

Dear User,

Following our recent communication to you, please note that Pinetown, Umlazi and Port Shepstone offices are scheduled for migration during the next 2 weeks.

This will mean the following for all users at these sites:

The Process:

Your existing email account will be transferred (migrated) from the “old” DoE server (ESPLANADE) to the “new” DoE server (KZNDOE). In order to do this, your computer **MUST** be migrated to gain access to any new emails from this point forward. It is therefore essential that we complete this process for you in the shortest possible time.

What do YOU need to do?

- Please make every effort to leave your computer switched on and connected to the network after hours. If you are out the office on Monday please leave your PC on over the weekend, type ALT, CTRL & DEL, and hit Enter. This will lock your workstation but keep your machine on.
- If you cannot leave your PC\Laptop on, the process will run every 2-3 hours and attempt to move you to the new system.
- Should you be working on any documents during normal working hours, please ensure that you save your documents regularly, as your PC will automatically reboot during the Migration process

How Do I know I have been migrated?

- When you press CTRL + ALT + DELETE to log on, you will notice that the domain is set to KZNDOE. This is the new domain. Please log on with your normal username and password to KZNDOE.

If your computer does not automatically show KZNDOE when log on, please continue to work on ESPLANADE as per normal. Your computer has not migrated as yet and will still be attended to.

If you have any problems, please mail Imvuselelo@kzndoe.gov.za an e-mail account that has been created to deal with any problems related to this project. Alternatively contact the Education Call Centre on 0860 KZNDOE or 0860 596 363 and log a call.

Regards,
Team Imvuselelo