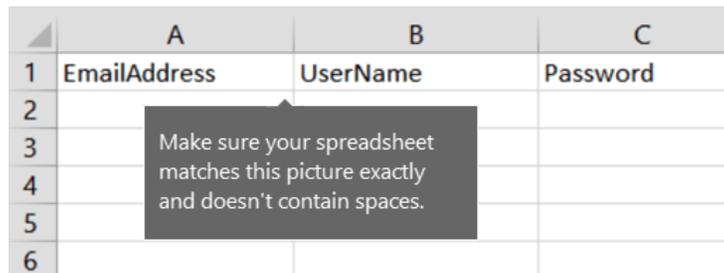

Guide Name:

Migration from Other Email Service to Office 365 Using IMAP

shinJiru

1. Start Excel.
2. Use the following screenshot as a template to create the migration file in Excel. Start with the headings in row 1. Make sure they match the picture exactly and don't contain spaces. The exact heading names are:
 - **EmailAddress** in cell A1.
 - **UserName** in cell B1.
 - **Password** in cell C1.



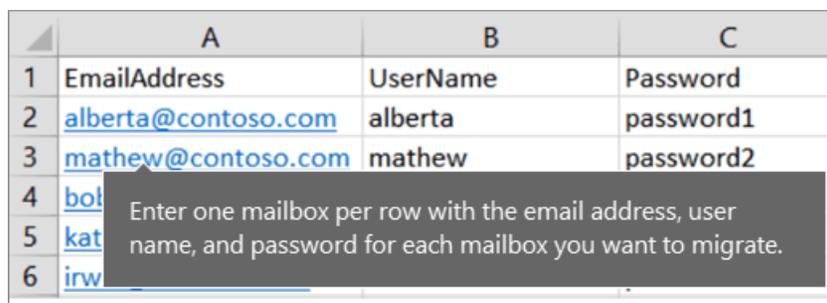
	A	B	C
1	EmailAddress	UserName	Password
2			
3			
4			
5			
6			

3. Next, enter the email address, username, and password for each mailbox you want to migrate. Enter one mailbox per row:
 - **Column A** is the email address of the Microsoft 365 or Office 365 mailbox. This is what is shown in the **username** column under **Users > Active users** in the Microsoft 365 admin center.
 - **Column B** is the sign-in name (for example, alberta, or often, alberta@contoso.com) for the user's mailbox on the source email system.

Note

A lot of email systems use the entire email address as the sign-in name. Note also, if you are using the same domain in Microsoft 365 or Office 365 and your source email system, the columns A and B can be identical.

- **Column C** is the password for the user's mailbox.

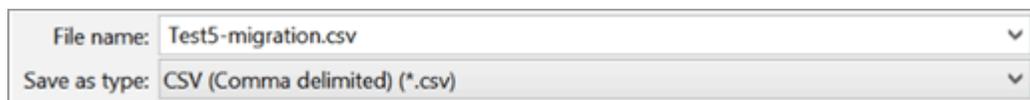


	A	B	C
1	EmailAddress	UserName	Password
2	alberta@contoso.com	alberta	password1
3	mathew@contoso.com	mathew	password2
4	bob	bob	bob
5	kat	kat	kat
6	irw	irw	irw

If you don't know the users' passwords, you'll need to reset them to passwords that you do know, and then enter those passwords in the migration file. This is inconvenient for users, but there's no way around this unless your source email system supports using superuser credentials.

If you want users to have access to the source email system, you can distribute new passwords to the source email system after the migration is finished. We'll deal with getting the new passwords distributed after the migration is finished.

4. Reset the passwords, and note the new passwords in your migration file. The exact steps will depend on your source email system. You can probably find the option to reset a password when you view the user's email account.
5. Save the file as a CSV file type, and close Excel.



Connect Microsoft 365 or Office 365 to your email system (classic EAC only)

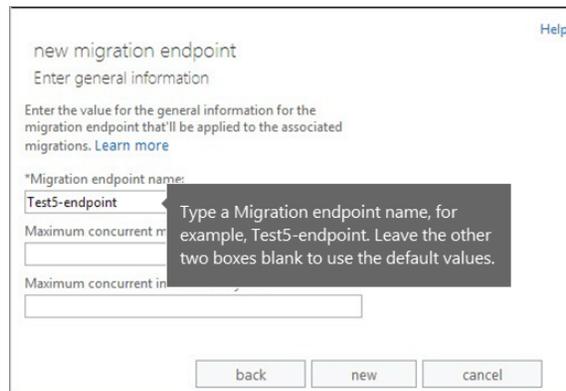
To migrate email successfully, Microsoft 365 or Office 365 needs to connect and communicate with the source email system. To do this, Microsoft 365 or Office 365 uses a migration endpoint. This is a technical term that describes the settings that are used to create the connection. You create the migration endpoint in this task.

1. Open the Exchange admin center.
2. Go to **Recipients > Migration > More ... > Migration endpoints**.



3. Click **New +** to create a new migration endpoint.
4. On the **Select the migration endpoint type** page, choose **IMAP**.
5. On the **IMAP migration configuration** page, enter the following information:
 - *** IMAP server:** Type the *messaging server name* (for example, *imap.contoso.com*) of the source email server.
 - Leave the remaining information as the default settings; these will work for most cases.
6. Click **Next**. The migration service uses the settings to test the connection to your email server. If the connection works, the **Enter general information** page appears.

7. On the **Enter general information** page, type a *Migration endpoint name*, for example, Test5-endpoint. Leave the other two boxes blank to use the default values.



8. Click **New** to create the migration endpoint.

Create a migration batch and migrate your mailboxes

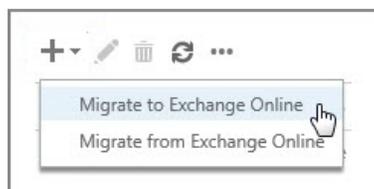
Using classic EAC

You use a migration batch to migrate groups of email to Microsoft 365 or Office 365 mailboxes at the same time. The batch consists of the mailboxes that you listed in the migration file in the previous task.

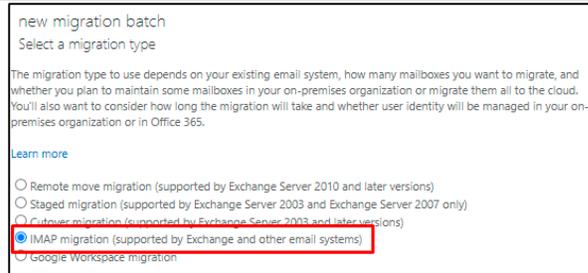
Tip

We recommend that you create a test migration batch with a small number of mailboxes to first test the process. > Use migration files with the same number of rows, and run the batches at similar times during the day. Then compare the total running time for each test batch. This comparison helps you estimate how long it could take to migrate all your mailboxes, how large each migration batch should be, and how many simultaneous connections to the source email system you should use to balance migration speed and internet bandwidth.

1. In the Exchange admin center, go to **Recipients > Migration**.
2. Click **New + > Migrate to Exchange Online**.



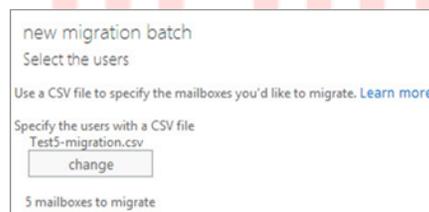
3. Choose **IMAP migration > Next**.



4. On the **Select the users** page, click **Browse** to specify the migration file you created. After you select your migration file, Microsoft 365 or Office 365 checks it to make sure of the following:
 - It isn't empty.
 - It uses comma-separated formatting.
 - It doesn't contain more than 50,000 rows.
 - It includes the required attributes in the header row.
 - It contains rows with the same number of columns as the header row.

If any one of these checks fails, you'll get an error that describes the reason for the failure. If you get an error, you have to fix the migration file and resubmit it to create a migration batch.

5. After Microsoft 365 or Office 365 validates the migration file, it displays the number of users listed in the file as the number of mailboxes to migrate.



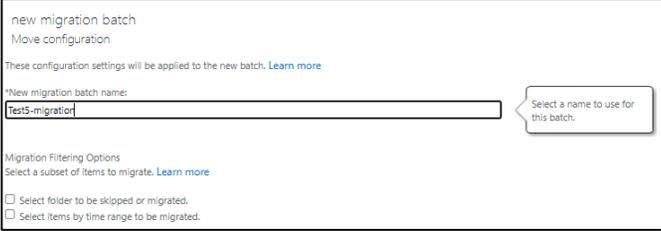
6. Click **Next**.
7. On the **IMAP migration configuration** page, click **Next**.
8. On this page, select the migration endpoint that you created in Connect Microsoft 365 or Office 365 to your email system.
9. On the **Move configuration** page, type the *name (no spaces or special characters) of the migration batch, for example, Test5-migration, and then click **Next**.

The default migration batch name that's displayed is the name of the migration file that you specified. The migration batch name is displayed in the list on the migration dashboard after you create the migration batch.

You can also optionally enter the names of the folders you want to exclude from migrating, for example Shared, Junk Email, and Deleted. Click **New +** to add them to the excluded list. You can also click **Edit +** to change a folder name and **Delete -** to delete a folder name.

Important

If you're migrating email from Microsoft Exchange Server, we recommend that you exclude public folders from the migration. If you don't, the contents of the public folders are copied to the Microsoft 365 or Office 365 mailbox of every user in the migration file.



new migration batch
Move configuration

These configuration settings will be applied to the new batch. [Learn more](#)

*New migration batch name:
Test5-migration

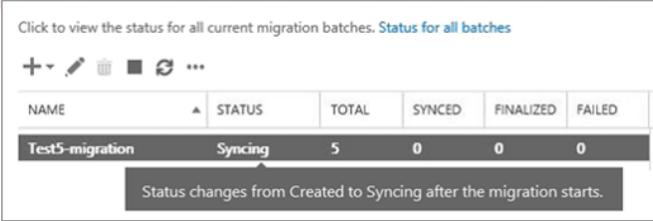
Migration Filtering Options
Select a subset of items to migrate. [Learn more](#)

Select folder to be skipped or migrated.
 Select items by time range to be migrated.

10. Click **Next**.

11. On the **Start the batch** page, do the following:

- Click **Browse** to send a copy of the migration reports to other users. By default, migration reports are emailed to you. You can also access the migration reports from the properties page of the migration batch.
- Choose **Automatically start the batch**. The migration starts as soon as you save the new migration batch. The batch status is first **Created** and changes to **Syncing** after the migration starts.



Click to view the status for all current migration batches. [Status for all batches](#)

NAME	STATUS	TOTAL	SYNCED	FINALIZED	FAILED
Test5-migration	Syncing	5	0	0	0

Status changes from Created to Syncing after the migration starts.

Verify that this task worked (classic EAC)

- In the Exchange admin center, go to **Recipients > Migration**. Verify that the batch is displayed in the migration dashboard. If the migration completed successfully, the **Status** is **Synced**.

If this step task fails, check the associated Mailbox status reports for specific errors, and double-check that your migration file has the correct Microsoft 365 or Office 365 email address in the **EmailAddress** column.