Internal Mailbox Migrations

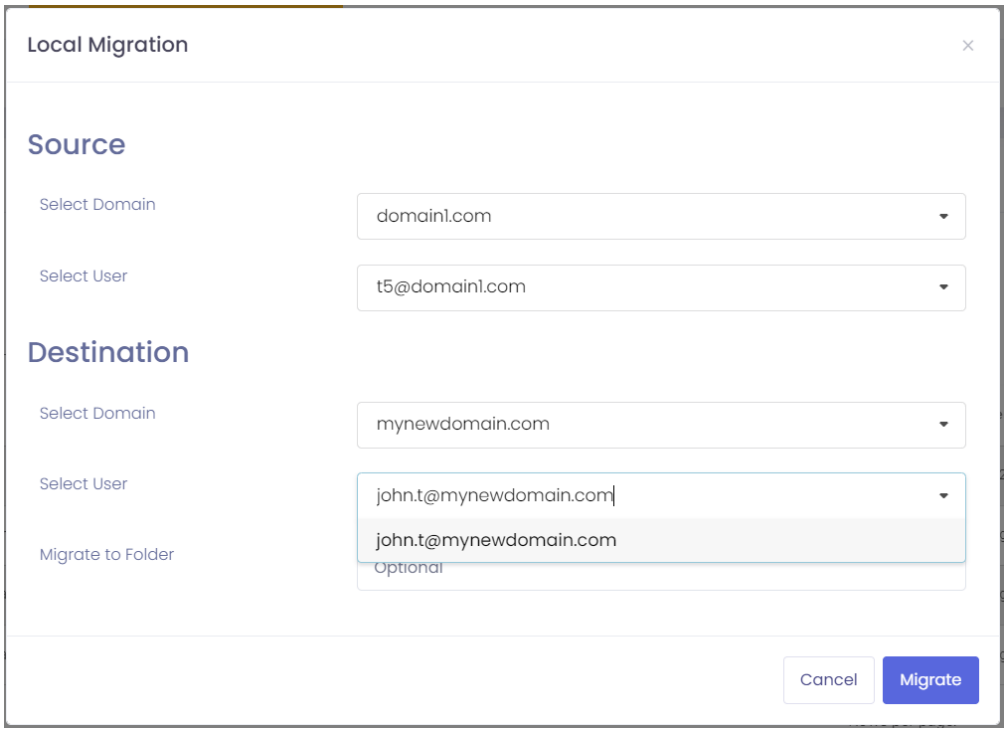
Internal Migrations allow you to move or copy email data directly between mailboxes within your Admin Panel. This tool is specifically designed for **local transfers** and is the most efficient way to handle account changes without losing historical data.

When should you use Internal Migration?

- **Renaming a Mailbox:** Since mailboxes cannot be renamed directly, you can create a new mailbox with the desired name and migrate the data from the old one.
- **Employee Offboarding:** When a team member leaves, you can move their historical emails to a manager's account or a shared archive profile.
- **Domain Rebranding:** If you are moving from one domain to another and an alias isn't sufficient, you can copy data from `user@old-domain.com` to `user@new-domain.com` for a clean, final setup.

How to Run an Internal Migration

1. Go to the Admin Panel. Log in using your Admin username and password.
2. Click on **Users** in the main menu bar, then select **Migrations** from the sub-menu.
3. Click the **New Migration** button and fill in the details:



4. **Configure the Source (Old Account):**
   - **Select Domain:** Choose the domain associated with the original mailbox.
   - **Select User:** Choose the specific mailbox you want to copy data from.
5. **Configure the Destination (New Account):**
   - **Select Domain:** Choose the domain of the target mailbox.
   - **Select User:** Choose the mailbox that will receive the emails.
   - **Migrate to Folder (Optional):** If you want the migrated emails to go into a specific folder (e.g., "Archive_2024") rather than the main Inbox, type the folder name here.
6. **Start the Process:** Click the **Migrate** button.

Important Notes

- **Data Preservation:** This process **copies** the data. The emails in the source mailbox will remain there until you choose to delete the account.
- **Internal Only:** This tool is designed for "Local" moves within your administration. To bring in mail from an external service, please refer to our **External Migration** guide.
- **Unique Identities:** Every mailbox and alias must be unique across your domain. If you are renaming a user, remember to delete or alias the old mailbox *after* the migration is successfully completed.

Managing Migration Tasks

Once a migration is started, you can monitor the progress from the **Migrations** dashboard:

- **Status:** See if a migration is "Pending," "In Progress," or "Completed."
- **Sync Logic:** The system will replicate the folder structure of the source mailbox into the destination mailbox automatically.

Revision #1
Created 9 February 2026 18:19:39 by Admin
Updated 9 February 2026 18:27:35 by Admin