



Manual e-mail migration guide

This document shows the step-by-step process for completing your e-mail migration manually. This will update your Outlook profile to your new DTZInvestors.com e-mail address. This process could potentially take 45 minutes to an hour to complete. Please complete the stages and steps in this document prior to contacting the Service Desk with any questions.

Stage 1: Export existing Outlook Rules

You will need to export your Outlook Rules in order to keep them once you complete your migration and utilize your new DTZInvestors.com e-mail account.

Step 1: Open Outlook.

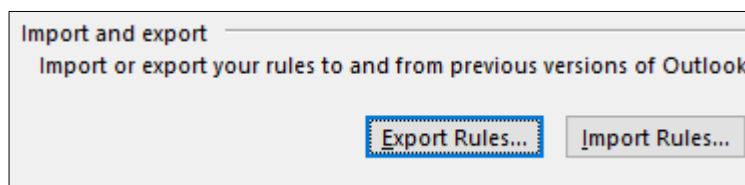
Step 2: Click on **Rules** and select **Manage Rules & Alerts**.



Step 3: Click on **Options**.



Step 4: Click **Export Rules...**



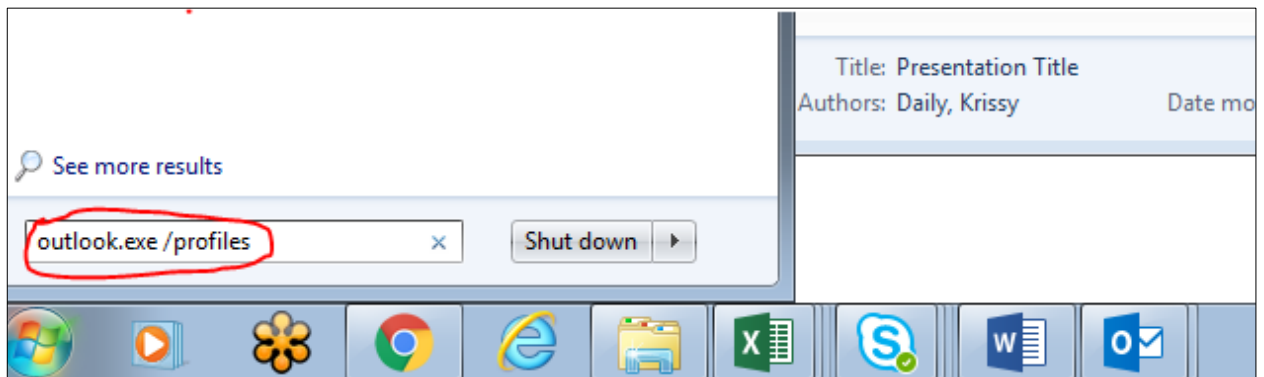
Step 5: Save the rules to your computer in your documents. As a reminder, this will allow you to keep your Rules once you complete your migration and utilize your new DTZInvestors.com e-mail account.

Step 6: Exit Outlook.

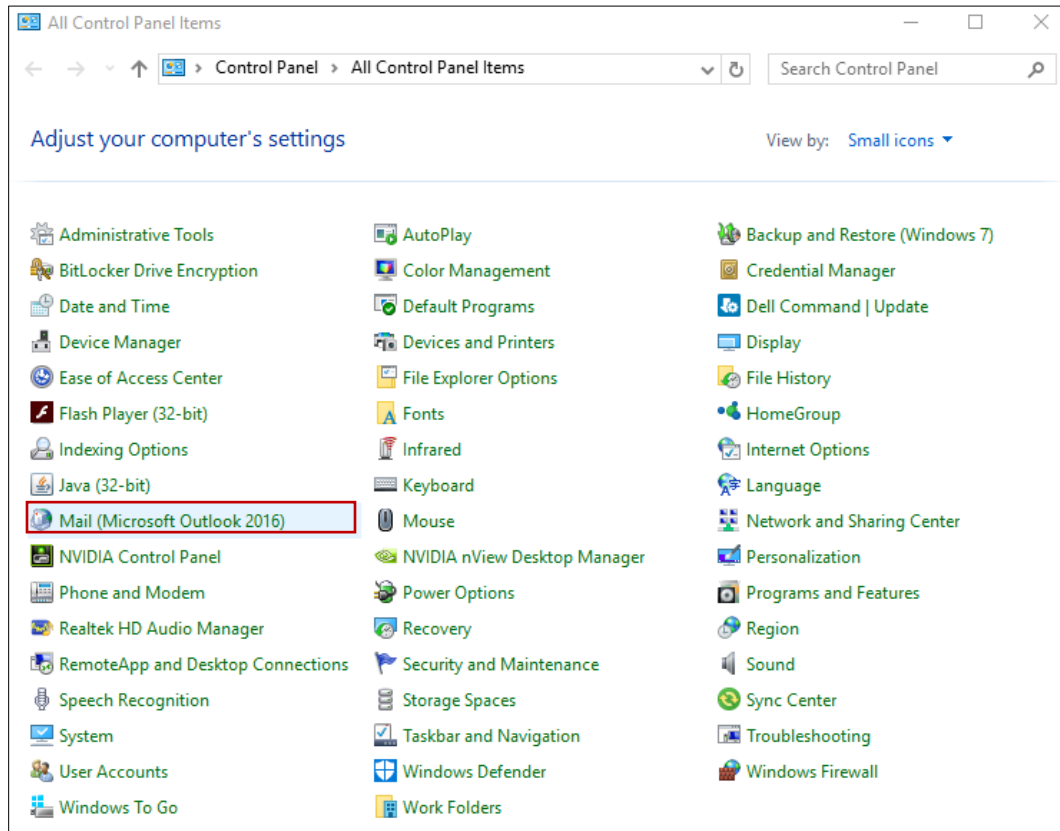
Stage 2: Complete the e-mail migration

Step 1: Open the **Control Panel** and click the **Mail** icon. Depending on your version of Outlook, you may see one of the following screens below.

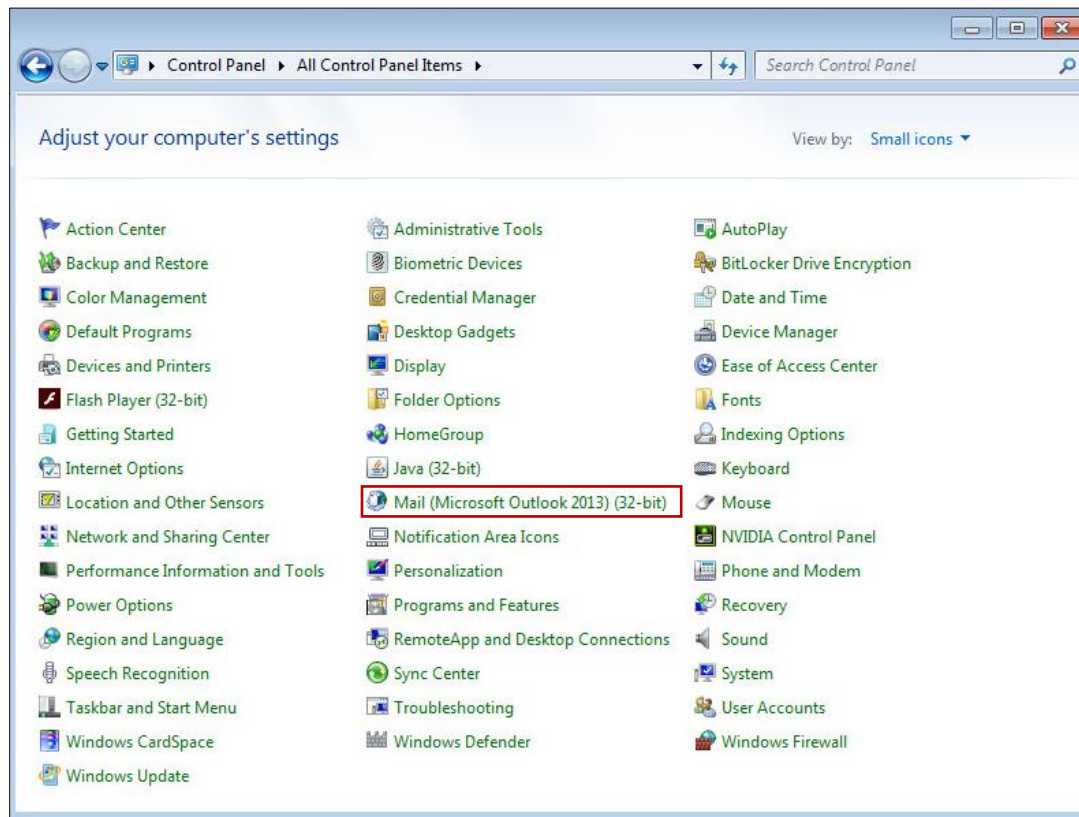
Important Note: If you are unable to open Outlook for Outlook 2016, Outlook 2013 or Outlook 2010 as outlined below, click on the **Start** icon in the bottom left-hand corner of your desktop screen and type in **outlook.exe/profiles** to open Outlook.



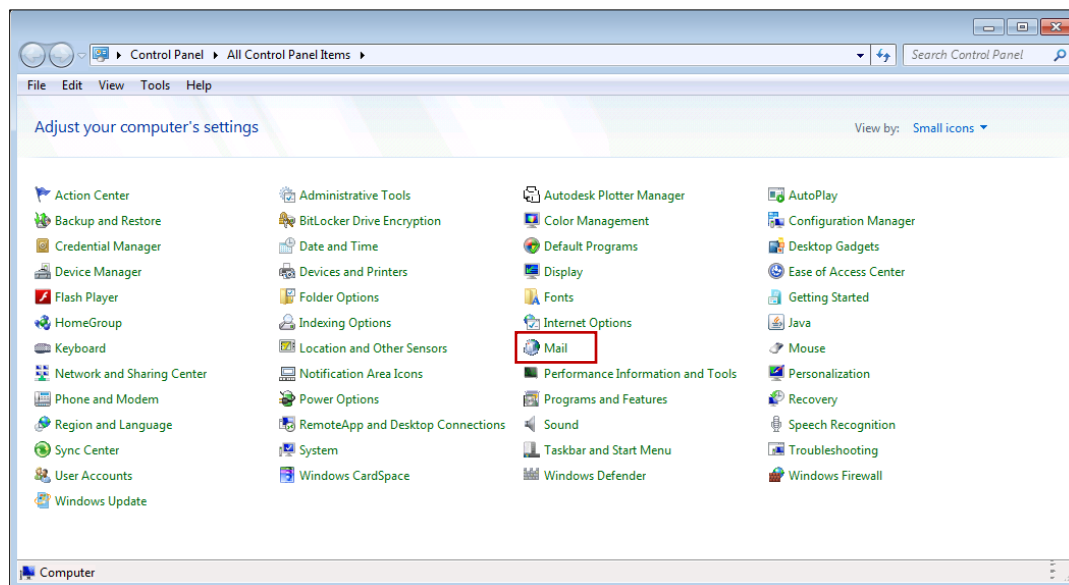
Outlook 2016



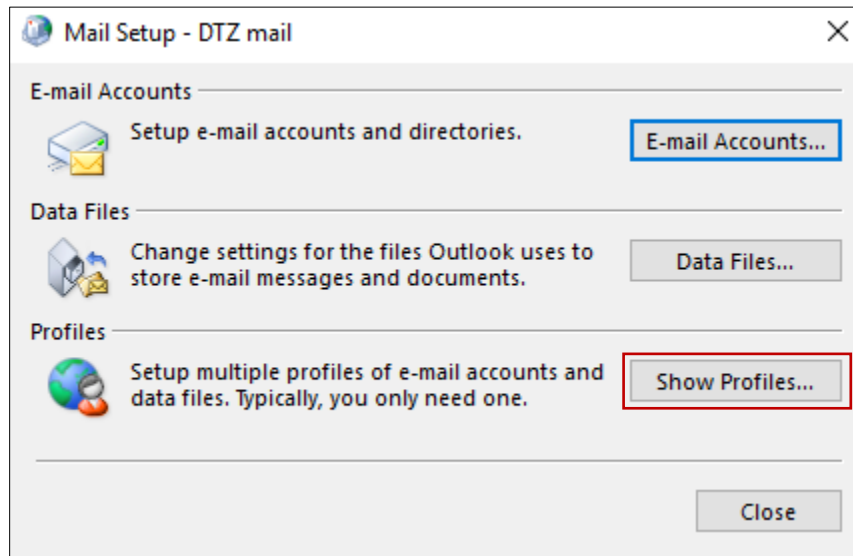
Outlook 2013



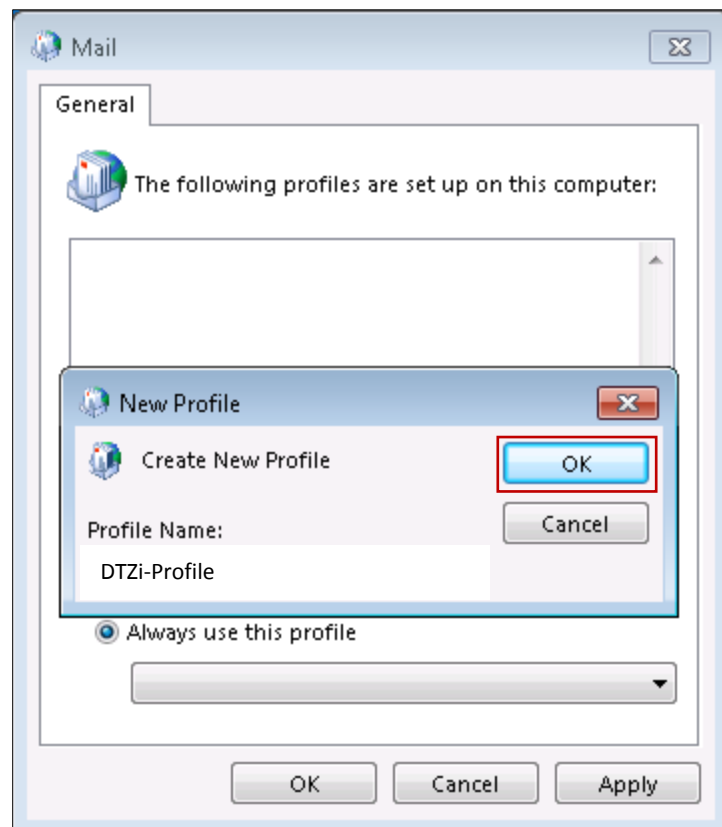
Outlook 2010



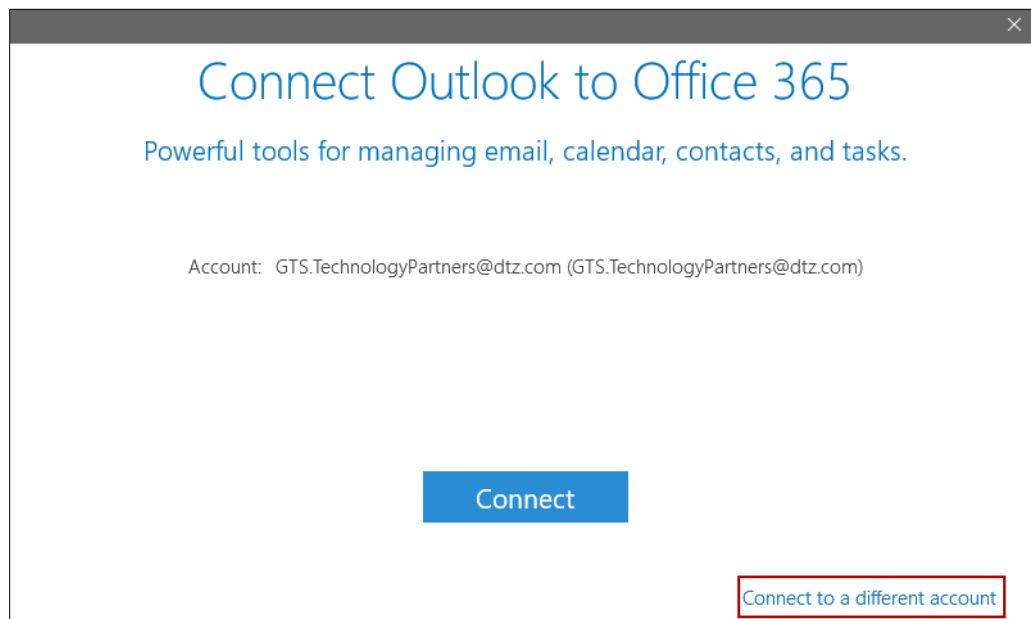
Step 2: Click on **Show Profiles...**



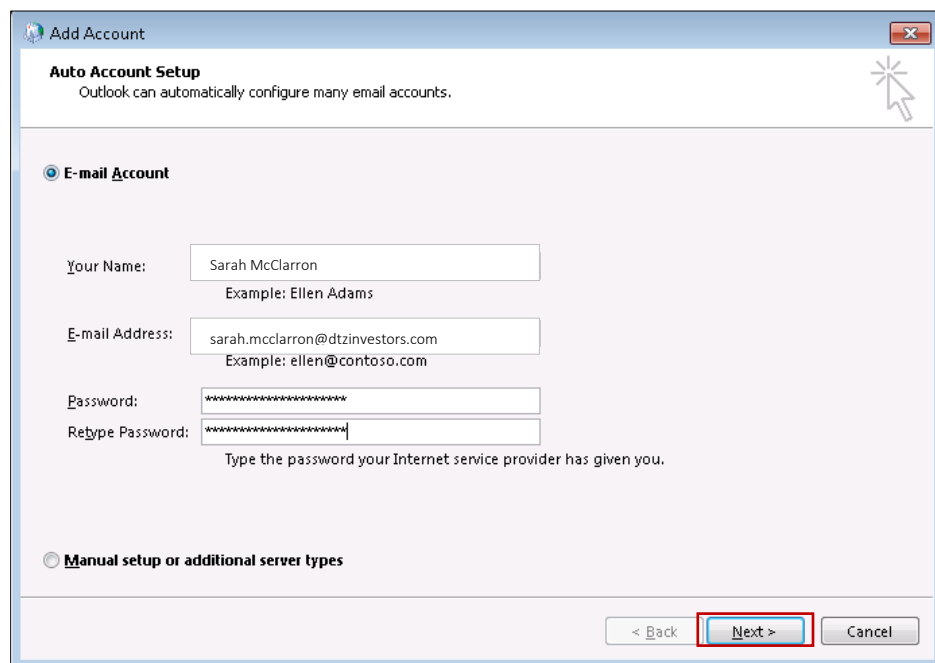
Step 3: Click **Add** and enter **DTZi-Profile** for your new Outlook Profile, then click **OK**.



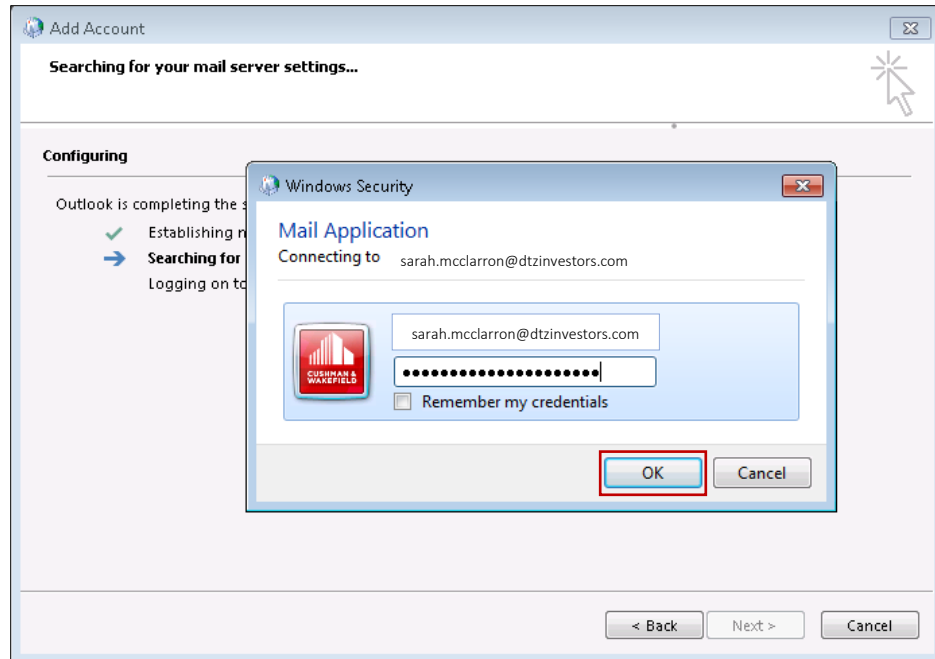
Step 4: You may not see the screen below, depending on which Outlook version you have. If you do not, please go to the next step below. If you do, click on **Connect to a different account**.



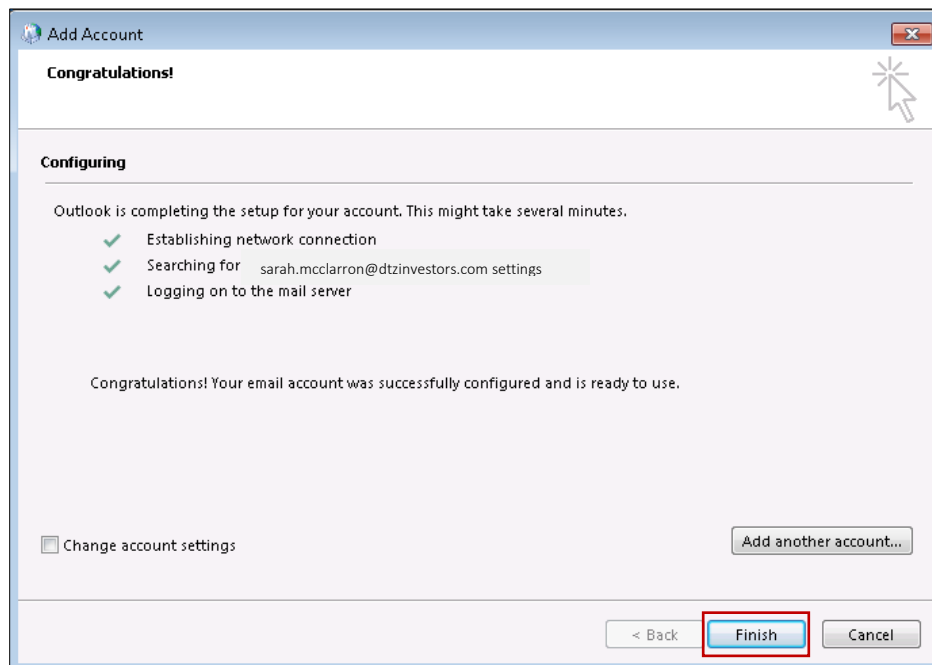
Step 5: Enter your name, your DTZInvestors.com e-mail address and network password, then click **Next**.



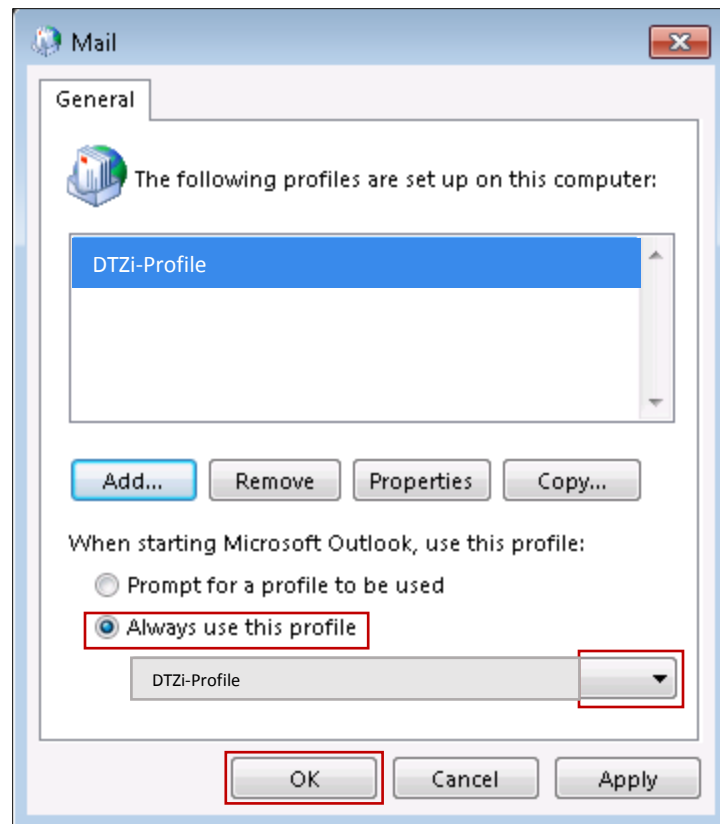
Step 6: Enter your password and click **OK**.



Step 7: Click **Finish**.



Step 8: Select your DTZi-Profile from the drop-down arrow and then select **Always use this profile**. Click **OK**.



Stage 2 is complete - You have completed the migration

Stage 3a: Validate the e-mail migration

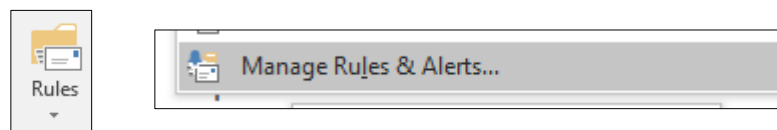
Step 1: Send a test e-mail from your private e-mail account to your DTZInvestors.com e-mail address and ensure you received the e-mail.

Important Note: All of your e-mail will be migrated, but you may not see all of your e-mails in your inbox right away. This may take a period of time, depending on the size of your mailbox and the network conditions. Additionally, you may not see e-mails in your inbox older than 6 months. Please consult the [Outlook Email FAQs](#) for additional details. As a reminder, you can access e-mail through Outlook Web Access (OWA). See the [Outlook Web Access Login Guide](#) for instructions.

Stage 3b: Import your Outlook Rules

Step 1: Now you need to import your rules to Outlook. As a reminder, you exported and saved your rules in Stage 2 above. Open Outlook.

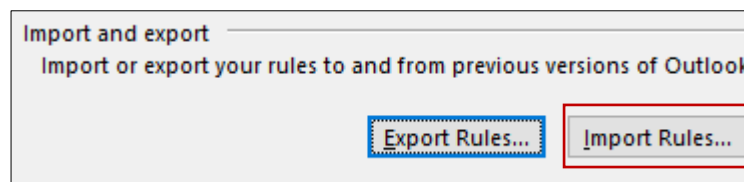
Step 2: Click on **Rules** and select **Manage Rules & Alerts**.



Step 3: Click on **Options**.



Step 4: Click **Import Rules...**



Step 5: Browse to the folder that you saved your exported rules. Select the file you saved and click **Open**.

Stage 4: Update your E-mail Signature

Step 1: You will need to re-select your e-mail signature on both the Outlook client on your computer and on your mobile device. Please follow the instructions in the [Outlook Signature Update Guide](#).

Stage 5: Update e-mail on your Mobile Device

Step 1: Follow the applicable instructions below to continue to access e-mail on your mobile device:

- [iPhone Email Instructions](#)