How to self-migrate your personal Hermes mailbox to Exchange Online

Version 4 | 16 April 2021

https://help.uis.cam.ac.uk/migrate-hermes
Why am I having to do this?

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.

**The Hermes email service will close on 31 December 2021. All Hermes mailboxes must be moved to Exchange Online before then. After this date, any remaining Hermes mailboxes will stop receiving email and you will not be able to log in to your Hermes mailbox to access its contents.**

**Institutional migration plans**

Institutions have autonomy over their Hermes replacement strategy. Some institutions will migrate your personal mailbox for you as part of an institution-wide mass migration. Other institutions will ask you to migrate your own mailbox. **Shared mailboxes can only be migrated by your institution’s IT staff.** Check with your local IT staff about their plans.

Whichever route your institution chooses, you are free to self-migrate your own Hermes mailbox now so that you can start taking advantage of the the benefits immediately.

**Will there be any service outage/downtime?**

No, not in terms of your email service. Your mailbox will continue to receive email at all times. The only downtime will be that you spend initiating the automated migration process and setting up your email client to use your Exchange Online mailbox afterwards.

**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. Once your mailbox data is in Exchange Online, your old Hermes mailbox will be switched off and new email will be delivered to your new mailbox.

**You can view, but can’t use your Hermes mailbox after you migrate, and email sent to your @hermes.cam.ac.uk address will bounce.** The sender will see a bounce message advising them to re-send the message to your @cam.ac.uk email address (or the forwarding address you have set in Lookup), however automated email systems will not be able to enact this.

After migration, you will need to set up your email client to connect to your Exchange Online mailbox and configure it to your liking, such as setting up rules for mail processing,
Self-migration checklist for personal mailboxes

This list is exhaustive – you may not need to do all of these steps:

1. **Pre-flight checks**

   - [ ] Check your eligibility for a University of Cambridge Microsoft account.
   - [ ] Check with your local IT staff about their plans for migrating your institution away from Hermes – they may be planning to do it for you.
   - [ ] 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.*
   - [ ] Conditional: Correct any folder name conflicts in your Hermes account (see p. 4).
   - [ ] Conditional: Check all the data you want to migrate has been synced to the email server (see p. 4).
   - [ ] Conditional: 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 or your private email address). You can view, but can’t use your Hermes mailbox after you have migrated and email sent to your @hermes.cam.ac.uk address will bounce.

2. **Migrate your data**

   - [ ] Use the Hermes Migration Tool to copy your Hermes data to your new mailbox.
   - [ ] Optional: Self-migrate your Hermes contacts to your Exchange Online address book.

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).
   - [ ] Delete your Hermes email configuration profile from all your devices.

4. **Get your mailbox ‘back to normal’ using the Outlook Web App**

   - [ ] Optional: Set up rules for mail processing.
   - [ ] Conditional: Set up ‘send as’ permissions, if required.
   - [ ] Conditional: Set up delegation rights, if required.
   - [ ] Conditional: Connect to any shared mailboxes and calendars you use, if required.
   - [ ] Optional for new 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. **Check your eligibility for a University Microsoft account**
   See: [Who can get a University of Cambridge Microsoft account?](#)

2. **Raven password sync**
   Check your Raven password has been synced with the Microsoft authentication server using the [Raven Password Management App](#).
   See: [How to check whether your Raven/UIS Password has been synced](#)

3. **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’.

4. **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.
2. Mailbox Data Migration

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](http://migrate.hermes.cam.ac.uk)

2. Log in:
   - **Username** = your CRSid@cam.ac.uk email address
   - **Password** = your Raven password

3. Fill in the **Hermes Username** and **Hermes Password**:
   - Hermes username = your CRSid@cam.ac.uk email address
   - 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](http://migrate.hermes.cam.ac.uk) 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 your email is now being delivered to your Exchange Online mailbox
   - Your old Hermes email account has been locked – you can’t make any changes in it.
   - You can access your Exchange Online mailbox using the Outlook Web App (OWA) webmail interface in a web browser at [https://outlook.office.com](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: [Migrate your Hermes Address Book to Exchange Online](http://migrate.hermes.cam.ac.uk).
3. Set up your email client

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](https://office.com/setup) (Windows and macOS)
- [Apple Mail](https://www.apple.com/ios/mail/)
- [Thunderbird](https://www.thunderbird.net)
- [Other clients](https://support.office.com/en-gb/article/other-email-clients-1f5a9a05-435e-49f6-9492-130a25a296f8)
- [Set up an @cam subdomain mailbox](https://login.cam.ac.uk)

### Mobile clients

Install the [Outlook app](https://office.com/setup) and log in with your University Microsoft credentials:

- [Download Outlook for iOS](https://office.com/setup)
- [Download Outlook for Android](https://office.com/setup)

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**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

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

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.