Vexus Customers: Detailed Migration Instructions

PLEASE PRINT THIS PDF PRIOR TO SATURDAY, MAY 31, 2025 AND KEEP FOR REFERENCE WHILE COMPLETING THE MIGRATION CHECKLIST

You can find the PDF of the MIGRATION CHECKLIST at
https://www.savemyservice.com/transition-checklist

Print the Migration Checklist as well and work through the BEFORE steps if you haven't already

If you did not click on a link in an email titled "Vexus Email Migration Instructions" to get this document, you missed some important information. The first section of this document is a repeat of the information in that email. If you've read the email, you can skip directly to **Detailed Migration Instructions Content**

Vexus Email Migration Instructions: Email Content

Thank you for registering your email with SaveMyService. We strive to ensure minimal service interruption.

Your email account will be migrated to the SaveMyService platform on the evening of Saturday, May 31st. The following link provides detailed instructions to help you successfully prepare your account prior to May 31st and access your email account starting on Sunday, June 1st or soon after.

https://www.savemyservice.com/transition-checklist .

You will not be able to access your email account on the SaveMyService platform on or after June 1st unless you follow the steps listed in the migration checklist.

We aim to make this process as simple and straightforward as possible to minimize time spent, regardless of your technical knowledge of email systems.

HOW TO USE THE MIGRATION DOCUMENTS

We have laid out the instructions in a step-by-step manner in a detailed checklist. **Please download and print the checklist found on the following web page: www.savemyservice/transition-checklist .**

Please print a copy of the checklist for EACH email address you are migrating (most will only need one copy). Follow the checklist steps for each email address. The checklist will refer to sections of the Detailed Migration Instructions when needed.

We recommend printing the Detailed Migration Instruction document as a handy reference.

Your email address(es) will remain functional during the transition from the current service provider until migration on Saturday, May 31st at 10pm CDT.

EMAIL MIGRATION TIMELINE

Friday, May 23rd – Detailed Migration Instructions and Migration Checklist are available. You can download them from **www.savemyservice/transition-checklist .**

May 23rd to May 30th - Customers are advised to prepare their accounts for migration. Please refer to the **BEFORE** checklist for the required actions needed to prepare for the migration. There are additional sections in this document that serve as references.

Saturday, May 31st - At 10pm CDT, your current email system will be unavailable. Inbound emails will be queued and delivered after migration to the SaveMyService platform.

Sunday, June 1st - **IMPORTANT!** You can access your SaveMyService account starting at 6:00 AM CDT. Follow the MIGRATION CHECKLIST's **AFTER** steps. Allocate 30 minutes on or after Sunday, June 15th to complete the AFTER checklist.

Please note: You will not be able to access your email until you've completed the steps on the AFTER-Migration Checklist.

Effective Sunday, June 1st, customers will begin receiving invoices for services rendered on the SaveMyService platform starting from May 1st, 2025, the official disconnection date.

We have been working hard behind the scenes to prepare for your migration. We are excited to move your email address(es) and mailbox(es) to our platform and provide services for you. Thank you - Your SaveMyService Team

Detailed Migration Instructions Content

The following are detailed instructions for those who need them. These sections should be referred to when instructed to do so from the Migration Checklist.

CONTACT DOWNLOAD INSTRUCTIONS

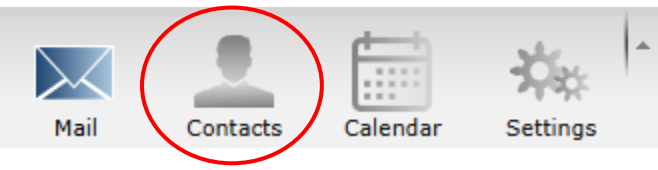
For MagicMail

To export and then later import your contacts into your new email platform, do the following.

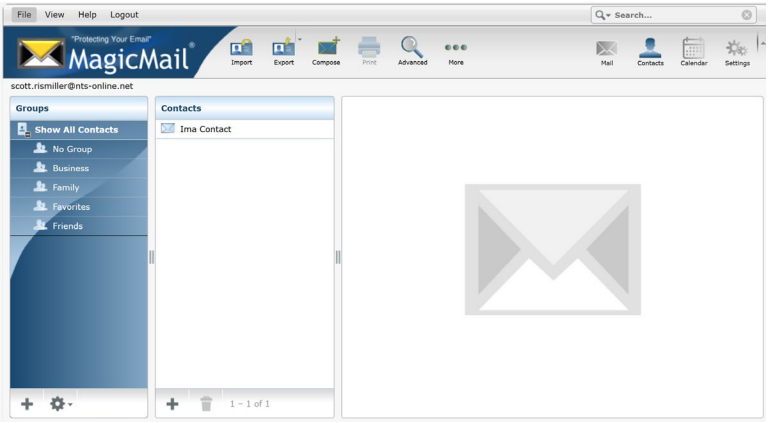
Before May 31st, 2025, login to your Webmail Portal account at Vexus. (https://mail.nts-online.net)

Once logged in, click on the Webmail menu item on the left and then choose the Webmail Lite icon.

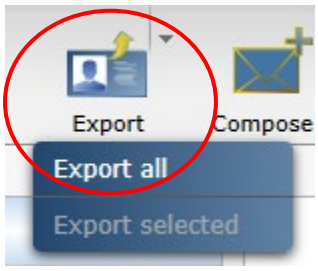
Once logged into your Webmail Application, click on the Contacts Button in the upper right corner of the screen. (If you don't see a Contacts icon, you probably see an "Apps" icon. Click on the "Apps" icon to get to the Contacts icon).



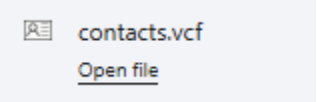
Your Contacts should be open now.



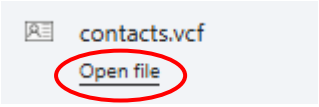
To the right of the MagicMail Logo, you will see an Icon for Export. Click on the Drop-Down Arrow to the right and select Export all.



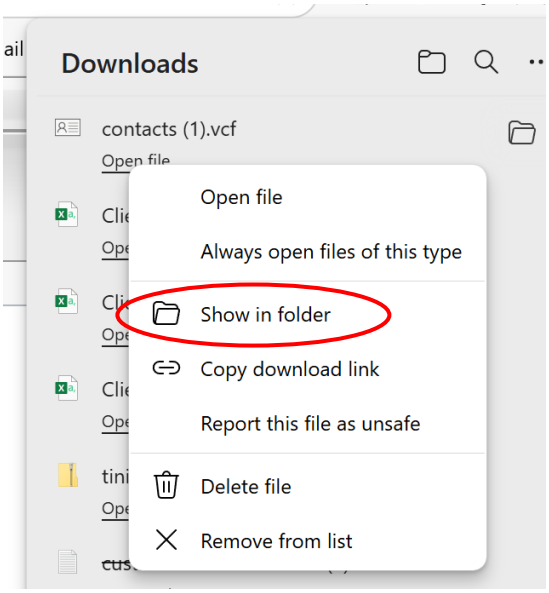
This will download all of your contacts into the download folder of your browser and the name of the file will be “contacts.vcf”.



Right-click on the “Open file” link to show a menu.

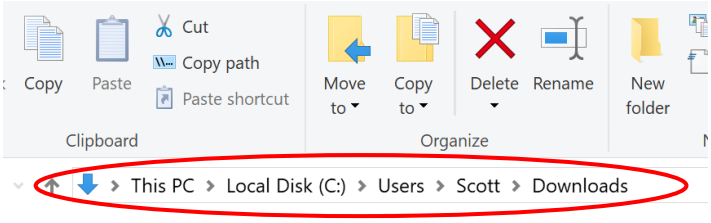


Click on the “Show in folder” menu item



Write down the contact.vcf file location from the file explorer application:

_____

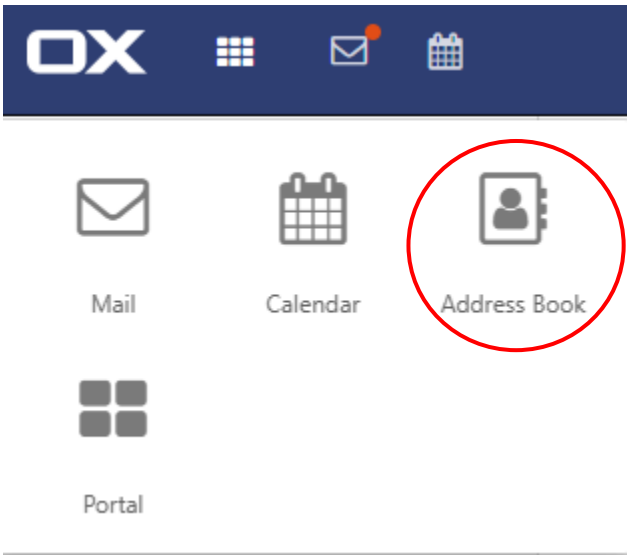


CONTACT IMPORT INSTRUCTIONS

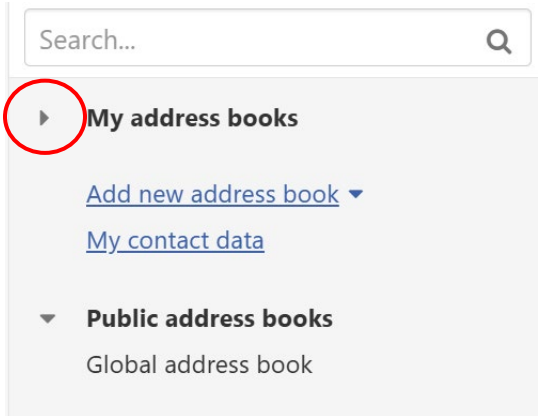
On or after June 1st, 2025, login to your account at SaveMyService. (https://webmail.nts-online.net This link will not work until June 1st.)

Once logged in, click on the Apps Icon directly to the right of the OX Logo.

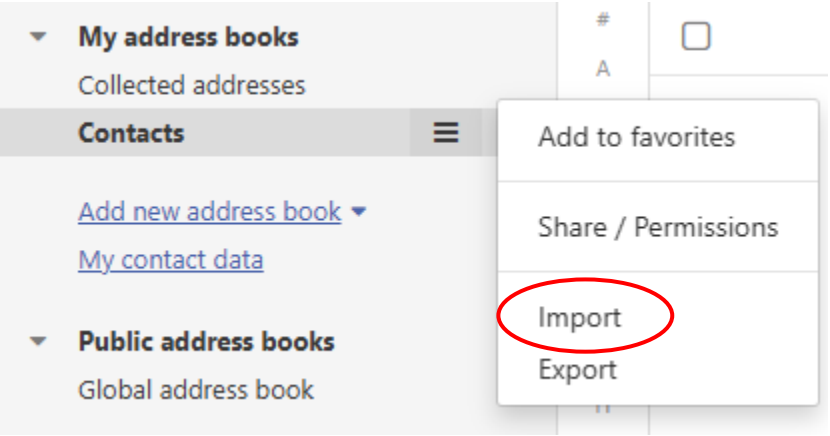
Click on the Address Book icon.



Once your contacts screen is showing, you may need to open the My address books menu by clicking on the arrow just to the left of “My address books”

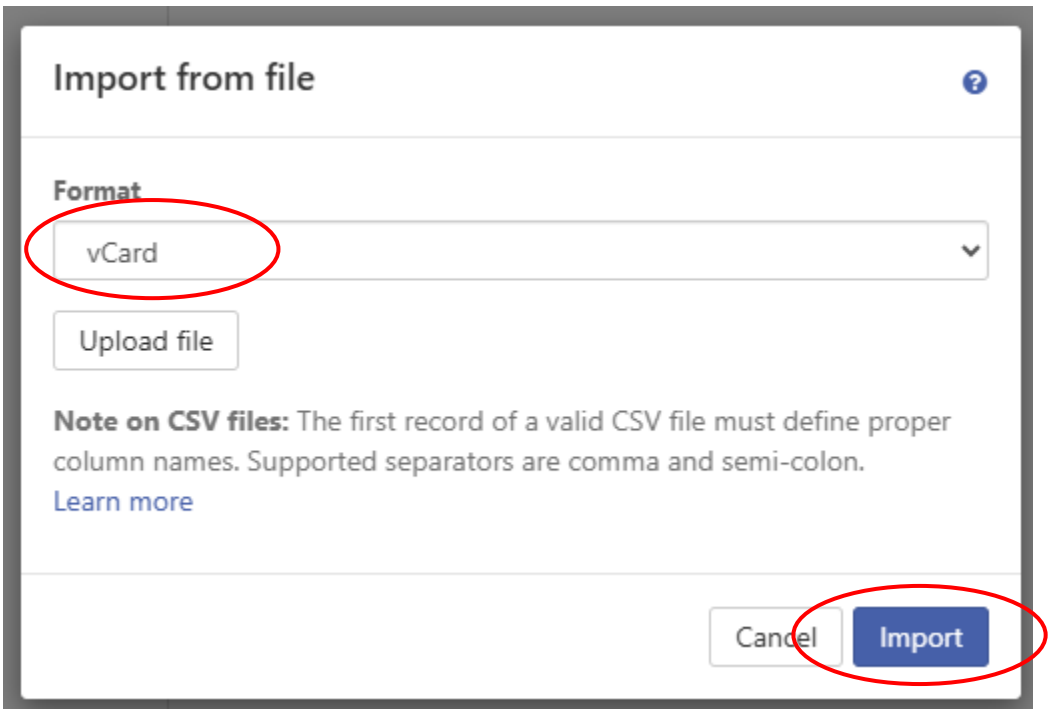


Under “My address books”, click Contacts. Then, click the three horizontal lines and select Import.



The import window will open. Make sure the Format is vCard.
Click on “Upload file” and choose your contacts.vcf file that you had downloaded previously. If you recorded the file location in the download step, you can use that information to locate your contacts.vcf file.

Once this is done, click the “Import” button.



Your Address Book will come back with a message saying, “Data imported Successfully”. Your contacts should be listed in your Address Book now.

BROWSER BOOKMARK LINKS

Visit the information at the link for your browser for how to bookmark a website.

Microsoft Edge - Add a site to my favorites in Microsoft Edge - Microsoft Support

Google Chrome – Create, find and edit bookmarks in Chrome - Computer - Google Chrome Help

Mozilla Firefox – Bookmarks in Firefox | Firefox Help

Apple Safari - Bookmark websites that you want to revisit in Safari on Mac - Apple Support (GU)

Opera –

To bookmark a page in Opera, navigate to the desired page, click the heart icon on the address bar, and then choose where to save the bookmark (e.g., a folder or the bookmark bar). You can also drag and drop the heart icon or a page's link to the bookmarks panel in the sidebar.

Others – Open a Google search and search for “Bookmark instructions for <mybrowser>” where you replace <mybrowser> with the name of your browser.

MAIL CLIENT PASSWORD RESET

After following the first-use instructions through Webmail, you MAY need to update your password on your mail-client applications. It is possible your mail-client will detect the stored password is no longer correct and prompt you for your new password. If that is the case, type in your new password and hit enter. You may have an option to save the new password, so you won’t be prompted on future uses.

If you are not prompted for a new password but get an “Authentication Error” or similar error message, you will need to access your account settings and enter your new password.

Following are password entry instructions for Outlook, Thunderbird and Apple Mail. If you use a different mail client, please follow the directions under “...other clients”.

Updating your password in Outlook:

1. Open Outlook and click on File.
2. Next click Info, Account Settings then click Manage Profiles: ...
3. Click on Email Accounts...
4. Select the email account then click Change:
5. Under Logon Information in the Password field, delete all ********** and then enter the new updated password, check remember password, then click Next.
6. The wizard will check your settings. If your password is correct, the wizard will tell you it was successful and you can finish or close out all windows.

Updating your password in Thunderbird:

1. Go to Settings (or Preferences depending on your Thunderbird version).
2. Navigate to Privacy & Security or Security and then Saved Passwords.
3. Click Show Passwords and confirm.
4. Locate your mail account in the list and double-click on the password to edit it.
5. Enter the new password and press Enter.
6. Repeat the process for the SMTP password if needed.
7. Click Close.

Updating your password in Apple Mail:

Detailed Steps for iOS:

1. Open Settings on your iPhone or iPad.
2. Tap on Mail (may be in Apps), then Accounts (or Mail Accounts).
3. Select the email account you want to update.
4. Go to the IMAP section (or Account Settings).
5. Under Incoming Mail Server, enter your new password in the Password field.
6. You may also need to update the Outgoing Mail Server (SMTP) password.

Detailed Steps for Mac:

1. Open Apple Mail and go to Mail > Preferences.

2. Click on the Accounts tab.
3. Select the IMAP account you want to update from the left-hand list.
4. Enter your new password in the Password field under the Account Information tab.
5. To update the outgoing server password, click the drop-down menu next to Outgoing Mail Server and select Edit SMTP Server List.
6. Select your account and update the password on the Advanced tab.
7. Close the Accounts window and confirm your changes.

Important Considerations:

- Passwords are case-sensitive.

Updating your password in Other Clients:

Go to www.google.com and use the following search replacing <mail client> with the name of your mail client: "Change password for imap account in <mail client>". For example, if you use the Mailbird mail client, your search would be "Change password for imap account in Mailbird".

Carefully read and follow the instructions Google finds for you.

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions regarding migration can be found on our website at the following Link:

https://www.savemyservice.com/transition-checklist

CUSTOMER CARE CONTACT INFORMATION

If your email is not working as expected: We will publish this information once your email accounts have been moved to the SaveMyService platform. Until you are on our platform, our technical support staff cannot help you with technical issues.

If you have SaveMyService account or migration requests/questions, please contact us at info@savemyservice.com. Our customer service phone number – 614-729-8500, will be active starting Tuesday, May 27th.