

Importing Your Crocker.com Email into Proton Mail

This guide walks you through transferring your existing Crocker.com email (@crocker.com) into a new Proton Mail account using Proton's built-in Easy Switch import tool.

The import runs as a one-time transfer over a secure IMAP connection. Your Crocker.com email login is used only to retrieve your messages and is not saved after the import finishes. Your original Crocker.com mailbox is left untouched - nothing will be deleted.

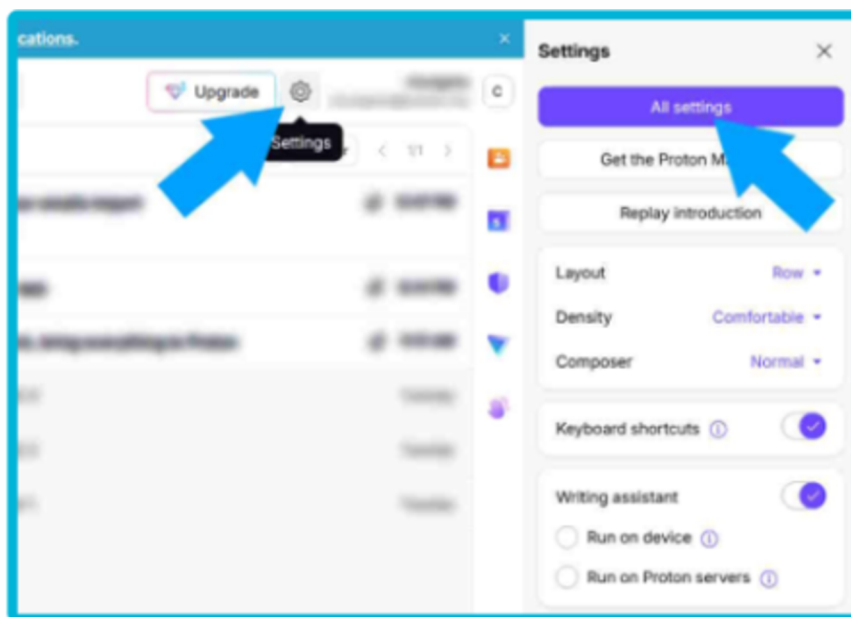
Before you begin, please have ready:

- Your full Crocker.com email address (for example, yourname@crocker.com)
- The password you currently use to sign in to your Crocker.com email

STEP 1: Open All Settings

Sign in to Proton Mail.

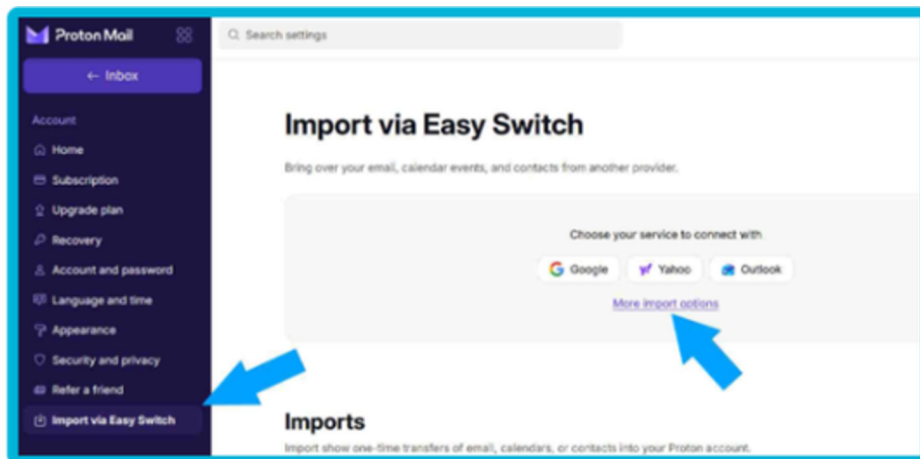
In the top-right corner, click the **gear icon** to open the Settings panel, then click on the **All settings** button.



STEP 2: Go to Import via Easy Switch

In the left-hand menu, select **Import via Easy Switch**.

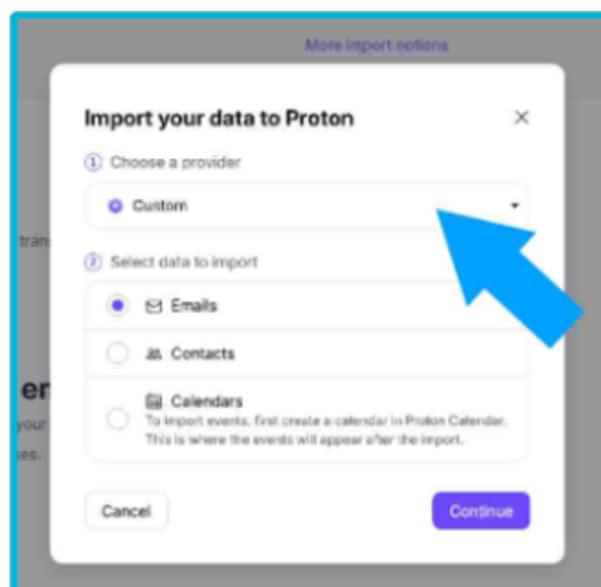
Crocker.com is not one of the listed services (Google, Yahoo, Outlook), so click **More import options** in the center of the screen. This will open the import dialog.



STEP 3: Choose Custom and Select Emails

In the **Import your data to Proton** window, follow these steps:

1. Under **Choose Provider**, open the drop-down and select Custom.
2. Under **Select data to import**, choose Emails.
3. Click the **Continue** button.



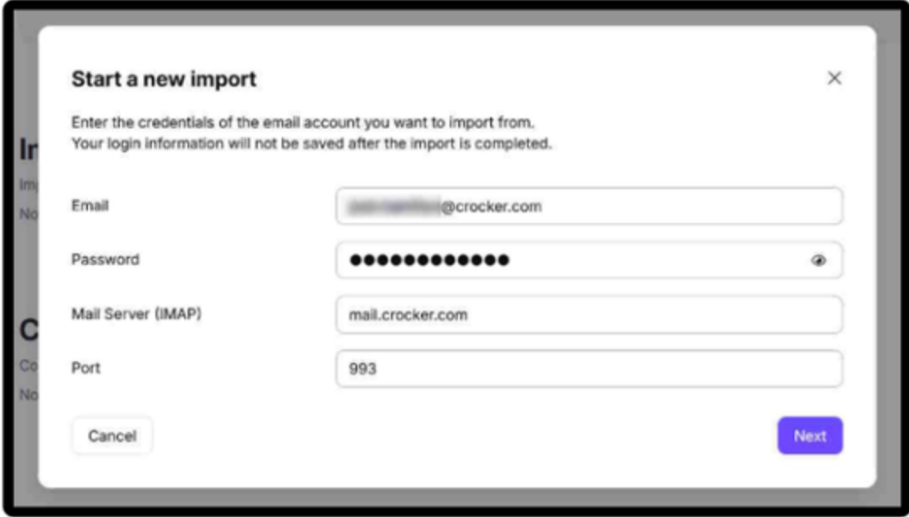


STEP 4: Enter Your Crocker.com Email Settings

On the **Start a new import** screen, enter your Crocker.com mail server details as shown below:

Field	Value
Email	yourname@crocker.com
Password	Your current Crocker password
Mail Server (IMAP)	mail.crocker.com
Port	993

Click the **Next** button.



Start a new import ×

Enter the credentials of the email account you want to import from.
Your login information will not be saved after the import is completed.

Email

Password

Mail Server (IMAP)

Port

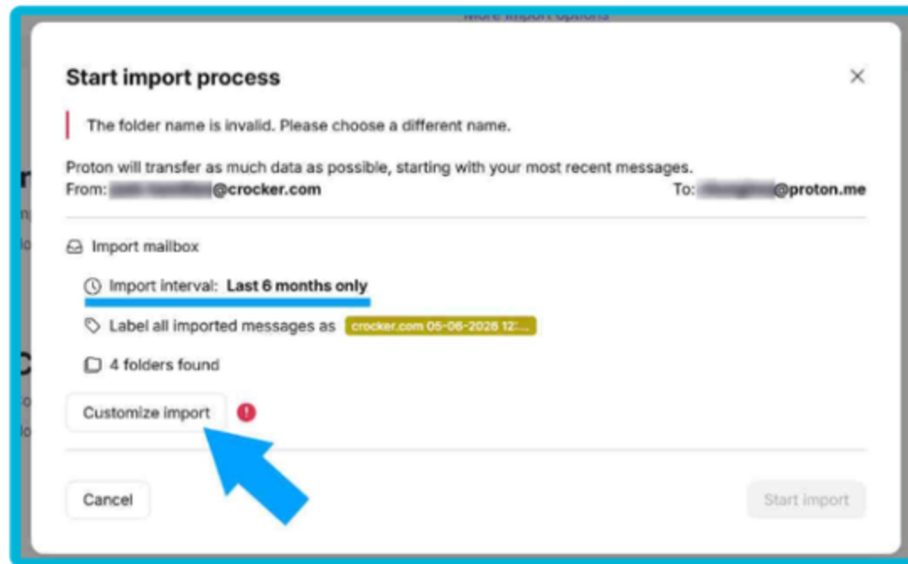
Your login information is used only for this transfer and is not stored by Proton Mail once the import is complete.



STEP 5: Customize the Import

Proton Mail will connect to your Crocker.com mailbox and show a summary on the **Start import process** screen.

Before starting, click **Customize import** to adjust two important settings.



Note: You may see a message such as “The folder name is invalid.” This is expected and is resolved in the next step by adjusting the folder selection.

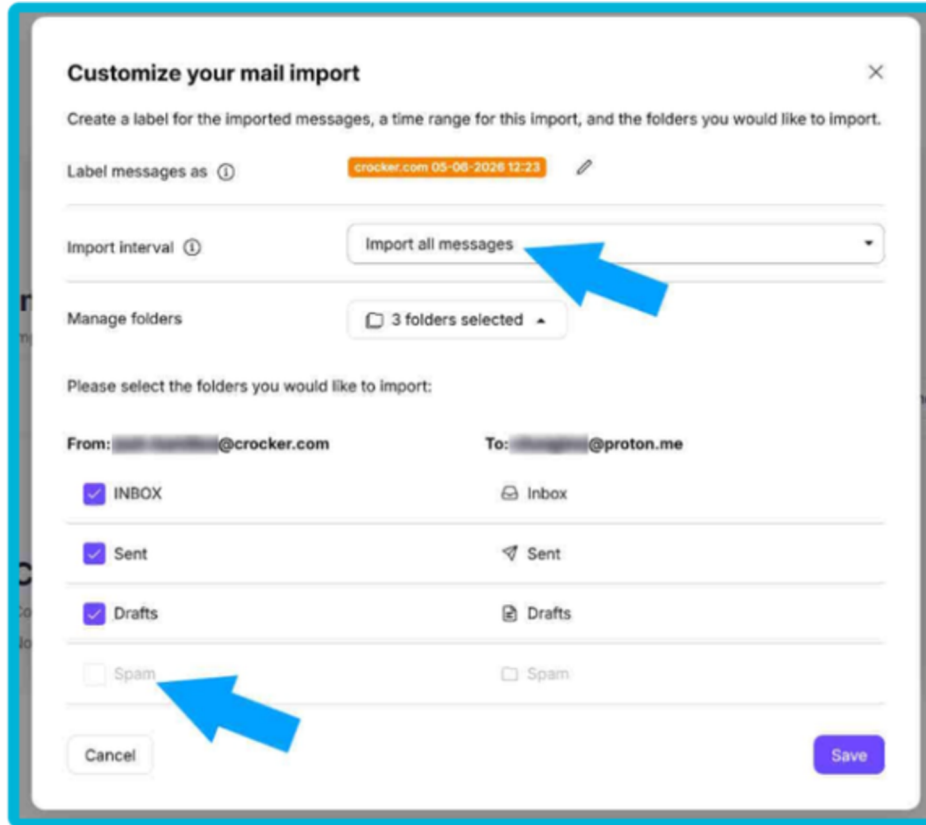
STEP 6: Set the Interval and Folders

On the **Customize your mail import** screen:

1. **Import interval** - By default, Proton Mail imports only the last 6 months of emails. To bring over your complete email history, change this to **Import all messages**.
2. **Manage folders** - Crocker.com's Spam folder shares a name with Proton Mail's own Spam folder, which is the cause of the folder-name error from the previous step. Uncheck the Spam folder so the import can proceed cleanly. Your Inbox, Sent, and Drafts folders will still transfer.
3. **(Optional)** You can edit the label applied to imported messages. Proton Mail automatically tags everything it imports (for example, crocker.com 05-08-2026), making it easy to find your transferred mail later.

STEP 6: Set the Interval and Folders (cont.)

Click **Save**, then click **Start import**.



Customize your mail import

Create a label for the imported messages, a time range for this import, and the folders you would like to import.

Label messages as ① crocker.com 05-08-2028 12:23

Import interval ① Import all messages

Manage folders 3 folders selected

Please select the folders you would like to import:

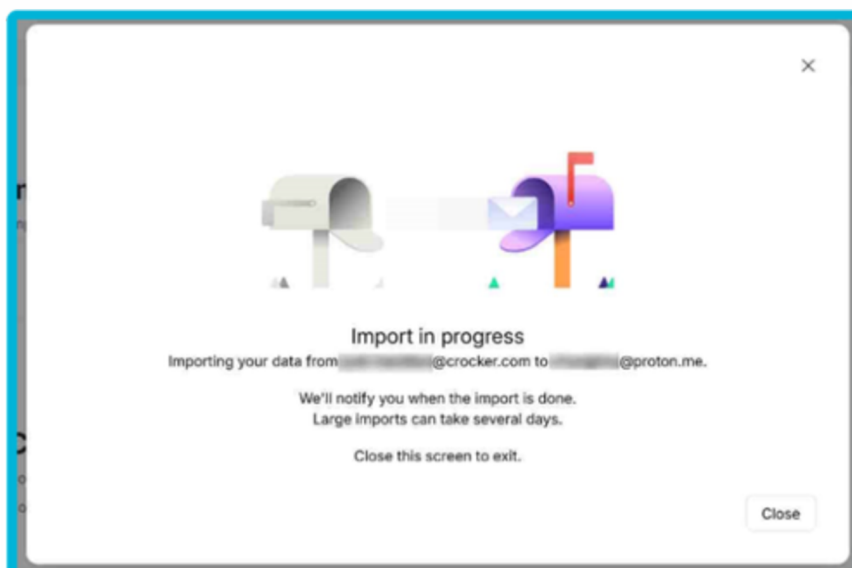
From: [redacted]@crocker.com To: [redacted]@proton.me

☒ INBOX	☐ Inbox
☒ Sent	☐ Sent
☒ Drafts	☐ Drafts
☐ Spam	☐ Spam

Cancel Save

STEP 7: Import in Progress

You'll see an **Import in progress** confirmation at this stage.



 STEP 7: Import in Progress (cont.)

The transfer runs in the background on Proton Mail's servers, so you can safely click **Close** and continue using your computer normally; you do not need to stay on this screen.

Most imports finish within a couple of hours. Very large mailboxes can take longer, up to a few days. Proton Mail will notify you by email when the transfer is complete.

 Frequently Asked Questions**Will this delete my email from Crocker.com?**

No. The import only copies your messages into Proton Mail. Your original Crocker.com mailbox is unchanged.

Why did I have to skip the Spam folder?

Crocker.com's mail system uses a Spam folder with the same name as Proton Mail's, which causes a naming conflict. Skipping it avoids the error. Your important emails - Inbox, Sent, additional folders, and Drafts - are unaffected.

How will I know when it's finished?

Proton Mail sends a notification when the import completes. You can also check the status anytime under **All Settings → Import via Easy Switch**.

Can I close my browser while it runs?

Yes. The import runs on Proton Mail's servers, not on your device, so you're free to close the window or shut down your computer.

Contact AccessPlus Support

Call: **877-422-2337**

Email Customer Support: [**support@getaccessplus.com**](mailto:support@getaccessplus.com)

Submit Cancellation Request: [**orders@getaccessplus.com**](mailto:orders@getaccessplus.com)

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