

Outlook 2003 (Exchange users)

1. Open outlook as it is currently configured
2. Select "File / Import and Export."
3. Select Export to a file, and then click Next.
4. Select Personal Folder File (.pst), and then click Next.
5. Do one of the following, and then click Next:
 - To export an entire mailbox, click once on the topmost folder and then check the Include subfolders checkbox.
 - To export a public folder, click once on the topmost folder (or the Public Folders folder to export all public folders), and then check the Include subfolders checkbox.
6. Click the Browse button to save the .pst file to a location on your hard drive. Please make note of this path (ideally, copy/paste this path to a Notepad or Word document), since you will need it when importing your .pst file later in this process. Click Next.
7. Click the OK button to complete the export. Since this file is only being used for temporary export/import, we recommend you use No Encryption, for speed and compatibility purposes.
8. Close Outlook After closing Outlook, press Ctrl + Alt + Delete to launch your Windows Task Manager. If you see outlook.exe in the list, select it and click the End Task button. This ensures that Outlook is not running, since sometimes third-party Outlook plug-ins do not shut down properly.
9. Log into the User Control Panel (<http://admin.jacksonkey.net/usercp/>), using your email address and password.
10. Click the Download Your Outlook Profile link.
11. Click the Save button.
12. Locate the file you just saved, and double-click the file to open it.
13. Outlook will launch automatically. You may encounter a warning popup window. Click the Yes button. (Running the PRF configuration file will not delete any of your existing email or your profiles.)
14. You will be prompted for your email address and password. You may need to enter it more than once throughout this process, as Outlook sets up your mailbox for the first time.
15. Click the OK button. You will now have full access to your mailbox through Outlook. Though you'll be prompted twice for your email address and password information during this initial setup, future logins should only require you to enter that information one time.

(Follow the following steps if necessary)

16. select File / Import and Export.
17. Select "Import from another program or file," and then click Next.
18. Select Personal Folder File (.pst), and then click Next.
19. In the "File to import" box, paste the path to your .pst file (which you pasted into Notepad or Word). And then click Next.
20. Click the topmost folder you want to import, and then check the Include subfolders checkbox. You may need to click the "+" icon to expand the folder list.
21. Click the "Import items into the same folder in" button.
22. In the drop-down box, select the Hosted Exchange mailbox you want to import your data into.
23. Click the Finish button. The import may take some time to finish, depending on the size of the mailbox and the number of items.

Outlook 2007 (Exchange users)

1. Open outlook as it is currently configured
2. Select "File / Import and Export."
3. Select Export to a file, and then click Next.
4. Select Personal Folder File (.pst), and then click Next.
5. Do one of the following, and then click Next:
 - To export an entire mailbox, click once on the topmost folder and then check the Include subfolders checkbox.
 - To export a public folder, click once on the topmost folder (or the Public Folders folder to export all public folders), and then check the Include subfolders checkbox.
6. Click the Browse button to save the .pst file to a location on your hard drive. Please make note of this path (ideally, copy/paste this path to a Notepad or Word document), since you will need it when importing your .pst file later in this process. Click Next.
7. Click the OK button to complete the export. Since this file is only being used for temporary export/import, we recommend you use No Encryption, for speed and compatibility purposes.
8. If you are running Outlook, be sure to close it. After closing Outlook, press Ctrl + Alt + Delete to launch your Windows Task Manager. If you see outlook.exe in the list, select it and click the End Task button. This ensures that Outlook is not running, since sometimes third-party Outlook plug-ins do not shut down properly.
9. Log in to the User Control Panel (<http://admin.jacksonkey.net/usercp/>), using your email address and password.
10. Click the Download Your Outlook Profile link.
11. Click the Save button and save the file to your C: drive.
12. Click the Windows Start button, and select Run.
13. Type the following in the command line:
outlook.exe /importPRF c:\<username>.prf
You will need to replace "c:\<username>.prf" with the exact path and name of the .prf file you downloaded above.
14. Click the OK button.
15. Outlook will launch automatically. You may encounter a warning popup window. Click the Yes button. (Running the PRF configuration file will not delete any of your existing email or your profiles.)
16. When prompted, enter your username and password, as provided by your administrator. Your username can be obtained from the User Control Panel. (See the User Control Panel box, on Page 1, for details about locating the User Control Panel for your domain.)
You may need to enter your username and password more than once throughout this process, as Outlook sets up your mailbox for the first time.
17. Click the OK button. You will now have full access to your mailbox through Outlook. Though you'll be prompted twice for your email address and password information during this initial setup, future logins should only require you to enter than information one time.

(Follow the following steps if necessary)

18. Select File / Import and Export.
19. Select "Import from another program or file," and then click Next.
20. Select Personal Folder File (.pst), and then click Next.
21. In the "File to import" box, paste the path to your .pst file (which you pasted into Notepad or Word). And then click Next.
22. Click the topmost folder you want to import, and then check the Include subfolders checkbox. You may need to click the "+" icon to expand the folder list.

23. Click the “Import items into the same folder in” button.
24. In the drop-down box, select the Hosted Exchange mailbox you want to import your data into.
25. Click the Finish button. The import may take some time to finish, depending on the size of the mailbox and the number of items.

Outlook (POP3 Users)

1. Open outlook as it is currently configured
2. Select “File / Import and Export.”
3. Select Export to a file, and then click Next.
4. Select Personal Folder File (.pst), and then click Next.
5. Do one of the following, and then click Next:
 - To export an entire mailbox, click once on the topmost folder and then check the Include subfolders checkbox.
 - To export a public folder, click once on the topmost folder (or the Public Folders folder to export all public folders), and then check the Include subfolders checkbox.
6. Click the Browse button to save the .pst file to a location on your hard drive. Please make note of this path (ideally, copy/paste this path to a Notepad or Word document), since you will need it when importing your .pst file later in this process. Click Next.
7. Click the OK button to complete the export. Since this file is only being used for temporary export/import, we recommend you use No Encryption, for speed and compatibility purposes.
8. Tools → Email accounts → view or change existing email accounts.
9. Remove The current exchange mailbox.
10. Add new mail account
 - Server Type:POP3, click next
 - Enter name, email address, username(exact same as email address), password
 - Incoming mail server: mail.jacksonkey.net
 - Outgoing mail server: smtp.jacksonkey.net
 - More settings → outgoing server
 - Check my outgoing server requires authentication → use same settings as my incoming mail server.
 - Click “OK”
 - Click “Next”, then “Finish”

(Follow the following steps if necessary)

11. select File / Import and Export.
12. Select “Import from another program or file,” and then click Next.
13. Select Personal Folder File (.pst), and then click Next.
14. In the “File to import” box, paste the path to your .pst file (which you pasted into Notepad or Word). And then click Next.
15. Click the topmost folder you want to import, and then check the Include subfolders checkbox. You may need to click the “+” icon to expand the folder list.
16. Click the “Import items into the same folder in” button.
17. In the drop-down box, select the Hosted Exchange mailbox you want to import your data into.
18. Click the Finish button. The import may take some time to finish, depending on the size of the mailbox and the number of items.