Issue 1 September, 2012

Moving Email

Moving Email from Yahoo! Mail to AT&T Website Solutions

With AT&T Website Solutions, you can check your email using your favorite email program such as Microsoft Outlook, Apple Mail and Thunderbird or through Webmail – our web based email tool.

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Getting Started

Moving emails from one host to another can be a tricky process, due to how the many email providers out there have unique systems along with the various ways people check their email. With AT&T Website Solutions, you can check your email using your favorite email program such as Microsoft Outlook, Apple Mail and Thunderbird or through Webmail – our web based email tool.

Before we begin moving your email from Yahoo! to your Website Solutions account, it's important to understand the basic types of email so you know exactly how to move forward.

IMAP/Webmail – IMAP keeps your email on the mail server so that you can view them using Webmail or your email client without having to download it first. When you read your email you're reading it on the server itself. This is a great way to configure your email program to ensure your email is always in sync with your mobile device, Webmail and email programs such as Microsoft Outlook, Apple Mail and Thunderbird.

POP – POP is the most common way to check email using an email program such as Microsoft Outlook, Apple Mail and Thunderbird. When you check your email, called "POP'ing", your email program then downloads the email off of the mail server and into your email program. Unlike IMAP, you are reading your email on your computer, rather than on the server itself. Since you are downloading your email whenever you check it, you rarely have to worry about running out of email space on the server since the email is stored on your computer.

Planning

We recommend creating an "email move" timeline to ensure that you follow all steps for a successful email transition from Yahoo! Mail over to Website Solutions. We also recommend informing your customers that you are changing your email provider especially if you run an ecommerce store. This helps assure your customers that you have not gone out of business in case your email goes down during the move. Offer an alternate email address and let them know your phone number so they can contact you.

We've included an example timeline and will take you through the necessary steps to complete the noted areas of the timeline further within the document.

Day 1:

- Find out your required email settings from Yahoo! Mail.
- Configure an email program such as Microsoft Outlook, Apple Mail or Thunderbird to connect to Yahoo! Mail.
- Download all email from Yahoo! Mail and move into a folder of your choice.
- Change DNS/nameservers of your domain name to Website Solutions.

Day 2:

- Ensure you have your logins/setup instructions from AT&T Website Solutions.
- Recreate your email accounts using EasyMail Setup in the Website Solutions control panel.
- Configure an email program such as Microsoft Outlook, Apple Mail or Thunderbird to connect to Website Solutions using IMAP or POP.
- Change DNS/nameservers of your domain name to Website Solutions.
- Move all downloaded email from the folder you created earlier, back into the new inbox (optional).

Day 3:

- Check to ensure all new mail is coming to your new Website Solutions account.
- Cancel account with Yahoo!

Let's get started setting up your email!

If your existing email program is setup to use **IMAP**, you will have to set up your email program to download your email because it is stored on the mail server rather than on your computer. We've outlined further instructions to do this, click here.

If your email program is already set up to use **POP**, your mail is stored on your computer already and there is no need to move your email from Yahoo! Mail to your Website Solutions account. You'll simply need to just recreate the email account in your Website Solutions control panel then simply edit the settings (username and password) in your email program to those from your Website Solutions account. We've outlined further instructions to do this, you can skip step 1 and go directly to step 2 by clicking here.

If you are unsure of your current Email settings please access your email program such as Microsoft Outlook, Apple Mail or Thunderbird and check your existing settings. A sample within Microsoft Outlook is provided below.

Change Account
Internet E-mail Settings
Each of these settings are required to get your e-mail account working.
User Information
Your Name:
Your Name
E-mail Address:
youremail@yourdomain.com
Server Information
Account Type:
POP3
Incoming mail server:
mail.yourdomain.com
Outgoing mail server (SMTP):
mail.yourdomain.com
Logon Information
User Name:
youremail@yourdomain.com
Password:
Remember password
Require logon using Secure Password Authentication (SPA)
Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
Test Account Settings by clicking the Next button
More Settings ...
< Back
Next >
Cancel

Step 1: Moving from Yahoo! Mail to AT&T Website Solutions Email

If you check your email today using Yahoo!'s web-based email you will need to follow the steps below to ensure that you have downloaded your emails from Yahoo! to your computer.

Download your Email Using POP

The first step to moving your web-based email is to download it from Yahoo! Mail in order to move it to your new Website Solutions email account. To do this, you'll need an email program such as Microsoft Outlook, Apple Mail or Thunderbird. You'll also need to know your email settings such as username and passwords from Yahoo! Mail.

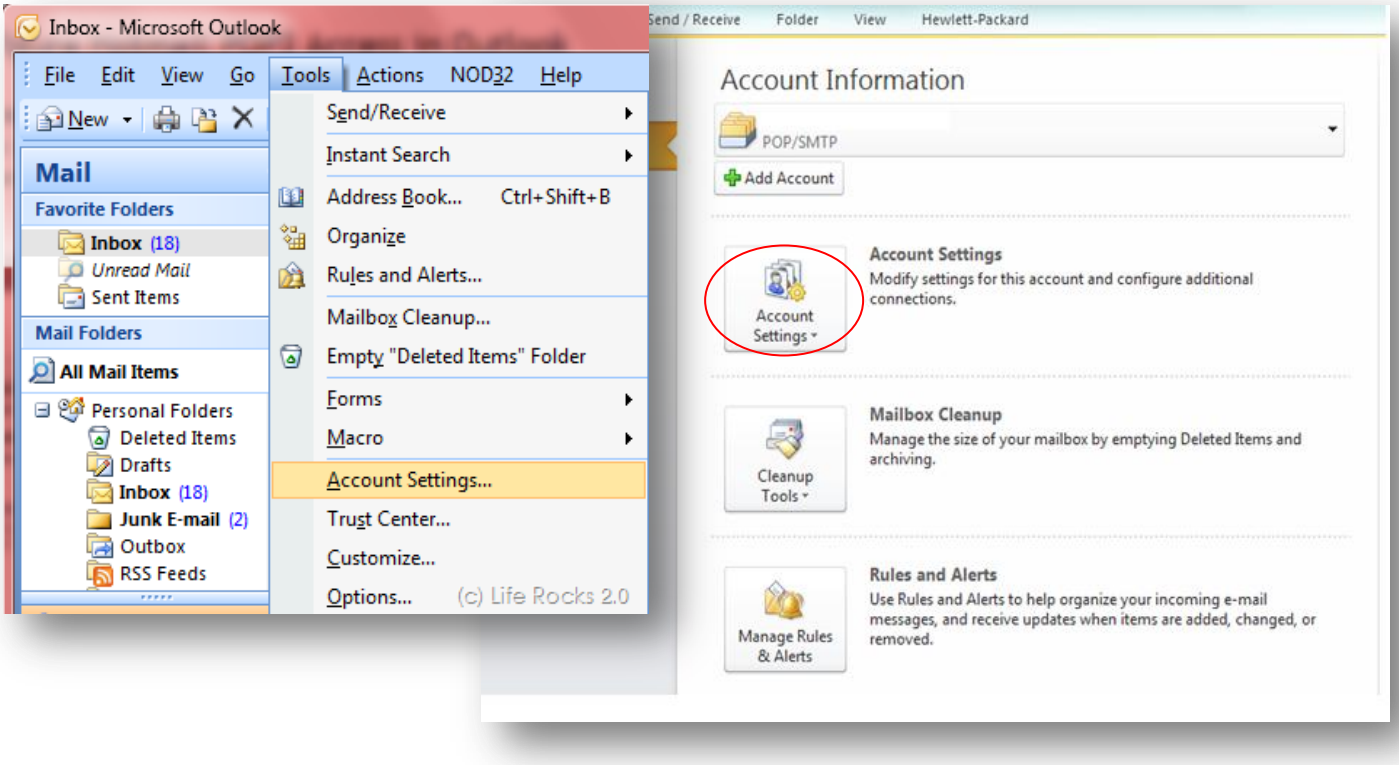
We suggest downloading all of your email from Yahoo! Mail into its own folder within your email program to keep them organized and backed up.

Downloading Yahoo! Mail Content

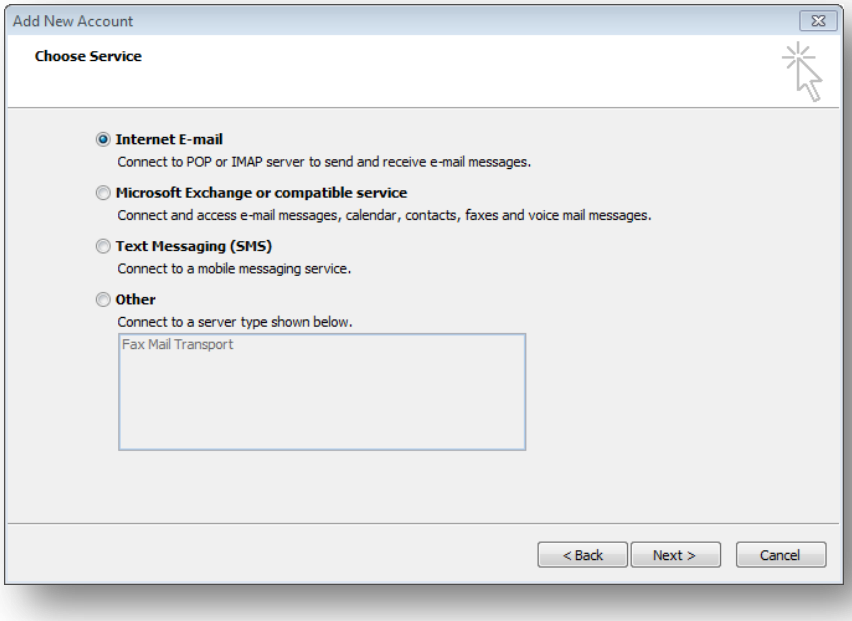
This section describes how to use an email program to retrieve and download email content from your Yahoo! account using POP parameters. For the examples below we used Microsoft Outlook.

1. Open up your email program such as Microsoft Outlook and navigate to **Account Settings**.

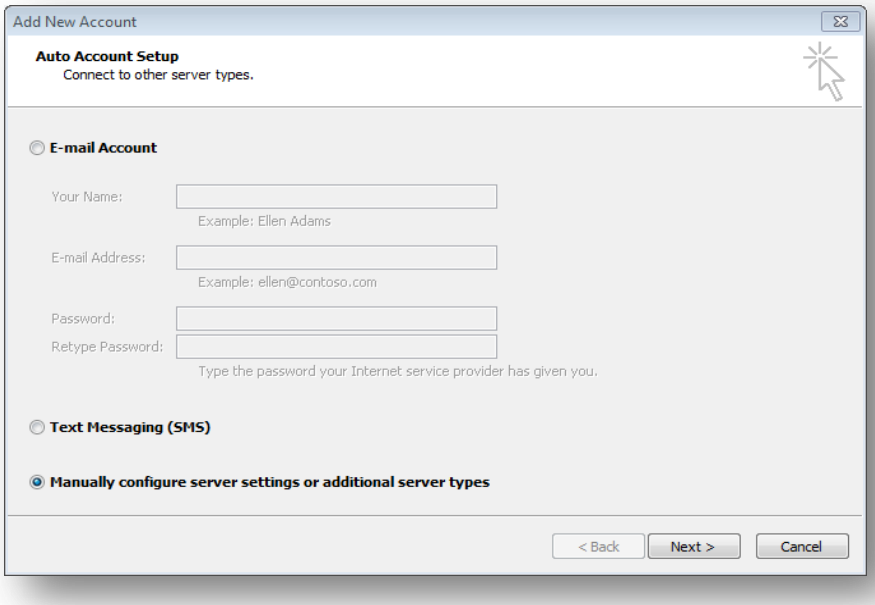
Outlook 2007 Outlook 2010



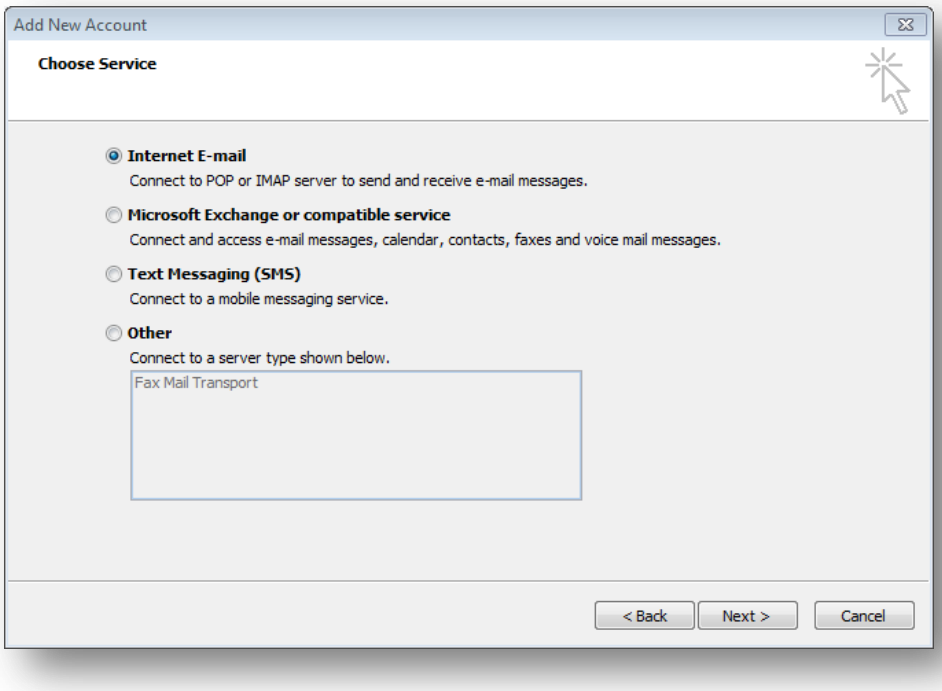
3. On the Choose E-mail Service dialog, select the **Internet E-mail** radio button, and then click **Next**. This will allow you to connect to email accounts using POP access.



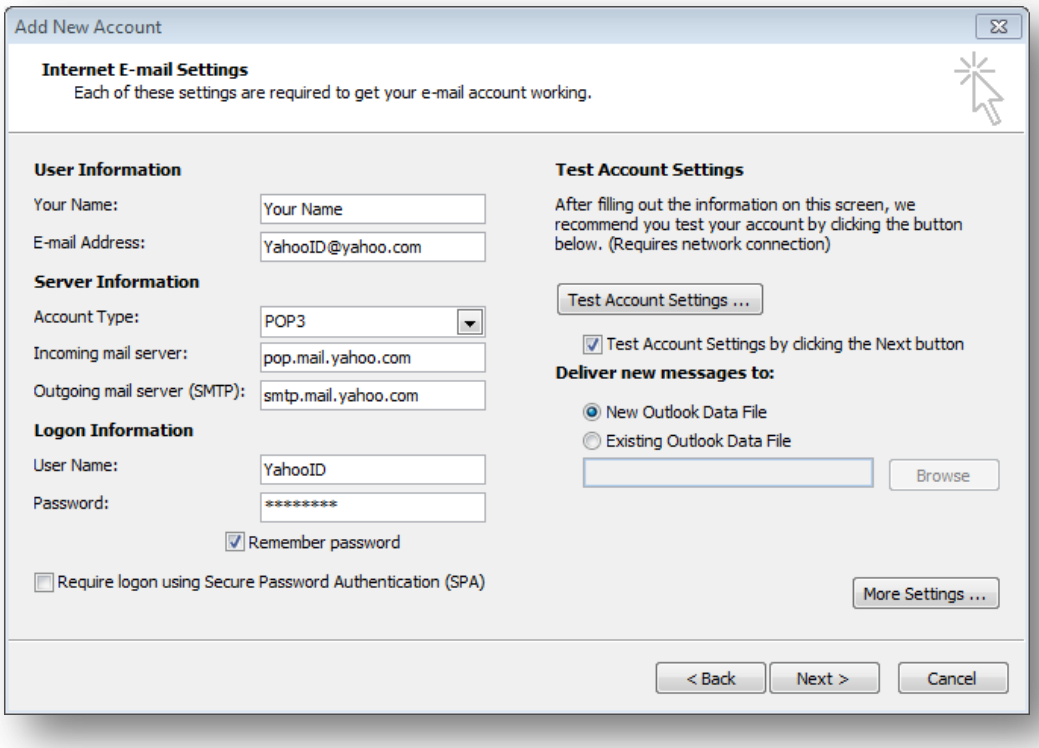
4. On the Auto Account Setup dialog, select the **Manually configure server settings of additional server types** checkbox and then click **Next**.



5. On the Choose E-mail Service dialog, select **Internet E-mail**, and then click **Next**.



6. On the Internet E-mail Settings dialog, complete the following:

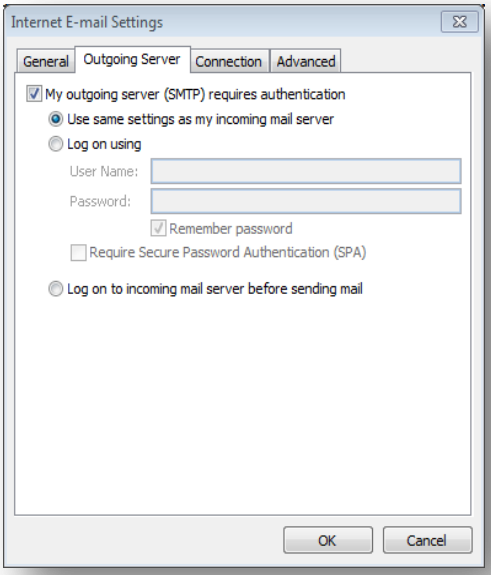


7. This is where you'll need your Yahoo! password. Enter the details below into the Internet E-mail Settings dialog as shown.
    - **Your Name**: Your Name
    - **Email Address:** Enter your full Yahoo! address (user@yahoo.com) or Business Mail address (for example, user@yourdomain.com) in the E-mail Address field.
    - **Account Type:** POP3
    - **Incoming Mail Server**:
        - Enter **pop.mail.yahoo.com** (if your email address ends in @yahoo.com).
        - For a Business Mail account, enter **pop.bizmail.yahoo.com** (if your email address ends in anything other than @yahoo.com).
    - **Outgoing Mail Server:**
        - Enter **smtp.mail.yahoo.com** (if your email address ends in @yahoo.com).
        - For a Business Mail account, enter **smtp.bizmail.yahoo.com** (if your email address ends in anything other than @yahoo.com).

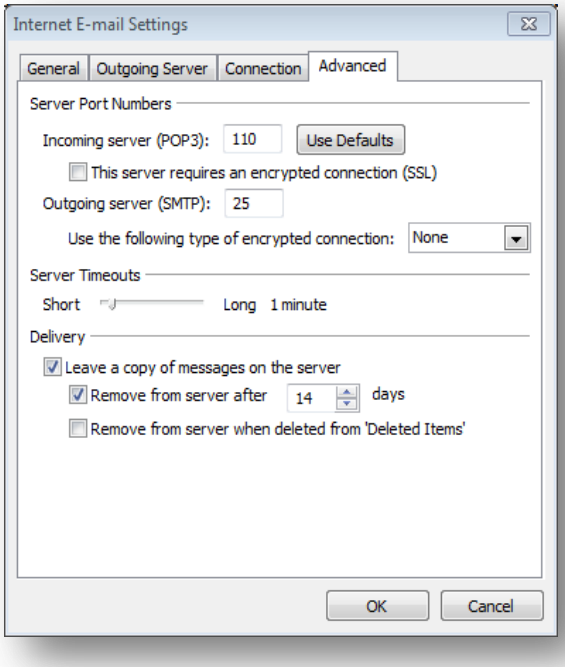
- Enter your Yahoo! username in the User Name field. For a Mail Plus account, enter your mail address without the "@yahoo.com". For a Business Mail account, enter your mail address including the "@yourdomain.com".
- Enter your Yahoo Mail password in the Password field
    - Check the "Require Logon using SPA" (this matches your POP username and password)

8. Click **More Settings** to open the Internet E-mail Settings dialog and complete the following:

   - Click the Outgoing Server tab.
     - Select the "My outgoing server (SMTP) requires authentication" check box.
     - Select "Use same settings as my incoming mail server".



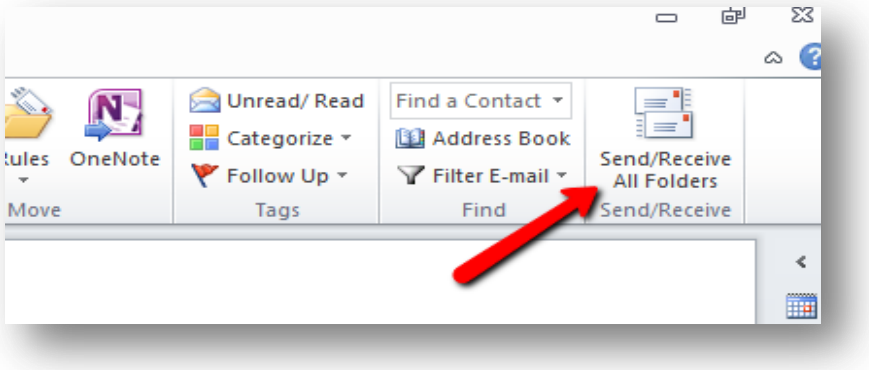
   - Click the Advanced tab.



   – Clear he Leave a copy of messages on the server check box.
   – Clear the This server requires a secure connection (SSL) check box.
   – Click OK.

9. Click **Next**.
10. Click **Close**.

Once you have specified all of the details, Microsoft Outlook will connect to your Yahoo! Mail account and download all of your email. Simply click on Send/Receive to download your email. We suggest moving them into their own folder afterwards but this is optional.



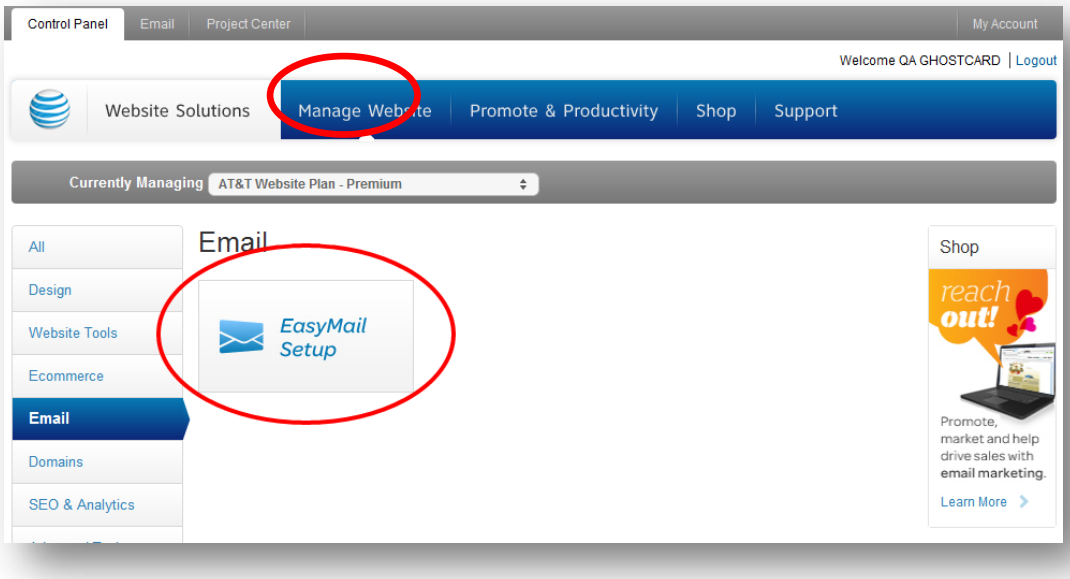
Step 2. Moving Email to Website Solutions Email Account

If you already created your email account(s) in the Website Solutions control panel, you can skip the setup instructions below and go directly to the email configuration step by clicking here.

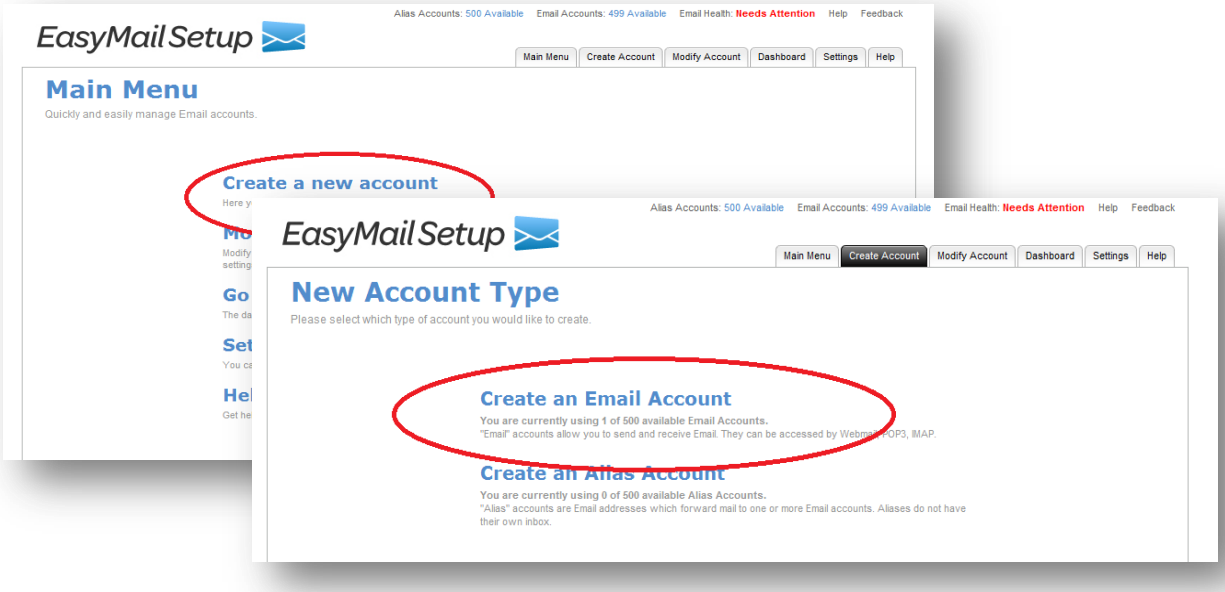
Re-creating your Email address with Website Solutions

For a seamless email transition, you'll need to recreate your existing email addresses within your Website Solutions account.

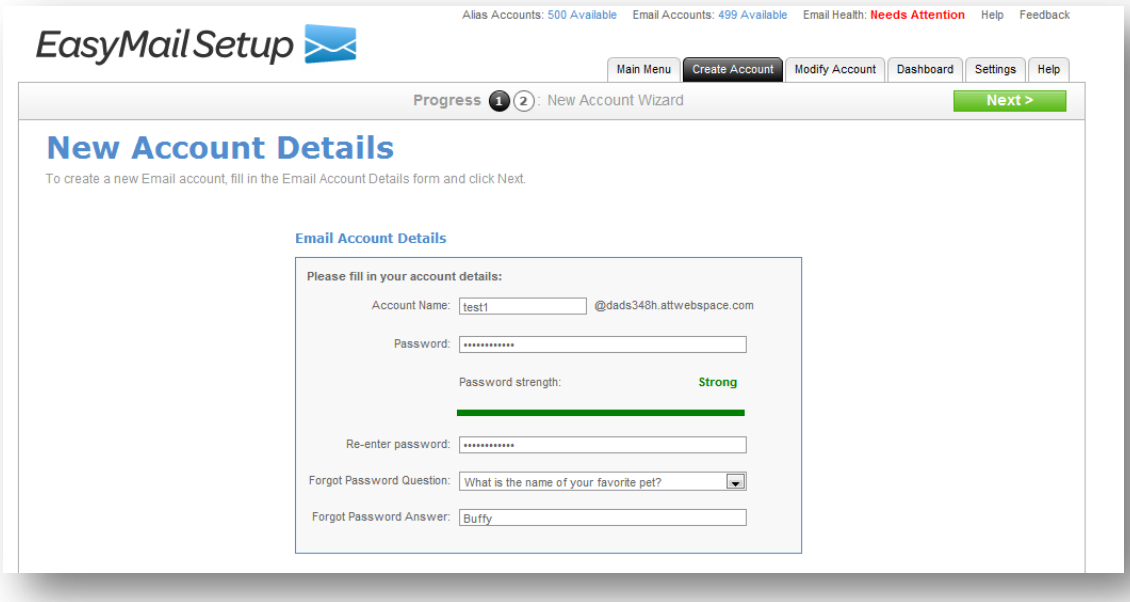
1. After logging into your AT&T control panel, click on **Manage Website** and then click on the **EasyMail Setup** icon to launch the tool as displayed below.



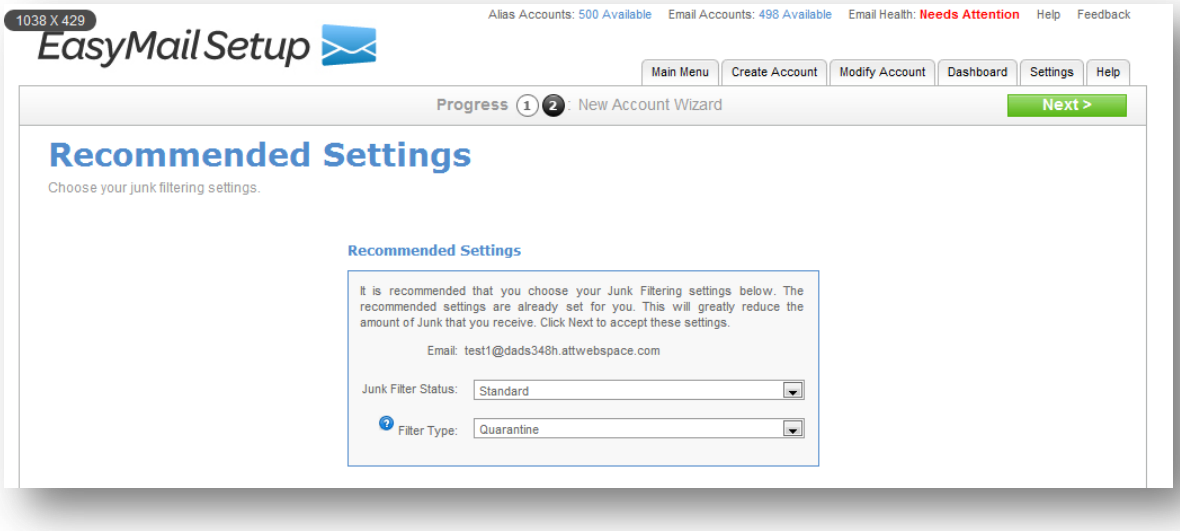
2. Click on **Create a new account** from the Main Menu, then click on **Create an Email Account** from the next screen.



3. Simply enter your desired email account name which will be your email address and create a new password, then click **Next**.

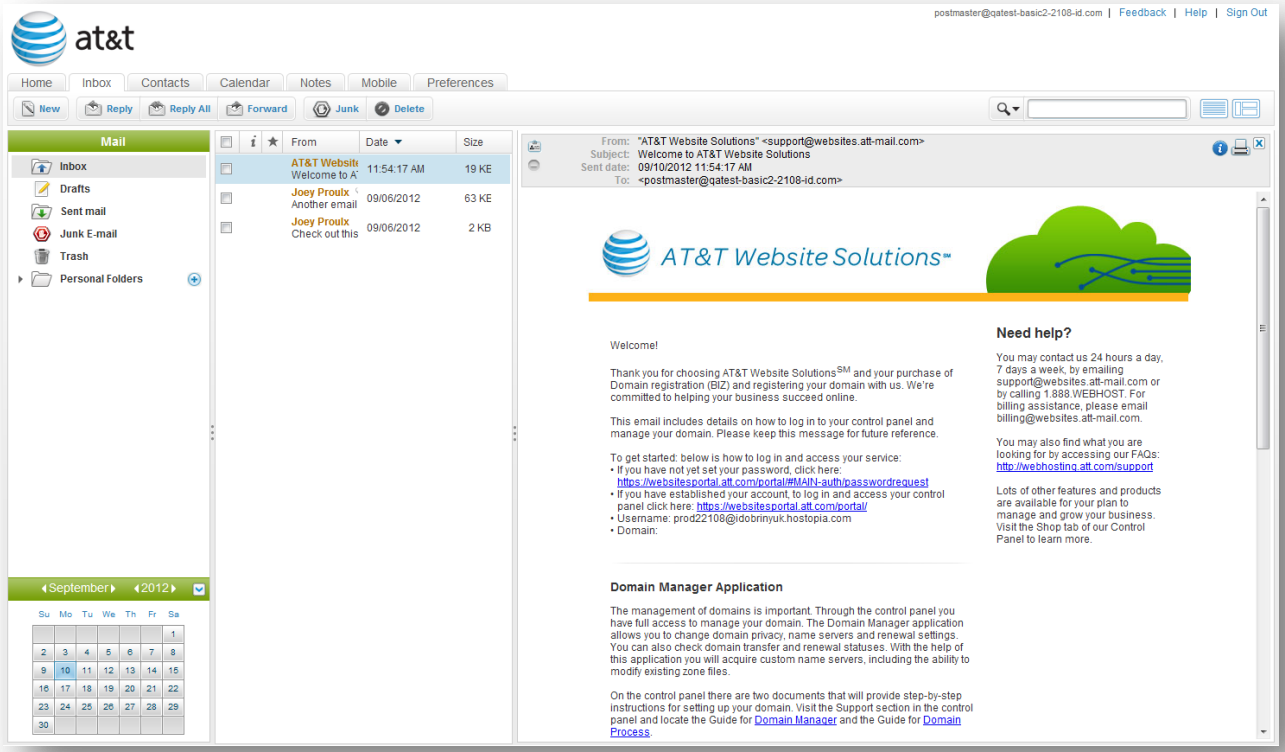


4. The next setting will allow you to setup your spam protection; we automatically recommend the optimum settings for you to help eliminate unwanted email or spam. You can change these settings at any time from this tool or from directly within your webmail interface, where you will be checking for new email. When you have chosen your settings, click **Next**.



Congratulations, your new email address is now created (repeat these steps as necessary to create additional email addresses). Click **Setup your Email on your computer** on the Setup Complete screen, for detailed instructions on how to configure your email program to be able to send and receive email using your new email account. We will also show you how to configure your email settings within Outlook in the next section of this guide.

You can also access, view, create, and setup email preferences using AT&T Website Solutions Webmail by logging into websitesmail.att.com.


postmaster@qatest-basic2-2108-id.com | Feedback | Help | Sign Out
at&t
Home
Inbox
Contacts
Calendar
Notes
Mobile
Preferences
New
Reply
Reply All
Forward
Junk
Delete
Mail
Inbox
Drafts
Sent mail
Junk E-mail
Trash
Personal Folders
From
Date
Size
AT&T Website
Welcome to A
11:54:17 AM
19 KE
Joey Proulx
Another email
09/06/2012
63 KE
Joey Proulx
Check out this
09/06/2012
2 KB
From: "AT&T Website Solutions" <support@websites.att-mail.com>
Subject: Welcome to AT&T Website Solutions
Sent date: 09/10/2012 11:54:17 AM
To: <postmaster@qatest-basic2-2108-id.com>
AT&T Website Solutions℠
Welcome!
Thank you for choosing AT&T Website Solutions℠ and your purchase of Domain registration (BIZ) and registering your domain with us. We're committed to helping your business succeed online.
This email includes details on how to log in to your control panel and manage your domain. Please keep this message for future reference.
To get started: below is how to log in and access your service:
• If you have not yet set your password, click here: https://websitesportal.att.com/portal/#MAIN-auth/passwordrequest
• If you have established your account, to log in and access your control panel click here: https://websitesportal.att.com/portal/
• Username: prod22108@idobrinyuk.hostopia.com
• Domain:
Domain Manager Application
The management of domains is important. Through the control panel you have full access to manage your domain. The Domain Manager application allows you to change domain privacy, name servers and renewal settings. You can also check domain transfer and renewal statuses. With the help of this application you will acquire custom name servers, including the ability to modify existing zone files.
On the control panel there are two documents that will provide step-by-step instructions for setting up your domain. Visit the Support section in the control panel and locate the Guide for Domain Manager and the Guide for Domain Process.
Need help?
You may contact us 24 hours a day, 7 days a week, by emailing support@websites.att-mail.com or by calling 1.888.WEBHOST. For billing assistance, please email billing@websites.att-mail.com.
You may also find what you are looking for by accessing our FAQs: http://webhosting.att.com/support
Lots of other features and products are available for your plan to manage and grow your business. Visit the Shop tab of our Control Panel to learn more.
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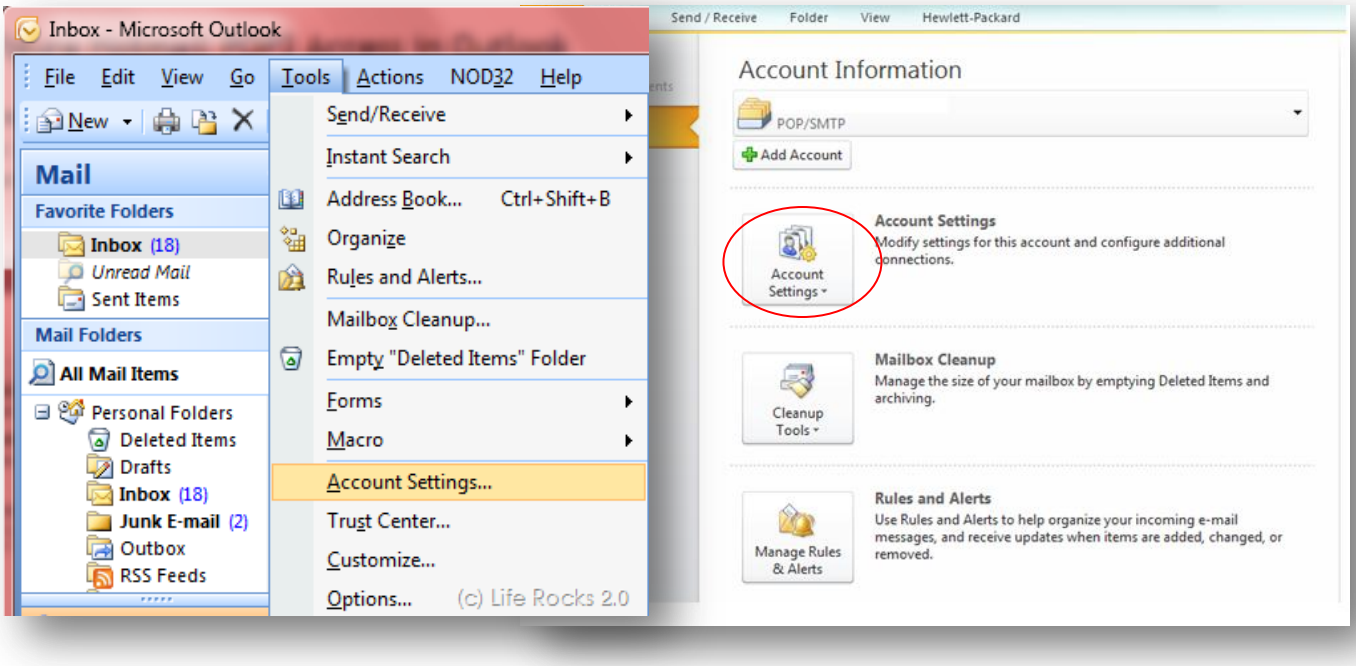
Configure your Email Program with Website Solutions Email

Now that you've created your email address with your Website Solutions account, it is now time to configure it as an IMAP or POP account using an email program such as Microsoft Outlook, Apple Mail or Thunderbird. For the examples below we used Microsoft Outlook. For a walkthrough on how to configure your account for any other email program, log into your Website Solutions control panel and access EasyMail Setup's Help section for full walkthroughs with screenshots.

***Please note** that these new settings will only work if you've changed the DNS/nameservers on your domain name to AT&T Website Solutions' nameservers. If you are unsure, don't worry, follow the below instructions and use 216.55.149.40 when asked.

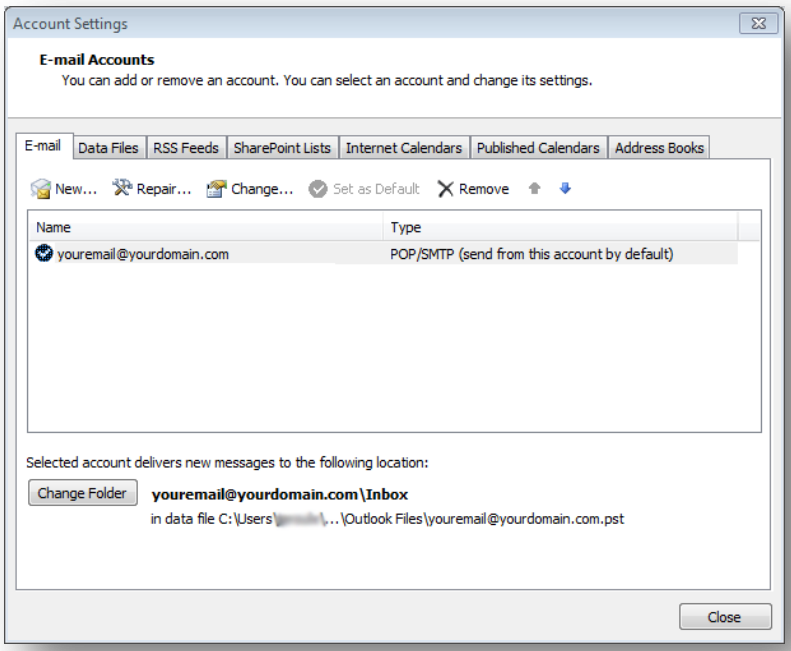
1. Open up your email program such as Microsoft Outlook and navigate to Account Settings.

Outlook 2007 Outlook 2010

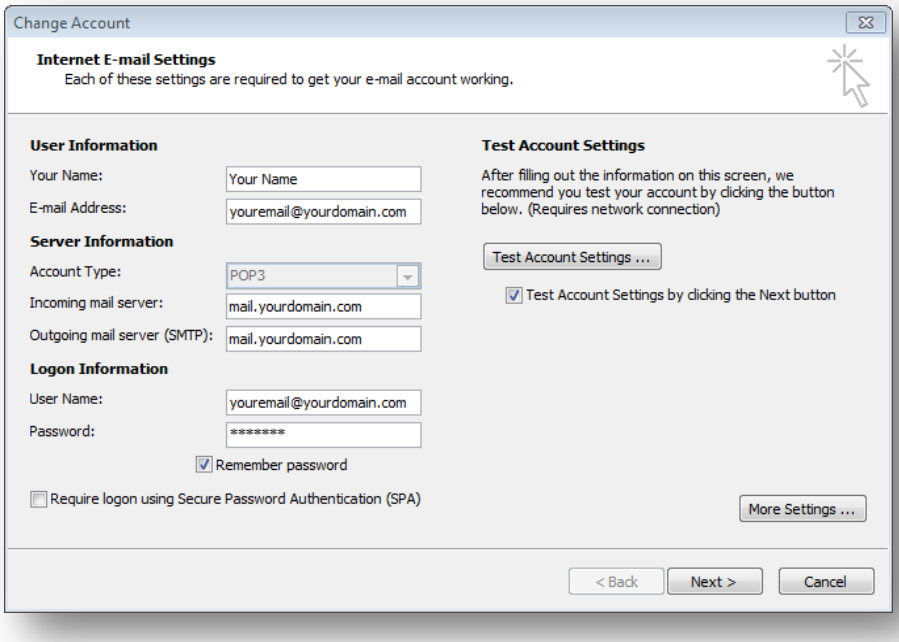


2. On the Account Settings dialog, click the **E-Mail** tab and choose the email account that you had previously setup to download email from your previous provider.

3. Select the email account that you want to change, and then click **Change.**

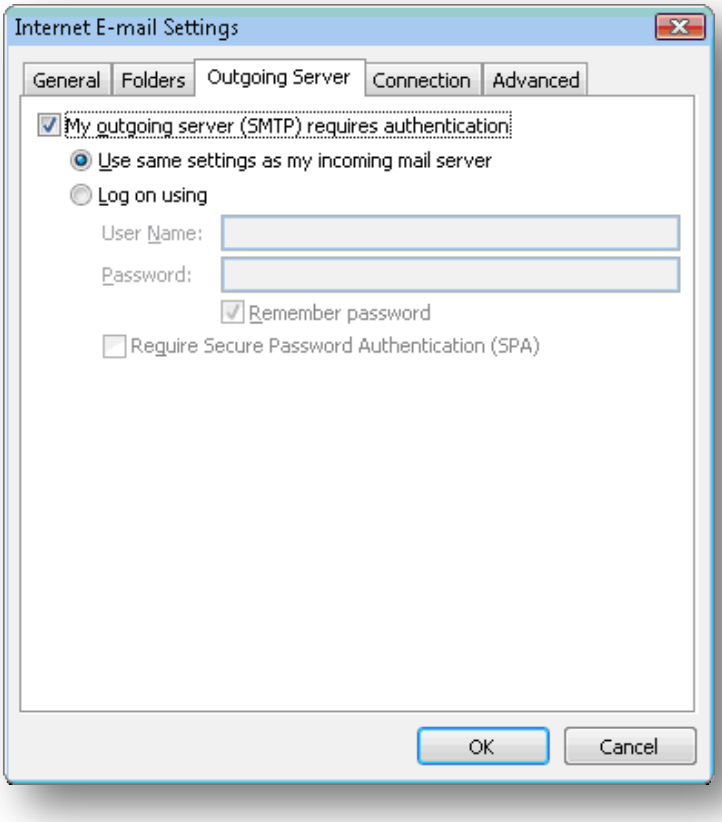


4. On the Change Account Settings dialog, complete the following:



5. This is where you'll need your Website Solutions email information. Fill the details as below:
    - **Your Name**: Your Name
    - **Email Address:** Enter your full email address (youremail@yourdomain.com) in the E-mail Address field.
    - **Account Type:** IMAP or POP3
    - **Incoming Mail Server**: mail.yourdomain.com (or 216.55.149.40 if you haven't changed your DNS on your domain name yet)
    - **Outgoing Mail Server:** mail.yourdomain.com (or 216.55.149.40 if you haven't changed your DNS on your domain name yet)
    - **User Name:** youremail@yourdomain.com
    - Enter your email password that you set up in your Website Solutions EasyMail Setup application.

6. Click **More Settings** to open the Internet E-mail Settings dialog and complete the following:
    - Click the **Outgoing Server** tab.
    - Select the **My outgoing server (SMTP) requires authentication** check box.
    - Select **Use same settings as my incoming mail server**.



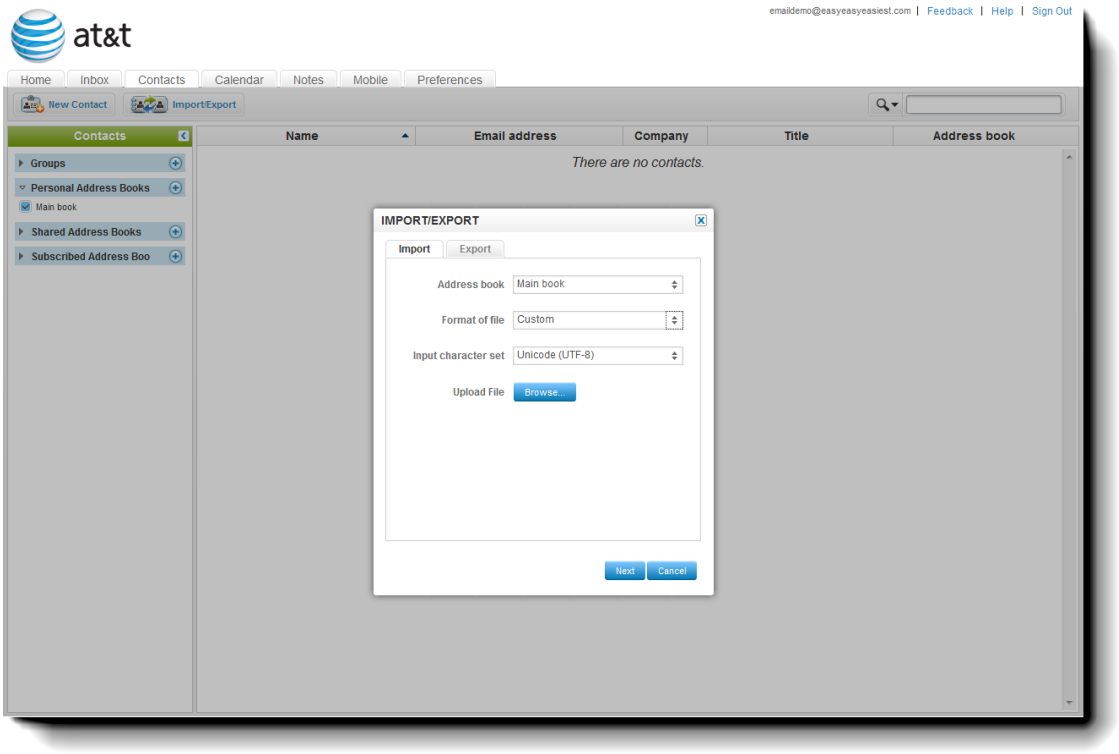
7. Click **OK**.

Congratulations, you are now setup to send and receive email with AT&T Website Solutions. If you send and receive email on a Smartphone you will also want to change your settings on these other devices.

Importing Contacts

Now that you've successfully moved your email content from your previous email provider to your Website Solutions account, we can focus on moving your contacts and sync'ing your calendars so that they're available to you using our Webmail web-based email platform.

If you have an existing contact list that resides with Yahoo!, you can import the entire contact list into one of your Webmail Address Books. You can also export a list to any one of these accounts.



Importing from Yahoo! Mail

In Yahoo! Mail from the Contacts tab, you can export all contacts into a .csv file.

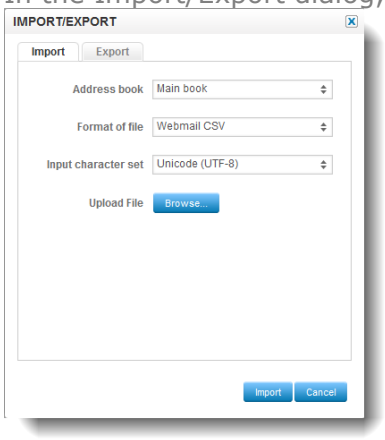
Note: Because these exported lists will be imported into Webmail, be sure to save the file as .csv and note the file location. It is recommended to create a new folder on your Desktop called Webmail Exports. The file will contain the default header columns supported by the email provider. When the file is imported, Webmail will map the columns to reflect the Webmail Contact fields.

For example, Webmail supports one field for the contact first and last name; however, Yahoo! provides a field for the contact first name and another for the contact last name. When importing a contact list from Yahoo!, the first and last name will be combined into one column for "Name".

Yahoo Export Output				Webmail Import Requirements	
Column Header	First	Middle	Last	***Column Header***	Name
Contact	Lori		Lake	***Contact***	Lori Lake

To Import a Contact List:

1. Open your Internet browser and enter websitesmail.att.com.
2. On the Webmail log-in page, enter your username and password.
3. When logged in click the **Contacts** tab.
4. From the Secondary menu, click **Import/Export**.
5. In the Import/Export dialog, complete the following:



   - Select an address book from the drop down menu. This address book will be the one that you will import the contacts into.
   - In the **Format of file** drop down, select the file that you exported and saved from another email provider. Alternatively, you can import a custom list as long as it is saved as .csv file.

- Choose **an input character set** from the drop down menu. It is recommended to use the default value, Unicode (UTF-8).
- Click **Browse** to locate the file that you want to import.
- Select the file to import that you saved.
- Click **Import**.

Where to find Help/Instructions

AT&T Website Solutions includes a number of applications and tools that you can use on your website.

Help/Instructions on how to use each of these features are located in the top right of your control panel. For specific help for each application together with instructions, select the application you want in the control panel and click the help button in the top right corner.

How to Contact Support

Submit a ticket by email: sales@att-webhosting.com

For support issues, please also include a step-by-step on how to replicate your problem including your operating system, browser type and version, and any links and login information that may be needed to duplicate and correct the reported issue.

Contact us by phone:

You may also reach us by dialing 1.888.WEB.HOST (1.888.932.4678).

Our Technical Support staff is available 24 hours a day, 7 days a week; choose the tech support option.

Our billing group is available Monday - Friday 8 a.m. – 8 p.m. (Eastern); select the billing option. All questions concerning billing, renewal or cancellation should be directed here.

Our sales staff is available Monday – Friday 8 a.m. – 8 p.m. (Eastern); select the sales option.

International customers may reach us by calling 972-234-4847