Using third-party email hosting with cPanel DNS management

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Overview:

Third-party email hosting providers can offer some advantages over using the free cPanel email management services, such as more in-depth spam filtering services and more granular account management. As cPanel is able to support third-party mail providers, this guide details how to configure your cPanel to work with the third-party service.

Prerequisites:

1. Locate your third-party email provider's DNS requirements, often found in a welcome email or through knowledgebase articles.
2. If you're using Micron21 Hosted Exchange, you can review the setup requirements here.

Method:

1. Log into your cPanel hosting environment.
2. Navigate to the "**Zone Editor**" tool and enter the DNS records required by your third-party mail provider.
3. Ensure that you delete or edit any existing MX/SPF records that are listed - as multiple entries for different hosts will cause deliverability issues.
4. Once all records are added, navigate to the "**Email Routing**" tool in the "**Email**" category.
5. Select the domain associated with the changes from the drop-down menu.
6. Select the "**Remote Mail Exchanger**" and then click "**Change**" to commit the change.

Do keep in mind that changes to DNS can take between 2-8 hours to action due to propagation. After this time your domains will resolve using the new details.