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# Moving mailboxes between a hosting plan and the Professional E-mail plan

Backups & Migration

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**Interweb Angola**
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# Moving mailboxes between a hosting plan and the Professional E-mail plan

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**The short answer:** moving mailboxes from a hosting plan to the **Professional E-mail** plan (or the other way round) keeps the addresses, but changes **where the mail is stored**. So it goes in order: **create the mailboxes in the new service**, **copy the messages**, **switch where the domain's mail goes** and, last, **update the devices**. Talk to us before you start, so we can agree a time for the switch.

## Why people move

| From | To | Usual reason |
|---|---|---|
| **E-mail on a hosting plan** | Professional E-mail plan | The website is moving elsewhere, the team has grown, or you want mail separate from the site |
| **Professional E-mail plan** | E-mail on a hosting plan | Bringing everything into one service, with the website |

The differences between the two options are in **e-mail inside a hosting plan or a separate e-mail plan**.

## The move, step by step

1. **Order the destination service** and open a support ticket saying you are moving the mailboxes. Give the domain and how many mailboxes there are.

2. **Create the mailboxes in the new service**, with the same names and quotas big enough for what they already hold.

3. **Copy the messages.** With a few mailboxes, an e-mail program with both accounts on IMAP lets you drag folders across. With many, we agree the copy with you: see the **migration** page and **how mailbox copying works**.

4 **Switch where the domain's mail goes** (the MX records) to the new service, at the agreed time.

5 **On the hosting plan that keeps only the website,** cPanel must know mail is no longer there: under Email Routing, choose the remote mail exchanger. Otherwise, e-mails your own website sends to your mailbox get stuck on the old server: **Email Routing in cPanel**.

6 **Update the devices** with the new service's passwords and run a second copy for messages that reached the old service during the switch.

7 **Only at the end**, once everything comes in and goes out, delete the old mailboxes.

! **Do not delete the old mailboxes on day one.**
While the record change spreads across the internet, some servers still deliver to the old destination. Leave them until you are sure nothing else arrives, and copy whatever did.

**The server name on devices does not change:**
It is still `mail.asuaempresa.ao`. What may change is the password, if you created the new mailboxes with new passwords. Warn the team first, so nobody thinks the mailbox is broken.

NEED A HAND?

Moving mailboxes from one plan to the other? Open a ticket and we will plan the switch with you.

Open a support ticket →

SEE ALSO

- **E-mail inside a hosting plan or a separate professional e-mail plan** →
- **The Professional E-mail plan** →
- **Copying mailboxes with imapsync: how it works and what to prepare** →
- **Email Routing in cPanel: local, remote or automatic, and the mail that vanishes** →
- **MX records in depth: priority, several mail servers and the mistakes that lose e-mail** →

**Bringing your mailboxes from another provider: the messages, not just the addresses**

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## Interweb Angola

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