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Your application sends from a mailbox: when to switch it to SMTP Relay

E-mail

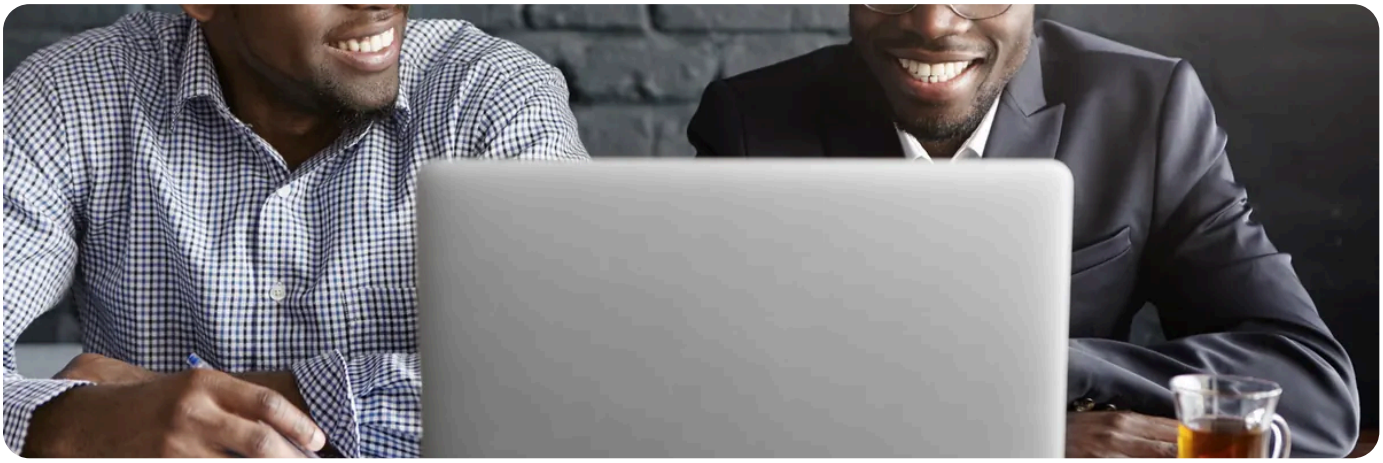
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Your application sends from a mailbox: when to switch it to SMTP Relay

E-mail Created on **November 13, 2026** 2 min read



The short answer: having your site or system send with the username and password of a **mailbox** works for low volumes, such as a contact form. When the program starts sending a lot, when several applications share the same mailbox, or when you need to know what happened to each e-mail, it is time to move to **SMTP Relay**.

Signs the mailbox is no longer enough

Sign	What is going on
Some e-mails are left unsent at busy times	The program is hitting the **hourly sending limit** of hosting mailboxes.
Someone changes the mailbox password and the site stops sending	The site depends on the password of a person or a department.
Several sites and systems use the same mailbox	You cannot tell where each e-mail comes from, and you cannot cut off just one.
A customer says they got nothing and you cannot prove you sent it	The mailbox gives you no log with the status of each e-mail.
The mailbox Sent folder is full of automatic e-mails	The program sends take up mailbox space and mix with people mail.

Mailbox or SMTP Relay

	With the mailbox	With SMTP Relay
Server and username	The mailbox ones: the mail server and the full address.	The Email Center server and one credential per program.

	With the mailbox	With SMTP Relay
Sender	The mailbox address itself.	Any address on a verified domain.
Limit	The hourly limit of hosting mailboxes.	Whatever your proposal sets, priced per e-mail sent.
Log	Track Delivery in cPanel.	The Email Center log, with the status of each e-mail.
Replies	Arrive in the mailbox itself.	The relay does not receive: set a Reply-To pointing at a real mailbox.

How to switch

1. **Verify the domain** in the Email Center, taking care to keep a single SPF record: **adding SMTP Relay with a single SPF**.
2. **Create one credential per program.**
3. **In each program, swap** the server, username and password. Keep the sender your customers already know.
4. **Set a Reply-To** pointing at the mailbox, if customers reply to these e-mails.
5. **Check the log** and, once no program sends through the mailbox any more, change its password.

You still need the mailbox.
SMTP Relay only sends. The mailbox stays to receive replies and for people to work in: do not delete it.

RECOMMENDED

Want to move your applications to SMTP Relay? Tell us how many e-mails they send each month and we will prepare the proposal.

Ask for a proposal →

SEE ALSO

- The hourly e-mail sending limit: staying under it and moving newsletters elsewhere
- Moving WordPress e-mail from a mailbox to SMTP Relay: what changes in your SMTP plugin
- A domain that already has mailboxes: adding SMTP Relay with a single SPF record
- What SMTP Relay is not for: newsletters and everyday company mailboxes, and what to use instead
- SMTP relay through a smarthost: sending mail from a VPS or from an application
- How SMTP Relay is priced: paying per e-mail sent, volume discounts and asking for a proposal

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