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.

Step-by-step guide:

1. Go to Files > Info > +Add Account

![Account Information](image)

2. Enter username@uwaterloo.ca

3. If asked, select:
   - Office 365 if your email is under Office 365 (which can be logged in at portal.office.com)
   - Exchange if your email is under Connect (which can be logged in at connect.uwaterloo.ca)

Note

Some users may receive an error "The account has already been added": Users need to remove their @edu.uwaterloo.ca account before adding their new account.

If edu email is the only account on Outlook, they will need to add @edu.uwaterloo.onmicrosoft.com first before removing the EDU account.
4. Enter your WatIAM password. Office 365 users will have their @uwaterloo.ca inbox added by now. Connect users will need to follow Configure Outlook for Windows.

5. Repeat Steps 1, and then add username@eduuwatertoo.onmicrosoft.com

6. Enter your WatIAM password. Your old edu email should be added by now.

7. Restart Outlook (otherwise you will not see your new account)

8. Follow one of the steps below:

Moving the entire inbox

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. Go to Files > Account Settings > Account Settings, choose eduuwatertoo.onmicrosoft.com account, click "change..."

2. Selecting "All" for Download emails for the past

   Offline Settings

   - Use Cached Exchange Mode to download email to an Outlook data file

   Download email for the past:

   All

3. Close the tab. Go back to your Outlook inbox, right click your eduuwatertoo.onmicrosoft.com inbox > Copy Folder

4. Select your New uwaterloo.ca inbox

   Copy Folder

   Copy the selected folder to the folder:

   Inbox

5. Click OK. It will start transferring your email.

6. Your old email will appear as a subfolder named inbox under your inbox. You may rename it to "edu" to be more clear.
7. 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

   ! Note
   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

Moving selected emails

   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.onmicrosoft.com 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
      You need to drag and drop to the "Inbox" folder itself, dragging and dropping to the email address listed will not work
3. You MUST verify online that the transfer was successfully 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

- Post-migration instructions for Office 365 employee email
- Adding OneDrive accounts to macOS
- Adding a shared mailbox in Mac Mail
- Move Office 365 Email on MacOS Outlook
- Move Office 365 Email on Windows Outlook

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