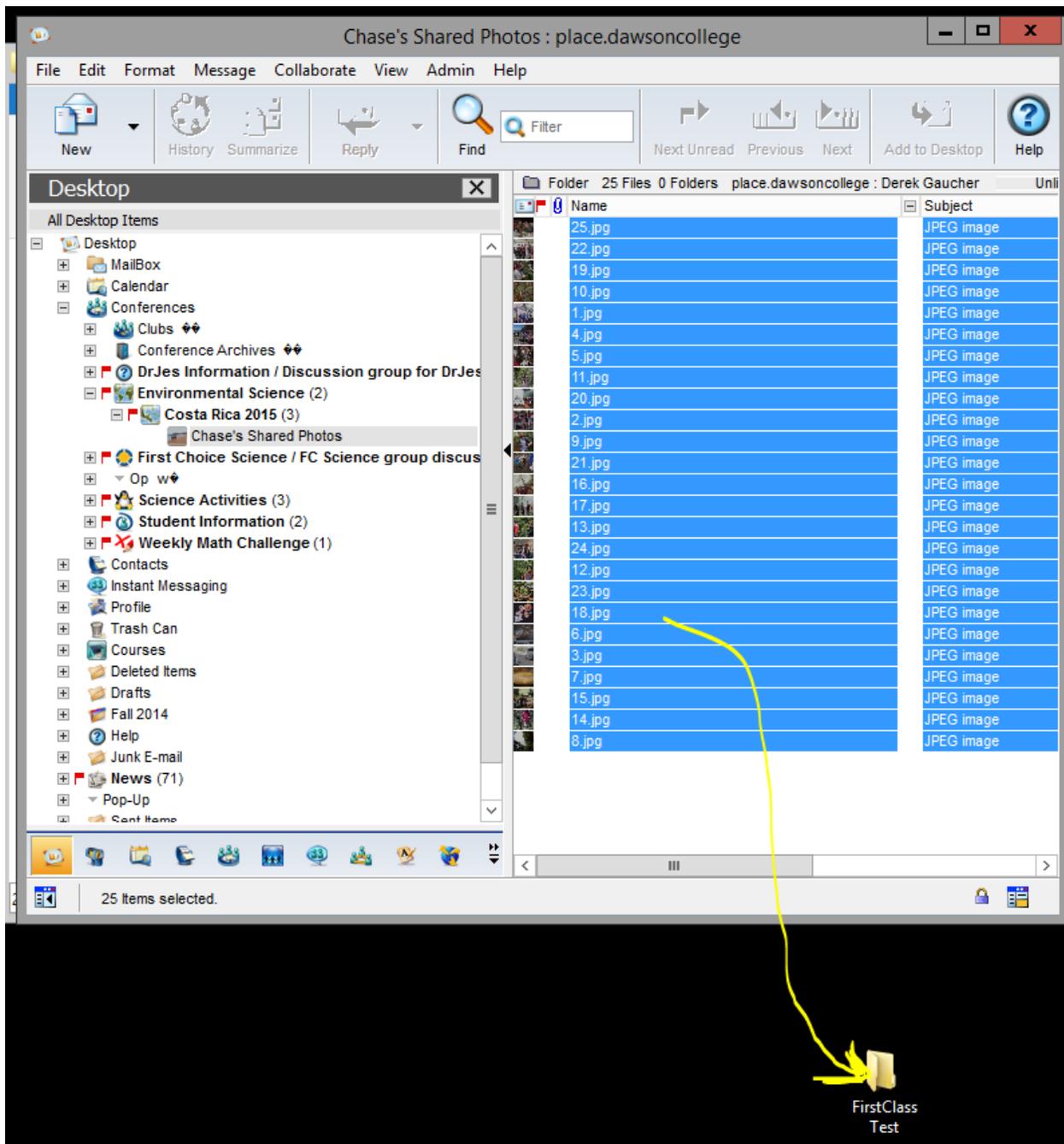
The migration tool will transfer the conference emails to an Outlook Inbox subfolder. The migration tool will not transfer conference documents and will display error messages stating this fact.

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## Migrating FirstClass Conference Files

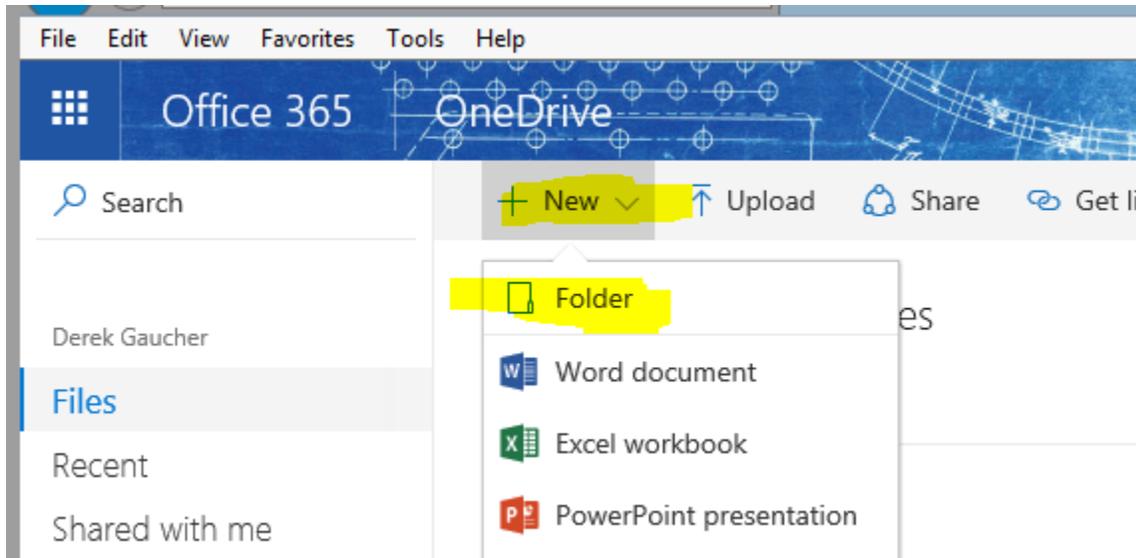
1. Create a folder on your Windows desktop.
2. Open the FirstClass conference file folder to be migrated
3. Select the files to be migrated
4. Drag the files from FirstClass to the desktop folder created in step 2



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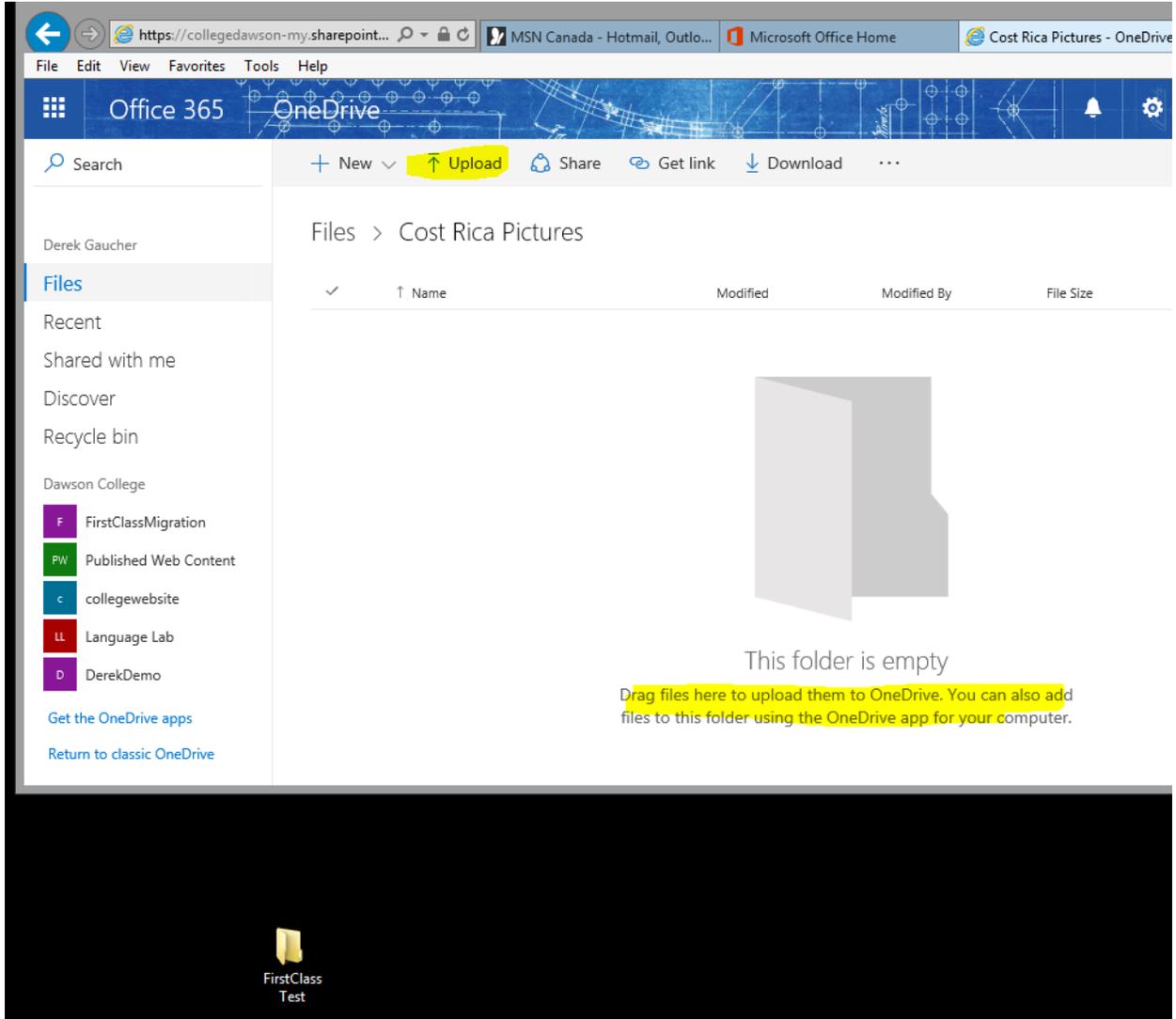
5. Login into Office 365
6. Click on OneDrive
7. Click on New and select Folder
8. Enter the folder name
9. Click on the folder to open it.



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10. To move the files from your desktop folder to OneDrive you either click Upload on the OneDrive page and select the files to be uploaded or open the desktop folder, select the files to be uploaded, then drag and drop the files on the OneDrive page.



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Example of opening the desktop file folder, selecting the files to be migrated the drag and drop to Office 365 OneDrive page.

