Email Manager

Create mailboxes, forwarders, autoresponders, spam filtering, and MX records in DirectAdmin.

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Creating and Managing Email Accounts

Create mailboxes, set passwords, and manage quotas for your domain email.

DirectAdmin includes a full mail system so you can create professional email addresses on your domain.

Create an email account

1. Go to **Email Manager → Email Accounts**.
2. Select the domain.
3. Click **Create Account**.
4. Enter the mailbox name (the part before @), password, and optional quota.
5. Save the account.

Connect your mail client

- **Incoming (IMAP):** mail.yourdomain.com — port 993 (SSL)
- **Outgoing (SMTP):** mail.yourdomain.com — port 587 (STARTTLS) or 465 (SSL)
- **Username:** full email address

Use webmail (Roundcube) for browser access, or configure Outlook, Thunderbird, or mobile apps with the settings above. To change a mailbox password later, see Changing an Email Account Password.

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Changing an Email Account Password

Reset or update the password for a domain mailbox from DirectAdmin Email Accounts.

If you need to reset a mailbox password — for example after a suspected compromise, a staff change, or a forgotten password — do it from DirectAdmin. 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

1. Log in to DirectAdmin through your DanumHost client area or your server login URL.
2. Open **Email Manager → Email Accounts**.
3. Select the domain if you host more than one.
4. Find the mailbox in the list (for example `info@yourdomain.com`).
5. Open the extra options for that account — typically the **+** button, the password field, or a **Change Password** action.
6. Enter a new strong password, or use the generator if one is shown. Confirm it in the second field if asked.
7. Save or modify the account.

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

Webmail (Roundcube) will ask for the new password the next time you sign in. Use the **full email address** as the username.

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Password tips

- Use a unique password that is not reused on other sites.
- Prefer a long random password (the panel generator 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 mailbox automatically.

Email forwarders copy messages sent to one address to another inbox — handy for routing `info@` mail to your personal account.

Create a forwarder

1. Go to **Email Manager → Forwarders**.
2. Select the domain.
3. Enter the source address (the address mail is sent to).
4. Enter one or more destination addresses.
5. Save the forwarder.

Forward vs mailbox

A forwarder alone does not store mail — it only redirects. If you need a copy kept on the server, create a mailbox and set up a forwarder, or use a forwarder that delivers to both a local mailbox and an external address.

Testing

Send a test message to the source address and confirm it arrives at the destination within a few minutes.

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Creating Autoresponders

Send automatic replies when someone emails a specific address.

Autoresponders reply automatically to incoming messages — useful for support addresses or confirming receipt of enquiries.

Set up an autoresponder

1. Go to **Email Manager → Autoresponders**.
2. Select the domain and email account.
3. Enable the autoresponder.
4. Enter the subject line and message body.
5. Optionally set start and end dates for time-limited responses.
6. Save your settings.

Tips

- Keep autoresponder text concise and include alternative contact methods.
- Autoresponders still deliver the original message to the mailbox unless configured otherwise.
- Disable autoresponders when no longer needed to avoid confusing senders.

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Configuring Vacation Messages

Enable an out-of-office reply while you are away from email.

Vacation messages (out-of-office replies) automatically inform senders that you are unavailable and when you expect to return.

Enable a vacation message

1. Go to **Email Manager → Vacation Messages**.
2. Select the mailbox.
3. Enable the vacation message.
4. Write your subject and message — include your return date and an alternate contact if urgent matters arise.
5. Set optional start and end dates so the reply turns off automatically.
6. Save.

Important notes

Vacation messages typically reply once per sender to avoid mail loops. Mail still arrives in your inbox normally; only an automatic reply is sent. Remember to disable the vacation message when you return if no end date was set.

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SpamAssassin Setup Guide

Configure SpamAssassin spam scoring and filtering for your email account.

SpamAssassin is integrated with DirectAdmin mail to score incoming messages and filter likely spam.

Enable SpamAssassin

1. Go to **Email Manager → SpamAssassin**.
2. Select the email account or enable it account-wide if available.
3. Turn SpamAssassin on.
4. Set the required score threshold — lower values are stricter (more mail marked as spam).
5. Choose whether spam is deleted, moved to a Junk folder, or tagged in the subject.
6. Save your preferences.

Whitelist and blacklist

Add trusted senders to the whitelist so their mail is never flagged. Add persistent spam sources to the blacklist. If legitimate mail is filtered, lower the score slightly or whitelist the sender rather than disabling SpamAssassin entirely.

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Managing SPAM Filters

Create custom spam filter rules to block or allow specific email patterns.

Beyond SpamAssassin scoring, DirectAdmin lets you define custom spam filter rules for finer control over incoming mail.

Create a filter rule

1. Go to **Email Manager → SPAM Filters** (or Spam Filters under Advanced Features).
2. Select the domain or mailbox.
3. Click **Add Filter**.
4. Define conditions — match sender, subject, body text, or headers.
5. Choose an action: discard, move to folder, or mark as spam.
6. Save the rule.

Example rules

- Block mail containing specific keywords in the subject.
- Allow all mail from your company domain.
- Reject messages from known bad senders.

Test new rules carefully. Overly aggressive filters may block legitimate mail.

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Creating and Managing Mailing Lists

Set up email mailing lists for newsletters and group communication.

DirectAdmin supports mailing lists so one address can distribute messages to many subscribers.

Create a mailing list

1. Go to **Email Manager → Mailing Lists**.
2. Select the domain.
3. Click **Create List**.
4. Enter the list address (for example `newsletter@yourdomain.com`) and an admin password.
5. Save the list.

Manage subscribers

Use the list administration interface to add or remove subscribers, moderate messages, and configure whether posts require approval. Subscribers can often join or leave via email commands depending on list settings.

Deliverability tip

For bulk newsletters, ensure SPF and DKIM records are configured correctly in DNS Management to improve delivery rates.

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Editing MX Records

Configure MX records to route email through DirectAdmin or an external provider.

MX (Mail Exchange) records tell the internet which servers handle email for your domain.

View current MX records

1. Go to **Account Manager → DNS Management** or **Email Manager → MX Records**.
2. Select your domain.
3. Review existing MX entries and their priority values.

Use DanumHost mail (default)

For mail hosted on your account, MX records should point to your server hostname (for example `mail.yourdomain.com`) with the matching A record. DanumHost setups usually configure this automatically.

Use external mail (Google, Microsoft 365, etc.)

1. Remove or lower priority of existing MX records.
2. Add the MX records provided by your external mail host.
3. Allow DNS to propagate before switching — misconfigured MX records cause mail delivery failures.

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Using Email Tracking

Monitor email delivery and read receipts where tracking is enabled.

Email tracking features in DirectAdmin help you understand whether messages were delivered and sometimes when they were opened, depending on server configuration.

Access email tracking

1. Go to **Email Manager → Email Tracking** (if enabled on your account).
2. Select the domain or mailbox to review.
3. View sent message logs, delivery status, and any available tracking data.

What you can see

- Outbound messages sent from webmail or SMTP.
- Delivery success or failure notifications.
- Basic tracking metrics where supported.

Not all plans include advanced tracking. If the menu item is unavailable, contact DanumHost support. Tracking read receipts requires recipient mail clients to load tracking elements, which many clients block.

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IMAPSync Migration Guide

Migrate email from another provider to your DirectAdmin mailbox using IMAPSync.

IMAPSync copies messages from a remote IMAP server to your DanumHost mailbox — ideal when moving from another host without losing folder structure.

Before you start

- Create the destination mailbox in **Email Accounts**.
- Know the source IMAP hostname, username, and password.
- Ensure the source account allows IMAP connections.

Run IMAPSync

1. Go to **Email Manager → IMAPSync** (available on supported plans).
2. Enter source server details (host, port 993, SSL).
3. Enter source and destination mailbox credentials.
4. Start the sync and wait for completion — large mailboxes may take hours.

After migration

Update MX records to point to DanumHost, test send and receive, and keep the old mailbox active until you confirm all mail migrated successfully.

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