

Migrating to Another Email Service Provider from Miva Email Hosting

As of 12/15/2021 we will no longer support company email hosting on the Miva platform. Businesses currently using Miva for email hosting will have 60 days from the aforementioned date to select a different email service provider to manage company emails. **Please note that this change does not affect your Miva store's ability to send transactional emails (order confirmation emails, order shipped emails, etc.).**

Why Miva No Longer Offers Email Hosting

There are now many dedicated email service providers that provide more robust company email hosting at lower prices than Miva can offer. We are focusing our efforts and resources instead on our core product, the Miva ecommerce platform. This focus allows us to dedicate more support and development time to continually improving the Miva ecommerce platform for our customers.

Recommended Email Service Providers

Not sure where to start selecting an email service provider for your business? We recommend two popular, cost-effective and robust solutions that our customers love:

- [Microsoft Exchange Online](#) (Starting at \$4/user)
- [Google Workspace](#) (Starting at \$6/user)

Frequently Asked Questions

Will switching email providers impact my Miva store?

No, your email accounts and the email records associated with them are not tied to your Miva store. Your Miva store will still be able to send transactional emails, such as order confirmation emails and shipment tracking numbers. To ensure a smooth email hosting migration, we are available to help you modify your DNS records so you can continue sending and receiving business emails without disruption.

What are the steps I need to take to make this change?

1. Select an email service provider (see Recommended Email Service Providers for our recommendations)
2. Create your new email boxes with your email service provider
3. When you're ready to migrate from Miva email hosting to your new email service provider, contact Miva's Technical Assistance Center for help with your DNS records and pointing your emails to the new email service provider
 - Note: As part of the DNS records changes, we will help you add an "SPF record", which prevents email forgery. This is an important step to ensure your customers can receive your emails from your new email service provider and your Miva store can still send transactions on your email accounts' behalf

My DNS isn't hosted by Miva. Who can I reach out to for assistance?

Please reach out to Miva's Technical Assistance Center and we can provide you with step-by-step instructions for making the DNS changes yourself.

What happens to my old email messages? Can I import those into my new email service provider?

1. Yes, you will be able to import your older email messages to either of the Recommended Email Service Providers listed above. Here are instructions on how to create and import the file to each provider:
 - [Microsoft Exchange Online – Migrating Historical Emails](#)
 - [Google Workspace – Migrating Historical](#)

While our TAC team is unable to help with the import process we are happy to answer any questions you may have regarding your migration. Email us at support@miva.com or call **1-800-608-MIVA**.