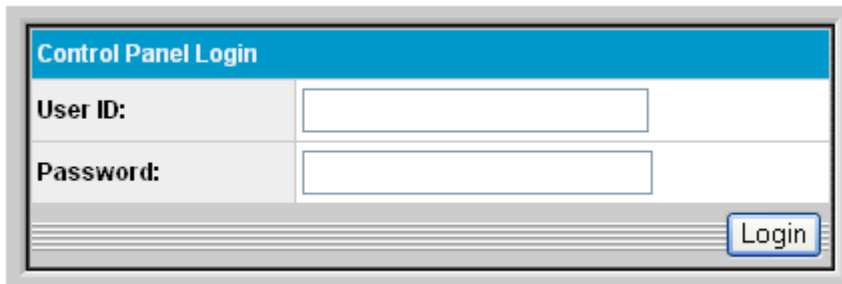


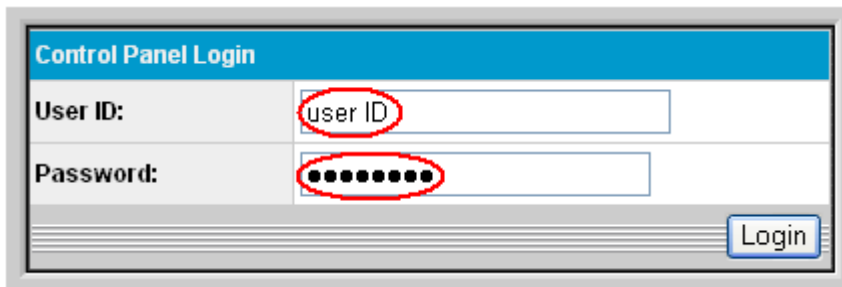
Mailset2 Userguide

To access your Manage Email Accounts window:

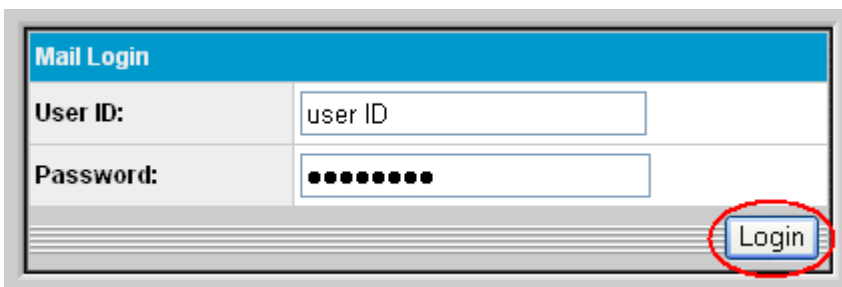
1. Start your Web browser.
2. Type <http://www.mailset.yourdomainname.com/stats> in the address bar, then press **Enter**. The Control Panel Login window appears.



3. Type your user ID and password in the appropriate fields.

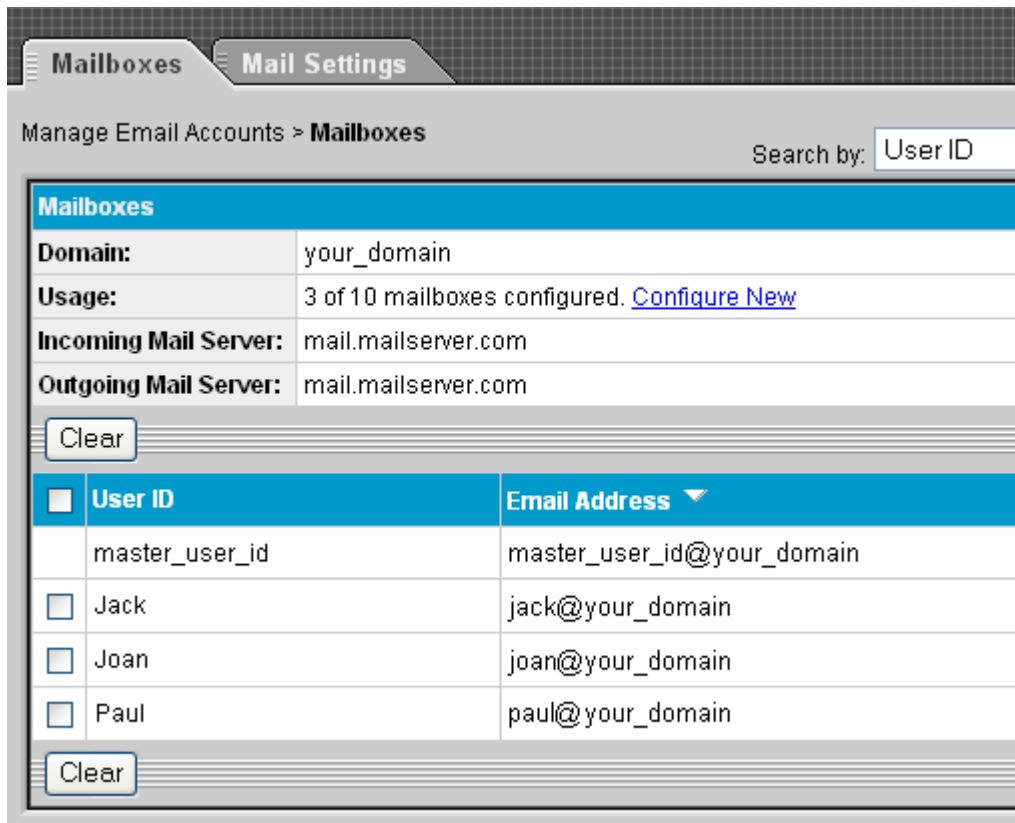


4. Click **Login**.



The Control Panel window appears.

5. Click **Configure Email**. The Mailboxes window appears.



The screenshot shows the 'Mailboxes' configuration window. At the top, there are tabs for 'Mailboxes' and 'Mail Settings'. Below the tabs, the breadcrumb 'Manage Email Accounts > Mailboxes' is visible, along with a search field containing 'User ID'. The main content area is titled 'Mailboxes' and contains the following information:

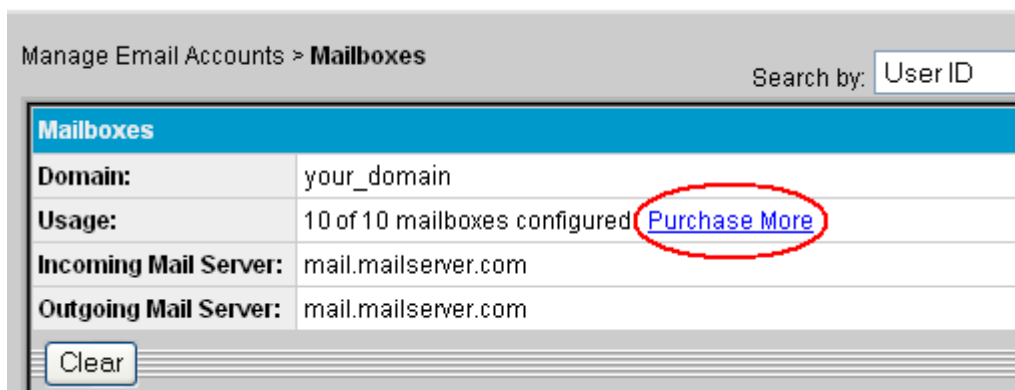
Domain:	your_domain
Usage:	3 of 10 mailboxes configured. Configure New
Incoming Mail Server:	mail.mailserver.com
Outgoing Mail Server:	mail.mailserver.com

Below this information is a 'Clear' button. Underneath is a table with two columns: 'User ID' and 'Email Address'. The table contains the following rows:

<input type="checkbox"/>	User ID	Email Address
<input type="checkbox"/>	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul	paul@your_domain

At the bottom of the table is another 'Clear' button.

Important: When you have used all of your allotted mailboxes (email accounts), the Configure New link will be replaced by the Purchase More link. Click **Purchase More** to learn how to add more mailboxes to your hosting plan.



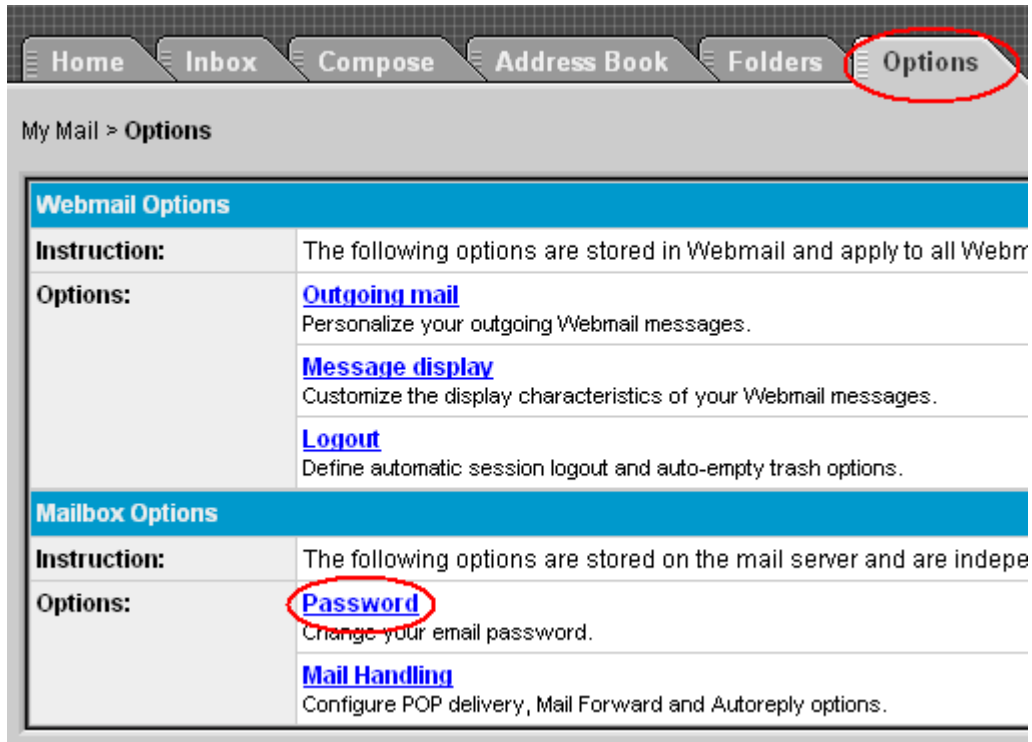
The screenshot shows the 'Mailboxes' configuration window, similar to the previous one, but with the usage updated to '10 of 10 mailboxes configured'. The 'Purchase More' link is circled in red. The rest of the interface, including the search field and server information, remains the same.

Changing Your Password

You can change your main email account password, or you can change a user's email account password using this feature.

To change your password:

1. Click the **Options** tab and click **Password**.



The Change Password window appears.

2. Type your new password in the New Password field.

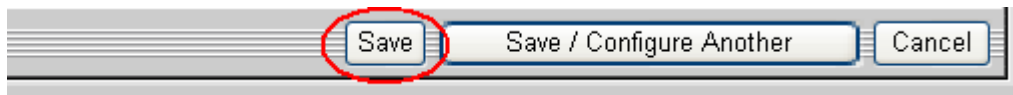
The screenshot shows the 'Password' change window. The title is 'Password'. The 'Instruction' is 'Change your email password.' There are two input fields: 'New Password:' and 'Confirm Password:'. The 'New Password' field contains eight black dots and is circled in red. To the right of the 'New Password' field, the text '(4-8 alphanumeric characters)' is displayed.

3. Type your new password again in the Confirm Password field.

The screenshot shows the 'Password' change window. The title is 'Password'. The 'Instruction' is 'Change your email password.' There are two input fields: 'New Password:' and 'Confirm Password:'. The 'New Password' field contains eight black dots and is circled in red. The 'Confirm Password' field also contains eight black dots and is circled in red. To the right of the 'New Password' field, the text '(4-8 alphanumeric characters)' is displayed.



4. Click **Save**.



The Change Password window refreshes with a message informing you that your changes have been saved.

Note: When this window refreshes, it displays blank password fields. If you forget the password for your master email account (and your Shared Hosting Control Panel) you cannot recover or change it; you must call customer service to get a new password. If a user forgets his Webmail password, use the Mail Handling feature in your Options window to edit their account and issue them a new password.

Configuring User POP Mail Delivery

The *Save incoming messages for POP delivery* checkbox is selected by default. When you edit a mailbox, you can uncheck the checkbox to stop POP delivery; then, later, you can select the same checkbox to restart POP delivery. You might want to uncheck this box if you have decided to suspend the account, or if you want to use the Autoreply or Forwarding feature and you do not want to have mail saved on your server.

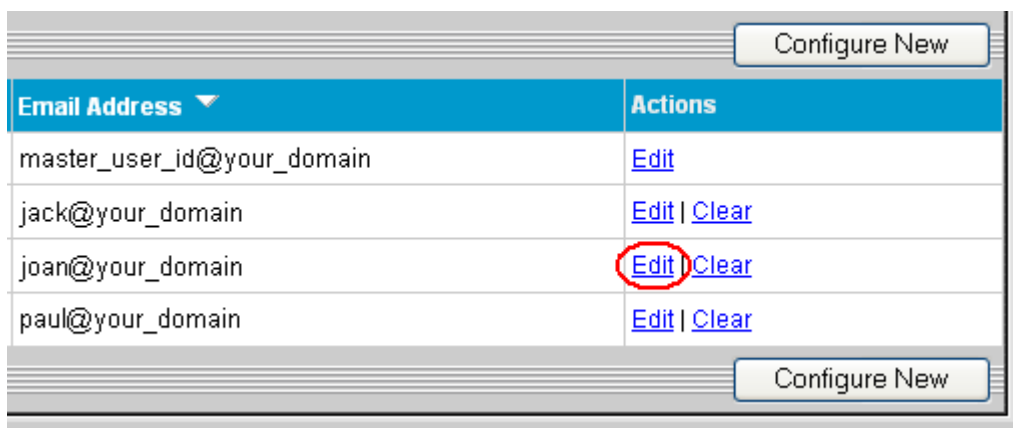
Note: If you decide to turn off POP delivery for an individual account, and you do not want the person who has access to that account to turn POP delivery back on, you must also change the password for that account.

To configure a user's email account for POP delivery:

1. On your Shared Hosting Control Panel, click **Configure Email**, or click **Mail Handling** in your Master Webmail account.

The Mailboxes window for your master email account appears.

2. On the desired User ID row, in the Actions column, click **Edit**.



Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

The Edit Mailbox window for that account appears.



Mailboxes Mail Settings

Manage Email Accounts > [Mailboxes](#) > Edit Mailbox

Mailbox Settings

Instruction: Change the email address or password for this email account.

User ID:

Email Address: @your_domain

Password: (2-30 alphanumeric characters)

Confirm Password:

3. In the Mail Handling section next to POP Delivery, uncheck **Save incoming messages for POP delivery** if you want to stop POP delivery, or select the box if you want to start POP delivery. **Important:** If the *Save incoming messages for POP delivery* checkbox is not checked, no mail messages will be delivered to this email address; the intended recipient will not be able to retrieve messages that are sent to this email address.

Mail Forward: Do not forward.
 Forward to:
(separate email addresses by commas)

POP Delivery: Save incoming messages for POP delivery.

4. Click **Save**.

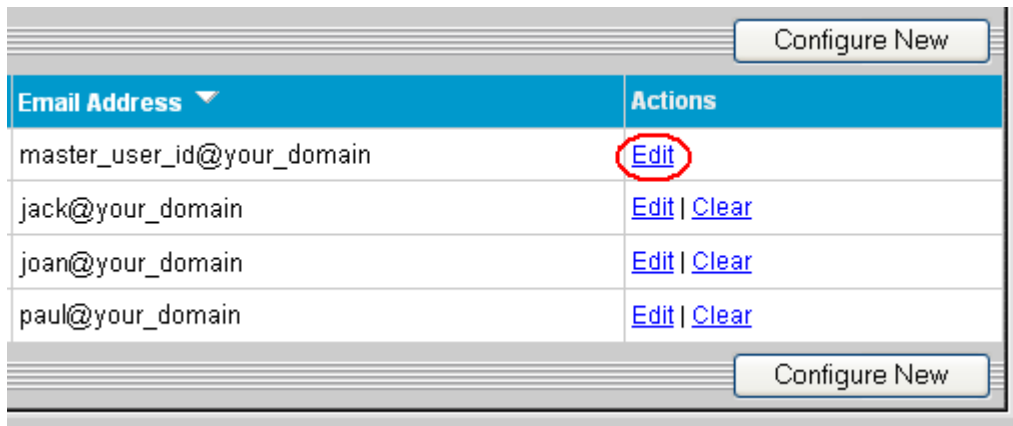
The Edit Mailbox window refreshes with a message informing you that your changes have been saved.

Configuring Your POP Mail Delivery

Note: By default, Webmail saves incoming messages for POP delivery. The following procedure is unnecessary unless you have previously specified that you do not want messages saved for POP delivery.

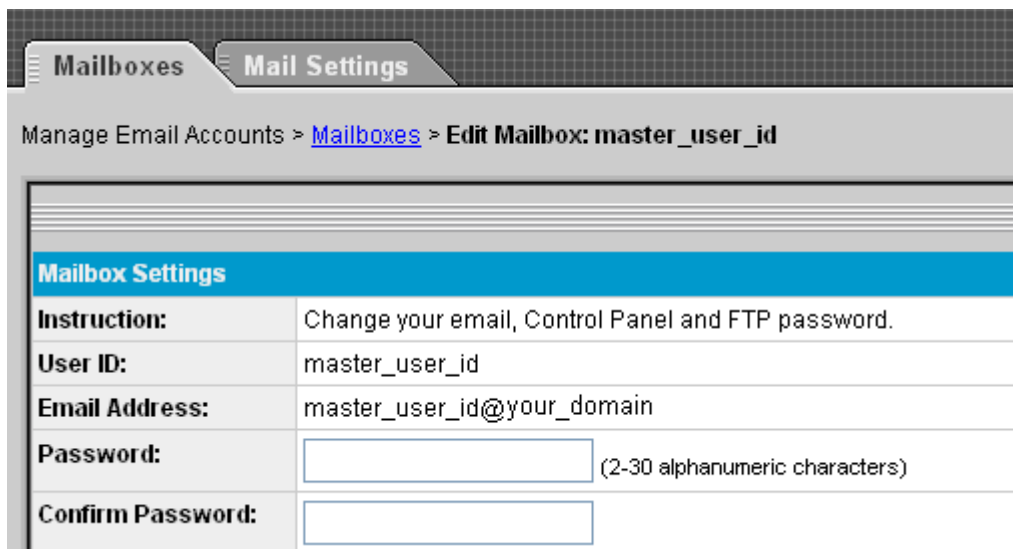
To configure your master email address for POP delivery:

1. On the master ID row, in the Actions column, click **Edit**.



Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

The Edit Mailbox window appears.



Manage Email Accounts > [Mailboxes](#) > **Edit Mailbox: master_user_id**

Mailbox Settings	
Instruction:	Change your email, Control Panel and FTP password.
User ID:	master_user_id
Email Address:	master_user_id@your_domain
Password:	<input type="text"/> (2-30 alphanumeric characters)
Confirm Password:	<input type="text"/>

2. In the Mail Handling section next to POP Delivery, select **Save incoming messages for POP delivery**.

Important: If the *Save incoming messages for POP delivery* checkbox is not checked, Webmail will not deliver mail specifically addressed to your master email address. By default, your master email address is your catchall address for misspelled or misdirected mail. If you do not want any mail saved for your master email address, you must change the catchall address in the Undeliverable Mail section of the Mail Settings window. Be aware that if you do not change your catchall address, your master email address might possibly collect and store hundreds or even thousands of email messages because Webmail will still be using it as the catchall address.



Mail Forward:	<input checked="" type="radio"/> Do not forward. <input type="radio"/> Forward to: <input type="text"/> <small>(separate email addresses by commas)</small>
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

3. Click **Save**.

The Edit Mailbox window refreshes with a message informing you that your changes have been saved.

Configuring New Mailboxes

You can configure new mailboxes until the maximum number allotted to your account is reached.

Important: When you used all of your allotted mailboxes, Configure New link will be replaced by the Purchase More link. Click **Purchase More** to learn how to add more mailboxes to your account.

To configure a new mailbox:

1. Click the **Mailboxes** tab. The Mailboxes window appears.

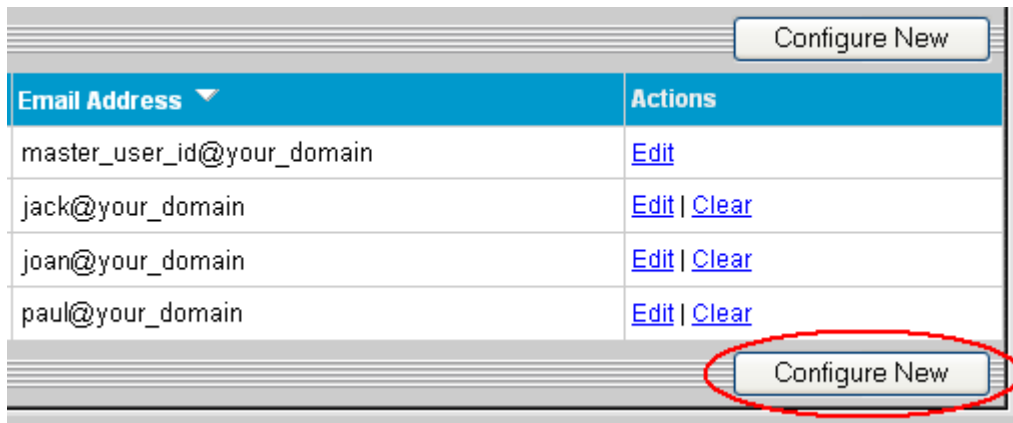
Mailboxes
Mail Settings

Manage Email Accounts > **Mailboxes** Search by:

Mailboxes		
Domain:	your_domain	
Usage:	3 of 10 mailboxes configured. Configure New	
Incoming Mail Server:	mail.mailserver.com	
Outgoing Mail Server:	mail.mailserver.com	
<input type="button" value="Clear"/>		
☐	User ID	Email Address ▾
	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul	paul@your_domain
<input type="button" value="Clear"/>		



2. Click the **Configure New** button.



The Configure Mailbox window appears.

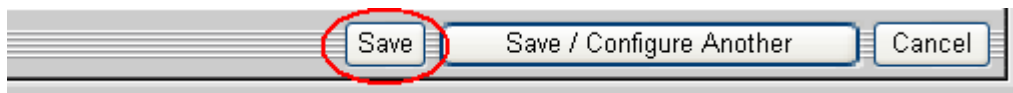
3. In the Mailbox Settings section type the new user ID, email address, and password in the appropriate boxes.

Note: The user ID is limited to 1 to 10 characters with no spaces and the password is limited to 4-8 characters with no spaces.

A screenshot of the 'Configure Mailbox' form. The breadcrumb trail is 'Manage Email Accounts > Mailboxes > Configure Mailbox'. The form has a 'Mailbox Settings' section with the following fields: 'Instruction' (Configure an email account on your domain.), 'User ID' (George), 'Email Address' (george @your_domain), 'Password' (password (4-8 alphanumeric characters)), and 'Confirm Password' (password). The 'User ID', 'Email Address', 'Password', and 'Confirm Password' fields are circled in red. There are 'Save' and 'Save / Configure Another' buttons at the top right.

4. After you are finished, click **Save**.

Note: If you are creating several new user mailboxes, click **Save / Configure Another** and repeat steps 3 and 4 until you are finished.



The Mailboxes window appears with a message informing you that your new user ID has been configured. The usage total increases by the number of mailboxes you added and the new users appear in the mailbox list.

The screenshot shows the 'Mailboxes' configuration window. At the top, there are tabs for 'Mailboxes' and 'Mail Settings'. Below the tabs, the text 'Manage Email Accounts > Mailboxes' is displayed. A search box on the right contains 'User ID'. The main content area is titled 'Mailboxes' and contains the following information:

- Domain:** your_domain
- Usage:** 4 of 10 mailboxes configured. [Configure New](#)
- Incoming Mail Server:** mail.mailserver.com
- Outgoing Mail Server:** mail.mailserver.com

Below this information is a 'Clear' button. A table lists the configured mailboxes:

<input type="checkbox"/>	User ID	Email Address
<input type="checkbox"/>	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	George	george@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul Emler	paul@any_domain

At the bottom of the table is another 'Clear' button.

Note: If you want to configure Autoreply, Mail Forwarding, and POP mail delivery for this user, see Editing a User's Mailbox in this help file.

Important: When you have used all of your allotted mailboxes, the Configure New link will be replaced by the Purchase More link. Click **Purchase More** to learn how to add more mailboxes to your account.

The screenshot shows the 'Mailboxes' configuration window after all 10 mailboxes have been configured. The 'Usage' field now displays '10 of 10 mailboxes configured' and the 'Configure New' link has been replaced by a 'Purchase More' link, which is circled in red.

- Domain:** your_domain
- Usage:** 10 of 10 mailboxes configured [Purchase More](#)
- Incoming Mail Server:** mail.mailserver.com
- Outgoing Mail Server:** mail.mailserver.com

A 'Clear' button is located below the information.

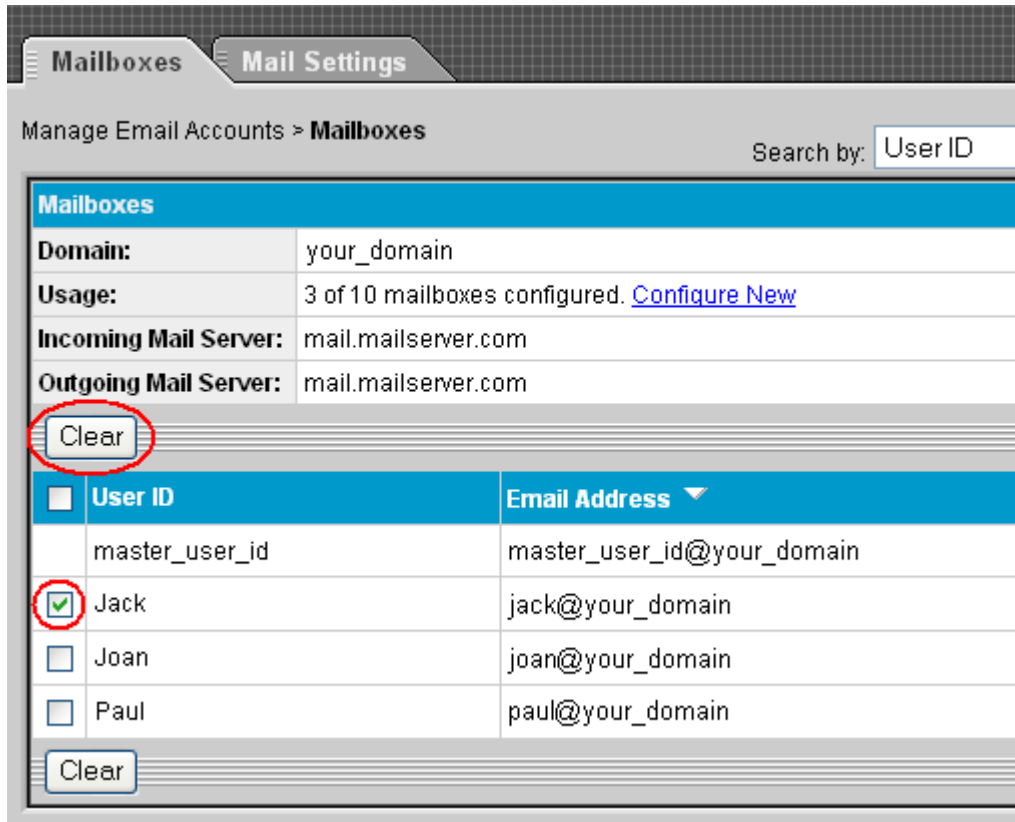


Clearing (Deleting) a Mailbox

Caution: You cannot retrieve information for a mailbox that you have cleared.

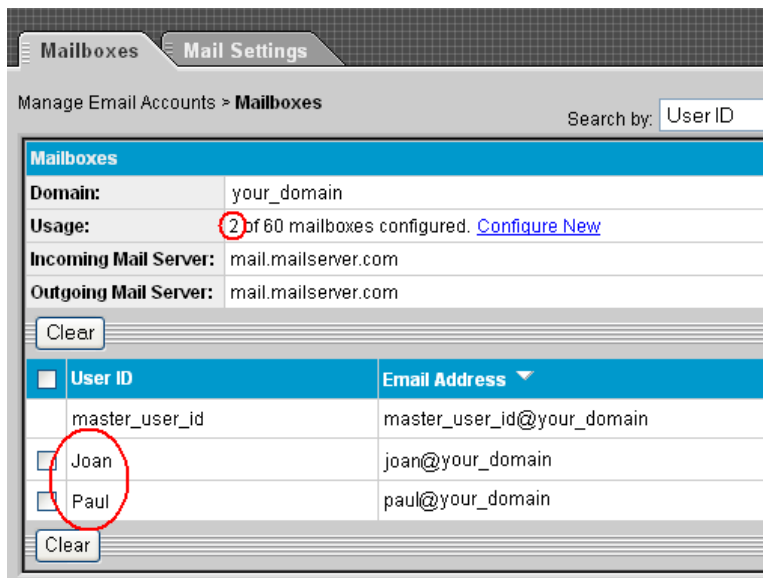
To clear a mailbox:

1. Select the checkboxes for the mailboxes you want to clear (or select the top check box to clear all mailboxes) and click **Clear**.



A message appears asking if you are sure you want to clear the selected mailbox and all of its contents. Click **OK**.

2. The Mailboxes window refreshes with the usage total decreased by the number of mailboxes that you cleared. The cleared mailboxes are deleted from the User ID list.



Editing a User's Mailbox

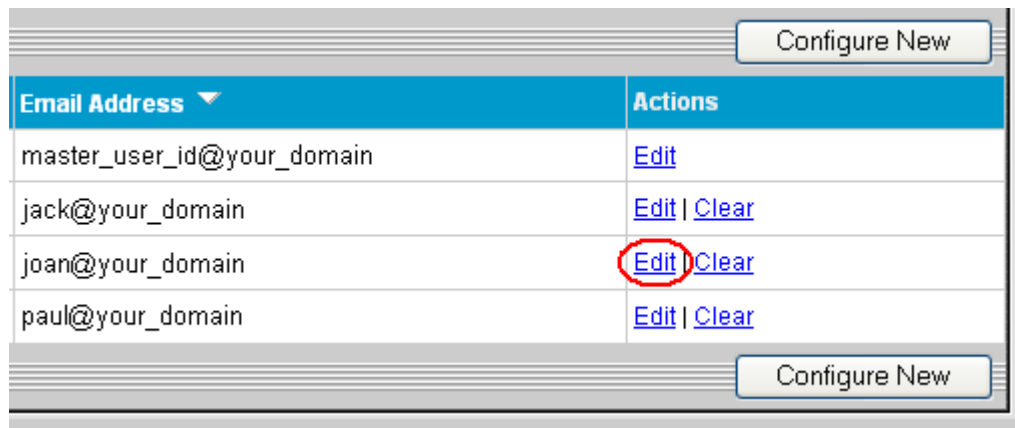
You can edit a user's mailbox in the following ways:

- Edit a user's ID, email address, or password.
- Set up an autoreply text message for this mailbox.
- Use a text file when setting up an autoreply.
- Forward all mail sent to this mailbox to another email address.
- Configure this user's POP mail delivery.

To edit a user ID, email address, or password:

Note: If you do not want to edit a user ID, email address, or password for this mailbox, skip down to: To set up an autoreply text message for this mailbox.

1. On the desired user ID row, in the Actions column, click **Edit**.



Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

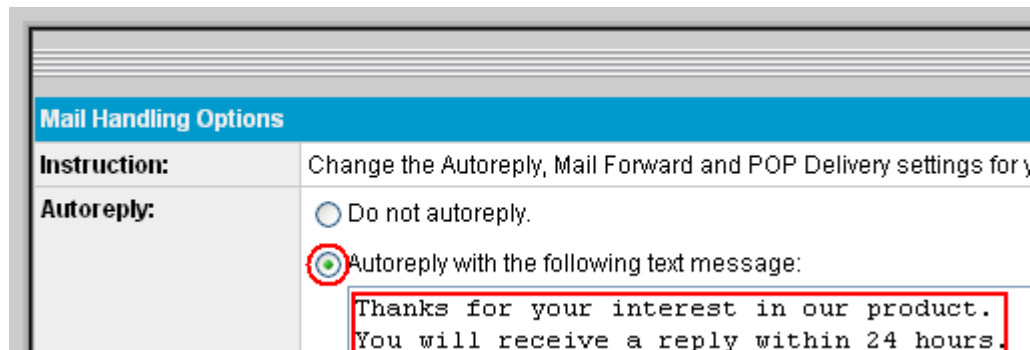
The Edit Mailbox window for that user appears.

In the Mailbox Settings section, type any changes you want in the User ID, Email Address, Password, and Confirm Password fields.

To set up an autoreply text message for this mailbox:

Note: If you do not want to set up an autoreply for this mailbox, skip down to: To forward all mail sent to this email address to another email address.

1. In the Mail Handling Options section, select **Autoreply with the following text message** and type your message in the large text field.



Mail Handling Options

Instruction: Change the Autoreply, Mail Forward and POP Delivery settings for y

Autoreply:

Do not autoreply.

Autoreply with the following text message:

Thanks for your interest in our product.
You will receive a reply within 24 hours.

2. Type a reply to address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send a response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete



responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

Responses to Autoreply messages may be routed to an alternate address.
'Reply to' Address:

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To use a text file when setting up an autoreply for this mailbox:

You can configure a text file on your computer, and then use Webmail to upload it to a server. That way, you can use whatever text editor you want to create larger files, instead of typing the message manually in the text message field. If the file you want to use does not exist, create it and then upload it using this procedure.

1. Select **Autoreply with the following text file.**

Autoreply with the following text file:

[View current file](#) | [Remove file](#)

2. Type the directory path and file name in the **Autoreply with the following text file:** field, or click **Browse** and search for the file on your computer.

Autoreply with the following text file:

[View current file](#)

Note: To view the file, click **Save**, then click **View current file**.

Autoreply with the following text file:

[View current file](#)

A window appears displaying the contents of the file. To close the window, click the X in the upper-right corner.

Note: After you click Save and upload a .txt file, that file remains on your server until you remove or replace it. To use another .txt file, upload it using this procedure; the old file is no longer used. The Remove file link does not appear when you have the *Autoreply with the following text file* radio button selected, because you cannot remove a file already associated with this feature. If you want to remove an autoreply text file, select a different Autoreply option, and click **Save**. When you access the email account again, the Remove file link appears again. Click the link to delete the file.

3. Type a Reply To address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail



delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

Responses to Autoreply messages may be routed to an alternate address.

'Reply to' Address:

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To forward all mail sent to this mailbox to another email address:

Note: If you do not want Webmail to forward email sent to this address to another address, skip down to: To configure this user's POP mail delivery.

1. In the Mail Handling Options section next to Mail Forward, select **Forward to:** and, in the Forward to: field, type the address where you want Webmail to forward email messages that are sent to this mailbox.

Note: If you leave the *Save incoming messages for POP delivery* box checked, all email messages sent to this address can be accessed from this address and the address you are forwarding the mail to.

Mail Forward:	<input type="radio"/> Do not forward.
	<input checked="" type="radio"/> Forward to: <input type="text" value="george@any_domain"/> (separate email addresses by commas)
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To configure this user's POP mail delivery:

Note: If you do not want to configure this user's mail for POP delivery, continue with the last step to save your changes.

The *Save incoming messages for POP delivery* checkbox is selected by default. When you edit an account, you can uncheck the checkbox to stop POP delivery; then, later, you can select the same checkbox to restart POP delivery. You might want to uncheck this box if you have decided to suspend the account, or if you want to use the Autoreply or Forwarding feature and you do not want to have mail saved on your server.

Note: If you decide to turn off POP delivery for an individual account, and you do not want the person who has access to that account to turn POP delivery back on, you must also change the password for that account.

1. In the Mail Handling section next to POP Delivery, uncheck **Save incoming messages for POP delivery** if you want to stop POP delivery, or select the box if you want to start POP delivery.

Important: If the *Save incoming messages for POP delivery* checkbox is not checked, no mail messages will be delivered to this account. The intended recipient of the messages has no way to retrieve them.



Mail Forward:	<input checked="" type="radio"/> Do not forward. <input type="radio"/> Forward to: <input type="text"/> <small>(separate email addresses by commas)</small>
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

- After you are finished editing the account's user ID, email address, password, autoreply, mail forwarding, and POP delivery, click **Save**.

The Mailboxes window appears with message informing you that your changes have been saved. If you click **Save/Configure Another**, the Edit Mailbox window refreshes with blank fields.

Editing the Master Email Account

You can edit the master email account in the following ways:

- Change the master email account password.
- Set up an autoreply text message for the master email account.
- Use a text file when setting up an autoreply.
- Forward all of your mail to another email address.
- Configure your POP mail delivery.

To change the master email account and Shared Hosting Control Panel password:

Note: If you do not want to change your password, skip to: To set up an autoreply text message.

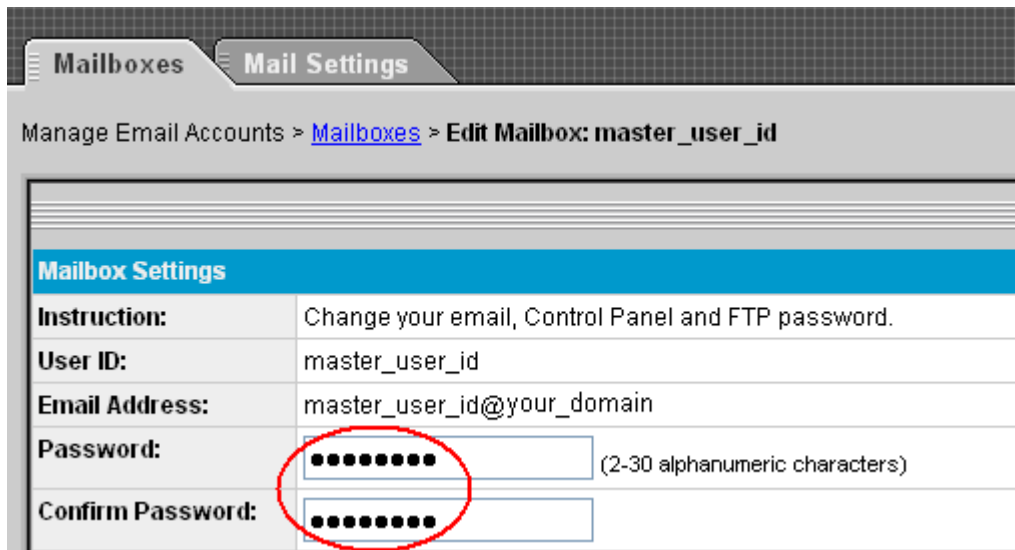
- On the master ID row, in the Actions column, click **Edit**.

Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

The Edit Mailbox window for the master email account appears.



2. Type your new password in the appropriate fields.



Mailboxes Mail Settings

Manage Email Accounts > Mailboxes > Edit Mailbox: master_user_id

Mailbox Settings

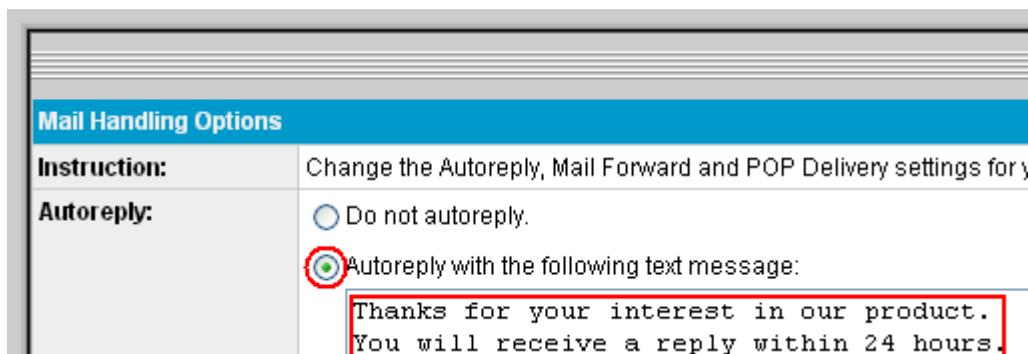
Instruction:	Change your email, Control Panel and FTP password.
User ID:	master_user_id
Email Address:	master_user_id@your_domain
Password:	●●●●●●●● (2-30 alphanumeric characters)
Confirm Password:	●●●●●●●●

Important: If you change the master email account password, you are also changing the password used to access your Shared Hosting Control Panel. If you forget this password you must call customer support to have it reset.

To set up an autoreply text message:

Note: If you do not want to set up an autoreply, skip to: To forward all of your mail to another email address.

1. In the Mail Handling Options section, select **Autoreply with the following text message** and type your message in the large text field.



Mail Handling Options

Instruction: Change the Autoreply, Mail Forward and POP Delivery settings for y

Autoreply:

Do not autoreply.

Autoreply with the following text message:

Thanks for your interest in our product.
You will receive a reply within 24 hours.

2. Type a Reply To address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send a response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

Responses to Autoreply messages may be routed to an alternate address.

'Reply to' Address: rita@any_domain



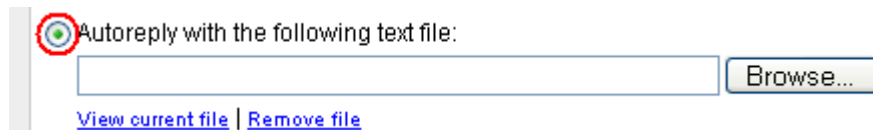
Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To use a text file when setting up an autoreply:

You can configure a text file on your computer, and then use Webmail to upload it to a server. That way, you can use whatever text editor you want to create larger files, instead of typing the message manually in the text message field. If the file you want to use does not exist, create it and then upload it using this procedure.

Note: Autoreply text file messages must have a .txt extension.

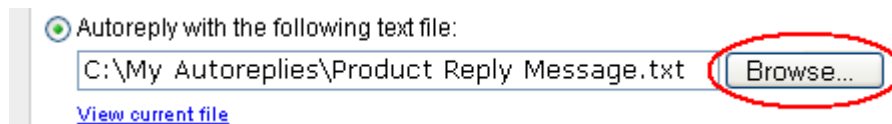
1. Select **Autoreply with the following text file**.



Autoreply with the following text file:

[View current file](#) | [Remove file](#)

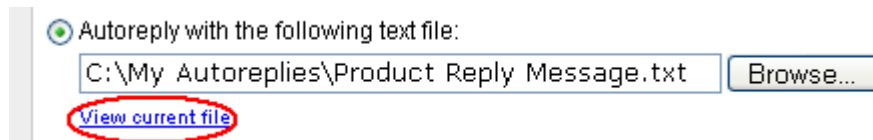
2. Type the directory path and file name in the **Autoreply with the following text file:** field, or click **Browse** and search for the file on your computer.



Autoreply with the following text file:

[View current file](#)

Note: To view the file, click **Save**, then click **View current file**.



Autoreply with the following text file:

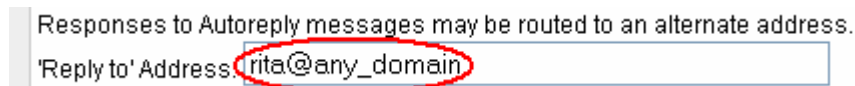
[View current file](#)

A window appears displaying the contents of the file. To close the window, click the X in the upper-right corner.

Note: After you click Save and upload a .txt file, that file remains on your server until you remove or replace it. To use another .txt file, upload it using this procedure; the old file is no longer used. The Remove file link does not appear when you have the *Autoreply with the following text file* radio button selected, because you cannot remove a file already associated with this feature. If you want to remove an autoreply text file, select a different Autoreply option, and click **Save**. When you access the email account again, the Remove file link appears again. Click the link to delete the file.

3. Type a Reply To address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send a response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.



Responses to Autoreply messages may be routed to an alternate address.

'Reply to' Address:



Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To forward all of your mail to another email address:

Note: If you do not want Webmail to forward email that is sent to the master email address to another email address, skip to: To configure your POP mail delivery.

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

1. In the Mail Handling Options section next to Mail Forward, select **Forward to:**.
2. In the Forward to: field, type the address where you want Webmail to forward email messages that are sent to your master email address.

Note: If you are forwarding to more than one email address, separate each address with a comma.

Mail Forward:	<input type="radio"/> Do not forward.
	<input checked="" type="radio"/> Forward to: <input type="text" value="george@any_domain"/> (separate email addresses by commas)
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

Important: If the *Save incoming messages for POP delivery* checkbox is not checked, Webmail will not deliver mail specifically addressed to your master email address. By default, your master email address is your catchall address for misspelled or misdirected mail. If you do not want any mail saved for your master email address, you must change the catchall address in the Undeliverable Mail section of the Mail Settings window. Be aware that if you do not change your catchall address, your master email address might possibly collect and store hundreds or even thousands of email messages because Webmail will still be using it as the catchall address.

To configure your POP mail delivery:

Note: If you do not want to configure your mail for POP delivery, continue with the last step to save your changes.

1. In the Mail Handling Options section, next to POP Delivery, select **Save incoming messages for POP delivery**. (This is the default setting).

Important: If the *Save incoming messages for POP delivery* checkbox is not checked, Webmail will not deliver mail specifically addressed to your master email address. By default, your master email address is your catchall address for misspelled or misdirected mail. If you do not want any mail saved for your master email address, you must change the catchall address in the Undeliverable Mail section of the Mail Settings window. Be aware that if you do not change your catchall address, your master email address might possibly collect and store hundreds or even thousands of email messages because Webmail will still be using it as the catchall address.

Mail Forward:	<input checked="" type="radio"/> Do not forward.
	<input type="radio"/> Forward to: <input type="text"/> (separate email addresses by commas)
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.



- After you are finished editing the master user password, autoreply, mail forwarding, and POP delivery, click **Save**.



The Edit Mailbox window refreshes with a message informing you that your changes have been saved.

Forwarding a User's Mail To Another Address

You can choose to have all of a user's email messages forwarded to another address.

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To forward a user's mail to another address:

- On the desired User ID row, in the Actions column, click **Edit**.

Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

The Edit Mailbox window for that user appears.

Manage Email Accounts > [Mailboxes](#) > **Edit Mailbox**

Mailbox Settings	
Instruction:	Change the email address or password for this email account.
User ID:	<input type="text" value="Joan"/>
Email Address:	<input type="text" value="joan"/> @your_domain
Password:	<input type="password"/> (2-30 alphanumeric characters)
Confirm Password:	<input type="password"/>

- In the Mail Handling Options section next to Mail Forward, select **Forward to:**.



3. In the Forward to: field, type the address where you want Webmail to forward email messages that are addressed to this account.

Note: If you are forwarding to more than one email address, separate each address with a comma.

Mail Forward:	<input type="radio"/> Do not forward.
	<input checked="" type="radio"/> Forward to: <input type="text" value="george@any_domain"/> (separate email addresses by commas)
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

4. Click **Save**.

<input type="button" value="Save"/>	<input type="button" value="Save / Configure Another"/>	<input type="button" value="Cancel"/>
-------------------------------------	---	---------------------------------------

Note: If you leave the *Save incoming messages for POP delivery* box checked, all email messages sent to this address can be accessed from this address and the address you are forwarding the mail to.

The Manage Email Accounts window appears with a message informing you that your changes have been saved.

Forwarding Your Mail To Another Address

You can choose to have all of your email messages forwarded to another address.

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

To forward all of your mail to another address:

1. On the master ID row, in the Actions column, click **Edit**.

Email Address ▼	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear



The Edit Mailbox window for your user ID appears.

Mailbox Settings	
Instruction:	Change your email, Control Panel and FTP password.
User ID:	master_user_id
Email Address:	master_user_id@your_domain
Password:	<input type="text"/> (2-30 alphanumeric characters)
Confirm Password:	<input type="text"/>

2. In the Mail Handling Options section next to Mail Forward, select **Forward to:**.
3. In the Forward to: field, type the address where you want Webmail to forward email messages that are addressed to this account.

Note: If you are forwarding to more than one email address, separate each address with a comma.

Mail Forward:	<input type="radio"/> Do not forward.
	<input checked="" type="radio"/> Forward to: <input type="text" value="george@any_domain"/> (separate email addresses by commas)
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

Important: If the *Save incoming messages for POP delivery* checkbox is not checked, Webmail will not deliver mail specifically addressed to your master email address. By default, your master email address is your catchall address for misspelled or misdirected mail. If you do not want any mail saved for your master email address, you must change the catchall address in the Undeliverable Mail section of the Mail Settings window. Be aware that if you do not change your catchall address, your master email address might possibly collect and store hundreds or even thousands of email messages because Webmail will still be using it as the catchall address.

4. Click **Save**.

<input type="button" value="Save"/> <input type="button" value="Cancel"/>

The Edit Mailbox window refreshes with a message informing you that your changes have been saved.

Handling Undeliverable Mail

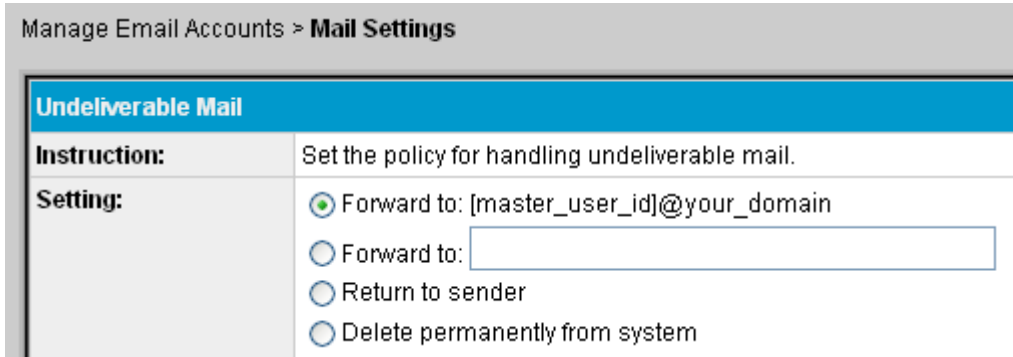
Sometimes mail is sent to you that cannot be delivered to your Inbox for one reason or another. For example, if your inbox email address is george@mailset.yourdomainname.com and an email message arrives that is addressed to an email address that you have not set up like sales@mailset.yourdomainname.com or joe@mailset.yourdomainname.com, or if someone sent an email message addressed to



jorge@mailset.yourdomainname.com, you can direct those messages to one of the four targets listed in the Undeliverable Mail section.

To choose how you want to handle undeliverable mail:

1. Click the **Mail Settings** tab. The Mail Settings window appears.



Manage Email Accounts > **Mail Settings**

Undeliverable Mail

Instruction: Set the policy for handling undeliverable mail.

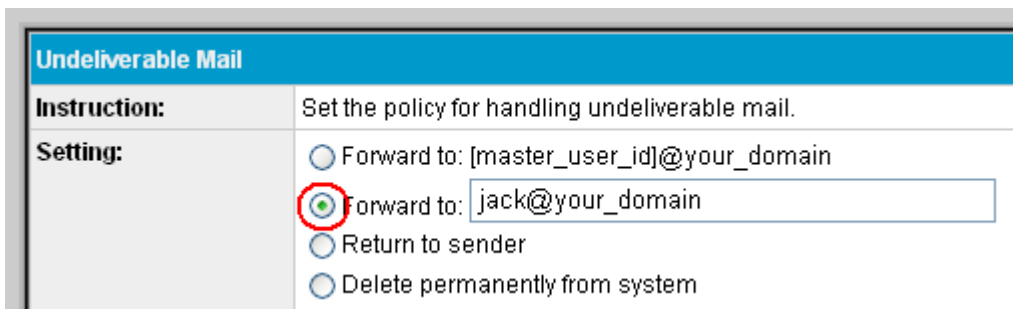
Setting:

- Forward to: [master_user_id]@your_domain
- Forward to: [text box]
- Return to sender
- Delete permanently from system

2. Webmail provides four choices for handling undeliverable mail.
 - o Forward to master user id@mailset.yourdomainname.com (all undeliverable mail goes to your Inbox)
 - o Forward to any email address (all undeliverable mail goes to that address)
 - o Return to sender (all undeliverable mail goes back to the sender)
 - o Delete permanently (all undeliverable is deleted before it is read)

Select one.

Important: In the Mail Handling section of the Mailboxes window, you can choose to save or delete incoming messages for your master email account, by checking or unchecking the *Save incoming messages for POP delivery* checkbox. Checking or unchecking this checkbox does not change the catchall functionality of your master email account; if you have unchecked the *Save incoming messages for POP delivery* checkbox for your master email account, your master email account still receives undeliverable mail. If you want to make sure that your master email account does not receive undeliverable mail, do not select the first choice, **Forward to master user id@mailset.yourdomainname.com**.



Undeliverable Mail

Instruction: Set the policy for handling undeliverable mail.

Setting:

- Forward to: [master_user_id]@your_domain
- Forward to: jack@your_domain
- Return to sender
- Delete permanently from system

3. Click **Save**.



Save Cancel

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

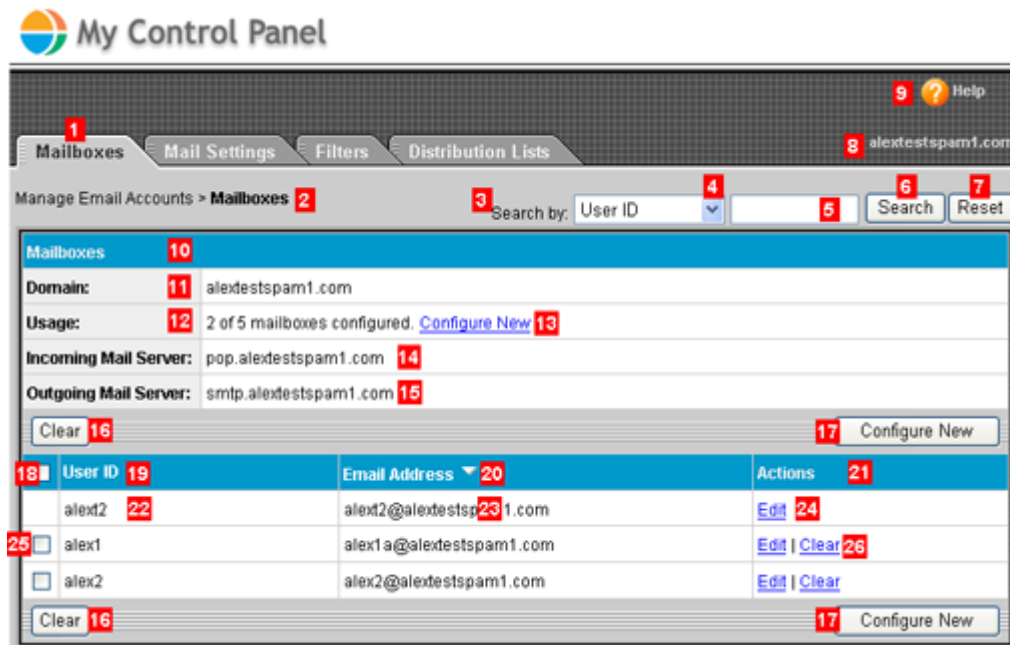
The Mail Settings window refreshes with a message informing you that your changes have been saved.



Mailboxes Window Overview

The following illustration is a numbered overview of the Mailboxes window.

Choose the number for the element you want to learn about and read its description in the table below the illustration.



Element	Description
1 Mailboxes Tab	Main Navigation Element. Click on the tab to go to the mail feature you want.
2 Bread Crumb	Path taken to get to this window. Click another tab to exit the Mailboxes window.
3 Search By Menu	Contains the options for searching mailbox accounts, either by UserID or email address.
4 Drop-down Arrow	Click to display search options.
5 Search Value	Type your search value in this field.
6 Search Button	Click to search the mailboxes window for a particular mail account.
7 Reset Button	Click to clear the Search Value field.
8 Domain Name	Domain name for these mail boxes.
9 Help Icon	Click to display online help.
10 Mailboxes Section	Contains the domain and usage information pertaining to the mailboxes.
11 Domain	Domain name for the mailboxes.
12 Usage	Displays number of mailboxes configured, plus the Configure New hyperlink.
13 Configure New	Click to display a blank Configure Mailbox window.

14 Incoming Mail Server	Name of the POP server handling incoming mail. Needed when you set up a third party mail client.
14 Outgoing Mail Server	Name of the SMTP server handling outgoing mail. Needed when you set up a third party mail client.
16 Clear Button	Click to clear information from selected email accounts, making them available as new mailboxes.
17 Configure New Button	Click to display a blank Configure Mailbox window.
18 Select All Checkbox	Click to select all mailboxes in this window.
19 User ID Column	Contains the user ID information for each mailbox.
20 Email Address Column and Sort Option	Contains the email address of each mailbox. Click to sort in ascending or descending alphabetical order.
21 Actions Column	Contains actions to perform on individual mail accounts, either to edit them or clear them.
22 User ID Field	Contains the user ID that corresponds to the email address for the mailbox. Used to access the account through Webmail or a third-party client program.
23 Email Address Field	Contains the email address for the mailbox.
24 Edit Button	Click to edit the selected account.
25 Select Mailbox Checkbox	Click to select one mailbox. Not available on the account created at provisioning.
10 Clear Link	Click to clear information from the email account, making it available as new mailbox. Not available on the account created at provisioning.



Making the Most of Mail Handling

Default mail handling options are set so Webmail holds onto incoming email messages until the user POPs the mail box.

Webmail provides three mail handling options: Autoreply, Mail Forward, and POP Delivery. *Save incoming messages for POP delivery* is selected by default.

Mail Handling Options Window

Mail Handling Options	
Instruction:	Change the Autoreply, Mail Forward and POP Delivery settings for your e
Autoreply:	<p><input checked="" type="radio"/> Do not autoreply.</p> <p><input type="radio"/> Autoreply with the following text message:</p> <p><input type="radio"/> Autoreply with the following text file:</p> <p>Responses to Autoreply messages may be routed to an alternate address</p> <p>'Reply to' Address:</p>
Mail Forward:	<p><input checked="" type="radio"/> Do not forward.</p> <p><input type="radio"/> Forward to:</p> <p>(separate email addresses by commas)</p>
POP Delivery:	<input checked="" type="checkbox"/> Save incoming messages for POP delivery.

Note: There are 20 possible mail handling option combinations available for each email account; five are described in the following table.



To handle Mail like this:	Perform these actions:
<p>1 Default Setup: POP Delivery, No Autoreply, No Mail Forward:</p>	<p>Mail is delivered to the POP Inbox folder. Webmail retrieves email messages using the user ID and password created in the Mail Settings section. If the mail account user retrieves mail using a third party email application, the incoming and outgoing server information (available on the Mailboxes window) also must be provided to the client program.</p> <p>Webmail does not send a response to the person who originally sent an email message to this account.</p> <p>Webmail does not automatically forward email messages to another email address.</p> <p>Autoreply: Leave the <i>Do not autoreply</i> button selected. Webmail stores, but does not use any text that might be in the <i>Autoreply with the following text message:</i> field, or any file uploaded using <i>Autoreply with the following text file:</i> field, when the <i>Do not autoreply</i> button is selected.</p> <p>Webmail stores, but does not use any address that might be in the <i>Reply To Address:</i> field when the <i>Do not autoreply</i> button is selected.</p> <p>Mail Forward: Leave the <i>Do not forward</i> radio button selected. Webmail stores, but does not use any information in the Mail Forward field.</p> <p>POP Delivery: Leave the <i>POP Delivery:</i> checkbox selected.</p>



2 POP Delivery and Autoreply, No Mail Forward:

Mail is delivered to the POP Inbox folder. Webmail sends a text response to the person who originally sent an email message to this account.

Webmail retrieves email messages using the user ID and password created in the Mail Settings section. If the mail account user retrieves mail using a third party email application, the incoming and outgoing server information (available on the Mailboxes window) also must be provided to the client program.

When the person who sent the original email message receives the autoreply, the text in the *Autoreply with the following message:* field or in the selected Autoreply file makes up the body of the reply. The *Reply To:* field of the autoreply message contains an email address that you specify.

Webmail does not automatically forward email messages to another email address.

Autoreply: To create an autoreply using a text message, select the *Autoreply with the following text message* radio button and type a message in the associated text field (or cut and paste text from another source). This field must contain plain text only.

To upload and use a text file on your computer for your autoreply, create or store a plain text (.txt) file on your computer. Then type the full path name of the file in the *Autoreply with the following text file:* field, or click **Browse** to locate the file you want to use.

Type a valid email address in the *Reply To Address:* field. (This must be an address that you control.)

Mail Forward: Leave the *Do not forward* radio button selected. Webmail stores, but does not use any information in the Mail Forward field.

POP Delivery: Leave the *POP Delivery:* checkbox selected, or uncheck the checkbox if you want to just use the Autoreply feature without POP delivery. Unchecking this box allows you to save disk space.



3 POP Delivery and Mail Forward, No Autoreply:

Mail is delivered to the POP Inbox folder. Webmail automatically forwards incoming messages to an email address you specify. Webmail retrieves email messages using the user ID and password created in the Mail Settings section. If the mail account user retrieves mail using a third party email application, the incoming and outgoing server information (available on the Mailboxes window) also must be provided to the client program.

Webmail does not send a response to the person who originally sent an email message to this account.

Autoreply: Leave the *Do not autoreply* button selected. Webmail does not use any text that might be in the *Autoreply with the following text file:* field when the *Do not autoreply* button is selected.

Webmail does not use any address that might be in the *Reply To Address:* field when the *Do not autoreply* button is selected.

Mail Forward: Select the *Forward to:* radio button, and type a valid email address in the associated field.

Note: Webmail only checks to see if the address is properly formatted.

POP Delivery: Leave the *POP Delivery:* checkbox selected, or uncheck the checkbox if you want to just use the Mail Forward feature. Unchecking this box allows you to save disk space.



4 POP Delivery, Autoreply, and Mail Forward:

Mail is delivered to the POP Inbox folder. Webmail retrieves email messages using the user ID and password created in the Mail Settings section. If the mail is retrieved using a third party email application, the incoming and outgoing server information (available on the Mailboxes window) also must be provided to the client program.

Webmail automatically forwards incoming messages to an email address you specify.

Webmail sends a text response to the person who originally sent an email message to this account.

When the person who sent the original email message receives the autoreply, the text in the *Autoreply with the following message:* field or in the selected Autoreply file makes up the body of the reply. The *Reply To:* field of the autoreply message contains an email address you specify.

Autoreply: To create an autoreply using a text message, select the *Autoreply with the following text message* radio button and type a message in the associated field (or cut and paste text from another source). This field must contain plain text only.

To upload and use a text file on your computer for your autoreply, create or store a plain text (.txt) file on your computer. Then type the full path name of the file in the *Autoreply with the following text file:* field, or click **Browse** to locate the file you want to use.

Type a valid email address in the *Reply To Address:* field. (This must be an address that you control.)

Mail Forward: Select the *Forward to:* radio button, and type a valid email address in the associated field.

Note: Webmail only checks to see if the address is properly formatted.

POP Delivery: Leave the *POP Delivery:* checkbox selected, or uncheck the checkbox if you want to just use the Autoreply and Mail Forward features. Unchecking this box allows you to save disk space.

5 No POP Delivery, No Autoreply, No Mail Forward:

Note: You can use this setup if you want to turn off an account that you might want to reactivate later. If you are turning off a user account and do not want the user to turn it back on again, change the user ID and password for the account.

Mail is not delivered to the Webmail Inbox folder.

Webmail does not send a response to the person who originally sent an email message to this account.

Webmail does not automatically forward email messages to another email address.

Autoreply: Leave the *Do not autoreply* button selected.

Webmail does not use any text that might be in the *Autoreply with the following text file:* field when the *Do not autoreply* button is selected. Webmail does not use any address that might be in the *Reply To Address:* field when the *Do not autoreply* button is selected.

Mail Forward: Leave the *Do not forward* radio button selected.

POP Delivery: Uncheck the *POP Delivery:* checkbox. (Unless another delivery is set up, email messages directed to this account are sent to devnull@your_domain (the messages are deleted) when the POP Delivery checkbox is unchecked.)

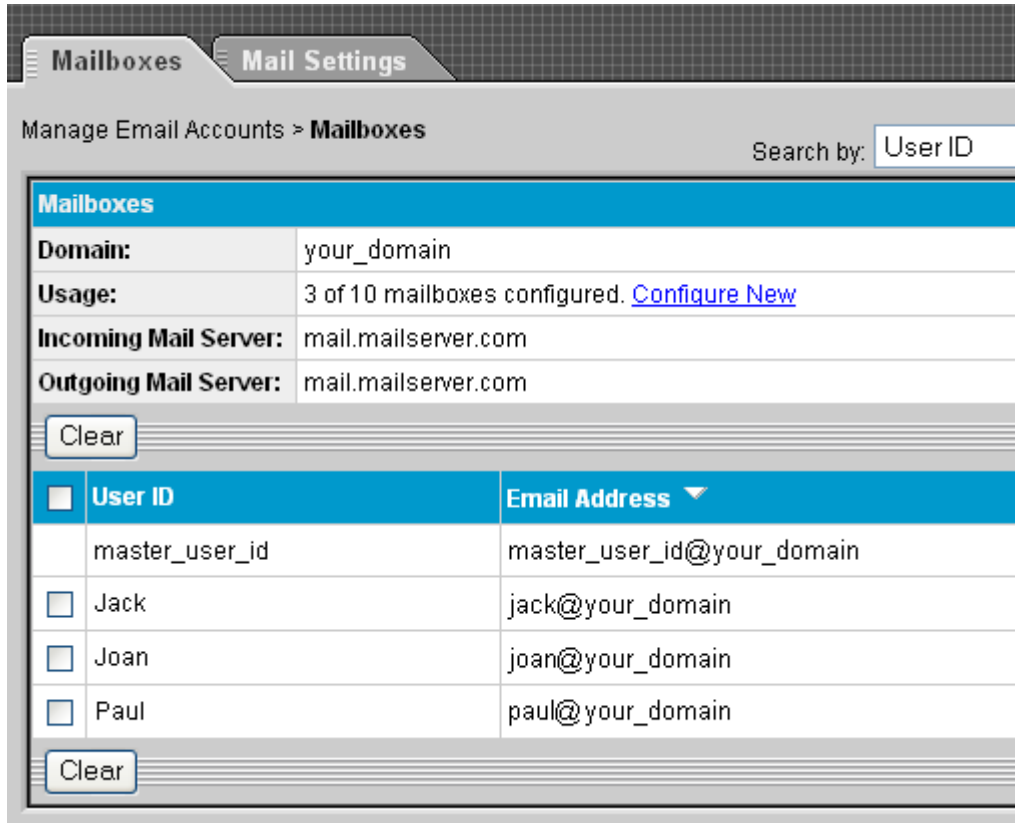


Searching Your Mailbox List

You can search your mailbox list by user ID or email address.

To search your mailbox list:

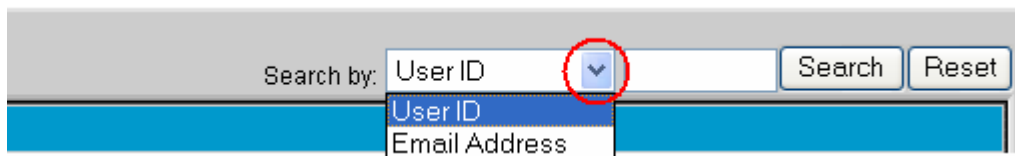
1. Click the Mailboxes tab. The Mailboxes window appears.



The screenshot shows the 'Mailboxes' tab selected in a management interface. The breadcrumb path is 'Manage Email Accounts > Mailboxes'. A search dropdown is set to 'User ID'. Below this, there are summary statistics for the domain 'your_domain', including usage (3 of 10 mailboxes configured) and mail server information (mail.mailserver.com). A table lists the configured mailboxes:

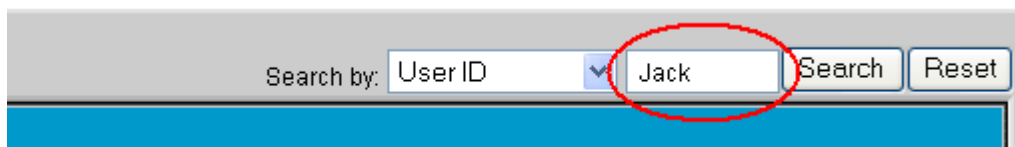
<input type="checkbox"/>	User ID	Email Address
<input type="checkbox"/>	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul	paul@your_domain

2. To search by user ID or email address, click the *Search by* drop-down arrow button and make your selection.



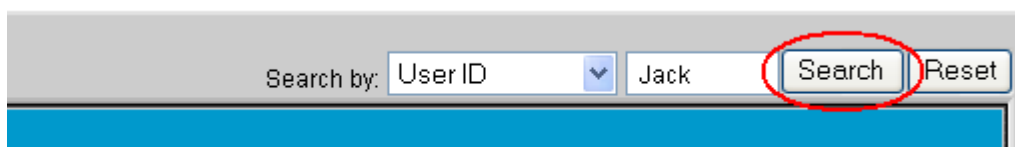
This close-up shows the search dropdown menu. The 'Search by:' label is followed by a dropdown menu currently showing 'User ID'. A red circle highlights the dropdown arrow. The menu is open, showing 'User ID' and 'Email Address' as options.

3. In the blank search text box, type the text you want to search for.



This close-up shows the search text box. The 'Search by:' dropdown is still set to 'User ID'. The text 'Jack' has been entered into the search box. A red circle highlights the search text.

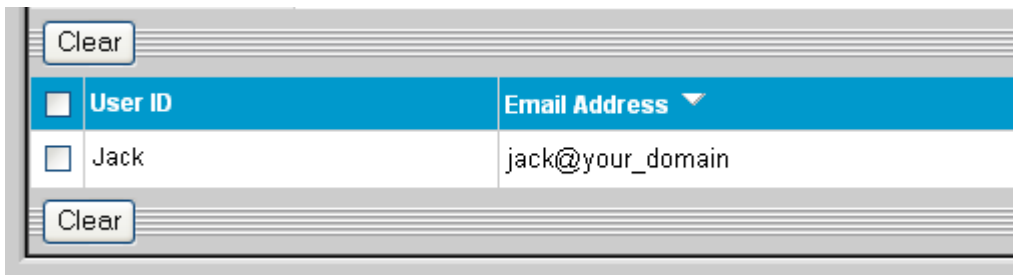
4. Click **Search**.



This close-up shows the search interface with 'User ID' selected in the dropdown and 'Jack' in the search box. A red circle highlights the 'Search' button.



The email address containing the searched text appears.



<input type="checkbox"/>	User ID	Email Address ▼
<input type="checkbox"/>	Jack	jack@your_domain

Note: If the search item does not exist in the mailbox list, a message appears informing you that your search did not return any results.

Setting Up User Autoreplies

The Autoreply feature enables you to send replies to incoming email messages with no intervention on your part. Our Autoreply feature works like this:

1. A user sends an email message to an email address that you have configured as an autoreply address. (The autoreply uses a text file that you can configure in the Mail Handling section of the Options window.)
2. Webmail immediately responds by sending an email message containing the autoreply text file to the incoming email message's return address.
3. The sender receives the autoreply email message. (The return address on this message might be different from the address that the user sent the message to, in step 1.)
4. If the sender then responds to the autoreply email message, Webmail receives that message and handles it according to your selections in the Mail Handling section of the Options window.

You can use autoreply messages to provide an automated preliminary response to visitor inquiries, comments, and suggestions. For example, an autoreply message might contain the following statement: "Thank you for your request. One of our sales associates will respond within 8 hours with an answer to your question." Autoreply messages also can be used for vacation messages, out-of-office messages, price lists, sales contact information, and so on.

To create a new autoreply message for one of your user IDs:

Note: If you want to use a text file for your autoreply message, skip to: To set up an autoreply that uses a text file.

1. Click the **Mailboxes** tab.



Mailboxes Mail Settings

Manage Email Accounts > Mailboxes Search by: User ID

Mailboxes

Domain: your_domain

Usage: 3 of 10 mailboxes configured. [Configure New](#)

Incoming Mail Server: mail.mailserver.com

Outgoing Mail Server: mail.mailserver.com

Clear

<input type="checkbox"/>	User ID	Email Address
	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul	paul@your_domain

Clear

The Mailboxes window appears.

- On the desired user ID row, in the Actions column, click **Edit**.

Create Contact Create List

E-mail Address	Action
	Edit Compose
jack@your_domain	Edit Compose
joan@your_domain	Edit Compose
paul@your_domain	Edit Compose

The Edit Mailbox window for that user appears.

Mailbox Settings	
Instruction:	Change the email address or password for this email account.
User ID:	Joan
Email Address:	joan @your_domain
Password:	(2-30 alphanumeric characters)
Confirm Password:	

3. In the Mail Handling Options section, select **Autoreply with the following text message** and type your message in the large text field.

Mail Handling Options	
Instruction:	Change the Autoreply, Mail Forward and POP Delivery settings for y
Autoreply:	<input type="radio"/> Do not autoreply. <input checked="" type="radio"/> Autoreply with the following text message: Thanks for your interest in our product. You will receive a reply within 24 hours.

4. Type a Reply To address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

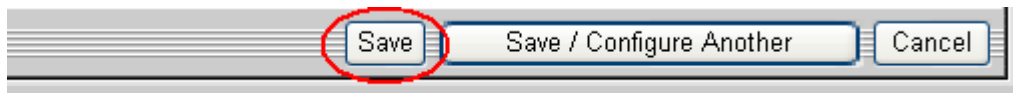
Responses to Autoreply messages may be routed to an alternate address.

'Reply to' Address:

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.



5. Click **Save**.



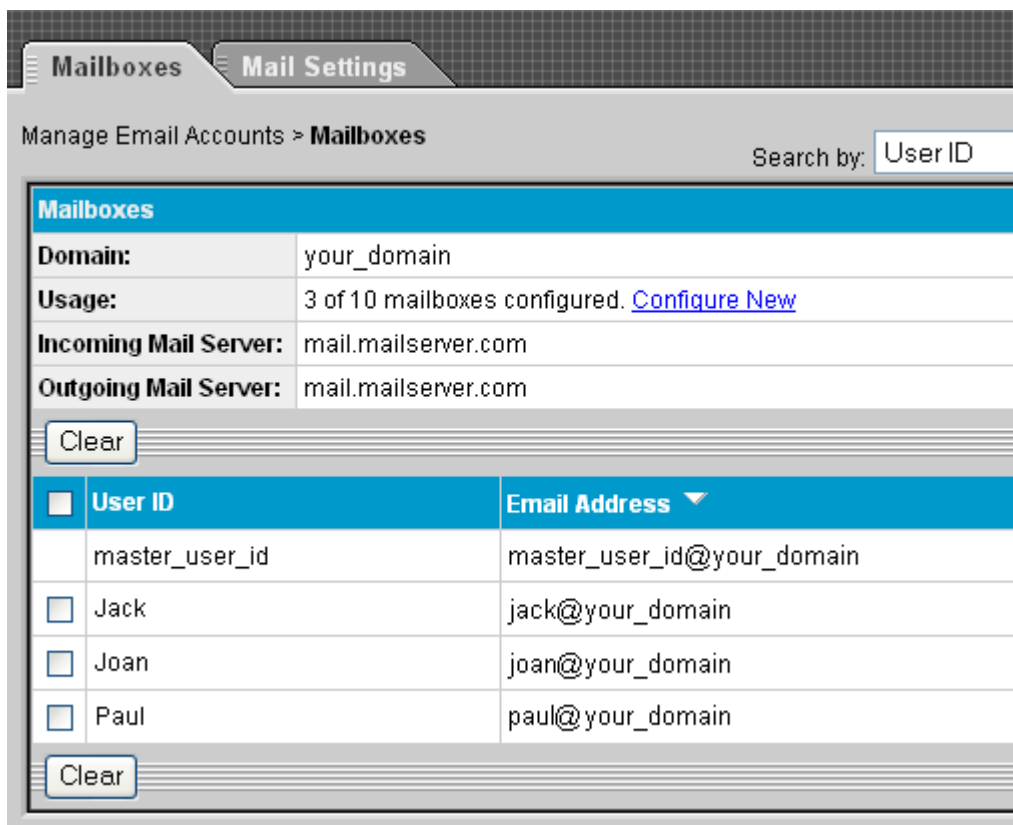
The Manage Email Accounts window appears with a message informing you that your changes have been saved.

To set up an autoreply that uses a text file:

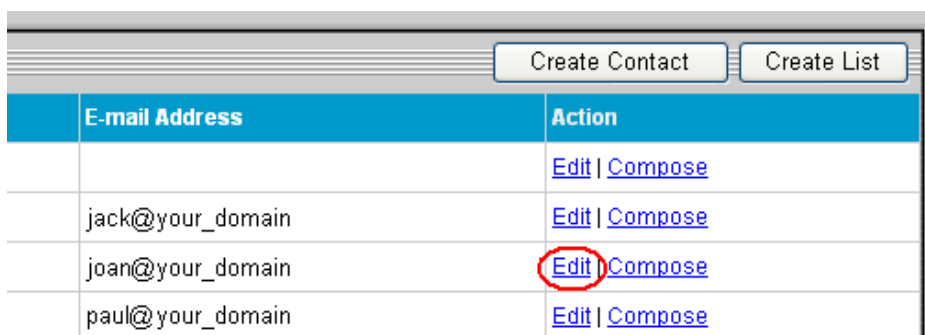
You can configure a text file on your computer, and then use Webmail to upload it to a server. That way, you can use whatever text editor you want to create larger files, instead of typing the message manually in the text message field. If the file you want to use does not exist, create it and then upload it using this procedure.

Note: Autoreply text files must have a .txt extension.

1. Click the **Mailboxes** tab. The Mailboxes window appears.



2. On the desired User ID row, in the Actions column, click **Edit**.



The Edit Mailbox window for that user appears.

Mailbox Settings	
Instruction:	Change the email address or password for this email account.
User ID:	Joan
Email Address:	joan @your_domain
Password:	(2-30 alphanumeric characters)
Confirm Password:	

3. In the Mail Handling Options section, select **Autoreply with the following text file**.

Autoreply with the following text file:

[View current file](#) | [Remove file](#)

4. Type the directory path and file name in the **Autoreply with the following text file**: field, or click **Browse** and search for the file on your computer.

Autoreply with the following text file:

C:\My Autoreplies\Product Reply Message.txt

[View current file](#)

Note: To view the file, click **Save**, then click **View current file**.

Autoreply with the following text file:

C:\My Autoreplies\Product Reply Message.txt

[View current file](#)

A window appears displaying the contents of the file. To close the window, click the X in the upper-right corner.

Note: After you click Save and upload a .txt file, that file remains on your server until you remove or replace it. To use another .txt file, upload it using this procedure; the old file is no longer used. The Remove file link does not appear when you have the *Autoreply with the following text file* radio button selected, because you cannot remove a file already associated with this feature. If you want to remove an autoreply text file, select a different Autoreply option, and click **Save**. When you access the email account again, the Remove file link appears again. Click the link to delete the file.

5. Type a Reply To address for your autoreply in the 'Reply to' address: field. You must place a properly formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.



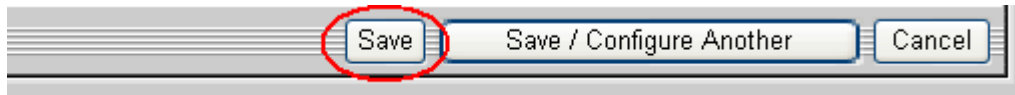
Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

Responses to Autoreply messages may be routed to an alternate address.

'Reply to' Address:

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

6. Click **Save**.



The Manage Email Accounts window appears with a message informing you that your changes have been saved.

Setting Up Your Autoreplies

The Autoreply feature enables you to send replies to incoming email messages with no intervention on your part. Our Autoreply feature works like this:

1. A user sends an email message to an email address that you have configured as an autoreply address. (The autoreply uses a text file that you can configure in the Mail Handling section of the Options window.)
2. Webmail immediately responds by sending an email message containing the autoreply text file to the incoming email message's return address.
3. The sender receives the autoreply email message. (The return address on this message might be different from the address that the user sent the message to, in step 1.)
4. If the sender then responds to the autoreply email message, Webmail receives that message and handles it according to your selections in the Mail Handling section of the Options window.

You can use autoreply messages to provide an automated preliminary response to visitor inquiries, comments, and suggestions. For example, an autoreply message might contain the following statement: "Thank you for your request. One of our sales associates will respond within 8 hours with an answer to your question." Autoreply messages also can be used for vacation messages, out-of-office messages, price lists, sales contact information, and so on.

To create a new autoreply message for your master user ID:

Note: If you want to use a text file for your autoreply message, skip to: To set up an autoreply that uses a text file.



1. Click the **Mailboxes** tab.

The screenshot shows the 'Mailboxes' tab in a management interface. At the top, there are tabs for 'Mailboxes' and 'Mail Settings'. Below the tabs, the text 'Manage Email Accounts > Mailboxes' is displayed. To the right, there is a search field labeled 'Search by:' with 'User ID' entered. The main content area is titled 'Mailboxes' and contains the following configuration details:

Domain:	your_domain
Usage:	3 of 10 mailboxes configured. Configure New
Incoming Mail Server:	mail.mailserver.com
Outgoing Mail Server:	mail.mailserver.com

Below the configuration details is a 'Clear' button. The main part of the interface is a table with the following columns: 'User ID' and 'Email Address'. The table contains the following rows:

<input type="checkbox"/>	User ID	Email Address
<input type="checkbox"/>	master_user_id	master_user_id@your_domain
<input type="checkbox"/>	Jack	jack@your_domain
<input type="checkbox"/>	Joan	joan@your_domain
<input type="checkbox"/>	Paul	paul@your_domain

At the bottom of the table is another 'Clear' button.

The Manage Email Accounts window appears.

2. On the master ID row, in the Actions column, click **Edit**.

This screenshot is a close-up of the 'Actions' column in the table from the previous screenshot. It shows the 'Email Address' column on the left and the 'Actions' column on the right. The 'Email Address' column contains the following rows:

Email Address	Actions
master_user_id@your_domain	Edit
jack@your_domain	Edit Clear
joan@your_domain	Edit Clear
paul@your_domain	Edit Clear

The 'Edit' link for the 'master_user_id@your_domain' row is circled in red. At the top right and bottom right of the table area, there are 'Configure New' buttons.

The Edit Mailbox window for the master ID appears.

The screenshot shows the 'Edit Mailbox' window for 'master_user_id'. The window has tabs for 'Mailboxes' and 'Mail Settings'. Below the tabs, the breadcrumb path is 'Manage Email Accounts > Mailboxes > Edit Mailbox: master_user_id'. The main content area is titled 'Mailbox Settings' and contains the following fields:

Instruction:	Change your email, Control Panel and FTP password.
User ID:	master_user_id
Email Address:	master_user_id@your_domain
Password:	<input type="text"/> (2-30 alphanumeric characters)
Confirm Password:	<input type="text"/>

3. In the Mail Handling Options section, select **Autoreply with the following text message** and type your message in the large text field.
4. Type a reply to address for your autoreply in the 'Reply to' address: field. You must place a properly

The screenshot shows the 'Mail Handling Options' section. It contains the following fields:

Instruction:	Change the Autoreply, Mail Forward and POP Delivery settings for y
Autoreply:	<input type="radio"/> Do not autoreply. <input checked="" type="radio"/> Autoreply with the following text message: <div style="border: 1px solid red; padding: 2px;">Thanks for your interest in our product. You will receive a reply within 24 hours.</div>

formatted email address in this field if you want to use the Autoreply feature. If you place a real email address in this field, persons who want to send response to the autoreply can send their message to the address you specify in this field. If you want Webmail to automatically delete responses to this autoreply, type devnull@mailset.yourdomainname.com in this field. If a person viewing the autoreply message tries to reply to it, Webmail delivers the message to devnull, effectively deleting the email message before you see it.

Note: The Reply To address must be a valid email address, either within your domain or outside of it; however, it must be an address that you own. You cannot use the original autoreply address as the reply to address, because a person clicking "Reply" in their email client would get the same address as the original mail, thereby creating a loop.

The screenshot shows the 'Reply to' address field. The text 'Responses to Autoreply messages may be routed to an alternate address.' is displayed above the field. The field contains the email address 'rita@any_domain', which is circled in red.

Important: Forwarding email to an account that (a) you do not maintain, (b) is over quota or (c) does not exist violates our Acceptable Use Policy (AUP). Violations can result in the immediate termination of your account.

5. Click **Save**.

The screenshot shows the bottom of the window with two buttons: 'Save' and 'Cancel'. The 'Save' button is circled in red.

The Manage Email Accounts window appears with a message informing you that your changes have been saved.

