

For Gmail client users (simple instructions – detailed instructions with screen shots from page 2 onwards)

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 and send Exchange Online Account emails

- Settings > Accounts and Imports >
- At 'Check mail from other accounts' > Select 'Add a mail account'
- Account you want to access: givenname.familyname@cares.cam.ac.uk > Next
- Username: CRSiD@cam.ac.uk
- Password: Raven Password
- POP Server: outlook.office365.com
- Port Number: 995
- Select the following:
 - 'Leave a copy of retrieved message on the server',
 - 'Always use a secure connection (SSL) when retrieving mail'
 - 'Label incoming messages:' [givenname.familyname@cares.cam.ac.uk] > Add account
- On the next screen, select 'Yes, I want to be able to send mail as givenname.familyname@cares.cam.ac.uk' > Next
- On the next screen ('Add another email address you own'), check your name and make sure 'Treat as an alias' is ticked > Next step
- SMTP Server: smtp.office365.com
- Port: 587
- Username: CRSiD@cam.ac.uk
- Password: Raven Password
- Make sure the following radio button is selected: 'Secured connection using TLS (recommended)'
- Click 'Add account'
- Follow the verification instructions on the next 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 Outlook Exchange Online email address, click on 'make default'

If you want to migrate your Hermes contacts: <https://help.uis.cam.ac.uk/service/email/exol-migration/hermes-eol-migration/migrate-hermes-contacts>

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The screenshot shows the Gmail Settings page, specifically the 'Accounts and Import' section. The 'Send mail as' section lists two email addresses. The first is the default Gmail account, and the second is a Hermes account. The 'delete' link for the Hermes account is circled in red.

Send mail as: (Use Gmail to send from your other email addresses)

Name Surname <gmailname@gmail.com>	default	edit info
Name Surname <caresxxx@hermes.cam.ac.uk>	make default	edit info delete

Mail is sent through: smtp.office365.com
Secured connection on port 587 using TLS

[Add another email address](#)

When replying to a message:

- Reply from the same address the message was sent to
- Always reply from default address (currently elanamcnaught@gmail.com)
(Note: You can change the address at the time of your reply. [Learn more](#))

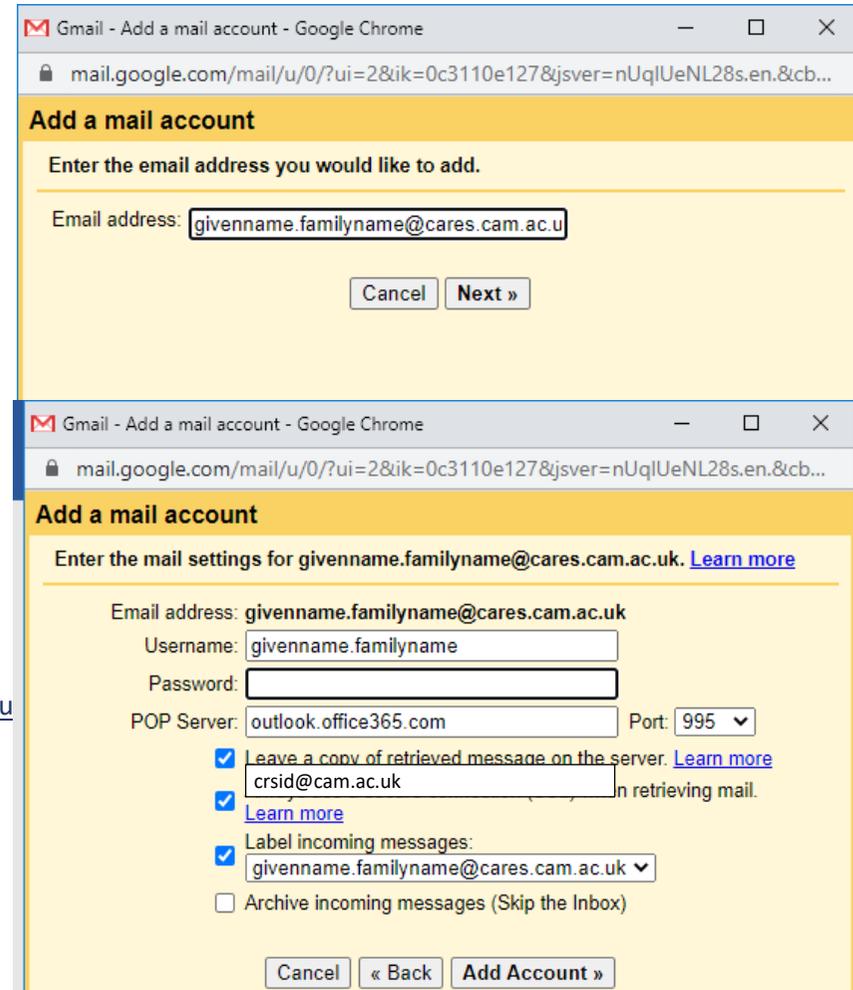
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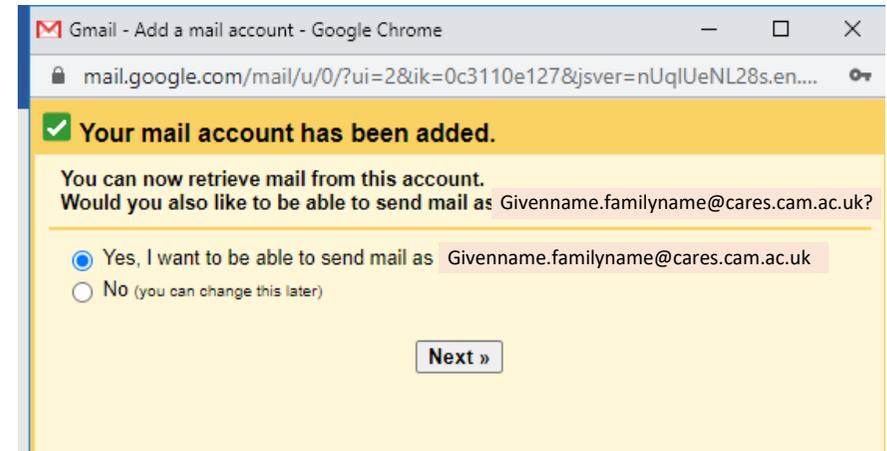
The screenshot shows the Gmail 'Settings' page, specifically the 'Accounts and Import' tab. The left sidebar contains navigation options like 'Compose', 'Inbox', 'Starred', 'Snoozed', 'Sent', 'Drafts', 'More', 'Meet', and 'Hangouts'. The main content area lists various settings categories: 'Change account settings', 'Using Gmail for work?', 'Import mail and contacts', 'Send mail as:', 'Check mail from other accounts', and 'Grant access to your account:'. The 'Check mail from other accounts' section is highlighted with a black box, and an orange arrow points to the 'Add a mail account' link. A text box next to the arrow contains the instruction: 'Click to add to check emails in your new @cares.cam.ac.uk Exchange Online Account'. To the right of this box, the text 'Start Here' is written in red.

- Account you want to access: givenname.familyname@cares.cam.ac.uk > Next

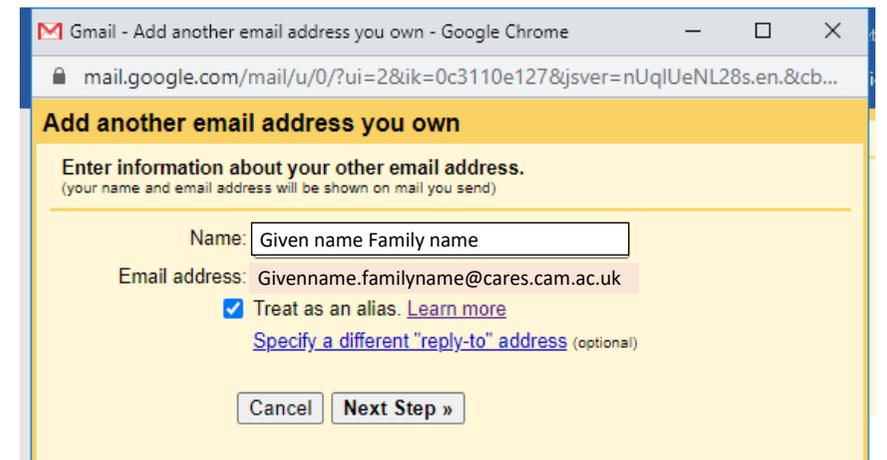
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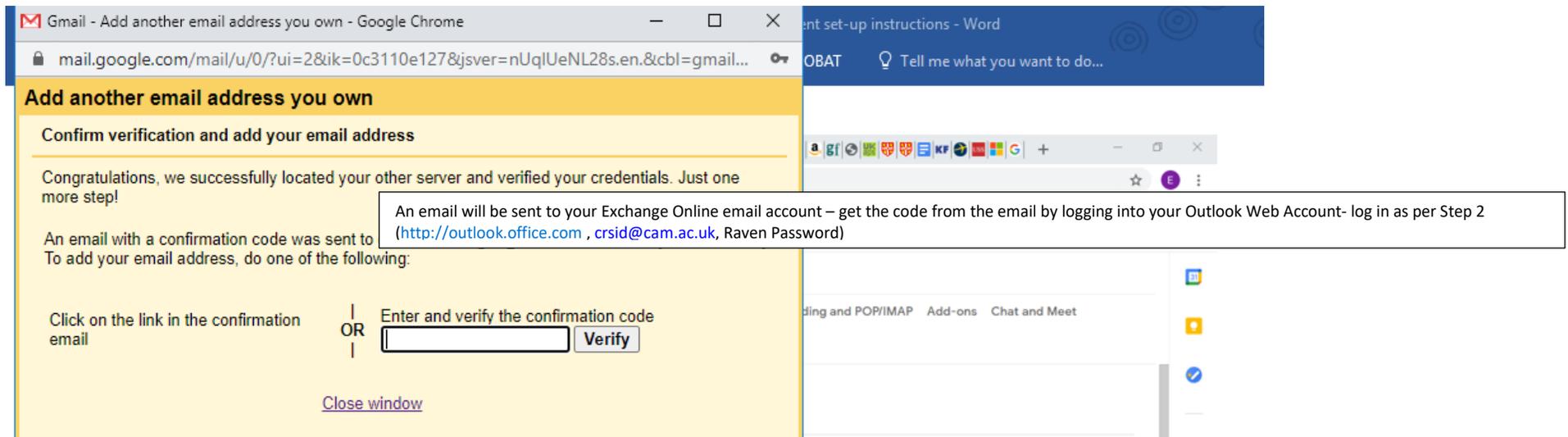
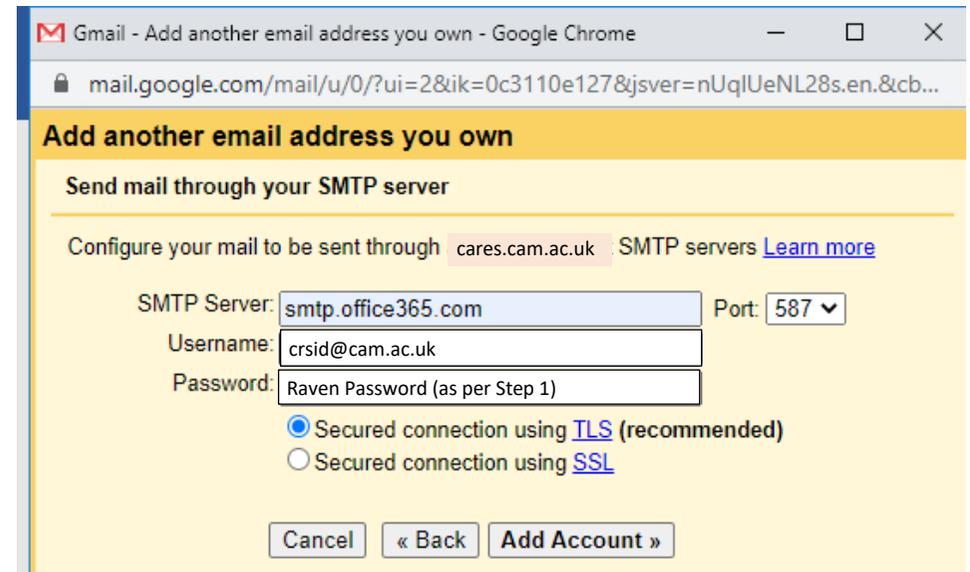


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- Under 'When replying to a message:', select: 'Reply from the same address the message was sent to'

➤ Next to your Outlook Exchange Online email address, click on 'make default'

The screenshot shows the Gmail Settings page for 'Accounts and Import'. The browser address bar displays 'mail.google.com/mail/u/0/#settings/accounts'. The left sidebar contains navigation options: Compose, Inbox (115), Starred, Snoozed, Sent, Drafts (3), More, Meet (New meeting, Join a meeting), and Hangouts (Elana +). The main content area is titled 'Settings' and includes tabs for General, Labels, Inbox, Accounts and Import (selected), Filters and Blocked Addresses, Forwarding and POP/IMAP, Add-ons, and Chat and Meet. Under 'Accounts and Import', there are sections for 'Change account settings', 'Using Gmail for work?', 'Import mail and contacts', and 'Send mail as:'. The 'Send mail as:' section lists two accounts: 'Name Surname <gmailname@gmail.com>' (marked as 'default') and 'Name Surname <givenname.familyname@cares.cam.ac.uk>' (with 'make default' circled in red). Below this, there are options for 'When replying to a message' and a 'Check mail from other accounts' section.