Move Office 365 Email on MacOS 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.

Step-by-step guide to transfer entire inbox

1. Open Outlook, go to Outlook > Preferences > Accounts
2. On the left pane, click "-" at the bottom to remove your @edu.uwaterloo.ca account, if any
3. Click "+" > Add Account > Enter your username@uwaterloo.ca account
   a. If you are a connect user, please follow Configure Outlook 2016 for Mac
   b. If you are a O365 user (most of the current undergrad students), please choose Office 365 if asked and enter your WatIAM password
4. After adding your new account, repeat the steps again to add your username@edu.uwaterloo.onmicrosoft.com account and enter your WatIAM password
5. Restart Outlook, you should see both account’s inbox on the left pane
6. Drag the inbox of your edu account to your new inbox. It will become a folder under your new inbox. You may rename it to something similar to edu. If you do not see the subfolder, try click on the arrow beside the inbox.

Step-by-step guide to transfer selected emails

1. Open Outlook, go to Outlook > Preferences
2. Use "-" to remove your @edu.uwaterloo.ca account, if any
3. Click "+" > Add Account > Enter your username@uwaterloo.ca account
   a. If you are a connect user, please follow Configure Outlook 2016 for Mac
   b. If you are a O365 user (most of the current undergrad students), please choose Office 365 if asked and enter your WatIAM password
4. After adding your new account, repeat the steps again to add your username@edu.uwaterloo.onmicrosoft.com account and enter your WatIAM password
5. Restart Outlook, you should see both account’s inbox on the left pane
6. Select the emails from the old 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 <command> and click on the emails you would like. The 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.
7. 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.

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

8. Do not close Outlook yet. You MUST verify online that the transfer was successfully completed and synced to the online server by visiting portal.office.com. Failure to follow this step may result in a loss of emails.

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

- Adding a shared mailbox in Mac Mail
- Move Office 365 Email on MacOS Outlook
- Post-migration instructions for Office 365 employee email
- Move Office 365 Email on Windows Outlook
- Office 365 mail configuration guides

Need Help?

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