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Google Workspace or Microsoft 365 on your own domain: MX records, and keeping your website with us

Business E-mail & Migration

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Google Workspace or Microsoft 365 on your own domain: MX records, and keeping your website with us

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The short answer: you can have the **website with us** and the **e-mail with another service**, such as Google Workspace or Microsoft 365. What decides where your domain's e-mail goes are the DNS **MX** records; what decides where the website is are the **A** records. You change one without touching the other. Those subscriptions are made directly with those providers, not with us.

The steps, in order

1. **Before touching the DNS, save what you have.** If you already use mailboxes with us, copy the messages to the new account before changing the MX, or the old messages stay behind. See **Bringing your mailboxes from another provider** and **Keeping your own copy of your e-mail**.

2. **Register the domain in the provider's panel.** It asks you to prove the domain is yours, usually with a **TXT** record it gives you. Create it in the domain's DNS.

3. **Replace the MX records** with the ones the provider gives you. Copy them from its panel exactly: do not use the ones from an example you saw in an article. Delete the old MX records, or e-mail will split between the two services.

4. **In cPanel, tell the server that e-mail lives elsewhere.** Open **Email Routing** and choose **Remote Mail Exchanger**. Without it, our server, on seeing an address of your own domain, tries to deliver it locally: the website's contact form stops reaching the new mailboxes.

5. **Update SPF and add DKIM** for the new service, so the e-mail you send does not land in spam. See **Creating your SPF record** and **SPF, DKIM and DMARC**.

6 **Confirm with a test message** both ways, from an outside address.

What does not change

Part	Does it change?
The website (A and CNAME records)	No. It stays where it is.
The nameservers	No, unless you want to. See **Domain with us, site somewhere else**.
The old mailboxes on the hosting	They go unused. Keep them until you are sure you do not need them, then delete them.
E-mails the website sends (orders, forms)	They keep leaving from the website. If they go to your own domain, see the Email Routing step above.

DNS takes time to propagate.
For a while, part of the mail still goes to the old place. Make the switch at a quiet moment and do not delete the old mailboxes the same day. See **How long DNS changes take to propagate**.

Your domain's DNS may be elsewhere (at the registrar, or on Cloudflare). MX records are created where the domain's nameservers are: see **Nameservers**.

NEED A HAND?

Want help finding where your domain's records are before changing the e-mail? Open a ticket with the domain.

Open a support ticket →

SEE ALSO

- **DNS records explained: A, CNAME, MX, TXT and TTL** →
- **Bringing your mailboxes from another provider: the messages, not just the addresses** →
- **Copying mailboxes with imapsync: how it works and what to prepare** →

Why your e-mail is not sending or receiving

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