

## About the Migration

### What is Titan?

Titan is a robust business email platform designed to improve your communication efficiency and marketing reach. It offers excellent uptime, and features like built-in calendar and contacts apps, multi-account support, and native mobile apps for iOS and Android.

### Why are we moving to Titan?

Our move to Titan is aimed at providing you with a more sophisticated email solution with enhanced features, improved email security, and a user-friendly interface. This upgrade will help elevate your web presence and streamline your communications.

### When will the migration happen?

Your services will be migrated to Titan between 13<sup>th</sup> May and 6<sup>th</sup> June. We will notify you of your specific migration schedule in advance.

## Titan Features

Titan enhances your email experience with these helpful tools:

- **Read Receipts:** Know when someone reads your email.
- **Email Templates:** Save and reuse your common responses.
- **HTML in Composer:** Make your emails more interesting with interactive elements like forms and buttons.
- **Contact Groups:** Email groups of contacts all at once, saving time.
- **Priority Inbox:** See your most important emails first.
- **Follow-up Reminders:** Get reminders to respond to emails.
- **Send Later:** Schedule emails to send at the best time.
- **Undo Send:** Fix mistakes in your emails after sending.
- **Two-Factor Authentication:** Keep your emails secure.
- **Turbo Search:** Quickly find emails with a fast search feature.
- **Grammar and Spell Check:** Ensure your emails are free of grammatical errors and embarrassing typos.
- **Advanced Anti-virus and Anti-spam:** Enhanced protection of your account by keeping unwanted attackers and senders at bay.

These features make emailing easier and more efficient.

## Preparing for the Move

### What do I need to do before the migration?

The migration process will be carried out automatically according to the planned schedule. We recommend taking a full backup of all your data by June 14<sup>th</sup> as an added precaution.

Here are the items that are included in the migration:

- **Email data:** All sent and received emails.
- **Calendar:** All your calendar events.
- **Contacts:** All contacts present in your email.
- **Your Account Information:** Email, name, billing information, payment data, etc.
- **Email Signatures**

### Are there features that won't be available in Titan?

After switching to Titan from Pac Hosting email, note that you won't be seeing the items below:

- **Notes, Events and Tasks:** Make sure to back up your notes, events and tasks, as these won't be moved over.
- **Online Meetings and File Storage:** Titan doesn't have features for online meetings or storing files. Use services like Zoom or Google Drive instead.
- **Active Sync and Large Email Support:** Titan doesn't support Active Sync or emails over 50MB. You'll need to contact support for help with anything over this limit.
- **Mailing Lists:** If you use domain-level mailing lists, back them up because Titan doesn't support them.
- **Email Archiving:** If you need more than 50GB of email archiving, Titan won't support it.
- **Mailboxes with high storage:** Mailboxes that are using more than 80GB of space will not be migrated to Titan. We request you to take a backup for these mailboxes.
- **Admin Features:** Titan offers basic admin functions but won't provide detailed reports on mailbox usage.
- **Two-Factor Authentication (2FA):** You'll need to reset your 2FA settings after migrating.
- **Junk and Deleted Emails:** These won't be moved to Titan to keep your inbox clean.

Ensure you back up important data before migrating to avoid loss. On the other hand, here are features that are partially supported by Titan.

- **Domain Aliases:** Titan will keep your current domain aliases working. If you need new aliases or changes, contact support.

*Note: Ensure DNS settings are correctly updated.*

- **Email Forwarders:** Titan supports up to 3 external email forwarders per mailbox to protect its IP reputation. If you have more than 3 forwarders, only the first 10 will be kept; you might need to adjust this later. Remember to back up your forwarders.
- **Aliases:** Titan treats domain-level aliases as "Internal Forwarders." Only aliases within the same domain are included. Backup your aliases if necessary. Titan allows individual mailbox aliases to use the "Send as" feature.
- **Contact Groups:** All existing contact groups will be moved over. The number you can have depends on your subscription, with a limit of 500 emails per group. It's wise to back up your contacts.
- **Content Filtering and Rules:** Titan will transfer most of your existing email rules. Back up any complex filters just in case.
- **Trusted Domains and Senders:** Both allowed and blocked senders and domains will be automatically included in Titan's respective lists. Contact support if you need changes after migrating.
- **Vacation Responders:** Any active vacation responders will be transferred, setting a default response for "Everyone else."
- **Sending Limits:** Titan sets limits on the number of emails you can send and receive per hour and day, depending on your plan.
- **Admin Roles:** Each domain has an admin who handles mailbox and billing management. There's no separate system admin role.

### **I am using Startup cPanel email, what features will I not see in Titan**

All your email data will be migrated to Titan. Please take required backups for non-email data - e.g. calendar, contacts, forwarders, etc.

### **What if I don't want to move to Titan?**

Migration to Titan is mandatory as support for the existing email services will be discontinued. If you have concerns or questions, please contact our support team for assistance.

## **Using Titan After Migration**

### **How do I log into Titan after the migration?**

Once the migration is complete, you can log in using your existing email credentials at <https://vodien.titan.email/login>. We encourage you to explore Titan's webmail and mobile apps to fully utilize its advanced features.

If you don't remember your password, you can refer to the steps shared in the link [here](#).

## How do I manage my email with Titan?

You can manage your email and settings by logging into the [Vodien Customer Portal](#) or directly through <https://vodien.titan.email/login>.

Here is the [article link](#).

## SmarterMail Features in Titan

SmarterMail Feature	Equivalent Titan Feature	How to find and use
Content filtering	Rules	<a href="#">Support article on Titan that gives you guides and steps on how you can use it</a>
Trusted domains and senders (Mailbox level)	Allowlist and blocklist	Want to know more about: 1. <a href="#">Ensure you don't miss important emails</a> 2. <a href="#">Ensure you don't get spammed</a>
Vacation responder	Auto-reply	<a href="#">Take that break without worrying about keeping your senders waiting.</a>
External forwarder	Outgoing Forwarding	<a href="#">Guide and steps for reference</a>
Aliases	Internal Forwarder accounts	<a href="#">Support link</a>
Contact groups	Contact groups	<a href="#">Support link for the guide</a>
IMAP settings toggle	Enable Titan on other apps	<a href="#">Support link to the knowledge base</a>

Domain Admin settings	Vodien Titan management page	<a href="#">Admin panel link for reference</a>
Mailbox level preferences	Settings/preferences	<a href="#">Support link</a>
Calendar and contact settings	Calendar and contact	<a href="#">Support link</a>
Email actions	Email composer	<a href="#">Guide through all that our email composer has to offer</a>
Titan sending limits	Outgoing and incoming email limits per plan	<a href="#">Support link</a>

### **What will happen to my email data after the migration?**

All your emails, contacts, and calendar events will be migrated to Titan. You will not have to pay anything additional at the moment, you will be provided with a 30 day Grace period for your Business Email product post-migration. You can continue using your email product with Titan at the price you have already paid. Any price revisions will be applicable after the end of your current product term and the grace period.

*Note: Users can access Titan and Pac Hosting email panels simultaneously till 14<sup>th</sup> June '24. Post which only Titan services will be active within the panel.*

## **Technical Adjustments**

### **How can I configure Titan on third-party email clients like Outlook, Apple Mail, or Thunderbird?**

After the migration, you will need to update your SMTP and IMAP settings to continue using your email with third-party clients. For detailed instructions you can refer to this [link](#).

*Note: Please ensure you take necessary backups, especially of your contacts present in your third-party client to ensure you don't lose any data*

We suggest that your email account users use the official Titan apps (including iOS and Android) and Titan Webmail for a more secure email experience and to enjoy powerful features. For steps, please refer to the web pages below:

**Use Titan's web version like a desktop app:**

<https://support.titan.email/hc/en-us/articles/15945212671641-Use-Titan-s-web-version-like-a-desktop-app>

**Download the Titan Mobile App:**

<https://support.titan.email/hc/en-us/articles/4430757532185-Download-the-Titan-Mobile-App>

**Set up Titan on your iOS device:**

<https://support.titan.email/hc/en-us/articles/360038844034-Set-up-Titan-on-your-iOS-device>

**Set up Titan on your Android device:**

<https://support.titan.email/hc/en-us/articles/360039325013-Set-up-Titan-on-your-Android-device>

If you use any THIRD-PARTY email clients like MS Outlook, please refer to the steps in the Titan Support web pages below:

**Configure Titan Mail on Outlook (POP/IMAP):**

<https://support.titan.email/hc/en-us/articles/900001311526-Configure-Titan-Mail-on-Outlook>

**Configure Titan account on MacOS/Apple Mail App:**

<https://support.titan.email/hc/en-us/articles/900000750943-Configure-Titan-account-on-MacOS-Apple-Mail-App>

**Set up Titan on third-party email clients (for Pac Hosting migrated users):**

<https://support.titan.email/hc/en-us/articles/31283867427993-Set-up-Titan-on-third-party-email-clients-for-Pac-Hosting-migrated-users>

Note: Please backup your mailbox first before making any changes. Here we have used Outlook as an example to create email backup. You may refer to the steps in the Microsoft Support web pages below:

- Export or backup email, contacts, and calendar to an Outlook .pst file (for back up purpose)  
<https://support.office.com/en-us/article/export-or-backup-email-contacts-and-calendar-to-an-outlook-pst-file-14252b52-3075-4e9b-be4e-ff9ef1068f91>
- Import email, contacts, and calendar from an Outlook .pst file (for restore purpose)  
<https://support.office.com/en-ie/article/import-email-contacts-and-calendar-from-an-outlook-pst-file-431a8e9a-f99f-4d5f-ae48-ded54b3440ac>

### **What should I do if my email doesn't work after migration?**

First, check that your DNS settings are correctly configured and that you have accepted Titan's terms and conditions.

Depending on where your domain's nameservers are pointing, your domain admin might have to make some changes to ensure your email starts working as expected.

- If your nameservers and MX are pointing to Pac Hosting
  - You do not have to change anything. After the migration is over, your domain's DNS records will automatically be changed to Titan and your email should start working automatically.
- If your nameservers and MX are not pointing to Pac Hosting
  - Here is the article with steps on how to change the DNS settings [link](#)

If you are using domain aliases, please ensure MX records for the aliases are pointing to Titan records. Otherwise, your domain aliases will not work as expected.

To ensure a seamless experience with minimal disruption, we'll be sending reminders in every phase of the migration.

### **Here's what you need to know:**

- **Check your email:** You'll receive a separate email soon with your specific migration date and time.
- **DNS Record Changes:** Do not modify your DNS records before your scheduled migration date and time. Doing so will interrupt your email service.
- **Reminders:** We'll send multiple reminder emails before your migration date, including instructions on when to update your DNS records.

## **Compliance and Security**

### **Is Titan GDPR-compliant?**

Yes, Titan adheres to GDPR regulations, which means your data is handled with the highest standards of security and privacy.

## **Additional Support**

### **Who can I contact for more help?**

If you have any questions or require further assistance, please reach out to our [Customer Support Team](#) for more information.