

## HyperOffice Email Migration FAQs

Starting at 10:00pm CST on February 26, 2019, Netset will be migrating email customers from the current Netset email service to the email service shared with Xplornet.

Customers using the following email addresses will be migrated February 26<sup>th</sup>

- @goinet.ca
- @inethome.ca

Xplornet's email service will provide NetSet users with many great features, including:

- A reliable, stable and secure email service that Xplornet has been operating for over a decade
- A large 10 GB mailbox
- Contacts and a calendar that can be synced to a mobile device
- 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.
- An RSS component which allows you to view news or content feeds to which you're subscribed

Below is a list of Frequently Asked Questions (FAQs) detailing what you can expect from this upgrade.

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

Any changes you make to your webmail data and settings (specifically contacts, documents, whitelist and blacklist, forwarding address, and autoresponder) on February 25 and 26 **will not be reflected** following the upgrade process. We recommend making any updates to this data and settings prior to February 25.

Between 10pm CST on February 26<sup>th</sup> and 6am CST on February 27<sup>th</sup>, your email service may be unavailable while we complete the upgrades. After 6am CST on February 27<sup>th</sup>, 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 login page to make changes to your webmail data and settings. This new webmail login page is [here](#). Please continue to check your email as normal until 10pm CST February 26, 2019.

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

No, your email address will remain the same.

### ***Will I need to change my password?***

Yes, you will be issued a new password around February 19, which you should change after the upgrade. If you can't find the email with your new password, please contact us at 1.877.638.7381.

***Will I need to do anything prior to or after the upgrade?***

If you use a third party email program, such as Microsoft Outlook, you will need to make changes to your third party settings. Please use these settings after 10pm on February 26th:

<b>IMAP Email Server Settings</b>		<b>POP Email Server Settings</b>	
<b>Incoming Server</b>	imap.mynetsset.ca	<b>Incoming Server</b>	pop.mynetsset.ca
<b>Incoming Port</b>	993	<b>Incoming Port</b>	995
<b>Incoming Requires SSL?</b>	YES	<b>Incoming Requires SSL?</b>	YES
<b>Outgoing or SMTP Server</b>	smtp.mynetsset.ca	<b>Outgoing or SMTP Server</b>	smtp.mynetsset.ca
<b>Outgoing or SMTP Port</b>	465 or 587	<b>Outgoing or SMTP Port</b>	465 or 587
<b>Outgoing Requires TLS (or SSL if TLS is not listed)?</b>	YES	<b>Outgoing Requires TLS (or SSL if TLS is not listed)?</b>	YES
<b>Outgoing Requires Authentication?</b>	YES	<b>Outgoing Requires Authentication?</b>	YES

We recommend reviewing [our third party email settings](#) on [Netset1.ca](#)

***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 Xplornet:

- Mailbox content (messages and folders)
- Webmail Contacts
- Calendar Events
- Webmail Documents
- Mail Whitelist and Blacklist
- Mail Forwarding Address and setting
- Mail Autoresponder Message
- Webmail Signature

The following features and webmail items **will not be transferred** to our new email service.

- Tasks and Projects
- Links
- Notes
- Mail Filters

***Will I be able to log into webmail the same way I do today?***

No, there will be a new webmail interface and link. The new webmail login page is: <https://mail.mynetsnet.ca/>. If you use a bookmark to access your webmail, you will need to update the bookmark with the new link to the login page after 10pm on February 26th. You will need to use your new password to login to your new webmail. Please continue to check your mail as normal up to February 26, 2019.

***What happens if I have trouble accessing my email via POP after the upgrade?***

If you use POP to connect and need to remove and recreate your software client configuration settings, you should back up (archive) your local mail store prior to making any settings changes. Some third party programs will delete the local mail store when recreating, resulting in loss of all email content.

We have provided steps to backup your email service within the instructions to change your third party email program settings. However, since there are many different third party devices available, Netsnet cannot be responsible for providing the various steps required to back up all email services. Messages stored on the webmail server (which Netsnet supports) will not be affected.

If you have used POP to connect, when you check your mailbox through webmail or IMAP instead, you may not see your old messages in your Inbox folder any longer. This is because we have moved those messages to a new folder called Inbox\_Old. Your new messages will still come to your main Inbox folder. You can move those messages back to your Inbox folder if you wish.

***I sync my contacts and calendar, as well as my email, through an Exchange ActiveSync connection on my phone or tablet. Will that still work?***

No. You will have to delete that connection and set it up again differently. Because ActiveSync connections store everything on the server, you will not lose anything when you do this. After 10 pm on February 26, please set your email up using **IMAP** with the email server settings mentioned above. Set your contacts up using **CardDAV**, and your calendar using **CalDAV**, with instructions found [here](#).