

Where are the email from my old Mimosa Archive?

All materials in the Mimosa legacy policy folders (e.g., Cabinet, 6 Yr Retention) were migrated back into Outlook and placed in a location in the bottom half of your mailbox in a folder called “**Archive**” in Outlook 2010 or “**Online Archive**” in 2013.



What should I do with my former Mimosa Archive?

For 30 days, you have the opportunity to review the contents of your Mimosa Archive and remove duplicate email, combine duplicate folders and remove any personal email. Within the 30 days, you need to determine which of the following two options you are going to use to manage your former Mimosa Archive:

1. Identify current/active projects and move messages into the new policy/retention folders, (e.g., (7 yr Programs_Projects) and leave inactive or completed projects in the Mimosa legacy policy folders.
2. Leave everything as is.

At the end of the 30 days, the new archive system, ZyLAB, will capture any items remaining in the Mimosa legacy folders and retain them for the retention policy attributed to the folder.

Why can't I use these old Mimosa folders for new email?

Do NOT use your old Mimosa folders. Eventually the former Mimosa Archive will be removed from Outlook. (See next question for more details.) In addition, the NEW Policy/Retention folders better fit the retention needs for your department.

How long will I be able to view the email I leave in the Mimosa legacy policy folders?

Email will be visible in the Online Archive or Archive at the bottom of your folder list as least through 2015. In 2016, the Mimosa Archive will be removed and you will have the ability to view these email by clicking a search tool that will be added to the Outlook Ribbon. More information about this tool will be provided prior to its launch.

What is the Reference folder?

The Reference folder is replacing the Cabinet folder and should be used for general reference email that contain information which would be beneficial to keep longer than 90 days (the new auto-delete policy for the Inbox). Email placed in the Reference folder will be deleted after 2.5 years. This folder is a place to store:

- **Miscellaneous notices or memoranda**, such as broadcast email notices of holidays or special events, minor information items concerning routine administrative matters or other issues not directly pertaining to the functions of your office
- **Informational copies** of widely distributed materials that you/your office is not the creator or sponsor of such as meeting minutes, agendas, or newsletters
- **Preliminary drafts** of letters, memoranda, or reports and other informal notes which do not document substantive changes in the preparation of a final document
- **Duplicate copies** of documents that are retained only for convenience or future distribution and email where you are the Cc AND the email content is informative, but does not affect your position or part of a project

Email with a required retention should be placed in the proper policy/retention folder, not in the Reference folder.

Does moving email to the new policy folder change the date and restart the retention?

No, it does not restart the retention timeline because the original date of the email does not change; and the retention policy is based on the original date of the email, regardless if the email is in Mimosa legacy folders or the new policy/retention folders.

I used to have a specific Mimosa legacy folder, (e.g., 3 yr, 10 yr, etc.), now I don't have them with the new policy/retention folders. Where do I move my email?

New policy/retention folders were deployed that are more closely aligned with your functional business needs and folder names reflect those functions. You should review the folders you were given and review your retention policies and move those messages to the most closely aligned folder – e.g., (7 yr) Programs_Projects.

I have folders I never had before. Why are they showing up now?

New policy/retention folders were deployed that are more closely aligned with your functional business needs as identified by your department.

I didn't get policy/retention folders – what do I do?

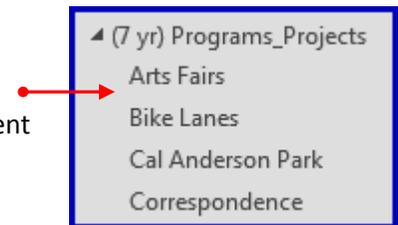
Contact the Service Desk (4-HELP) to start a ticket. They will review your account to determine if there was a technical issue that caused the policy/retention folders to not deploy.

I want different folders – what do I do?

For the first few weeks after you migrate, we recommend that you try using the policy/retention folders that were deployed to you. Chances are it's just a matter of getting used to the new names, structure, etc. However, if after a period of time you realize that you do have a need for different folders, contact the City Records Management Program and they will work with you and your department's representative to discuss the possibility of new folders.

Can I rename the policy/retention folders?

No, don't rename the policy/retention folders. Instead, create subfolders with the names of projects, issues or names that you specifically need. If you rename the parent policy/retention folder, you will break the retention policy and the email will not be retained for the period assigned to the original folder.



What happens if I move messages from the 10 yr folder in Mimosa to a 7 yr policy/retention folder?

Retention policies are based on the date of the email. When you move an email into a different folder it will take on the retention policy of the new folder relative to the date of the email. For example, if you move a six-year old email from the 10 Yr Mimosa folder into a new 7 yr folder, the email will be retained for only one more year, instead of four.

What about the opposite – what happens if I move email from a lower retention to a longer one, such as from a 3 yr to 7 yr folder?

It will take on the attributes of the higher folder.

Isn't the retention policy on my email 90 days?

The 90-day policy (formerly 45 days) on the email in your inbox and sent items is an **auto-delete policy**. Email retention is based on the **content** of the email, not the format. You must move your messages that require retention into the policy/retention folders so that the email archiving system will collect it.

How long can I view messages in the policy/retention folders in Outlook?

Messages are viewable in Outlook in the policy/retention folders for 2.5 years. Email in the folders are collected by ZyLAB and kept for the full retention period associated with the folder.