



April 1, 2019

Dear Valued Email Subscriber,

Hancock Telephone is upgrading your email service by migrating to a new Webmail platform. With the new Webmail platform, you can look forward to an email and online storage capacity of 15Gb as well as convenience, efficiency, and organization.

The migration is currently planned for Tuesday, April 2nd in the evening hours. In order to make these changes, Hancock will be moving existing email and settings over to the new platform. You can, however, continue to send and receive email as always.

On the morning of Wednesday, April 3rd, you can access the upgraded webmail platform by logging into webmail at [www.hancock.net](http://www.hancock.net) and clicking on the login link in the check email box. Or you can go directly to <https://mail.hancock.net/>. If you encounter any issues logging into Webmail, please call our support team for assistance. The support number is 888-637-1998 option 1

If you use an email client (Outlook, MacMail, Thunderbird, etc), please ensure that the username and email address fields in the settings section contain your full email address (i.e. myemail@hancock.net). This applies to devices including PCs, laptops, tablets & smartphone. After the conversion, using just your userID (for example, "myemail") in this field may cause email interruptions. You may see a few duplicate emails as a result of the upgrade; if you do, you can simply delete these emails. If you have any issues with your email client authenticating, please call our support team for assistance.

We hope you enjoy using the upgraded Webmail platform. Once again, please call toll free at 888-637-1998 and select option 1 if you have any questions.

Sincerely,

Hancock Support Team