



Business Email Hosting Recommendations  
You own a custom domain name.  
05/03/2023

To our valued customers,

**We will be /discontinuing our legacy email hosting services effective July 7<sup>th</sup>, 2023.** This decision was not an easy one, and it was made after careful consideration of several factors. Unfortunately, the demand for this product has decreased over time and our business has shifted to providing internet service.

We understand that this may come as a disappointment to you, and we apologize for any inconvenience this may cause, and want to provide you notice to ensure that you had time to transition. Since the setup, support, and transfer of services are not our area of expertise, we wanted to provide you with resources and a recommended action plan:

1. Find a new email service provider.
2. Domain Registration/Management.
3. Set up your new email account.
4. Send an email from your Forethought-hosted account to all your contacts that your email address is changing.
5. Set an automatic reply to your current email client to notify people of your new email address.
6. Copy over any old email into your new account (optional).
7. Colorado Managed Service Providers (optional).

We would like to take this opportunity to thank you for your loyalty throughout the years, and we wish you the best in migrating these services to a provider that specializes in email services.

Thank you again for your understanding and support.

Best regards,  
Forethought

Detailed Action Plan:

### **1. Find a new email service provider:**

This is for a business account where you own the domain name (e.g., your email address is @businessname.com), may have multiple business users to manage, and will use this domain for your email address. You do not need to change your email address. You need to transfer the domain to a new service provider, set up the email accounts, and update DNS settings to point your domain to the new service provider. The service provider setup process should walk you through this process.

These are services that offer additional support and features including email, cloud file storage, and applications.

- Microsoft 365 for Business ([LINK](#))
- Google Workspace Business ([LINK](#))

### **2. Domain Registration/Management:**

If you do not already have your domain name with a registrar you have direct access to, you need to migrate the domain name to an account that is under your name. This is something you need to actively review. You may already have it under your name, or we may currently manage it for you. We will no longer be providing domain registrar or DNS management services. This process will involve you setting up an account with one of the domain registration providers and transferring the domain registration and DNS settings to be managed by your account. Alternatively, some web hosting companies may assist you with this. Below are a few of the popular domain registrar sites.

GoDaddy - <https://www.godaddy.com> | Transfer domain ([LINK](#)) information.

Network Solutions - <https://www.networksolutions.com> | Transfer domain ([LINK](#)) information.

Domains.com - <https://domains.com> | Transfer domain ([LINK](#)) information.

### **3. Set up your new email account:**

Follow your new service provider settings to set up the new email account in your mail client of choice and mobile devices.

### **4. Send an email from your Forethought-hosted account to all your contacts that your email address is changing:**

Notify your family and common contacts of your new email address and start using it moving forward.

### **5. Set an automatic reply to your current email client to notify people of your new email address:**

This can be done with Microsoft Outlook for Windows and Mac, Windows Mail (included with Windows), and Apple Mail for Mac (included with MacOS). As there are many different versions of these applications, it is best to perform your web search for “Automatic replies for Outlook for Windows” or “Automatic replies for Windows Mail” specifying your mail client in its place.

### **6. Copy over any old email into your new account (optional):**

Depending on what desktop mail client you use (Outlook, Windows Mail, Apple Mail), by having multiple accounts set up in the mail client, you should have the ability to drag & drop or move items between the two mail accounts.

## **7. Colorado Managed Service Providers (optional):**

If you are looking for a Colorado IT service provider, who can assist with hosting, domain registration transfer, or DNS management, for a fee, below are two managed service providers we have reached out to. We have no business affiliation. Please contact them directly for the service offerings they offer to business customers.

Small Office Solutions | 303-500-3114 | Charlie - [email](#)

Analytics Computers | 720-726-2460 | TJ - [email](#)