

## Guide to backing up emails from Outlook when using Windows and macOS, as well as Apple Mail and Thunderbird

The HAW mailer is currently offline, and not everyone has access to their mails in Outlook or other mail programmes. However, this doesn't have to mean that the HAW Hamburg mails have been lost. We recommend that you secure all of the email files from your @haw-hamburg.de address that were there before the cyber-attack, because it is possible that the rebuilding of the server could result in the loss of these files. Below you will find instructions for saving your mails in the various applications and programmes.

### Saving your files in Outlook (Windows and macOS)

Background information: If you use Outlook with an email account, a local copy of your information is saved on your computer. Even without being connected to the Internet, you can access previously downloaded or synchronised emails, calendar content, contacts and tasks.

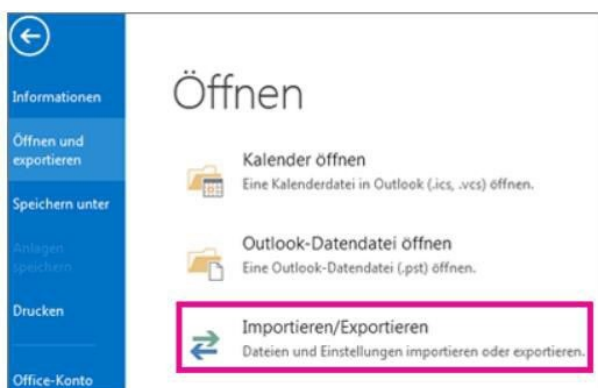
Above all, you can save the archived elements from your account – your emails and your calendar, contacts and task files – regardless of whether you use a Windows or Apple operating system.

If you are no longer able to open your emails – that is, you cannot open Outlook in offline mode, skip ahead to the 'Saving your files when you cannot open Outlook locally...' section. The same applies if you can open Outlook but no files are displayed.

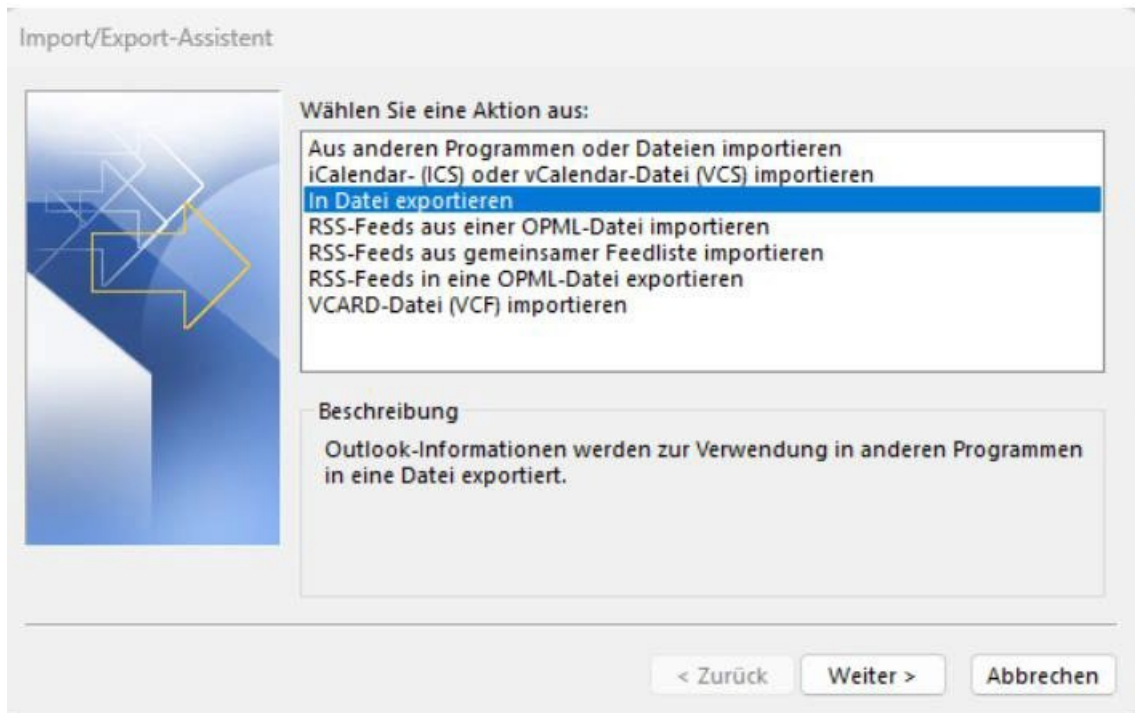
It is generally recommended that you carry out the following activities without being connected to the Internet in order to avoid programme crashes.

### Instructions for Outlook when using Windows

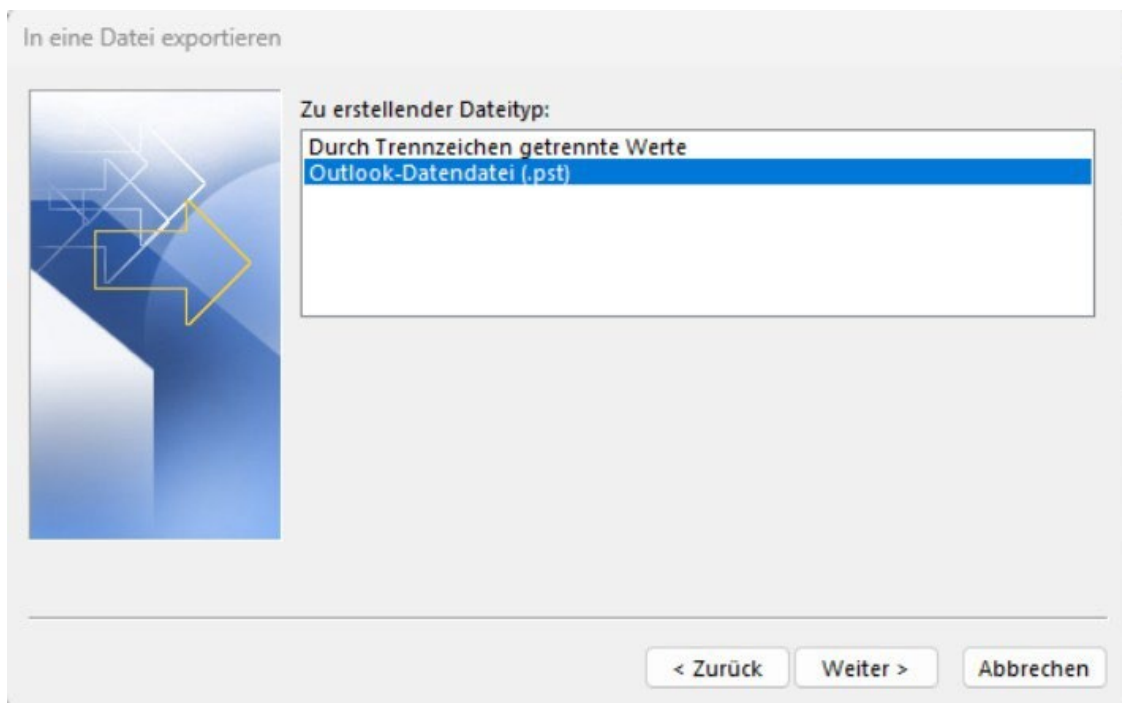
If your files are visible, please take the following steps: First start Outlook. Select **Datei (File) > Öffnen und exportieren (Open and export) > Importieren/Exportieren (Import/export)**



Select **In Datei exportieren (Export to file)** and then **Weiter (Next)**.



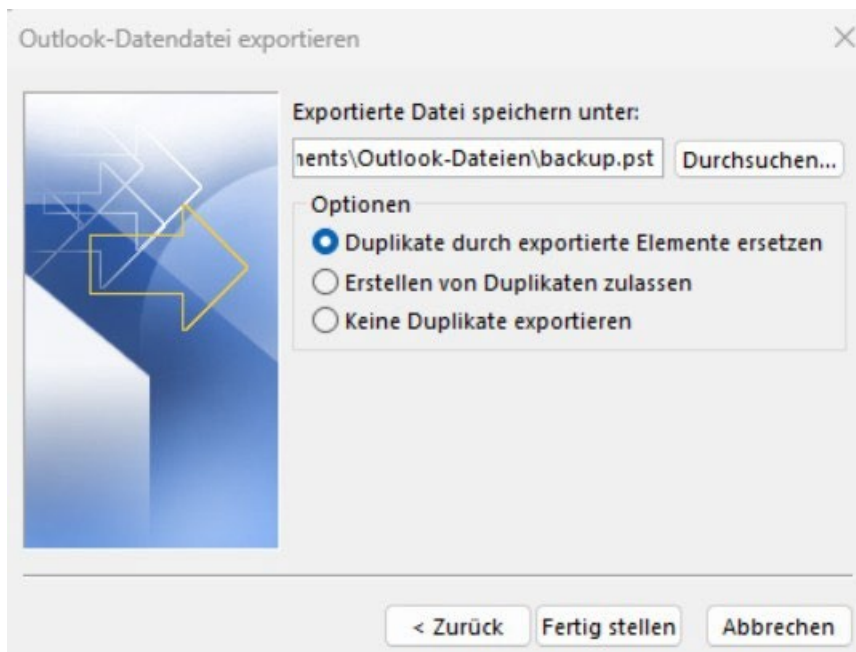
Select **Outlook-Datendatei (Outlook data file)** and **Weiter (Next)**.



Now click on the top level ([vorname.nachname@haw-hamburg.de](mailto:vorname.nachname@haw-hamburg.de)), enter a check mark beside **Unterordner einbeziehen (Apply to subfolders)**, and select **Weiter (Next)**.



Select the location where you want to save your files and create a name for the backup file, then click on **Fertig stellen (Finish)**.



If you want to ensure that nobody can access your files, enter a password and confirm it. Then select **OK**.

This PST file (Outlook data file) can then be imported into your new email account.

Do you have **more than one HAW Hamburg mail account** in Outlook and want to back them all up? Start the export process again and carry out the steps outlined above for each account you want to back up.

## Instructions for Outlook when using macOS

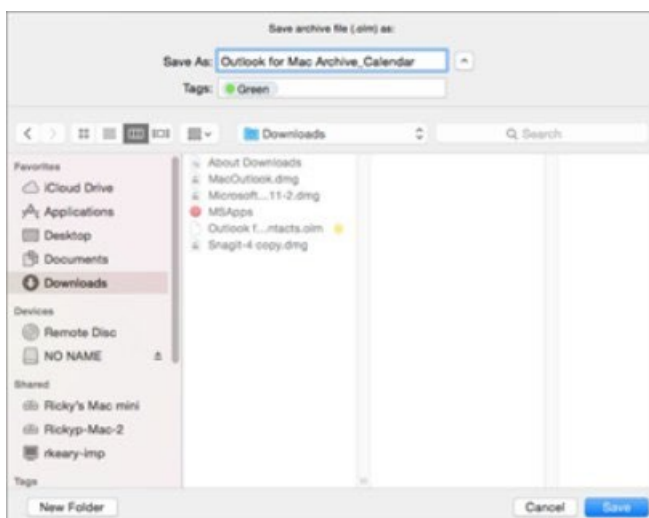
Open Outlook. Under the **Extras (Tools)** tab, select **Exportieren (Export)**. Depending on which operating system and which version of Outlook you have, the export function may also be located under another tab.



In the box **In Archivdatei (.olm) exportieren (Export to archive file)**, select the items (ideally all of them) you would like to export and click **Weiter (Continue)**.



In the **Speichern unter (Save as)** box, select the **Downloads** folder under **Favoriten (Favourites)** and click on **Speichern (Save)**.



When you have exported your files, you will receive a notification. Click on **Fertigstellen (Finish)**.

## Saving your files when you cannot open Outlook locally or email files are not visible in Outlook

First disconnect from your LAN or WLAN network and then open Outlook while offline. If you are then able to access your emails, proceed through the same steps outlined under Saving your files in Outlook (Windows and macOS).

If Outlook still doesn't start, take the following steps to secure your files:

Open the file explorer → and select **Dieser PC (This computer)** → **Lokaler Datenträger (local disc)** → and then select **Benutzer (User) and the corresponding A-Kennung (account ID) or Benutzer\*innennamen (user name)**. → Open the **AppData** folder → then under **Local** → select **Microsoft** → and then **Outlook**. → Then copy and save the **OST-Datei** (Offline-Outlook-Datendatei / Offline Outlook data file) to another location.

## Instructions for Thunderbird

**Thunderbird** users can use the following guide to save their files:

<https://www.heise.de/tipps-tricks/Thunderbird-Backup-erstellen-so-geht-s-4329484.html>

## Instructions for Apple Mail

Open Apple Mail and select the email folder you would like to back up (Inbox, Archive, Sent, etc.).

Then click on the following one after the other: Open mailbox → Export mailbox → Select (or create) target folder → and begin export.

The export process needs to be carried out separately for each folder. Depending how many mails each folder contains, this can take some time!

## Additional information

Please also see the information pages from Microsoft Support.

### General information

<https://support.microsoft.com/en-gb/office/introduction-to-outlook-data-files-pst-and-ost-222eaf92-a995-45d9-bde2-f331f60e2790>

### Backing up / exporting files from Outlook:

<https://support.microsoft.com/en-gb/office/export-or-backup-email-contacts-and-calendar-to-an-outlook-pst-file-14252b52-3075-4e9b-be4e-ff9ef1068f91>

## If you have questions:



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Tuesdays 1:30 pm–2:30 pm | During lecture-free periods by appointment

Email | [haw@christine-hoffmann-online.de](mailto:haw@christine-hoffmann-online.de)

Thank you to the University of Duisburg-Essen's Centre for Information and Media Services for allowing us to use and modify their guidelines on backing up mails.