

Please follow these important steps to ensure a successful email migration

Migration Steps

1) Update your Company DNS Records

If Fusion Connect is not your DNS provider, you will need to contact your DNS provider and ask them to make the following changes PRIOR to your scheduled migration. If Fusion Connect is your DNS provider, you can skip this step.

The following changes need to be made post migration as close to the completion of your migration as possible. The next morning is fine. Your migration will begin at 8:00pm ET.

- You will need to update your MX records to point to:
west.smtp.mx.exch122.serverdata.net [Preference 10]
Set TTL to **300**
- If you have a CNAME record used for autodiscover, you will need to add or modify the address to show:
Name: **Autodiscover**
Address: **ar-west.exch122.serverdata.net**
Set TTL to **300**
- If you have an existing SPF TXT record please add "**include:spf.serverdata.net -all**"
- If you do not have an existing SPF TXT record, you will need to create one. Once created you will need to add "**v=spf1 include:spf.serverdata.net -all**"
- The TXT record should have the TTL set to 5 minutes or 300 seconds to allow them to propagate to the internet

2) Verify your account

You will need to access the new email control panel at [Control Panel](#) and view objects to verify they are what you expect.

****Please Note: If you need to add or remove mailboxes, contacts, etc. prior to your migration date, please continue to do this through the [Fusion Control Panel](#)**

3) Reconfigure email clients (Day of Migration)

On the day of your migration, you must reconfigure your email clients for POP and IMAP and any devices you receive email on (i.e., Outlook, mobile devices). Please refer to the [Mail Client Setup Instructions](#).

For additional resources and the Company Admin Guide, please refer to the [Migration Support Page](#)