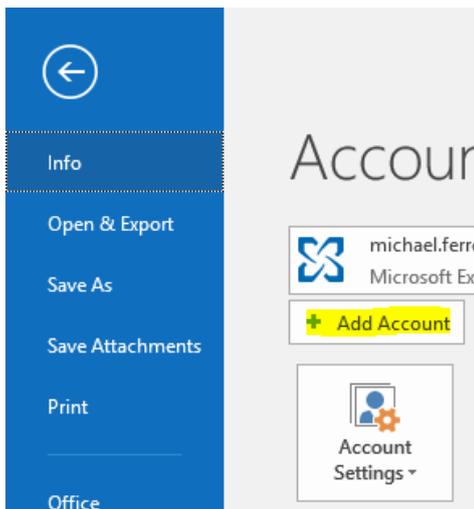


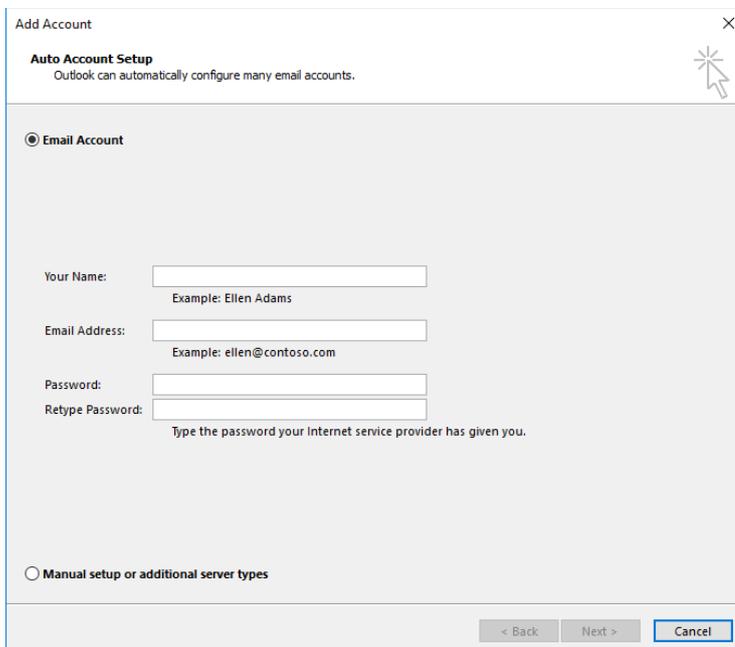
How to Migrate Emails to New Service Provider

Setting Up Your Office 365 Email in Outlook Desktop App

1. Open Outlook Desktop App and click File Menu. On the Info Option, click Add Account.



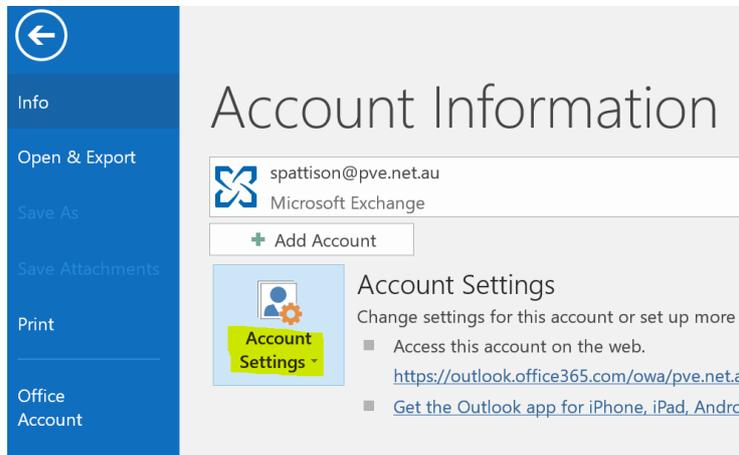
2. Fill out the Fields with your Name, Office 365 Email Address, and Password, then click Next.

A screenshot of the 'Add Account' dialog box in Outlook. The 'Auto Account Setup' section is selected, and the 'Email Account' radio button is chosen. The form fields for 'Your Name', 'Email Address', 'Password', and 'Retype Password' are visible. The 'Manual setup or additional server types' radio button is also present but not selected. The 'Next >' button is highlighted.

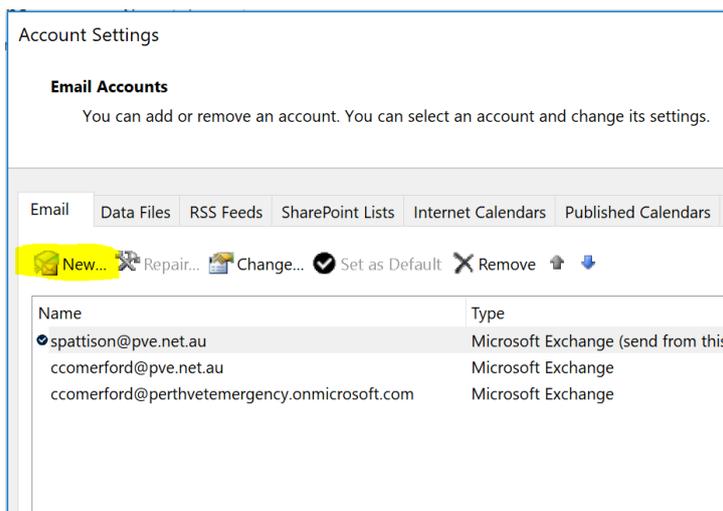
3. Your Office 365 Account will be added in Outlook where you can navigate on the Left Pane.
4. You need to add both email addresses from Old Service Provider and New Service Provider.

Add Old and New Email Addresses

1. Go to **File menu > Account Settings**.



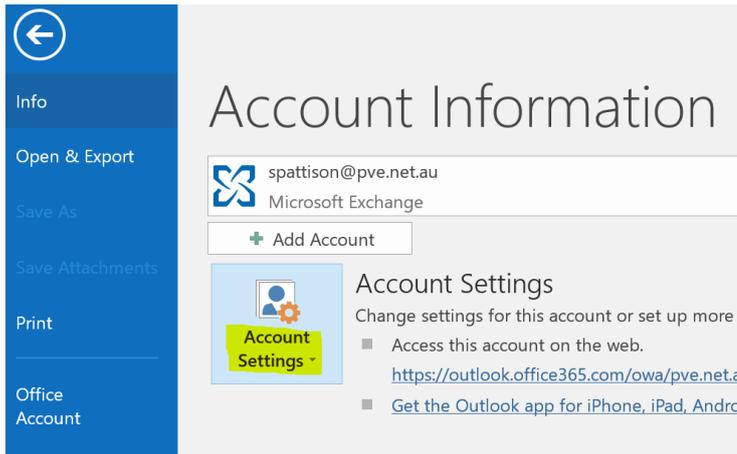
2. Click on **New** and it will prompt you to enter the email address and password.



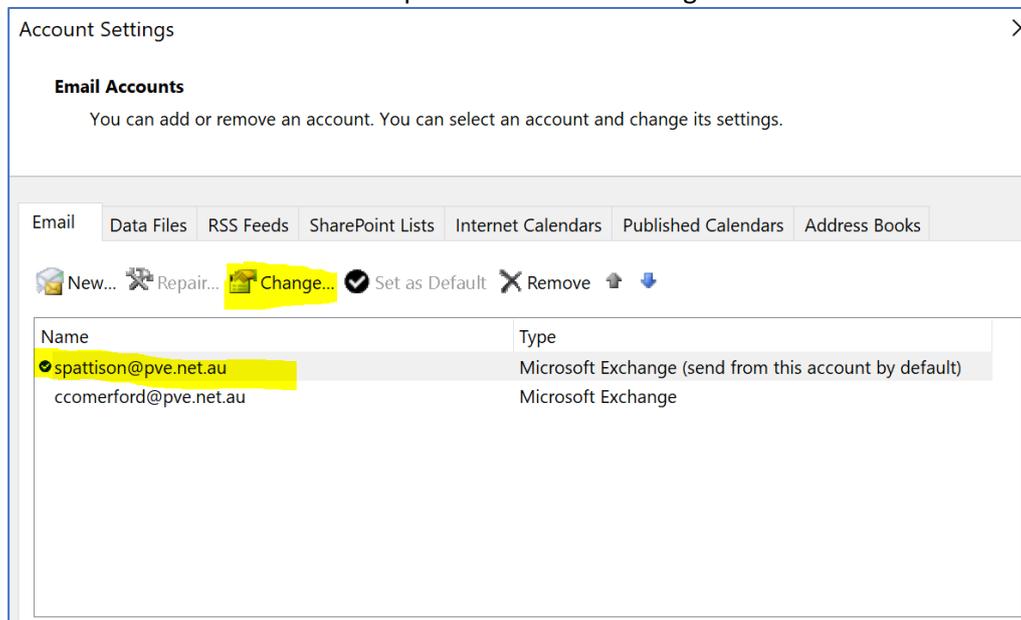
3. Your both Office 365 Accounts will be added in Outlook where you can navigate on the Left Pane.

Export Your Emails from your Old Service Provider

1. To prevent data loss during the migration, it is recommended to create a backup of your emails from your old service provider.
2. Before we start Export, we need to pull all the emails up to the present day and not for a specific period of time. So to do that, go to **File menu > Account Settings**.



3. Select the email from old service provider and click Change.



4. Drag the bar from 12 months to All. Otherwise, it won't pull all emails. It will only transfer emails from last 12 months.

Change Account

Server Settings

Enter the Microsoft Exchange Server settings for your account.

User Name:

Offline Settings

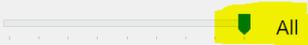
Use Cached Exchange Mode

Mail to keep offline:  12 months

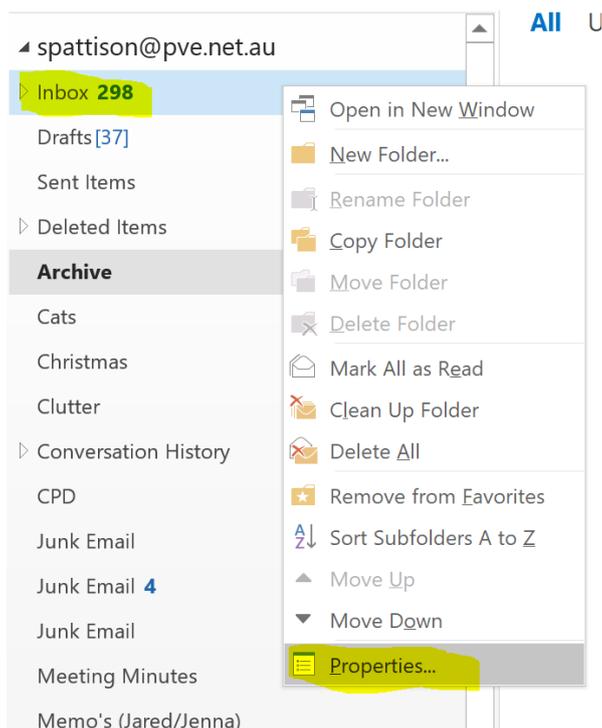
User Name:

Offline Settings

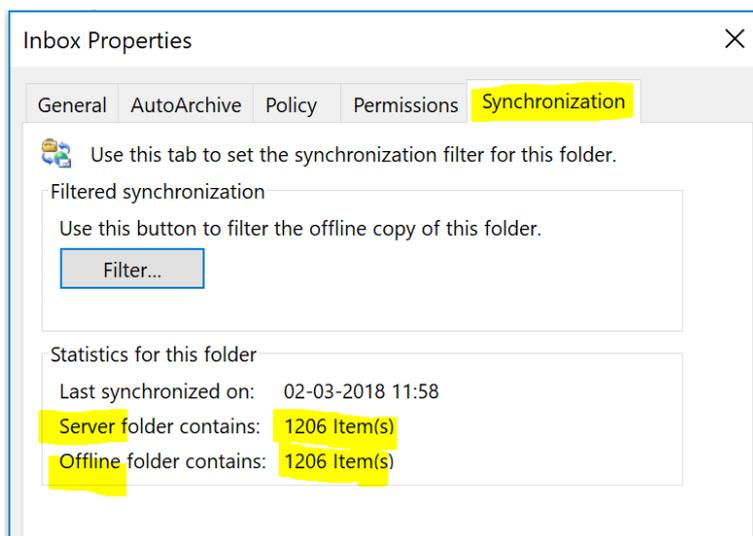
Use Cached Exchange Mode

Mail to keep offline:  All

5. Wait for the old email to synchronize on server and offline. You can check this by **Right click on Inbox > Properties > Synchronization**.

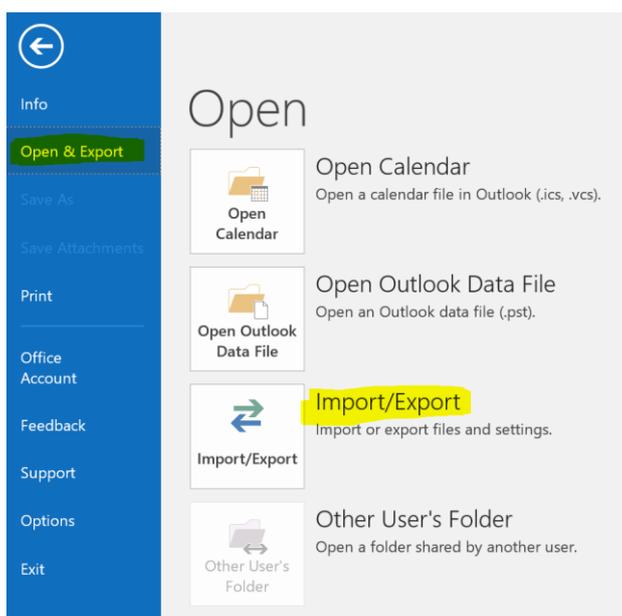


6. In **Synchronization**, check for Server folder and Offline folder items. They must be equal before you start exporting. If they are not equal, keep checking after some time unless it is completely updated.

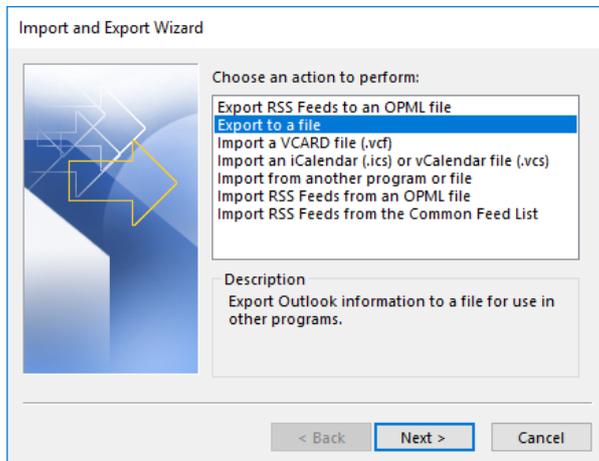


Now we are ready to Export.

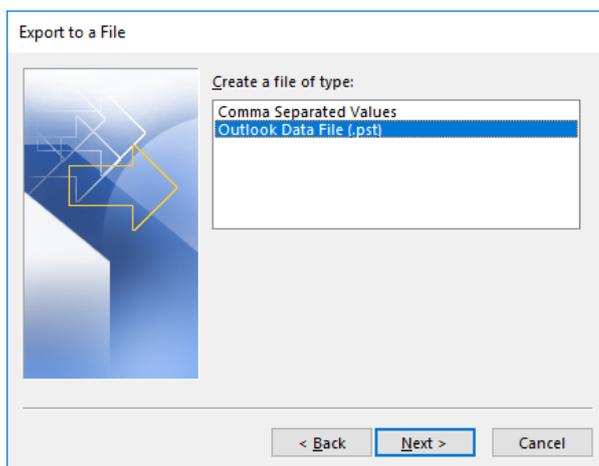
7. To start the export, click the File Menu on the top left, select Open & Export, then click the Import/Export Option.



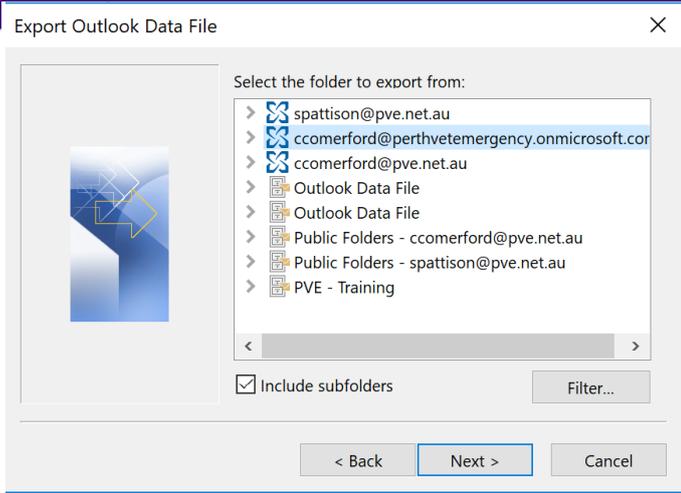
8. Select Export to a File then click Next.



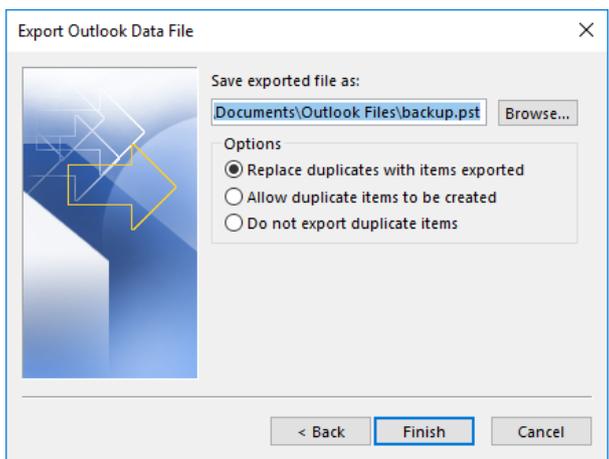
9. On the File Type, select Outlook Data file (.pst) then click Next.



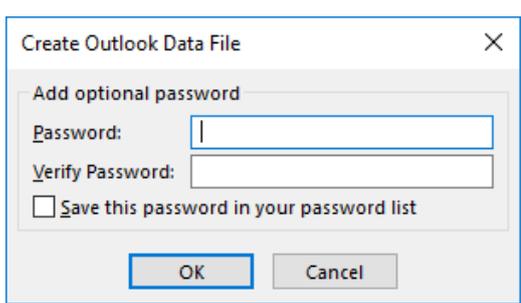
10. Under the Select the folder to export from, select the email address from old service provider that you will move to Office 365. Make sure to put a check on Include subfolders.



11. After that, browse to the location in your computer where you want to save the .pst file backup. By default, it will be saved on Documents/Outlook Files/backup.pst. You can also rename the file. On the Options, select Replace duplicates with items exported then click Finish.



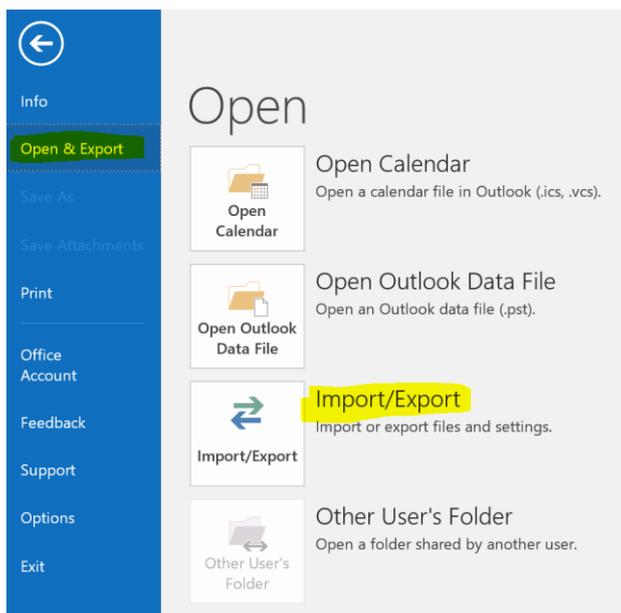
12. You can set a password for your backup as a security feature or simply click Ok to start the export. Setting a password can make the process complicated. Don't click Cancel as it will cancel the whole export.



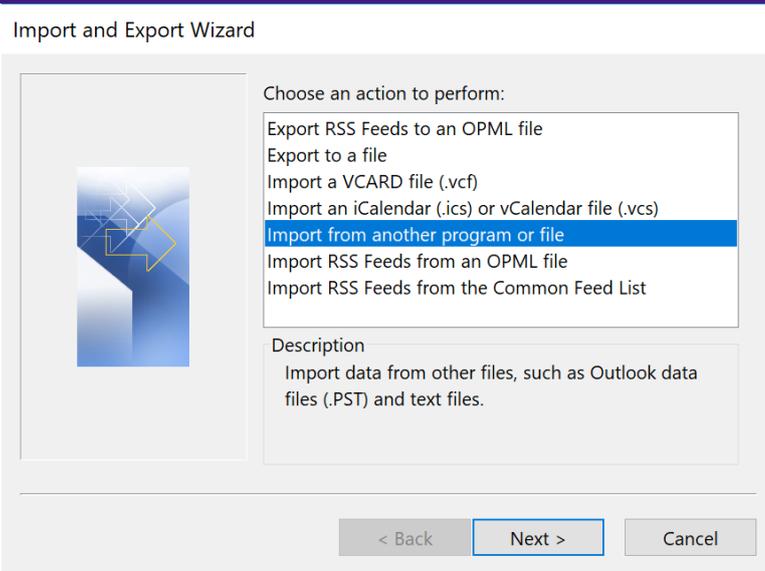
13. We are now ready to begin the migration since we already have a backup.

Import Your Emails to your New Service Provider

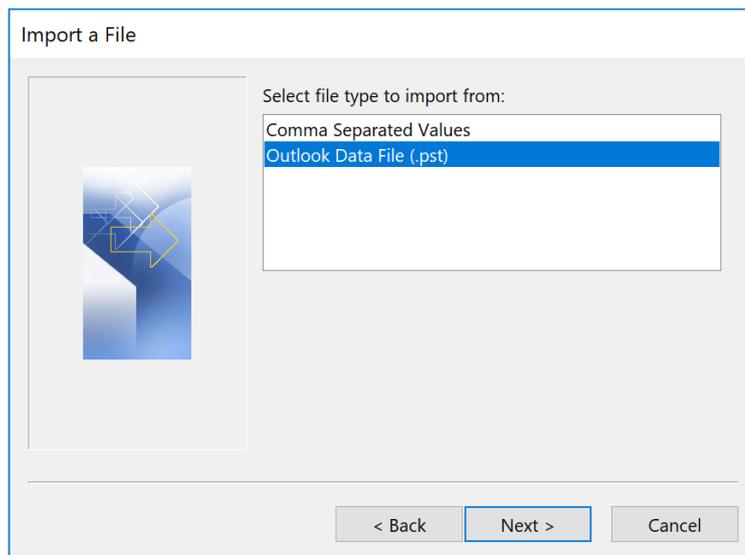
1. For importing emails to new service provider, we need to be careful that we import it into the new correct email.
2. To start the import, click the File Menu on the top left, select Open & Export, then click the Import/Export Option.



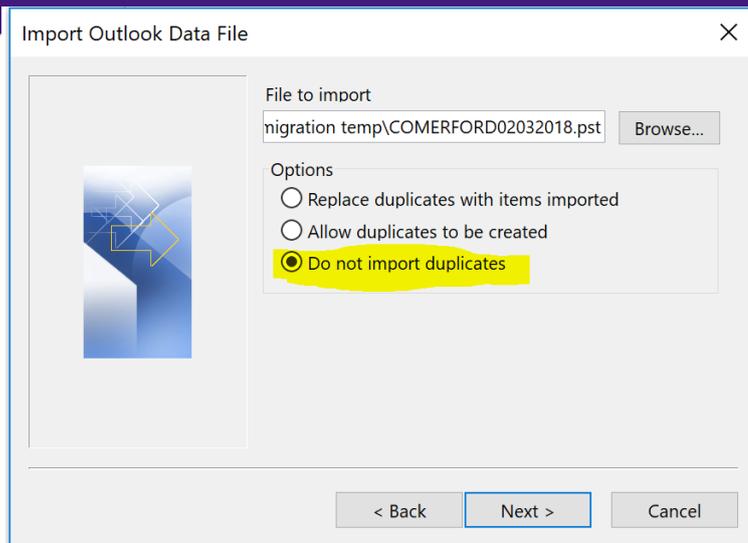
3. Select "Import from another program or file" and click Next.



4. On the File Type, select Outlook Data file (.pst) then click Next.

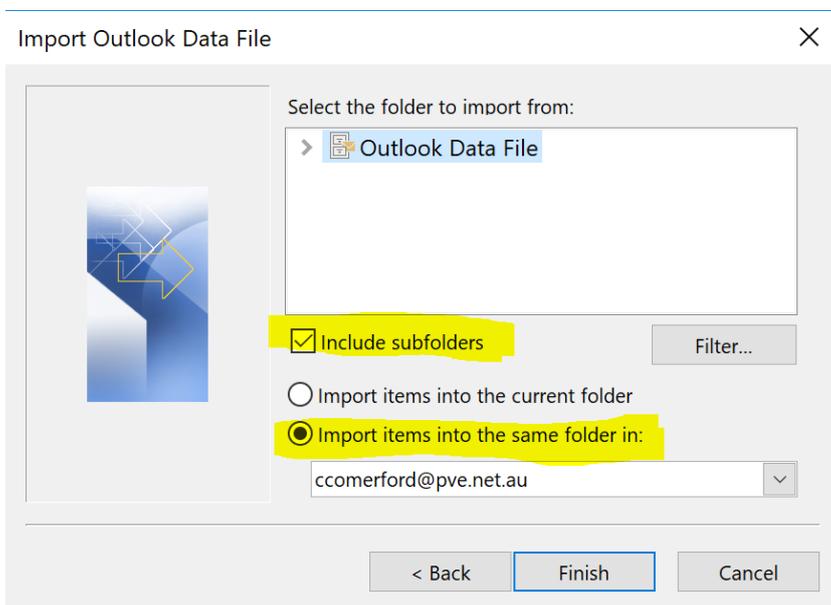


5. Click on the Browse option and select the location where you have stored the exported file. Don't forget to select "Do Not import duplicates" option because we do not want to import the duplicated emails. Click Next.



6. Select the new service provider email in which you want to import the emails. Be careful to tick the Include subfolders option. Click Finish.

NOTE – It is really important that you select the right email for important. Otherwise, all the exported data can go to someone else’s email.



7. Your import will start. It will take quite a while to import all data. You can double check it in the similar way to export by going to Inbox of new email address .**Inbox properties > Synchronization > Server and Offline folder items**. Server folder items should be greater than offline folder items.