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How to create an e-mail account in cPanel?

cPanel & WHM

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How to create an e-mail account in cPanel?

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Creating a professional e-mail address on your own domain - such as **info@yourdomain.com** - takes less than a minute in cPanel. This guide covers creating the account, opening it in Webmail, and configuring it on your computer or phone.

Before you start

Your domain must already be added to your hosting plan, and you need access to cPanel. If you are not sure how to get in, read **How to access cPanel Control Panel** first.

Creating the e-mail account

1. Log in to cPanel and, in the **Email** section, open **Email Accounts**.
2. Click the **Create** button on the right-hand side.
3. Fill in the form:
   - **Domain** - if you host more than one domain, pick the right one from the list
   - **Username** - the part before the @, for example *info*, *vendas* or *geral*
   - **Password** - use **Generate** for a strong one, and copy it before continuing
   - **Storage Space** - a limit in MB, or select *Unlimited*
4. Press **Create**. The mailbox is active immediately - there is no waiting period.

On choosing a password:

CPanel requires at least 8 characters mixing upper case, lower case, numbers and symbols. Save it somewhere safe - it is not shown again, although you can reset it at any time using **Manage** next to the account.

Opening your new mailbox

The quickest way to read and send messages is Webmail, straight from the browser:

```
https://yourdomain.com/webmail
```

Log in with the **full e-mail address** as the username - not just the part before the @ - together with the password you have just set. You can also reach Webmail from inside cPanel, using **Check Email** next to the account.

Settings for Outlook, Gmail or your phone

To use the account in a mail application, enter these settings. Replace **yourdomain.com** with your own domain.

Setting	Incoming (IMAP)	Outgoing (SMTP)
Server	`mail.yourdomain.com`	`mail.yourdomain.com`
Port	**993**	**465** or 587
Encryption	SSL / TLS	SSL / TLS STARTTLS on 587
Username	Your full e-mail address, and the same password Authentication is required for sending as well	

Prefer to keep messages only on one computer? Use POP3 on port **995** with SSL/TLS instead of IMAP. We recommend IMAP, which keeps the same mailbox synchronised across your phone, laptop and Webmail.

If something does not work

Messages arrive but will not send

Nearly always authentication: switch on *"My outgoing server requires authentication"* and use the same address and password as for incoming mail. If your office network or mobile operator blocks port **465**, switch the outgoing port to **587 with STARTTLS**. Avoid port 25 - most providers block it to fight spam.

A certificate warning appears

Use **mail.yourdomain.com** as the server name, not the server hostname. The SSL certificate is issued for your own domain.

The password is rejected

The username must be the complete address - *info@yourdomain.com*, not *info*. If it still fails, reset the password in cPanel under **Manage**.

The mailbox is full

Raise the quota in cPanel under **Manage** → **Storage Space**, or delete old messages. A full mailbox silently rejects incoming e-mail.

NEED A HAND?

Need a hand setting up your e-mail? We can configure it with you.

Open a support ticket →

In our plans

- Every hosting plan includes unlimited e-mail accounts, so the number of addresses is not what limits you.
- What limits you is how many messages the account can send per hour: 100 on Pro, 200 on Plus and 300 on Ultra.
- Mailboxes use the same disk as the site: 10 GB on Pro, 20 GB on Plus, 30 GB on Ultra and 50, 100 or 200 GB on the Business plans.
- To see how much each mailbox uses, open Email Accounts in cPanel. If you suspect you reached the hourly limit, open Track Delivery to see what was sent and what was not. If you need more, you can move up a plan or talk to us.

SEE ALSO

Once created, if you cannot log in:
Common webmail errors and how to fix each one →

Need mailboxes without buying hosting? See the Professional E-mail plan. →

WEB HOSTING

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See hosting plans →

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