

Mascon Email FAQs

How do I create a new email address?

To get a new email address created, please call one of our Mascon agents at: [1-866-832-6020](tel:1-866-832-6020).

How many email accounts can I create?

Up to 15 email addresses are included with most of our Mascon [Internet plans](#) and [bundles plans](#).

How do I change my email password?

If you forgot your password, or you just want to change it for security reasons, you can do this by logging into your webmail or calling one of our Mascon agents at: [1-866-832-6020](tel:1-866-832-6020).

Note: When changing passwords you need a minimum of 8 characters.

How can I access my email remotely?

Webmail can be used to access your email account(s) remotely from any computer connected to the internet.

You can also configure auto-responders, mail forwarding and change your email password. For more information on how to access your email remotely, click [here](#).

Why are all Cablerocket email addresses being decommissioned?

Mascon has been advised that as of November 30, 2021, all @cablerocket.com email addresses will be decommissioned and will no longer be supported.

All Cablerocket email addresses will be migrated over to cloud-based platforms that aligns with industry standards.

You can start migrating your @cablerocket email now, until November 30th, to another email of your choice.

To learn more about the migration process, click [here](#).

What are Mascon Cable's mail server settings?

You can find Mascon Cable's mail server settings [here](#).