

Doteasy KB

Email Accounts (cPanel - Horde Webmail)

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

cPanel -- > Mail -- > Email Accounts

Add an Email Address

To add a new email address:

Enter 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. Enter the password in the Password field. You can use the Generate Password link to have a strong password generated for you. Enter the quota. The quota defines how much hard drive space the account will be allowed to use. Click Create.

Once the account has been created, you will see a screen presenting the newly created email address, login name, and quota. On this screen you can choose to manage existing accounts, including automatically configuring your desktop mail client for this email account.

Existing addresses are displayed in the table under Current Accounts. Using this table, it is possible to:

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

Remove an Address

To delete an email address:

Click the Delete link corresponding to the account you wish to remove in the list under Current Accounts. Confirm that you wish to delete the address by clicking Yes on the following page. If you wish to keep the email address, click No.

Change the Quota Limit

The quota limit for the address defines the amount of mail (in Megabytes) that can be stored to the mailboxes. 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.

To change your mail quota:

Enter the new email quota (in Megabytes) into the appropriate field. For an unlimited account, enter zero. Click Change to store the new value. Note: You will not be able to exceed the quota set by Doteasy.

Change the Password

A secure password is one that contains no dictionary words and is comprised of both upper- and lower-case letters, numbers, and symbols. cPanel comes complete with a password generator for generating a secure password.

To change the password:

Type your new password into the New Password box. Confirm your new password in the field below. Click Change to store the new password.

Define a Security Policy

Note: This feature is no longer supported. It cannot be found in new versions of cPanel.

A security policy helps cPanel protect your email account from attacks by malicious users by locking out computers that have not been explicitly granted access. You can specify a set of questions to be asked to the user whenever that user attempts to log in through webmail from a computer that is not registered through cPanel. The questions defined in your security policy will also need to be answered in order to recover your password in the event that it is lost.

To register a computer, you can simply answer the questions when logging into webmail, or add the computer's IP address to the Access IP list using the Manage Access IPs button.

To add an access IP:

Click the Manage Access IPs button. Enter the IP address into the available fields. Click 0 to complete the process. The list of access IP addresses appears below the IP fields. You can use the Remove button to remove an access IP.

Note: This feature should not be used for computers that do not have a fixed IP.

If you would like to define the answers to your security questions, click Update Security Questions and Answers.

To update your security questions and answers:

Use the pull-down menus to define the questions. Note: Security questions cannot be user-defined. Key-in the answer to each question. To store the changes, click Continue. Click Save Answers on the following page.

These answers can be reset by returning to the first page and clicking the Reset Security Questions button. This will, without confirmation, reset the existing answers.

Configure a Mail 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 to automatically configure it using cPanel.

To configure your mail client:

Select and download the appropriate configuration file from the list. 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).

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 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.

Install the latest version of WebKit from <http://nightly.webkit.org>. Enter Safari's Preferences and set the default browser to WebKit. Close Safari. We recommend removing Safari's icon from your Dock to prevent accidentally accessing it in the future. Add the WebKit icon to your dock. 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.

<https://kb.doteasy.com/questions/444/>