

Email

Create mailboxes, forwarders, autoresponders, filters, mailing lists, and MX records in cPanel.

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Creating and Managing Email Accounts

Create mailboxes, set passwords, and configure storage limits in cPanel.

cPanel lets you create and manage email accounts for every domain on your DanumHost hosting plan.

Create an email account

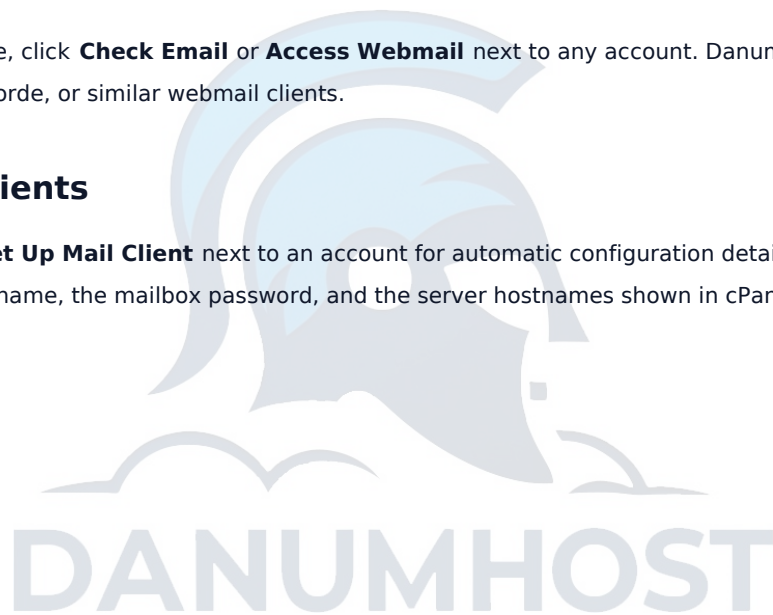
1. Go to **Email → Email Accounts**.
2. Click **Create** or **+ Create**.
3. Select the domain for the new mailbox.
4. Enter the email username (the part before @) and a strong password.
5. Set the mailbox quota or choose unlimited if your plan allows it.
6. Click **Create**.

Access webmail

From the Email Accounts page, click **Check Email** or **Access Webmail** next to any account. DanumHost typically offers Roundcube, Horde, or similar webmail clients.

Configure email clients

Click **Connect Devices** or **Set Up Mail Client** next to an account for automatic configuration details. Use your full email address as the username, the mailbox password, and the server hostnames shown in cPanel (usually mail.yourdomain.com).



Changing an Email Account Password

Reset or update a mailbox password from cPanel Email Accounts or Webmail.

If you need to reset a mailbox password — for example after a suspected compromise, a staff change, or a forgotten password — do it from cPanel. You do not need the current mailbox password to set a new one when you are logged in to the hosting panel.

Change the password in cPanel

1. Log in to cPanel.
2. Go to **Email → Email Accounts**.
3. Find the mailbox (for example `info@yourdomain.com`).
4. Click **Manage** next to that account.
5. Under **Security** (or the password section), enter a new password, or click **Generate** to create a strong one.
6. Click **Update Email Settings**.

Change the password from Webmail

If you can still open Webmail with the current password:

1. From Email Accounts, click **Check Email** or **Access Webmail**.
2. On the Webmail home screen (before opening Roundcube), choose **Password & Security** or **Change Password**.
3. Enter the new password and save.

If you cannot sign in to Webmail, use the cPanel steps above instead — they do not require the old mailbox password.

After you change it

The new password takes effect immediately. Update every app that collects this mailbox:

- Outlook, Apple Mail, Thunderbird, and other desktop clients
- Mail apps on phones and tablets
- Any website, CRM, or printer that sends mail through this address

Use the **full email address** as the username in mail apps, not just the part before @.

Password tips

- Use a unique password that is not reused on other sites.
- Prefer a long random password (the Generate button is fine) and store it in a password manager.
- If you believe the old password was leaked, change it, then check forwarders and filters for anything you did not set up.

Setting Up Forwarders

Forward incoming email from one address to another using cPanel forwarders.

Email forwarders automatically send copies of incoming messages from one address to another — useful for routing mail to Gmail, a team inbox, or a backup address.

Create a forwarder

1. Go to **Email → Forwarders**.
2. Click **Add Forwarder**.
3. Enter the address to forward from (for example `info@yourdomain.com`).
4. Enter the destination email address.
5. Click **Add Forwarder**.

Forward all email for a domain

Use **Domain Forwarders** on the same page to send every message for a domain to a single external address. This is common during a domain migration.

Important note

Forwarders do not store mail — they only relay it. If you need a mailbox that also forwards, create an email account first, then set up a forwarder or use the account's built-in forwarding option.



Creating Autoresponders

Send automatic replies when someone emails a specific address on your domain.

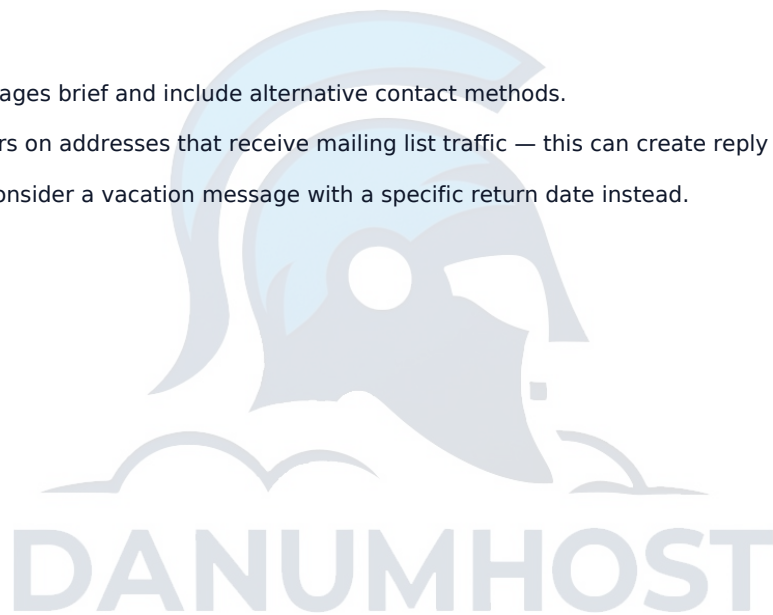
Autoresponders send an automatic reply to anyone who emails a specific address — useful for confirming receipt, sharing business hours, or directing senders to support resources.

Set up an autoresponder

1. Go to **Email → Autoresponders**.
2. Click **Add Autoresponder**.
3. Select the domain and enter the email address (or choose @domain.com for all addresses on the domain).
4. Set the start and stop dates if the reply should be temporary.
5. Enter the subject line and message body.
6. Click **Create** or **Modify**.

Best practices

- Keep autoresponder messages brief and include alternative contact methods.
- Avoid using autoresponders on addresses that receive mailing list traffic — this can create reply loops.
- For extended absences, consider a vacation message with a specific return date instead.



Configuring Vacation Messages

Set an out-of-office reply for your cPanel email account while you are away.

Vacation messages (out-of-office replies) automatically respond to incoming mail while you are unavailable, letting senders know when to expect a reply.

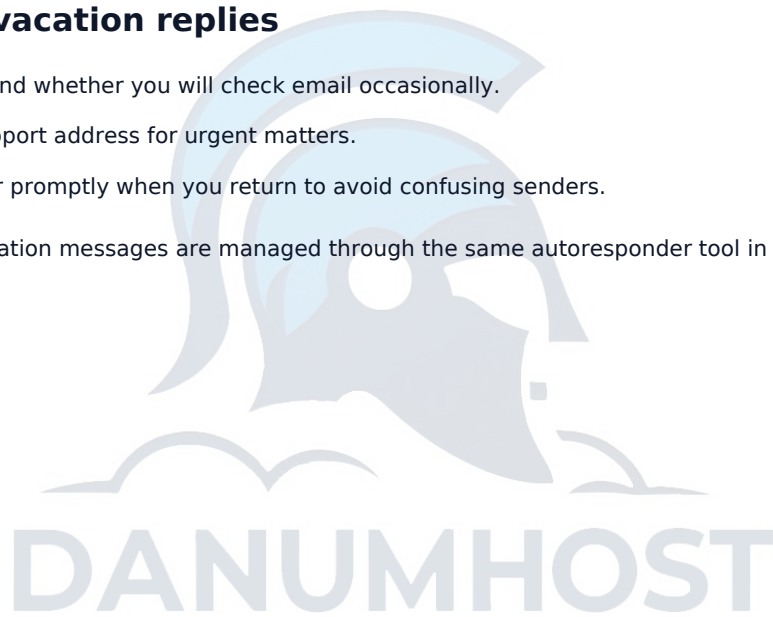
Enable a vacation message

1. Go to **Email → Autoresponders** or open webmail and look for vacation/out-of-office settings.
2. Click **Add Autoresponder** for the mailbox you will be away from.
3. Set a start date and end date matching your absence.
4. Write a clear subject such as "Out of Office" and a message with your return date and an alternate contact if urgent.
5. Save the autoresponder.

Tips for effective vacation replies

- Include your return date and whether you will check email occasionally.
- Provide a colleague or support address for urgent matters.
- Disable the autoresponder promptly when you return to avoid confusing senders.

On DanumHost accounts, vacation messages are managed through the same autoresponder tool in cPanel.



Spam Filters Setup

Configure Apache SpamAssassin to reduce unwanted email on your cPanel account.

cPanel includes Apache SpamAssassin to score incoming mail and flag or discard likely spam before it reaches your inbox.

Enable Spam Filters

1. Go to **Email → Spam Filters** (may appear as **Apache SpamAssassin**).
2. Click **Enable Apache SpamAssassin** if it is not already active.
3. Adjust the spam score threshold — lower numbers are stricter and may catch more mail, including occasional false positives.
4. Choose whether to auto-delete spam or move it to a spam folder.

Additional options

- **Spam Box** — stores filtered messages in a separate folder for review.
- **Auto-Delete Spam** — permanently removes messages above the threshold.
- **Whitelist/Blacklist** — always allow or block specific senders.

Start with the default settings and adjust if legitimate mail is being filtered. Check the spam folder regularly until you are confident in your configuration.



Managing Email Filters

Create rules to sort, forward, or discard messages based on sender, subject, or content.

Email filters in cPanel let you automatically process incoming messages based on rules you define — similar to filters in desktop mail clients.

Create a filter

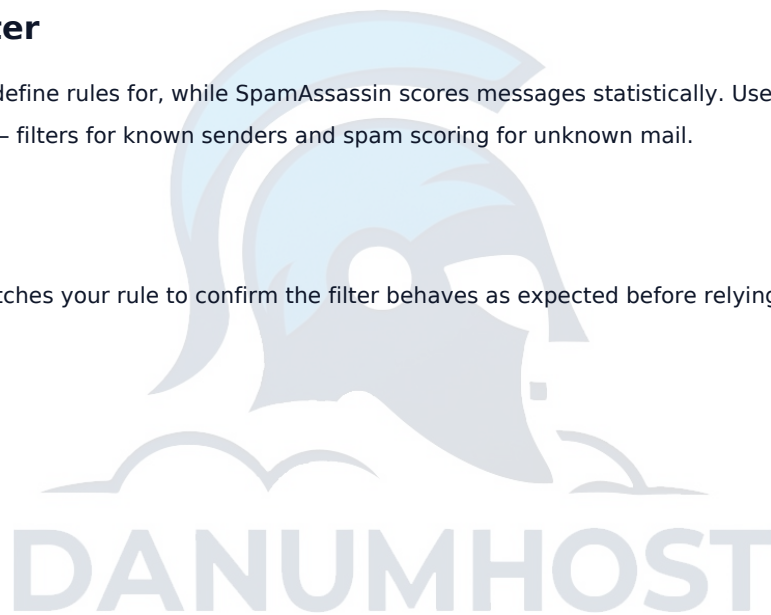
1. Go to **Email → Email Filters** or **Global Email Filters**.
2. Select the email account or choose global filters for all accounts on the domain.
3. Click **Create a New Filter**.
4. Name the filter and set conditions (from address, subject contains, body contains, etc.).
5. Choose an action: deliver to folder, forward, discard, or pipe to a script.
6. Click **Create**.

Filter vs. spam filter

Email filters handle mail you define rules for, while SpamAssassin scores messages statistically. Use both together for the best results — filters for known senders and spam scoring for unknown mail.

Test your filters

Send a test message that matches your rule to confirm the filter behaves as expected before relying on it for important mail routing.



Creating and Managing Mailing Lists

Set up discussion lists and newsletters using cPanel mailing list tools.

cPanel supports mailing lists through Mailman, allowing you to send messages to groups of subscribers from a single list address.

Create a mailing list

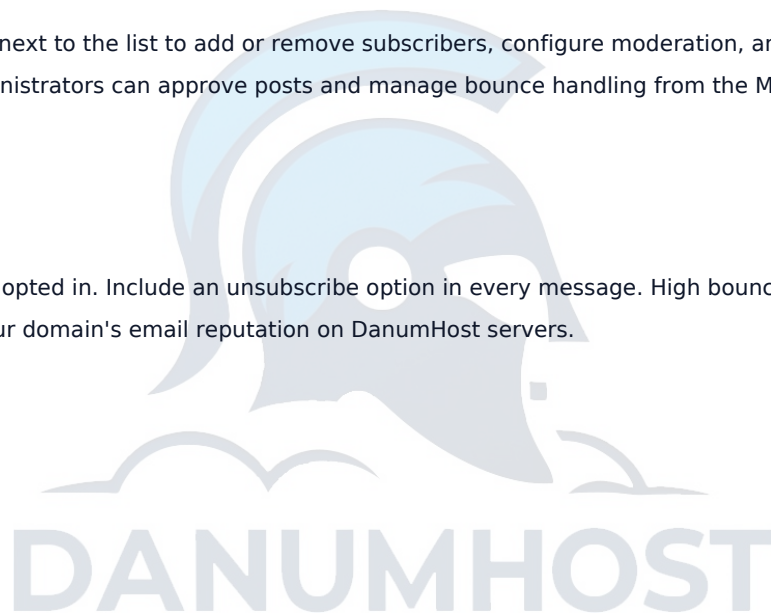
1. Go to **Email → Mailing Lists**.
2. Enter a list name (for example newsletter to create newsletter@yourdomain.com).
3. Set a strong password for list administration.
4. Choose access type: public, moderated, or private.
5. Click **Add**.

Manage subscribers

After creation, click **Manage** next to the list to add or remove subscribers, configure moderation, and customize welcome messages. List administrators can approve posts and manage bounce handling from the Mailman admin interface linked in cPanel.

Best practices

Only send to subscribers who opted in. Include an unsubscribe option in every message. High bounce or complaint rates can affect your domain's email reputation on DanumHost servers.



Editing MX Records

Configure where email for your domain is delivered by editing MX records in cPanel.

MX (Mail Exchange) records tell the internet which servers handle email for your domain. Edit them in cPanel when using DanumHost mail or routing mail to an external provider.

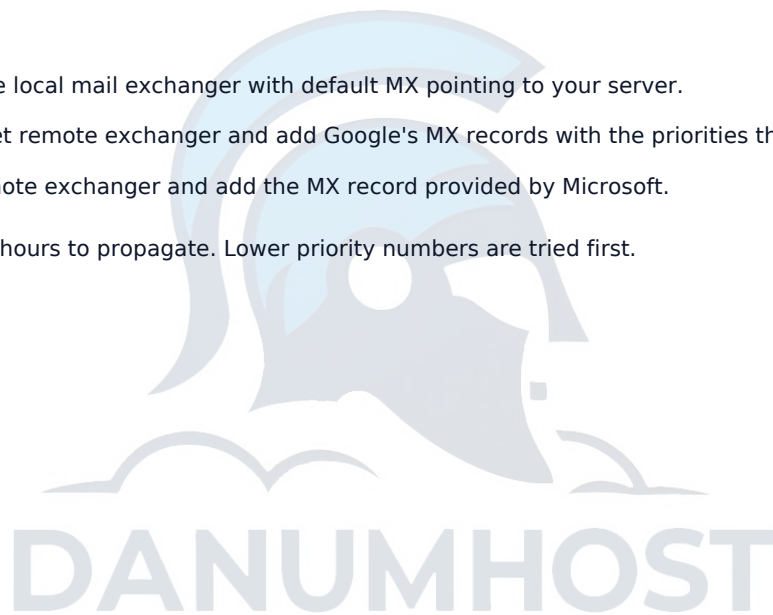
Edit MX records

1. Go to **Email → MX Entry** or **Domains → Zone Editor → MX Record**.
2. Select the domain you want to configure.
3. Choose **Local Mail Exchanger** to use DanumHost mail servers, or **Remote Mail Exchanger** for external providers such as Google Workspace or Microsoft 365.
4. Add or edit MX records with the priority and hostname provided by your mail provider.
5. Save your changes.

Common setups

- **DanumHost email** — use local mail exchanger with default MX pointing to your server.
- **Google Workspace** — set remote exchanger and add Google's MX records with the priorities they specify.
- **Microsoft 365** — set remote exchanger and add the MX record provided by Microsoft.

MX changes can take several hours to propagate. Lower priority numbers are tried first.



Using Email Trace

Track delivery of a specific email message through the cPanel mail server.

Email Trace (also called Track Delivery) helps you diagnose delivery problems by showing whether a message was accepted, deferred, or rejected by the mail server.

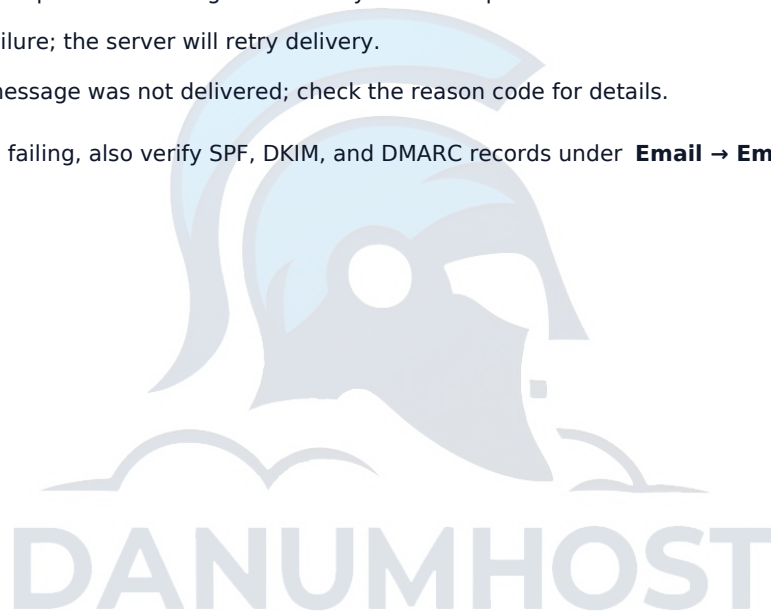
Trace a message

1. Go to **Email → Track Delivery** or **Email → Email Deliverability**.
2. Enter the recipient email address and optionally the sender address or date range.
3. Click **Run Report** or **Show**.
4. Review the delivery log for the message status and any error details.

Understanding results

- **Delivered** — the server accepted the message for delivery to the recipient mailbox.
- **Deferred** — temporary failure; the server will retry delivery.
- **Failed/Rejected** — the message was not delivered; check the reason code for details.

If mail to external providers is failing, also verify SPF, DKIM, and DMARC records under **Email → Email Deliverability**.



Migrating Email Accounts

Move mailboxes from another host to your DanumHost cPanel account.

When moving to DanumHost, you can migrate existing email accounts so messages, folders, and contacts arrive on your new cPanel hosting.

Prepare at the old host

1. Lower the TTL on your domain's MX records a day before migration if possible.
2. Note IMAP/SMTP server settings and export any local mail client settings.
3. Ensure all mailboxes and passwords are documented.

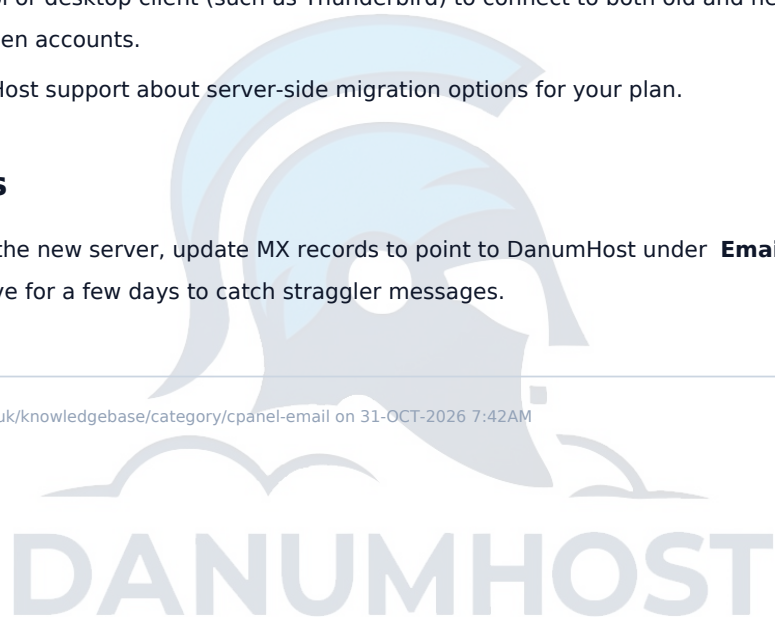
Migrate using cPanel tools

1. Go to **Email → Email Accounts** and create matching mailboxes on the new account.
2. Use an IMAP migration tool or desktop client (such as Thunderbird) to connect to both old and new servers and drag messages between accounts.
3. Alternatively, ask DanumHost support about server-side migration options for your plan.

Switch MX records

After verifying mail exists on the new server, update MX records to point to DanumHost under **Email → MX Entry**. Keep the old host active for a few days to catch straggler messages.

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