

Hermes email migration checklist

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 – see Step 3.

On Monday 7th December 2020 before leaving work:

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 to prevent accidentally sending emails from your Hermes account after migration

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 the Gmail client.