



Office 365 – Downloading Mail and Calendar Data using MacOS

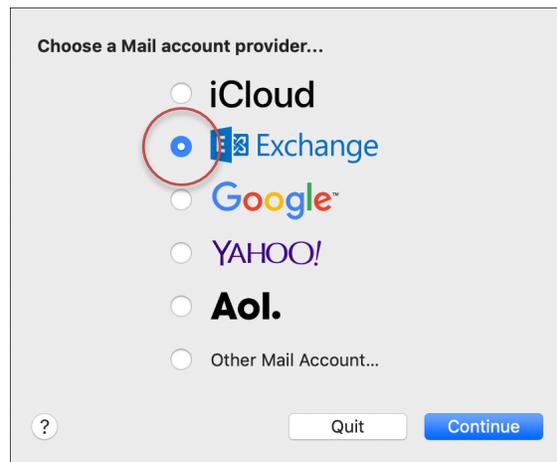
Alumni have 90 days after graduation to access the data stored in the Office 365 account associated with their UMass Dartmouth email address. After that date, student Office 365 accounts are deleted automatically, and all the data they contain is erased.

This document explains how to download the contents of your Mail and Calendar to your MacOS computer. The pictures were taken using MacOS Mojave. Your computer may appear differently.

Make sure you have a stable internet connection before you download your data. If you have questions or need help with this procedure, please use our online help form at <https://ithelp.umassd.edu> or call 508-999-8900, and select option 5.

Part I: Set Up Your Account

1. Open a Finder window, then click the **Applications** folder in the left column.
2. Double-click to open the **Mail** application.
3. The Mail application opens, and a sheet is displayed to choose a new account provider. If the sheet does not appear automatically, click to open the **Mail** menu, and select **Add Account**.



4. Select the **Exchange** radio button, then click **Continue**.



You are asked for your Exchange account information.

The screenshot shows an 'Exchange' dialog box. At the top is the Exchange logo. Below it, the text reads 'To get started, fill out the following information:'. There are two input fields: 'Name:' with the value 'UMass Dartmouth O365' and 'Email Address:' with the value 'FLastname@umassd.edu'. At the bottom, there are two buttons: 'Cancel' and 'Sign In'.

5. Enter a Name for the account and your UMass Dartmouth email address into the fields provided, then click **Sign In**.

You are asked if you would like to sign in using Microsoft.

The screenshot shows a dialog box titled 'Sign in to your Exchange account using Microsoft?'. It contains the text: 'Your email address will be sent to Microsoft to discover your Exchange account information.' At the bottom, there are three buttons: 'Cancel', 'Configure Manually', and 'Sign In'.

6. Click **Sign In**.

Next you must choose an account type.

The screenshot shows a Microsoft account selection screen. At the top is the Microsoft logo. Below it, the text reads: 'It looks like this email is used with more than one account from Microsoft. Which one do you want to use?'. There are two account options listed: 'Work or school account' (Created by your IT department, flastname@umassd.edu) and 'Personal account' (Created by you, flastname@umassd.edu). Below the options, there is a link: 'Tired of seeing this? [Rename your personal Microsoft account.](#)' and another link: '[Sign in with another account](#)'. At the bottom right, there is a 'Back' button. At the bottom left, there is a 'Cancel' button.



7. Click to select the **Work or school account** option.

The UMass Dartmouth logon page is displayed.

The screenshot shows the UMass Dartmouth login page. At the top, there is the UMass Dartmouth logo. Below it, the text "UMassD Logon Username:" is followed by a text input field containing "lastname". Underneath, the text "Password:" is followed by a password input field with masked characters. A green "LOGIN" button is positioned below the password field, and a dark grey "CLEAR" button is below it. At the bottom of the form, there is a link that says "Manage My Account: I need help changing my password, activating, or unlocking my". A "Cancel" button is located at the bottom left of the entire dialog box.

8. Enter your UMassD Logon Username and Password into the fields provided, then click **Login**.

You are asked to select the applications you wish to use.

The screenshot shows an "Exchange" dialog box titled "Exchange". The main heading is "Select the apps you want to use with this account:". Below this, there is a list of five applications, each with a checkbox and an icon: "Mail" (checked), "Contacts" (unchecked), "Calendars" (checked), "Reminders" (unchecked), and "Notes" (unchecked). At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Done".

9. Click to select the **Mail** and **Calendars** checkboxes, then click **Done**.

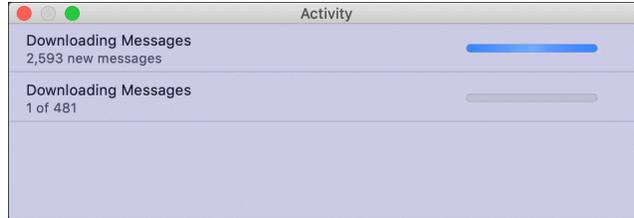
In these instructions, Mail and Calendar download are covered.



Part II: Download Your Mail

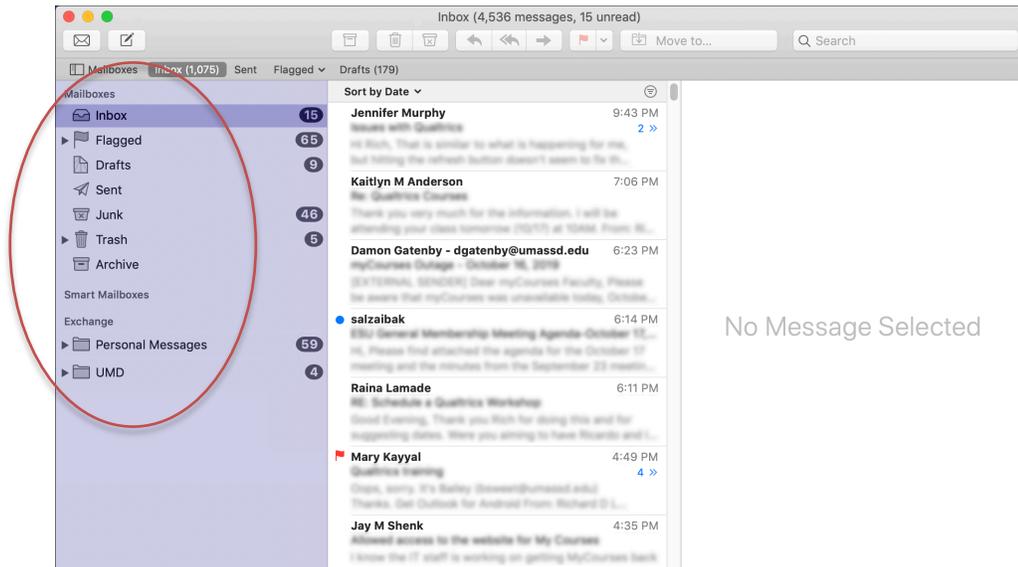
1. Wait for your messages to download into the Mail application. To see the download progress, click to open the **Window** menu at the top of the screen, and choose **Activity**.

An example Activity window is shown below.



Wait until all the Download Messages progress bars finish and disappear. If you have thousands of messages or a slow internet connection, this will take a long time.

2. An example Mail window is shown below.

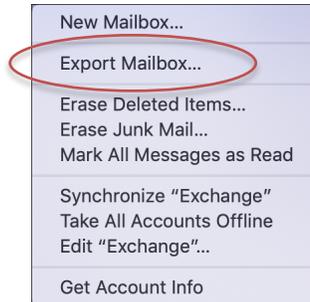


Mail folders are listed in the left column.

Mail folders with sub-folders have a triangle to the left of the folder name.

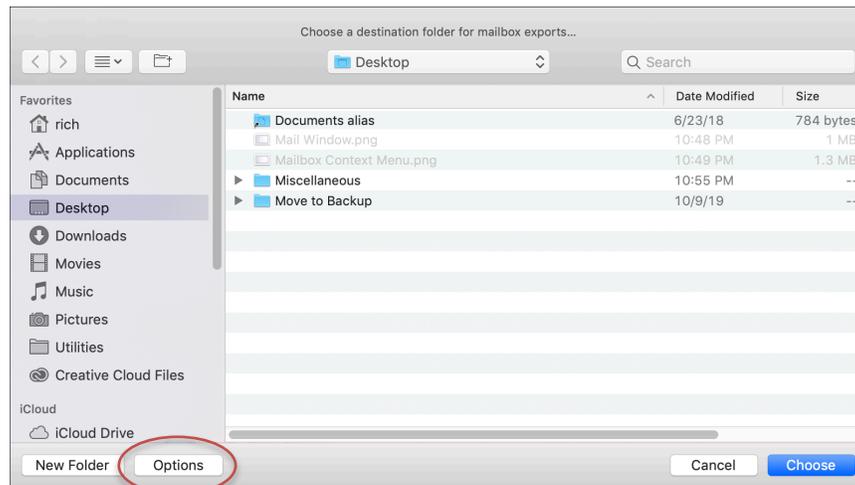


3. Right-click or <CONTROL>+click on the **Inbox**. A context menu is displayed.



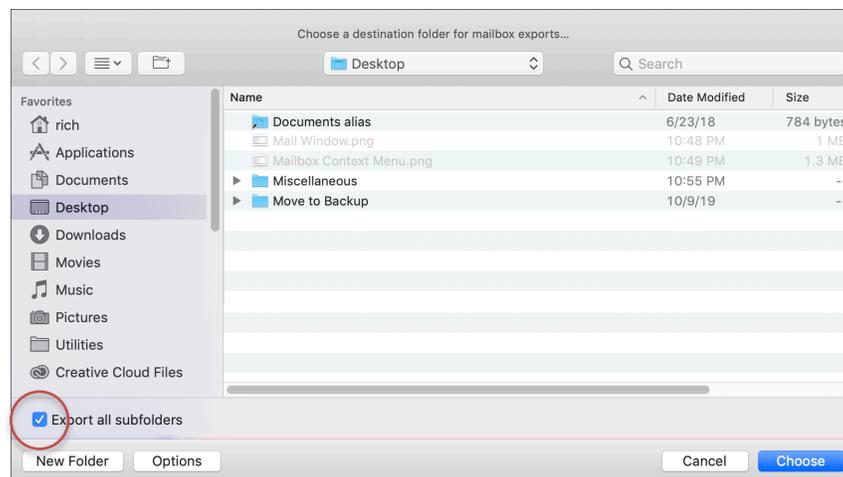
Click to select **Export Mailbox...**

4. A sheet is displayed that asks where you would like to save the mailbox.



If your Inbox contains sub-folders, click the **Options** button in the lower left.

5. The export options are displayed.



Click to select the **Export all subfolders** checkbox.



6. Navigate to the desired save location, then click the **Choose** button.

The mailbox contents are exported to an .mbox file. If you have sub-folders in your Inbox, each one results in a separate .mbox file. There is no progress bar or other indication of how long the export process will take, but it may be several minutes. During the export, the .mbox file will have the word “partial” in the file name, as shown here.



Inbox.partial.mbox

7. When the export is complete, the file name changes.



Inbox.mbox

8. Repeat steps 3 through 7 for each mail folder that you would like to save.

It is not necessary to export the Flagged folder. This folder shows messages that are actually stored other folders, and have flags applied to them.

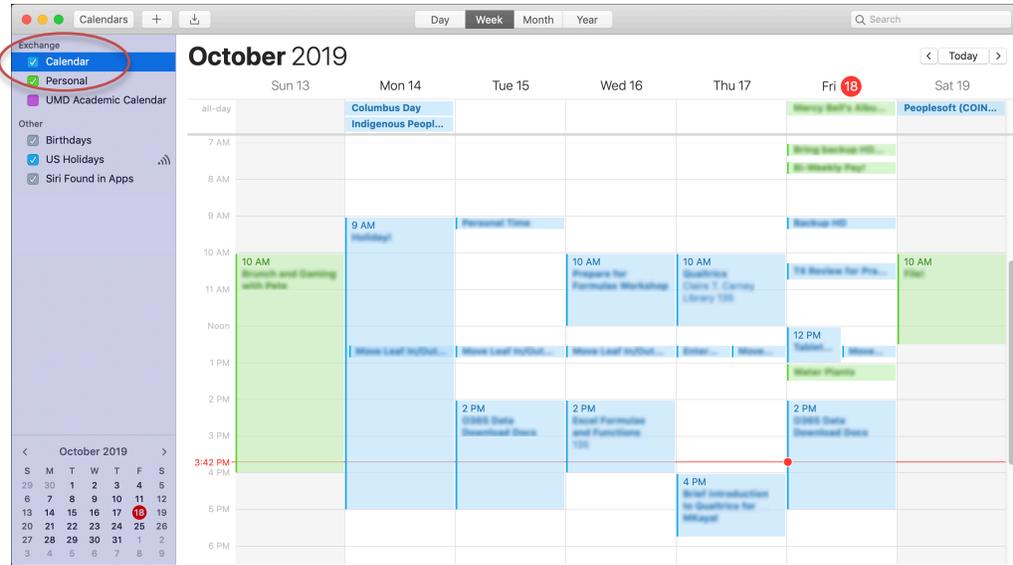
Important: Don't forget to export your Sent folder.

Congratulations, you have successfully downloaded your email! The .mbox files that you have saved can be opened with the Mail application, as well as imported into other email applications such as Thunderbird.



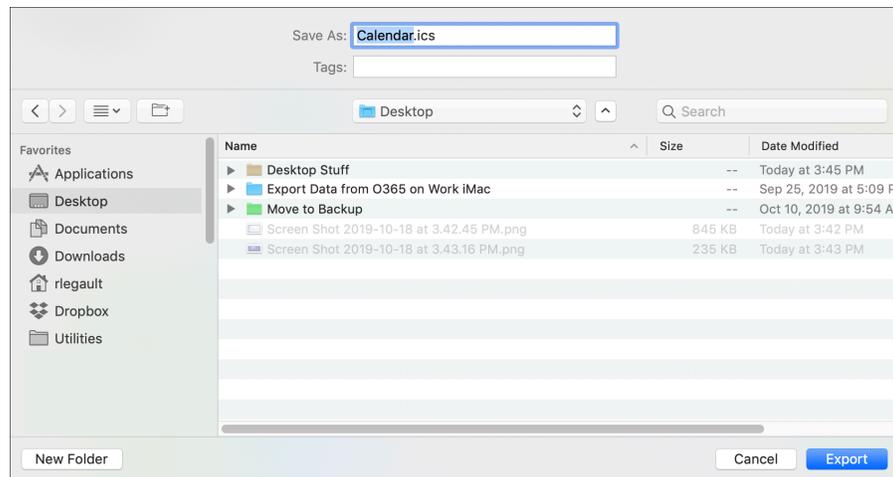
Part III: Download Your Calendars

1. Open a Finder window, then click the **Applications** folder in the left column.
2. Double-click to open the **Calendar** application.
3. An example Calendar window is shown below.



Calendars are listed in the left column

4. Click to select the calendar named **Calendar**, if it is not already selected.
5. Click to open the **File** menu at the top of the screen, and choose **Export > Export...**
6. A sheet is displayed that asks where you would like to save the calendar.



Navigate to the desired save location, then click the **Export** button.



The calendar contents are exported to an .ics file. There is no progress bar to indicate how long the export process will take, but it may be a few minutes.

7. Repeat steps 4 through 6 for each calendar that you would like to save.

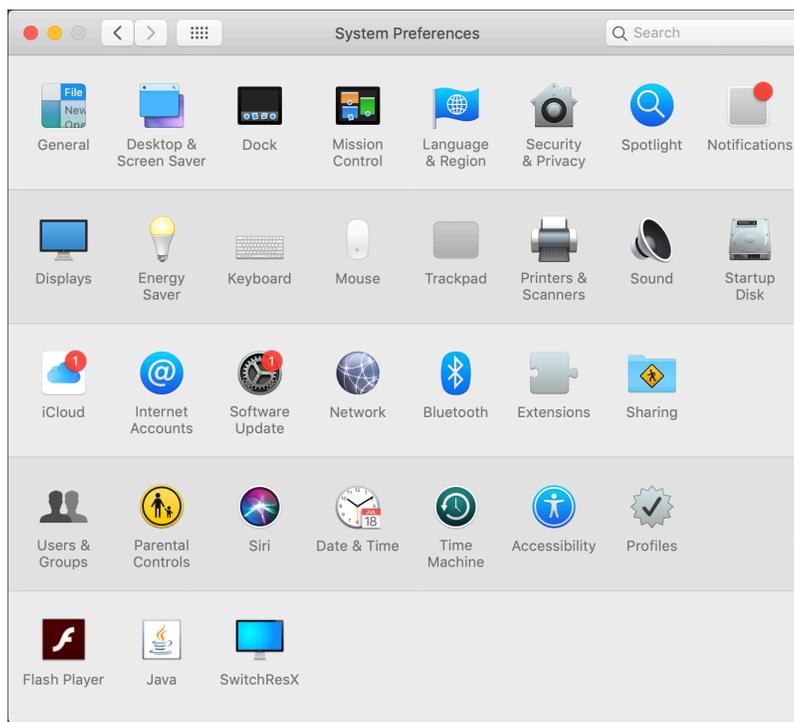
Congratulations, you have successfully downloaded your calendars! The .ics files that you have saved can be opened with the Calendar application, as well as imported into other programs.

Part IV: Remove Your Account

After you have finished downloading your data, you should remove your UMass Dartmouth account from your computer. Although this is not absolutely necessary, the Mail and Calendar applications will not be able to connect after your account is automatically deleted.

1. Quit the Mail and Calendar applications if they are open.
2. Click to open the Apple menu at the top left corner of the screen, and choose **System Preferences**.

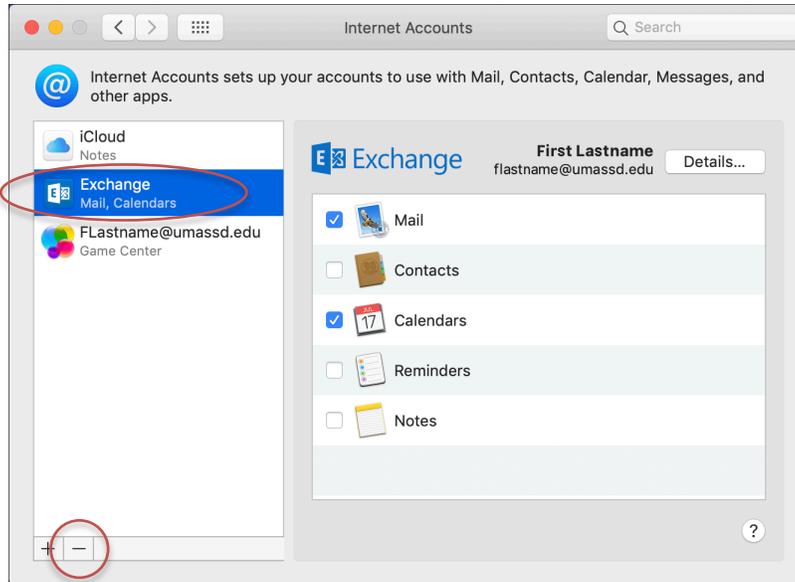
An example System Preferences window is shown below.



Click to select **Internet Accounts** in the third row.

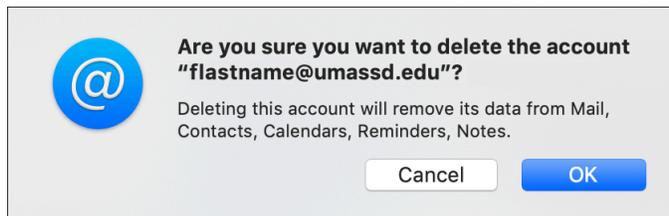


3. An example Internet Accounts window is shown below.



Click to select your UMass Dartmouth Exchange account in the left column.

- 4. Click the minus (-) button below the accounts list.
- 5. A confirmation sheet is displayed.



Click the **OK** button to continue.

You have successfully removed your account.