

Mail Configuration Tutorial – Red Waves, Inc.

Purpose

This tutorial will explain how to manage email accounts using the cPanel Web Interface. Furthermore, the tutorial will provide step-by-step instructions on how to add, remove, and configure email accounts for your domain.

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About This Tutorial

This tutorial uses the domain name, redwaves.com and example.com in the examples to follow. You should replace redwaves.com or example.com with your domain name where the tutorial indicates. This tutorial was written in Open Office 1.1.1 on a Fedora Core 2 (Linux) operating system. Firefox 1.0 was the web browser of choice used for this tutorial and Mozilla Mail Client and Thunderbird are the referenced email clients.

Common Terms Used in this Tutorial

POP – *Post Office Protocol*; is a protocol used to retrieve email from a mail server

ISP – Internet Service Provider; is a company that provides access to the Internet

Logging into cPanel

1. Open your web browser of choice.
2. Navigate to your domain, for example: <http://redwaves.com>
3. Navigate to the cPanel interface by adding a [/cpanel/](#) to the end of your URL. For example:
 - <http://redwaves.com/cpanel/>
 - or-
 - <http://redwaves.com:2082>
4. Enter the username and password for your account at the *htaccess* prompt:



Figure 1-1

After you have authenticated with your username and password, you should be logged into the cPanel interface. Your interface will look similar to the following:

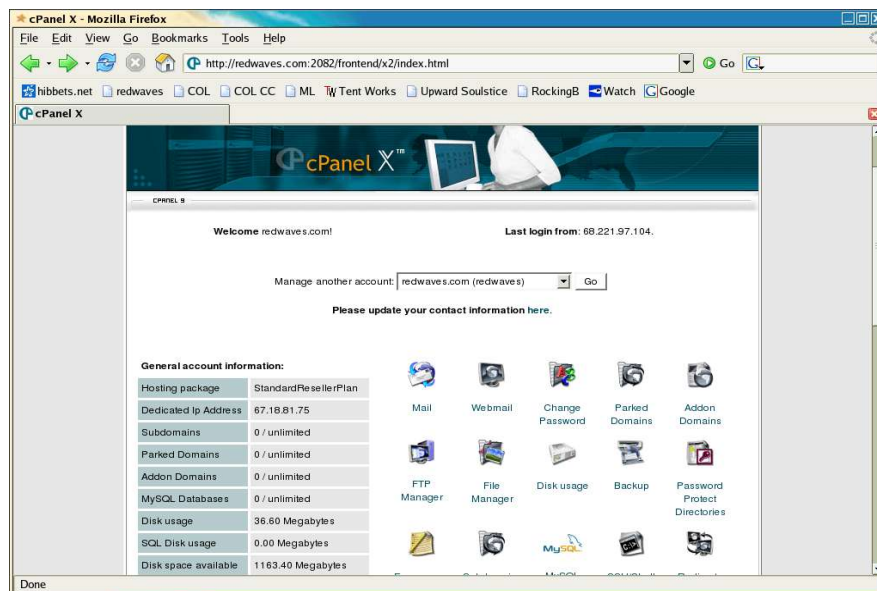


Figure 1-2

Adding an Email Account

The following steps assume that you have already successfully logged into the cPanel interface.

1. At the cPanel interface, click the “Mail” icon located on the first row, the first icon on the left:



Figure 2-1

2. On the “Mail Manager Main Menu” page, select the “Manage/Add/Remove Accounts” link.

Note: Additional Mail Manager options are not explained in this tutorial.

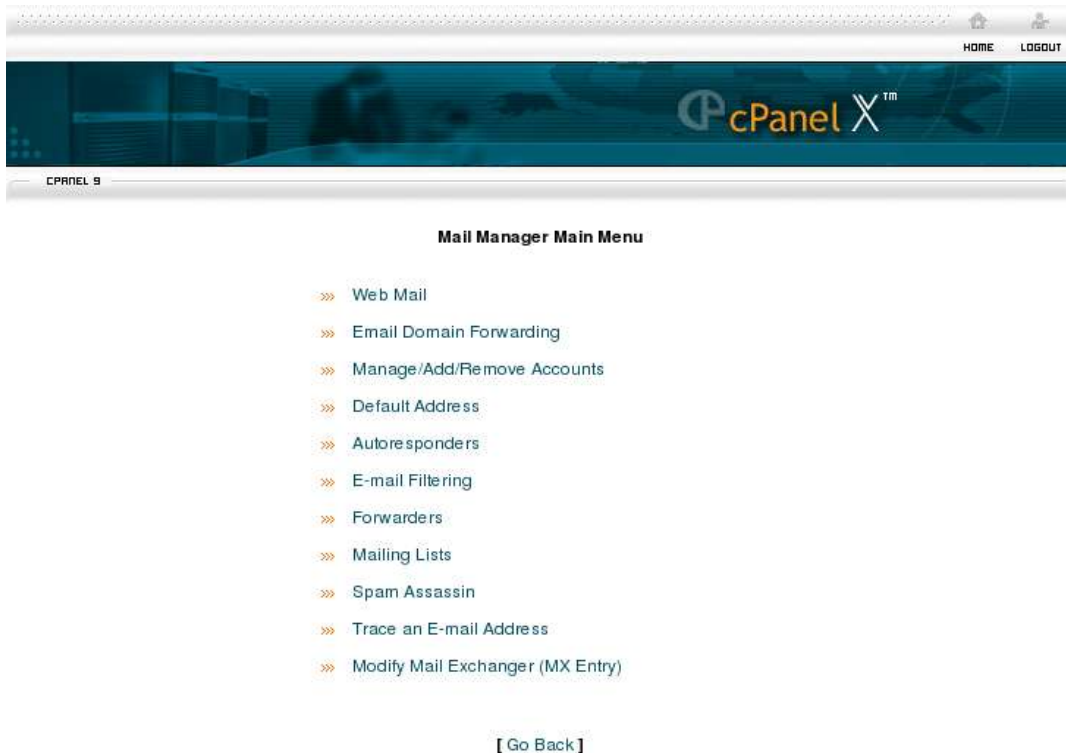


Figure 2-2

3. You will now see the “Mail Account Maintenance” screen as shown below:

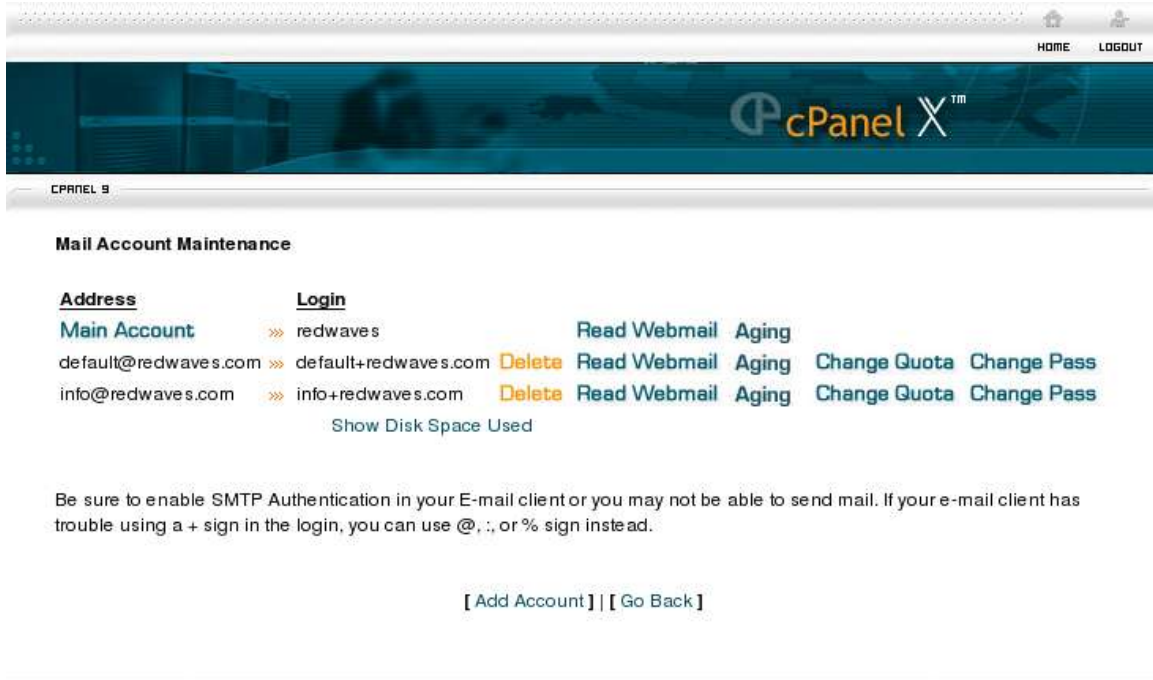


Figure 2-3

Select the “Add Account” link inside the square bracket at the bottom of the “Mail Account Maintenance” page.

4. Enter in the desired email account information, including the username, password, and quota limit in the ‘Add Mail Account’ screen.

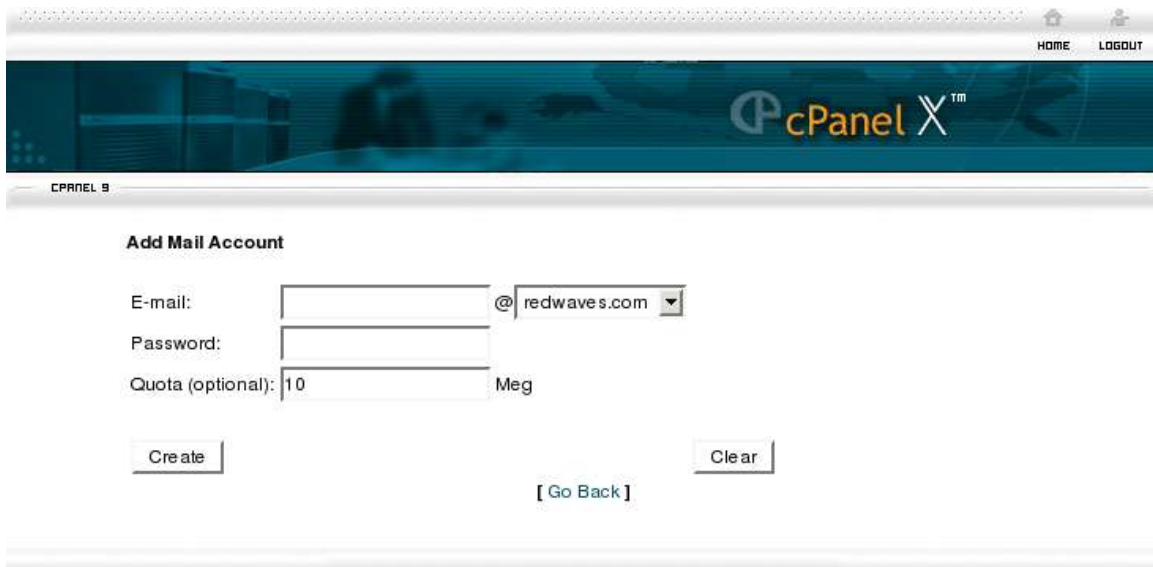


Figure 2-4

If no quota limit (unlimited quota) is desired, leave the “Quota (optional)” field blank. *You will be limited to the total account Disk limit (Disk Usage Available).*

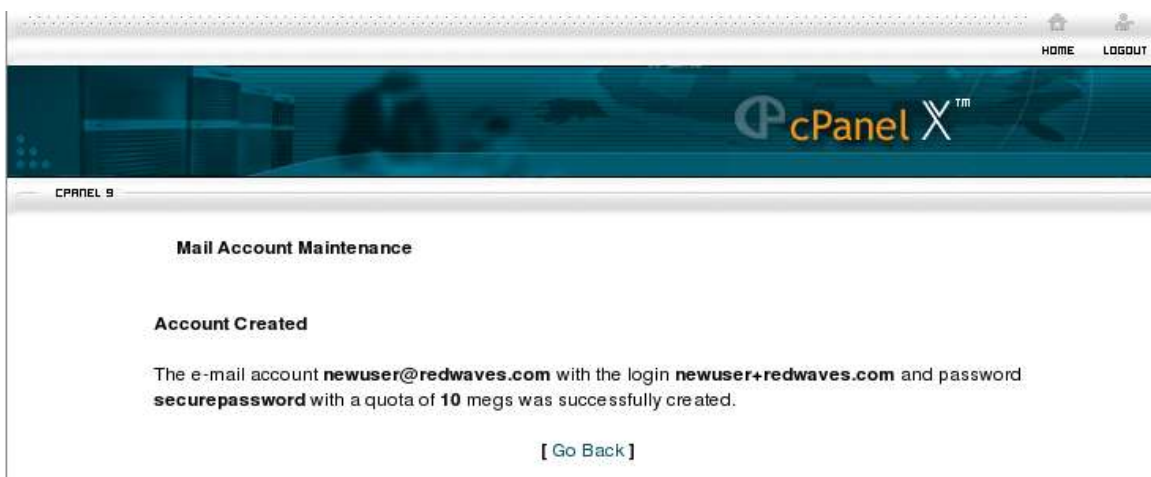
For example, enter *newuser* for the E-mail field, *securepassword* for the password field, and leave the default of *10 Meg* for the Quota (optional) field:



The screenshot shows the cPanel interface for adding a mail account. The header includes 'HOME' and 'LOGOUT' links. The main content area is titled 'Add Mail Account' and contains three input fields: 'E-mail' with 'newuser' and a dropdown menu for '@ redwaves.com', 'Password' with 'securepassword', and 'Quota (optional)' with '10' and 'Meg' units. Below the fields are 'Create', 'Clear', and '[Go Back]' buttons.

Figure 2-5

5. Select the **Create** button. Upon successful creation, you will get a confirmation screen as shown below:



The screenshot shows the cPanel interface for mail account maintenance. The header includes 'HOME' and 'LOGOUT' links. The main content area is titled 'Mail Account Maintenance' and contains a section 'Account Created' with the following text: 'The e-mail account **newuser@redwaves.com** with the login **newuser+redwaves.com** and password **securepassword** with a quota of **10** megs was successfully created.' Below the text is a '[Go Back]' button.

Figure 2-6

6. Select the “Go Back” link in the square brackets at the bottom. This will return you to the “Mail Account Maintenance” screen.

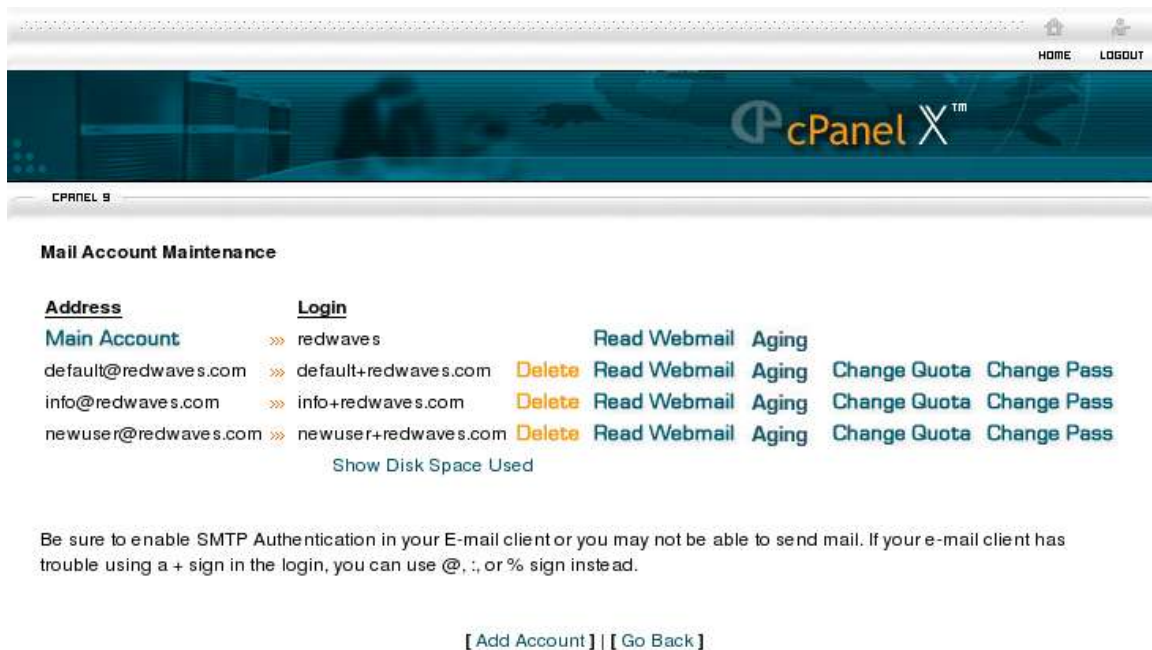


Figure 2-7

You will see that the newly added account “newuser@redwaves.com” now appears in the “Mail Account Maintenance” listing.

TIP: To view the account quota, select the “Show Disk Space Used” link. This will show you the account quota used for each email account. You will see “Disk Used” and “Quota” columns added to the right of each account displaying the usage in Megabytes. For example:

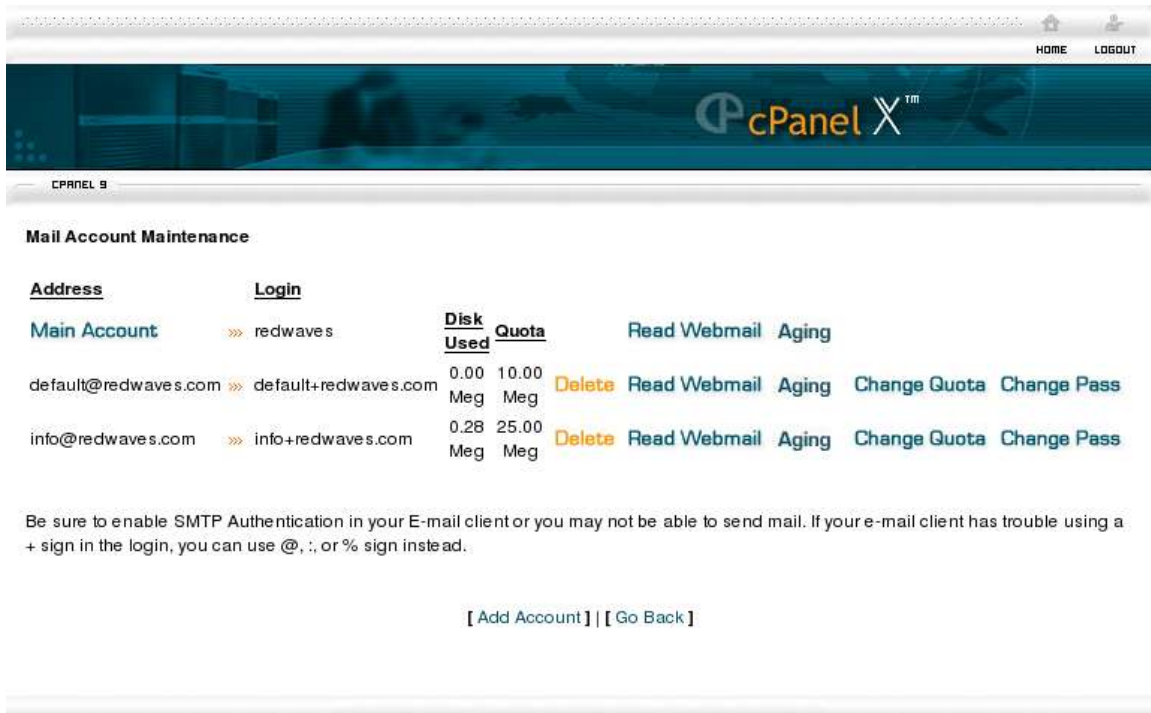


Figure 2-8

7. Stop! This process is complete.

To remove an email account, see the “Removing (Deleting) an Email Account” section. For assistance with configuring your local mail client, see the “Tips on How to Configure Your Local Email Client” section.

Removing (Deleting) an Email Account

The following steps assume that you have already successfully logged into the cPanel interface.

1. At the cPanel interface, click the “Mail” icon located on the first row, the first icon on the left:



Figure 3-1

2. On the “Mail Manager Main Menu” page, select the “Manage/Add/Remove Accounts” link.

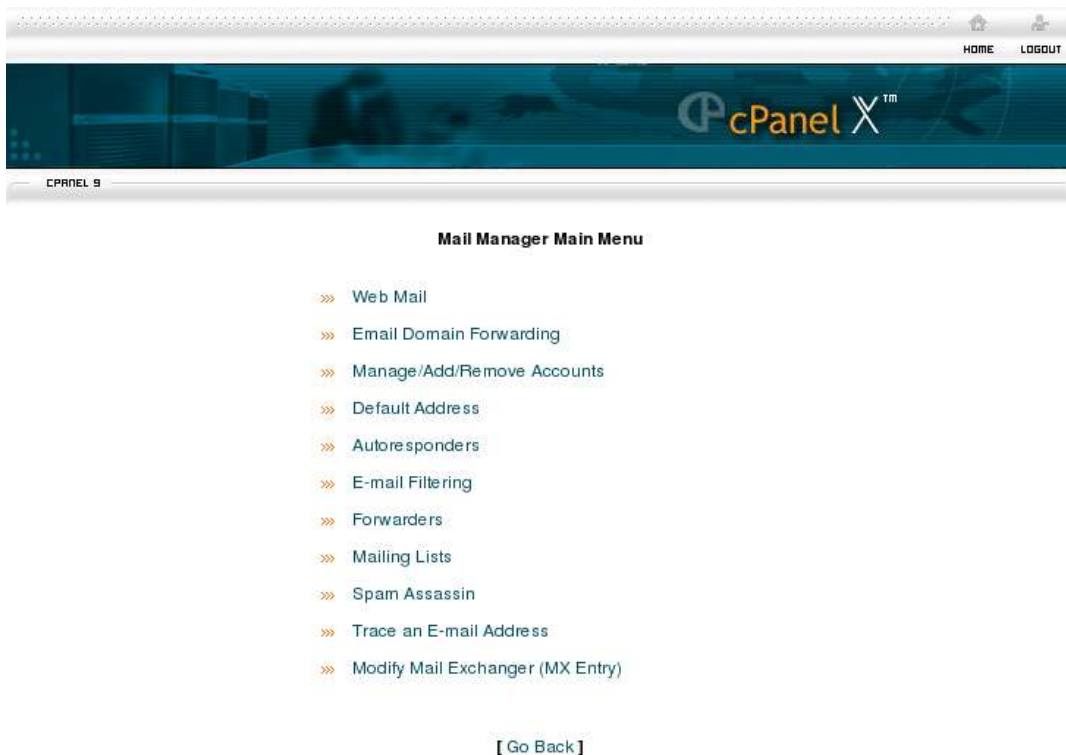


Figure 3-2

Note: Additional Mail Manager options are not explained in this tutorial.

3. You will now see the “Mail Account Maintenance” screen as shown below:

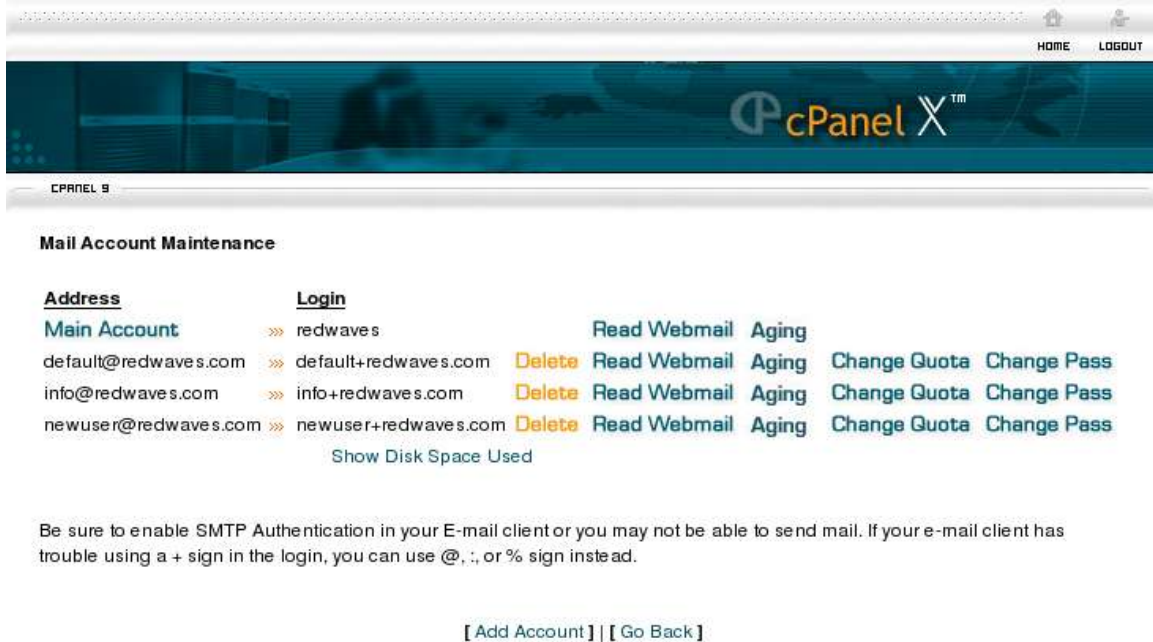


Figure 3-3

Select an account to delete by clicking the gold “Delete” link to the right of the mail accounts “Login” listing. In this example, we are removing the account, newuser@redwaves.com by clicking on the “Delete” link next to newuser+redwaves.com in the “Mail Account Maintenance” listing.

4. After selecting “Delete,” you will get an “Account Deletion” page:



Figure 3-4

You will need to confirm that you want to to remove the email account. Select the **Yes** button to continue removing the account. Select **No** to discontinue removing the account.

Warning: Removing an email account removes all email that is stored on the server for that user. Any reaming messages for the user are removed.

5. After selecting “Yes,” you will see a page that confirms the account has been deleted and removed from the domain.

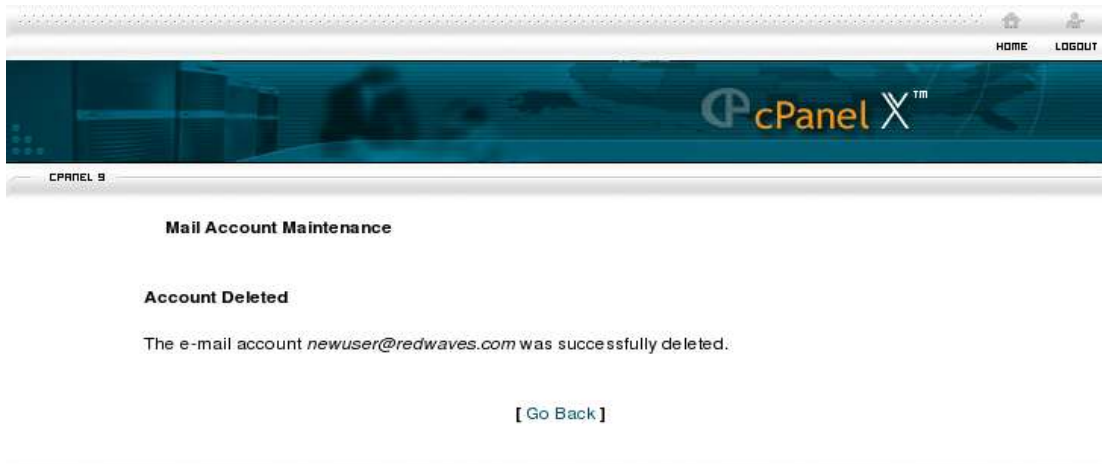


Figure 4-5

6. Select the “Go Back” link in the square brackets at the bottom. This will return you to the “Mail Account Maintenance” screen.

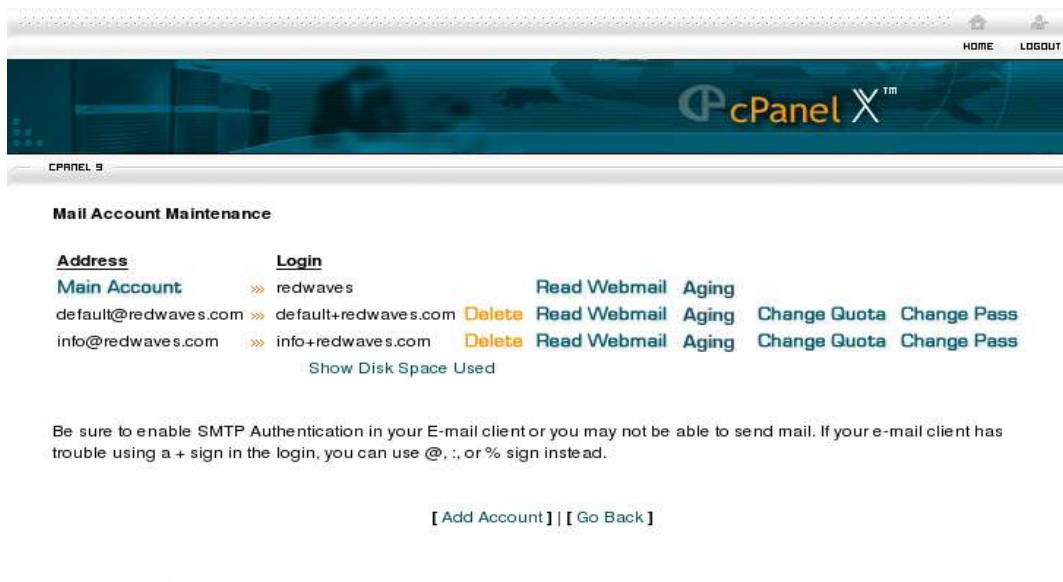


Figure 4-6

The account, newuser@redwaves.com was successfully removed from the domain. Your other email accounts remain unaffected unless you have email forwarding turned on for other accounts.

Note: You can only remove one email account at a time.

7. Stop! This process is complete.

To add an email account, see the ‘Adding an Email Account’ section. For assistance with configuring your local mail client, see the ‘Tips on How to Configure Your Local Email Client’ section.

Tips on How to Configure Your Local Email Client

This section will provide some important details on mail server information you will need in order to configure a local mail client to download email from your domains mail server.

1. How do I start configuring my local email client?

Most email clients will have an “Add Email Account Wizard” to help you configure your email. This typically can be found under the “Edit” menu or Options “menu. For example, in Mozilla Mail client, the email account settings are located under *Edit > Mail & Newsgroups Account Settings*. To add a new email account, select the “Add Account...” option.

2. What type of mail server should I choose?

You should choose a **Pop** mail server. Do not choose an Imap server. A Pop mail server uses port 110 by default. Be sure that any local firewalls allow port 110 to access the Internet.

Pop stands for *Post Office Protocol* and is a protocol used to retrieve email from a mail server. Email is stored on the server and when your local mail client requests messages that are waiting for delivery, the messages are “popped” to the local email client and removed from the server. When the messages are downloaded from the mail server they are only accessible from the local mail client.

3. What is my Incoming Server Name?

The Incoming Server Name will be in the format: mail.domain-name.com.

For example, *mail.example.com*.

4. What is my Outgoing Server Name?

The Outgoing Server Name will typically be the same as the Incoming Server Name. For example, *mail.example.com*.

However, in many situations, you can use your Internet Service Providers (ISPs) Outgoing Mail Server. For example, if your ISP is Earthlink, your outgoing mail server might be *smtp.earthlink.net*.

5. What is my username?

Your username will be in the format: `username+domain-name.com`

If your email address is joe@example.com then your email clients username will be joe+example.com for your local mail client configuration.

6. How can I test my email?

You can test your email by sending an email message to yourself. Sending an email to your email address will make the email message use your Outgoing Mail Server and then test your set-up of the Incoming Mail Server for your local email client. If you can successfully send an email from yourself and receive it to your local Inbox, then your email should be set-up correctly.

7. What is my email address?

Even though your email username is `username+domain-name.com`, your email address still requires the at (@) symbol. Your email address should be in the format of username@domain-name.com. For example, joe@example.com.