

Transferring a Domain

This document is for customers who are transferring their domain.

Step 1: Creating Email Accounts and Aliases

1. Log in to the administrative control panel, using the administrative ID and password you created during the signup process.
2. Create email accounts and aliases identical to those you have been using with your previous email hosting provider. For help using the control panel and creating email accounts and aliases, please see the Control Panel User Guide.

Step 2: Verifying Domain Transfer Request

We will send a notice to your domain's registrar, informing them that you would like to transfer your domain to us. The registrar will then contact your organization to verify that you requested to transfer the domain. They may contact you by email or by phone. Please note that it can take 3 to 10 days for registrars to process the request.

When they contact you, you will just need to confirm that you do, indeed, want to transfer the domain to us.

Tip: To transfer a domain from your current registrar, the domain must be at least 60 days old, must be unlocked by the current registrar, and must have valid, up-to-date administrative contact information on file. Also, an EPP Authorization Key is required before transferring a .com, .net, .biz, .info, .us, .org, or any .cn domain. You must obtain the Authorization Key from your current domain registrar.

Step 3: Updating Your DNS Records

After your domain is transferred, you will need to update your DNS records.

1. Log in to the administrative control panel, using the administrative ID and password you created during the signup process.
2. On the Control Panel Main page, locate Domains | Manage Domains. Click the [Manage DNS](#) link.
3. Click the [DNS Settings](#) link.
4. Click once on the domain name.
5. Click the [DNS Records](#) link.
6. Review your DNS settings to make sure they were transferred correctly from your previous DNS host. The only exception is that your MX records should be pointing to our mail servers:

First mail server: mx1.emailsrvr.com

Preference should be set to "10"

Second mail server: mx2.emailsrvr.com

Preference should be set to "20"

7. Please remove any old MX record information, but do not remove any other DNS records (such as A records, CNAME, etc), since they are associated with other services for your domain (such as your website).
8. Click the [Save](#) button.
9. Click the [Domains Home](#) tab.
10. On Domains Home page, locate the Manage section. Click the [DNS Settings](#) link.
11. Click the [DNS Settings](#) link.
12. Click once on the domain name.
13. Click the [Domain Name Servers](#) link.
14. Make sure the "Use Mailtrust name servers" button is selected.
15. Click the [Save](#) button.

Step 4: Checking Your Email

After the necessary DNS records are configured, your hosted email domain will be active.

In Step 6 you will be directed to set up your email software. But, in the meantime (and anytime), you can check your email online through your webmail login page.

TIP: If you send yourself a test email from within webmail, it will likely arrive in your inbox—but that is not necessarily an indicator that all email is starting to arrive at this new account. If you want to send a test email, please send it from another account that isn't hosted on our system.

Step 5: Canceling Your Prior Email Service

After you confirm that you are receiving email through your new email accounts, the account setup process is complete. You can contact your former email provider and ask them to delete your account from their system. This will ensure that email sent to you from within your previous provider's system will be successfully delivered to your new email accounts on our mail servers.

Step 6: Setting Up Your Desktop or Wireless Email Software

If you use a desktop or wireless email software application to manage your email, you will need to update the email server information in your software's account settings. The Documentation section of the administrative control panel contains step-by-step directions for setting up most popular email programs.

Note Regarding Domain Management

Now that we host your DNS, you can access your DNS settings anytime via the control panel. Log in to the control panel, locate Domains | Manage Domains. Click the [Manage DNS](#) link.