

SV Campus Email Migration

MSSM & MSTV students have two email accounts: an Andrew account (@andrew.cmu.edu) and a [CMU-SV account](#) (@sv.cmu.edu / @west.cmu.edu). You will retain access to your student accounts for approximately **90 days** after graduation. During this time, please back-up your student emails and files.

Recommendation: Create an automatic reply now for your student email account that directs senders to your personal or alumni email account. Once your accounts expire, all email activity stops, which includes mail forwarding. A nice touch would be to include your LinkedIn in the signature!

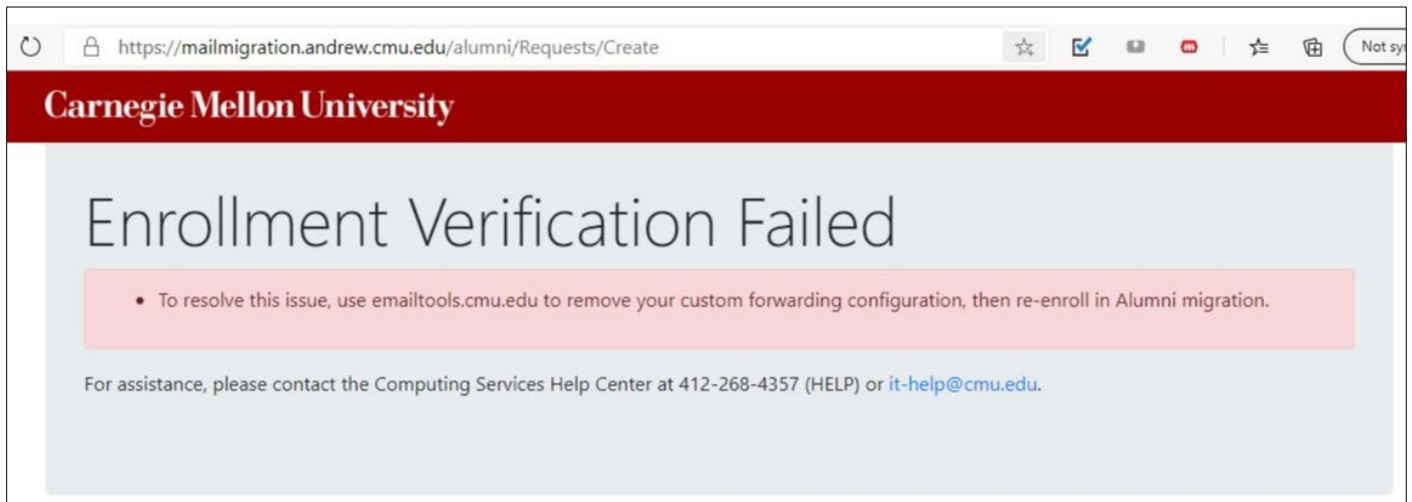
Reminder: What services use your CMU email: Netflix, Instagram, Amazon...? Be sure to update your email for those services (if need be!).

Please note:

- CMU offers full @alumni.cmu.edu email accounts, powered by G Suite, to all alumni. This email account is automatically created for new graduates. Bookmark [CMU Alumni Association Alumni Email Resources](#) (includes a helpful FAQ section).
- Access your Alumni account by logging in with your **Andrew ID** and password through your preferred web browser at <http://mail.alumni.cmu.edu>.
- **The alumni account is based on your Andrew ID** so your Andrew account migrates, not your SV email account (e.g. mkilcoyn@andrew.cmu.edu becomes mkilcoyn@alumni.cmu.edu).
- University Computing Services has [a webpage dedicated to how to "transition your student services"](#) (email, contacts, calendars, file storage on Box & Google Drive, Zoom recordings, etc.).
- To move your Andrew email, please use the [Alumni Migration tool](#).

Potential Error Alert:

Before migrating your Andrew email, you must **first** remove automatic forwarding from your Andrew email settings. Otherwise, you will receive this error message when you try to migrate:



For your SV Email and Data:

- There is *not* an analogous alumni account for your SV email so **you also need to back-up the SV data** separately.
- You must enable POP/IMAP in your @west.cmu.edu account settings. If you're signed into that account as the first one, you can use this direct link: <https://mail.google.com/mail/u/0/?tab=cm#settings/fwdandpop>

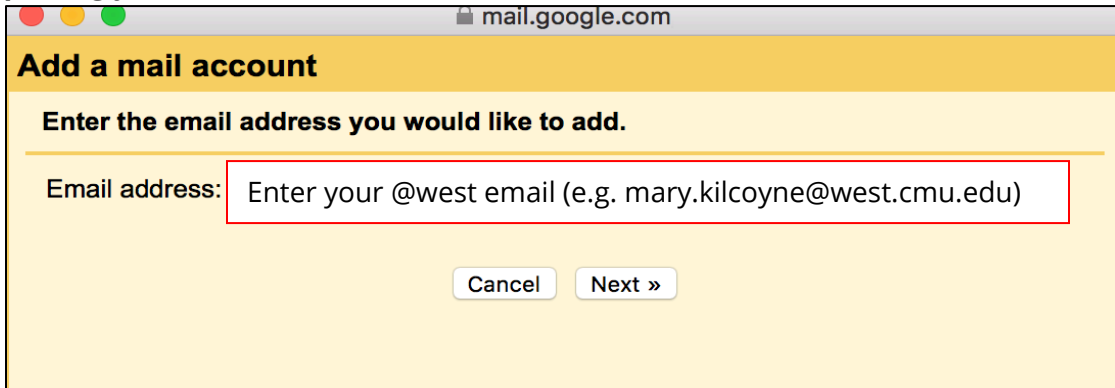
- When importing your SV email into another Gmail account, please use your @west.cmu.edu email. See "Get all messages" at <https://support.google.com/mail/answer/21289> and the screenshots below.

For import problems, check:

<https://support.google.com/mail/answer/7239777>

- To export your data (and/or options with mail), use <https://takeout.google.com/>. Again, use your @west account. See Page 3 for West vs SV Google Takeout screenshots.

Importing your SV email into another Gmail account:



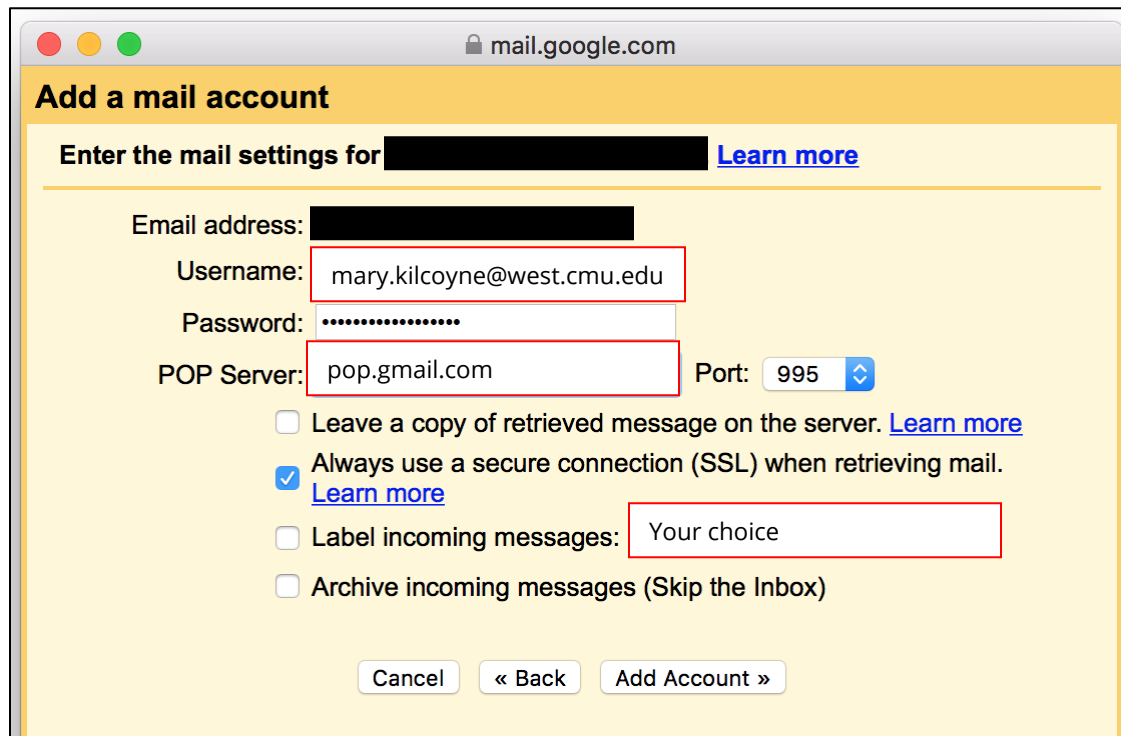
mail.google.com

Add a mail account

Enter the email address you would like to add.

Email address: Enter your @west email (e.g. mary.kilcoyne@west.cmu.edu)

Cancel Next >



mail.google.com

Add a mail account

Enter the mail settings for [redacted] [Learn more](#)

Email address: [redacted]

Username: mary.kilcoyne@west.cmu.edu

Password: [redacted]

POP Server: pop.gmail.com Port: 995

Leave a copy of retrieved message on the server. [Learn more](#)

Always use a secure connection (SSL) when retrieving mail. [Learn more](#)

Label incoming messages: Your choice

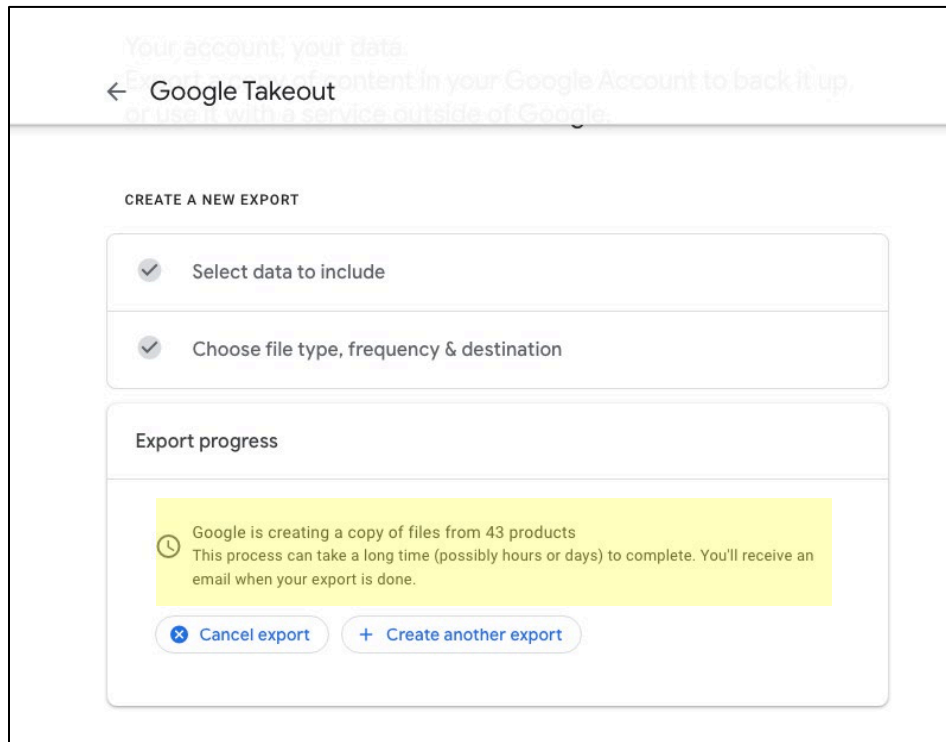
Archive incoming messages (Skip the Inbox)

Cancel << Back Add Account >>

- Use @west for the "Username" and for "POP Server": pop.gmail.com and Port 995.

Exporting your data with Google Takeout:

- Using your @West account, you'll see the number of files – in yellow.



- Takeout *doesn't* work with your @SV account; note that no files are available to export.

