Changing the MX Records

This document is for customers who are remaining with their current DNS host and need to change their MX records.

Step 1: Creating Email Accounts and Aliases

1. Log in to the administrative control panel, using the administrative ID and password you created during the signup process.

2. Create email accounts and aliases identical to those you have been using with your previous email hosting provider. For help using the control panel and creating email accounts and aliases, please see the Control Panel User Guide document.

Step 2: Changing the MX Records

After creating your email accounts and aliases, you are ready to redirect your MX records. Since it typically takes up to 4 hours for computers around the world to recognize that an update has been made to the MX records, you may want to make this switch during non-business hours or when email activity is light. No email will be lost during this transition.

1. Call your DNS hosting company.

2. Tell your DNS hosting company that you need to change your MX records. They will ask for the name of your new mail server. There are two mail servers:

   First mail server: mx1.emailsrvr.com

   Preference/priority should be set to "10"

   Second mail server: mx2.emailsrvr.com

   Preference/priority should be set to "20"

3. Remove any old MX records to ensure that email will be delivered properly. Do not remove any other (non-MX) records, though.

TIP: If you have access to your DNS hosting company's control panel for your domain, you can make these changes yourself.

Step 3: Checking Your Email

For about 4 hours following the MX records change, incoming email messages may sometimes be sent to your new email accounts, and sometimes to the former accounts. For this reason, you should check your email at both locations during those 4 hours, to ensure that you receive all of your incoming email messages.

In Step 5 you will be directed to set up your email software. But, in the meantime (and anytime), you can check your email online through your webmail login page.

TIP: If you send yourself a test email from within webmail, it will likely arrive in your inbox—but that is not necessarily an indicator that all email is starting to arrive at this new account. If you want to send a test email, please send it from another account that isn't hosted on our system.

Step 4: Canceling Your Prior Email Service

After you confirm that you are receiving email through your new email accounts, the account setup process is complete. You can contact your former email provider and ask them to delete your account from their system. This will ensure that email sent to you from within your previous provider's system will be successfully delivered to your new email accounts on our mail servers.

Step 5: Setting Up Your Desktop or Wireless Email Software

If you use a desktop or wireless email software application to manage your email, you will need to update the email server information in your software's account settings. The Support section of the administrative control panel contains step-by-step directions for setting up most popular email programs.