

## New e-mail system

As of May 18, 2009 CompuServe will work with a new e-mail system. After this date, all access to your CompuServe e-mail is provided through the new system – and the existing CompuServe e-mail system will be shut down. Any e-mail messages in your CompuServe mailbox will be moved to the new system.

In order to migrate your existing mailbox and CompuServe e-mail address, you will need to complete the following steps:

1. Between May 18 and June 30, go to <http://member.compuserve.com/mailcenter> (either through the CompuServe client or through your Internet browser). NOTE: If you do not use the CompuServe client to access the service, you are asked to provide your CompuServe User ID and password (or your POP3 e-mail account information).

To activate your new account, sign in below using your Classic User ID or alphanumeric ID.

<b>Classic User ID:</b> <input type="text"/>	<b>User ID or Alphanumeric ID:</b> <input type="text"/>
<b>Password:</b> <input type="text"/>	<b>POP3 Password:</b> <input type="text"/>
<input type="submit" value="Submit"/>	<input type="submit" value="Submit"/>

### **Different migration screen?**

If you do not see the screen above, but a sign-up screen for an AOL or a CompuServe 2000 e-mail address, it is necessary to remove all cookies. Users of Internet Explorer can do this by following these steps:

- \* Click 'Tools' in the menu
- \* Choose 'Delete browsing history'
- \* In the screen that appears, delete the temporary internet files, cookies and the history, this could take some time

After that, you can restart your browser and go to <http://member.compuserve.com/mailcenter/> again and start the migration.

### **Which password?**

Please, note that for CompuServe Classic you can have 2 different passwords:

- \* The 'regular' password with which you can dial-up and logon to the CompuServe Classic software.
- \* The POP3-password with which you can retrieve your e-mail using the POP3-protocol.

For this migration process, you need the 'regular' password.

2. You will see your current CompuServe e-mail address and any alias that may have been set up for your POP3 mailbox (if one exists). Click on the "Migrate my CS Classic Email" link to begin the migration process.

3. You will be taken to the new e-mail system. You'll need to agree to the Terms of Service and provide various pieces of information (e.g. new e-mail password, postal code, birthday, and an Account Security Question).

At the top of the screen, you will see the login name belonging to the new mailbox. Most of the time this is your old e-mail address (yourname@compuserve.com). It can also be a 'numeric' e-mail address, for example. 123456.1234@compuserve.com. If you have never registered a personal e-mail address, the numeric e-mail address will be used (this cannot be changed).

**Password-reset:**

You will also be asked for an alternative e-mail address. If you ever forget your password, you can request a password-reset using this alternative e-mail address

4. After providing the information in step 3, you will have access to the new e-mail system (and any messages from the old CompuServe e-mail system). It might take some time before new e-mails are sent to this new mailbox, instead of the old mailbox.

You can keep on using the old mailbox with the settings below:

- \* Server name old mailserv: pop.compuserve.com
- \* User name old mailserv: your User ID of personal screenname
- \* Password old mailserv: your POP3-password

The new e-mail system can be accessed from anywhere, requiring only a Web browser (e.g. Internet Explorer, Firefox) and an Internet connection. You can use the new e-mail system through <http://webmail.compuserve.com>.

When you use the new e-mail system, the following settings apply:

- \* Server name new mailserv: pop.csi.com
- \* User name new mailserv: your full e-mail address as displayed on top of the screen during the migration process (yourname@compuserve.com or 123456.1234@compuserve.com)
- \* Password new mailserv: the new password you entered during the migration process

If you use POP3 to access your e-mail, you will need to provide updated server information to your client software – including any new password you chose – and the following POP3 / IMAP client settings:

pop.csi.com; port 110 (SSL = port 995)  
imap.csi.com; port 143 (SSL = port 993)

If you are using a POP3 or IMAP client, you will also need to configure your SMTP, or outbound e-mail connection, to use "smtp.csi.com; port 587". NOTE: This new SMTP server will require you to supply your e-mail address and password to send mail.