Move your email to OX Business Email

OX Business Email · https://www.aeserver.com/support/ox-business-email-migration/

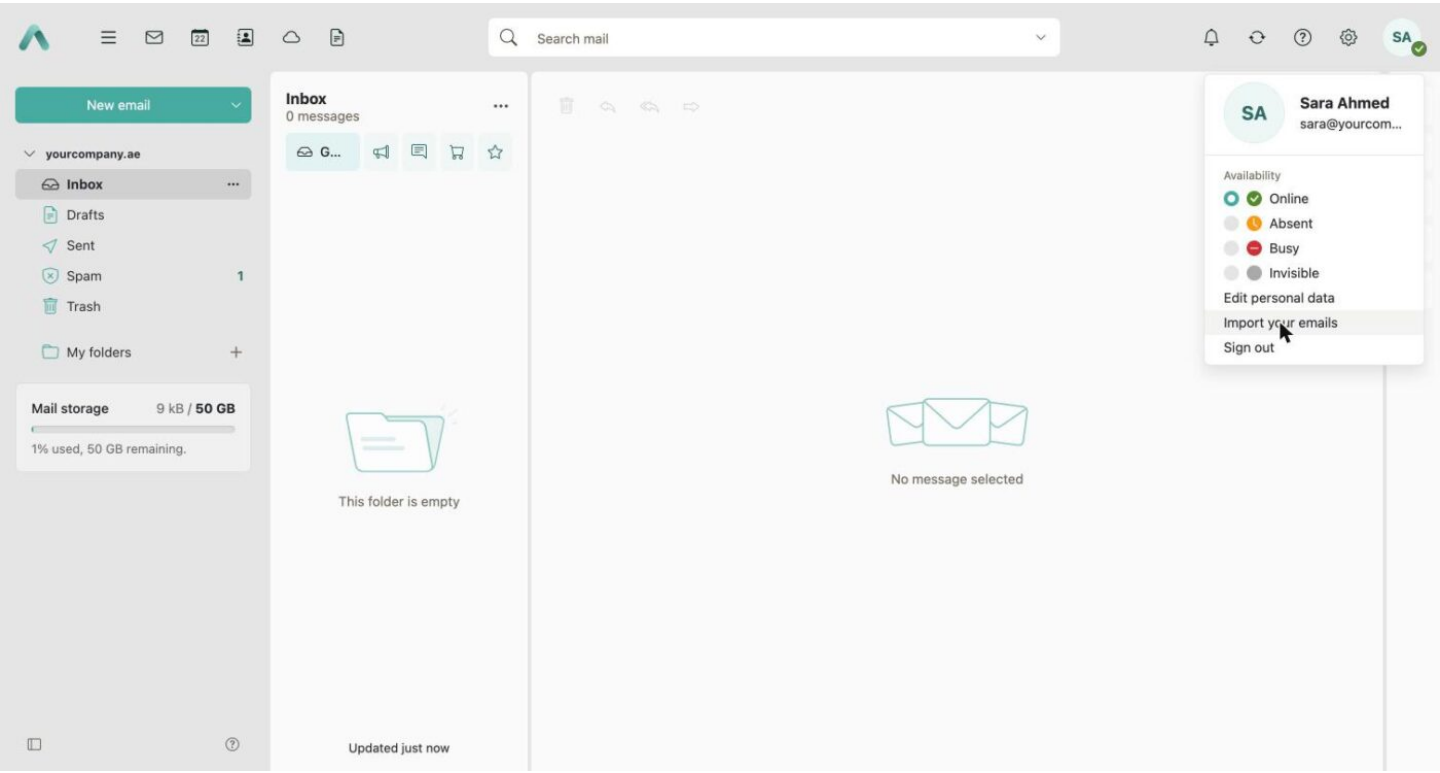
OX Business Email has a built-in import service that copies your email and folders from your current provider. It runs in the background and emails you status updates, so you can keep working while it runs.

Before you start

- **Create the mailbox first** on your service page. See **OX Business Email: overview and getting started**.
- **Keep your old email account working.** The import signs in to it to copy your email.
- **Do not change your MX records yet.** Wait until the import is complete.

Step 1: Start the import

1. Sign in to webmail at **eu.appsuite.cloud** with your new mailbox.
2. Select your profile icon, which shows your initials, in the top right corner.
3. Select **Import your emails**.



Import your emails is in the menu under your profile icon.

4. Accept the Terms of Service and Privacy Statement, then select **Proceed**.
5. Choose your current email provider and enter an email address for status updates.
6. Select **Proceed** and follow the prompts to connect your old account.

Your messages and folders are copied in the background. Large mailboxes take longer, and you receive status updates by email as the import progresses.

Step 2: Import your contacts

If your contacts are in Google, Outlook or Yahoo, you can connect that address book to OX Business Email. Follow the OX guide to subscribing to Google, Outlook or Yahoo contacts.

Step 3: Import your calendars

Export your calendar from your old provider as an .ics file and import it into OX Business Email, or subscribe to it using its calendar URL. For step-by-step help, see the OX help centre.

Step 4: Point your domain

When your import is complete, update your domain's MX and SPF records. See **Point your domain to OX Business Email**.

ImportantKeep your old email account open for at least two weeks after you switch. Email sent while your DNS was changing may still arrive there.

After you switch

- Check your old mailbox for a few days and forward anything important.
- Set up your signature, rules and automatic replies again. The import copies your email and folders, not your settings.
- Reconnect your phones and mail apps. See **Set up OX Business Email on your phone and computer**.

Get OX Business Email Not set up yet? See pricing and get started.