Configuring your email client for cPanel mail services

Paul - 2026-11-19 - cPanel Email

Overview

This article explains how to configure your email client with an email account created on a cPanel server.

Authenticate

Before you can access WHM, cPanel, Webmail, FTP, sFTP or MySQL services you first need to authenticate your public IP address. This authentication is valid for 24 hours, after which you will need to repeat the process to reauthenticate your IP address.

1. In a web browser window, go to https://webhostauth.micron21.com
2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)

Access cPanel Mail Settings for Client:

1. Login to your cPanel account and click the "Email Accounts" button. It is categorised under the heading 'Email'.
2. Navigate to the email account you want to configure in your mail client. For example: "info@thisisatest.com". Click the 'CONNECT DEVICES' button.
3. You will be presented with the Mail Client Manual Settings.

Some older email clients (dated 2010 and prior) may experience issues using the "Secure SSL/TLS Settings (Recommended)". If this applies to you, click the "Show Non-SSL/TLS Settings" button. These settings are displayed within a yellow formatted box.

Configure Mail Client:

Now that you have your email client settings, it's time to start configuring your email account.

1. Within your email client of choice, navigate to its "Add New Account" option (it may be called something similar). Consult your email client's documentation if you are unsure.
    1. Here are some examples of common email clients.

```
Outlook: File --> Account Settings --> Account Settings --> New -->
Manual setup or additional server types --> POP or IMAP
Outlook (Mac):  Tools --> Accounts --> Other Email
Windows Mail:  Settings --> Manage Accounts --> Add Account --> Other
Account
Mac Mail:  Mail --> Accounts --> Add Other Account --> Mail Account
ThunderBird: Email --> Create a New Account --> Skip this and use my
existing  email.
```

2. Your email client will prompt you for the username and password of the email account. The email address is sometimes also referred to as the username.

    1. In this example, the Username/Email address is: ron@micron21.com

You may be prompted before the username and password or afterwards for the "Incoming and Outgoing server settings" (your email client may call this something similar). These are shown in the "Mail Client Manual Settings" that you obtained in step 3.

1. Secure SSL/TLS Settings (Recommended)

    ```
    Name: This is your name. Enter your name. For example: Ron Citizen.

    Incoming Server: This will need to be set to 'mail.yourdomain.com' (replacing
    yourdomain.com with your own domain name)

    Outgoing Server: This will need to be set to 'mail.yourdomain.com' (replacing
    yourdomain.com with your own domain name)

    Account Type: Select from either POP or IMAP (To learn a little more about these
    protocols and what would best suit your needs, please see the section: POP or
    IMAP at the end of this article.)

    Secure Incoming Server Port: 995 (for POP3) OR 993 (for IMAP)

    Secure Outgoing Server Port: 465

    SSL/Encryption Method: SSL/TLS

    Authentication: Enable (Enter your email address and password)

    Incoming Username: Enter your full email address

    Outgoing Username: Enter your full email address
    ```

2. Non-SSL Settings (Not Recommended)

    ```
    Name: This is your name. Enter your name. For example: Ron Citizen.

    Incoming Server: This will need to be set to 'mail.yourdomain.com' (replacing
    yourdomain.com with your own domain name)

    Outgoing Server: This will need to be set to 'mail.yourdomain.com' (replacing
    yourdomain.com with your own domain name)

    Account Type: Select from either POP or IMAP (To learn a little more about these
    protocols and what would best suit your needs, please see the section: POP or
    IMAP at the end of this article.
    ```

```
Insecure Incoming Server Port: 110 (for POP3) OR 143 (for IMAP)

Insecure Outgoing Server Port: 587

SSL/Encryption Method: None

Authentication: Enable (Enter your email address and password)

Incoming Username: Enter your full email address

Outgoing Username: Enter your full email address
```

3. Proceed with any remaining steps and allow a few seconds for your email client to connect to our services.

4. Complete the configuration wizard by clicking **Finish/Done/Ok/Apply** (your email client may call this something similar). You should be ready to send and receive emails now.

IMAP or POP?

The two primary email-receiving protocols are IMAP and POP. They are very different in the way they manage your mail.

IMAP is best if you want to access your email from multiple devices. It typically requires more storage on the server.

POP is best if you want to have all your email on a single device. It typically does not require much storage on the server.

IMAP

Selecting and using IMAP (or IMAP4) synchronises all email between the server and your local devices (computer, smartphone laptop etc), replicating all email items and changes between our server and the email client. This is a suitable option if you wish to access and manage email from more than one device. It is recommended for smaller mailboxes (low incoming email volume) as you may also cause problems with disk usage on your local devices and your mailbox storage space on our server.

POP

Selecting and using POP (or POP3) causes your email client to take a copy of all the email it hasn't seen before in your email account, from the server and download it to your computer (Outlook, Mac Mail, Windows Mail, Thunderbird, etc). This is a suitable option if you would like to store and manage all your email on a single local device (your computer OR your smartphone, NOT BOTH), but can cause problems with disk space usage on your local device.