

Abthorpe Broadband Association Ltd.

Bringing Broadband to the community since 2003.

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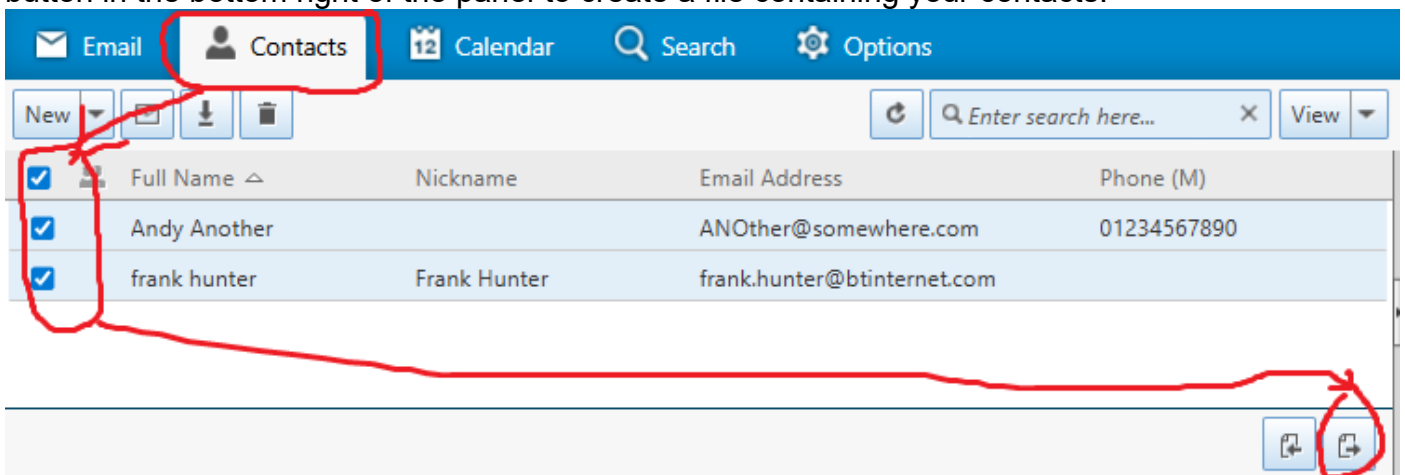
Transferring your TVB/ABbA hosted email to Googlemail

It is important that you understand these processes before committing to them and it is as important that you do not rely on the TVB team volunteers to help you. They cannot take responsibility from you for the processes involving your personal data.

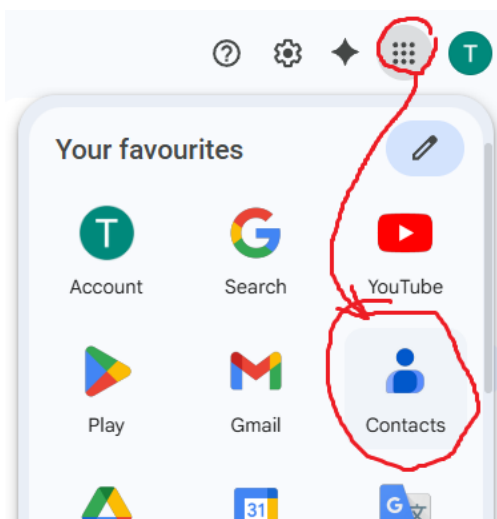
This document provides instruction on the process of moving an account hosted by TVB/ABbA (e.g. xx@abthorpe.net; xx@bradden.net; xx@helmdon.net; xx@loisweedon.net; xx@plumpudding.org; xx@tovevalley.uk; xx@tovevalley.net; xx@wappenham.net) to the more international (but free) provider Google (gmail.com,googlemail.com). Whereas TVB allows up to 1Gbytes of data, Google allows up to 15Gbytes and you can pay them for more if required.

Contacts

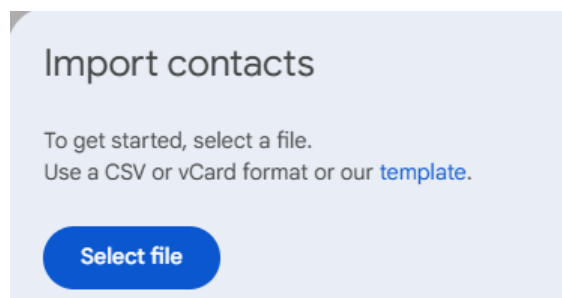
Copying across your contacts information requires you to log in to TVB webmail, opening the "Contats" tab, ticking all boxes against those contacts you want to copy and pressing the 'export' button in the bottom right of the panel to create a file containing your contacts.



Then import them into your google account by going to 'Contacts' :



and choosing 'import' on the left-hand menu.



Emails

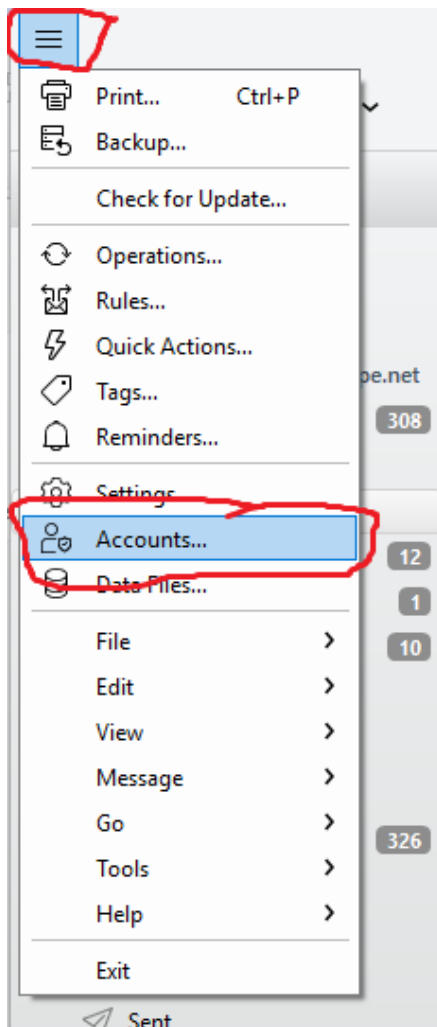
Firstly, start creating a list of all banks, shops, energy companies, etc. that use your email address as your ID/username. You will need, once you have an active google email account, to log in to each of these services and change the credentials. If at all possible, use an account name instead of your email address as a login username. Some systems will allow you to keep the old email login ID but change your contact details to your new email address.

Basically, you can either **push** emails from your TVB account to your gmail account (the best option), or you can **pull** emails into your gmail account from your TVB account.

If you currently only get your emails via webmail you must **pull** these emails into your gmail account by setting up a connection to your TVB emails in your Google mail interface. However, if you run an email client app like emclient, mailbird, thunderbird, outlook, etc. you can set up access to your gmail account *inside* these apps as a second account and simply **push** or drag all emails from your TVB account into the gmail account.

This second option is so controllable (and understandable) that even if you do not have a client app now, we recommend you sign up for one just to do the transfer. The free versions of these apps are perfectly capable of doing the transfers, so don't spend any money. Our suggestions would be to use emclient (see [setting up an emclient client](#)) which, once you have moved all your emails and contacts over, you can delete.

So, here goes with instructions to use your current email client program to access your gmail account and I use emclient in this example, but other client programs should be similar.



Find access to your accounts ; in emclient it is from the 3-stripe menu button in top left of screen.

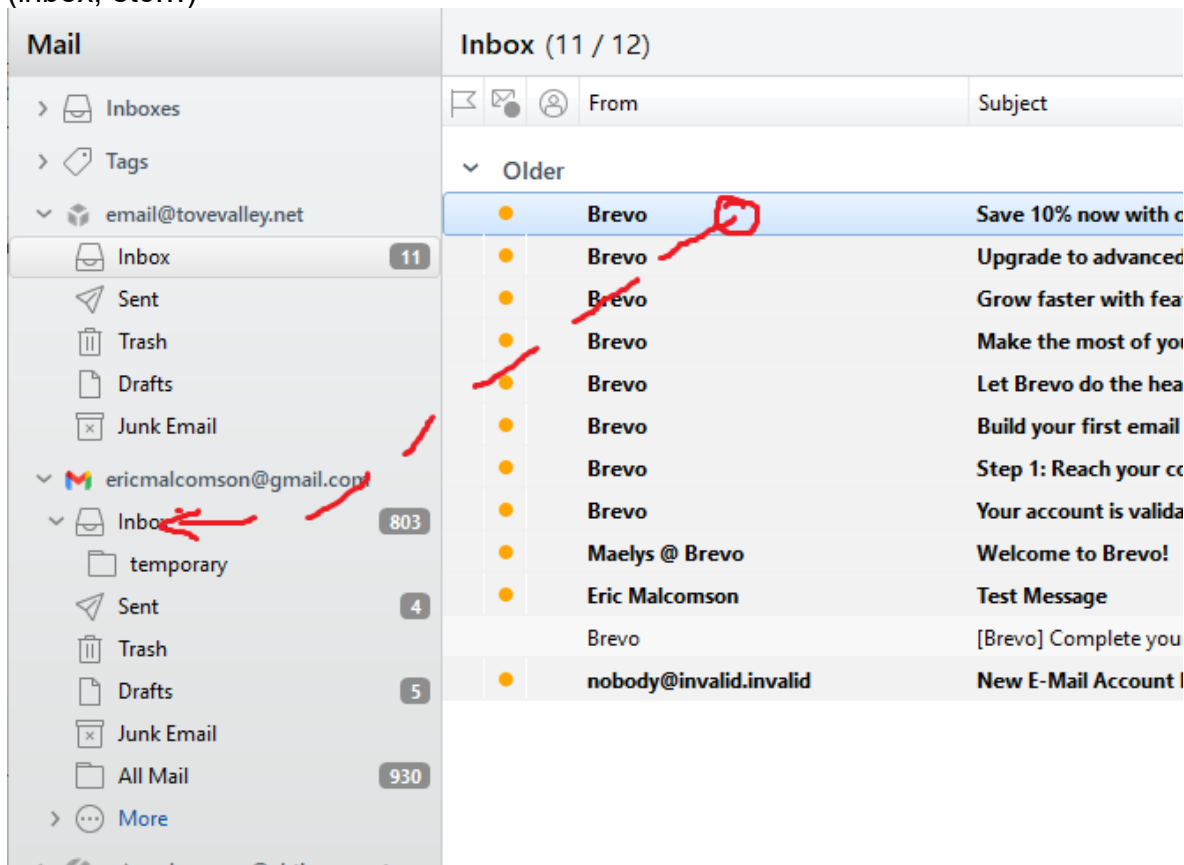
Go +Add account.

Use Automatic Setup and give your google email address.

Follow through with the instructions using all default options.

Check that once completed, you have access to your google mail in the main body of your email client similar to that shown in the left panel of the display on the next page.

Open your email mailboxes so you can see your TVB emails and the google account headings (inbox, etc...)



And it is now as simple as highlighting the emails you want to save from your old account and dragging them to your new account.

Warning: dragging emails from one account to another *moves* the emails. If you really want to keep your old emails in the old service, hold <Control/Ctrl> down while dragging your emails and they are *copied*, leaving a tag on the copied emails to show emails you have actioned. Open your Chrome/Google mail interface and check the actions have worked correctly.

[Raise a ticket](#) with TVB to ask for your TVB emails to be redirected to your gmail account. Once implemented, all new mail going to your TVB account will turn up directly into your gmail account. You should do this immediately after copying your emails – or give us a time when you want us to do this in your ticket.

You can do this yourself through TVB webmail and *settings > mail settings > mail > redirection*

To clean up after transfer, you can continue to monitor your old account so that you are confident the techniques are working but remember that all your activity should be through your new system. Experience tells us that your complete transfer should take about 3 months. Once activity from your old address is no longer productive, notify TVB by [raising a ticket](#), informing us that you no longer want your old email address. All stored emails and attachments, contacts and backups will be destroyed. If anyone emails you at your old address, they will get a “mailbox not available” message.

And that's it!

Setting up an emclient client

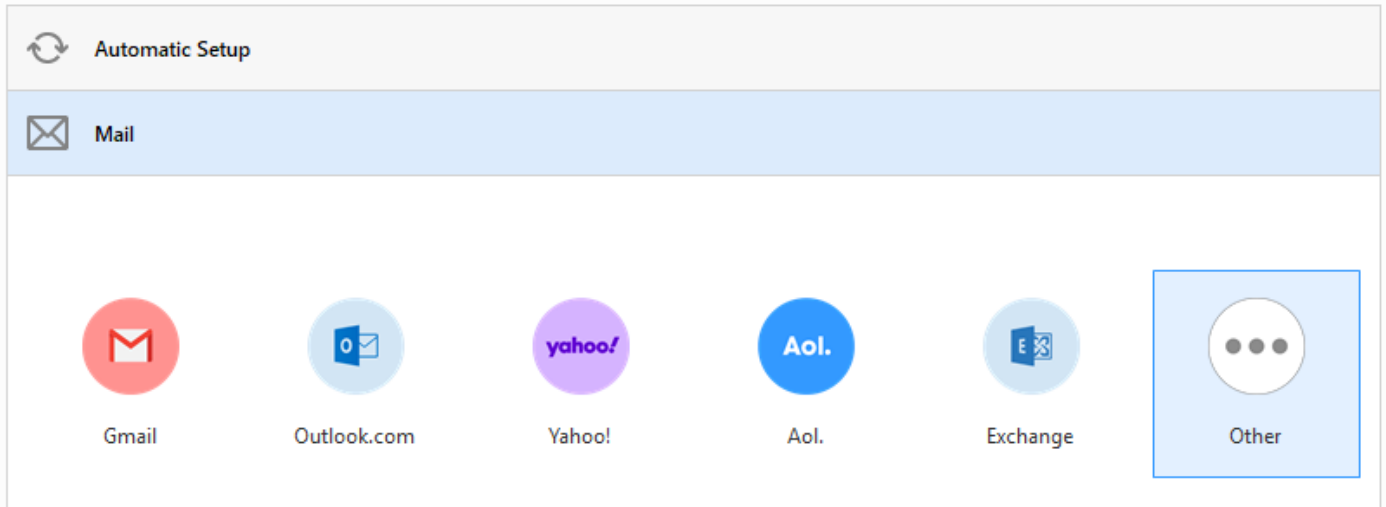
Download the APP from <https://www.emclient.com/>

Install emClient – you will have to “sign up” for the service but you need only go for the “free” version.

Next add both your TVB mailbox and your new gmail mailbox accounts :

Your TVB account : +Add account:

Set up an account



Choose “other” Mail account:

Enter your email address. E.g. earache@abthorpe.net

Set the **incoming server** to IMAP and the server address to “mail.tovevalley.uk”

Set your User name and password to that you use for TVB Webmail.

Set the **outgoing server** address to “mail.tovevalley.uk” and your credentials as above.

Do not set “Outgoing server doesn’t require authentication”

Check you have connection to the TVB mail server and you can see all your emails.

Proceed as from adding your gmail account [here](#).