Move Office 365 Email on Windows Outlook

Transferring emails from one Office 365 email inbox to another Office 365 email inbox. Specifically, for users who want to transfer emails from their @edu.uwaterloo.ca inbox to their @uwaterloo.ca inbox.

To sign into the EDU email account inbox, please try @edu.uwaterloo.ca first. Once your @edu.uwaterloo.ca email inbox is migrated to the @uwaterloo.ca, may will need to use username@edu.uwaterloo.onmicrosoft.com to log into your EDU email inbox.

Step-by-step guide

This guide starts with the email inboxes already set up in the Windows Outlook App. For users migrating from @edu.uwaterloo.ca to @uwaterloo.ca, you will need both the @edu.uwaterloo.ca account set up and the @uwaterloo.ca account set up in the Windows Outlook App.

Please check the Outlook Mail setup guide for steps on setting this up first.

We recommend making a backup file of your emails before starting the migration. Please follow the steps on how to do so from Microsoft!

1. With the Windows Outlook app open, **select the emails** from the inbox that you would like transferred
   a. For users migrating from @edu.uwaterloo.ca to @uwaterloo.ca, you will be selecting mail from your @edu.uwaterloo.ca inbox
   b. To select multiple emails, **hold <control> and click** on the emails you would like, selected emails will be **highlighted in light blue**

   ![Selecting emails in Outlook]
   
   **You may want to transfer emails in batches if you have a large inbox.**

   Click on the first email you want, then holding <shift>, select the last email you would like. This selects all of the emails in-between the first and last so that you can transfer in a batch.

2. You can now **drag and drop** the emails into the inbox you would like
   a. For users migrating from @edu.uwaterloo.ca to @uwaterloo.ca, you will drag and drop into your @uwaterloo.ca inbox

   **You need to drag and drop to the "Inbox" folder itself, dragging and dropping to the email address listed will not work**
2. You can verify online that the transfer was successfully by visiting portal.office.com
   a. Sign-in with the email account you want the emails to end up in. 
   For users migrating from @edu.uwaterloo.ca to @uwaterloo.ca, sign in with username@uwaterloo.ca to check for the emails

3. It may take some time for the transfer to complete - you can view your inbox in the Windows Outlook app to confirm the emails were transferred, or try step 3

Related articles

- Move Office 365 Email on Windows Outlook
- Move Office 365 Email on MacOS Mail
- Move Office 365 Email on Windows Mail
- Move Office 365 Email on MacOS Outlook
- AADSTS50107: Requested Federation Realm Object Error

Need Help?
Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.