How to Migrate and Copy Emails from an Existing Account...

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Before completing the following steps, you must have received notification from our support staff that your new email hosting service has been created. Typically, an administrator must then add email accounts to the new email hosting service. **Proceed below only after email users have been created!**

1.Â Create a NEW account in your desktop email client - DO NOT DELETE YOUR CURRENT, ORIGINAL EMAIL ACCOUNT.
Use these settings:

  » Account Type: IMAP
  » Incoming Server Port: 993
  » Outgoing Server (SMTP) Port: 465

For additional instructions, refer to the applicable guide for your email client:

  » Outlook

  » Thunderbird

2.Â Once you have created a NEW account, you need to make it the default account. Use the applicable procedure for your email client:

  » **Outlook**

  » In Account Settings/E-mail Accounts, select the newly created account. It should show up below your existing account.

  » Click "Set as Default"

  » **Thunderbird**

  » Go to Tools > Account Settings
  » Select the account you just created.
  » At the bottom, click the Account Actions dropdown and select Set as Default
3.Â You will now copy emails from the current/old account into the new account. Use the applicable procedure for your email client:

  » **Outlook 2010/2013 and Thunderbird**

» You should see the new account below the old account (or it will be the last account in the list if you had multiple accounts before). The inbox for the new account will be empty.
» Follow the Drag and Drop instructions below.

» **Outlook 2007**

» There should now be a Personal Folders section that includes an inbox with emails (this is your original email account) AND a new user@yourdomain.com account that includes an empty inbox (this is your new Webservio Email Hosting Account)
» Follow the Drag and Drop instructions below.

» **Drag and Drop Instructions**

» Select the first email in your old inbox.
» Hold down the Ctrl key and then press the A key so they are being pressed at the same time. This should select all emails in your inbox.
» Click and drag these emails into the inbox folder under the new account.
» If you would like to have emails from other folders (Drafts, Sent, Archive, etc.) in the new account, you can use the same procedure for each folder.

» If you had custom folders on your old account, you will need to recreate the folder structure in the new account and then use the drag and drop procedure.
4.Â When all email history has been moved to the new email account, **YOU MUST CONTACT US TO BEGIN RECEIVING MESSAGES AT YOUR NEW EMAIL ACCOUNT.**

5.Â In the meantime, you will still be receiving messages into the inbox of the old account. Once Webservio engineers switch the accounts, you will start receiving new emails into the new account inbox. When this has occurred, you can repeat the Drag and Drop instructions to copy any additional emails from the old account to the new.

6.Â After you are sure that all is working properly, you can delete the old email account:

» **Outlook**

» Go to Account Settings and select the old email account. Make sure it is the old one! It should be at the top of the list. Select it and then click Remove.
» In the dialog box that asks Are you sure, click Yes.
» Click the Close button to close the Account Settings window.

» **Thunderbird**

» Go to Tools > Account Settings and select the old email account. Make sure it is the old one! It should be at the top of the list.

» Select the Account Actions dropdown menu and then click Remove Account.
» In the dialog box that asks Are you sure, click OK.
» Click the OK button to close the Account Settings window.
7.Â Congratulations! Your email migration is complete.