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 <u>here</u>.

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 <u>here</u>.

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.



course acceptuage an	e required to get your e-mail accou	nie working.	
User Information		Test Account Settings	
four Name:	Your Name	After filing out the information on this screen, we	
E-mail Address:	youremail@yourdomain.com	below. (Requires network connection)	
Server Information			
Account Type:	POP3 +	lest Account Settings	
incoming mail server:	mail.yourdomain.com	V Test Account Settings by clicking the Next button	
Outgoing mail server (SMTP):	mail.yourdomain.com		
logon Information			
Jser Name:	youremail@yourdomain.com		
Password:	•••••		
V R	temember password		
Require logon using Secure	Password Authentication (SPA)	More Settings	



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

🕞 Inbox - Microsoft Outloo	k	And and an Outland	Send / Rec	eive Folder	View Hewlett-Packard
<u>File E</u> dit <u>V</u> iew <u>G</u> o	<u>T</u> oo	ls <u>A</u> ctions NOD <u>3</u> 2 <u>H</u> elp		Account Int	formation
🛐 <u>N</u> ew ᠇ 🖨 🎦 🗙		Send/Receive	Z.		-
Mail Favorite Folders	60	Address <u>B</u> ook Ctrl+Shift+B		🖶 Add Account	
Diread Mail	않 2월	Organi <u>z</u> e Ru <u>l</u> es and Alerts			Account Settings Modify settings for this account and configure additional
Mail Folders	9	Mailbo <u>x</u> Cleanup		Account Settings *	connections.
All Mail Items	0	Forms			Mailbar Classon
Deleted Items		Macro	3	Manuox Creanup Manage the size of your mailbox by emptying Deleted Items and archiving.	
🔄 Inbox (18) 🚞 Junk E-mail (2)		<u>Account Settings</u> Tru <u>s</u> t Center		Tools *	
RSS Feeds		<u>C</u> ustomize <u>O</u> ptions (c) Life Rocks 2.0	Rules and Alerts Use Rules and Alert		Rules and Alerts Use Rules and Alerts to help organize your incoming e-mail
				Manage Rules & Alerts	removed.



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.

d New Acc	ount	×
Choose S	ervice	×
(Internet E-mail	_
6	Microsoft Evchange or compatible convice	s.
0	Connect and access e-mail messages, calendar, contacts, faxes and	d voice mail messages.
(Text Messaging (SMS)	-
	Connect to a mobile messaging service.	
() Other	
	Connect to a server type shown below.	_
	Fax Mail Transport	
		-
		< Back Next > Cancel

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

	23
erver types.	×.
Example: Ellen Adams	
Example: ellen@contoso.com	
Type the password your Internet service provider has given you,	
5MS)	
e server settings or additional server types	
< Back Next >	Cancel
	erver types. Example: Ellen Adams Example: ellen@contoso.com Type the password your Internet service provider has given you, SHS) e server settings or additional server types



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

d New Account	×
Choose Service	Ť
Internet E-mail Connect to POP or IMAP server to send and receive e-mail messa	anes
Microsoft Exchange or compatible service Connect and access e-mail messages, calendar, contacts, faxes a	and voice mail messages.
Text Messaging (SMS) Connect to a mobile messaging service.	
Other Connect to a server type shown below.	
Fax Mail Transport	
	< Back Next > Cancel



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

Jser Information		Test Account Settings
our Name:	Your Name	After filling out the information on this screen, we
-mail Address:	YahooID@yahoo.com	below. (Requires network connection)
Server Information		To the second Section
Account Type:	POP3	Test Account Settings
ncoming mail server:	pop.mail.yahoo.com	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.mail.yahoo.com	Deliver new messages to:
ogon Information		New Outlook Data File Evisting Outlook Data File
Jser Name:	YahooID	Browse
assword:	******	
	Remember password	
Den in la suite de suite	Descured Authorities (CDA)	

- 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".

ternet E-mail Settin	gs	X
General Outgoing S	erver Connection Advanced	
My outgoing serv	er (SMTP) requires authentication	
Use same set	ings as my incoming mail server	
Log on using		
User Name:		
Password:		
	Remember password	
Require S	ecure Password Authentication (SPA)	
U Log on to ince	ming mail server before sending mail	
_	OK Can	cel

 \circ $\,$ Click the Advanced tab.

iternet E	-mail Settings	x
General	Outgoing Server Connection Advanced	
Server P	ort Numbers	
Incomi	ng server (POP3): 110 Use Defaults	
	This server requires an encrypted connection (SSL)	
Outgoi	ing server (SMTP): 25	
Us	e the following type of encrypted connection: None	•
Server T	imeouts	
Short	Long 1 minute	
Delivery		
V Lea	ve a copy of messages on the server	
1	Remove from server after 14 🚔 days	
	Remove from server when deleted from 'Deleted Items'	
	OK Can	cel

- 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 <u>here</u>.

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.

Control Panel Email Project Center	My Account
	Velcome QA GHOSTCARD Logou
Website Solutions Manage Webrite Promote & Productivity Shop Support	
Currently Managing AT&T Website Plan - Premium 🗘	
All Email	Shop
Design	reach 👝
Website Tools	out!
Ecommerce	
Email	Promote.
Despise	market and help drive sales with
Jomains	email marketing.
SEO & Analytics	Learn More 📏



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

	Main Menu Create Accou	nt Modify Account Dashboard	I Settings Help		
uicky and easily manage Email accounts.					
Creation	to a new account				
Here y		Alias Accounts: 500 Available El	mail Accounts: 499 Availat	le Email Health: Needs A	ttention Help Feedback
MO	EasvMail Setup 🤜				
Modify setting		Main	Menu Create Account	Modify Account Dash	nboard Settings Help
Go	New Account Type				
The da	Please select which type of account you would like to create.				
Set					
You ca					
He Get he	Create an Email	Account			
	"Email" accounts allow you to send an	nd receive Email. They can be acces	ssed by Webmail POP3, IM	AP.	
	Create an Alias	ALCOUNT			
	You are currently using 0 of 500 a	vailable Alias Accounts.	Freedown Alexand		
	Alias' accounts are Email addresses their own inbox.	which for ward mall to one or more	cmail accounts. Allases di	I IIUL IIAVE	

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

EasyMail Setup 🔀	Alas Accounts: 500 Available Email Accounts: 499 Available Email Realin, Reeds Attention Reip Freedback
Prog	gress (1.2): New Account Wizard
New Account Details	
To create a new Email account, fill in the Email Account Details form	and click Next.
Email Account Details	5
Please fill in your accou	Int details:
Account Name	e: test1 @dads348h.attwebspace.com
Password	d: [
	Password strength: Strong
Re-enter password	d:
Forgot Password Question	n: What is the name of your favorite pet?
Forgot Password Answe	ir: Buffy



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**.

asyMailSet	Alias Accounts: 500 Available Email Accounts: 498 Available Email Heath: Needs Attention Help Feedback
.	Main Menu Create Account Modify Account Dashboard Settings Help
	Progress (1) (2): New Account Wizard Next>
Recommend	ed Settinas
Choose your junk filtering settings.	
	Recommended Settings
	It is recommended that you choose your Junk Filtering settings below. The
	amount of Junk that you receive. Click Next to accept these settings.
	Email: test1@dads348h.attwebspace.com
	Junk Filter Status: Standard
	Pilter Type: Quarantine

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 <u>websitesmail.att.com</u>.



😂 at&t						postmaster	@qatest-basic2-2108-id.com Feedback H	Help Sign Out
Home Inbox Contacts	Calendar	Notes	Mobile Pre	ferences				
New 🖄 Reply 🆄 Reply All	Forward	d 🕜 Junk	Ø Delete				Q, •	
Mail	🗏 i *	From	Date 🔻	Size	A	From: "AT&T Website Solutions" <support@websites.att-mail.com></support@websites.att-mail.com>		<u>а Ц х</u>
Inbox		AT&T Website Welcome to A	11:54:17 AM	19 KE		Sent date: 09/10/2012 11:54:17 AM		
Drafts		Joey Proulx S Another email	09/06/2012	63 KE		10 postnastel@datesr/basicz-z toord.com-		*
 Sent mail Junk E-mail Trash 		Joey Proulx Check out this	09/06/2012	2 KB		S AT&T Wabsite Solutions		
Personal Folders 📀								
						Welcome! Thank you for choosing AT&T Website Solutions SM and your purchase of Domain registration (BiZ) and registering your domain with us. We're committed to helping your business successed 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 stated below is how to log in and access your control panel and the provide set your password, click here: "It you have enablished your account to log in and access your control panel (cick here: <u>https://websiles.ordial.accombordar</u>) • Usemame: prod22108@idobrinyuk.hostopia.com	Need heip? You may contact us 24 hours a day, 7 days a week, by emailing support@vebsites.at-mail.com by calling 38 WEBH-051. For billing websites.at-mail.com billing websites.at-mail.com Joining for by accessing our charge to other features and products are available for your plan for supside able of your business. Visit the Short bab of our Control panel to learn more.	E
September 42012 2 Su Mo Tu We Th Fr Se 2 3 4 5 6 7 8 9 90 11 12 13 14 15 16 17 18 20 21 22 22 24 26 26 27 28 29 30						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 and renewal settings. On the control panel fleers are two documents that will provide step-by-step instructions for setting up your domain. Yisit the Support section in the control panel and locate the Guide for <u>Commain Manager</u> and the Guide for <u>Commain Process</u> .		•



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.**

You	Account can add o	s r remove an	account. You can	select an account and	change its settings.	
mail Da	ata Files	RSS Feeds	SharePoint Lists	Internet Calendars	Published Calendars	Address Books
New	. 🔆 R	epair 😭	Change 📀 S	õet as Default 🗙 R	emove 🕈 🐥	
lame				Type		
🖢 youre	mail@you	urdomain.com		POP/SMTP (s	end from this account l	by default)
lected a	ccount de	livers new m youremail	essages to the foll @ yourdomain.c	owing location: om\Inbox		

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

Jser Information		Test Account Settings		
Your Name:	Your Name	After filling out the information on this screen, we		
E-mail Address:	youremail@yourdomain.com	below. (Requires network connection)		
Server Information		Test Account Sattings		
Account Type:	POP3 👻	Test Account Setungs		
Incoming mail server:	mail.yourdomain.com	Test Account Settings by clicking the Next button		
Outgoing mail server (SMTP):	mail.yourdomain.com			
Logon Information				
User Name:	youremail@yourdomain.com			
Password:	******			
F	Remember password			
Require logon using Secure	Password Authentication (SPA)	More Settings		



- 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**.

neral Folders	Outgoing Server	Connection	Advanced
My outgoing se	rver (SMTP) require	es authenticat	ion
⊚ <u>U</u> se same s	ettings as my incon	ning mail serve	er
🔘 Log on usin	g		
User <u>N</u> ame	:		
Password:			
	Remember p	assword	
Reguire	Secure Password /	Authentication	n (SPA)
			K

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.

New Contact Import/Export	t				Q
Contacts C	Name	Email address	Company	Title	Address book
Groups 🕒		There	are no contacts.		
Main book					
ihared Address Books 🕢 🕣		IMPORT/EXPORT	×		
Subscribed Address Boo 🕒		Import Export			
		Address book Main book	\$		
		Format of file Custom	\$		
		Input character set Unicode (UTF-8)	\$		
		Upload File Browse			
			Next Cancel		



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				Webma	il Import Requirements
Column Header	First	Middle	Last	Column Heade	r Name
Contact	Lori		Lake	Contact	Lori Lake

To Import a Contact List:

- 1. Open your Internet browser and enter <u>websitesmail.att.com</u>.
- 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. <u>In the Import/Export dialog</u>, complete the following:

IMPORT/EXPORT		×	ķ
Import Export			I
Address book	Main book	\$	l
Format of file	Webmail CSV	\$	I
Input character set	Unicode (UTF-8)	\$	l
Upload File	Browse		I
			I
			I
			I
			I
	1	Import Cancel	I

- \circ $\,$ 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: <u>sales@att-webhosting.com</u>

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