

Chat transcript (#250)

1 message

**Mailwip - Best email forwarding service** <transcripts@hanami.on.crisp.email>  
Reply-To: Mailwip - Best email forwarding service <s.749f1f27f577bc00.i@hanami.on.crisp.email>  
To: cssocietytech@gmail.com

This is your chat history with Mailwip - Best email forwarding service - keep it for your archives.

Thanks for chatting with us!  
This is your chat history with Mailwip - Best email forwarding service - keep it for your archives.  
How did we do?

image.png  
Hello, I choose to upgrade my plan to Professional but it still shows Lite plan on my end. Can you help check it?  
Hi CS, Yes, give me one moment.  
Vinh sent this  
I'm upgrading your account right now.  
Vinh sent this  
one moment please.  
Vinh sent this  
Alright!  
Hi, you should be good now.  
Vinh sent this  
We are having atackeer abuse our free trial (keep registering for account)  
Vinh sent this  
so that's why we have to temporarily verified this manual.  
Vinh sent this  
I just switch your account to individual plan so you should be good now.  
Vinh sent this  
I see, can you switch to the Professional plan? Going to use the SMTP server 😊  
Yes, but for the Professional plan there are no trial period unfortunately. Your account will get charge \$6 immediately. We're really s  
Vinh sent this  
Would you be ok with that?  
Vinh sent this  
Yup sure, you can charge immediately  
thanks so much for your understanding.  
Vinh sent this  
Hi, you should be able to start using our SMTP service now.  
Vinh sent this  
Let us know if you need help configure it since it's bit tricky to get DKIM right.  
Vinh sent this  
it's really important to get DKIM right  
Vinh sent this  
Alright, thanks again, all good for now 😊  
we also have document to set it up just in case you need it: [https://mailwip.com/docs/mailwip\\_smtp](https://mailwip.com/docs/mailwip_smtp)  
Vinh sent this  
Can I still use smtp.hanami.run as the SMTP server?  
or need to migrate to mailwip?  
yes both domain works  
Vinh sent this  
smtp.hanami.run and [smtp.mailwip.com](https://mailwip.com) are same  
Vinh sent this  
it just the customer facing domain is changed due to some trademark with [hanamirb.org](https://hanamirb.org)  
Vinh sent this  
so they asked us to change the domain, it's a tough position to be in.  
Vinh sent this  
every thing remain same and keep working.  
  
it's just the customer public facing website is changed.  
Vinh sent this  
Alright, thanks for the clarification  
👍 thank you for being aMailwip customer. we are grateful ti have you  
Vinh sent this  
Looking for a way to contact us?



Your conversation is still available online.  
[view conversation](#)  
You received this email because we automatically send transcripts of chats you (may have) finished.