

October, 2007

Exporting emails from Incredimail



Hi Gizmo,

Could you please help me with this request? We currently use Incredimail and wish to remove this program and use Windows Mail.

Could you please advise how to remove Incredimail and also once we do remove this program do we lose any emails that are held in the inbox, sent emails etc?

Thank you, we would be very grateful for any help or suggestions.

Alex

Dear Alex,

Thanks for sending in this question...it's a good one as we find that many of our customers use Incredimail for their email but find there is no way to change to another program later.

The problem with Incredimail

Unfortunately, although it can help you make your email look much prettier, Incredimail does not have the ability to export emails into a standard format which other email programs can use. This makes transferring emails from Incredimail to another program, such as Windows Mail, rather difficult.

An important reminder

Before we begin, we have to stress that this is not something you should try unless you are quite confident with the steps suggested. As always, we would encourage you to make a full backup of your email (instructions can be found at <http://email.about.com/cs/incredimailtips/qt/et111002.htm>) as you will be playing with some important files. Depending on the steps you choose to follow, you may need to purchase 3rd party software to complete the transfer. If you decide you would like some help transferring your Incredimail, please book a Gizmotech by calling 1300 275 449.

The work-around

To export your email and contacts from Incredimail and into Outlook Express or Windows Mail follow these steps:

1) Export your email out of Incredimail using IncrediConvert or Incredimail Backup PRO and then import it into Windows Mail or Outlook Express:

<http://email.about.com/cs/incredimailtips/qt/et012403.htm>

2) Export your contacts out of Incredimail and import them into the address book found within Windows Mail or Outlook Express:

<http://email.about.com/od/outlookexpress/qt/et080206.htm>

Once you have completed these steps and have verified that your emails are working in your new email program you can remove Incredimail from your computer. We would suggest, however, that you leave both programs working for a few months to ensure you have everything you need. This way you can always revert back to Incredimail if required.

Removing Incredimail

Instructions on removing Incredimail can be found on the Incredimail website at:

http://www.incredimail.com/english/faq_index/im/uninstall_incredimail.html

If you get stuck, don't hesitate to give us a call on 1300 275 449.

