

About the Migration

What is happening and how to prepare for the move:

1. We Handle the Tech Stuff:

We're making some technical changes to keep your hosting flowing smoothly to our new server. You don't need to do anything here; we've got it covered.

2. Back Up Your Data:

For email users: Ensure you have local backups of your emails to safeguard against any potential data loss during the transition.

3. Increased Security Measures:

We're enhancing security protocols across our hosting services, including email, to block unauthorized access and ensure your data travels safely to its destination.

4. Update Your Hosting Settings Post-Upgrade:

After the upgrade, some settings may need to be updated on your end. We'll provide all necessary information and guidance to help you make these changes.

5. New control panel and Webmail access:

After the upgrade, kindly refer to the details below for access to your control panel and webmail.

Control Panel and Webmail Access		
Login	Old Panel URL	New Panel URL
Control Panel	https://ex.cloudwebpanel.net	https://manage.premium.exchange
Webmail	https://web.exchangemail.hk	https://mail.premium.exchange

Note: Please remind your team to reset their email passwords if they don't remember their password.

Depending on Your Hosting Setup there is some specific action required at your end.

Here's What to Do:

Customer Cohort 1 - If your DNS is managed by PacHosting:

The migration will be automatically done, and we will email you once it is complete. You do not need to worry about the transition or the safety of your email data.

Email login and password:

Once the migration is complete, you will be able to log into the new platform with their existing email and password associated with the PacHosting email account. Please remind your team to reset their email passwords if they don't remember their password.

Backup:

While we strive to migrate most of your email data, we still encourage that you create necessary backups.

Customer Cohort 2 - DNS not managed by PacHosting:

The migration will be automatically done, and we will email you once it is complete. You do not need to worry about the transition or the safety of your email data.

Email login and password:

Once the migration is complete, you will be able to log into the new platform with their existing email and password associated with the PacHosting email account. Please remind your team to reset their email passwords if they don't remember their password.

Backup:

While we strive to migrate most of your email data, we still encourage that you create necessary backups.

Changing DNS settings:

Since your domain is not from PacHosting, you will be required to manually change DNS settings to get your email to start working. Detailed instructions of this will be shared in our next email. Please don't make any changes to your DNS settings before **June 11 2024**. Your email might not work if you make changes before that.

Frequently Asked Questions?

Our [Email Exchange Help section](#) has all that you need to know about the upgrade. If you have any queries or concerns related to the migration, feel free to reach out to our support team.

Additional Information

Got questions or need a hand with anything? Just hit up our Customer Support Team at support@pachosting.hk or give us a call at **+852 5804 3922**. We're here to help make this move as smooth as possible for you.