

Dear university members,

Today (December 22, 23:59) the first stage of the UDE password reset ends.

Users who have renewed their university password will be able to use their previous e-mail addresses ending in "@uni-due.de" again as of tomorrow (December 23): On the university network and from outside. However, when you reset your identifier, you risk losing the data that you created/received with your @uni-due.de address before the cyberattack, and which you have since still been able to access locally, i.e. without Internet access.

To prevent this, please proceed as follows:

- 1. be sure to backup your (still existing) email messages, calendar, contact and task data of your @uni-due.de address first.**
- 2. only then set up your identifier "@uni-due.de" again.**

How to perform both steps successfully is explained here for Outlook Windows, Outlook on Apple computers and in case you cannot open Outlook.

Step 1: Backup of previous data (Outlook)

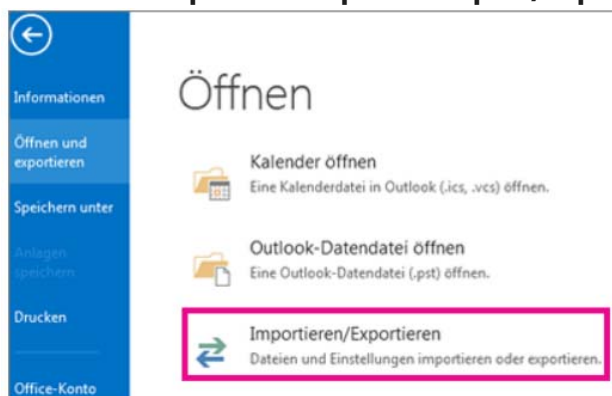
To explain, when you use an email account with Outlook, a local copy of your information is stored on your computer. This lets you access your previously downloaded or synchronized email messages, calendar information, contacts and tasks during your workday, even without an Internet connection.

Most importantly, you can now use it to back up the items from your account that are archived there: Your email messages, calendar, contact, and task data - regardless of whether you're using a Windows or Apple system.

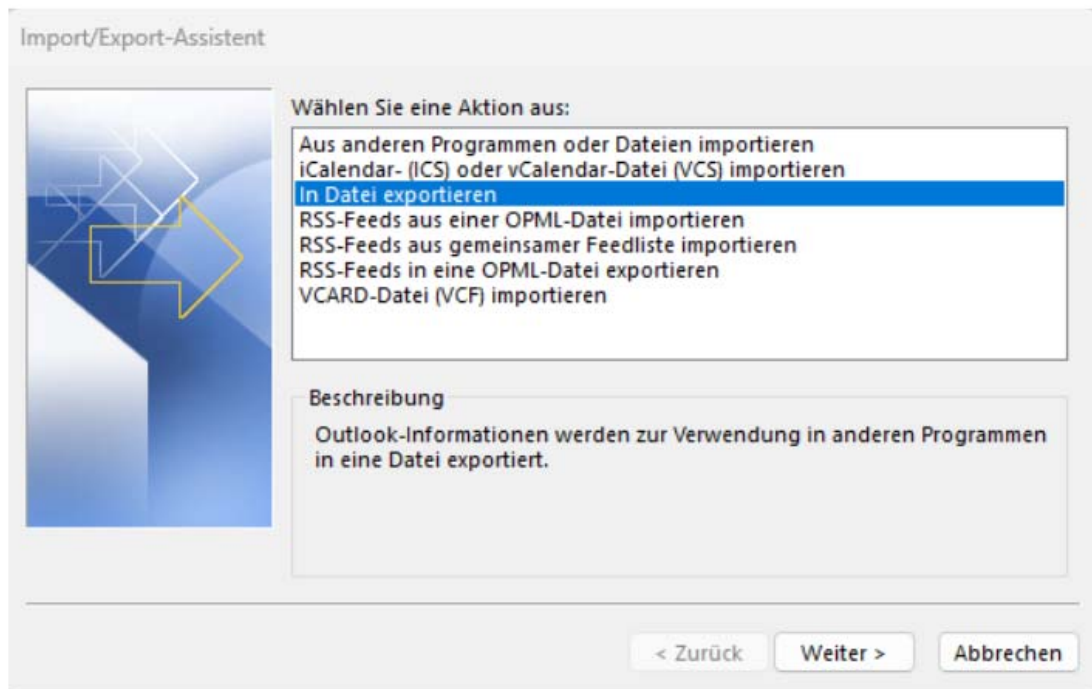
Windows tutorial

First, start Outlook.

Select **File > Open and Export > Import/Export**



Select **Export to file** and then **Next**.



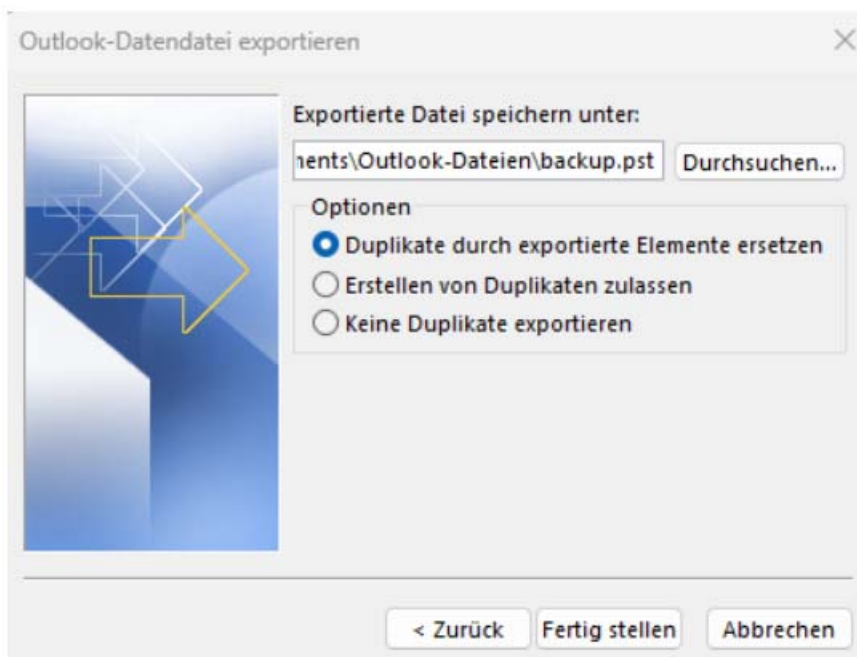
Select **Outlook data file** and **Next**



Select the top level here (vorname.nachname@uni-due.de) and select **Next**.



Select a location and name for the backup file, and then click **Finish**.



If you want to make sure that no one can access your files, enter a password and confirm it. Then select **OK**.

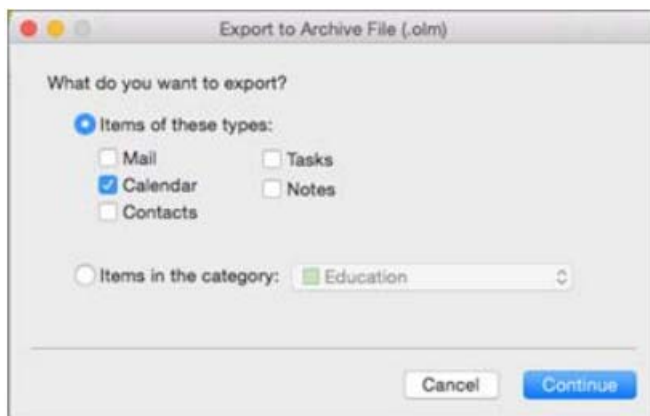
This PST file can then be imported back into a new mailbox.

Anleitung Apple

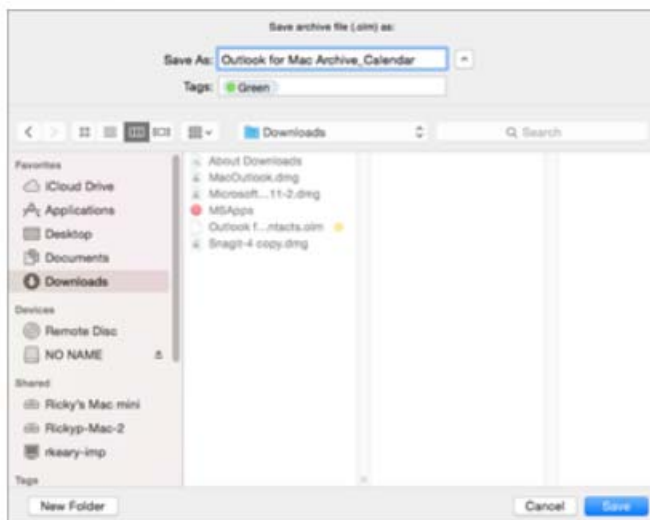
Open Outlook. On the **Tools** tab, select the **Export** option.



In the **Export to Archive File** field, select the items (preferably all of them) that you want to export and select **Continue**.



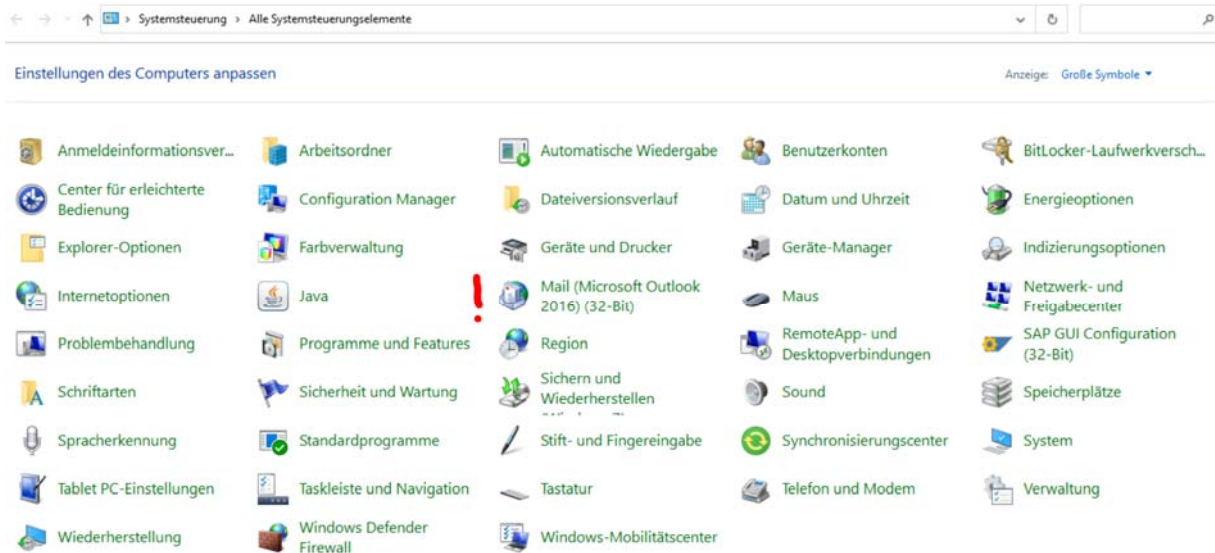
In the **Save as** field, select the **Downloads** folder under **Favorites** and click **Save**.



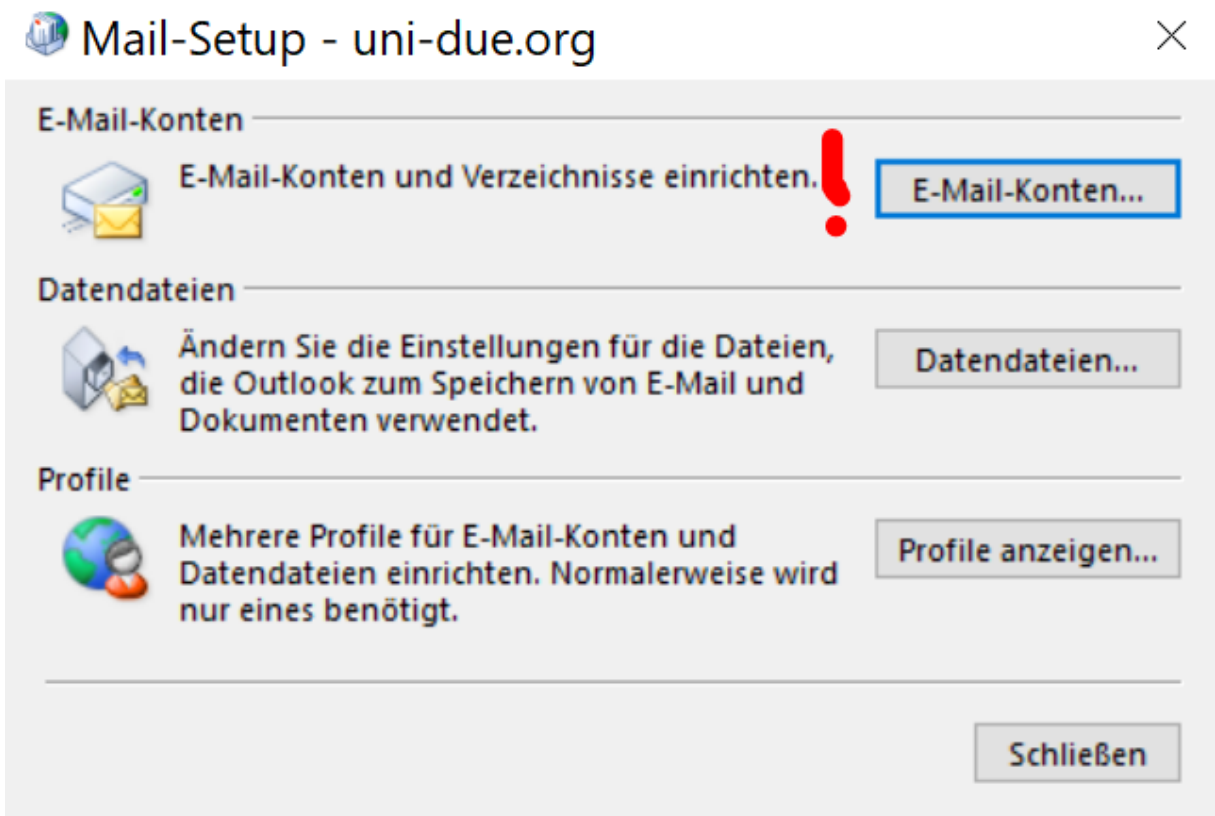
After your data is exported, you will receive a notification. Click **Finish**.

If you cannot open Outlook (Windows)

Use the Windows search bar to find "**Control Panel**", open it and select "**Mail**".



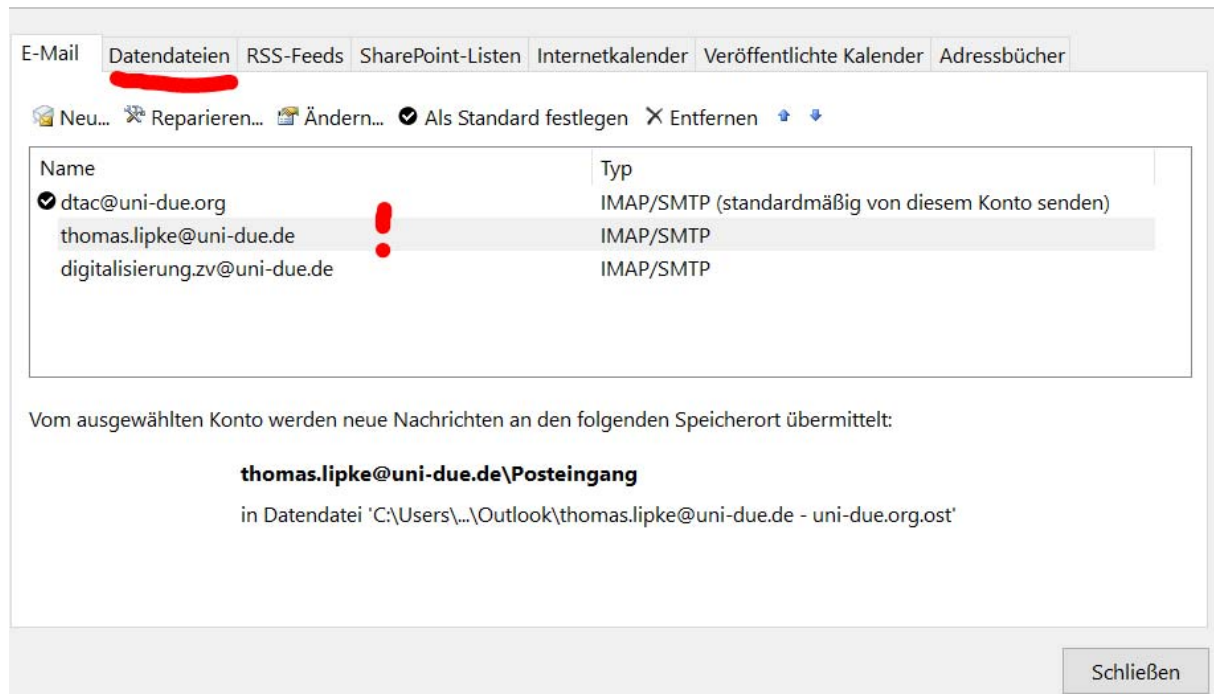
- Open **email accounts**



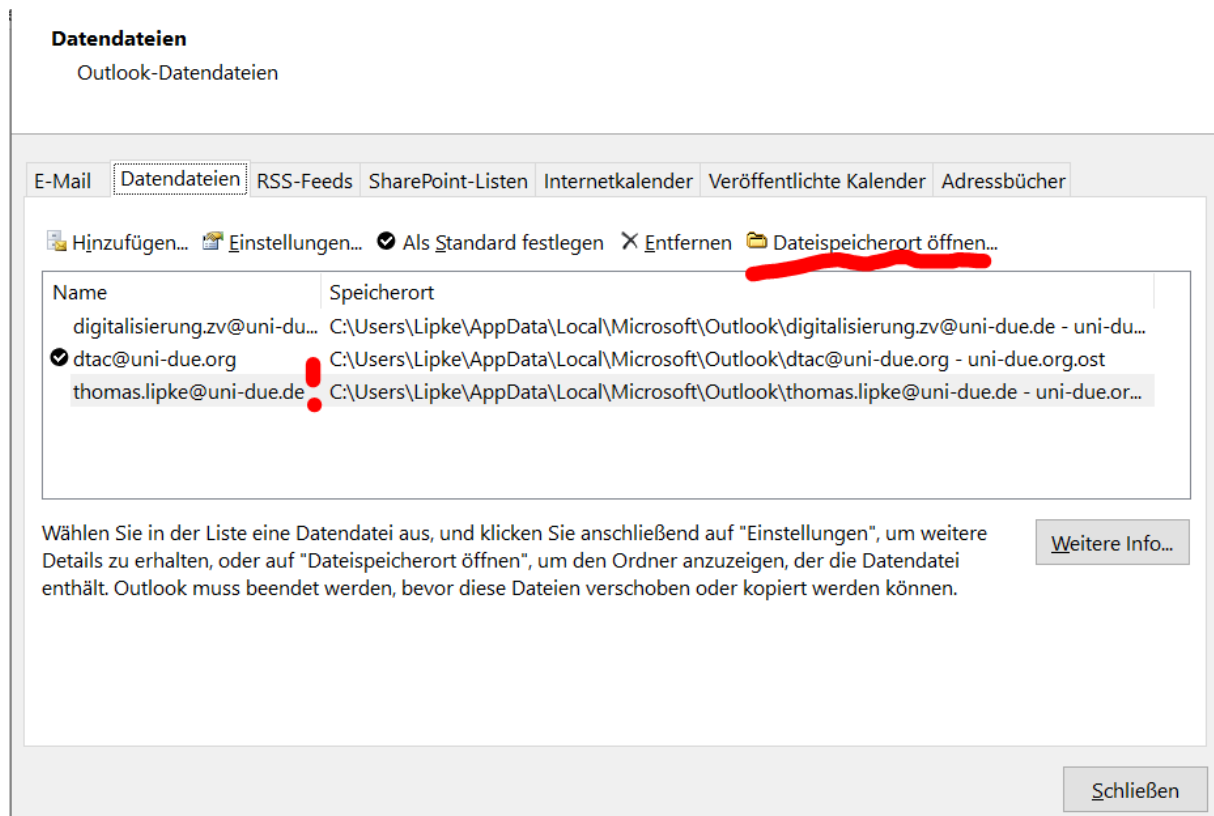
- Select account and then switch to "Data files" tab

E-Mail-Konten

Sie können ein Konto hinzufügen oder entfernen. Sie können ein Konto auswählen, um dessen Einstellungen zu ändern.



- Select "Open file location" for the corresponding account



- Copy file and save it to another location (please note the location)

Thunderbird tutorial

Thunderbird users can use the following diagram as a guide when backing up their data:

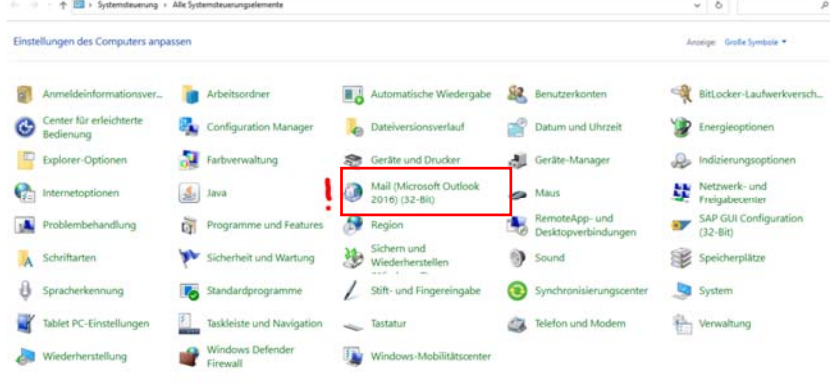
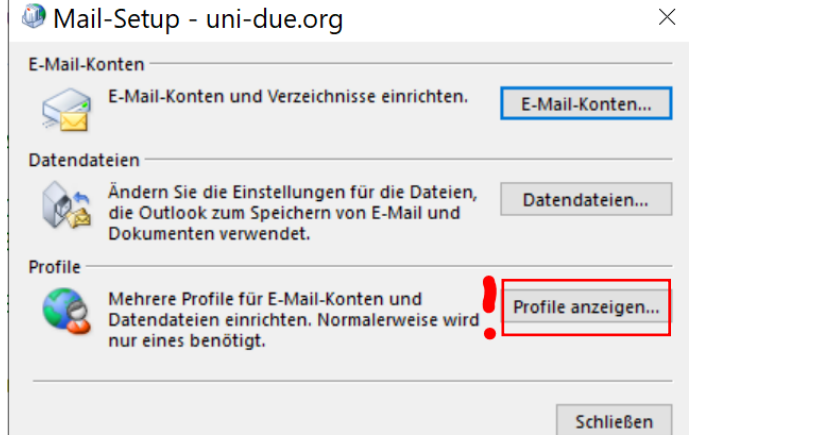
<https://www.heise.de/tipps-tricks/Thunderbird-Backup-erstellen-so-geht-s-4329484.html>

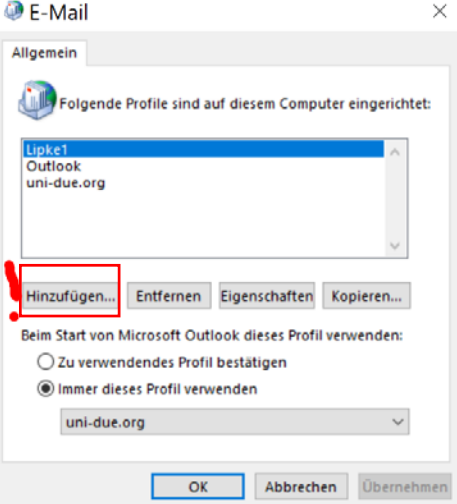
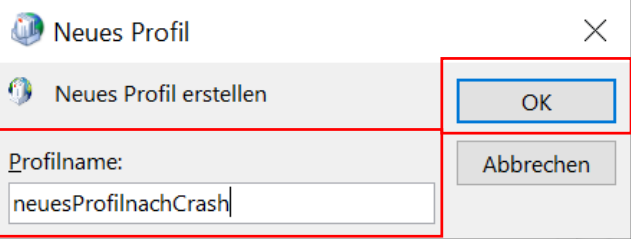
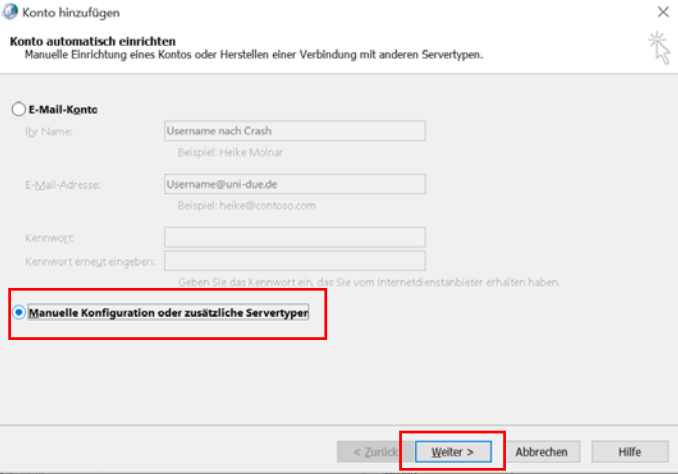
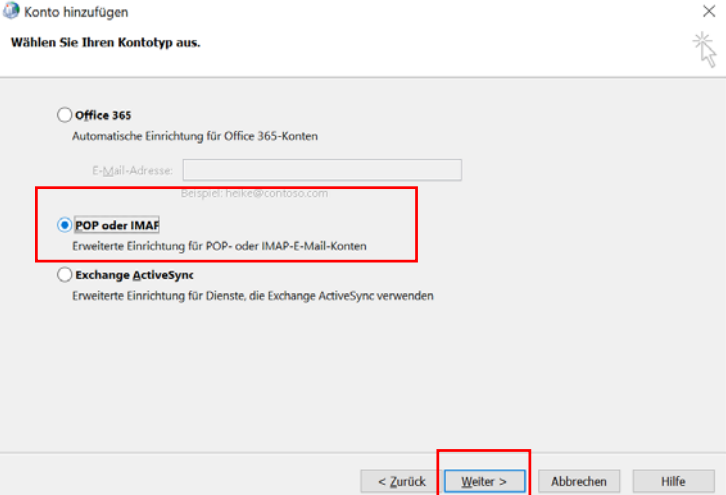
Step 2: Set up the new @uni-due.de account

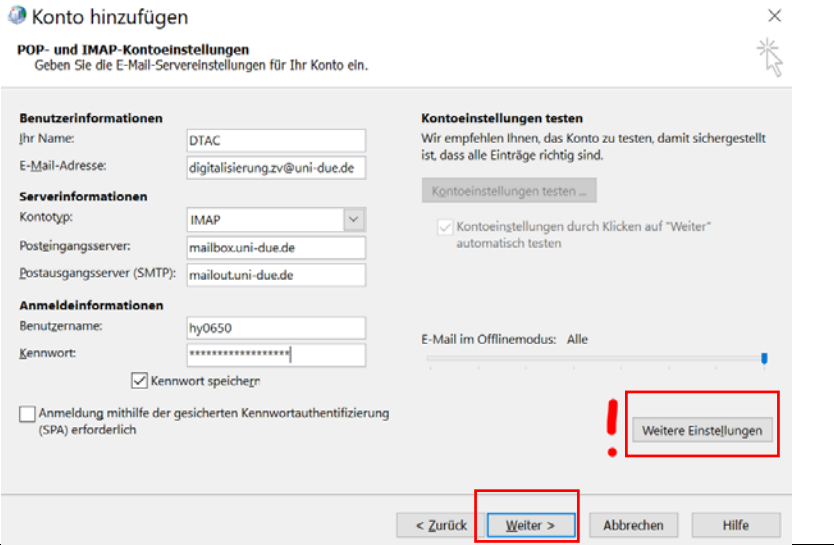
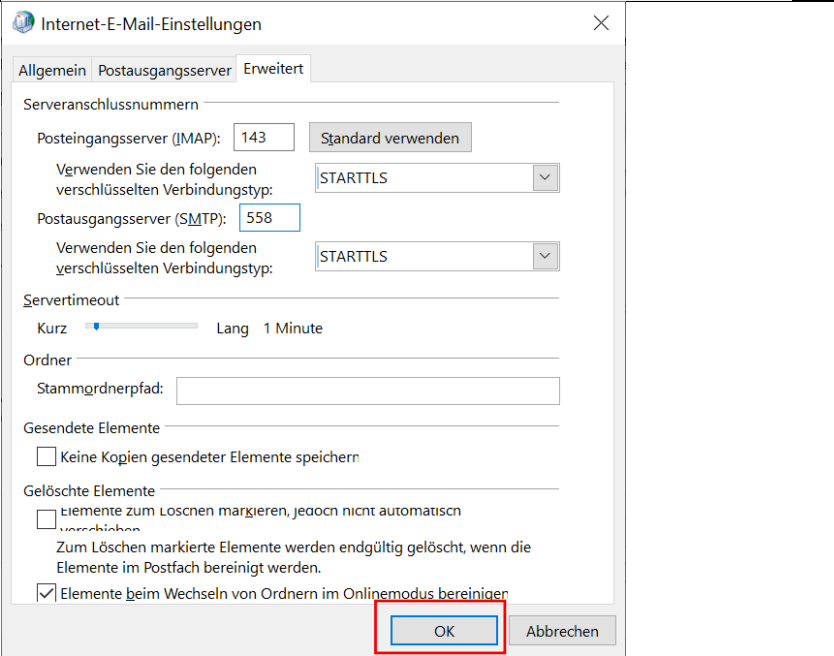
After backing up your previous data, you can recreate your @uni-due.de account.

Currently, it is recommended to create a new profile for this purpose.

Create new profile

<p>Start mail configuration: Search for "Control Panel" via the Windows search bar, open it and select "Mail".</p>	
<p>Click on "Show profiles...".</p>	

<p>Select "Add...".</p>	
<p>Name the profile and click "OK".</p>	
<p>Configure the following settings: "Select manual configuration or additional server types" and click "Next".</p>	
<p>Select "POP or IMAP" and click "Next".</p>	

<p>Specify the requested information (example here functional mailbox) mailbox.uni-due.de - mailout.uni-due.de and then click "More settings".</p>	
<p>Under the "Advanced" tab, enter the following information and click "OK".</p>	
<p>Now click "Next" on the window and wait for the connection test. Then close the window and start Outlook with the newly created profile.</p>	<p style="text-align: center;">Fertig 🎉</p>

To learn how to then import the backed up data back into your Outlook, see the links under "**For more information**".

If you are unsure or have questions

Opening hours of the ZIM-Hotline / ePoints during the Christmas vacations

- 24.12. to 26.12.2022: closed
- 27.12. to 30.12.2022: 8 to 16 o'clock
- 31.12.2022 and 1.1.2023: closed
- 2.1. to 6.1.2023: 8 to 16 o'clock
- 7.1.2023: 10 to 14 o'clock

The ZIM hotline can be reached at the indicated times as follows:

- Phone Duisburg: 0203 379-2221
- Phone Essen: 0201 183-4444
- E-Mail: hotline.zim@uni-due.org

For further information

Visit also the Microsoft support information pages

General

<https://support.microsoft.com/de-de/office/einf%C3%BChrung-in-outlook-datendateien-pst-und-ost-222eaf92-a995-45d9-bde2-f331f60e2790>

Save: Exporting data from Outlook

<https://support.microsoft.com/de-de/office/exportieren-oder-sichern-von-e-mails-kontakten-und-kalender-in-einer-outlook-pst-datei-14252b52-3075-4e9b-be4e-ff9ef1068f91>

Retrieve: Importing data into Outlook

<https://support.microsoft.com/de-de/topic/importieren-von-e-mails-kontakten-und-kalendern-aus-einer-outlook-pst-datei-431a8e9a-f99f-4d5f-ae48-ded54b3440ac>