

USW - Data Migration

This user guide is to help you move a PST/OST file from your N Drive.

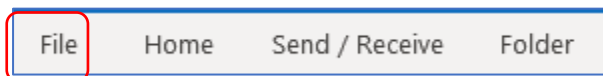
Instructions will begin on page 3 of this document.

Why do I need to move a PST/OST?

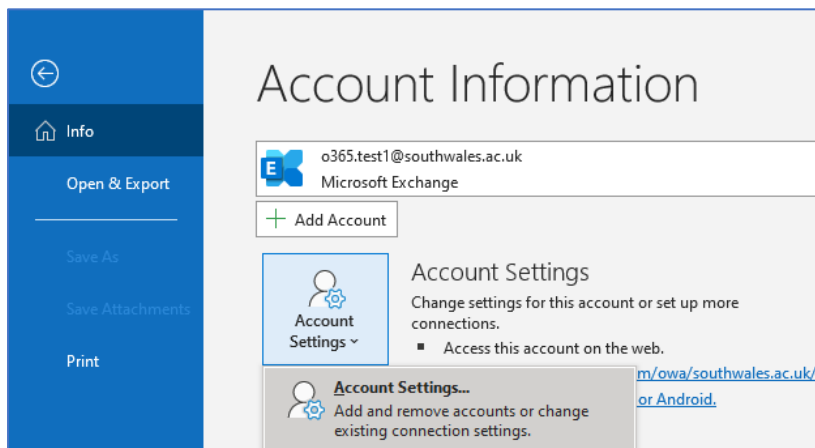
Reminder: We need to move these files to Office 365 (O365) as part of our modernisation plan in order to keep our data safe, secure and available. Old network drives are not as secure as our cloud storage solutions.

What is a PST?

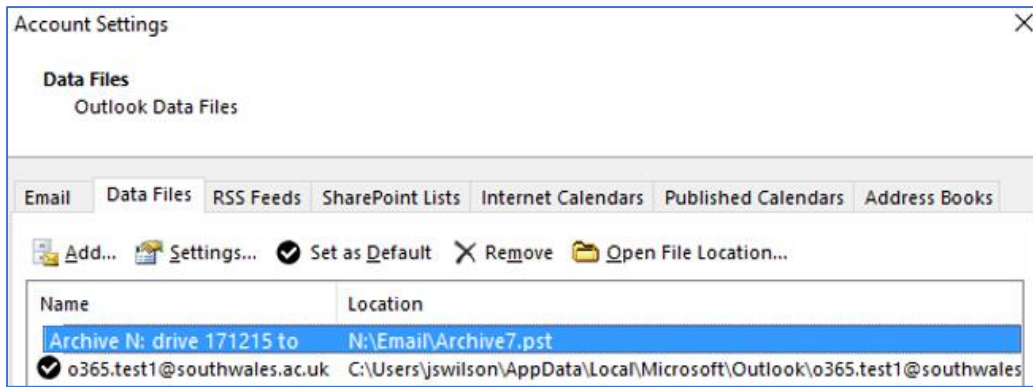
If you've used Outlook for any length of time, you've likely heard of PST files. Each email account you set up in Outlook gets its own database in the form of a personal storage table (PST) file, where Archived emails, calendar items, contacts, and reminders are all stored instead of your Mailbox.



Locations of your Outlook PSTs can be viewed by clicking on the **File** tab



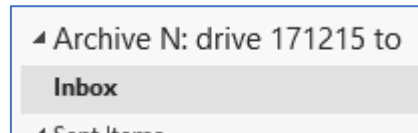
Select **Account Settings**



On the **Data Files** tab you will see .PST file(s) listed (if you are using them).

There may be several PSTs listed and you will need to copy/move from all PSTs stored on the network (usually N: or Z: drive) if you wish the data to be still accessible in Outlook.

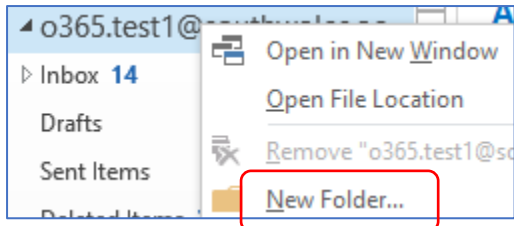
The Name of the file **Archive N: drive 171215 to** will match how the file is seen in the Outlook Navigation pane in the Home menu i.e.



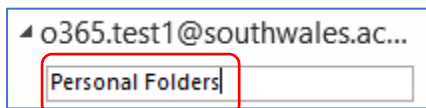
Make a note of these names and close the window to return to the Home menu.

Complete these steps if you wish to migrate your PST from your N Drive

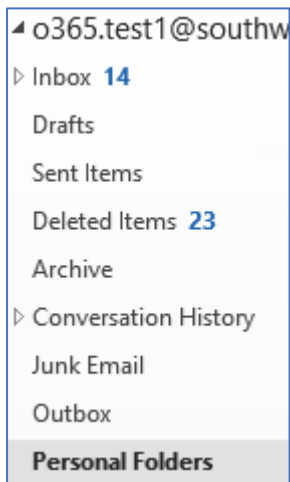
How can I move or copy Mail from PST to Office 365 Mailbox?
Create Folder within Mailbox to use as a destination for the files



On the Left-Hand pane **Right-Click** on your O365 Mailbox i.e. firstname.lastname@southwales.ac.uk
Select **New Folder...**



Enter the name you wish to call the folder, e.g. Personal Folders

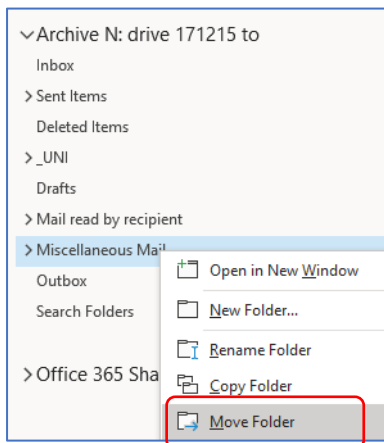


Move Folders

On the navigation pane of Outlook (usually on the left hand side), you will need to move or copy folders from within the PST mailbox (e.g. Archive N: drive 171215) to the new folder that you have created in the O365 mailbox.

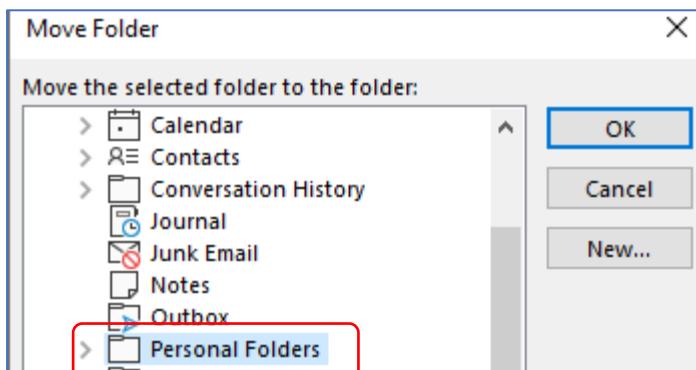
You can choose to Copy or Move the folders you created yourself within Outlook and these should transfer successfully into Office 365.

Inbuilt Outlook folders such as **Inbox**, **Deleted Items** and **Sent Items** will need to be copied instead.



On your Personal Folder (PST) **right-click** on the folder you wish to move

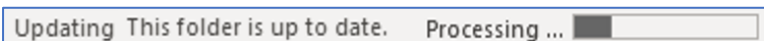
Select **Move Folder**



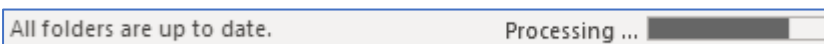
Select the folder created previously i.e. **“Personal Folders”**

OK

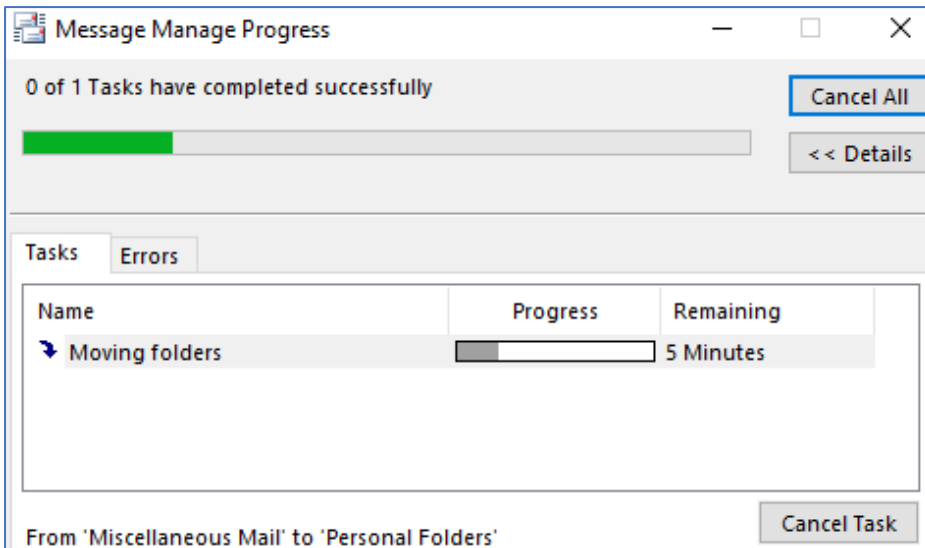
When the Move starts you will see the following on the bottom of the screen



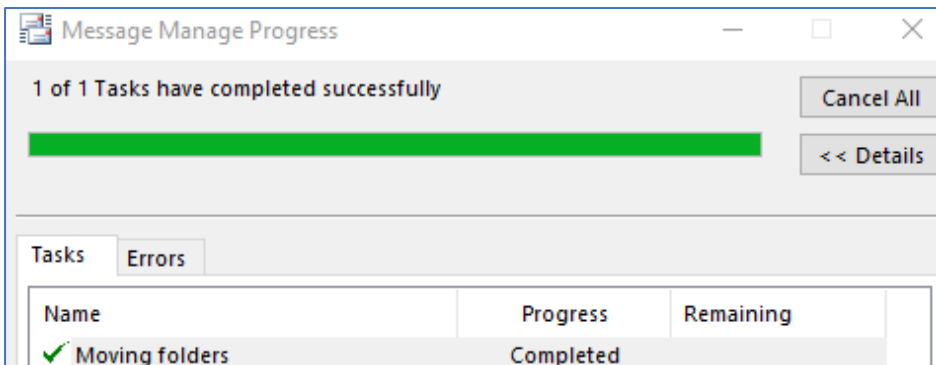
or



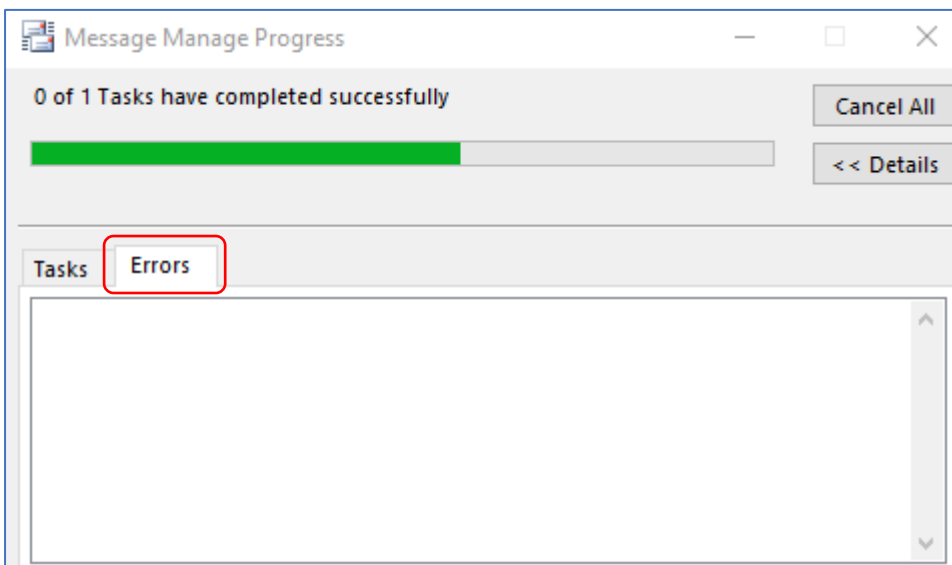
Clicking on the bar will bring up the task details



Progress will show while copying, time may go up and down for large folders



Task will show **Completed** once done

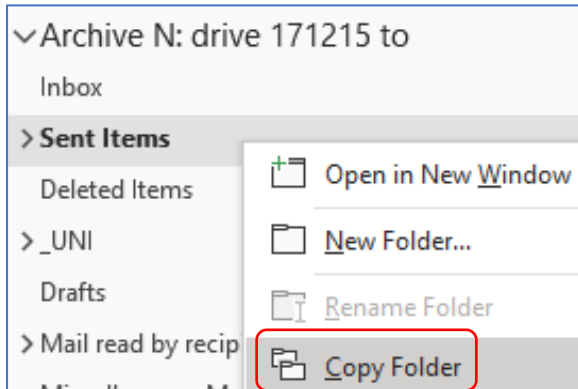


Clicking on **Errors** tab will show any errors that have occurred. If you do get an error, try running the process again. If there's still an error then contact the Service Desk for support.

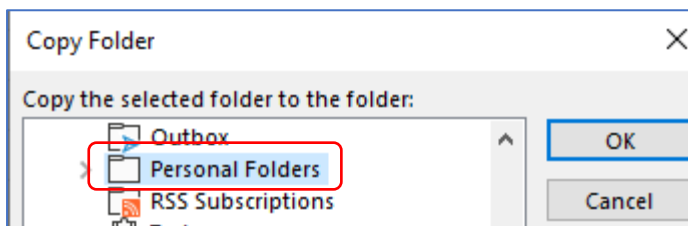
Copy Folders

Outlook folders such as **Inbox**, **Deleted Items** and **Sent Items** will need to be copied.

If you have not created a folder as shown on page 3, you will need to do this first.

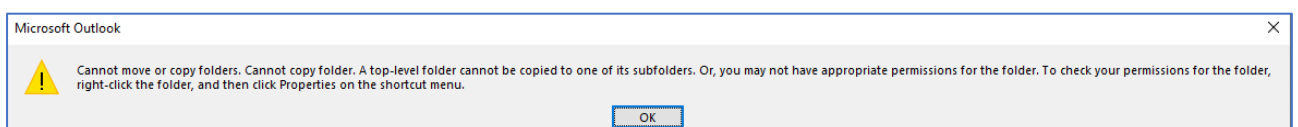
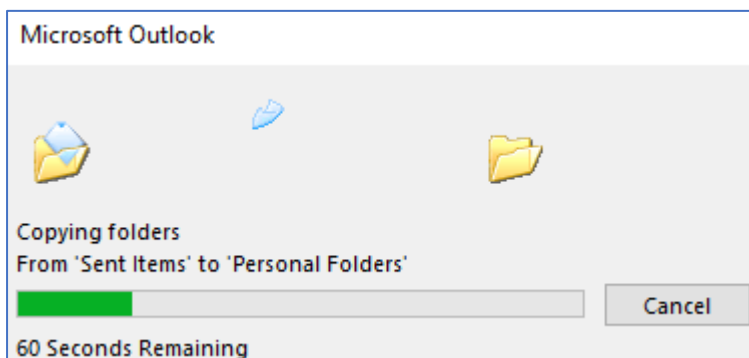


Right-Click on folder and select **Copy Folder**

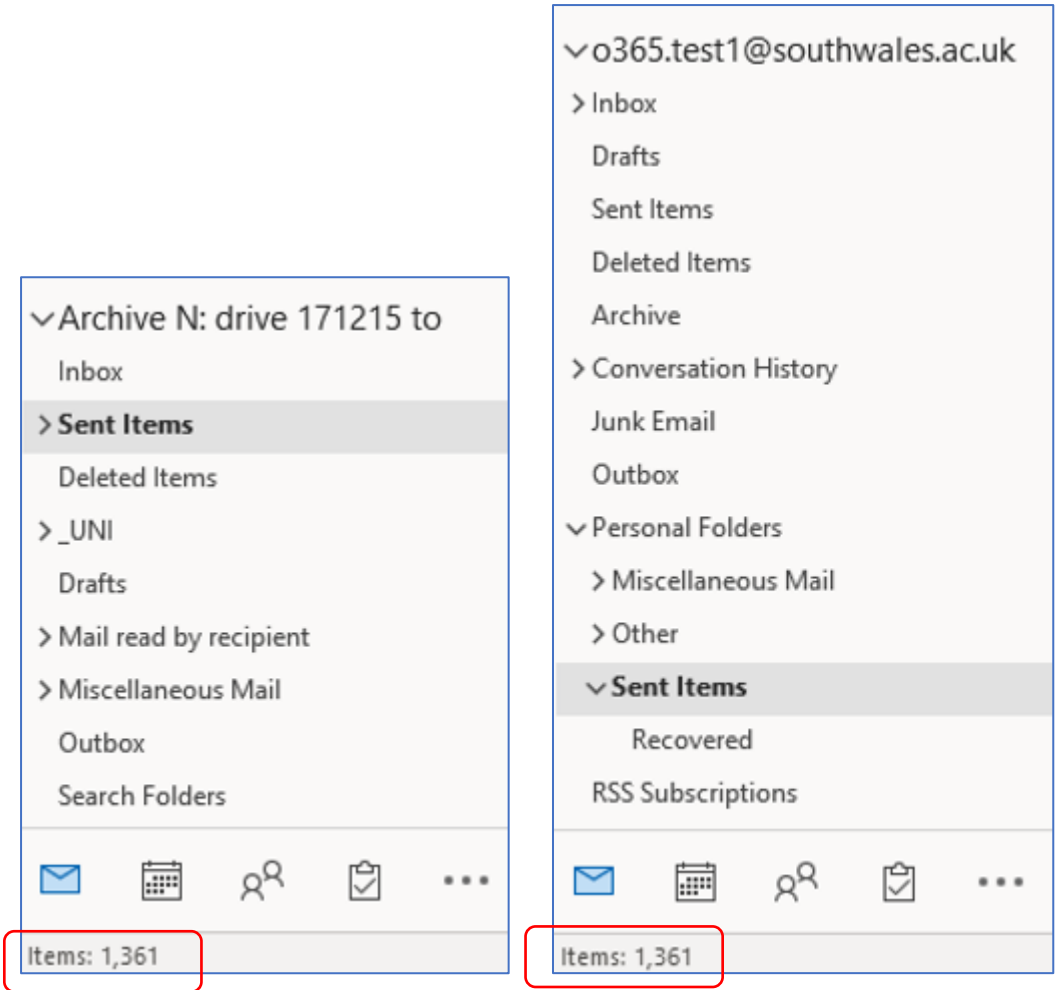


Select the folder created previously i.e. **“Personal Folders”**

OK



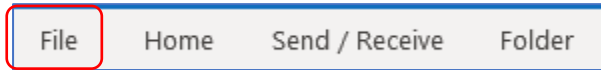
On Inbuilt folders you may get an error, however this does not mean that the Copy hasn't worked.



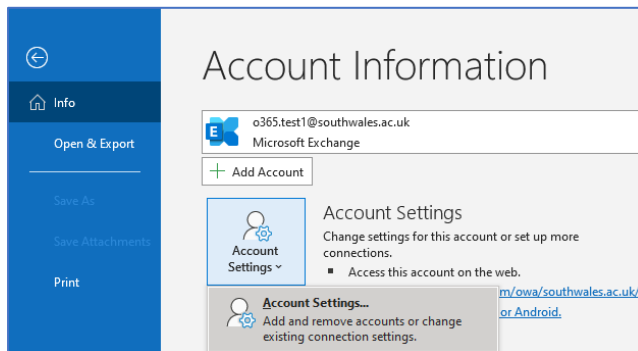
To check if all items have copied, compare the item counts on both folders to see if they match.

Remove PST from Outlook Profile

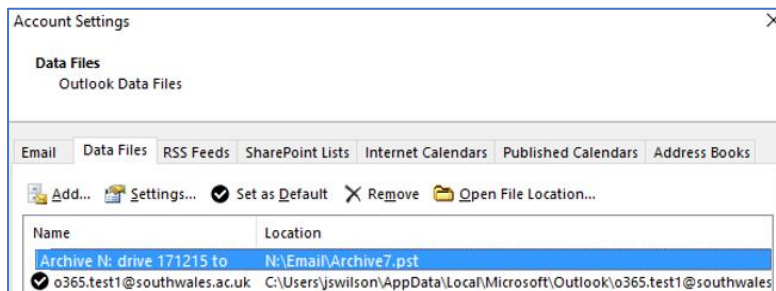
Once you have successfully moved or copied your folders to Office 365, you will need to remove your PST file from your Outlook profile.



In **Outlook**, click on **File**

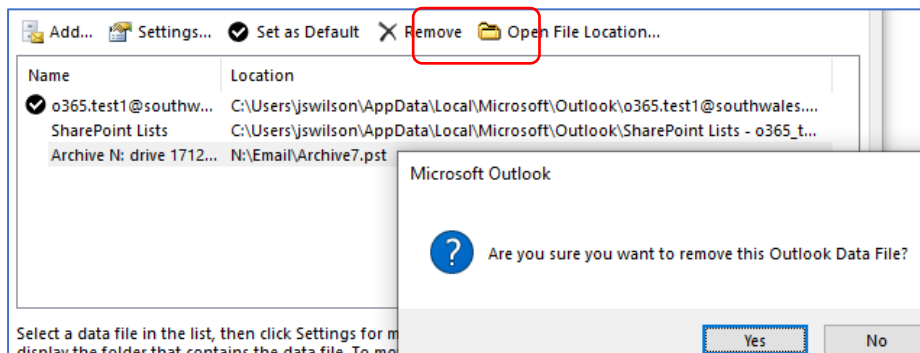


Select **Account Settings**



On the **Data Files** tab you will see .PST file(s)

Highlight the file(s) to remove from Outlook



Click **Remove**

Yes

If you have more than one PST you will need to repeat the task for each PST you have (see Page 3).