



IMPORTANT INFORMATION

Important Update: Changes to Gmail Email Access

Understanding Why Your Domain Email Has Stopped Working in **Gmail** and What You Can Do About It.



What Has Changed



The Update

Google has **discontinued POP3 support** for external email accounts in Gmail's desktop web interface.

- i This specifically impacts the "Check mail from other accounts" feature used by many clients to manage domain emails inside Gmail.



Effective Date

JANUARY 2026

Gmail can no longer fetch emails (e.g., *name@yourdomain.com*) from external servers using the desktop web interface.

Important Clarification

This is a Google (Gmail) policy change, not a limitation with your Bowhosts hosting service.

 **Hosting Fully Functional**

Your email accounts remain secure and active.

What This Means for You



Workflow Impact

No Desktop Web Access

Gmail's desktop web interface can no longer be used to view or manage your domain emails. This change took effect in January 2026.

Mobile Apps Still Function

Gmail mobile apps still support external accounts via IMAP, though most business users require desktop access.

Decision Required

A new access method needs to be chosen and configured to restore your email workflow.



Your Emails are Safe

Nothing is being deleted and new mail will keep arriving. Note: with Gmail POP import, emails are only stored on our server until Gmail fetches them — your long-term archive lives in Gmail, not on our servers.







What To Do Now: We recommend setting up an alternative email workflow as soon as possible to **restore full access** to your domain emails.

Why Popular "Solutions" Don't Work

Common workarounds are often inefficient or technically flawed for professional use.



PROPOSED SOLUTION	THE CRITICAL DRAWBACK
 Gmail Mobile App Only	<ul style="list-style-type: none">✘ Impossible to use desktop or laptop for unified email management.✘ Not practical for business users who primarily work on larger screens.
 Email Forwarding	<ul style="list-style-type: none">⚠ Can break authentication (SPF/DKIM/DMARC), leading to emails being rejected or marked as spam.✘ Forwards spam along with legitimate email that could lead to domain reputation issues.
 Gmail Web (Desktop)	<ul style="list-style-type: none">✘ No IMAP support for external accounts in the desktop web interface.ℹ This feature is exclusive to Gmail's mobile applications.
 Webmail Only (example.com/webmail)	<ul style="list-style-type: none">✘ Must sign into each account separately—highly inefficient.✘ No unified inbox experience for multiple domain or personal accounts.

Your Two Viable Options

Reliable paths to restore your desktop email access.



RECOMMENDED



Option 1: Different Email Client

- ✓ Install dedicated software like **Outlook, Thunderbird, or Spark.**
 - ✓ Manage **ALL emails** (domain & personal) in one unified inbox.
 - ✓ Syncs seamlessly across your computer, phone, and tablet.
- 💰 *Free options available — some clients prefer paid, premium tiers for added functionality.*



Option 2: Google Workspace

- ☰ Host your domain emails **directly on Google's infrastructure.**
- ☑ Restore full **Gmail web interface** functionality for your domain.
- ☰ Requires an **additional monthly fee** paid directly to Google.
- 🌐 Website hosting with **Bowhosts** still required to keep website online.

Recommended Email Clients



Microsoft Outlook

Most popular Gmail replacement. Manage all accounts in one unified inbox.

WIN MAC MOBILE



Mozilla Thunderbird

Open-source and privacy-focused. Excellent for managing numerous accounts.

WIN MAC LINUX ANDROID



Apple Mail

Pre-installed on all Apple devices. Native integration and seamless syncing.

MAC IOS



Spark Mail

AI-powered smart inbox. Aesthetically pleasing and highly user-friendly.

WIN MAC MOBILE

TEAM CHOICE



Edison Mail

Fastest email fetching with smart features like package tracking and bill reminders.

WIN MAC MOBILE

Option 1 - What You'll Experience

Transitioning to a Dedicated Email Client



Transition Period

PHASE 1: GETTING STARTED

Keep Gmail for **old emails** while your new client handles **new domain mail**.



PHASE 2: FULL INTEGRATION

Manage **everything** in your new client for a truly unified experience.

** You can keep your @gmail.com account active alongside your domain emails.*

Key Benefits



Unified Inbox

Access all accounts in one place, just like Gmail fetching.



Free Options Available

Many excellent email clients are completely free, though some offer paid premium tiers.



Cross-Device Sync

Consistent experience on desktop, laptop, and mobile.

One-Time Setup

- 1 Install chosen email client
- 2 Add your accounts
Takes only 5-10 mins per account
- 3 Automatic background sync

 **DONE! YOU'RE ALL SET.**

Option 2 - What You'll Experience

Transitioning to Google Workspace



⇌ What Changes

EMAIL HOSTING

Google takes over as your email host. New emails are routed to **Google's infrastructure** using your domain address.

YOUR WEBSITE

Website hosting with **Bowhosts** remains required to keep your site online.

** Previously fetched emails remain in your existing personal Gmail account.*

⚠ Key Considerations



Paid Subscription

Billed directly by Google. Visit workspace.google.com for current pricing.



More Technical Setup

Requires DNS (MX Record) changes — more involved than Option 1.



Best For

Organizations invested in the Google Ecosystem (Drive, Calendar, Docs) or requiring the Gmail web interface.

⚡ Setup Overview

- 1 Sign up for Google Workspace
- 2 Verify domain ownership
- 3 Update MX records to Google
- 4 Create accounts & go live

i Managed via Google's Admin Console

Implementation Steps

How to get set up with each option



OPTION 1

Use a Different Email Client

RECOMMENDED

1 Choose Your Client

Select Outlook, Spark, or Thunderbird. Download and install on your devices.

2 Add Your Accounts

Open the app to add accounts. We'll provide your **IMAP** and **SMTP** server settings.

3 Configure

Enter your email and password. Most modern clients will **auto-configure** settings automatically.

4 Start Using

New emails appear automatically. Old emails remain safe in your existing Gmail inbox.

OPTION 2

Google Workspace

1 Sign Up & Verify

Select a plan at workspace.google.com and verify domain ownership via TXT record.

2 Create Accounts

Set up user accounts in Google Admin console. Must be done before MX record changes.

3 Update MX Records

Point MX records to Google's servers. Allow up to 48 hours for DNS propagation.

4 Test & Go Live

Test sending/receiving on the new setup. Old emails remain in your personal Gmail.

Comparison Summary

OPTION 1 VS. OPTION 2



COMPARISON FACTOR	Option 1: Email Client RECOMMENDED	Option 2: Google Workspace
Monthly Cost	Free options available	Paid subscription (see Google pricing)
Setup Complexity	Simple (5-10 min/account)	Moderate (DNS + Account Setup)
Desktop Access	✓ Full Unified Inbox	✓ Gmail Web Interface
Mobile Access	✓ All Devices via Apps	✓ All Devices via Apps
Hosting Location	Bowhosts Servers	Google Servers
Website Hosting	Still Needed from Bowhosts	Still Needed from Bowhosts
BEST FOR	Most users seeking cost-effective unified inbox management.	Businesses heavily invested in the Google/Workspace ecosystem.

Note: Your existing website hosting remains unchanged regardless of your email choice.

Frequently Asked Questions

Addressing your concerns about the transition



Will I lose my emails?

No. Existing emails in Gmail stay there. New emails will arrive in your new setup. Your data on our servers remains secure.

My personal @gmail?

Your personal Gmail account will continue to work normally for personal mail. Only the *fetching* of your domain-based email has changed.

Is this a hosting issue?

No. Gmail's POP3 fetching was a convenience feature that allowed users to view external email within Gmail. Google has chosen to discontinue this free feature. Your Bowhosts email hosting remains fully functional.

Should I act quickly?

Yes — since Gmail has already discontinued this feature, setting up an alternative **sooner rather than later** will restore your full email access.

Are other clients good?

Modern clients like Outlook and Spark often offer **superior features**, including better unified inboxes and advanced organization.

Who sets this up?

As your hosting provider, we supply your **email addresses and server settings**. Choosing and configuring an email client is managed on your end, much like choosing a web browser to access websites.

Next Steps

Follow this action plan to restore your domain email access.



STEP 1

Review Options

Review the two options outlined in this guide: using a dedicated email client, or switching to Google Workspace.



STEP 2

Choose Your Path

Decide which option suits your needs. Consider cost, features, and whether you or your team need shared email tools.



STEP 3

Implement

Option 1: Request your email settings from us and configure your client. **Option 2:** Sign up for Google Workspace and follow their setup process.



STEP 4

You're All Set

Once set up, your domain email will be fully accessible again through your chosen solution.

Need Your Email Settings?

If you choose Option 1, contact us for your IMAP/SMTP configuration details. For Option 2, refer to Google Workspace's setup documentation.



EMAIL

support@bowhosts.com

Contact & Support

How to Request Your Email Configuration Settings



EMAIL US

support@bowhosts.com

Contact us to request your IMAP/SMTP email configuration settings. These are the same server details originally used to connect your domain email to Gmail.

WHAT WE CAN PROVIDE

- ✓ Your incoming (IMAP) server settings
- ✓ Your outgoing (SMTP) server settings
- ✓ Port numbers and authentication details
- ✓ Confirmation that your email hosting is active and working



You're Not Alone

Thousands of users are affected by this Google policy change. This is not an issue with your hosting.



Act Soon

The sooner you set up an alternative, the sooner your domain email access is fully restored.