Upgrading to OEX

OEX (Outlook Experience) is our premium solution for power users who require native Outlook connectivity for email, calendars, and contacts. It provides a seamless experience for those who want their data perfectly in sync across all devices.

If you are currently using a **Basic** or **Enhanced** mailbox and wish to upgrade to **OEX**, follow the steps below.

Important: Try Before You Switch

Before proceeding with a full migration, we strongly recommend creating a test mailbox to explore the OEX interface and features.

> **Please Note:** At this time, we do not offer a migration path to move data back from an OEX mailbox to a Basic or Enhanced mailbox. Ensure OEX is the right fit for your workflow before initiating the transfer.

Step 1: Create the Placeholder Mailbox

To begin, you must create a destination for your data on our servers.

- **Check Your Quota:** Before adding the new mailbox, ensure your current subscription has enough available storage and mailbox slots to accommodate an additional account. You can upgrade your subscription or adjust your storage allocation at any time if needed.
- Log in to your Admin Panel
- Create a new OEX mailbox using the same username as your current account, but append **_oex** to the end.

  Example: To migrate *john@domain.com*, you would create *john**_oex**@domain.com*
- OEX Account Type: choose Normal
- Mailbox Subtype: choose Normal

Step 2: Request the Migration

Once the placeholder is ready, our support team handles the technical transfer.

- Open a Support Ticket: Contact our personal support team to request the internal migration.
- Details Needed: Specify the source mailbox (Basic or Enhanced) and the new destination mailbox (_oex).
- Supervised Transfer: Our team will supervise the migration of all folders and email data, typically completing the process in less than 24 hours.

What to Expect After the Migration

Once the data transfer is complete, our team will assist in finalizing the mailbox names so the user can log in with their original address.

- Native Sync: You will now have native Outlook connectivity for email, calendar, and contacts (follow this setup guide).
- Feature Check: OEX includes all Enhanced features but does not include the Zulip or integrated Webmail Chat.
- Outlook Setup: You must create a new Outlook profile to connect to the OEX service correctly

---

Revision #2
Created 11 February 2026 16:17:13 by Admin
Updated 11 February 2026 16:33:58 by Admin