Devcity Mail | Quick guide

Moving over without losing a message.

Coming from Gmail, Outlook or an old host? We move your old mail across by hand.

Changing the MX record sends new mail to Devcity, but your old messages stay where they are. This guide shows the order that keeps everything safe, and what you and we each do.

IN THIS GUIDE

1. **Get ready**
   Create the mailboxes first, before anything changes
2. **We copy your old mail**
   Folder by folder, mailbox by mailbox
3. **You switch the MX record**
   On a day we agree together
4. **Check, then close the old one**
   Keep it open for a few weeks

WHO DOES WHAT

We copy the mail, you change DNS

WHAT MOVES

Messages and folders

WHAT DOES NOT

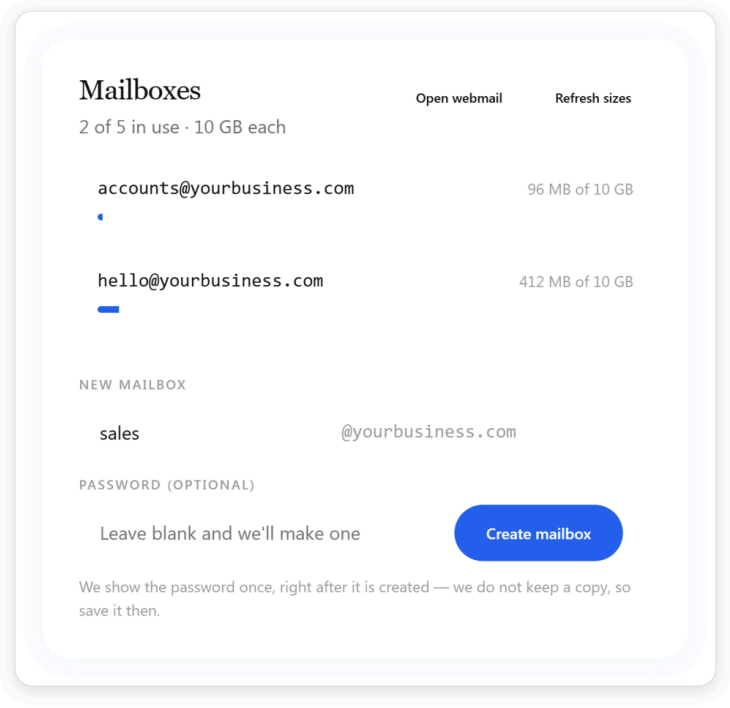
Contacts and calendars

1 Tell us before you change anything

Chat with us and say which provider you use today and how many mailboxes you have. We agree a switch date together. Do **not** change your MX record yet, because that is the step that points new mail at us.

2 Create the mailboxes first

Open **Devcity Mail**, your domain, and create a mailbox for each person, matching the addresses you use today. Mail cannot arrive until they exist.



One mailbox for each person, with the same names as before

3 Give us access to the old mailboxes

For each one we need the address and its password. If your provider uses two step sign in, create an **app password** for us instead. Your old account is only **read**, never changed.

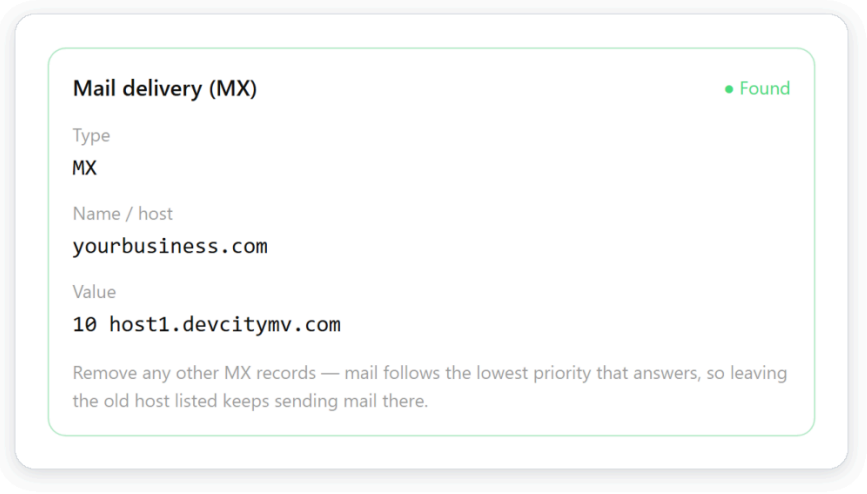
4 We copy your mail across

Folder by folder, mailbox by mailbox, and we check that the message counts match. Your old mail appears in your new mailbox, in the same folders.

> **Contacts and calendars are not part of the copy.** Export them from your old provider and import them into your new app.

5 You switch the MX record

On the agreed day, change the MX record at your DNS provider to the one shown in your Devcity dashboard. From then on, new mail arrives here.



The MX record to use. Remove the old provider's MX records.

6 After the switch

A day of overlap

For a day or so, some mail can still arrive at the old provider while the internet catches up. Keep the old account open and tell us if anything turns up there.

Look through your folders

Check a few old messages open properly, and that sent items came across.

Set up your phone

Add the new account with the settings in the phone and computer guide.

Keep the old account for a few weeks

Only close it when you are sure nothing is missing.

Add the other mail records

SPF, DKIM and DMARC. The DNS guide shows each one, and Check DNS tells you when they are right.

Ready to move? Chat with us and tell us how many mailboxes you have. We will agree a day that suits you.