Move Office 365 Email on Windows Mail

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 need to use username@eduuwaterloo.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 Mail 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 Mail App.

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

✅ Update: Newer versions of Windows Mail no longer support the drag & drop functionality. We recommend downloading and using the Outlook app if your Windows Mail app has been recently updated and drag & drop no longer works.

You can read our guide on how to migrate your mail in the Windows Outlook app instead!

⚠️ We recommend making a backup file of your emails before starting the migration. This can not be done on Windows Mail, so we recommend installing the Windows Outlook app, and then please follow the steps on how to backup your emails from Microsoft!

1. With the Windows Mail 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**

   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

3. 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

Related articles

- AADSTS50107: Requested Federation Realm Object Error
- Move Office 365 Email on MacOS Outlook
- Move Office 365 Email on Windows Outlook
- Install the VPN client on Mac OS
- Move Office 365 Email on MacOS Mail

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