# 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**".
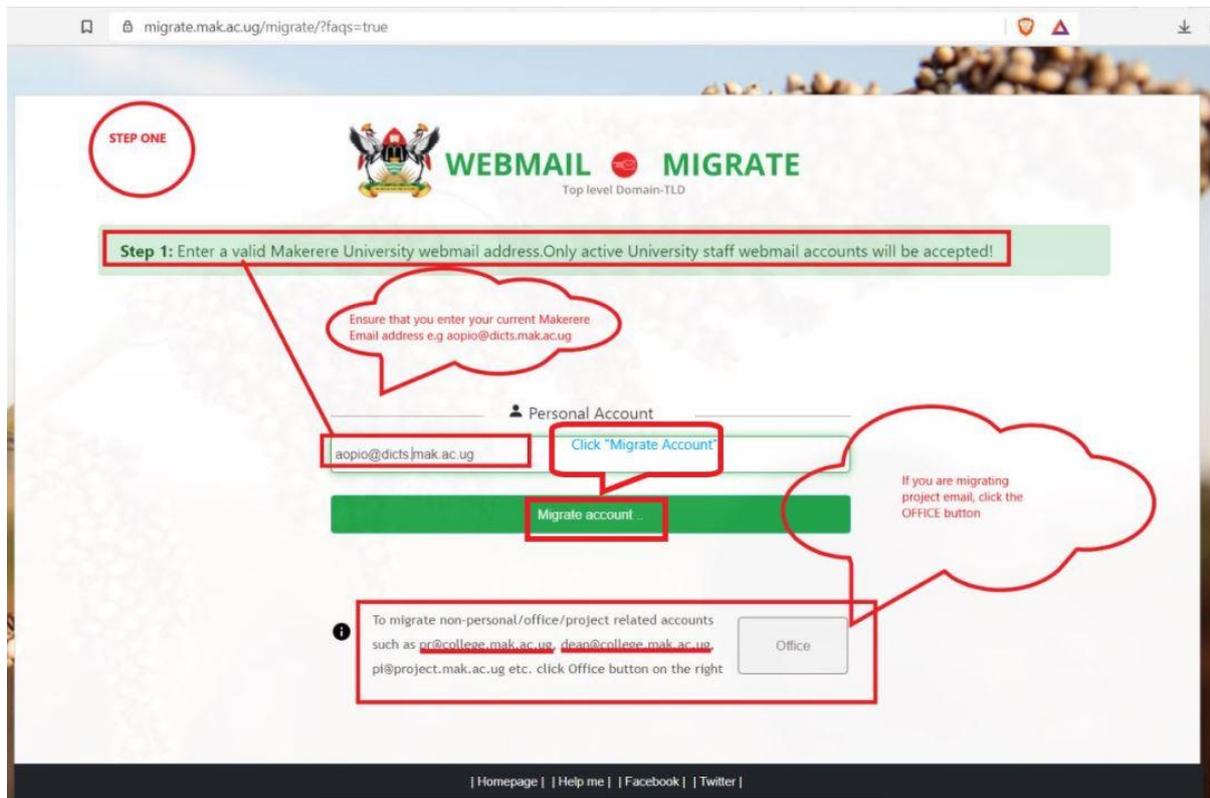
**STEP 1**

If you are migrating a personal account(**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 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**
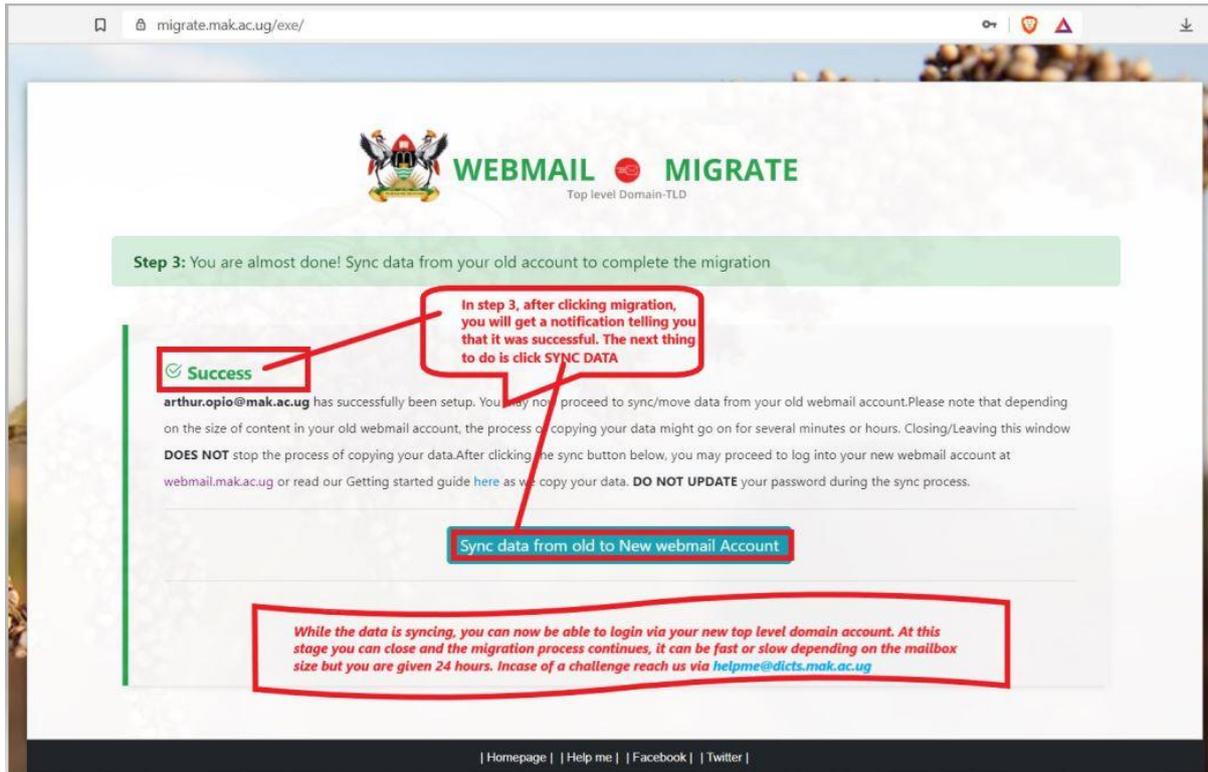
**STEP 4**
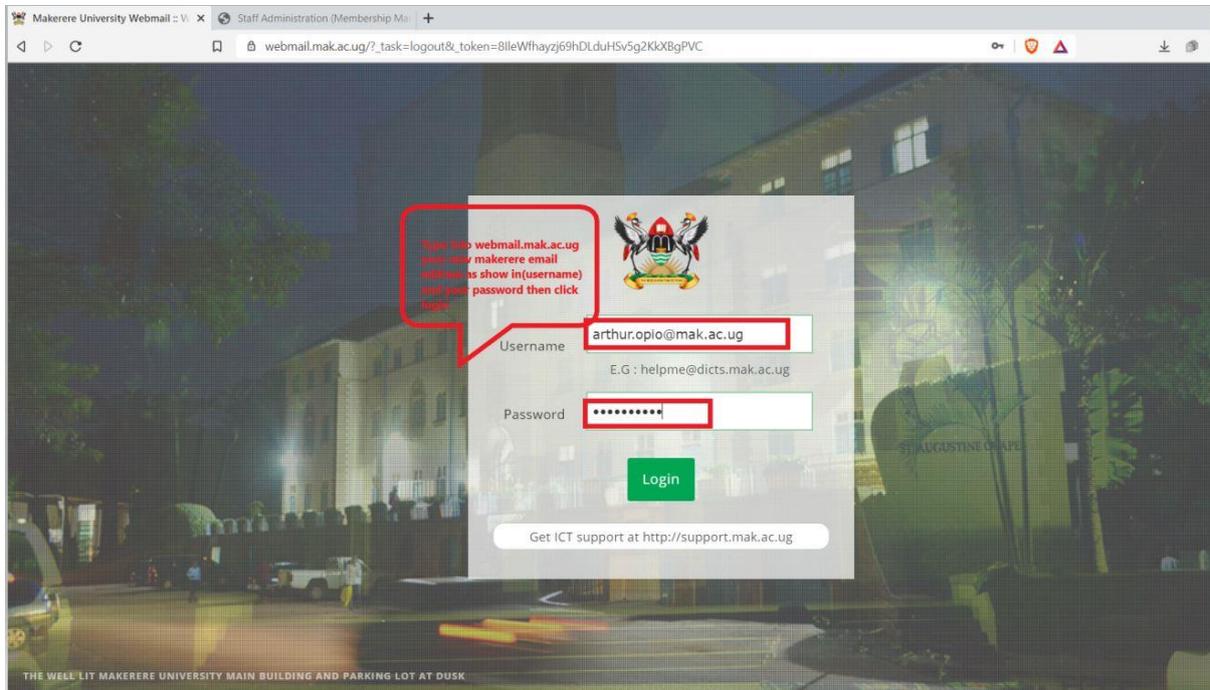
You can be able to see what percentage (%) your migration is at. While this is happeing, you can still log into your new account.

## STEP 5

Go to https://webmail.mak.ac.ug
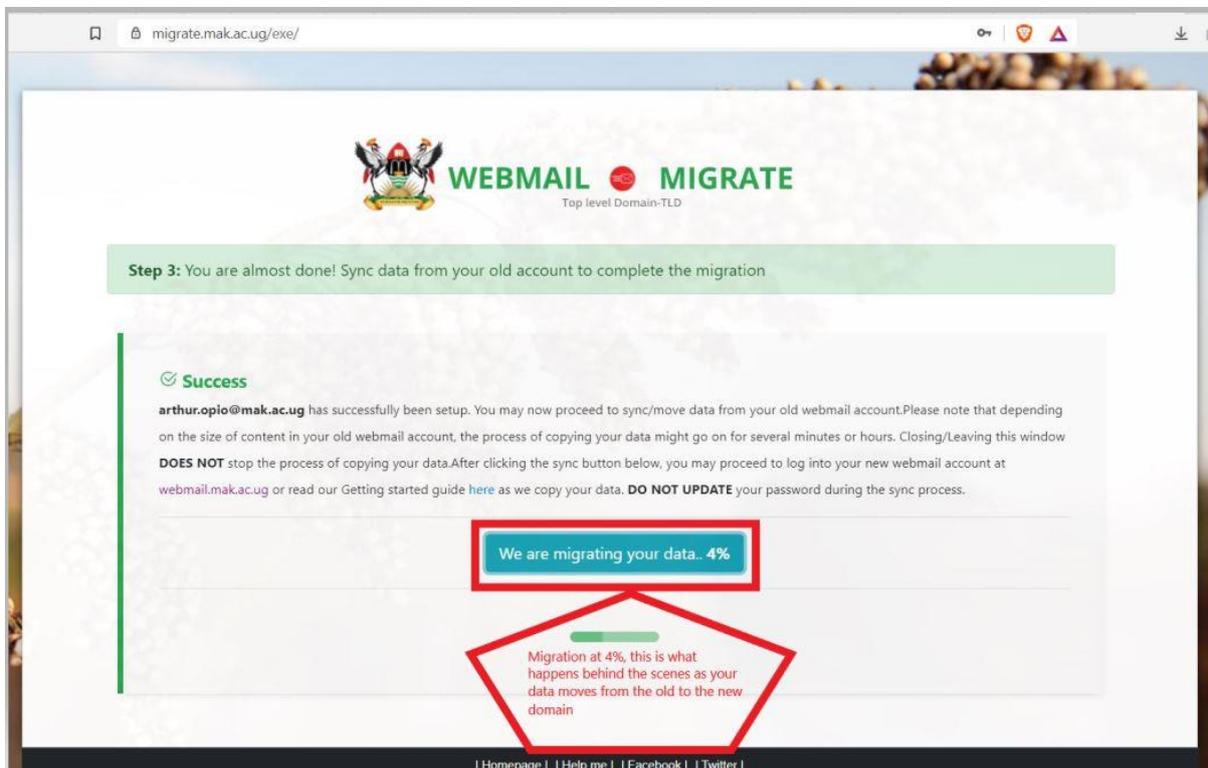
Login using your new email e.g arthur.opio@mak.ac.ug and input your same password



## 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