How to Move Mail From Your Old POP Account To Exchange Using Outlook 2010

This tutorial shows you how to move your mail, calendar and contacts from an outlook pop account connected to the old mail system over to Concord’s new Exchange Mail System.

1) How do I know if I am using pop for my outlook mail?
Answer: Open Outlook 2010, click the FILE tab and ACCOUNT SETTINGS:

Look for POP/SMTP in the Type Column:

If you do not see POP/SMTP in the TYPE column and see IMAP/SMTP instead, stop and go to the tutorial ‘Moving Mail from IMAP Account to Exchange on Outlook 2010’, otherwise continue on.
2) If you have not added your new exchange account to Outlook 2010 yet, see the tutorial ‘How To Setup Exchange With Outlook’ on our exchange support page then return to this spot and continue.

3) We are ready to begin, open Outlook 2010 and along the left side in the ‘folder pane’ you will see all your accounts starting at the top with your Exchange account, then your POP account (this is the usual arrangement, some may vary slightly):

But this isn’t the view we need, we need to see everything as a folder list in order to find and move our data easily. In the lower right of the folder pane, find the FOLDERS LIST icon and click it:

This lets us see the calendar and contacts as a folder, notice they are now visible in our POP account and in our Exchange account list.
4) Let’s start by moving your calendar items, calendar items need to be moved instead of copied. Click and highlight the calendar folder under your pop account and go to the VIEW tab at the top then CHANGE VIEW and LIST:

![Image showing View settings with List selected]

This puts our calendar items in a plain list view, easier for selecting and moving. Next click an item in the list then do a CTRL–A (hold the control key down and press A) to select all of the calendar items. Make sure all are highlighted then right-click on the highlighted list choose MOVE then OTHER FOLDER:

![Image showing Move items dialog box]

Scroll to your exchange account (usually at the top of the left folder pane), click and highlight the calendar for exchange (verify this before proceeding), and click OK:

![Image showing Move items to Calendar]

Your calendar items will be moved and deleted from your pop account. They are now in your Exchange calendar.
5) Let’s copy your contacts next. Click and highlight the contacts folder in your pop account and go to the VIEW tab at the top then CHANGE VIEW and LIST:

This puts your contacts in a plain list view, easier for selecting and copying. Next click an item in the list then do a CTRL–A to select all of the contacts. Make sure all are highlighted then right-click the list then MOVE then COPY TO FOLDER:

Scroll to your exchange account, click and highlight the contacts folder for exchange, and click OK:

Your contacts will be copied from your pop account to your Exchange contacts list.
6) Next let’s move your inbox items from your outlook pop account over to exchange. Click on the inbox in your pop account, looks similar to this:

Next select the messages you want to copy, you can CTRL-A to select all of your messages at once but if you have a lot of messages (more than 1000) it would be best to break up the copy into smaller groups. To do that highlight the first message in the group you are copying then scroll to the last message in that group and hold the SHIFT key and click it. This will highlight that range and only those messages you want to copy:

After your range of messages is selected, all or part, right-click the highlighted messages then MOVE then COPY TO FOLDER:
Scroll and highlight the inbox located in your exchange account and click OK. Repeat this procedure until all the messages in your pop inbox are copied:

7) Repeat this same procedure for all your SENT items, if you have more than one sent folder in your pop account you can combine the messages together in exchanges SENT ITEMS folder:

8) Next copy your custom created folders over to exchange. These folders can be copied in whole. Note: messages in the JUNK E-MAIL folder should be copied using the same procedure as your inbox and sent messages since that folder already exists in your exchange account.

To copy a custom folder, click and highlight the folder you want to copy under your pop account then right-click and choose COPY FOLDER:
Scroll and highlight the ‘name’ of your exchange account as your copy-to location then click OK, this ensures folders are put in the correct location in your exchange account.

Repeat this procedure for all your folders.

9) The last steps are to remove your old pop account from outlook and set forwarding for your new exchange account. Before proceeding double check that everything copied over to your exchange account successfully. A good way of doing this is logon via Outlook Web App (webmail) at http://exchange.concord.edu and see if everything looks ok, if something is missing go back and copy it over using the about steps.

To remove your pop account from outlook click the FILE tab at the top then ACCOUNT SETTINGS:
When you are ready, highlight your pop account in the list of accounts, verify this by looking at the Type column as mentioned in step one, then click the REMOVE button:

![Account Settings](image)

Click CLOSE.

All that remains is your Exchange account with all your mail, contacts and calendar entries.

10) The last step, and one of the most important, is to set forwarding on your old email account so that mail is redirected to your new exchange account. To do this logon to your old mail account via webmail at [http://mail.concord.edu](http://mail.concord.edu). Go to SETTINGS -> FORWARDER until you see this page:

![Forwarder Settings](image)

Enter your forwarding address in this format: `<username>@exchange.concord.edu`

for example: `demo@exchange.concord.edu`. **DO NOT** enter it in the format `<username>@concord.edu`

Click SAVE CHANGES to save. **If** you are not sure about this step call the helpdesk at x5291.

For record purposes, after you have successfully setup exchange and copied your mail, calendar and contacts over to it, please send IT Services an email at `computing@concord.edu` stating you are finished with your migration.

If you have any questions about this tutorial you may contact the helpdesk at x5291 or 304-716-0054 and check out the exchange support page at [http://concord.edu/exchange](http://concord.edu/exchange) for other tutorials or important notices concerning exchange.