

Emeritus Email Migration SOP

Vann Wheeler - 2024-09-08 - Client Services

For a PC

1. On the target machine, have the user login to gmail.com with their eID@vcu.edu
2. Launch Outlook
 1. File
 2. Open/Export (top left corner once you hit file)
 3. import/export
 4. Export file (pst)
 5. Put it somewhere memorable and easy to nav to
3. Go download the google workspace migration tool
 1. <https://tools.google.com/dlpage/gsmmo> (the exe is fine to use, no msi needed)
4. Have the user enter their eID into the window that comes up on launching it
5. point the tool at the PST file and import all info
6. check off all their deleted, contacts, etc, migrate everything

For macOS you add their gmail to outlook via imap

Incoming Mail (IMAP) Serverimap.gmail.com

Requires SSL: Yes

Port: 993

Outgoing Mail (SMTP) Serversmtp.gmail.com

Requires SSL: Yes

Requires TLS: Yes (if available)

Requires Authentication: Yes

Port for SSL: 465

Port for TLS/STARTTLS: 587

Then drag and drop from outlook to gmail.