

**DIRECTORATE OF INFORMATION AND COMMUNICATION TECHNOLOGY****24<sup>th</sup>-July-2023****The University Community  
Busitema University****RE: MIGRATION FROM ZIMBRA WEBMAIL SERVICE PROVIDED BY (RENU) TO  
G-SUITE PROVIDED BY GOOGLE WORKSPACE**

The above subject matter refers, as you may be aware over the past years the University community has experienced challenges with mailing services ranging from inaccessibility to failure to send or receive mails, this subsequently affects communication and collaboration. G-suite works exactly as google mail, has additional benefits such as google sheets, docs, google classroom etc.

The purpose of this communication therefore is as follows;

- 1- To inform you of management decision to change the mailing service provider
- 2- To inform you that DICTs has finished setting up the new mailing service infrastructure
- 3- To inform you that the new email account nomenclature has changed for example instead of [xxx@eng.busitema.ac.ug](mailto:xxx@eng.busitema.ac.ug), [xxx@fhs.busitema.ac.ug](mailto:xxx@fhs.busitema.ac.ug), etc it will now be [xxx.eng@busitema.ac.ug](mailto:xxx.eng@busitema.ac.ug) , [xxx.fhs@busitema.ac.ug](mailto:xxx.fhs@busitema.ac.ug) , **students email accounts nomenclature remains unchanged.**
- 4- To request you to check the online google sheet that will be shared on your various faculty whatsapp groups and verify your details, fill in the missing columns of personal email, phone number and correct your names if misspelled or missing either first name or last, the personal email filled will be used to send your unique login credentials for your new email account
- 5- To inform you that Zimbra mail service will remain open only for two weeks from today to allow those who have mails there to migrate to the new mail service after which it will cease to be operational.
- 6- Central administration and support units are being handled separately

**We appreciate your patience especially during the period when mail services have been interrupted.**

**Regards**

Dr. Gilbert Gilibrays Ocen, (Ph.D.)



Directorate of ICTs

**Copy:** VC, DVC-F&A, DVC-AA  
Members of Top Management  
Faculty Deans