# 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".



### STEP 1

If you are migrating a personal account(<u>aopio@dicts.mak.ac.ug</u>) it must be valid, if you try entering <u>pro@admin.mak.ac.ug</u> 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.

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STEP ONE				
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Ens	re that you enter your current Makerere il address e.g. aopio@dicts.mak.ac.ug			
aopio	Personal Account  Glick "Migrate Account"	$\sim$	~	
	Migrate account _	If you are migrating project email, click the OFFICE button	$\rightarrow$	)
•	To migrate non-personal/office/project related accounts			
L	pl@project.mak.ac.ug etc. click Office button on the right			
	Homepage  Help.me  Facebook  Twitter			

#### 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"

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STEP 2		WEBMAIL 😔 I Top level Domain-T	MIGRATE	
Step 2: Fill in	n Step <b>2.1</b> , generate webmail th	en proceed to 2.2. Names should	match those in University records	
Firstname:	Ensure you fill in firstname, surname and othernames	Step 2.1 Names & Alternative Surname:	Email Othernames:	- -
Alternative Email	address Will be used in future for pass	word recovery)	Canarata @mak ac us wabmaii addraca	
a noroprogginian		is mandatory, this will help with password recovery. Thereafter, click Generate @mak.ac.us email	Constate grant as sy recentariaters	
	aopio@dicta aopio@diats.ac.ug	ts.mak.ac.ug →	arthur.opio@mak.ac.ug This is y domain	rour new top level mak email address
As verification & au	d here thorization, please provide your curre	Step 2.2 Verification & Author nt webmail password and click Start Neo Arter generating email. Click the bu	zation	
Enter current pass	word for aopio@clictsac.ug	"Start Migration"	Start Migration	

### 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 <u>helpme@mak.ac.ug</u>

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	Step 3: You are almost do	ne! Sync data from your old account to complete the r	nigration		
		In step 3, after clicking migration, you will get a notification telling you that it was successful. The next thing to do is click SYNC DATA			
	arthur.opio@mak.ac.ug	nas successfully been setup. You may not proceed to sync/move da	ata from your old webmail account.Please note tha	it depending	
	on the size of content in y DOES NOT stop the proce	our old webmail account, the process of copying your data might g ss of copying your data.After clicking the sync button below, you m	o on for several minutes or hours. Closing/Leaving av proceed to log into your new webmail account	, this window at	-
100	webmail.mak.ac.ug or read	our Getting started guide here as we copy your data. <b>DO NOT UP</b>	DATE your password during the sync process.		
	122	Sync data from old to New webma	il Account		
	Wh sta size	le the data is syncing, you can now be able to login via your r le you can close and the migration process continues, it can b but you are given 24 hours. Incase of a challenge reach us via	new top level domain account. At this ■ fast or slow depending on the mailbox ■ helpme@dicts.mak.ac.ug	]	
		Homepage    Help me    Facebook	Twitter		

## **STEP 4**

You can be able to see what percentage (%) your migration is at. While this is happeing, 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

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