

# Transferring your personal Hermes mailbox to Exchange Online

Version 15 | 30 November 2021



## Why this is happening

The University has decided to stop running 2 email services. Moving to Exchange Online gives you a bigger mailbox and the ability to send larger messages. It also integrates your calendar, address book and tasks.

**Your Hermes mailbox must be moved to Exchange Online by Friday 10 December.** (See: [Hermes closure roadmap](#))

The Hermes email service will end on 31 December 2021. All email sent to **@hermes.cam.ac.uk** email addresses will bounce after 31 March 2022.

### How your Hermes mailbox will be moved to Exchange Online

Before the end of the Hermes email service, you can self-migrate your mailbox. If you do not do this, it will be automatically transferred for you by either your institution or University Information Services (UIS).

If your institution is planning to manage your mailbox transfer, you will receive instructions from them directly.

If UIS is planning to manage your mailbox transfer, you were emailed on Wednesday 27 October with your scheduled transfer date.

**If you choose to self-migrate your mailbox, you must finish both stages of the migration process by 09:00 the day before your transfer date. We recommend starting at least 2 days before your transfer date.**

### How does the mailbox transfer work?

The transfer process copies the contents of your Hermes mailbox to your Exchange Online mailbox in the background while you carry on working as usual. This happens in 2 stages to ensure no email is missed. You will lose access to your Hermes mailbox 14 days after it has been transferred to Exchange Online.

- **You can still view, but not use, your Hermes mailbox for 14 days after transfer.**
- **Email sent to @hermes.cam.ac.uk addresses will bounce after 31 December 2021.**  
The sender will get a bounce message to re-send to CRSid@cam.ac.uk or to the [@cam delivery address you have set in Lookup](#) if you changed the default.
- **You don't need to change anything in Lookup – we'll do that for you.**  
If you have set your own **@cam delivery address** in Lookup, it will continue to work.

# Checklist for your personal mailbox transfer

Before your mailbox is transferred:

## 1. Prepare your mailbox before it is transferred

- [Check your Raven password has been synced](#) with your University Microsoft account.  
If you have been using Teams or other Microsoft 365 apps provided by the central University, you do not have to do this.
- [Correct any duplicate folder name conflicts](#) in your Hermes account (see page 4).
- Check all the data you want to transfer is synced to the email server (see page 4).
- Update any online accounts that use **@hermes.cam.ac.uk** as the recovery email address to use another one, such as **@cam.ac.uk**.
- Optional:** Your new mailbox will be created on 10 November. You can connect your email app to your Exchange Online mailbox before you stop using Hermes. You will not receive email in your new mailbox until your mailbox transfer has finished.

## 2. If you want to self-migrate your Hermes mailbox

- Follow the [self-migration instructions](#) and go to [Hermes Migration](#) to copy your Hermes data to your new mailbox. **Start your migration at least 2 days before your transfer date** to give yourself enough time.
- [Self-migrate your Hermes contacts](#) to your Exchange Online contacts.

After your mailbox has been transferred:

## 3. Wash-up actions

- If you have set your **@cam delivery address** in Lookup to forward your email to another address you must also [set up forwarding on your Exchange Online mailbox](#).
- [Connect your email app](#) to your Exchange Online mailbox.  
If you only ever use webmail, you do not need to do this.
- [Delete your old Hermes email configuration profile](#) from your email apps.  
If you only ever used Hermes webmail, you do not need to do this.

## 4. Get your mailbox 'back to normal' using the Outlook Web App

- [Set up rules](#) for mail processing.
- [Set up 'send as' permissions](#), if required.
- [Set up delegation rights](#), if required.
- [Connect to any shared mailboxes and calendars](#) you use, if required.
- For first-time Outlook users: [add, subscribe to or import other calendars](#)

# 1. What to do before your mailbox is transferred

There's a few things you'll need to do to get your mailbox ready

1

## Raven password sync

Check your Raven password has been synced with your University Microsoft account using [Raven Password Management](#). **Allow 30 minutes for this to take effect** before you try to log in to your University Microsoft account.

See: [Sync your Raven password](#)

2

## Duplicate folder name conflicts

Hermes folder names are case-sensitive, but Exchange Online folders are not. If there are 2 folders in your Hermes account with the same name, just with different capitalisation, for example, 'Stuff' and 'stuff', it will cause problems during the transfer. If you need to, rename folders so that each name is completely different, for example, 'Stuff' and 'things'.

3

## Outbox, Drafts, email archives and external email addresses

Check no data will be left behind – only the data on the Hermes email server gets transferred, not the data saved on your device within your email client. This includes the contents of your Outbox and Drafts folders and any local email archives you may have created.

If you want any of these items transferred too, create a folder in your Hermes mailbox and move them into it so that they are synced to the email server before you migrate.

If you do not have enough free space in your Hermes account to do this, please email [hermes.migration@uis.cam.ac.uk](mailto:hermes.migration@uis.cam.ac.uk)

You may also want to save any external email addresses stored in your current email client's address book.

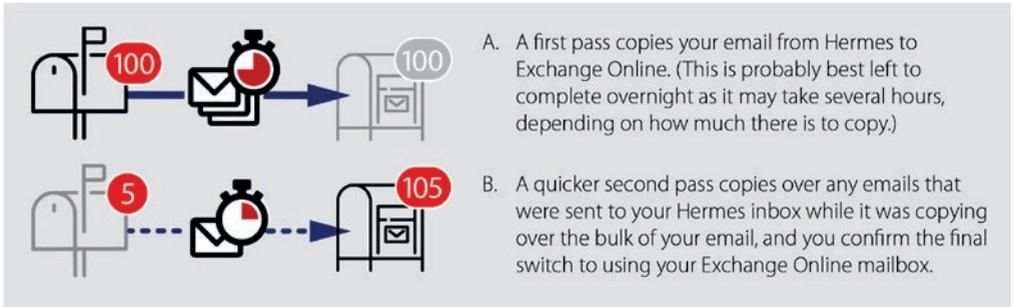
**If your institution or UIS is transferring your mailbox, go to page 6 to set up your Exchange Online mailbox.**

You can connect your email app to your Exchange Online mailbox before your Hermes mailbox is transferred. However, **it will not receive email** until your mailbox transfer is complete.

## 2. If you are self-migrating your Hermes mailbox

Go to [Hermes Migration](#) to copy your Hermes data into your Exchange Online mailbox ([see instructions](#))

### The 2-stage migration process



- A. A first pass copies your email from Hermes to Exchange Online. (This is probably best left to complete overnight as it may take several hours, depending on how much there is to copy.)
- B. A quicker second pass copies over any emails that were sent to your Hermes inbox while it was copying over the bulk of your email, and you confirm the final switch to using your Exchange Online mailbox.

1. Go to Hermes Migration at <http://migrate.hermes.cam.ac.uk>
2. Log in with your CRSid and Raven password.
3. Fill in the **Hermes username** and **Hermes password**:  
Hermes username = your CRSid  
Hermes password = your Raven password
4. Select **Queue migration** to start the first 'slow' stage. You can **log out** now. Leave this to run overnight as it may take several hours if you have a very large mailbox. You can still use your Hermes email while this is happening.
5. You will get an email to confirm the first stage has completed. Return to [Hermes Migration](#) and log in again.
6. Select **Queue migration** to start the second 'fast' phase. You will see an indication of how long it will take to complete. You can **log out** now.
7. You will get an email when the second phase has completed. At this point:
  - All new email is now being delivered to your Exchange Online mailbox
  - Your email is now being routed using your **CRSid@cam.ac.uk** email address. If you have set up a forwarding address in Lookup, it will continue to work.
  - You have **read-only** access to your old Hermes email mailbox **for 14 days**.
  - All email sent to **@hermes.cam.ac.uk** addresses will bounce after **31 December 2021**.
  - You can access your Exchange Online mailbox using the Outlook Web App at <https://outlook.office.com>. Expand the 'Hermes' folder shown in the left sidebar to see all your sub-folders.
  - You should [delete the Hermes mailbox configuration profile](#) from all your devices.
8. **Optional:** [Self-migrate your Hermes contacts to Exchange Online](#).

### 3. Set up your email client (before or after transfer)

If you only ever use webmail, you do not have to do this

If you use an email app to connect to your mailbox, you can carry on using it. You may wish to start using Outlook, which has all the features of Exchange Online and is fully integrated with the Microsoft 365 environment (including Teams).



#### Desktop clients

- [Outlook \(Windows and macOS\)](#)
- [Apple Mail](#)
- [Thunderbird](#)
- [Other email apps](#)
- [Set up an @cam subdomain mailbox](#)

#### Mobile clients

Install the Outlook app and log in with your CRSid@cam.ac.uk email address and Raven password:

- [Download the Outlook mobile app for iOS or Android](#)

## Webmail – Outlook Web App

Whether or not you choose to set up your email client, you always have the option to use the webmail interface in a browser. If you ever have problems with your email app, webmail usually works.

The Outlook Web App gives you access to all the settings for your Exchange Online mailbox, whereas **some email apps do not give you access to all the available features.**

Go to the [Outlook Web App](#) and log in with your CRSid@cam.ac.uk email address and Raven password:

<https://outlook.office.com>

## 4. Get your mailbox 'back to normal'

Unfortunately, there is no way to transfer your custom rules and sharing permissions from Hermes. Use the [Outlook Web App](#) to customise your mailbox settings and manually add connections to the shared mailboxes you use.

### Managing your inbox

- [Set up mail processing rules in Outlook](#)
- [Use the Focused Inbox \(LinkedIn Learning\)](#)
- [Quarantined messages](#)
- [Dealing with junk/spam email](#)
- [Set automatic replies \(vacation messages\) \(LinkedIn Learning\)](#)
- [Create and use an email signature \(LinkedIn Learning\)](#)

### Sharing and delegating

- [Sharing mailboxes and calendars](#)
- [Sharing calendars using the Outlook Web App](#)
- [Delegating access to your personal mailbox](#)
- [Using 'Send As' in Outlook](#)
- [Connect to a shared mailbox with IMAP in Thunderbird](#)

### Integrating other calendars

- [Add a calendar in the Outlook Web App](#)
- [Import or subscribe to a calendar in the Outlook Web App](#)

## 5. If you set up a forwarding address in Lookup...

Email sent from other Exchange Online users in the University's Microsoft tenancy will be delivered straight to your Exchange Online mailbox, not your forwarding address. You must set up your email forwarding on your Exchange Online mailbox, too.

Instructions: [Set up email forwarding on your Exchange Online mailbox](#)

(Why this is needed: [Email routing and Exchange Online](#))

# Getting started with Outlook email apps (if you choose to use it)

We have collated some guides for common tasks and curated a more in-depth [LinkedIn Learning](#) pathway.

University members can access LinkedIn Learning by logging in with their CRSid@cam.ac.uk email address and Raven password.

## LinkedIn Learning courses

### Email Essentials and Tips (full course)

- [Outlook Web app](#)
- [Outlook for Windows](#)
- [Outlook for Mac](#)

### Calendar, Contacts and Tasks (full course)

- [Outlook Web app](#)
- [Outlook for Windows](#)
- [Outlook for Mac](#)

## UIS training courses

UIS provides a termly schedule of taught and self-paced training, with courses aimed at both the general user and the University's IT staff who need to support their users.

Check the [UTBS](#) for details of forthcoming Outlook/Office 365 training courses:

- [Outlook training](#)
- [Office 365 training](#)

---

This guide is published by University Information Services (UIS). If you have any suggestions for improving it, please email our Communications Group at [comms@uis.cam.ac.uk](mailto:comms@uis.cam.ac.uk).

---

