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Mailboxes for more than one domain in the same hosting: creating, receiving and sending

E-mail

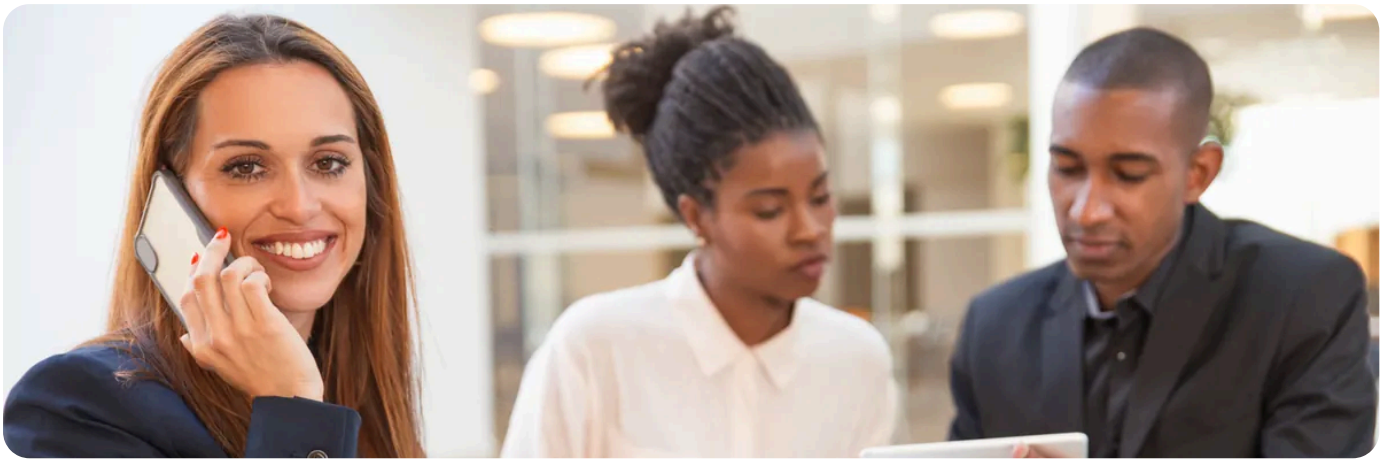
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-7290	v2026.11.13	International · English

MozOut International
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Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/7290

Mailboxes for more than one domain in the same hosting: creating, receiving and sending

E-mail Created on **November 13, 2026** 3 min read



The short answer: on hosting with more than one domain, each domain can have its own mailboxes. **ana@ on one domain and ana@ on the other are two different mailboxes**, each with its own password and quota, sharing the plan's space. If what you want is for both names to reach the **same** mailbox, do not create mailboxes twice: forward one domain to the other.

First: does your plan take more than one domain?

The number of domains per plan is on the **hosting plans** page. On the **Professional E-mail** plan, talk to us before counting on a second domain. The second domain is added to the account in cPanel, on the domains page, and must use our nameservers (or at least have its MX records pointing to us).

Two ways to use both domains

What you want	How it is done	When it fits
Separate mailboxes on each domain	Create mailboxes under Email Accounts, picking the domain from the list	Two brands, two companies, or teams that do not overlap
Both names reaching the same mailboxes	Under Forwarders, forward the whole secondary domain to the main one	An old name, a short name, a version with another extension

Mailboxes on each domain: what changes

1. **When you create a mailbox**, pick the right domain from the Email Accounts list. It is the most common mistake: creating ana@ on the wrong domain.

2. **Each domain has its own SPF, DKIM and DMARC.** Check both under Email Deliverability in cPanel: one can be right and the other not.

3 **On devices**, the server is mail. followed by that mailbox's domain, and the username is always the full address.

4 **The space is shared** by every mailbox on the account, across both domains. Hand out quotas with the total in mind.

Replying from the right domain

Whoever handles both domains should have both accounts in their e-mail program or phone, and always reply from the account the message arrived at. That way the customer sees the brand address they know, and each message leaves with its own domain's signature and authentication.

Mind forwarding and replies.
If you forward domain B to A, replies go out from A. To customers who only know B, that can look like another company. If the two brands must look separate, use separate mailboxes.

A domain only for the website?
If the second domain will have no e-mail, create no mailboxes on it and leave the default address rejecting mail. For the differences between a redirect, an alias and a separate site, see **a second domain for the same business**.

NEED A HAND?

Want to add a second domain to your company e-mail? Talk to us before you change any records.

Open a support ticket →

SEE ALSO

- A second domain for the same business: redirect, alias or separate site →
- Catch-all, forwarders and aliases: the three that get confused →
- How to create an e-mail account in cPanel? →
- SPF, DKIM and DMARC: why your e-mail lands in spam →
- Your company changed its name: moving every mailbox to a new domain without losing mail →

Email Routing in cPanel: local, remote or automatic, and the mail that vanishes →

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