

Frequently Asked Questions

How to Transition to New Mail Servers

1

What is the new email system?

We are migrating to a new cloud-based email system accessible via the same URL <https://webmail.synhs.com>. This platform will replace the current system hosted in our Manila office.

2

Why are we making this change?

The new cloud-based system offers enhanced security, storage, and reliability. It improved HIPAA compliance security and access from the US location.

All the email data from your email account has been migrated to our cloud email.

3

What will happen to my old emails?

After the migration is complete, you will be able to access them via <https://webmail2.synhs.com>. The old system at webmail2.synhs.com will be accessible for one month, but it will eventually be decommissioned.

4

How do I access the new email system?

Simply go to <https://webmail.synhs.com> in your web browser and log in with your existing email address credentials, and the IT Department will broadcast the password to log in. If you encounter any issues, please contact the IT support team.

5

Will I need to update my email settings?

No, you will retain the same server settings if you use a desktop or mobile email client (e.g., Outlook, Apple Mail).

6

What should I do if I encounter issues during the migration?

If you experience any problems or have questions, please contact our IT support team at itgroup@synhs.com. We are here to help ensure a smooth transition.

7

Will there be any downtime during the migration?

There may be a brief downtime during the final switch to the new system on August 31, 2024, after a production time of 10-15 minutes. We will notify you in advance and make every effort to minimize disruption.

8

What happens to my Email Data, contacts, calendar, and other data?

All your Email Data contacts, calendar entries, and other data will be migrated to the new system. You will be able to access everything through <https://webmail.synhs.com>.

9

Can I still access the old email system after the migration?

The old system at webmail2.synhs.com will be accessible for one month after the migration. Eventually, webmail2.synhs.com will be decommissioned.

10

Is there any training available for the new system?

No, the system is the same Zimbra application; it is just an updated version that all users are familiar with.

11

How to update our Contacts and Signatures

The old format of Contacts and Signatures is not compatible with the latest Zimbra version, and users need to download their contacts and Signature from webmail2.synhs.com to webmail.synhs.com

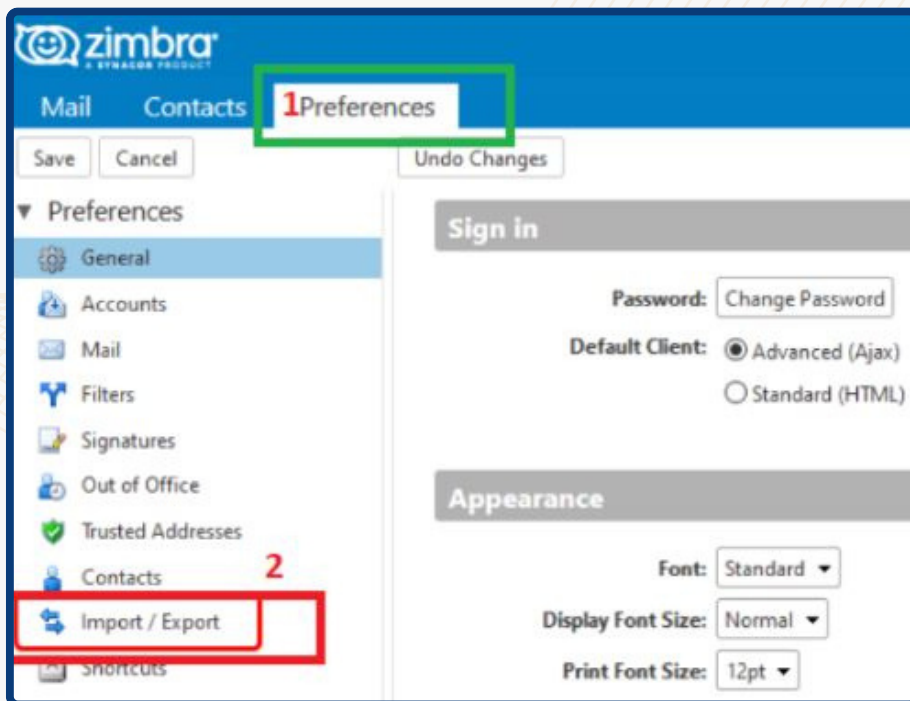


How to Import Contacts from webmail2.synhs.com?

Access <https://webmail2.synhs.com> and login to your account -> Preferences -> Export -> Browse location to save the file and select "Contact"

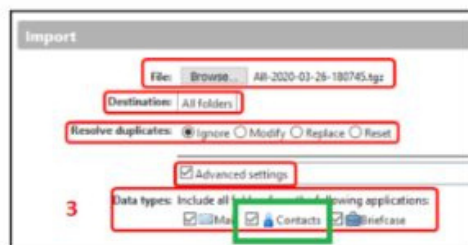
➤ How to Import to the latest Zimbra?

Access <https://webmail.synhs.com> and login to your account -> Preferences -> Import -> Browse location to save the file and select "Contact"



4. Enable the **Advance Settings** option. Then follow the below settings as per your requirement:

- Select the **Browse** to locate the zip file.
- Select the **Destination** (you can select any folder as per your requirement)
- Select the **Resolve** check boxes as per your requirement.
- Select the **Starting Date** and **Ending Date** of the exported data.

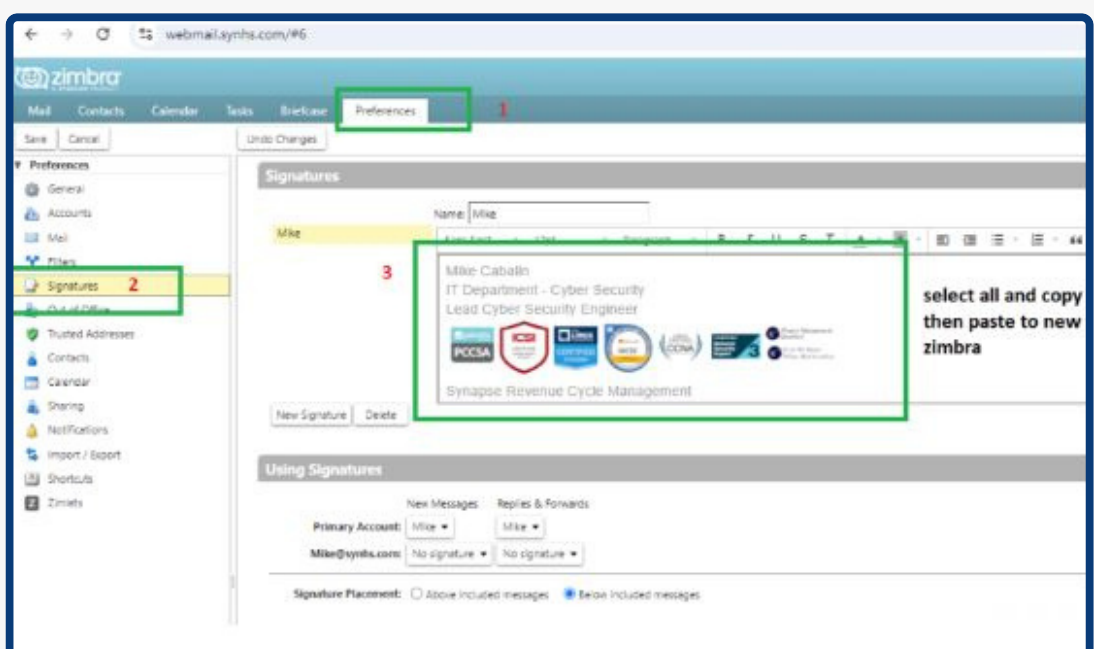


Select Contacts Only

➤ How to Export Signature to New Zimbra

A. Access <https://webmail2.synhs.com> and login to your account -> Preferences -> Signature -> Copy HTML signature to new Zimbra

B. Access <https://webmail.synhs.com> and login to your account -> Preferences -> Signature -> Paste the HTML signature to new Zimbra



We appreciate your cooperation and understanding during this transition. We aim to provide you with the best tools to do your job efficiently and securely.

If you have any further questions or concerns, please do not hesitate to contact the IT support team.



itgroup@synhs.com