

I am migrating to another email server and I want to continue with Julie

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Are you migrating your mail? Here we explain the steps to follow to continue using Julie Desk.

I am Migrating to another email server, what do I need to do to keep using Julie Desk?

Migrating to another email server? Here are the steps to follow to continue using Julie Desk.

As soon as you change your mail server, we lose access to your calendar. We will no longer be able to read your availability and organize your appointments. Moreover, if you use your julie@yourcompany.com and her account has also been changed, we can no longer receive the emails you send her! It is therefore important to follow the steps below to make the transition as smooth as possible.

Migrating to Google Apps

When you change your mail server to Google Apps, you can add your new calendar directly from your client dashboard.

Contact our support team at hello@juliedesk.com to remove the calendar that was previously logged into your Julie Desk account.

If you have a julie@yourcompany.com email address, you must create Julie's new address under your Google Apps domain name. It must be an account that can send and receive emails and not an alias of your account.

Once this is done, ask our support team to secure a link to share with the login information of this new address with us. As soon as the address is configured on our side, you will receive a confirmation email from Julie.

When you receive this email and once your new calendar is connected, you can use Julie again!

You are migrating to Microsoft Exchange or Office 365

If you have a julie@yourcompany.com email address, you must create Julie's new address under your domain name on Microsoft Exchange or Office365. It must be an account that can send and receive emails and not an alias of your account.

Once this is done, ask our support team to secure a link to share the login information of this new address with us. As soon as the address is configured on our side, you will receive a confirmation email from Julie.

Upon receipt of this confirmation email you can give dedicated access to Julie by following the instructions available in our article on dedicated access in [Outlook on PC](#) or on delegation in [Outlook for Mac](#). Thanks to this delegated access Julie will be able more simply to access your agenda and we will not have to renew this authorization every 15 days!

Once you've done this, contact our support team at hello@juliedesk.com to remove the calendar that was previously logged into your Julie Desk account.

Then you can use Julie again!

You are migrating to another mail server

Contact our support team directly for instructions at hello@juliedesk.com

