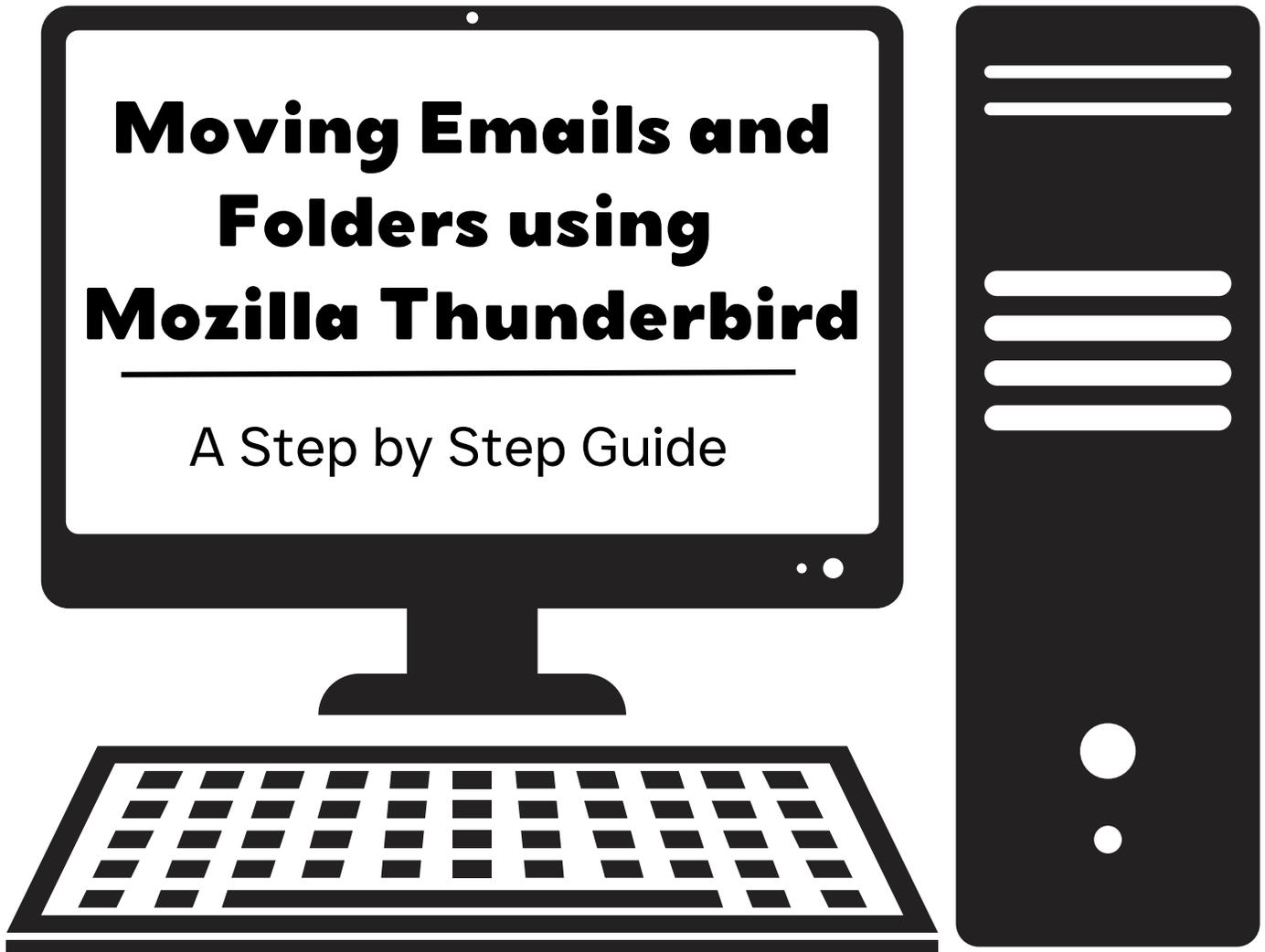


# Moving Emails and Folders using Mozilla Thunderbird

A Step by Step Guide



For questions about your Cedar  
Falls Utilities (CFU) email  
account, contact CFU at  
319-268-5221



**Created by the CFPL  
Reference Department**

# Before we begin...please read!

There are some aspects of this guide that assume some level of ability with a desk top computer. We encourage anyone interested in this guide to work through the process as best as they can.

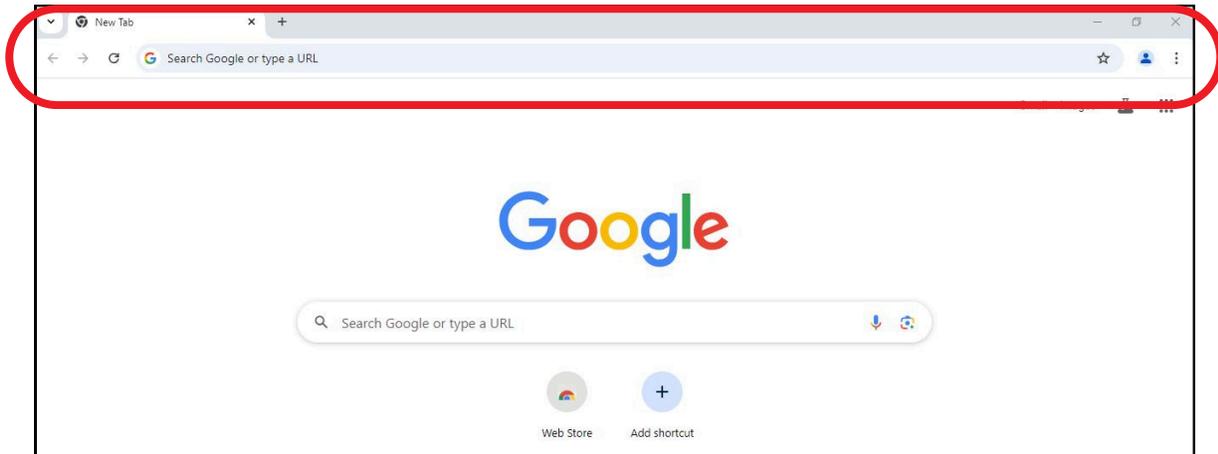
That being said, if you do not feel confident in your abilities to complete the guide, please contact a friend, family member, neighbor, coworker, or anyone you trust to work through the guide with you.

## Some more considerations...

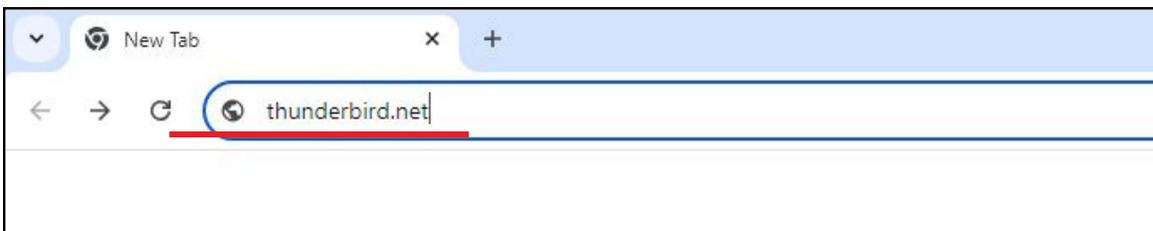
- If you have a laptop, make sure it is plugged into a power source. If you have a desktop, make sure it does not turn off during the steps outlined in this booklet.
- If you are a Microsoft Outlook user, you are already able to complete the goals of this booklet. However, the two programs look and operate differently. Consult online guides, friends or family, or other tech help services for more information.
- Images used in Part 1 of this guide are of Google Chrome. While it may look different than other browsers (Safari, Firefox, or Microsoft Edge), the directions apply to any internet browser.

# Part 1: Downloading Thunderbird

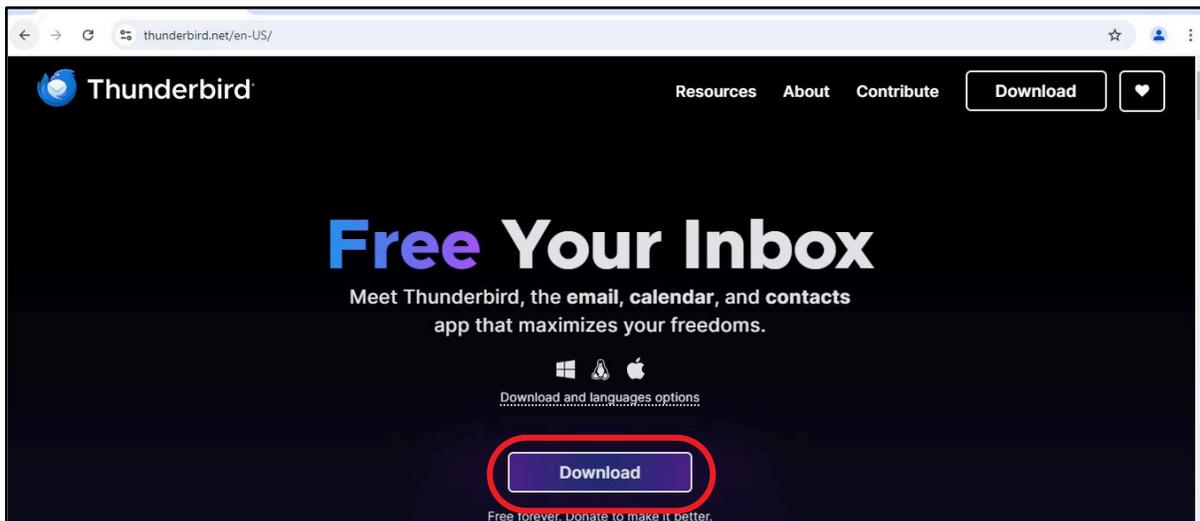
**Step 1a:** Open your preferred web browser (Microsoft Edge, Google Chrome, Safari, Firefox, etc.) The page that opens will look different depending on your choice, but what you need, the search bar, will be in the same place.



**Step 1b:** Using your mouse or touch pad, left click on the search bar. Then, type "thunderbird.net". Finally, press enter.

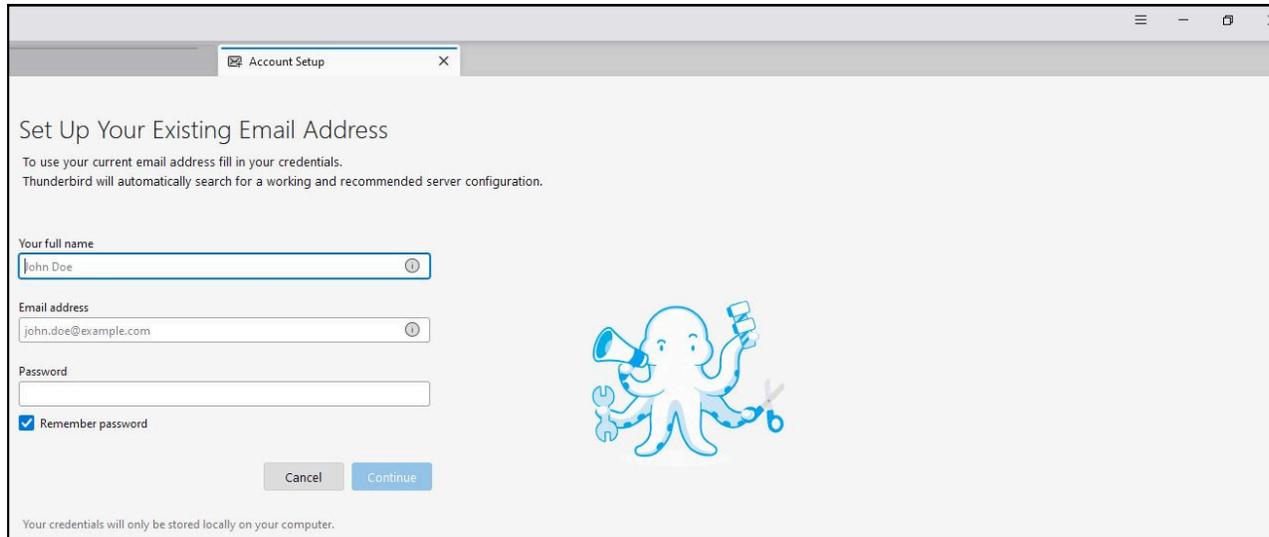


**Step 1c:** This will take you to the Thunderbird website. Once here, press download. Follow instructions for how to install the program. This process will be different depending on your browser and computer, so it may be necessary to ask a friend or family member for help.



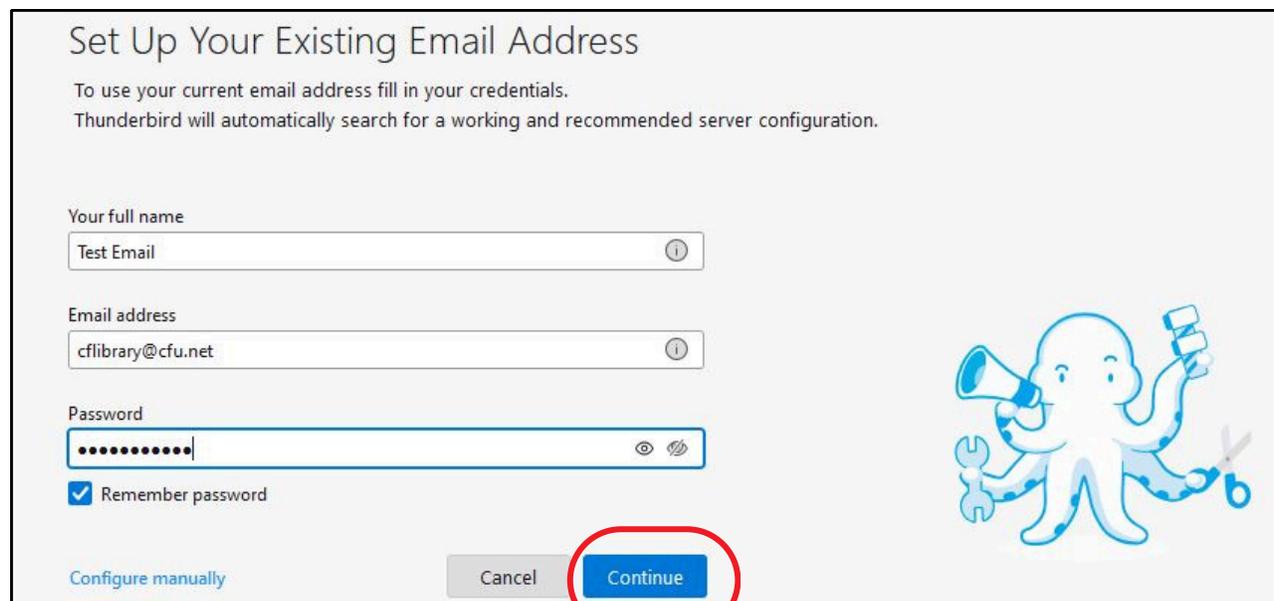
# Part 2: Connect CFU to Thunderbird

**Step 2a:** Once installed, open Thunderbird. An icon, like the one to the right of this text, may have appeared on your desktop. Double click that icon, otherwise you may need help opening Thunderbird from your start menu. Once opened, you should be met with the page below.



The screenshot shows the 'Account Setup' window in Thunderbird. The title bar reads 'Account Setup'. The main heading is 'Set Up Your Existing Email Address'. Below this, there is a sub-heading: 'To use your current email address fill in your credentials. Thunderbird will automatically search for a working and recommended server configuration.' The form contains three input fields: 'Your full name' with the value 'John Doe', 'Email address' with the value 'john.doe@example.com', and 'Password' which is currently empty. There is a checked checkbox for 'Remember password'. At the bottom, there are 'Cancel' and 'Continue' buttons. A small cartoon octopus character is visible in the background of the form area. A footer note states: 'Your credentials will only be stored locally on your computer.'

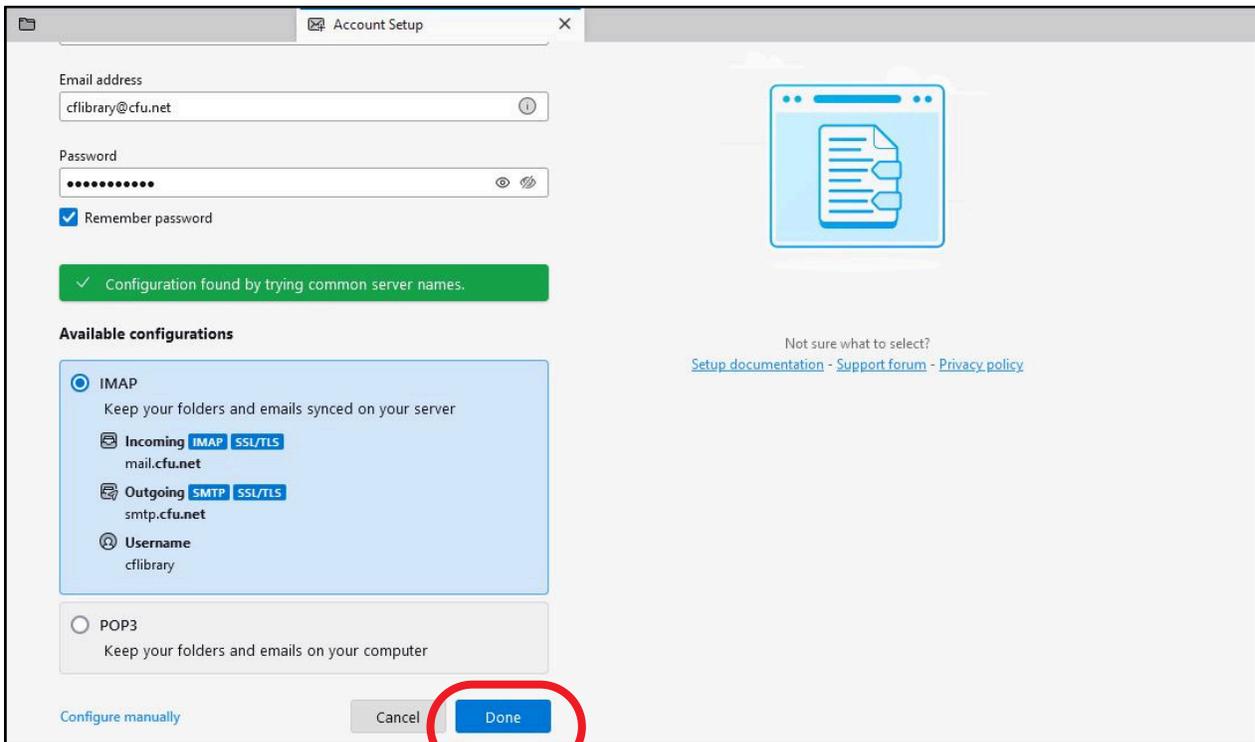
**Step 2b:** This is where you connect Thunderbird to your email storage and, as a result, can move emails and folders between your CFU and new email address. First, enter your name, your CFU email address, and the password you use to login to CFU Webmail. (As shown below). Click on “Continue.”



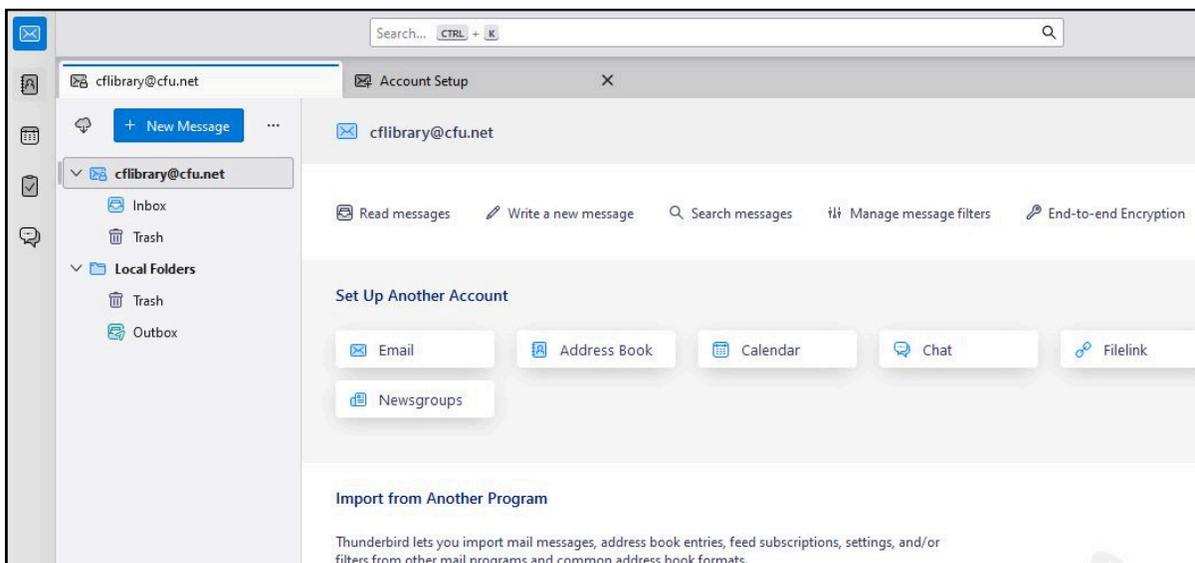
This screenshot is identical to the one above, but with the 'Continue' button highlighted by a red circle. The 'Your full name' field now contains 'Test Email' and the 'Email address' field contains 'cflibrary@cfu.net'. The 'Password' field is filled with ten dots. The 'Remember password' checkbox is checked. The 'Continue' button is circled in red.

# Part 2: Connect CFU to Thunderbird

**Step 2c:** Once your login info has been entered correctly, pressing “Continue” should show the page below. There are options that you are free to peruse, but the default settings will work for this process. Press “Done”.

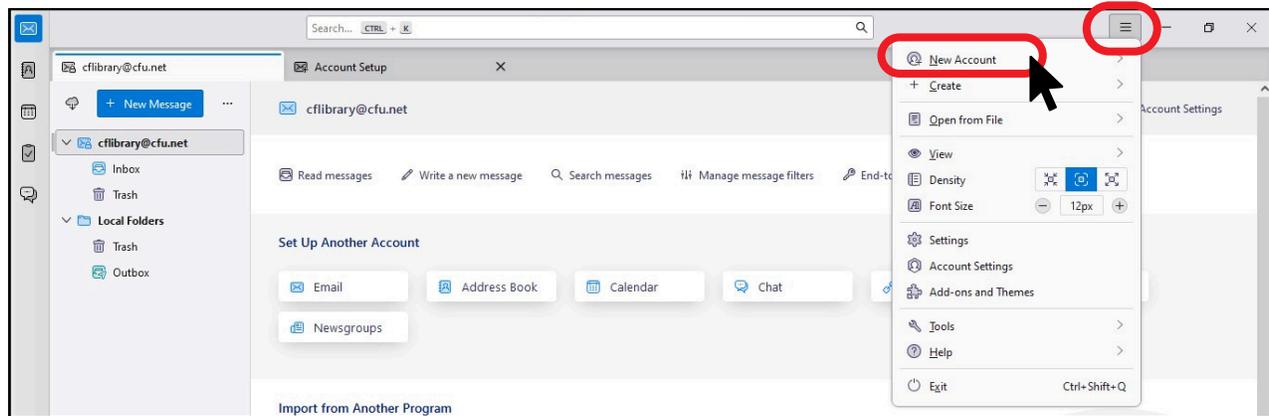


**Step 2d:** After clicking “Done”, you should be met with an interface that is similar to CFU Webmail or Microsoft Outlook. This means that your CFU email account is connected. Now it is time to connect your Gmail, or another email service you have chosen to use.

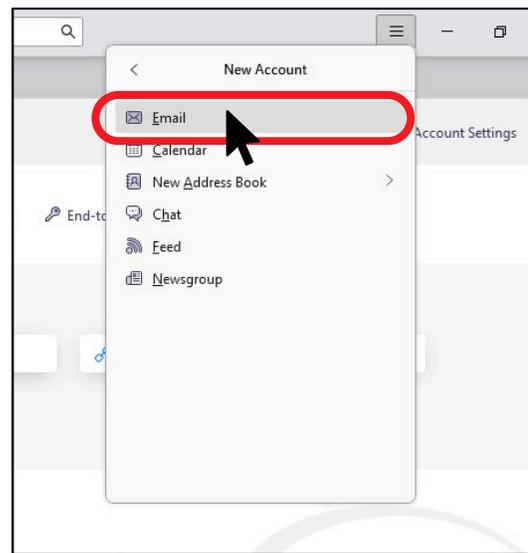


# Part 3: Connect another email to Thunderbird

**Step 3a:** Use your mouse or touch pad to click on the menu icon (three stacked lines) in the top right corner of the screen. This will bring up a series of options you can choose from. From this list, use your mouse or touch pad and hover over “New Account”.



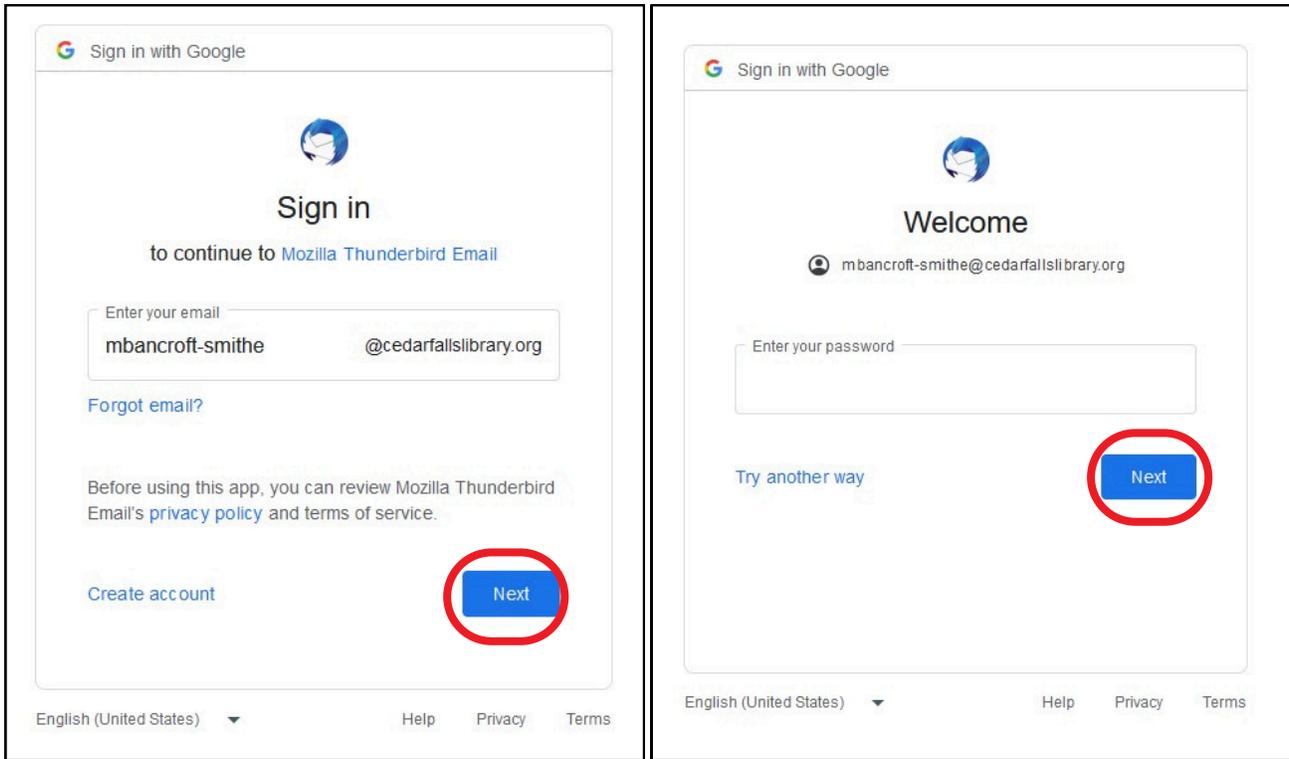
**Step 3b:** Hovering over “New Account” should make a secondary menu appear (shown to the right). From this list, use your mouse or touchpad to click on “Email”.



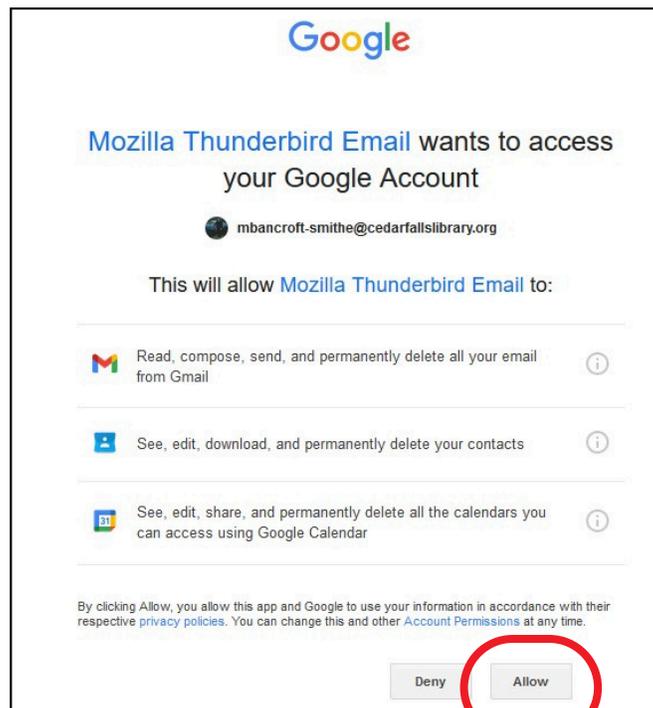
**Step 3c:** Selecting “Email” will open a window that looks identical to the screen from Step 2a. You are going to fill out each box with information, like in Step 2b, but this time you will enter your Gmail address and password for boxes 2 and 3.

A screenshot of the 'Set Up Your Existing Email Address' window. The window title is 'Account Setup' for 'cflibrary@cfu.net'. It contains the following fields: 'Your full name' (John Doe), 'Email address' (john.doe@example.com), and 'Password' (empty). There is a 'Remember password' checkbox which is checked. At the bottom, there are 'Cancel' and 'Continue' buttons. A small blue cartoon character is visible on the right side of the window.A screenshot of the 'Set Up Your Existing Email Address' window. The window title is 'Account Setup' for 'cflibrary@cfu.net'. It contains the following fields: 'Your full name' (Test Email2), 'Email address' (mbancroft-smithe@cedarfallslibrary.org), and 'Password' (masked with dots). There is a 'Remember password' checkbox which is checked. At the bottom, there are 'Cancel' and 'Continue' buttons, and a 'Configure manually' link. A small blue cartoon character is visible on the right side of the window.

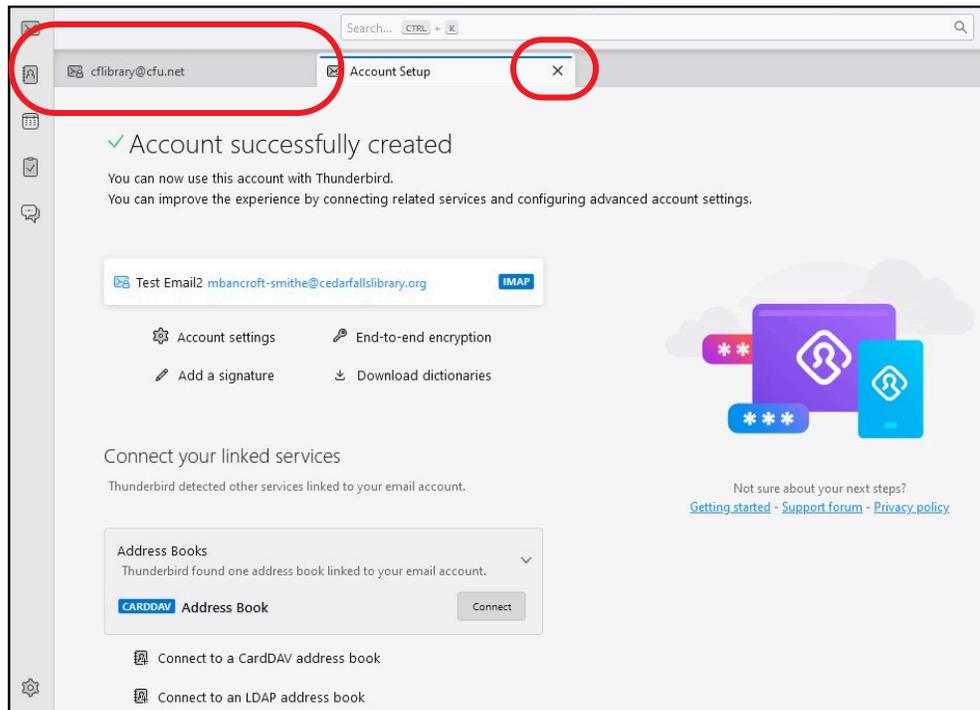
**Step 3d** Unlike your CFU email, connecting Gmail (and other email services) will require that you log in and give permission for Thunderbird to make changes to your account. In order for us to move emails and folders, this permission must be granted. Follow instructions to log-in by entering your email and password, clicking “Next” in between, as shown below.



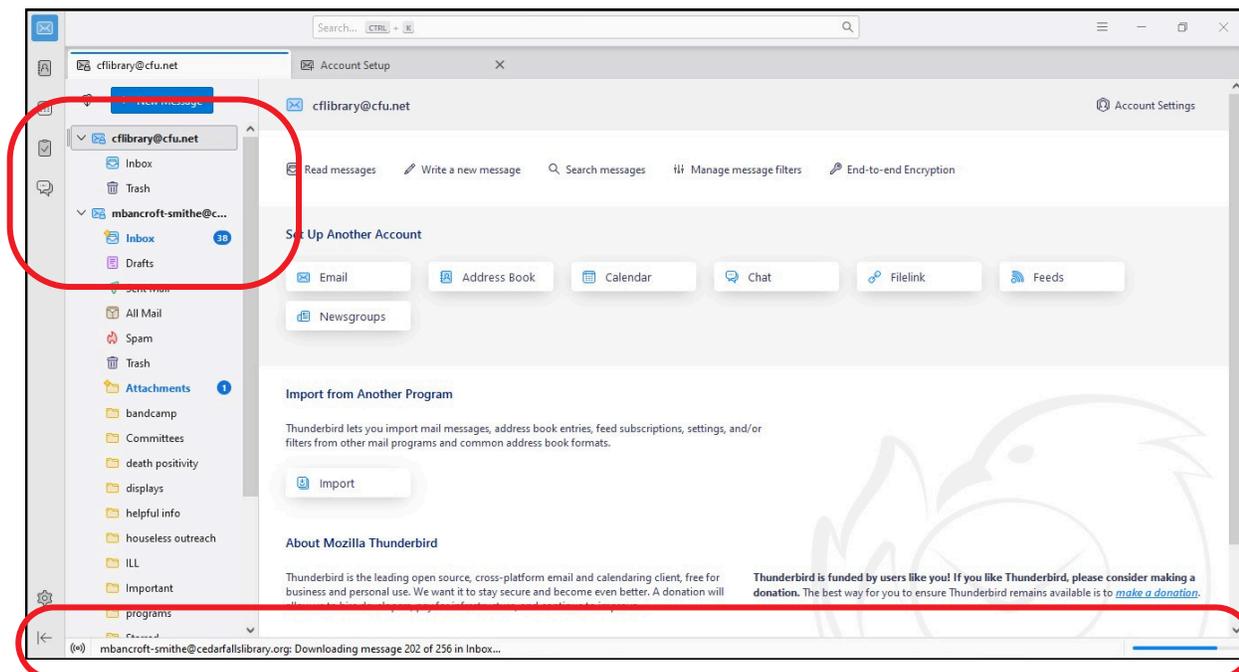
**Step 3e:** When prompted, give Thunderbird permission to access your Google Account by clicking on “Allow”. Again, this permission is required for us to be able to move your files between email accounts.



**Step 3f: Celebrate!** Both of your email accounts are now connected to Thunderbird. Click onto the tab labeled with your email (marked below) or press the “X” (also marked) to return to the traditional email interface.

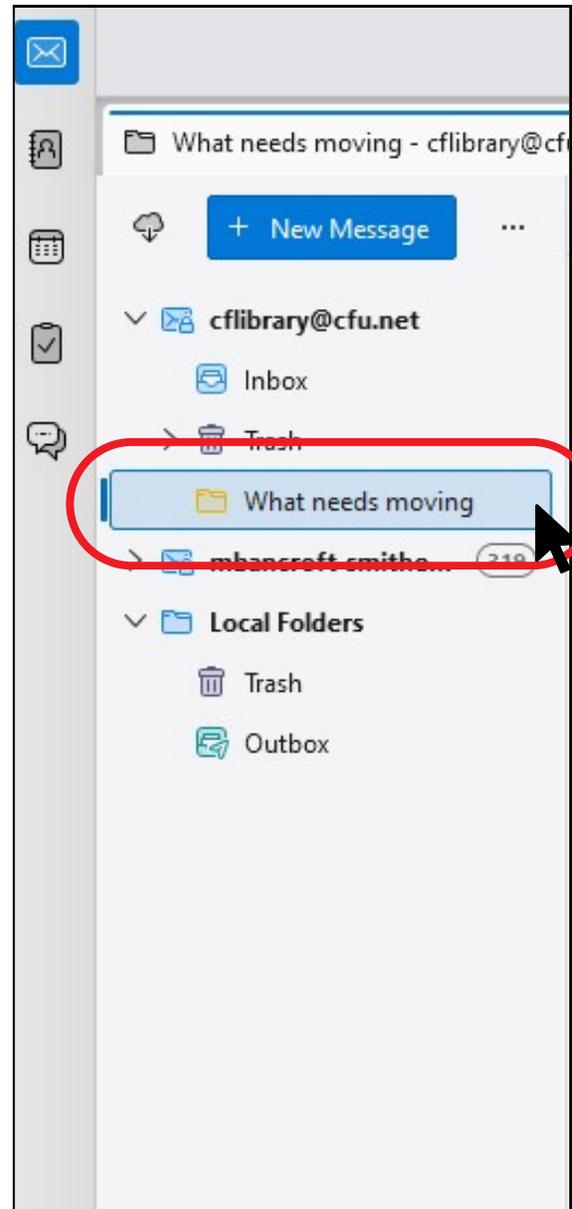
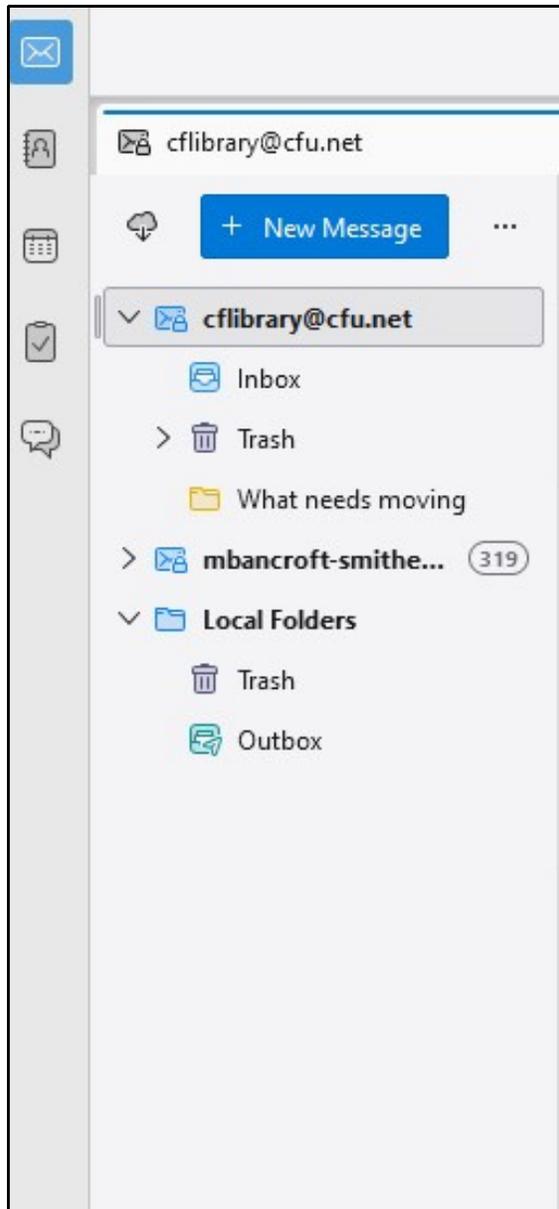


There are two things to note before you move on. **First**, you should see that both your CFU email and your new email will appear on the left side of the screen (marked below). **Second**, Thunderbird will start to load all of the files for both emails. Progress will be displayed on the bottom of the screen (marked below). Before moving on, you should wait for this process to finish before moving on.



# Part 4: Moving emails and folders

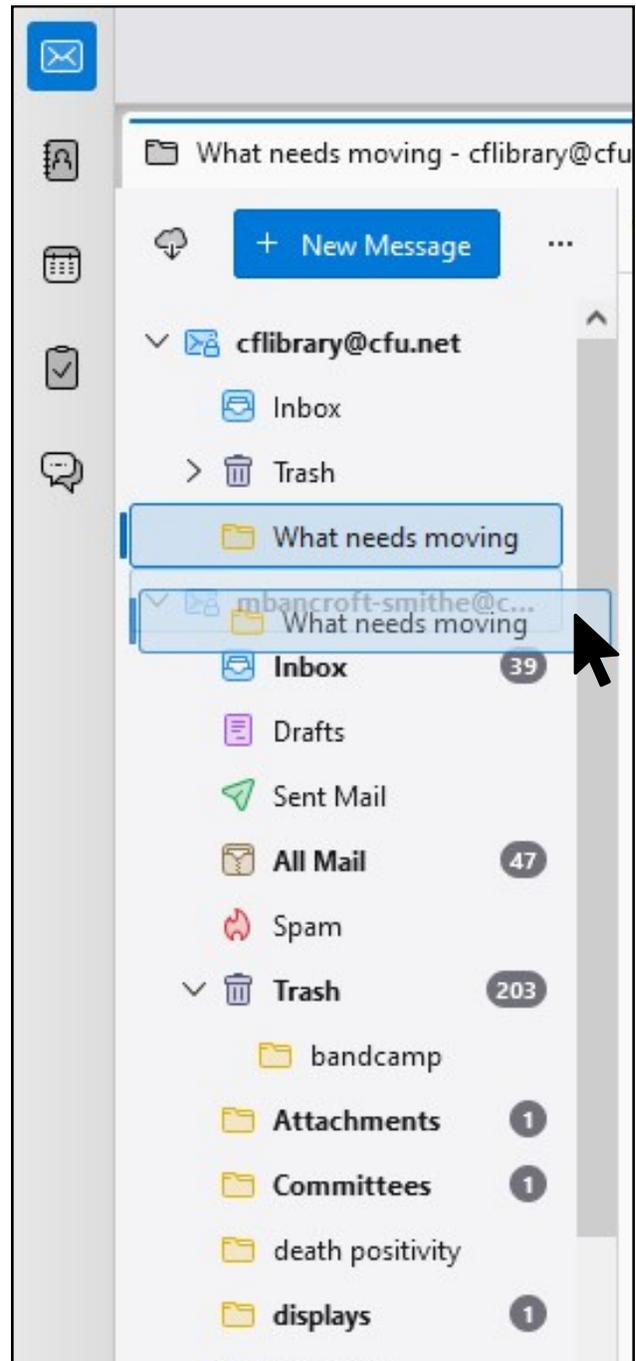
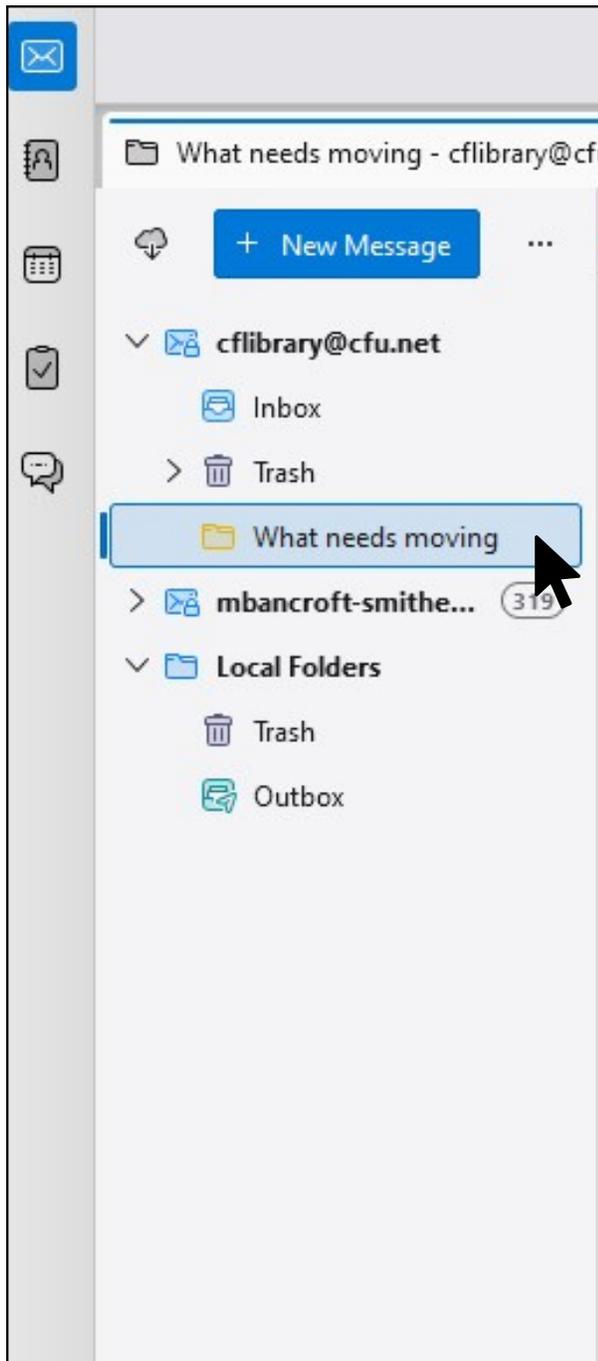
**Step 4a:** Now you can begin to move emails and folders between your old and new accounts. For the next few steps, you are going to focus on the left section of the Thunderbird email interface (pictured below). Notice that both our CFU email and Gmail are visible. We've created a sample folder, "What needs moving" to demonstrate how to move items between emails.



Using your mouse or touchpad, click on the item you would like to transfer between email accounts. In this case, we will click on the "What needs moving" folder. With a single click, the folder is now highlighted (marked above).

# Part 4: Moving emails and folders

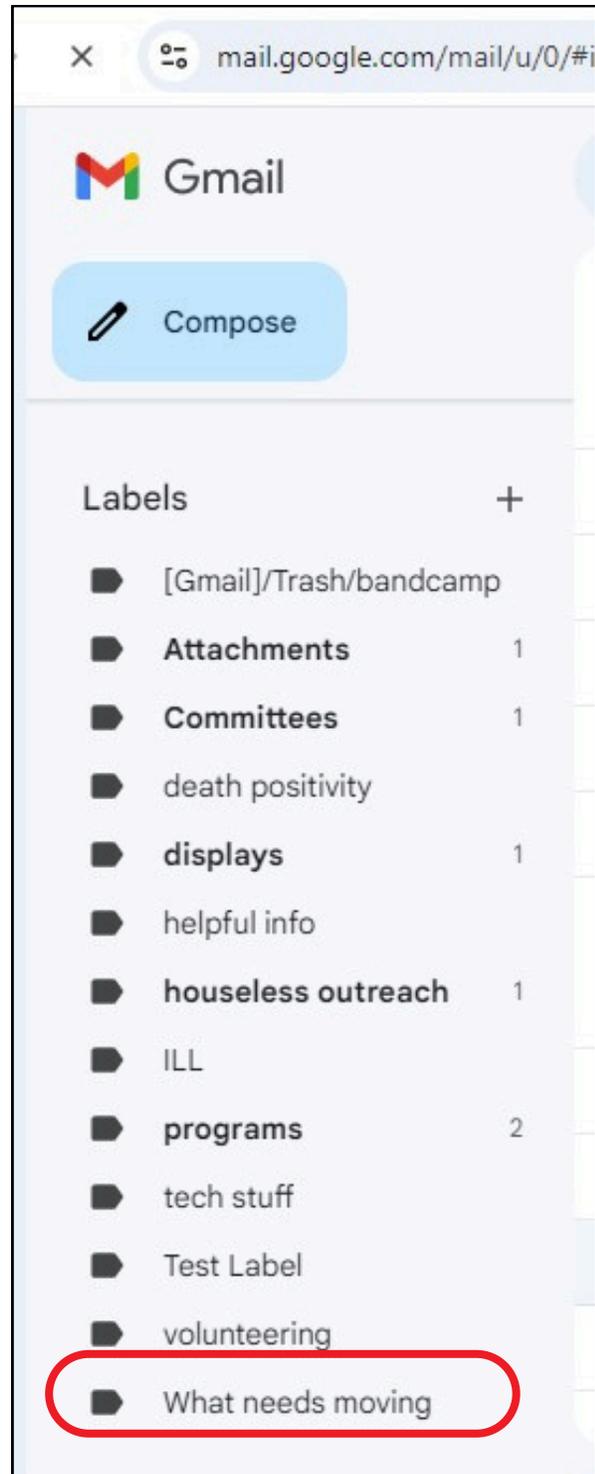
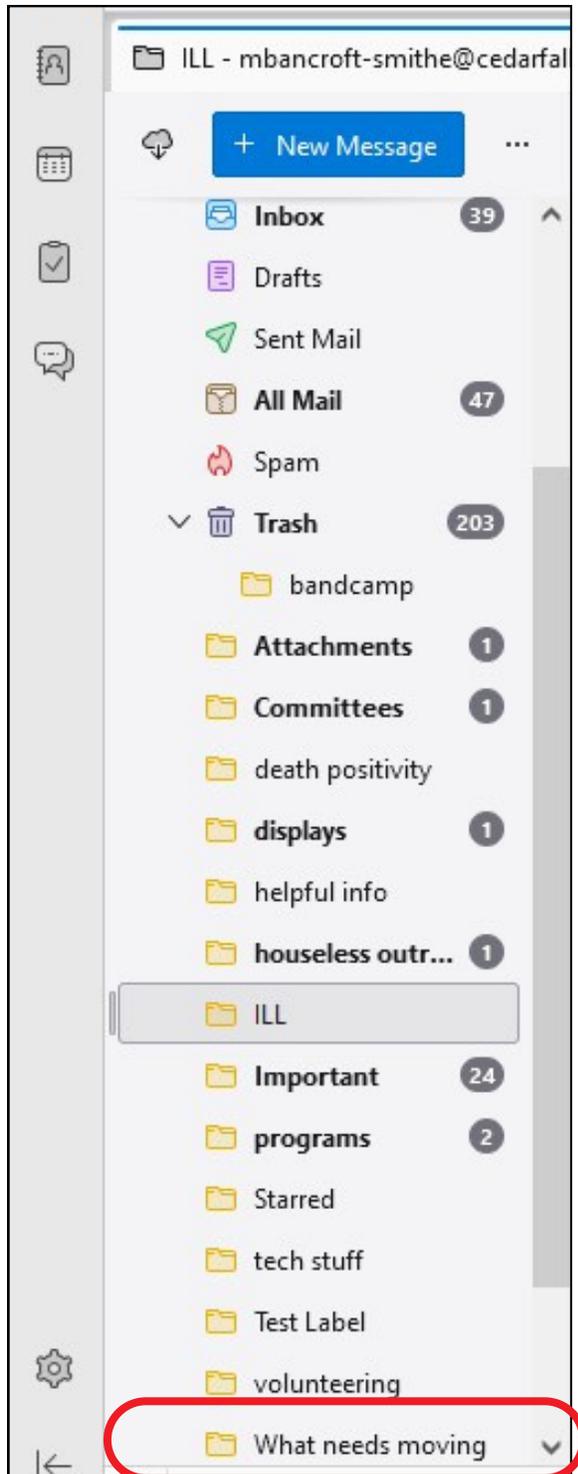
**Step 4b:** Now that the item you want to move is highlighted, click and hold the left button on your mouse or touchpad down. While it is held down, move your cursor over the bolded name of your new email address. Then, once over the your new email address, release your finger.



This is called a “drag and drop” and may take some practice. If you are unable to navigate the drag and drop method, an alternative method will follow part four.

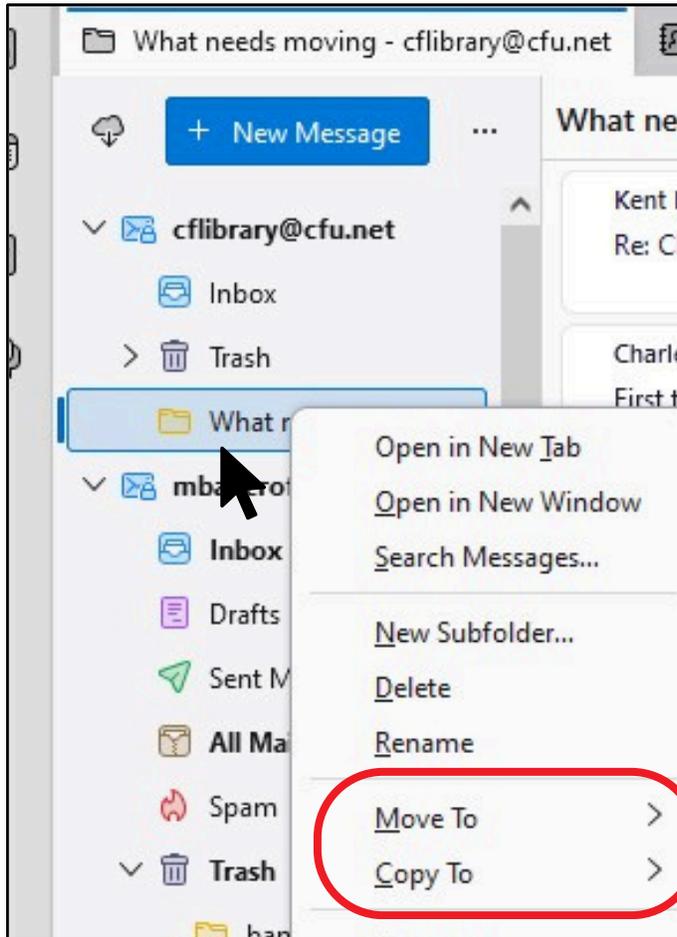
# Part 4: Moving emails and folders

**Step 4c:** Celebrate again! If all has gone well, the item you dragged and dropped will appear under your new email in Thunderbird. After a moment, Thunderbird will also make that change when you access your email through a browser (both pictured below). When your CFU email disappears, these emails and folders will remain in your other email.



# Part 5: Right click method

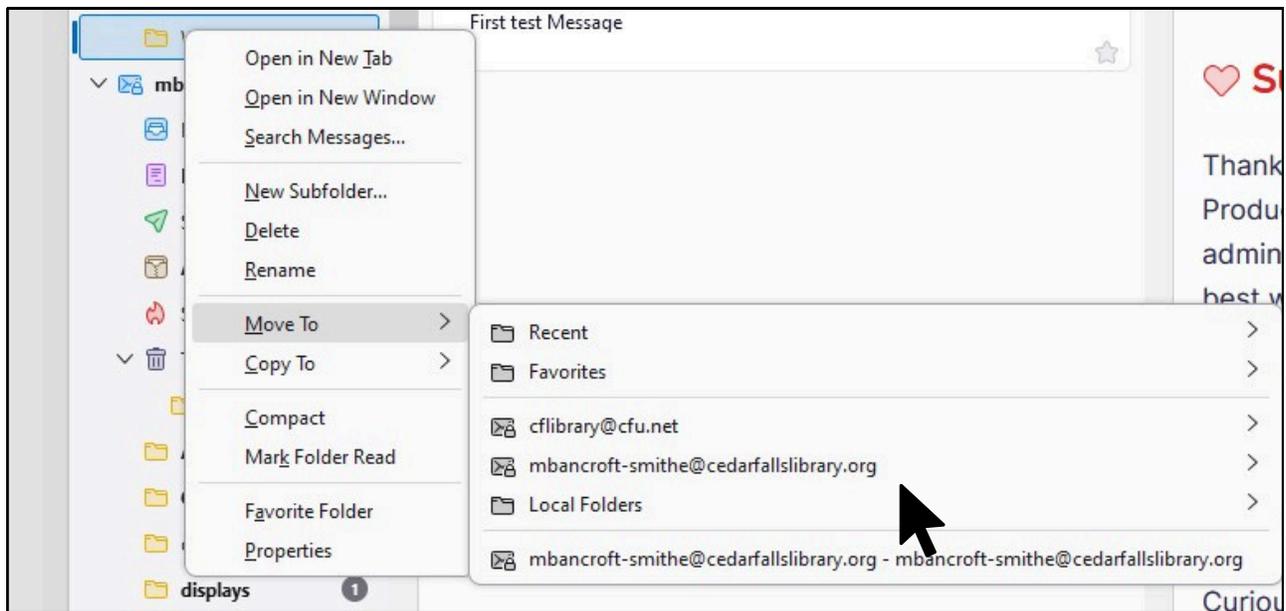
**Step 5a:** If you were unable to drag and drop any emails or folders, you can accomplish the same goal by right clicking on the item. This will bring up a list of options. If you move your cursor over the options labeled “Move To” or “Copy To”, a second list of options will appear.



**Step 5b:** You can now move your cursor over your new email and select where the email or folder should end up.

This method is also best if you plan to move multiple items at once or folders with lots of emails in them.

If your cursor leaves the bounds of the menu, the menu will close. If that happens, repeat steps 5a and 5b until the item is moved.

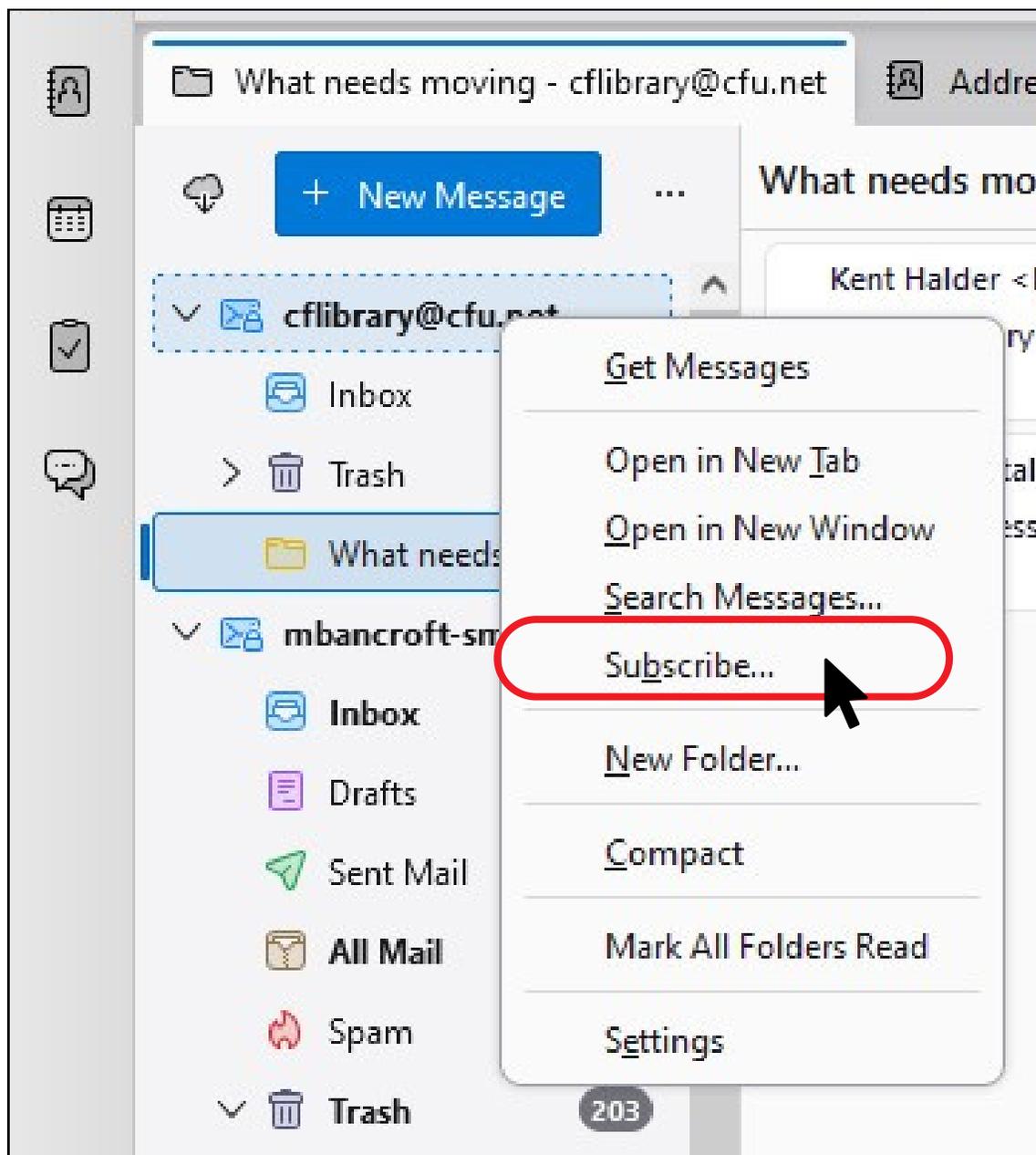


# Part 6: A Troubleshooting Tip

**Step 6a:** There is a chance that the emails and folders you want to move will not appear right away. Here is one possible solution to this problem.

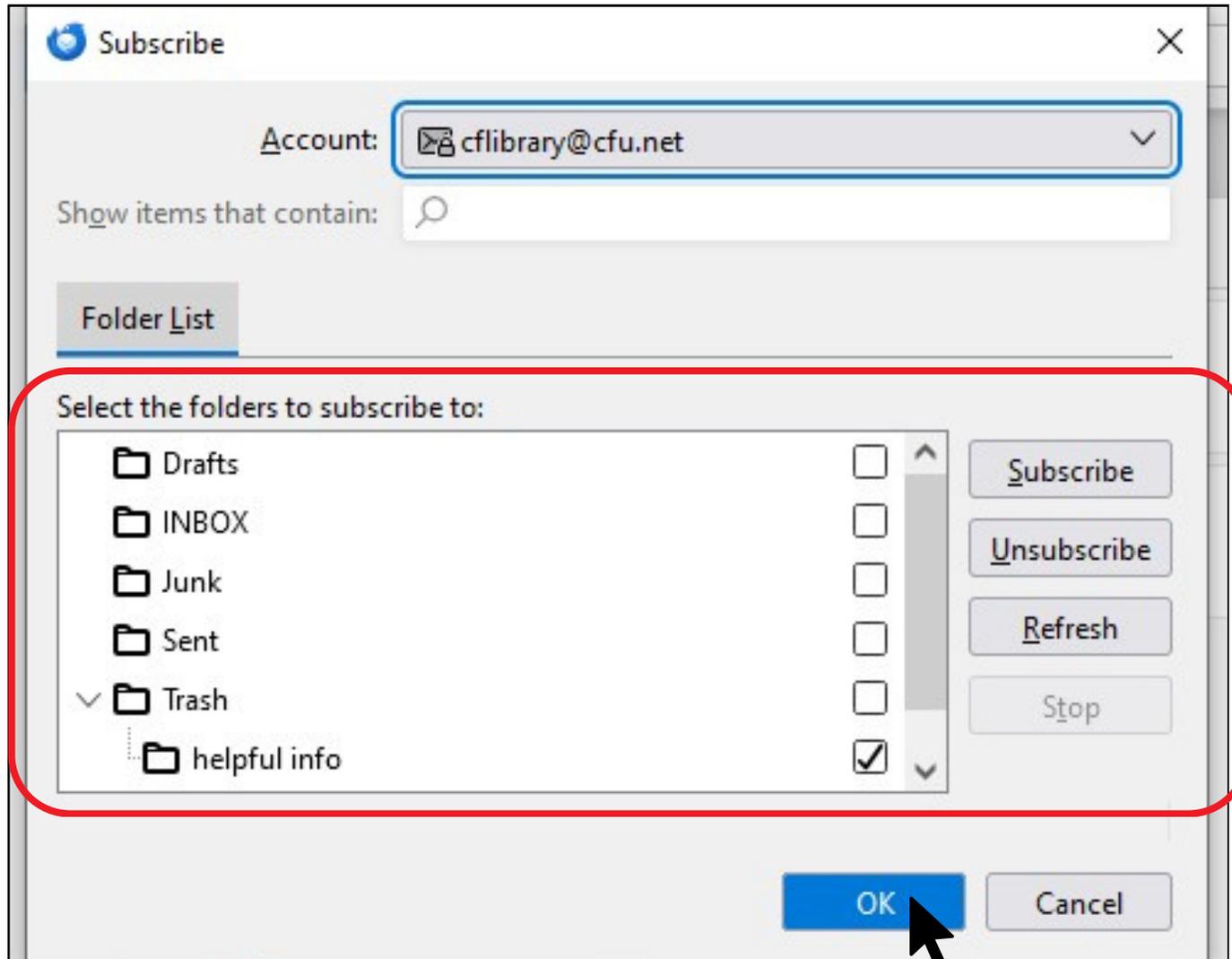
Use your cursor or touchpad to right click on your CFU or new email in the left part of the screen (pictured left). This will open a list of options.

Move your cursor down and left click on “Subscribe”.



**Step 6b:** After left clicking subscribe, a menu will open with a table of folders and checked/unchecked boxes.

Using your cursor or touchpad, check boxes next to the folders you want to appear in Steps 4 and 5. The left click “OK”.



Of all the content in this booklet, Part 6 is the least detailed. This is because it is the most difficult to explain without being seated together at the same computer.

If you find Part 6 difficult or confusing and it is preventing you from moving through Parts 1-5, it may be best to ask a friend, family member, neighbor, or local tech service (CFPL Reference desk offers tech assistance by appointment) for assistance.



**Thank you  
for reading!**

This guide was created to help patrons complete their transition from CFU to another email provider. It is a procedural document and is not intended to promote any particular software company or any of their specific products.

Mozilla Thunderbird is mentioned by name because it is free. Also, the open source nature of the Mozilla Foundation and Corporation limits the potential for competitive or financial gain as a consequence of this document.

Citizens of Cedar Falls who use Mozilla Thunderbird to transition from CFU email services are welcome to delete the program, continue to use it, or seek an alternative (Microsoft Outlook, Apple Mail, etc.).

For questions about your Cedar  
Falls Utilities (CFU) email  
account, contact CFU at  
319-268-5221



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Reference Department**