Guide to transferring your personal Hermes mailbox to Exchange Online

Version 7 | 27 October 2021

https://help.uis.cam.ac.uk/migrate-hermes
Why is this happening?

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

All Hermes mailboxes must be moved to Exchange Online by Friday 10 December. (See: Hermes closure roadmap)

The Hermes email service will end on 31 December 2021. After this date, all email sent to @hermes.cam.ac.uk email addresses will bounce.

Three ways of transferring Hermes mailboxes to Exchange Online

During the countdown to the end of the Hermes email service, you have the option to self-migrate your account or it will be automatically transferred for you by UIS or your institution:

1. If your institution is planning to manage your mailbox transfer you will receive instructions from them directly.
2. If UIS is planning to manage your mailbox transfer for you, you will have received an email on Wednesday 27 October to notify you of your scheduled transfer date.
3. In either case, you can still choose to self-migrate your mailbox when it’s convenient for you as long as the transfer is finished by 09:00 on the day BEFORE the automatic transfer date UIS or your institution has given you.

How does it work?

The migration 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 two stages to ensure no email is missed. 14 days after your Hermes mailbox has transferred to Exchange Online, your old Hermes mailbox will be switched off and you will lose access to it.

- For 14 days after transfer you can still view, but not use, your Hermes mailbox.
- After 31 March 2022, email sent to @hermes.cam.ac.uk addresses will bounce. The sender will get a bounce message advising them to re-send to the forwarding address you have set in Lookup.

After migration, you will need to set up your email client to connect to your Exchange Online mailbox and add your shared mailboxes and calendars, and create new rules.
Checklist for personal mailbox transfers

Before your mailbox transfer:

1. Prepare your mailbox before transfer

☐ Check your Raven password has been synced with your Microsoft account.
   Note: 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 folder name conflicts in your Hermes account (see p. 4).

☐ Check all the data you want to migrate has been synced to the email server (see p. 4).

☐ Update any online accounts that use your @hermes.cam.ac.uk email address as the primary/recovery contact address to use a working email address (e.g. @cam.ac.uk).

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

☐ Follow the self-migration instructions and use the Hermes Migration Tool to copy your Hermes data to your new mailbox.

☐ Self-migrate your Hermes contacts to your Exchange Online Contacts.

After your mailbox transfer:

3. Set up an email client to access your new mailbox or use webmail

☐ Connect your preferred mail client to your Exchange Online mailbox (and/or use the Outlook Web App (OWA) webmail interface at https://outlook.office.com).
   Note: you can set up your Exchange Online mailbox in your email app before your Hermes mailbox has been transferred, although you will not be able to use it to send/receive email yet.

☐ Delete your old Hermes email configuration profile from all your devices.

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. Pre-flight Checks

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 the Microsoft authentication server using the Raven Password Management App. 
   See: [Sync your Raven password](#)

2. **Folder name conflicts**
   Hermes folder names are case-sensitive, but Exchange Online folders are not. 
   If there are two folders in your Hermes account with the same name, just with different capitalisation, e.g. ‘Stuff’ and ‘stuff’, it will cause problems during migration. 
   If you need to, rename folders so that each name is completely different, e.g. ‘Stuff’ and ‘things’.

3. **ONLY if you will be changing to a different email client after migration, too:**
   **Outbox, Drafts, email archives and external email addresses**
   Check no data will be left behind – only the data on the Hermes email server gets migrated, not the data saved on your device within your email client, which 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 migrated 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.

   **Note:** If you do not have enough free space in your Hermes account to do this, please contact the UIS Service Desk [servicedesk@uis.cam.ac.uk](mailto:servicedesk@uis.cam.ac.uk)

   You may also like to make a note of any external email addresses stored in your current email client’s address book.

---

If your institution or UIS is managing your mailbox transfer for you, skip to step 3 to set up your Exchange Online mailbox.

You can get ready by connecting your email app to your Exchange Online mailbox before your Hermes mailbox is transfered, but you won’t be able to use it to send and receive email yet.
2. If you are self-migrating your Hermes mailbox...

Use the Hermes Migration Tool to copy your Hermes data into your Exchange Online mailbox (see detailed instructions)

The two-phase migration process

1. Go to the Hermes Migration Tool at http://migrate.hermes.cam.ac.uk
2. Log in using your CRSid@cam.ac.uk email address and Raven password.
3. Fill in the Hermes Username and Hermes Password:
   - Hermes username = your CRSid
   - Hermes Password = your Raven password
4. Click the Queue migration button to start the ‘slow’ phase.
   We suggest leaving 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 ('slow') phase has completed successfully. Return to the Hermes Migration Tool and log in again.
6. Click the Queue migration button to start the ‘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 ‘fast’ phase has completed. At this point:
   - All new email is now being delivered to your Exchange Online mailbox
   - You have read-only access to your old Hermes email mailbox for 14 days.
   - After 31 March 2022, all email sent to @hermes.cam.ac.uk addresses will bounce.
   - You can access your Exchange Online mailbox using the Outlook Web App (OWA) webmail interface in a web browser at https://outlook.office.com.
     Expand the ‘Hermes’ folder shown in the left sidebar to see all your sub-folders.
   - Delete your 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)

You can carry on using your existing email client or you may wish to start to using Outlook, which provides all the features available in Exchange Online and is fully integrated with the Microsoft 365 environment (including Teams).

Desktop clients
- Outlook (Windows and macOS)
- Apple Mail
- Thunderbird
- Other clients
- Set up an @cam subdomain mailbox

Mobile clients
Install the Outlook app and log in with your University Microsoft credentials:
- Download Outlook for iOS
- Download Outlook for Android

Webmail – Outlook Web App (OWA)

Whether or not you choose to set up your email client, you always have the option to use the webmail interface in a browser.

It gives you access to all the features of your Exchange Online mailbox (whereas some email clients do not give you access to all the settings and features). If you ever experience issues with your email client, it is likely that you will still be able to access your mailbox using the OWA. Go to the Outlook portal and log in with your University Microsoft account credentials (i.e. 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 migrate 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
• Quarantined messages
• Dealing with junk/spam email
• Set automatic replies (vacation messages)
• Create and use an email signature

Sharing and delegating

• Sharing mailboxes and calendars
• Connect to a shared mailbox with IMAP
• Delegating access to your personal mailbox
• Using ‘Send As’ in Outlook
• Share your calendar with people using Calendar or Outlook 2016 on macOS

Integrating other calendars

• Add a calendar in the Outlook Web App (OWA)
• Import or subscribe to a calendar in the Outlook Web App (OWA)
• See your Google Calendar in Outlook
• Import a Google Calendar to Outlook
Getting started with Outlook email clients (for those who choose to use it)

We have collated some quick start guides for common tasks and curated a more in-depth LinkedIn Learning pathway to which all University members have access.

https://help.uis.cam.ac.uk/outlook-training

Linkedln 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

University Information Services (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.