

Answers to the 10 most important questions about email migration:

When do I need an email migration?

When switching providers, you'll want to take all your existing data with you. The audriga Migration Service copies all emails, folders and, in many cases, contacts, calendars and tasks from your old provider or server to your new mailbox. This ensures your data isn't lost. This is particularly useful when migrating large amounts of data or multiple mailboxes.

Do I need to install any software for the migration?

The service can be configured directly and easily via a website and requires no installation. The migration runs fully automated without your computer needing to remain switched on.

Which providers are supported?

All providers listed in the provider database, which you can access by clicking the migration link, are supported. Many email providers are pre-configured and available for selection straight away. Missing providers or self-managed servers can be easily configured.

What data can be transferred?

Emails and folders are copied, and – depending on the source and destination provider combination – contacts, calendars and tasks may also be copied. Data that is stored locally on the user's computer rather than with the provider will not be copied. For further details please refer to the Technical Service Description

(https://www.audriga.com/en/Umzug_zur_Selbstbedienung/Technische_Leistungsbeschreibung)

What information is required to set up the migration?

You will need the names of the old and new providers (or servers), as well as the username and password for each source and destination mailbox, or an admin account. Destination mailboxes must already be set up before the migration is set up.

How long does a migration take?

On average, the service copies approximately 500 MB per hour per mailbox. During set-up, you will receive a time estimate and the option to schedule the migration for a later date.

How much does a migration cost?

Billing is per mailbox. Prices can be found at https://www.audriga.com/de/Self-service_migration/Pricing

If you are using the service via an audriga hosting partner, please check with that partner for pricing details and conditions.

Is my data secure during the migration?

During a migration, data is copied via encrypted connections and is not temporarily stored. The process is designed to comply with the Federal Data Protection Act.

How are email migration and domain transfer linked?

A domain transfer and an email migration are two different things, but they are often linked:

- Domain transfer: Your website address (e.g. mycompany.de) is transferred to a different hosting provider.
- Email migration: Your emails and folders are copied to a mailbox with the new provider

Important: A domain transfer does not automatically transfer your emails. If you wish to keep your existing emails, a separate email migration is required.

Following the transfer of an associated domain, the migration service allows for a free second 'delta synchronisation' of the mailboxes.

Can I continue working during a migration?

In principle, it is possible to use mailboxes during a migration. However, you should take particular care not to delete or move any folders during this time.