
Please follow these important steps to ensure a successful email migration

Pre-Migration Steps

1) Update your Company DNS Records

If Birch 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 Birch is your DNS provider, you can skip this step.

The following changes can be made as early as possible but at least 24 hours before your scheduled migration

- If you have an existing SPF TXT record please add “include:spf.message-labs.com”
- 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.message-labs.com ~all”
- You will need to add an additional TXT record of “FusionValidate”. If a name is required use “@”
- Both TXT records should have the TTL set to 5 minutes or 300 seconds to allow them to propagate to the internet

The following changes need to be made the day of your scheduled migration as close to the migration time but no earlier than an hour before. Your migration will begin at 8:00pm ET.

- You will need to update your MX records to point to cluster10.us.message-labs.com [Preference 10] and cluster10a.us.message-labs.com [Preference 20]. 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: autodiscover.h02.fusionemail.net. Set TTL to 300

2) Set up passwords for all email addresses

You will need to access the new email control panel at <https://cp.fusionconnect.com/> and set passwords for all email addresses. Your password is located at the bottom of the Migration email that was sent to you. Your username is your email address.

****Please note: If you need to add or remove mailboxes, contacts, etc. prior to your migration date please continue to do this through Birch Connect <https://birchconnect.com/bc/core/#/login>**

3) Reconfigure email clients (Day of Migration)

On the day of your migration, you must reconfigure your email clients 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 following link:
www.fusionconnect.com/emailmigration.