

## Hermes email migration

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Dear all,

Please be advised that CARES is planning to migrate from the Hermes email server to Exchange Online as Hermes will be decommissioned by the end of next year. You're receiving this email as you are using a Hermes email address that will need to be migrated over.

We are planning for the migration to take place on the 7th December outside of Singapore working hours (i.e. after 8pm Singapore time). We will be assisted by University of Cambridge Information Services and expect minimal impact on email functions during the migration - you will not lose access to your email boxes and sending/receiving won't be affected.

We will send more information about the process closer to the time, but in the meantime, there are a few actions that you'll need to take to ensure a smooth migration:

1. Make a list of all third party sites and programmes where your Hermes role address (@hermes.cam.ac.uk) is used to log in for authentication and change to your [firstname.lastname@cares.cam.ac.uk](mailto:firstname.lastname@cares.cam.ac.uk) email.
2. Make a list of email addresses where another computer/system communicates with the email account directly (e.g., photocopier, finance/HR system, lab equipment).
3. Synchronise your Raven password with your Microsoft account: <https://help.uis.cam.ac.uk/service/email/exol-migration/hermes-eol-migration/check-password-sync>
4. Export your Hermes address book (instructions: <https://help.uis.cam.ac.uk/service/email/exol-migration/hermes-eol-migration/migrate-hermes-contacts>)

If you have any questions about this, please contact John ([jc2092@cam.ac.uk](mailto:jc2092@cam.ac.uk)).

Best wishes,  
Louise

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