



# Email Migration

Self Service Tool Audriga

*Customer Success*

2022

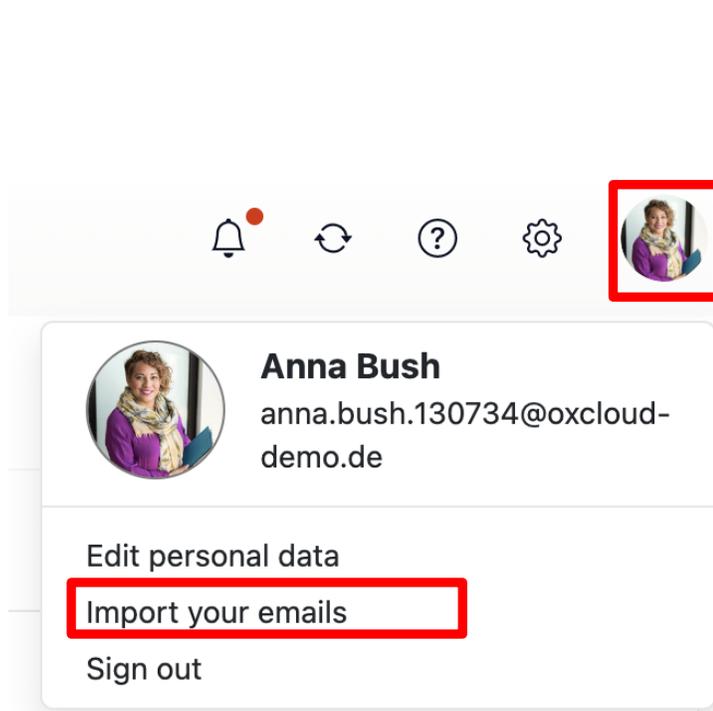


# 1

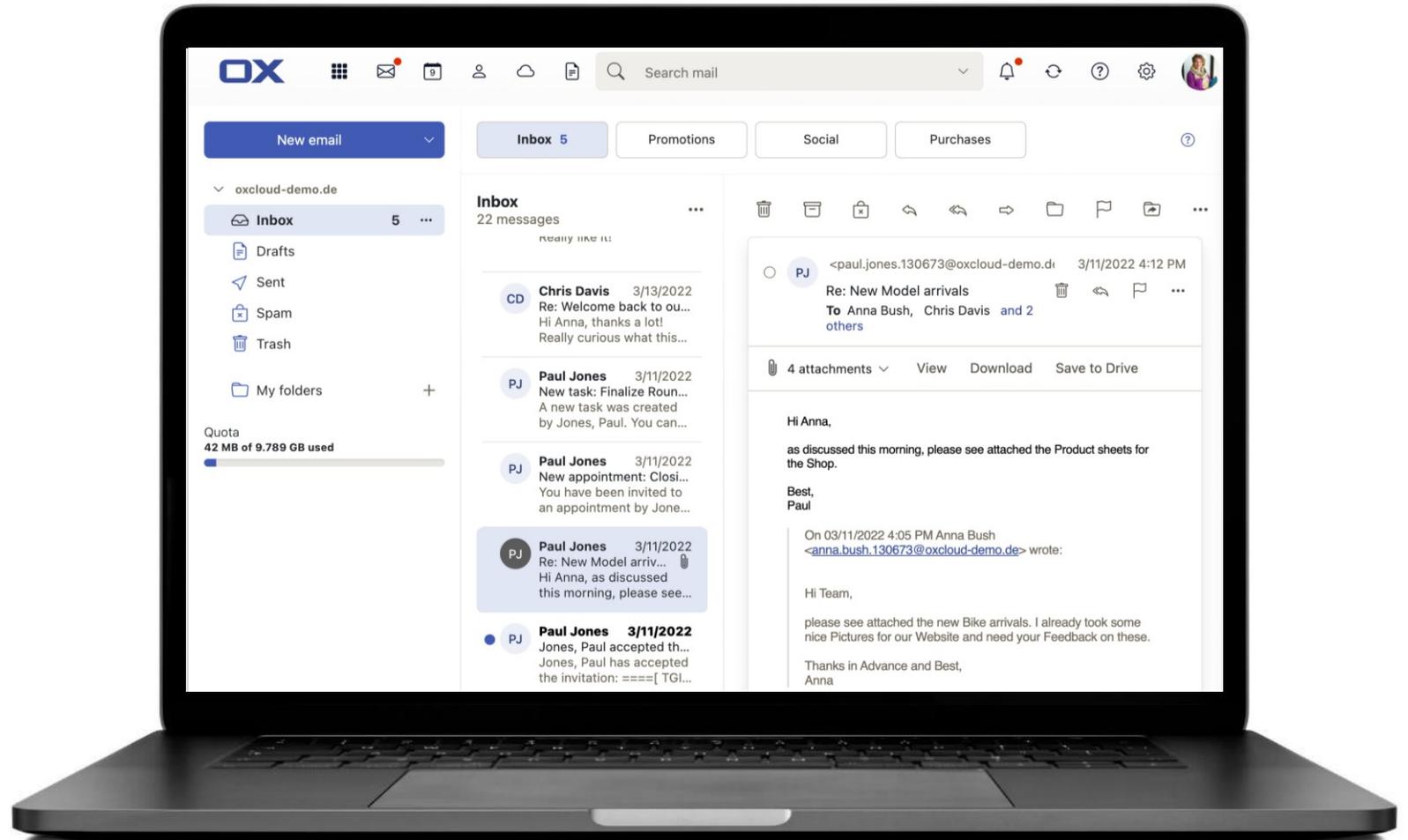
## End User Step-by-Step Guide

# Step 1: Import your emails

OX Cloud webmail account



Click “Import your emails” on your Account Profile on the top right in your email.



# Step 2: Audriga Welcome Page

## Terms of Services

Users will be directed to the Audriga Email Migration Welcome Page and need to click **“Accept Terms of Service and Privacy Statement”** to proceed to the email migration section



# Step 3: Email provider selection

Select your provider

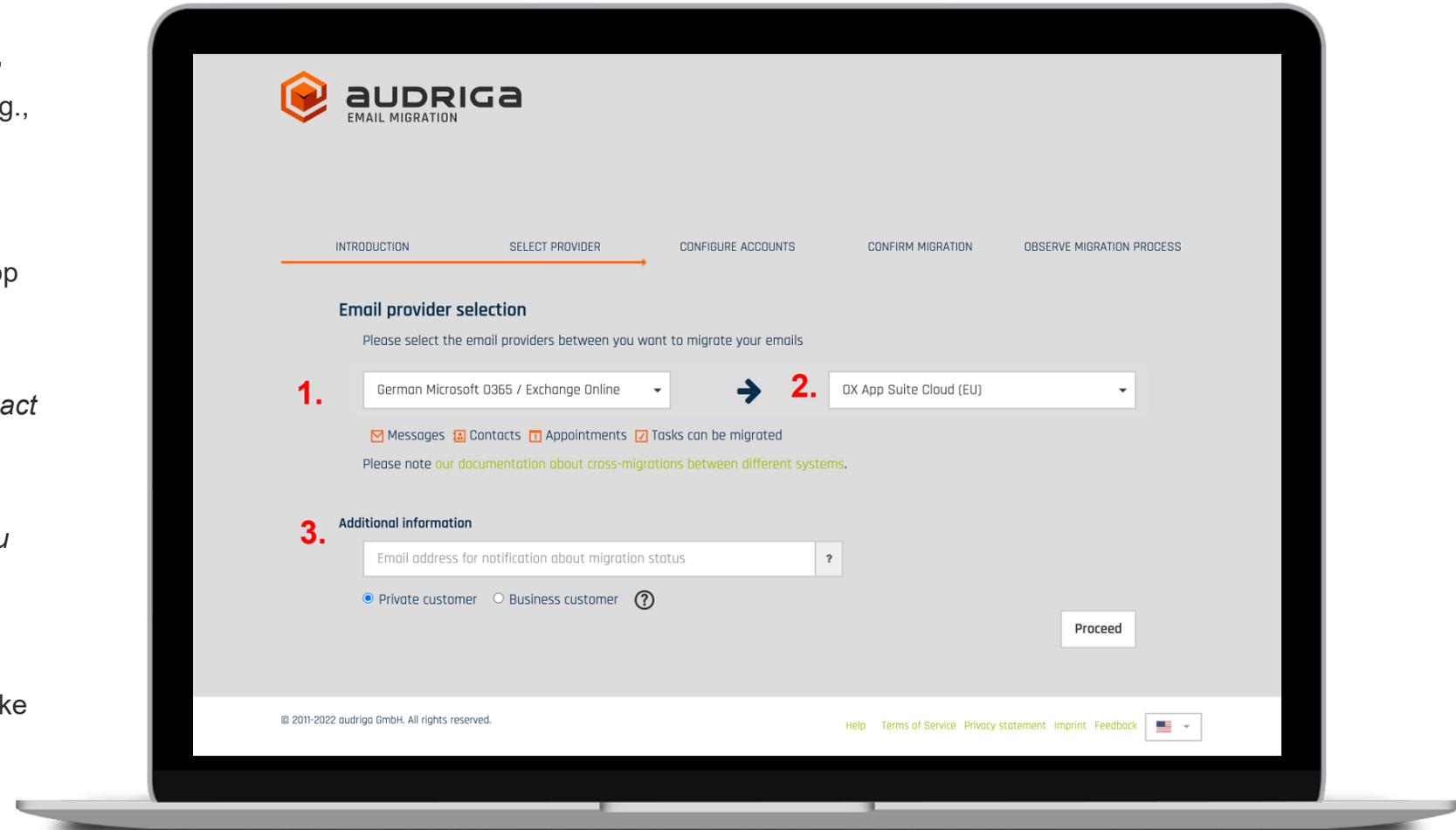
**Step 1:** Users will see the “Email provider selection” area where they can select their current provider (e.g., Apple iCloud, Gmail, GMX, Outlook, Microsoft, etc.)

## Step 2:

- For US users they will need to pick “OX App Suite Cloud (US)”
- For European users they will need to pick “OX App Suite Cloud (EU)”
- *Note: Clarify with your new provider the exact email provider name*

*Note: Depending on your current provider you will be able to migrate following services (Messages, Contacts, Appointments, Tasks etc.)*

**Step 3:** Input your email address which you would like to migrate



# Step 4: Select email account address

Configure Source and Destination accounts

**Select** - Input your email addresses of the “Source account” and “Destination account”.

**Flexibility** - You can plan your email moving for immediately or wait until a later date.

The screenshot displays the Audriga Email Migration web interface. At the top, the Audriga logo and 'EMAIL MIGRATION' text are visible. A progress bar shows five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS (highlighted with an orange arrow), CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. Below the progress bar, the heading reads 'Please select the email accounts you want to migrate'. There are three buttons: 'Account overview', 'Add account', and 'Add multiple accounts'. The 'Add account' button is active. The interface is divided into two columns: 'Source account (German, Microsoft)' and 'Destination account (OX App.Suite, C)'. Each column has 'Username' and 'Password' input fields, a 'Check' button, and a 'Details' link. A 'Confirm' button is located below the destination account section. A dashed box highlights the 'Duration of migration' section, which includes 'Duration of migration (estimation) -' and 'Earliest start of migration' with radio buttons for 'Immediately' (selected) and 'Later'. A 'Proceed' button is at the bottom right of this section. The footer contains copyright information, a language dropdown menu, and links for Help, Terms of Service, Privacy statement, Imprint, and Feedback.

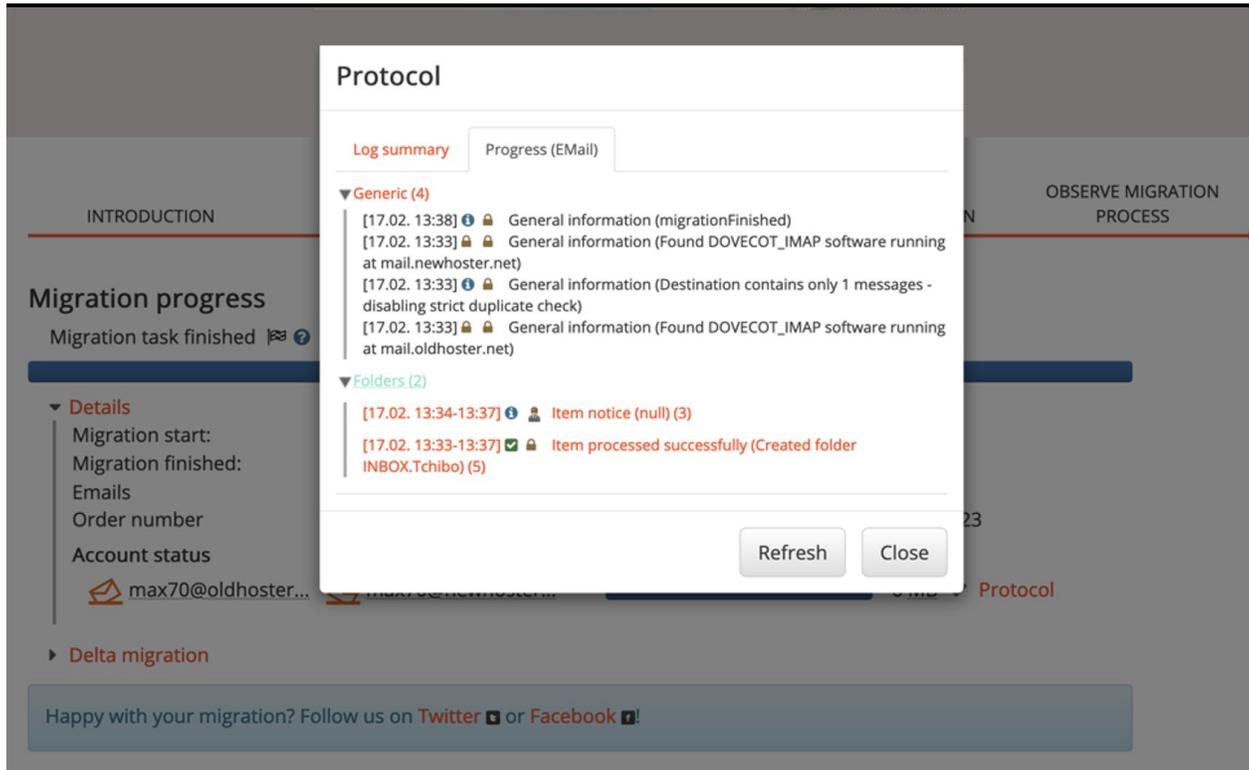
# Last Step: Migrate your emails

## Confirm and Observe Migration Process

### Account status

 max70@oldhoster...  max70@newhoster...  6 MB  Protocol

The link „Protocol“ next to the status of the individual mailboxes opens an overview.



The screenshot shows a migration progress interface. On the left, there's a sidebar with 'Migration progress' and 'Migration task finished'. The main area shows 'OBSERVE MIGRATION PROCESS' with a progress bar. A modal window titled 'Protocol' is open, displaying a log summary. The log shows four generic messages and two folder messages. The folder messages indicate that the migration was successful and a folder named 'INBOX.Tchibo' was created.

**Protocol**

Log summary | Progress (E-Mail)

▼ Generic (4)

- [17.02. 13:38] General information (migrationFinished)
- [17.02. 13:33] General information (Found DOVECOT\_IMAP software running at mail.newhoster.net)
- [17.02. 13:33] General information (Destination contains only 1 messages - disabling strict duplicate check)
- [17.02. 13:33] General information (Found DOVECOT\_IMAP software running at mail.oldhoster.net)

▼ Folders (2)

- [17.02. 13:34-13:37] Item notice (null) (3)
- [17.02. 13:33-13:37] Item processed successfully (Created folder INBOX.Tchibo) (5)

Refresh Close

- The last steps will ask for your confirmation and that's it!
- You will be able to observe your email migration
- *Note: Duration of migration may vary depending upon the amount of data you need to move*

## Open-Xchange GmbH

Olper Huette 5F  
D-57462 Olpe

Phone: +49 2761-8385-0  
Fax: +49 2761-8385-30

[info@open-xchange.com](mailto:info@open-xchange.com)  
[www.open-xchange.com](http://www.open-xchange.com)



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