

Crocker.com Email Service Retirement Frequently Asked Questions

AccessPlus is retiring all Crocker.com email service on December 15, 2026. This FAQ document explains what is changing, what you need to do, and how to move your email to a new provider with as little disruption as possible.

Please read this in full and start your transition early. Don't worry - this FAQ walks you through what to do, step by step, and there's plenty of time if you start now.

What is changing with my Crocker.com email account?

After careful consideration, we have made the decision to discontinue our hosted email services effective December 15, 2026, and focus on the communications and connectivity services that are central to our business. We appreciate the trust you have placed in your Crocker.com email over the years.

After the service ends on December 15, all AccessPlus-provided email addresses will stop working - you won't be able to send or receive email, sign in at webmail, or get email in an app like Outlook or Apple Mail.

AccessPlus will not be offering a new email service. You will need to set up an email account with another provider (like Gmail or Outlook.com) and start using this new email address.

When does the service end, and what are the key dates?

Crocker.com email will shut down on December 15, 2026. On that day, all AccessPlus-provided email addresses will no longer work - you won't be able to sign in, and any message sent to your Crocker.com email address won't be delivered.

You have until December 15 to make the switch to a new provider, but please don't wait until the last minute. The sooner you set up your new email account and start moving your messages, the easier and less stressful it will be. Anything you haven't moved or saved by December 15 will no longer be available. The best step you can take today is to set up a new email account so you're ready to switch.

Q Will AccessPlus provide a new or replacement email service?

No. AccessPlus is discontinuing hosted email service completely and won't be offering a new or replacement email product.

To keep emailing, you'll need to set up an account with another email provider of your choice. We suggest a few easy, free options in the "Which email provider should I choose?" section below, but what service you move to is entirely your choice.

IMPORTANT: If your email service is bundled with any voice or internet services from AccessPlus, those products will remain active.

Q Can I keep my email address?

We know this is the hardest part of this change, especially if you've had your Crocker.com address for many years. Unfortunately, your email address can't be kept or moved to another email provider. The address is part of the email service that's being retired and once the service ends, the address will stop working and can't be transferred.

The good news: creating a new email address is free and usually quick. Your two main steps will be choosing a new address with another provider (see the "Which email provider should I choose?" section) and letting your contacts and important accounts know your new address.

We walk you through exactly how to do this in the "What do I need to do?" section. Starting early gives you plenty of time for a smooth switch to a new email provider.

Q What do I need to do?

Here's the whole process you will need to take. You don't have to do this all in one sitting - but the sooner you start, the easier it is.

1. Set up a new email account. Choose a provider and create your new address – see the "Which email provider should I choose?" section.
2. Add the new account to your phone and computer, so you can send and receive from your new address right away.

Q What do I need to do? (cont.)

3. Move your old email and contacts from Crocker.com to your new account – see the "How do I move my emails and contacts?" section.
4. Tell people your new address! Share it with family, friends, and anyone who emails you.
5. Update any accounts that use your old Crocker.com email address. This is the most important step: banks, shopping sites, social media, utilities, and anywhere that emails you or uses your email to reset your password needs to be updated. If these aren't updated before December 15, you could get locked out of them when they can no longer reach you, so don't leave it to the last minute.
6. Let us know once you've moved everything to your new email service, so we can close your Crocker.com account – see the "How do I cancel?" section.

Take it one step at a time and reach out if you have questions. Just remember that everything needs to be done before December 15, 2026.

Q Which email provider should I choose?

The choice is yours, and any well-known email provider will work.

If you'd like a recommendation, here are three free, reliable options that are easy to use on a phone or computer.

Proton Mail (proton.me/mail): Our recommended choice for most people. It's a straightforward, privacy-focused provider with a free plan and a free built-in tool (called Easy Switch) that copies your existing Crocker.com email across for you to make moving easier. See the "How do I move my existing emails, contacts, and calendar?" section for details.

Gmail (from Google): A popular, full-featured option.

Outlook.com / Hotmail (from Microsoft): Another widely used option.

Q Which email provider should I choose? (cont.)

If you already use one of these for something else, you can simply continue using that account. Any of them, or another service, will work, so pick whichever feels most comfortable.

If you run a business, or want to keep your own domain name, consider a paid option like Microsoft 365 or Google Workspace, which let you use a custom address (such as you@yourcompany.com) and includes extra features and support. If you want a custom domain name, contact our support team and we'll point you in the right direction to switch your service.

Q How do I move my existing emails, contacts, and calendar?

This is the most involved step, so take your time and remember that help is available if you get stuck (see the "Where can I get help?" section).

There are up to three things to move: your email messages, your contacts (address book), and your calendar (if you use one).

Two easy, free ways to move your email automatically:

Using Proton Mail: Proton Mail's free Easy Switch tool can import your old email for you. Our step-by-step guide walks you through every screen with pictures, but in short:

1. Create and sign in to your new Proton Mail account.
2. Click the gear icon - > All settings - > Import via Easy Switch - > More import options.
3. Choose "Custom" as the provider and select "Emails"; then enter your Crocker.com email address and password, with mail server mail.crocker.com and port 993.
4. Before starting, click "Customize import" and change the import interval from "Last 6 months" to "Import all messages" and uncheck the Spam folder (this avoids a folder-name error).
5. Start the import. It runs on Proton's servers, so you can close your browser. Proton will email you when it is done. Most imports finish within a couple of hours.

When moving from our service, Easy Switch transfers your email messages; your contacts can be exported separately – see steps below.

 How do I move my existing emails, contacts, and calendar? (cont.)

Using Gmail: Gmail has a built-in tool that copies your old email for you. Our step-by-step guide walks you through every screen with pictures, but in short:

1. Create and sign in to your new Gmail account.
2. Click the gear icon - > See all settings - > Accounts and Import - > Import mail and contacts.
3. Enter your Crocker.com email address and password. When Gmail asks for your POP details: your POP username is the part of your address before @crocker.com, and the POP server is mail.crocker.com (leave the port as shown).
4. Keep "Leave a copy of retrieved message on the server" checked, then click Start import. Gmail copies your mail in the background - this process can take a few hours, sometimes up to two days.

When moving from our service, Gmail's tool transfers your email messages; your contacts can be exported separately – see steps below.

Prefer to do it yourself, or using another provider? You can add both your old and new accounts to an email program like Outlook, Apple Mail, or Thunderbird, then drag your messages into the new account.

Your new provider's help pages will have step-by-step instructions:

Want someone to do it for you? If your new account is with Gmail or Outlook.com, VaultMe is a third-party service that copies the email from your Crocker.com account to your new account automatically, for a one-time fee - typically around \$15 to \$25 for a normal-size mailbox, and you'll see the exact price before you pay anything.

It's a good option if you'd rather not set things up yourself. Note that from your current email service, VaultMe copies your email messages only - contacts and calendars still need to be exported separately (see steps below).

VaultMe does not deliver into Proton Mail; if you chose Proton Mail, its free Easy Switch tool already does the copying for you.

VaultMe is an independent company, not part of AccessPlus, and you pay them directly. Learn more at <https://www.vaultme.com/>

Q How do I move my existing emails, contacts, and calendar? (cont.)

Contacts and calendar: If your contacts don't come across automatically, you can export them from Crocker.com webmail and import them into your new account. You can move your calendar the same way.

What you'll need: your Crocker.com email address and password, plus your mail server settings. The migration tools above mainly need the incoming (IMAP) server setting - see "What are the connection settings for my Crocker.com email?" Section below for the exact details.

Need a hand? Our step-by-step import guides for Proton Mail and Gmail walk you through the whole process with pictures, and our support team can answer questions along the way - see the "Where can I get help?" section.

Q What are the connection settings for my Crocker.com email?

If you are setting up your Crocker.com account in an email app, or a migration tool asks for your server details, here are the current settings. These work until the service is retired on December 15, 2026.

Incoming Mail (IMAP) Server: mail.crocker.com, port 993 (SSL/TLS). This is the setting most migration tools will need to copy your old email.

POP Server: mail.crocker.com, port 110. You only need this if a tool asks for a POP server instead of IMAP (Gmail's import tool does, for example). Your POP username is the part of your address before @crocker.com.

Outgoing Mail (SMTP) Server: mail.crocker.com, port 465 (SSL/TLS) or 587 (STARTTLS). You only need this if you are sending mail from your Crocker.com address; it is not required just to move your email to a new account.

Username: Your full email address (for example, yourname@crocker.com).

Password: Your email password.

If you are not sure where to enter these, our migration guide and support team can help - see the "Where can I get help?" section.

Q What happens to emails sent to my address after I switch?

Before December 15, 2026: Your mailbox will continue to work normally and you will still receive new email messages, so nothing is lost while you're making the switch.

After You Migrate: Once you've given us your new email address, we can set up automatic forwarding of your Crocker.con email to your new address, plus an automatic reply that tells senders your new address.

Forwarding and auto-reply will run until December 15, 2026, or you can ask us to stop them early. Please note: while forwarding or the auto-reply is active, your email service stays active and you will continue to be billed for it. This is a temporary bridge during the transition period, not a permanent solution. When you no longer need this, let us know and we'll close your account (see the "How do I cancel, and will I receive a refund or credit?" section).

After December 15, 2026: Your email address will stop working. Anyone who emails it will get a "delivery failed" message back, and those emails can't be recovered.

Because forwarding is temporary, please tell your contacts your new address and update any accounts that use your Crocker.com email as soon as you can (see the "What do I need to do?" section) so nothing important is sent to an address that no longer works.

Q Will I lose my emails if I do nothing?

Yes. Your mailbox - including all your saved emails, folders, and contacts - will be permanently deleted when the service shuts down on December 15, 2026, and it cannot be recovered afterward.

The good news is this is easy to avoid: just move or save a copy of your emails and contacts to your new account before December 15. See the "How do I move my emails and contacts?" section for these steps.

We strongly encourage you to begin your migration well in advance of the December 15, 2026 deadline. Acting early ensures your important information is preserved, and helps you avoid any last-minute complications.

Q How do I cancel, and will I receive a refund or credit?

When you've finished moving to your new email service, let us know and we'll close your email account.

To cancel, email orders@getaccessplus.com with this information so we can confirm you request:

- Your name
- Your account name
- Your email address
- Your requested cancellation date

Cancelling ends your billing, along with any forwarding or auto-reply still running on your Crocker.com email address.

Q Where can I get help with my migration?

We want to make this transition as smooth as possible for you, and there's help available every step of the way:

- This FAQ document answers the most common questions
- Our step-by-step import guides walk you through moving your email
- Our support team can answer questions and point you in the right direction

Contact AccessPlus Support

Call: **877-422-2337**

Email Customer Support: support@getaccessplus.com

Submit Cancellation Request: orders@getaccessplus.com

Support Hours: **8:30am - 4:30pm ET, M-F**

Please note that our team offers documentation and general guidance to help you through the process, but does not perform the migration on your behalf. For setting up and managing your new account over the long term, or configuring your personal devices, your new provider's help center or a local technician will be your best resource.

If you have questions about any of this information, please reach out early - the sooner you start, the more time we'll have to help you through it.