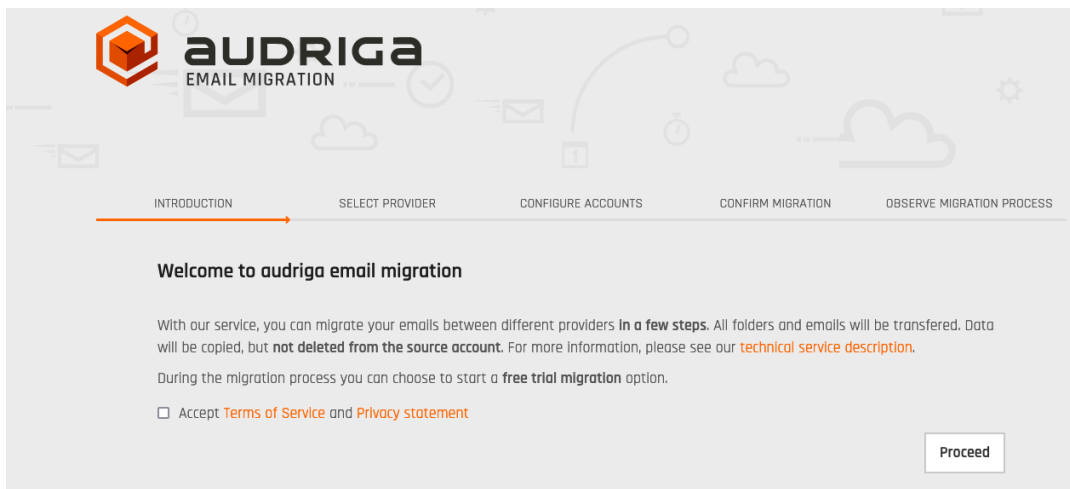


## Audriga self-service migration: quick guide

### 1. Preparation

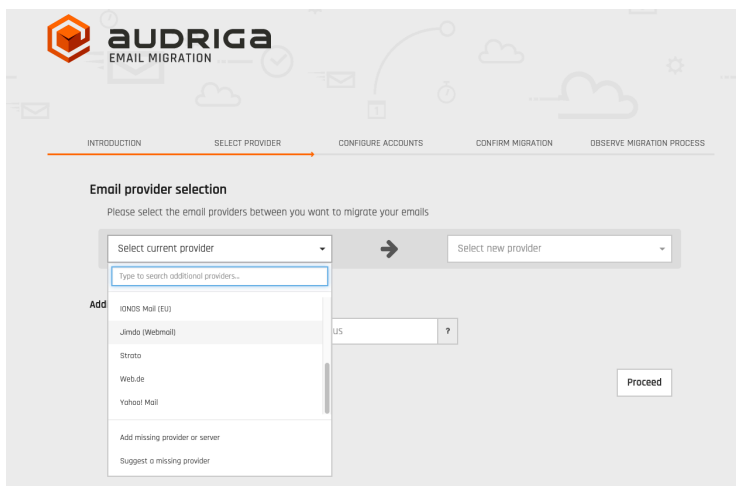
You need to have/create an email account with your new provider. Please make sure that you have the account credentials (username and password) for your current and new email account at hand. We recommend that you set temporary passwords for the time of your migration.

### 2. Call the migration link



Call the migration link <http://umzug.audriga.com/SMESwitchWebApp/> or the link you might have received from your new provider, accept the terms of service and the privacy statement and **Proceed**.

### 3. Select your current and new email provider



Select your current provider (also see [1]) and your new provider. Under **Additional information**, provide a valid email address for status notifications in order to be able to follow your migration job's progress. Click **Proceed**.

## 4. Add accounts

Enter your account credentials (same as used when accessing the account via your Webmailer).

**AUDRIGA**  
EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Please select the email accounts you want to migrate

Account overview Add account Add multiple accounts

Source account (Your current provider) Destination account (Your new provider)

Username ? Username ?

Password Check Password Check

Details Details

Confirm

Duration of migration

Duration of migration (estimation) -

Earliest start of migration  Immediately  Later

Proceed

For the current as well as for the new provider/account: Click on **Check** to verify the credentials. If the data is correct, a green check will appear. If the credentials are incorrect, a red cross will be displayed. Click **Confirm**.

**AUDRIGA**  
EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Please select the email accounts you want to migrate

Account overview Add account Add multiple accounts

p251720d1 p251720d2 5,339 (69 MB) ✓

Since our detailed account checks may take some time, you may also proceed without waiting for the result.

Duration of migration

Duration of migration (estimation) 5 Minutes ⌵

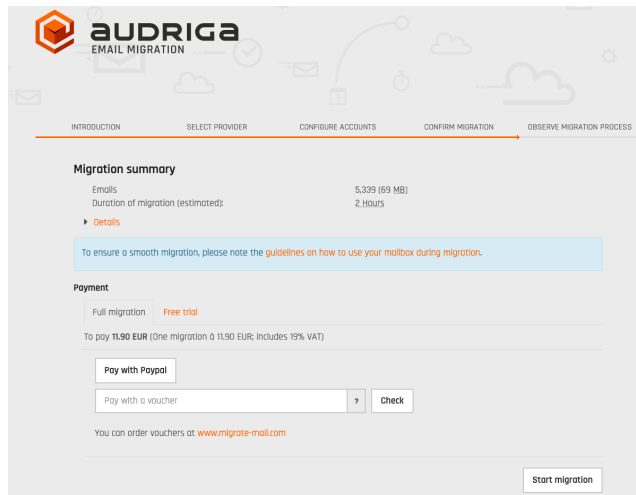
Earliest start of migration  Immediately  Later

Proceed

An account check is done. After you see the green ✓ you can click **Proceed**.

## 5. Start migration

The following screen shows a summary of your configuration.

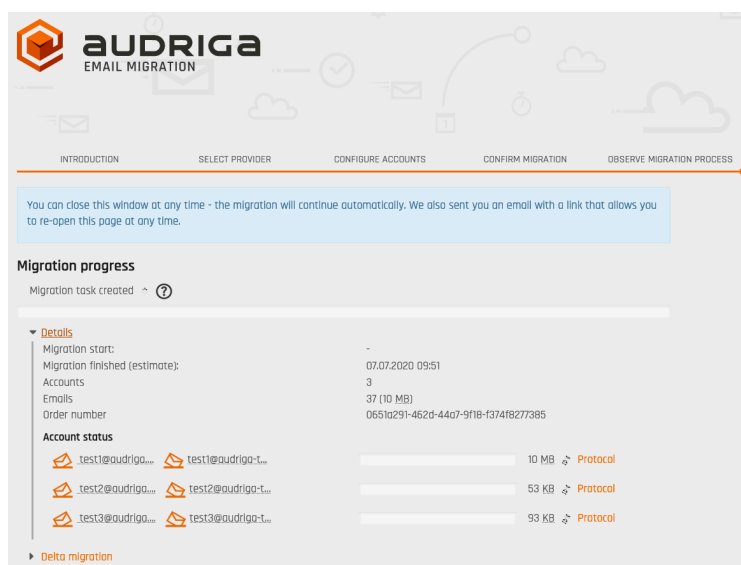


To pay for the migration, you can either use Paypal or enter a voucher code. In case you have set up your migration with a pre-configured link by your new hoster, payment might not be required.

Then click on **Start migration** to proceed.

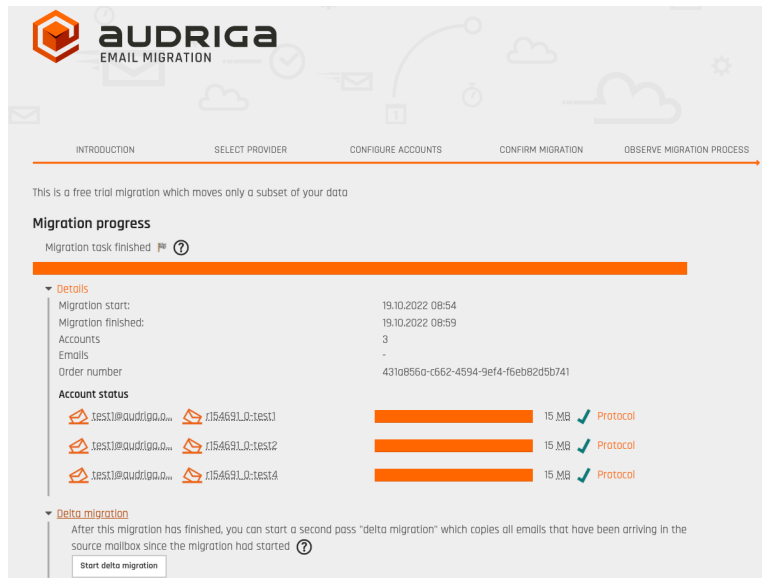
## 6. Monitor migration process

The final screen (status page) shows the progress of your email migration. It may take a while until the migration is started. Also note, that migrating large volumes of data may take some hours. You will receive a status email when the migration process starts and after it has finished. This email also contains a link to the status website.

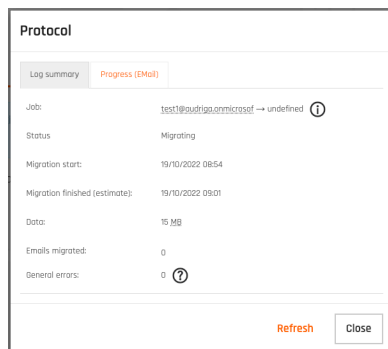


## 7. After completion of the migration job

The migration job link is active for 14 days.



On the right hand side you can access a **Protocol** for each account, please check the results.



## 8. Delta migration

When you transfer a domain to your new provider or update the MX record to point to your new provider, emails may still be routed to the old provider for some time. In order to transfer these mails into your new account we offer a delta migration feature which can be used after the initial migration has finished and after the domain transfer/DNS change is effective.



Allow some time for the DNS cache propagation (recommended: 24 h - 48 h). To start a delta migration, click **Start delta migration**. All emails which arrived in the old account after the

initial migration finished will now be copied. Again, you will receive notification emails about the status of your delta migration. The delta is available once and up to 14 days after your main migration.

## [1] Additional information: Add provider or server

Should you miss your provider's entry, you can also choose **Add missing provider or server** and configure your mailserver yourself.

### Add provider or server

Please provide configuration data for the mailserver

Protocol

IMAP/POP3

Please enter the hostname of your mailserver

?

Check

► [Details](#)

Please have a look at our [notes for self-configured servers](#) before starting a migration.

Cancel

Save