



## Important: Changes to Your echoes.net Email Access on 10/20

As part of the ongoing transition from Adams to Blue Ridge, **your echoes.net email account will be migrated to the ptd.net email platform on the night of October 20th.**

### What to Expect:

- **Migration Timeline** - The migration will take place overnight on October 20th and is expected to be complete by mid-morning on October 20th.
- **New Login Page** - After the migration, please go to <https://webmail.mybrctv.com/> to access your email.
- **Username and Password** - Unless you are contacted directly, your username and password will remain the same.
- **Email Programs & Apps** - If you use a program such as Outlook, Windows Live Mail, or a mail app on your smartphone or tablet, you'll need to update your server settings. Instructions can be found here: <https://www.ptd.net/support/email-communication/email-server-settings>.

### Recommended Next Steps:

#### 1. Update Your Password

- For your security, we recommend changing your email password after the migration is complete.
- You can update your password by logging into <https://webmail.mybrctv.com/> and using the password reset option at the top of the page.

#### 2. Set Up Email Forwards

- Any existing forward will not be copied with the migration. Email forwards will need to be set up via the Account Management tool at <https://webmail.mybrctv.com/>

### Need Help?

If you experience any issues, we're here for you:

- **Chat:** Available on our website
- **Email:** Contact us through our online support
- **Phone:** Call 1-800-222-5377

Thank you for your patience as we complete the Adams to Blue Ridge migration.

The team at Blue Ridge

