

Configuring your email client for cPanel mail services

Scott Cove - 2021-09-15 - Website Hosting

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

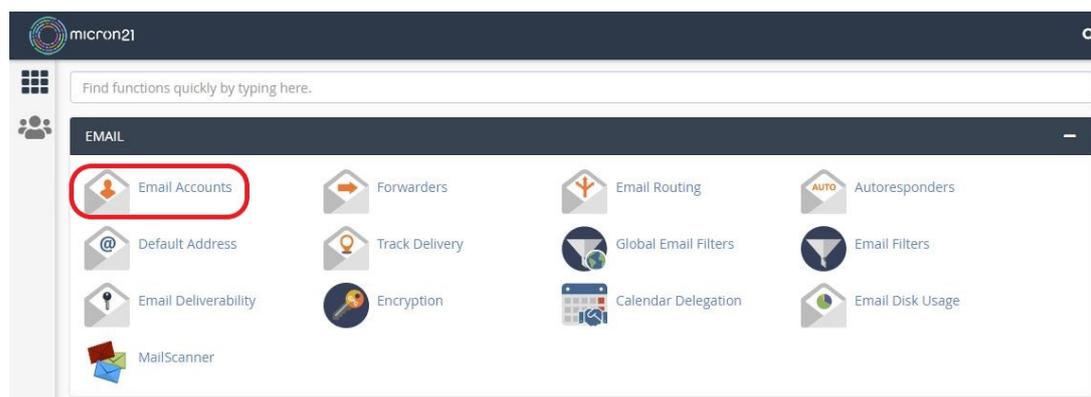
Note 1: If your computer uses Microsoft Windows 7 or **older**, then you may experience connectivity issues to our cPanel mail services platform as we have a security enhancement enforced that is not supported on older operating systems. The solution is to use a newer operating system (Windows 8 or **newer**).

Note 2: You will need to log in to your cPanel account first. This can usually be accessed via <https://www.YOURDOMAIN.com/cpanel> replacing *YOURDOMAIN.com* with your website address.

Method:

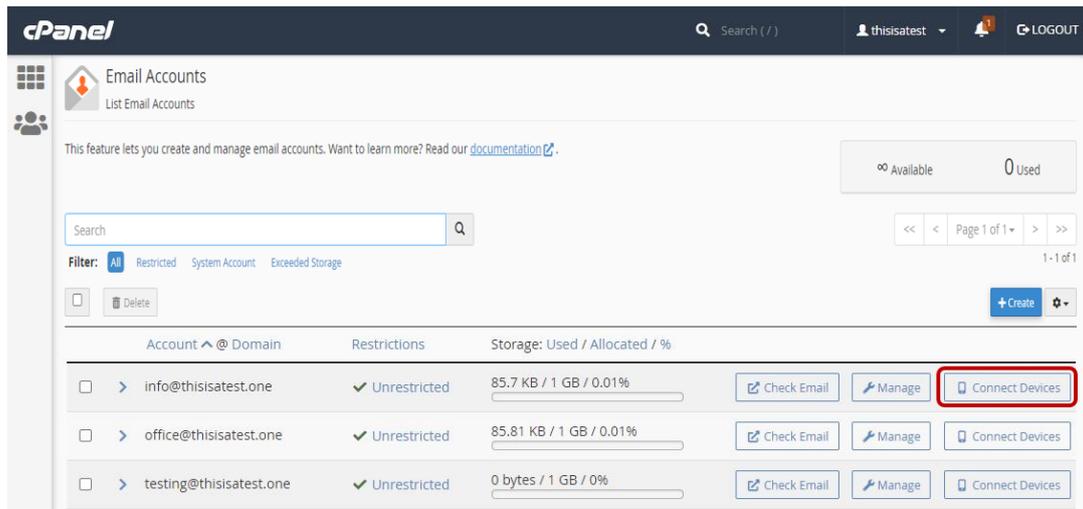
1. Login to your cPanel account and click the "Email Accounts" button. It is categorised under the heading 'Email'.

[Click here to show the screenshot](#)



2. Navigate to the email account you want to configure in your mail client. For example: "info@thisisatest.com". Click the 'CONNECT DEVICES' button.

[Click here to show the screenshot](#)

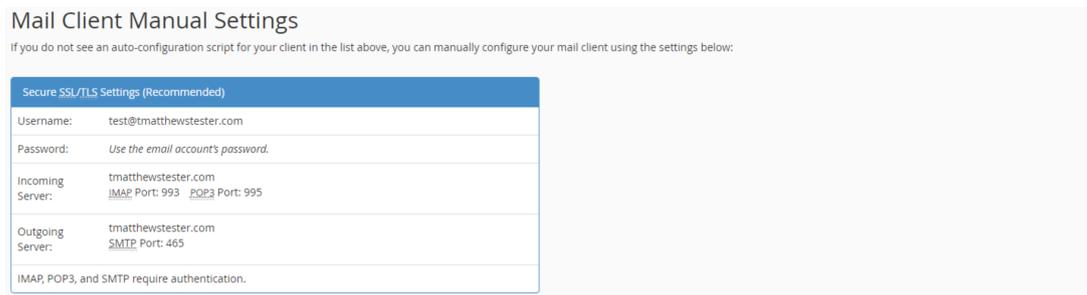


The screenshot shows the cPanel interface for managing email accounts. At the top, there's a search bar and user information. Below that, the 'Email Accounts' section is visible, with a sub-section 'List Email Accounts'. A message states: 'This feature lets you create and manage email accounts. Want to learn more? Read our [documentation](#).' To the right, there's a status bar showing '∞ Available' and '0 Used'. Below this is a search input field and a filter menu with options: 'All', 'Restricted', 'System Account', and 'Exceeded Storage'. A 'Delete' button is on the left, and a '+ Create' button is on the right. The main content is a table with the following columns: 'Account ^ @ Domain', 'Restrictions', 'Storage: Used / Allocated / %', and three action buttons: 'Check Email', 'Manage', and 'Connect Devices'. The 'Connect Devices' button for the first account is highlighted with a red box.

Account ^ @ Domain	Restrictions	Storage: Used / Allocated / %	Check Email	Manage	Connect Devices
<input type="checkbox"/> > info@thisisatest.one	✓ Unrestricted	85.7 KB / 1 GB / 0.01%	Check Email	Manage	Connect Devices
<input type="checkbox"/> > office@thisisatest.one	✓ Unrestricted	85.81 KB / 1 GB / 0.01%	Check Email	Manage	Connect Devices
<input type="checkbox"/> > testing@thisisatest.one	✓ Unrestricted	0 bytes / 1 GB / 0%	Check Email	Manage	Connect Devices

3. You will be presented with the [Mail Client Manual Settings](#).

[Click here to show the screenshot](#)



The screenshot shows the 'Mail Client Manual Settings' page. It starts with a heading 'Mail Client Manual Settings' and a sub-heading 'List Email Accounts'. Below that, a message states: 'If you do not see an auto-configuration script for your client in the list above, you can manually configure your mail client using the settings below:'. A table with a blue header 'Secure SSL/TLS Settings (Recommended)' contains the following settings:

Secure SSL/TLS Settings (Recommended)	
Username:	test@tmatthewstester.com
Password:	Use the email account's password.
Incoming Server:	tmatthewstester.com IMAP Port: 993 POP3 Port: 995
Outgoing Server:	tmatthewstester.com SMTP Port: 465
IMAP, POP3, and SMTP require authentication.	

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.

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

4. 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.

Here are some example for a few 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*

5. 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.

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

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

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

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

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

8. 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 email now.

POP or IMAP?

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

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 our server and downloads 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 smart phone, ***NOT BOTH***), but can cause problems with disk space usage on your local device.

Selecting and using IMAP (or IMAP4) synchronises all email between our 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.