

Email Accounts

(cPanel >> Home >> Email >> Email Accounts)

Overview

Use this interface to add, manage, and delete email accounts.

Add Email Account

To add a new email address, perform the following steps:

1. Enter a new email address in the *Email* text box. If you manage more than one domain, make **certain** that you select the appropriate domain from the *Domain* menu.
2. Enter and confirm a password in the appropriate text boxes or click *Generate* to create a secure password.

Important:

Use a secure password. A secure password does **not** contain a dictionary word, and it **does** contain uppercase and lowercase letters, numbers, and symbols.

3. Select *Unlimited* to assign an unlimited *Mailbox Quota* value or enter a custom size value and file type in the text box.

Note:

The *Mailbox Quota* value defines the amount of disk space that the account may use to store email.

4. To send a message with client configuration instructions to the account, select the *Send welcome email with mail client configuration instructions* checkbox.

Note:

The user can access this message via Webmail or you can send the message to another mailbox with the *Email Instructions* option in the *Set Up Mail Client* interface.

5. Click *Create Account*.

Email Accounts

Use this interface to configure each email account's settings.

Column	Description
<i>Account</i>	Click <i>Account</i> to sort the list alphabetically by account name.
<i>Domain</i>	Click <i>Domain</i> to sort the list alphabetically by domain name.
<i>Suspensions</i>	This column contains icons that represent the account's ability to log in, receive mail, or send mail.
<i>Usage / Quota / %</i>	Click <i>Usage</i> , <i>Quota</i> , or the percent symbol (%) to sort the list accordingly. These represent the amount, the limit, and the percentage of disk space that the account uses of its data quota.

In This Document

Related Documentation

- Track Delivery
- Bandwidth
- Global Email Filters
- Forwarders
- Email Filters

For Hosting Providers

- How to Configure the Apache SpamAssassin Report_Safe Option
- The Quota File Systems Configuration File
- Enable Quotas on a Virtuozzo VPS
- Common Mail Service IP Addresses
- Initial Setup Assistant - Set Up Quotas

<p><i>Actions</i></p>	<p>For each email account in the list, you can perform the following actions:</p> <ul style="list-style-type: none"> • Access Webmail — A browser interface to access an email account. A new interface will appear. • Disk and Quota — Click to set the account's quota. The <i>Mailbox Quota</i> value defines the amount of disk space that the account may use to store email. • Manage Suspension — Suspend a user's ability to send and read email, or suspend the account's incoming mail. • Password and Authentication — Change the account's password and authentication preferences. • Connect Devices — Set up a mail client, or configure you calendars and contacts. • Delete — Permanently remove the email account. After you click <i>Delete</i>, a confirmation message will appear. Click <i>Delete</i> to remove the account. <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>Warning: This action permanently deletes all mail for the account. You cannot revert this action.</p> </div>
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Disk and Quota

Use this feature to set the mailbox quota, or manage disk usage.

Mailbox Quota

The quota for an email account defines the amount of mail that the account can store. When the account exceeds this limit, the system returns any incoming mail to the sender with a message that states that the recipient's mailbox is full. The system administrator can change this behavior in WHM's [Exim Configuration Manager](#) interface (*WHM >> Home >> Service Configuration >> Exim Configuration Manager*).

Notes:

- Make **certain** that you track your quota usage. A mailbox with a full quota **cannot** receive mail.
 - The quota calculation does not include your mailbox's trash folder.
- Due to mail server constraints, you **cannot** assign quotas greater than 4096 TB (4 PB). You **must** assign the *Unlimited* value for quotas that exceed this amount.
 - If the *Maximum* option appears instead of the *Unlimited* option, your hosting provider does not allow unlimited email quotas.
 - You **cannot** assign custom quotas that exceed the *Maximum* value.
- The system calculates mailbox quota use every four hours. For this reason, you may not receive notifications immediately if an email account reaches or exceeds its quota.
- You can select different file sizes, for example MB, GB, TB, and PB.
- **Only** enter whole numbers.

To change a mail quota, perform the following steps:

1. Click [Disk and Quota](#).
2. Select the *Unlimited* or *Maximum*. For a custom quota, enter a new amount in the *Mailbox Quota* text box and select a file size from the menu.
3. Click *Save*.

Manage Disk Usage

Delete old or large messages from your mailbox to recover disk space. The [Email Disk Usage](#) interface (*cPanel >> Home >> Email >> Email Disk Usage*) will appear.

Manage Suspension

Use this feature to allow or suspend a user's ability to log in, receive mail, or send remote mail.

To allow or suspend specific abilities for a user, perform the following steps:

1. Click *Manage Suspension* for the email account to suspend.
2. Click *Allow*, *Suspend*, or *Hold* for the applicable setting.
3. If applicable, click *Delete messages from the mail queue* to remove any queued messages.
4. Click *Save*.

Notes:

- When you suspend an email account, the system will still send and receive local mail.
- When you suspend an email account, the system also suspends any aliases or forwarders that redirect email to the account.
- When you select *Suspend* for the *Send* option, the server will reject any outgoing messages for the account.
- When you select *Hold* for the *Send* option, the system will retain all outgoing messages in a queue.
- When you update the *Send* option from *Hold* to *Allow*, the server will deliver all queued messages unless you select the *Delete messages from the mail* checkbox.

Password and authentication

Use this feature to create or change the password for an account. Enter and confirm the new password in the appropriate text boxes.

Important:

Use a secure password. A secure password does **not** contain a dictionary word, and it **does** contain uppercase and lowercase letters, numbers, and symbols.

Notes:

- The system evaluates the password that you enter on a scale of 100 points. 0 indicates a weak password, while 100 indicates a very secure password.
- Some web hosts require a minimum password strength. The bars below the *Password* text box will illuminate to reflect the password's strength.
- Click *Generate* to create a strong password. For more information, read our [Password and Security](#) documentation.

Manage External Authentication

Allow users to access cPanel with external authentication credentials. The [Password and Security](#) interface (*cPanel >> Home >> Preferences >> Password & Security*) will appear.

Connect Devices

Set Up Mail Client

This feature attempts to automatically configure your email client to access your cPanel email addresses. An email client allows you to access your email account from an application on your computer or mobile device (for example, Apple® Mail).

To access this feature, click *Set Up Mail Client* in the *Email Accounts* tab. A new interface will appear.

Notes:

- An email client **must** already exist on your computer or mobile device for you to automatically configure it with cPanel.
- You **must** manually configure email clients that the interface does not list. For more information on how to manually configure an email client, review that client's documentation on the client's website.

To configure your mail client, perform the following steps:

1. Select and download the appropriate configuration file from the list.

Note:

We **strongly** recommend that you use SSL/TLS.

2. Run the script file to automatically configure your email client to use the selected address.

When the configuration process finishes, your email client will automatically open and log in to your email account.

Mail Client Manual Settings

You may need to manually configure your mail client. Enter `mail.domain.com` for the name of the server, where `domain.com` represents your domain.

Warning:
Only use the `mail` subdomain for the name of the server.

Email Instructions

To send a mail account's client configuration instructions to a different email address, enter the address in the *Email Instructions* text box and then click *Send*.

Configure Calendars and Contacts

Use this feature to access your calendars and contacts on your personal devices. A new interface will appear.

Note:
This option **only** appears if your hosting provider enables the *Calendars and Contacts* feature for your account.

Default Email Account

Use this interface to access your default email address. The system creates this unique email account when your hosting provider creates your cPanel account. The account's username and password are identical to your cPanel account name and password.

- Your hosting provider may configure this address to be a catch-all account. A catch-all account receives all of the mail sent to addresses on the domain that do not exist. This can cause the the default email address to receive a large amount of spam.
- You can send, view, or delete mail on this account. To do this through webmail, click *Access Webmail* and select your desired webmail application. You can also click *Manage Disk Usage* to recover disk space. A new interface will appear.

The system uses `account@domain.com` as the default account, where `account` represents your cPanel account username and `domain.com` represents your main domain. You **cannot** rename, delete, or place a quota on the default account. We recommend that you create a separate email account for daily use.

The system also uses this address as the default *From* and *Reply-to* address on outgoing email that your account's PHP scripts send.

Note:
Because of the way the maildir mailbox format calculates disk usage, a discrepancy between reported and actual disk usage may exist for the default email account. For more information about mailbox formats, read our [Mailbox Conversion](#) documentation.

Configuration Options

Use this interface to enable or disable the shared address book. A shared address book allows you to include a system-managed address book that serves as a user directory and allows for collaboration. You can import or export the contact list and transfer it to other email clients.

Set the appropriate toggle to enable or disable user directory collaboration.

- *On* — Enable user directory collaboration.
- *Off* — Disable user directory collaboration.

You can access the shared address book in the Horde webmail *Shared Address Book* interface.

Important:
Roundcube webmail does **not** include a shared address book.

This option defaults to *On*.