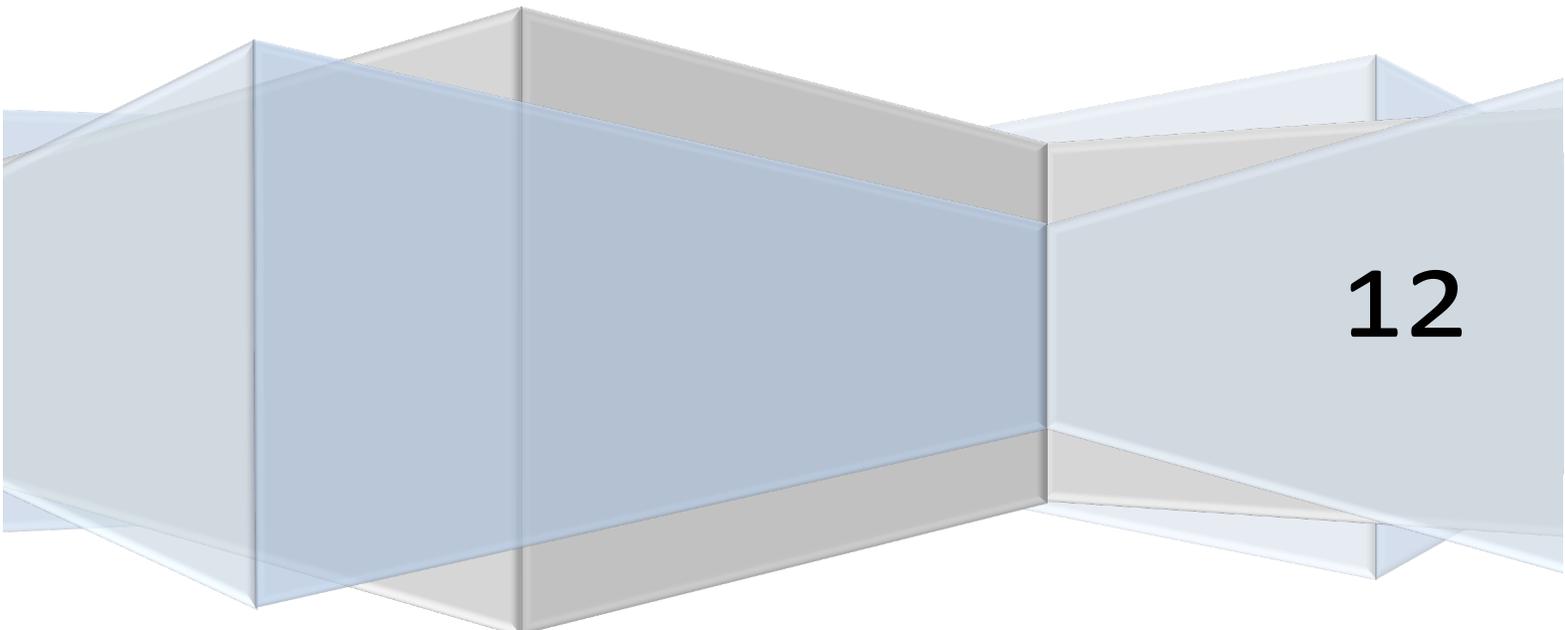# UNIVERSITY of HOUSTON

University Information Technology

UH Mail Server Retirement

Technology Services and Support

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The University of Houston's Mail.Uh.edu Server Retirement

Introduction

The University of Houston will soon be retiring the mail.uh.edu server. This document serves as a guideline for migrating from Mail.uh.edu to UH Exchange (@Central.uh.edu). Before you proceed with the migration, UIT recommends that you first backup your mailboxes, calendars, and contacts on a CD, memory stick, or to some other storage device. **Also delete any unwanted emails and empty the trash.**

Reading Your Messages

To begin, where do you read your Mail.uh.edu messages?
- On the Web at http://mail.uh.edu
- Using client software to download messages
    i. Is your mail setup to be stored on the server
    ii. Is your mail not setup to be stored on the server

Reading Your Messages Online

If you read and manage your messages using http://mail.uh.edu only, you must first setup client software.

1. Determine which client to use.
   UIT recommends Microsoft Outlook because of the following features and benefits:
   - The ability to archive messages which are easily accessible within the same screen
   - Enhanced email security, anti-virus and anti-spam technologies
   - Shared calendaring
   - Shared folders
   - Collaboration capabilities
   - Email distribution lists
   - Global Address List (GAL)
   - Improved email reliability
2. Install your client
3. Configure your client

Reading Your Messages with Client Software

If you already use client software to read and manage your messages, follow these instructions:

1. Request and obtain a UH Exchange account
2. Install and configure Exchange
   - MS Outlook 2010 (PC client)
   - MS Outlook 2011 or Entourage (Mac client)

3. Setup mail forwarding on Mail.uh.edu
4. Update your UH Email Alias
5. Import Mail.uh.edu mailbox to UH Exchange mail account
6. Notify aad@uh.edu when you've completed these steps

Requesting an Exchange Mailbox

To obtain an Exchange mailbox:
- Contact your local college IT support personnel
- Contact University Information Technology (UIT) Support Center
    - Submit a Case: www.uh.edu/infotech/support-cases
    - Chat with IT Support staff at www.uh.edu/infotech/livechat
    - Call the IT Support Center at 713-743-1411
    - Visit us at Philip Guthrie Hall (PGH) room 116

Install and Configure Exchange Email

Microsoft Office for Windows and Mac can be downloaded from our software site (http://software.uh.edu). If you want to use another client, visit that client's site for download and installation instructions.

Configuration instructions for various clients, including MS Outlook, are located on our Get Help site.

Outlook 2010 for Windows:

https://uhhelpdesk.custhelp.com/app/answers/detail/a_id/2602/kw/exchange

Outlook 2011 for Macs:

https://uhhelpdesk.custhelp.com/app/answers/detail/a_id/2603/kw/exchange

Entourage for Mac:

https://uhhelpdesk.custhelp.com/app/answers/detail/a_id/1252/kw/exchange

Setup mail forwarding on Mail.uh.edu

After your Exchange mailbox is created, complete the following steps to setup mail forwarding on Mail.uh.edu:
- Go to https://mail.uh.edu
- Log in with your username and password
    - If you don't know your password, go to www.uh.edu/password to obtain it
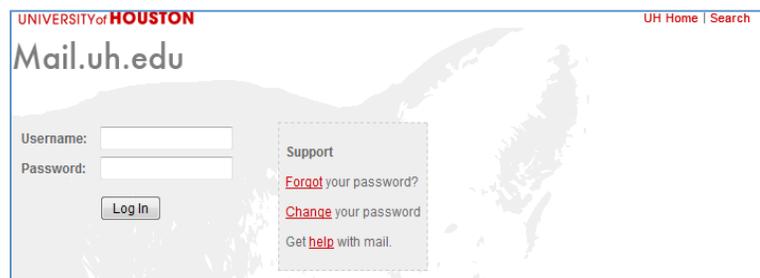
- Once you're logged in select **Options,** the **Mail** tab, and then **Settings**:

In Mail Forwarding section select options for **Enable Forwarding** and **Do no leave copy on server**

Enter **username** followed by **@central.uh.edu** and click **Add.** Then click the **Save** button on the bottom right corner.

Update your UH Email Destination

If your UH Email Alias is set to forward messages to your mail.uh.edu account, you will need to log into P.A.S.S. and update your destination email address. For detailed instructions visit, www.uh.edu/alias.

UIT recommends that you update your UH Email Alias to your new UH Exchange account to receive communications from the university.

Import Mail.uh.edu mailbox to UH Exchange Mail Account

Mail Stored on Server – Depending on the client you wish to use, please click the link and follow respective instructions.

PC Clients:

Setup Outlook 2007
https://uhhelpdesk.custhelp.com/ci/fattach/get/4167/0/filename/Set%20up%20Mail.uh.edu%20account%20in%20Outlook%202007.doc

Setup Outlook 2010
https://uhhelpdesk.custhelp.com/ci/fattach/get/7771/0/filename/Set up Outlook 2010 for Mail.uh.edu.doc

Mac Clients:

Setup Entourage
https://uhhelpdesk.custhelp.com/ci/fattach/get/4176/0/filename/Entourage%20Configuration.doc

Setup Outlook 2011
https://uhhelpdesk.custhelp.com/ci/fattach/get/7754/0/filename/outlook%202011%20set%20up%20-%20mail%20uh%20edu.docx

NOTE: Check with your local support person for other clients.

Mail Not Stored on Server
Check with your local support person for other clients.

Notify aad@uh.edu

After you've completed the above steps, notify aad@uh.edu and include your user ID and name in the body of your email message.