

## **NO LIMITS and GRANITE EMAIL MIGRATION FAQ**

Starting at 10 pm CDT on October 23, 2018, Netset will begin to securely move customers with @nlis.ca and @granite.mb.ca email addresses to our email service. Below is a list of Frequently Asked Questions (FAQs) detailing what you can expect regarding this transition.

### ***What does this mean for me?***

Netset's email service will provide you with many features on our reliable, stable and secure email service, including:

- A large mailbox: Enjoy flexibility with 10GB of storage
- Contacts and a calendar that can be synced to a mobile device
- A new Webmail interface allowing you to access your email from any location
- Cloud storage for files: A simple way to manage your files and have access to them anywhere. You can even share your files stored in webmail via links
- RSS feed: Keep up-to-date on topics that interest you with a Really Simple Syndication (RSS) feed right in your Webmail

### ***What will happen on the day of the email service upgrade?***

- Maintenance Window: **Between 10 pm CDT on October 23rd and 7 am CDT on October 24th**, your email service may be unavailable while we complete the upgrades.

After **7am CDT on October 24th**, you will be able to log in and view any emails that were delivered during the maintenance window. Previously viewed messages and other saved emails or folders will not be lost; however, they may take up to 72 hours to reappear in your mailbox. You will be able to use the new webmail interface to make changes to your webmail data and settings.

### ***Will my email address change?***

No, your email address will remain the same.

### ***How do I log into my new email?***

The new webmail login page will be: <https://mail.mynetset.ca>

### ***What email addresses are being moved?***

All email addresses that end with @nlis.ca and @granite.mb.ca are being moved.

### ***Will I need to change my email password or will I receive a new one?***

Yes, you will be required to change your password. We will email you a new password around October 16. If you can't find the email with your new password after that, please contact us at 1.877.638.7381.

### ***Will I need to do anything after the upgrade?***

Yes. If you use a third-party email program, such as Microsoft Outlook, mobile device or tablet to access your email normally, you may need to make changes to your email client settings after the upgrade, specifically to the Incoming and Outgoing/SMTP hostname/server settings. We recommend that you first back up (archive) your local mail data storage in case you need to retrieve it after reconfiguring your phone/desktop email client.

Since we are unable to move your webmail contacts, we recommend that you export them before 10 pm CDT on October 23<sup>rd</sup>. We have steps [here](#) on how to do this, as well as how to import them into your new webmail after the upgrade.

Check the server settings in your email program or the app on your computer, phone, or tablet. If you currently use **secure.emailsrvr.com** for your incoming and outgoing/SMTP hostnames/servers, please use these new settings **after** 10 pm CDT on October 23<sup>rd</sup> (but not before):

#### **Incoming Email Configuration Settings**

If your account Type is IMAP (recommended)

Incoming Hostname/Server: **imap.mynetset.ca**

Requires SSL?: Yes

Port: 993

Username: *Your full email address*

Password: *Your new password*

If your account Type is POP

Incoming Hostname/Server: **pop.mynetset.ca**

Requires SSL?: Yes

Port: 995

Username: *Your full email address*

Password: *Your new password*

### **Outgoing Email Configuration Settings**

Outgoing/SMTP Hostname/Server: **smtp.mynetset.ca**

Requires TLS (or SSL if TLS is not listed)?: Yes

Port: 465 or 587

Outgoing/SMTP Authentication Required: YES

Username: *Your full email address*

Password: *Your new password*

If you currently use **mail.nlis.ca**, **mail.granite.mb.ca**, **pop.granite.mb.ca** and/or **smtp.granite.mb.ca** for your incoming and outgoing/SMTP hostnames/servers, these should continue to work after the upgrade using your new password. The only exception to this is if you're using port 2525 for outgoing/SMTP. This will need to be changed to port 587, 25 or 8025 instead, and can even be changed prior to the upgrade.

After the upgrade, please update your webmail bookmark for the new login page to:

<https://mail.mynetset.ca>

### ***What happens if I have trouble accessing my email through my email client or app after the upgrade?***

If you need to remove and recreate your email software program configuration settings, you should back up (archive) your local mail data storage prior to making any changes to your email settings. Some email programs will delete the local mail data storage when recreating, resulting in the loss of all email content. As there are many different email programs available, Netset cannot provide all of the various steps required to back up the local mail data storage. Messages stored on the webmail server (which Netset fully supports) will not be affected.

### ***Will I lose any of the information from my webmail?***

The following features and webmail items will be saved and transferred to your new email service with Netset:

- Mailbox content (messages and folders)

- Forwarding

The following items CANNOT be transferred to our new email service:

- Contacts
- Calendar events
- Signatures
- Auto-Reply
- Filters
- Spam Safelist & Blacklist
- Tasks
- Notes

If you do not see a feature listed above, it may not be transferred over.

Since we are unable to move your webmail contacts, we recommend that you export them before 10 pm CDT on October 23<sup>rd</sup>. We have steps [here](#) on how to do this, as well as how to import them into your new webmail after the upgrade.

If you use webmail and/or IMAP, you will not see your old messages in your Inbox folder after the upgrade. This is because we have moved those messages to a new folder called Old\_Inbox. Any new messages will still come to your main Inbox folder. You can move those messages back to your main Inbox folder if you wish, either within the new webmail interface or via IMAP.

### ***Why am I missing emails?***

After 7am CDT on October 24th, you will be able to log in and view any emails that were delivered during the maintenance window. Previously viewed messages and other saved emails or folders will not be lost; however, they may take up to 72 hours to reappear in your mailbox.

If you are unable to locate the email messages in any of your folders in Webmail after the 72-hour window, please contact Netset at [emailsupport@netset1.ca](mailto:emailsupport@netset1.ca).

### ***Why are some of the emails I deleted showing up again?***

As part of this upgrade, we are moving all of your emails from your old server to your new server. There is a chance that during this move that some old messages show up in your new mailbox. Simply delete them again.

***Where do I find the settings and instructions to setup my email account in an email client or mobile device?***

Use these settings:

**Incoming Email Configuration Settings**

Account Type: IMAP (recommended)

Incoming Hostname/Server: **imap.mynetset.ca**

Requires SSL?: Yes

Port: 993

Username: *Your full email address*

Password: *Your new password*

**Outgoing Email Configuration Settings**

Outgoing/SMTP Hostname/Server: **smtp.mynetset.ca**

Requires TLS (or SSL if TLS is not listed)?: Yes

Port: 465 or 587

Outgoing/SMTP Authentication Required: YES

Username: *Your full email address*

Password: *Your new password*

***Do you have any other questions?***

We're always here to help. Please email [emailsupport@netset1.ca](mailto:emailsupport@netset1.ca) or call us anytime, 24/7 at 877.638.7381.