Why are you discontinuing the gci.net email address?

We have made the decision to enhance our service offerings by prioritizing our core services. While email has not been a significant focus for GCI, it has become increasingly complex and challenging for us to provide adequate support. Fortunately, there are specialized email service providers available that excel at managing email and offer their services for free.

When will the gci.net email be shut off?

The discontinuation of support for gci.net email addresses will take effect sometime in mid 2024. After this event, you will no longer be able to access or use your gci.net email account.

What should I do if I have a gci.net email address?

We strongly recommend that you sign up for a new email address as soon as possible to ensure uninterrupted communication. Begin by updating your primary contacts, starting with GCI, with your new email address. Please inform us of your new contact email address so we can update your information accordingly. Additionally, make sure to notify your banks, credit card vendors, friends, and family of your new email address. During the transition period, you will be able to continue receiving email to your gci.net address while gradually shifting to your new one.

What will happen to emails sent to my gci.net inbox after the discontinuation date?

After the discontinuation date, any emails sent to your gci.net email address will result in bounce back emails or receive an invalid email address notification. This means that the messages will not be delivered to your gci.net inbox and will not reach you.

Do you recommend a different email provider?

While there are numerous options available, Gmail is the most popular email provider and offers a user-friendly platform. However, here are a few other choices you may consider:

- Outlook: Ideal for integrating with multiple applications.
- Yahoo! Mail: Provides ample storage capacity.
- iCloud Mail: Recommended for users of Apple devices, offering IMAP functionality.

For small business customers, we highly recommend GoDaddy. With GoDaddy, you can register a personalized domain name and enjoy email services that perfectly align with your domain. This is particularly advantageous if you have a custom domain instead of gci.net, as it allows for a professional and branded email experience.

Please explore these options and choose the email provider that best suits your needs and preferences.

What can I do with all my old email?

To ensure you don't lose any important information, it is essential to make a backup or export your old emails before the discontinuation of your gci.net email address. Take the time to review and prioritize your emails, so you only carry over what is necessary to your new email account.

Set up an automatic message

You can create a message that automatically replies to people who send you messages, informing them that you are transitioning to a new email platform.

1. Go to Preferences and select Auto Reply.
2. Select Send auto-reply message.
3. In the text box, enter the message to be sent, such as "I have a new email address. You can reach me at (new email address)"
4. Set the start and end dates for sending this message.
5. Click Save.

Transfer your contacts or messages to a new email provider

You can export your account data, including email messages, attachments and contacts. This allows you to create a backup or import the information into another application.

1. Go to Preferences then select Import/Export.
2. In Export, select the Type as Account.
3. In the Source field, select the folder to export. All data under that folder is exported. If the Source is All folders, the data types of field can be used to filter data by folder type. If the source is a specific folder, the data type does not matter.
4. Check Advanced settings. This will give you the choice to download your Mail, Contacts, or both.
5. Click Export. In the dialog that opens, select Save File and select where to save the file.
6. Import your exported emails and contacts into your new email account by following the instructions provided by your new email provider.

Forward new email messages to my new email address

To ensure you receive new emails sent to your gci.net address, you can set up email forwarding. This will redirect incoming messages to your new email address.

1. Go to Preferences and in the Overview pane, select Mail.
2. In the Receiving Messages section and in when a message arrives, Forward a copy to, add the complete forwarding address. If you want to automatically delete the email from your account, enable Don't keep a local copy of messages.
3. Click Save.