

# Email Accounts


This set of features allows you to add and manage email accounts associated with your domain.

- Add an Email Address
- Change the Password
- Change the Quota Limit
- Delete an Email Address
- Configure an Email Client
- Default Email Account
- BlackBerry® FastMailService
  - Direct access to sent and spam mail folders
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This document pertains to cPanel 11.25. If you are looking for cPanel 11.24 documentation, [click here](#).

## Add an Email Address

### To add a new email address:

1. Type the email address to be created in the Email field.
  - If you manage more than one domain, make sure to select the appropriate domain from the pull-down menu.
2. Type the password in the Password field.
3. Retype the password in the Password (again) field.
  - You can click the Password Generator link to have a strong password generated for you. For more information, read our Password Generator documentation.
4. Type the quota in the Mailbox Quota field.
  - The quota defines how much hard drive space the account will be allowed to use.
  -  Important: Due to mail server constraints, quotas cannot be greater than 2048 MB. Quotas exceeding this amount must be unlimited.

### Existing addresses are displayed in a table. Using this table, it is possible to:

- See how much disk space the account uses.
- Change a password.
- Change a quota limit.
- Delete an email address.
- Access an account through webmail.
- Configure a mail client.

## Change the Password

A secure password is one that contains no dictionary words and includes upper- and lower-case letters, numbers, and symbols.

### To change the password:


1. Type your new password into the Password box.
2. Confirm your new password in the Password (again) box.
  - You can click the Password Generator link to have a strong password generated for you. For more information, read our Password Generator documentation.
3. Click Change Password to store the new password.
  - If you do not wish to change the password, click cancel.

## Change the Quota Limit

The quota limit for an address defines the amount of mail (in Megabytes) that can be stored to its mailbox. Once this limit is exceeded, any incoming mail will be returned to the sender with a message stating that the recipient's mailbox is full.

When the quota is reached, new incoming messages will be stored on the server for a 48-hour period before being deleted. They will not be delivered to your inbox until you delete old emails.

Since a full quota will prevent you from receiving mail, it is important to keep track of quota usage.

 **Note:** You will not be able to exceed the quota set by your web host. Also, due to mail server constraints, you cannot set a quota greater than 2048 MB. Quotas exceeding this amount must be unlimited.

### To change a mail quota:

1. Click Change Quota.
2. Type the new email quota (in Megabytes) into the appropriate field. For an unlimited account, click unlimited.
3. Click Change Quota to store the new value.
  - If you do not wish to change the quota, click cancel.


## Delete an Email Address

To delete an email address:

1. Click the Delete link corresponding to the account you wish to remove.
2. Confirm that you wish to delete the address by clicking Delete.
  - If you wish to keep the email address, click cancel.

## Configure an Email Client


This feature will automatically configure your email client to access your cPanel email address(es). An email client allows you to access your email account from an application on your computer. Outlook® Express and Apple® Mail are examples of email clients.

 **Note:** You must already have an email client installed on your computer in order to automatically configure it using cPanel.

To configure your mail client:

1. Select and download the appropriate configuration file from the list.
2. Run the script file to automatically configure a mail client for the selected address.

When completed properly, your email client should open automatically and log into your email account(s).

 **Note:** If you wish to use an email client that is not listed in this interface, you will need to manually configure it. For more information on manually configuring an email client, review the documentation of the client you wish to use. Documentation can generally be found on the client's website.

### Default Email Account

Your default email address is listed under the Default Email Account heading. This is a special email account set up when your cPanel account is created by your web host. The account's username and password are the same as your cPanel account name and password.

Depending upon your web host's setup, this address may serve as a "catch-all" for all mail sent to invalid usernames in your domain. As such, it may receive a large amount of spam.


You can check and delete the mail received by this account. To do this via webmail, click Access Webmail.

The default address cannot be deleted or renamed, and it has no quota. It cannot be used for sending email. For this reason, we recommend creating an email account for daily use.

BlackBerry® FastMailService

BlackBerry FastMail is a service that is available to cPanel 11.25 systems (and later) that use the Dovecot mail server. This service allows you to receive passive email updates on your BlackBerry device. This means that when you receive a new message in your inbox, your BlackBerry device will receive it almost simultaneously.

When FastMail is enabled, Dovecot and the server's operating system are automatically configured to improve the performance of the IMAP IDLE command. The IMAP IDLE command is the method by which you receive passive email updates.

 Note: If you configured your BlackBerry device before the release of BIS 2.6 or cPanel 11.25, you will need to complete the device setup again to realize the performance increase.


Direct access to sent and spam mail folders

You can configure your mobile device to open mail from your sent folder (or spam folder) directly in your inbox. Simply configure the device to log into email using your email address, plus /sent or /spam, as the username (for example, user@example.com/sent).

BlackBerry Level 3 Integration

If Research in Motion (RIM) recognizes you as a Mail Service Provider (MSP), this server can answer subscription requests at the following URLs:

- <https://mail.example.com:2096/rim-bis/v1>
- <https://webmail.example.com/rim-bis/v1>

 Note: For security reasons, you can only access these URLs through a server that is currently running BIS.

 Remember: In the examples above, example.com is meant to stand for your domain.

#### Problems with Safari 4

A number of Javascript bugs arise in Safari® 4 BETA when you use it to access cPanel.

You can avoid these bugs either by clicking the [click here](#) link at the bottom of the page, or by running the latest version of WebKit, the HTML and CSS rendering engine used by Safari. Interacting with WebKit is the same as interacting with Safari.

Executing the following instructions will allow you to preserve your preferences and bookmarks while employing WebKit as a workaround for the Javascript bugs in Safari 4 BETA.

1. Install the latest version of WebKit from <http://nightly.webkit.org>.
2. Enter Safari's Preferences and set the default browser to WebKit.
3. Close Safari.
  - We recommend removing Safari's icon from your Dock to prevent accidentally accessing it in the future.
4. Add the WebKit icon to your dock or desktop.
  - An example of this icon can be seen in the figure below.



The WebKit Icon

The Email Accounts page is the only feature in cPanel known to be affected by the bug. It may also be important to note that Wordpress' RTE requires the same fix.

<http://docs.cpanel.net/twiki/bin/edit/AllDocumentation/CpanelDocs/EmailAccounts?t=1264715783;nwysiwyg=1>