



# Changes to Berschauer Group Email

## What is happening & why?

Berschauer Group is changing its email server to improve service and security.

## When?

The switch over will happen on the weekend of April 10/11. It is planned that old email accounts will stop working on Sat April 10 and new email will start working on Sunday April 11. During this weekend you may have service disruption to your email.

## What you need to do

For anyone with an @berschauergroup.com address, this means changing the account details you use to access your email;

- If you just use **webmail** to access your email then, from Monday, use the new webmail URL and user/password details below.
- If you currently use **webmail contacts**, you should export the contents now and import them to the new system after the weekend - see FAQs for instructions.
- If you currently use the **webmail calendar**, you should export the contents now and import them to a new calendar application - see FAQs for instructions.
- If you use a different **email client** (e.g. Outlook, Gmail, Apple Mail, Android, iPhone etc) then from Monday you must either;
  - change your email account settings to the information given below - **or** -
  - create a new account using the information below.
  - remember to assign the Berschauer signature block if you have created a new account.

## Your new account information

**!!! Note: these new accounts will not work before Sunday April 11 !!!**

### **Webmail**

Login: <https://berschauergroup.com/webmail/>  
Username: *{yourusername}@berschauergroup.com*  
Password: *{password as provided}*

### **Email clients & devices (E.g. Outlook, Gmail, Apple Mail, Android, iPhone mail etc)**

Username: *{yourusername}@berschauergroup.com*  
Password: *{password as provided}*

Incoming Server: berschauergroup.com  
POP3 Port: 995 **or** IMAP Port: 993

Outgoing Server: berschauergroup.com  
SMTP Port: 465

# Instructions for adding/changing an account on specific email clients

From the survey we did last week, here are instructions for the devices and email clients that were reported as being used at Berschauer Group ...

## Start here

This site has good instructions for a wide number of email clients, check the left hand side menu and select the one you need;

<https://help.one.com/hc/en-us/articles/115005887045-Setup-POP3-and-SMTP-for-Gmail>

## Other useful resources

Add/Edit an email account to your iPhone, iPad, or iPod touch

<https://support.apple.com/en-us/HT201320>

Gmail App for Phones

<https://support.google.com/mail/answer/6078445?co=GENIE.Platform%3DAndroid&hl=en#zippy>

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Gmail

<https://www.theblogmechanic.com/tools/how-do-i-add-a-second-email-address-to-my-gmail-account/>

Add an email account to Outlook

<https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b>

Change or update email account settings in Outlook for Windows

<https://support.microsoft.com/en-us/office/change-or-update-email-account-settings-in-outlook-for-windows-560a9065-3c3a-4ec5-a24f-cdb9a8d622a2>

All Other Email Clients

First, try Google or Youtube for “*How to add/edit an email account to ... {name of your device or email client}*”. There are lots of good online instructions and videos available and it’s often easier to watch a video than get instructions over the phone!

## FAQs

I use the Network Solutions Webmail Calendar - how do I keep that information?

1. Select the Calendar app in webmail.
2. Select the calendar data you wish to export. If multiple calendars, export each separately.
3. Click on the Actions icon next to the calendar and select Export.
4. The calendar appointments will be exported in iCal format.
5. iCal can be imported into a wide variety of other calendar applications

I use the Network Solutions Webmail Contacts - how do I keep that information?

1. Select the Contacts app in webmail.
2. Select the address book you wish to export. If multiple address books, export each separately.
3. Click on the Actions icon next to the calendar and select Export.
4. Select the file format to be exported. (CSV format is recommended)
5. If you do not wish to export distribution lists, un-select the pre-checked box.
6. The address book contacts will be exported.
7. When the new email is live (after Sunday April 11) login to the new webmail
8. Click on Contacts
9. Choose Import and follow the instructions

Should I use IMAP or POP? What is the difference?

**IMAP** and **POP3** are internet standard protocols for email, allowing your email program to access email accounts on your web space. **IMAP** allows multiple clients to access the same mailbox, while keeping the email messages available on the server for later access via webmail. **POP3** downloads the messages, while removing the messages from the server. The emails are then no longer accessible via webmail or a mail program to other clients.

Can I change from using a POP account to an IMAP account?

At this time, we recommend that if you have been using POP for your Berschauer account, then you stay with POP. If IMAP then stay with IMAP.

Changing your email setup from POP to IMAP can be very useful, but note that doing it in the wrong order can cause some emails to be deleted. We will be able to support people who want to switch from POP to IMAP at a later date.

If you are sure you want to change from POP to IMAP now, then be sure to follow the correct steps for your email client/device. Example;  
<https://help.one.com/hc/en-us/articles/360006987398-Change-your-email-setup-from-POP-to-IMAP>

Can I change my account password?

Yes, change password via your webmail. Click on Login Credentials in the left hand menu. Always choose a “strong” password. Setting a weaker or easily guessed password will mean you are exposing the company to security risks.

Can I get an Autodiscover/Autoconfigure file for my email client?

Yes, via your webmail. Login in and click on Mail Configuration in the left hand menu. Then choose autoconfigure and select the right download for your client.

## Getting more help

- Email [help@southsounddigital.com](mailto:help@southsounddigital.com)
- If urgent, call 360 529 2666, leave a message if it goes to voicemail
- Drop in to the Berschauer Group Tumwater Office 0900-1200 on Monday April 12.

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