

Hello,

UAN has received communications from clients stating that they have been using Outlook Express rather than Microsoft Outlook. Even though these products are named similarly they are very different products and UAN was unaware that any clients were using Outlook Express. The UAN transfer process will not transfer Outlook Express data. Clients have requested procedures on how to transfer their Outlook Express information to the new hardware. If you were using Outlook Express on the old UAN computer and wish to transfer Outlook Express information to the new hardware, the following procedures from Microsoft will assist you. The procedure will first transfer the data from Outlook Express to Outlook on the old computer and then the UAN transfer process will transfer the data to the new computer. Going forward, Outlook will be used.

**Reminder:** The Outlook Express procedures need to be completed during the 'Before Hardware Transfer' portion of the hardware transfer instructions.

Import messages from Outlook Express:

1. In Outlook, on the **File** menu, click **Import** and **Export**.
2. Click **Import Internet Mail and Addresses**, and then click **Next**.
3. Click **Outlook Express**.
4. Select the **Import mail** and **Import Address** check boxes.
5. Select the option: **Allow Duplicates to be created**, and then Click **Next**.
6. Click **Finish**.
7. To save a copy of the import summary to your Inbox, click **Save in Inbox**.

Citation: <http://office.microsoft.com/en-us/outlook-help/import-your-messages-or-account-from-outlook-express-to-outlook-HA001094387.aspx>

Respectfully,

UAN Support