



Front Range Digital Holdings, LLC
FRII Technology Solutions

April 3, 2024

Dear Customers,

As announced earlier in the month, we have been working on the migration of our email servers. These new servers will be able to keep up with the ever-increasing requirements by email providers like Gmail, Microsoft, and Yahoo. The new servers are significantly better at catching SPAM and Phishing emails before they land in your inbox. This new system does adhere to a higher level of security. As such, we are no longer able to access your email password. We can only reset your email password.

Overall, the transition has been going well, although some small issues have popped up. To aid with the most common issues our customers are experiencing. We have been experiencing a higher call and ticket volume and are working through them as quickly as we can.

If you are experiencing the following issues, please click on the appropriate word and it will take you to the tutorial that will help you address the issue.

- [iPhone Users](#)
- [Apple Mail Users – for Desktops and Laptops](#)
- [Outlook Users](#)
- [Thunderbird](#)
- [SPAM & JUNK](#)
- [Webmail Info](#)
- [Webmail Access Links](#)

For those who typically access their email through webmail, we have 2 options for you. One is [Roundcube Webmail](#) which has more features, which [SoGo Webmail](#) is similar to Webmail Lite. PLEASE update your “favorites” to the new links.

Thank you for your patience while we complete the email system migration. **As always, we do not sell or rent our customer lists. Your data that is stored with us is private, and never given to anyone.**

Sincerely,

Front Range Digital