

Technology: Conversion Weekend and Frequently Asked Questions

Below is a high-level summary of what will occur over conversion weekend (Sept 12-14). There are further details including frequently asked questions below. If your specific question has not been addressed, please reach out to helpdesk@georgiabanking.com for more information. We will update this document as additional common questions are identified.

What should I expect over conversion weekend?

Friday / Saturday

- Workspaces will be replaced with GBC systems which will include a docking station for the laptop, monitors, and a keyboard / mouse
- Emails newer than 1 year and all current email addresses will be migrated over to GBC systems
- Default email addresses will be FirstInitialLastName@georgiabanking.com; however, all current email addresses will continue to function with no end date
- Files will be copied from your GPB Z: Drive to GBC OneDrive and from the GPB S: Drive to the GBC Z: Drive.
- Network printers will be configured on all laptops; however, printers in offices \ cubes will be decommissioned
- Desktop files / shortcuts and Internet Favorites will be migrated to your GBC laptop
- Phone numbers will be ported to GBC's Microsoft Teams and will be assigned to the proper employee

Sunday

- All former GPB employees will come into the Chastain and Cumming offices to test their workstations, printers, email, etc. to ensure that everything is ready to serve our customers on Monday morning

Monday – Friday

- IT, Operations, and Sales team members will be on site in Chastain and Cumming to assist with any transition issues that may arise

Conversion Weekend Checklist for GPB Employees

Friday

- Save important voicemails to your GPB Z: drive (so they will be migrated to your GBC OneDrive)
- Save important email addresses to your Contacts in Outlook
 - Many rely on Outlook auto-complete, but these are not saved to your contacts and will not migrate over
- IT will backup desktop items and favorites
- Leave your laptop \ desktop at your desk to be collected

Sunday

- Validate complete system functionality
 - Logon
 - Email access
 - Emails
 - Contacts
 - Shared mailboxes
 - Etc.
 - Application access
 - Printing
 - Scanning
 - Configure mobile devices
 - Setup voicemail greeting

Files

What will happen with Sharefile & LeapFile?

Files stored in ShareFile will be migrated to your OneDrive over conversion weekend.

LeapFile files cannot be migrated programmatically. If you need files currently stored in LeapFile, please contact Helpdesk@georgiabanking.com as soon as possible.

Microsoft OneDrive will replace both ShareFile and LeapFile over conversion weekend. Access to both ShareFile and LeapFile will be removed over that weekend.

What will happen to my scanned files?

Scanned files will be migrated to your GBC OneDrive for easy access from any device (including mobile devices). Going forward, scans will be delivered directly to your GBC email.

What will happen to my user files (Z: drive)?

User Files will be migrated from your User (Z:) drive to your GBC OneDrive for easy access from any device (including mobile devices).

What will happen to my department files (S: drive)?

Department folders and files will be migrated from your S: drive to GBC
Z:\GPB\folder_name

What will happen to my desktop files and Internet Favorites?

An IT technician will reach out to you on Friday September 12th to back up your Desktop files and browser favorites \ bookmarks.

Communication

What will happen to my phone number?

GPB phone numbers will be migrated to Microsoft Teams seamlessly. Call groups will also be migrated, with the members remaining in-tact unless redirected to another group who will handle those calls in the future.

What will happen to my fax number?

The fax numbers will be migrated to GBC's fax to email solution. Those that retrieve branch or support faxes will receive them via email beginning over conversion weekend.

What will happen to my voicemails

Voicemails cannot be migrated over to GBC systems directly. Please save all voicemails to your Z: drive prior to conversion weekend. Once stored on the Z: drive, they will migrate to your GBC OneDrive.

How do I setup my new voicemail greeting?

To setup your new voicemail greeting on your GBC phone:

- Open **Microsoft Teams**
- Click the three dots (...) and then **Settings**

- Select **Calls** on the left
- Select **"Record a greeting"**
 - Refer to page 8 of the [Customer Service Standards](#) on [The Vault](#) for guidance on voicemail greetings

What will happen to my emails and email addresses?

Emails within the 1-year retention policy will be migrated to your GBC mailbox. You will be assigned a new primary email address which typically follows FirstInitialLastName@georgiabanking.com.

All current email addresses (@gaprimary.com and others) will be preserved with no plans to delete them in the future. Emails to these addresses will be delivered to your GBC mailbox and replies to those emails will show your @georgiabanking.com email address to the original sender.

Should I do an email cleanup?

Please refrain from cleaning up your email until after conversion. IT is performing an initial sync on 9/8 (with a delta sync over conversion weekend) and deletions / changes to the folder structure may not be captured as you desire.

What will happen to my distribution lists and shared mailboxes?

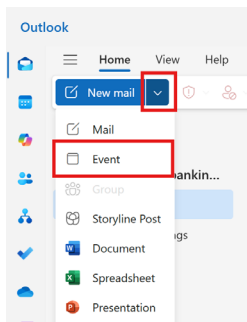
Distribution lists and shared mailboxes will be preserved and will continue to receive email from the gaprimary.com and other domains. Members of these distribution lists and shared mailboxes will also be preserved.

What will happen to my calendar \ appointments?

Your calendar will be synced from your GPB Outlook into your GBC Outlook. Please note that conference rooms will no longer be reserved post conversion and we recommend you rebook these rooms post conversion.

How will I schedule meetings (Zoom)?

GBC uses Microsoft Teams for all meetings. These meetings can be scheduled directly in Microsoft Outlook, by selecting the new event button. Scheduled meetings should be cancelled and resent using Microsoft Teams.



How can I get GBC access on my mobile device?

Mobile devices may optionally be connected to your GBC systems on Sunday when you arrive for testing. Once the Intune Company Portal is installed \ logged into, access to email, The Vault, Teams, Copilot, OneDrive, and more will be accessible.

Note: Apple has a feature to protect your device against theft and manipulation. Disconnecting your device from GPB systems and connecting it to GBC systems requires a 1 hour wait period unless you disable the Apple Device Loss feature in advance. We recommend disabling this on Friday to ensure adding GBC services goes quickly on Sunday. If this is not completed in advance, a mandatory 1 hour wait period will be required (enforced by Apple for your protection) which cannot be overridden by GBC.

How can we send documents for electronic signatures (e-sign \ ShareFile \ Right Signature)?

Electronic signatures (outside of the account opening process) will be obtained using DocuSign by visiting <https://account.docusign.com>. All employees have access to DocuSign but be mindful of its usage as its billed per package signed. The DocuSign solution is intended for customer facing signatures vs internal approvals.

Hardware

What device will I work from?

All GBC team members will be issued a GBC laptop. All workstations will be outfitted with a docking station, monitors, and a keyboard / mouse enabling you to work from any location at any desk.

What will happen with my desktop or laptop?

Laptops and desktops will be left on your desk and collected over conversion weekend

What will happen with network and personal printers?

GBC does not allow printers in cubes / offices. These printers will be removed over conversion weekend, and we will set you up on the copiers / printers in the building.