

Create new mailboxes

In this how-to guide you will be shown how to create new mailboxes from within your web hosting control panel. This will provide the ability to view the settings you will need to configure your email account on a local piece of email software such as Microsoft Outlook or Mozilla Thunderbird.

Access your web hosting control panel area by submitting the username and password for your account into the login form. Position the mouse pointer directly over the “Mail Boxes” button located within the “Email” section then click on the button. This will result in the mail boxes graphical user interface being loaded within the web browser.



Enter your desired email address into the email address input box through the use of the keyboard ensuring that the format of the email address corresponds to [myname@mywebsite.co.uk](#) Make sure that the domain name that wish to create a new email account is selected from the drop down menu. Email address specified here will be used to send and receive messages within your mailbox.

Mail Boxes

In this area you can add and delete mail boxes to your account. A mail box stores mail on our server until you download it using an email client like Outlook Express, Windows Mail, Outlook etc.

Add a New Mail Box

To add a mail box please enter the primary email address for this mail box below. A new mail box can take up to an hour to before it can send and receive emails. If you need to set a specific password, you will be able to edit it from the "Modify Mail Boxes" section below after you have created the mailbox.

Email Address

johnsmith ▼

Next scroll down the page until you reach the “Modify Mail Boxes” section and select the “Generate Suggested Password” button located in the bottom left side of the screen. This will subsequently result in the password generator randomly generating a secure password that contains a combination of special characters, uppercase, lowercase and numbers. Alternatively you can specify your own password through the use of the keyboard.

Modify Mail Boxes

When deleting a mail box, please send leftover emails to:

To see a password, just hover your mouse pointer over the password box. For the security of your mailbox, you should make a password which is over 6 characters long (not a real word) and contains at least one number or other non-letter character.

Please note that your mailbox will be unavailable for up to five minutes after you change your password.

To try and help you keep your e-mail secure we recommend that you update your password every 6 months, there is a column which will show you when the current password has expired.

Please also note that character set conversion issues might make your password unusable in webmail if it contains special characters like: € (euro sign), £ (pound sign), ¬ (not sign), é (e acute), © (copyright symbol), α (greek letter alpha), ∞ (infinity symbol), > (greater than)

After all of the settings have been set, scroll back up towards the “Add a New Mail Box” section and click on the "Add" button. This will result in the new mailbox account being created and ready for

usage within a few minutes. The new email account will become visible within the mailbox account table meaning that you have successfully created a new mailbox.

Email Address	Password	Password Expiry	Delete	Usage	Check Junk
johnsmith@mywebsite.co.uk	P455w0rd	Expired	<input type="checkbox"/>	0MB / 400MB (00%)	Check