

GETTING STARTED GUIDE

Premium Hosted Email by ezTask

DNS SETUP AND CONFIGURATION

Without the correct DNS settings associated to your domain, you can experience problems sending/receiving email.

You will need to contact your DNS Host directly to add or edit any DNS Records.

MX Records

MX records direct incoming email sent to your domain to the correct location. (If the MX records are incorrect you will be able to receive email from others on your domain but not anyone outside of your organization.)

You will need to add the following two MX records to your domain in order to switch existing accounts to ezTask Premier Hosted Email:

- | | |
|--------------------------------|--------------------------------|
| 1. Hostname: blank or @ | 2. Hostname: blank or @ |
| Time to Live (TTL): 3600 | Time to Live (TTL): 3600 |
| Record Type: MX | Record Type: MX |
| Destination: mx1.emailsrvr.com | Destination: mx2.emailsrvr.com |
| Priority: 10 | Priority: 20 |

Please note:

Typically it takes between 24 and 48 hours for changes to DNS records to fully propagate. We typically recommend updating your DNS records during the off-peak traffic hours to allow this process to complete. During this initial period, *you may be unable to access your mail for a short time (occasionally; however, there will be no mail lost during this time..*

OPTIONAL RECORD TYPES

If you aren't familiar with either of these alternative record types and/or don't require them specifically, ezTask recommends adding only MX records.

Autodiscover Record

To set up Autodiscover on your domain, add the following record information:

Hostname: autodiscover
Time to Live (TTL): Lowest Possible
Record Type: CNAME
Destination: autodiscover.emailsrvr.com

Please Note

- Some DNS providers require your full domain name in the hostname field; e.g. if your domain is example.com, your hostname would be autodiscover.example.com.
- Autodiscover is not compatible with Outlook 2011 or Mac Mail.

SPF Record

To create the SPF record on your domain, add the following record information:

Hostname: blank or @
Time to Live (TTL): Lowest Possible
Record Type: TXT
Destination: v=spf1 include=emailsrvr.com ~all

If you need help or have any questions, please contact us (that's what we're here for!):

[Submit a support ticket](#) at support.eztask.com

Email support@eztask.com

Give us a call at 800-921-6764