



We're on the move . . .

myemail@kentcountyde.gov

Our email addresses will change; this is what you need to know

We are delighted to announce we will be moving our email to a new address as part of a wide-ranging initiative to modernize our IT infrastructure by transitioning our domain name to kentcountyde.gov. Our IT team has worked hard to create a seamless transition to our new digital home. Below are some FAQs to answer any questions you might have:

What's changing?

As part of a larger initiative to modernize IT and offer updated tools and functionality to our users, we are changing our Domain name to kentcountyde.gov. In the first phase of a multi-part project, we have secured our new digital address and will transition all co.kent.de.us email addresses to kencountyde.gov.

Why are we changing?

When government organizations use a .gov domain name to serve the public on the internet or via email, it is easy to identify the messages as official services and communication. The .gov designation is the top-level domain for U.S.-based government organizations. The most significant advantage is that .gov includes enhanced security measures, including active vulnerability monitoring by the Cybersecurity and Infrastructure Security Agency (CISA). Also, kentcountyde.gov better aligns our domain name with our brand, reflecting our mission to deliver services to the taxpayers and residents of Kent County.

How does this impact me?

Your outgoing email domain name will change to kentcountyde.us. For example, if your current email address is John.Smith@co.kent.de.us, it will be converted to John.Smith@kentcountyde.gov. Your **name will remain the same**. All inbound emails will be delivered using either co.kent.de.us or kentcountyde.us **until December 31, 2024**, to allow the county to update its media and marketing materials, business cards, letterhead, and in conjunction with the implementation of our new website by the 1st quarter of 2023.

When will this happen?

The IT team will phase the new email domain name department-by-department starting May 9, 2022. Working with your Department Head, we will give each department advance notice of when their email addresses will be updated. The new email domain will be completed before the county-wide rollout of Microsoft Office 365 and the upgrade of our Microsoft Exchange eMail system in August 2022. IT will schedule a time to meet with each department to answer any questions before switching over.

What do I need to do?

Nothing! As mentioned above, IT will work with your Department Head to identify group emails that need to be changed. We also will communicate with the general public about the pending change in coordination with our PIO officer. Users can notify vendors, governmental agencies, or frequent email contacts that emails received from the county will have our new domain name so they can update their email address book or contact list before **December 31, 2024**.

Other Question?

If you have any additional questions, you can call x2458 or email the IT Helpdesk at helpdesk@kentcountyde.gov