



Preparation (3 weeks prior)

Your current system

Required

- Lower the TTL (time to live) value to less than an hour on the domain DNS Zone records.
- [Learn more about lowering the TTL value](#)

Recommended

- Let your users know they will be migrated to a new mail service and recommend backing up their email files.
- [View schedule/communication templates](#)
- Introduce your users to the new email platform and what they should expect.
- [View Webmail features](#)
- [Watch/share the white-labeled 'Webmail' video](#)
- [How to use Webmail](#)

OpenSRS Reseller Control Panel

Required

- Set up the branding that you want to apply to the domains that you will be moving to the OpenSRS Email Service.
- [Branding the Webmail interface](#)
- Set defaults for branding, account limits, language, and time zone.
- [How to set the defaults](#)



Pre-migration

Your current system

Required

- Stop provisioning new email accounts.
- Stop allowing password changes for email accounts.

Recommended

- Inform your users well in advance that they shouldn't make any changes to their address books or calendars after you extract the data.
 - Extract the existing address books and calendars on behalf of each user and save it as a vCard file format. The fields in this file must be in a format that is recognized by the OpenSRS Email Service.
- [Learn more about the OpenSRS email format](#)
- Send each user their vCard files, with instructions on how to save them to their desktop and how to import the files into the new OpenSRS Email Service during post-migration.

OpenSRS Reseller Control Panel

Required

- Ensure that the same users exist in both the old system and the new system. You can create the accounts manually. If you have a large number of accounts, you can use the "Bulk Tool".
- [Learn more about the Bulk Tool](#)
- [Video: How to use the Bulk tool](#)



Migration

Your DNS system

Required

- Change the DNS on the domains to point to the new email service.
- [See how to set up DNS for the OpenSRS Email Service](#)
- [DNS configuration guide](#)

OpenSRS Reseller Control Panel

Required

- Migrating to the OpenSRS email platform requires a series of steps and configuration.
- [Video: Complete email migration walk through](#)
- Use the "Migrate Tool" tool to migrate user mail over IMAP or POP.
- [Using the Migrate tool](#)
- [Video: How to use the Email migration tool](#)
- Migration status can be viewed under Bulk Actions from the User Menu.
 - Re-enable/allow provisioning of accounts.



Post-migration

OpenSRS Reseller Control Panel

Recommended

- Start provisioning email accounts within OpenSRS.
 - Remind your users about the instructions on how to import the extracted pre-migration files into the new platform.
 - Reintroduce your users to the new email platform and what they should expect.
- [View Webmail features](#)
- [Watch/share the white-labeled 'Webmail' video](#)
- [How to use Webmail](#)