

EMAIL MIGRATION GUIDELINE

Prepared by End User Support Team (DICTS)

Introduction.

This is a simple guide on how you can migrate your current Makerere email address e.g (aopio@dicts.mak.ac.ug) to say arthur.opio@mak.ac.ug. Before you proceed to STEP 1, you will access the Migration Link by typing this URL (<https://migrate.mak.ac.ug>) into the web browser of your choice(**Google Chrome, Mozilla Firefox, Microsoft Edge**, etc.) the first thing to do is to read through the Terms and conditions and click **“I Have read and understood the FAQs on the left”**.

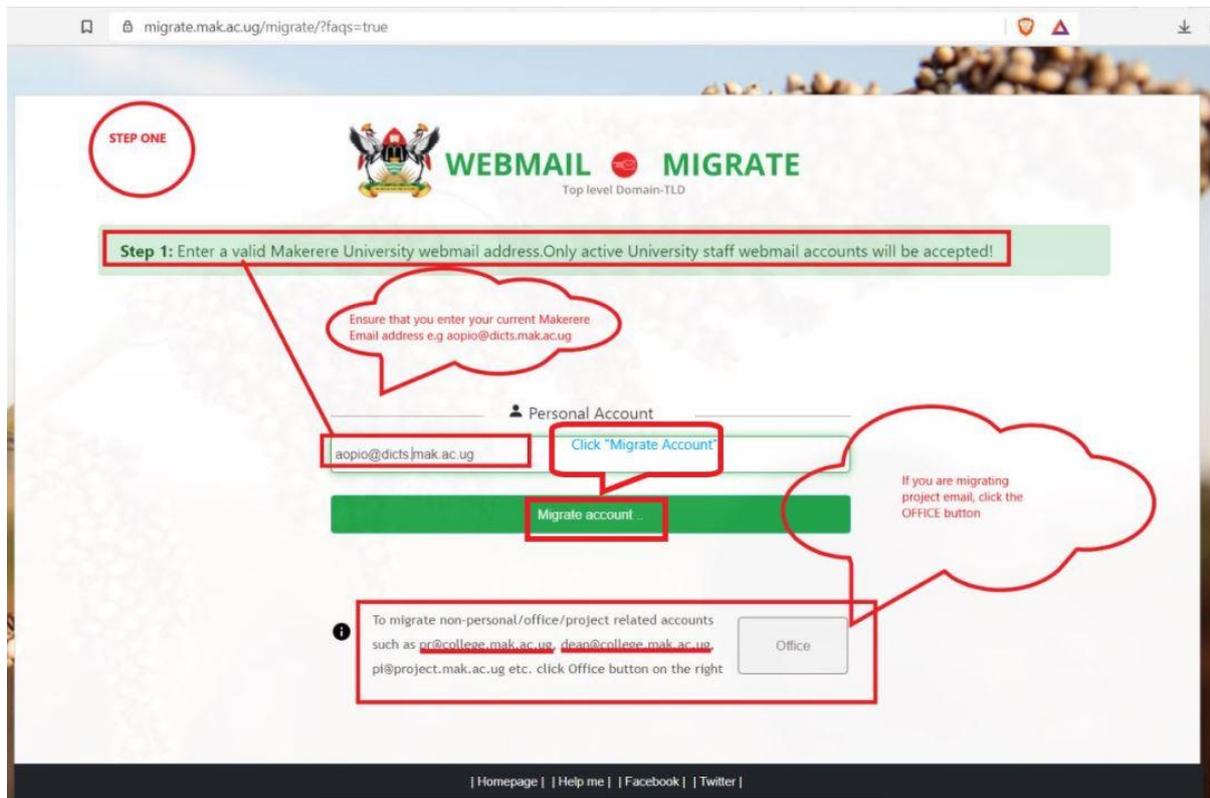
The screenshot shows the 'migrate.mak.ac.ug' website. The browser address bar is highlighted with a red box. The page title is 'WEBMAIL MIGRATE' with the Makerere University logo and 'Top level Domain-TLD'. A green navigation bar contains 'Getting Started' and 'Frequently Asked Questions (FAQs)'. The main content area has three FAQ sections: '01 Why should i Migrate?', '02 What will happen to my Old webmail Account?', and '03 What if i do not want to migrate my email!'. On the right, there is a checkbox labeled 'I have read and understood the FAQs on the left.' and a dark button labeled 'Migrate my webmail account'. Red annotations include a box around the URL, a speech bubble pointing to the FAQ section with the text 'When you type migrate.mak.ac.ug, this is the page that will open up.. read the FAQs and click I have read and understood the FAQs', and another speech bubble pointing to the migration button with the text 'Click "Migrate my webmail account"'. The footer contains links for 'Homepage', 'Help me', 'Facebook', and 'Twitter'.

STEP 1

If you are migrating a personal account(aopio@dicts.mak.ac.ug) it must be valid, if you try entering pro@admin.mak.ac.ug you will get a warning, this process is for personal accounts.

After entering your personal email, Click the Migrate account email

If you are entering a non-personal/office or project account, ensure that you click “Office” as show in the diagram.



STEP 2

In step 2. Ensure that you fill in the fields under the section “**Step 2.1 Names & Alternative Email**”

Firstname, Surname and Othernames thereafter, input your alternative email address e.g (arthuropio@gmail.com) .

After that Click “**Generate @mak.ac.ug webmail address**”

When that is done, a new email address will show e.g arthur.opio@mak.ac.ug.

When the Step 2.1 is done, move on to “**Step 2.2 Verification & Authorization**”

Ensure that your “**Enter your current password**” for the previous email (aopio@dicts.mak.ac.ug) then Click “**Start Migration**”

STEP 2

WEBMAIL MIGRATE
Top level Domain-TLD

Step 2: Fill in Step 2.1, generate webmail then proceed to 2.2. Names should match those in University records.

Step 2.1 Names & Alternative Email

Firstname: Arthur
Surname: Opio
Othernames: Moses

Alternative Email address Will be used in future for password recovery)
arthuropio@gmail.com

Generate @mak.ac.ug webmail address

An alternative email as seen is mandatory, this will help with password recovery. Thereafter, click Generate @mak.ac.ug email

aopio@dicts.mak.ac.ug → arthur.opio@mak.ac.ug

This is your new top level mak domain email address

Step 2.2 Verification & Authorization

As verification & authorization, please provide your current webmail password and click "Start Migration" button below.
After generating a new email, click the button "Start Migration"

Enter current password for aopio@dictsac.ug

Start Migration

Enter your current password here

Ensure you fill in firstname, surname and othernames

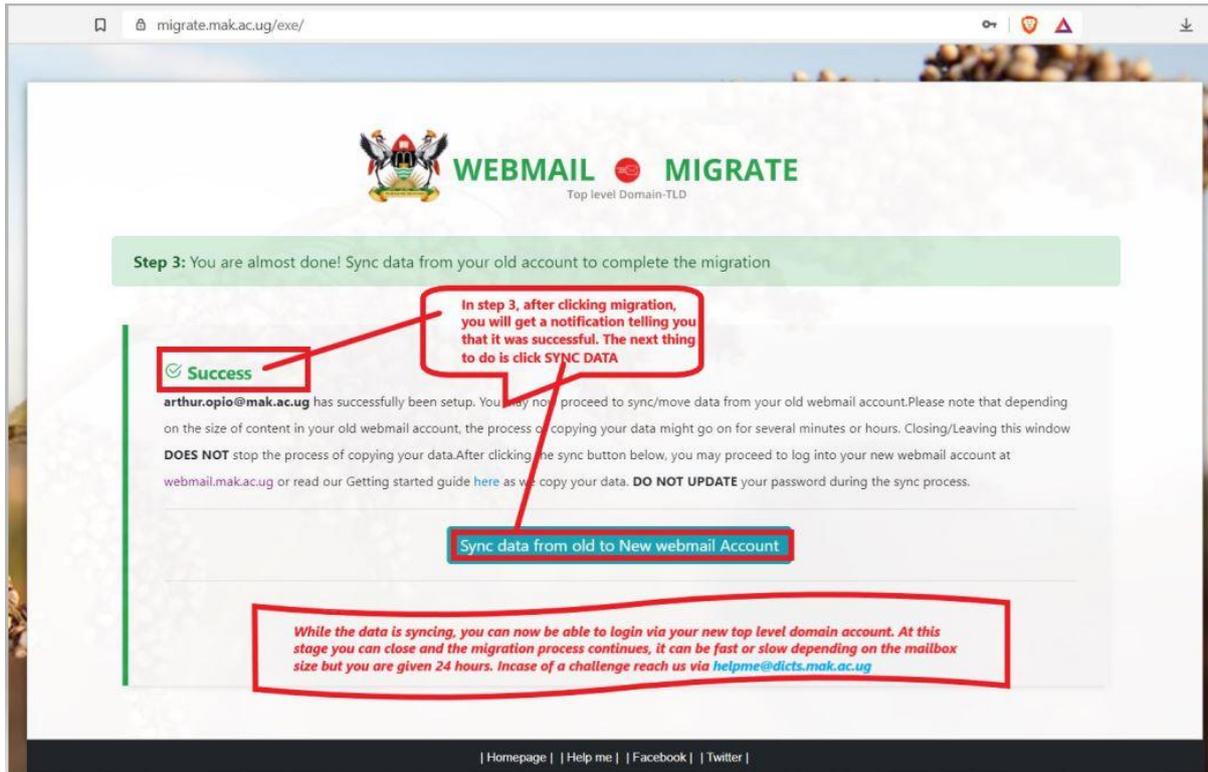
STEP 3

After you clicked the “**Start Migration**” button.

You will get a notification of “**Success**”.

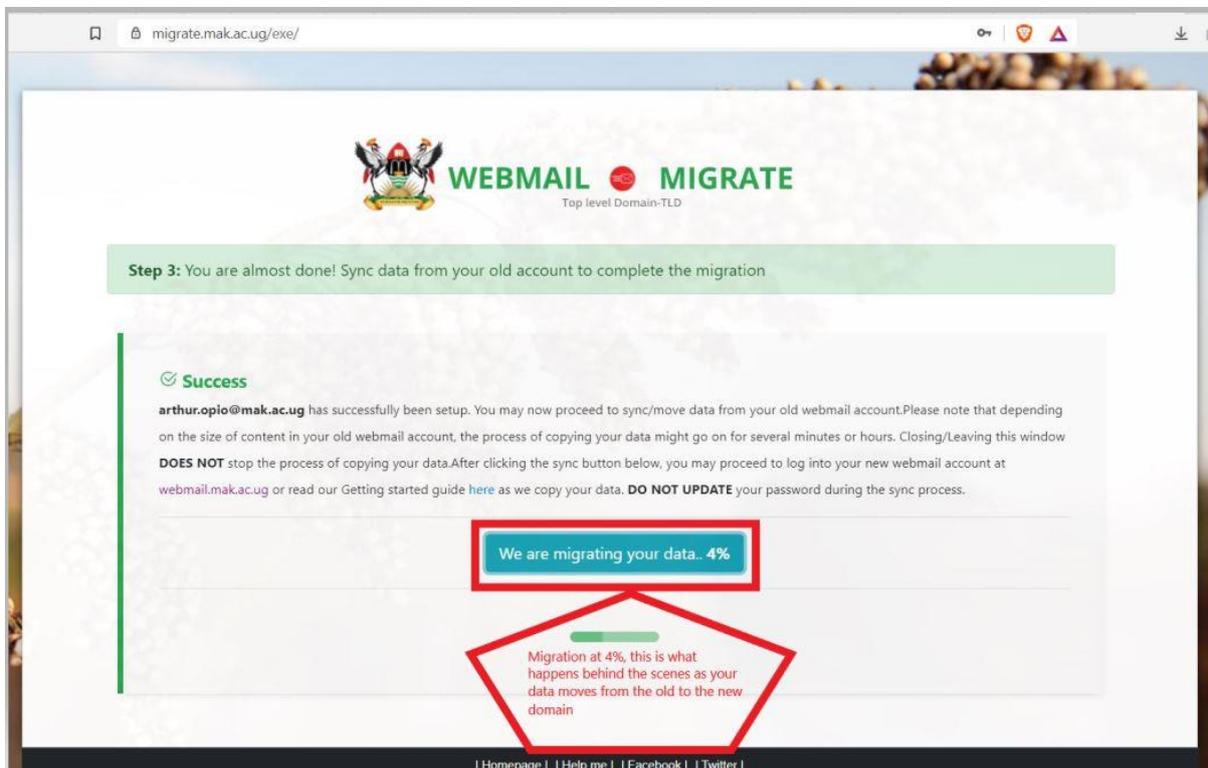
The thing left at this point then is to click the button “**Sync data from old to New webmail Account**”.

NB. As clearly stated, once you have click sync, whether you close or log it, the migration process continues, this will happen for the next 24 hours depending on the size of your mail box. If you encounter any challenge, write to the technical team via helpme@mak.ac.ug



STEP 4

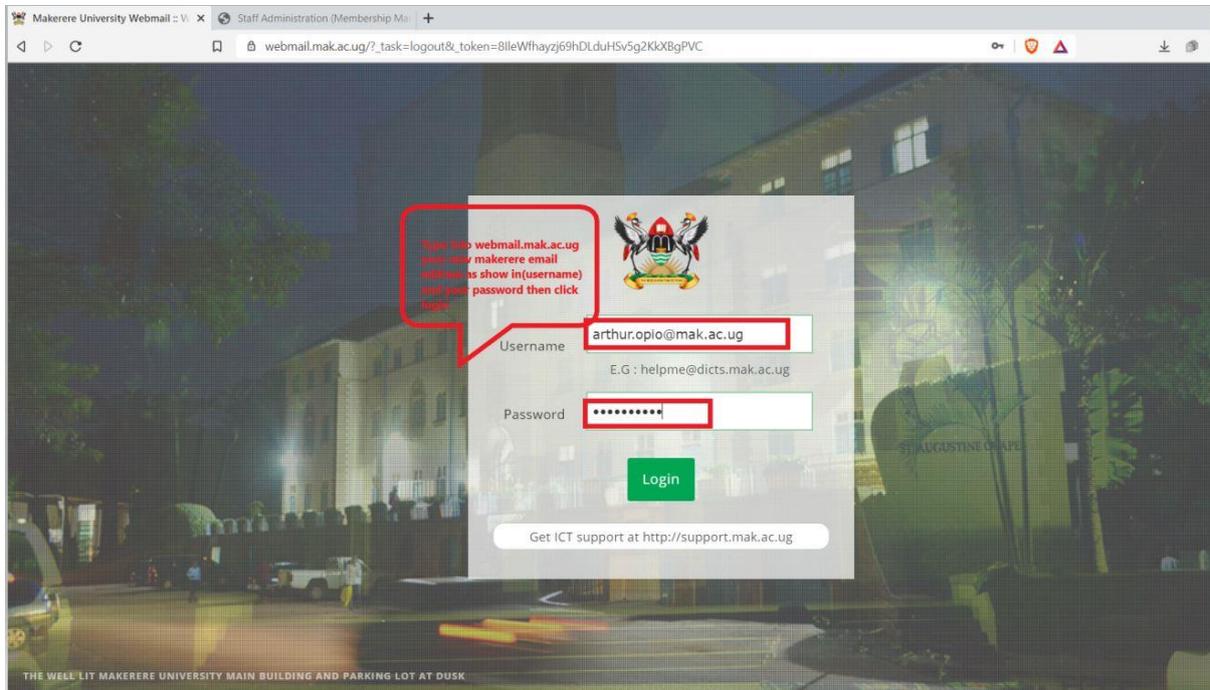
You can be able to see what percentage (%) your migration is at. While this is happening, you can still log into your new account.



STEP 5

Go to <https://webmail.mak.ac.ug>

Login using your new email e.g arthur.opio@mak.ac.ug and input your same password



STEP 6

When you Log in, you will be able to see your emails just as they were in the previous email address.

From the picture, the account currently shows that I am logged in as arthur.opio@mak.ac.ug

