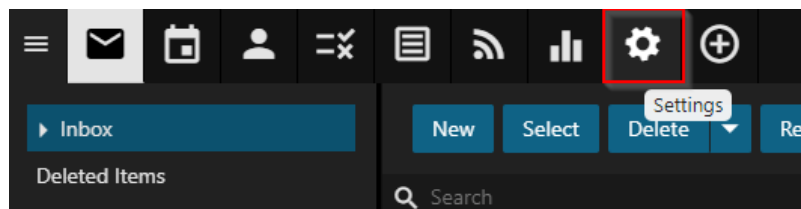


# PRTC Email Migration Guide

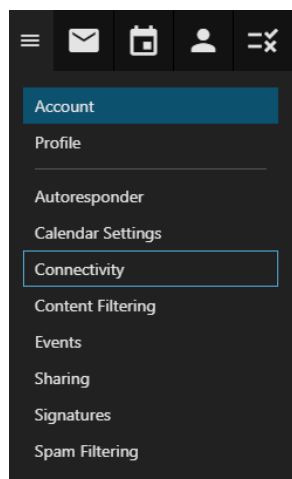
On Tuesday, September 7<sup>th</sup>, 2021, PRTC will be moving prtcnet.org email to a new system. Active email users have the option to migrate their mailbox from the old system or start with an empty, clean inbox.

On Jan 3<sup>rd</sup>, 2022, the old prtcnet.org email server will be decommissioned and this option will no longer be available.

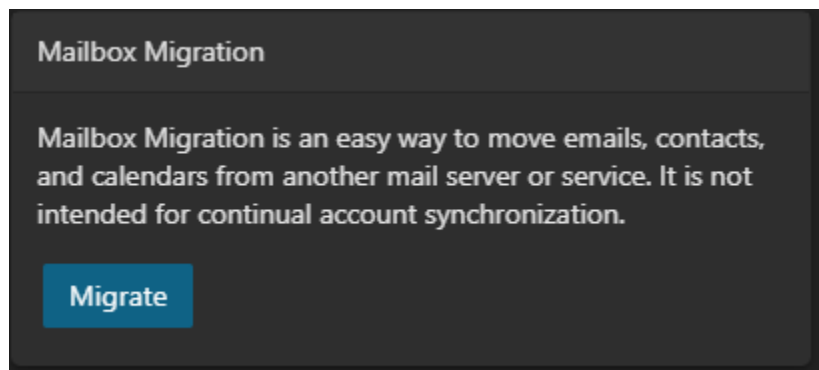
If you would like to migrate your existing mailbox content, log into the new webmail system on or after September 7<sup>th</sup> and click “Settings” gear on the top left menu.



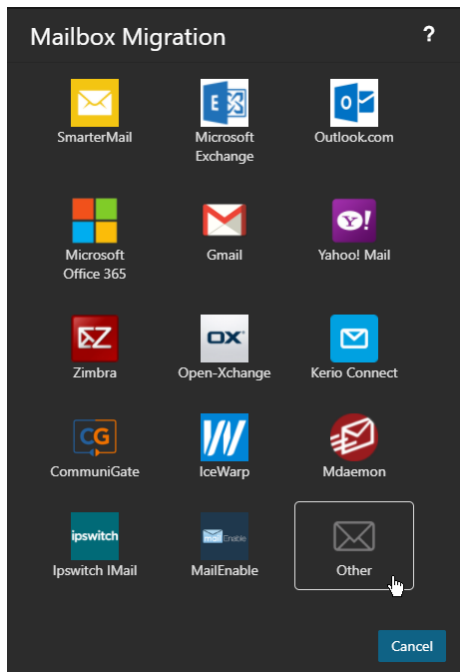
On the settings screen, click “Connectivity”.



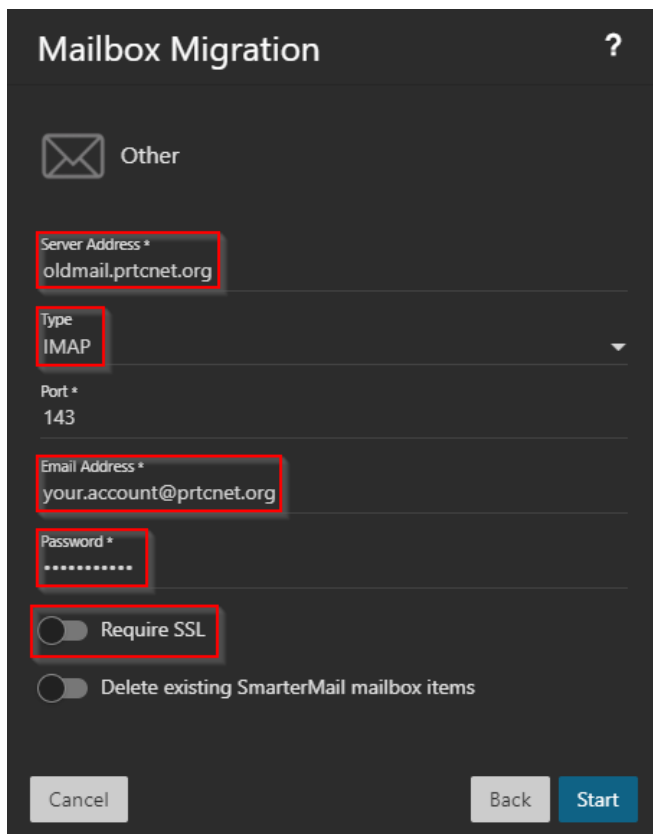
On the right, you should see a “Mailbox Migration” section. Click the “Migrate” button.



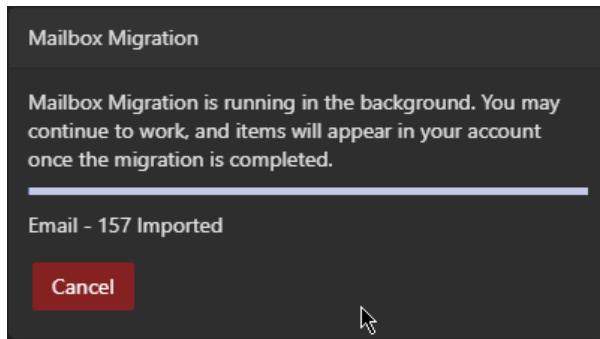
After clicking this button, a “Mailbox Migration” dialog will appear. Click the option listed as “Other”.



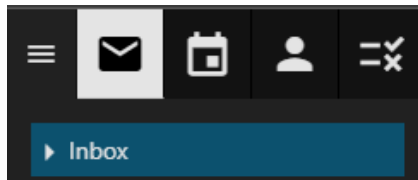
Next, provide the info shown below substituting the email address with your actual prtcnet.org email account address and your password, and click Start.

A screenshot of the 'Mailbox Migration' configuration screen. The 'Other' option is selected. The 'Server Address' field contains 'oldmail.prtcnet.org'. The 'Type' dropdown is set to 'IMAP'. The 'Port' is set to '143'. The 'Email Address' field contains 'your.account@prtcnet.org'. The 'Password' field is masked with dots. There are two toggle switches: 'Require SSL' and 'Delete existing SmarterMail mailbox items', both of which are currently turned off. At the bottom, there are 'Cancel', 'Back', and 'Start' buttons.

The “Mailbox Migration” section should provide some information related to the progress of your email migration.



Once this process is finished, click the “Email” envelope icon in the top right menu and you should be able to view your migrated email.



DO NOT run this process more than once. Running this process more than once will result in multiple copies of your email content in your mailbox.

If you have any questions or need assistance migrating your mailbox, please reach out to our help desk (606-287-HELP). Our helpdesk technicians will be more than happy to assist you in this process.