

Hermes Email Migration

Between Thursday 3rd December 2020 and Monday 7th December 2020:

1. Check if your password has been synced: <https://help.uis.cam.ac.uk/service/email/exol-migration/hermes-eol-migration/check-password-sync>
2. How to access your Online Web Access Exchange Online Outlook Mailbox: <https://help.uis.cam.ac.uk/service/email/exchange-online/exol-mailbox-access> – access this any time – emails to this address will be forwarded to your Hermes account until 9pm on Monday.
 - Please note that you can add your givenname.familyname@cares.cam.ac.uk email address to your email client on Tuesday morning, 8 Dec 2020 – see Step 3.

On Monday 7th December 2020 before leaving work before 8pm:

3. Set your Hermes vacation message:
<https://help.uis.cam.ac.uk/service/email/hermes/webmail/redirect-and-vacation>
 - a. 'Kindly note that CARES has migrated to a new email system. Please resend any emails sent to [@hermes email address] to [givenname.familyname@cares.cam.ac.uk], and update this email address for all future correspondence. If you have sent the email to [givenname.familyname@cares.cam.ac.uk], then no further action is required.'
 - b. Remember to tick the 'Enable' box
4. Remove (de-link) your Hermes e-mail account from your Email client (Outlook, Gmail, phones, etc) to prevent accidentally sending emails from your Hermes account after migration.

For Gmail client users

To 'de-link' your Hermes 'send from' e-mail account in Gmail

Ø Settings > Accounts and Imports >

Ø Select Import Mail and Contacts

In 'Send Mail as' > Click on 'delete' next to the Hermes email address you are de-linking

If you check your mails from Hermes directly, there's no action for you as far as de-linking is concerned.

If you check your emails using Outlook and need my help on how to de-link, please contact me.

On Tuesday 8th December 2020, first thing in the morning:

5. Set up your new Exchange Online email account on your email client (e.g. Outlook, Gmail, Thunderbird) using the following details:
 - a. Email address: Your cares email address that you should have been using all along, i.e. givenname.familyname@cares.cam.ac.uk,
 - b. Username: CRSiD@cam.ac.uk,
 - c. Password: Raven password (the password you synced in step 1)
 - d. Generic details for the different protocols:

Protocol	Server name	Port	Encryption method
POP3	Outlook.office365.com	995	SSL/TLS
IMAP4	Outlook.office365.com	993	SSL/TLS
SMTP	Smtplib.office365.com	587	STARTTLS

- e. Detailed information on how to set up on some clients can be found on the links at the bottom of the webpage, noting the advantages of using **Outlook** as your email client <https://help.uis.cam.ac.uk/service/email/exchange-online/exol-mailbox-access>
- f. We have also created detailed instructions below on how to set up your Exchange Online email account on Gmail for those who prefer to use Gmail as client.

For Gmail client users – simplified instructions

To 'de-link' your Hermes 'send from' e-mail account in Gmail

- Settings > Accounts and Imports >
- Select Import Mail and Contacts
- In 'Send Mail as' > Click on 'delete' next to the Hermes email address you are de-linking

To receive Exchange Online Account emails

- Settings > Accounts and Imports >
- Select Import Mail and Contacts
- Account you want to import from: jane.doe@cares.cam.ac.uk (you should be able to do yours now using crsid@cam.ac.uk, but hopefully it is possible to actually do it as givenname.familyname@cares.cam.ac.uk when the migration is done – I have asked the question) > Continue
- Password: Raven Password
- POP Username: crsid@cam.ac.uk
- POP Server: outlook.office365.com
- Port Number: 995 (Click Edit, and change the port number AND Tick 'Use SSL')> Continue
- Select Import Options: The following should be selected: 'Import Mail', 'Leave a copy of retrieved message on the server', 'Add label to all imported messages' > Start Import

To Send e-mails using your Exchange Online account/email address – stay in Settings > Accounts and Imports >

- In 'Send Mail as' > Click on 'Add another email address'
- Enter e-mail address: givenname.familyname@cares.cam.ac.uk (for the moment before your alias has been changed to point to your Exchange Online address you can use CRSID@cam.ac.uk) – keep 'Treat as an alias' ticked > Click Next Step >
- SMTP Server: smtp.office365.com
- Port: 587
- Username: crsid@cam.ac.uk (always, even if using the givenname.familyname@cares alias above)
- Make sure the following radio button is selected: 'Secured connection using TLS (recommended)'
- Click 'Add account'
- Go through the verification process explained on the screen (by clicking the link or entering the code in the email sent to your Exchange Online account by logging into your Exchange Online account: go to outlook.office365.com/, type in crsid@cam.ac.uk, you will be

redirected to the Cambridge branded login screen, where you enter your Raven Password associated with your CRSID which you synced before)

- Under 'When replying to a message:', select: *'Reply from the same address the message was sent to'*
- Next to your @cares email address, click on 'make default'

To 'de-link' your Hermes 'send from' e-mail account in Gmail

- Settings > Accounts and Imports >
- Select Import Mail and Contacts
In 'Send Mail as' > Click on 'delete' next to the Hermes email address you are de-linking