

# Instructions for Moving Your e-mail to UCIT's Servers

Recently, the Institute for Quantum Information Sciences made the decision to have the Information Technology department provide e-mail services for us, instead of running our own e-mail servers as we have in the past. They provide e-mail to most departments on campus, and are well suited to handle the volume of e-mail that our users send and receive. All of our users will continue to be able to receive e-mail at their current login@qis.ucalgary.ca e-mail address, but their e-mail account will be hosted on IT's e-mail servers. **No e-mail addresses will change and you will be able to continue using your qis.ucalgary.ca e-mail address without interruption.** However, the transition does require that all users copy their stored e-mail on to IT's e-mail servers. This document attempts to outline the steps necessary to transfer your current e-mail to a UCIT account and ensure that mail sent to your qis.ucalgary.ca address will reach you there. If you have any questions about the procedure, or do not feel comfortable doing it yourself please contact [Shawn Clifton](#) at 403-220-8647.

## Step 1: Set up your IT account

UCIT provides accounts for members of the campus community. Many of you probably already use your UCIT account on a regular basis. If you have never registered for a UCIT account, you may do so at [this page](#). After registering, you can use IT's [password change utility](#) to change the password to something you will be able to remember.

## Step 2: Forward your QIS e-mail address to your IT account

Please contact QIS Technical Support ([Shawn Clifton](#) at 403-220-8647) to have your QIS e-mail address forwarded to the correct UCIT account.

If you already forward your QIS e-mail to another e-mail address, contact QIS Technical Support to have your QIS e-mail address forwarded to the correct UCIT account. Then use IT's [e-mail forwarding utility](#) to set up your new IT account to forward to the other address. This way you will be able to use UCIT's e-mail forwarding utility to change where your e-mail is forwarded.

## Step 3: Set up your new IT e-mail account in your e-mail client and move old e-mail

### Pre-requisites

- 1) Download and install Thunderbird from <http://www.mozilla.com/en-US/thunderbird/> or <http://ucalgary.ca/it/software/downloads>

- 2) Use the instructions at <http://ucalgary.ca/it/email/clients> to setup Thunderbird to access your ucalgary.ca e-mail account. This will also setup your outgoing (smtp.ucalgary.ca) server.

### **Setup Thunderbird to access qis.ucalgary.ca e-mail account**

- 1) Open Thunderbird and click "**Tools**" in the menu bar, then select "**Account Settings**".
- 2) In the "**Account Settings**" window, click "**Add Account**".
- 3) When the "**Account Wizard**" window appears, select the "**E-mail account**" option, then click "**Next**".
- 4) Fill in the desired values for "**Your Name:**" (the name you want to be displayed on all e-mails you send) and "**E-mail Address:**" (the email address that will appear in the From: line), then click "**Next**".
- 5) At the "**Server Information**" window, click the circle next to "**IMAP**". In the "**Incoming Server:**" field enter "**qis.qis.ucalgary.ca**". Click "**Next**".
- 6) The "**Incoming User Name**" fields must contain your QIS ID. If they do not, enter your QIS ID in the field, then click "**Next**". Your QIS ID is the part of your QIS e-mail address before the @ symbol.
- 7) The "**Account Name**" field should be filled with "**QIS\_ID@qis.ucalgary.ca**". The account name is used only to identify your account within Thunderbird. You may leave this value at its default or change it. When ready, click "**Next**".
- 8) At the "**Account Settings**" window, review the account settings or accuracy. Use the "**Back**" button to return and correct any errors. When the settings are correct, click "**Finish**".
- 9) At the "**Account Settings**" screen, in the left-hand window, select the account you just created and click on the plus sign to expand the menu. When the menu is expanded, select the "**Server Settings**" entry. On the right-hand side, under "**Use secure connection (SSL)**", select "**SSL**" and verify that the "**Port:**" is set to "**993**". Click "**Finish**" to close the "**Account Settings**" window.
- 10) Enter your e-mail password when prompted and accept the Security Certificate when asked.
- 11) Now you should be able to access your qis e-mail messages in Thunderbird.

**Once both e-mail accounts are setup in Thunderbird, you can click and drag the mail folders from your qis.ucalgary.ca account into your ucalgary.ca account. Same for your qis.ucalgary.ca Inbox.**