



PSINet e-Mail

Corporate E-mail Hosting

Important Information for Transitioning Customers

Since you are transferring e-mail services from another ISP or your own mail server to PSINet e-Mail, please complete the following steps, in the sequence shown, to assure a smooth transition.

1. Mirror your current e-mail addresses on the PSINet e-Mail system.
2. Change e-mail routing for your domain name.
3. Reconfigure your e-mail client software.

Details for each step are described below.

1. Mirror Your Current E-mail Addresses

- Make a list of your active e-mail addresses.
 - Include staff addresses, personal addresses, and e-mail addresses used on marketing materials.
- Log into the PSINet e-Mail Account Management System (AMS) using any standard web browser.
 - Please refer to the enclosed account information sheet for details on your AMS web page URL, login, and password.
- Navigate to the add accounts screen and proceed to create accounts that match your list of current e-mail addresses. You can also add any new e-mail accounts you need at this time.
 - Detailed instructions for using the AMS are provided in the enclosed *PSINet e-Mail Administrator's Quick Start Guide*.
 - When creating accounts on the PSINet e-Mail system, enter the entire e-mail address.
 - For example, **user47@yourdomain.com**.

2. Change E-mail Routing for Your Domain Name

Once you have created all desired e-mail accounts on the PSINet e-Mail system, contact Customer Support to request e-mail routing changes for your domain name.

- If you do not have a registered domain name associated with your corporate account, we will apply to the InterNIC to obtain one for you.
- If you have a registered domain name associated with your corporate account, you must transition DNS authority to us.



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Important Information for Transitioning Customers (cont'd)

Transitioning DNS Authority

- PSINet sends a change template to the InterNIC if you have not already done so.
- Contacts from your company must authorize the transition by e-mail or fax to the InterNIC.

During this transition, no changes to your DNS records are made provided they are freely available across the Internet.

- After we have obtained DNS authority for your domain name, contact Customer Support and ask us to route e-mail for your domain to the PSINet e-Mail system.

At this point, you should have already set up your e-mail addresses using the AMS.

The DNS change usually takes approximately 24 hours to propagate throughout the Internet. Thereafter, any e-mail sent to the old e-mail addresses will be accepted by the new e-mail accounts on the PSINet e-Mail system.

3. Reconfigure E-mail Client Software

After we implement your DNS change, you need to configure your e-mail client software to check your new PSINet e-Mail accounts.

Please refer to the enclosed account information sheet for details on user account configuration.

Configuration instructions for several popular e-mail client software packages are provided in the enclosed *PSINet e-Mail Administrator's Quick Start Guide*.

PSINet Customer Support Hours

Monday — Friday, 8am — 8pm Eastern Time

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