

**BEFORE WE START**

Getting ready to move to Fastmail

Before I move your email over, there are a few simple things to round up. You don't need to know anything technical — if you're unsure about any of it, just make a note and we'll sort it out together. The goal is to make your move smooth and complete.



Round up these few things

- 1 The email addresses you use now — just list them.
- 2 The passwords for them — whatever you can find. (Can't find one? See below; it's normal.)
- 3 Who your email is with, and roughly how long — e.g. your website company, Google, or your internet provider.
- 4 Any new addresses you'd like — including shared ones like `info@`, and who should receive them.

! Don't know your password? That's completely normal.

Many people never type their email password — it was saved in your app years ago and you just open your mail. You almost certainly still have one. Find what you can; for any you can't, just note which account it is and write "need help." We'll recover or reset those together.

✓ Don't worry about getting every character perfect.

Passwords are **case-sensitive**, and some characters look almost identical on paper — a zero and a capital O, or a lowercase "l" and a capital "I." When we go through your list, I'll read each one back with you to confirm the exact characters. If you spot odd marks in my notes — like a slash through a zero — that's just my shorthand for getting it precisely right.

✓ Leave the technical part to me.

There are a few different ways email can be set up behind the scenes, and the right way to move yours depends on your situation. That's my job — just tell me **who your email is with** and **how long you've had it**, and I'll choose the best method to bring everything across.

Your worksheet

Print this page and fill in what you can — or just jot the answers on a notepad. Blanks are fine; we'll fill the gaps in together.

1. Email you use today

EMAIL ADDRESS	WHO IT'S WITH website company, Google, internet provider...	PASSWORD have it, or "need help"

2. New addresses you'd like

An **alias** is simply an extra address that drops into someone's existing inbox — for example `info@yourcompany.com` arriving with one person's mail. Tell me which you'd like and who should receive each.

ADDRESS YOU'D LIKE	WHO SHOULD RECEIVE IT

Please don't email your passwords.

Email isn't a safe place for them. Hand your passwords to me directly — over the phone or in person — and we'll keep your accounts secure throughout the move.

That's all I need from you.

Once you've rounded these up, I'll take it from there — and the next time you sit down at your email, everything will be moved over and ready. Questions before we start? Just call.



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