Move Office 365 Email on MacOS 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.

Step-by-step guide

This guide starts with the email inboxes already set up in the MacOS 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 MacOS Mail App.

Please check the MacOS 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 Apple under "Export mailboxes"!

1. With the MacOS 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 <command> and click on the emails you would like

   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.

It may take some time for the transfer to complete, you can see at the bottom left of the window a thin blue loading bar to indicate the transfer process. Once it is complete, the bar will disappear.
3. You **MUST verify online** that the transfer was successfully by visiting [portal.office.com](http://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.