

1 - Configure a new e-mail address - Getting started

Follow these steps to create a new e-mail address using **the domain** that you have already purchased.

This quick guide applies to both Basic and Enhanced mailboxes and includes steps on:

- updating the DNS for your domain to include our e-mail servers so you can start receiving e-mails
- how to access the Webmail from any browser and send your first e-mail
- how to request a transfer of your e-mail account (e-mail migration) from the previous provider
- what are the Incoming/ Outgoing Server names and ports
- how to set up Autodiscover
- how to set up the e-mail account on e-mail clients, such as Mozilla Thunderbird, Outlook, Apple Mail, and other e-mail applications
- [DNS Configuration](#)
- [Webmail client](#)
- [E-mail Migration](#)
- [Servers & Ports](#)
- [Autodiscover](#)
- [Setup IMAP or POP on other e-mail clients](#)
 - [Setup e-mail on Mozilla Thunderbird](#)
 - [Setup e-mail on Outlook](#)
 - [Setup IMAP e-mail on iOS](#)
 - [Setup IMAP e-mail on Android](#)

DNS Configuration

DNS Updates

It might take some time to see the changes in your DNS based on your provider and domain settings.

1. MX Records

The first step in configuring your DNS is updating your MX records.

MX records tell the world which server should receive the e-mails sent to your domain and deliver them to the specified e-mail provider, straight to your mailbox. You can usually edit the MX records for your domain from the same Control Panel you use for managing your DNS. You can safely keep your website hosted with another provider and only use our hosting services for the e-mail.


You should first remove all other MX records and then add the following, with the specified preference (the Host value is usually '@'):

Type	Host*	Points to	Priority / Preference
MX	@	mx.emailarray.com	5
MX	@	mx2.emailarray.com	10

Important

It is not recommended to create CNAME records within your domain that point to EmailArray MX records and use that CNAME as your MX records.

Example configuration for MX records in GoDaddy DNS:

MX @ mx.emailarray.com (Priority: 5) 1 Hour 

Type *
MX

Host *
@

Points to *
mx2.emailarray.com

Priority *
10

TTL *
1 Hour

Save Cancel

2. Webmail Record

To access your webmail using a custom URL, you must configure CNAME records within your domain for the webmail host.

You must create:

Type	HOST	Points to	Your Webmail URL will be
CNAME	webmail	webredirect.emailarray.com	webmail. yourdomain.com

Don't forget to replace **yourdomain.com** with the actual name of your domain.

Example configuration for Webmail records in GoDaddy DNS:

Type * CNAME Host * webmail Points to * webredirect.emailarray.com
TTL * 1/2 Hour
Save Cancel

3. SPF Record

The SPF record is necessary, so your e-mail is not marked as Spam. The SPF will help with your e-mail deliverability because it specifies a list of authorized hosts that can send e-mails on behalf of a domain.

First, check for any existing TXT records with SPF.

If you don't have an existing SPF record, you must add a **TXT record** with the following **value** (the host value is usually '@'):

Type	HOST	TXT Value
TXT	@	v=spf1 include: emailarray.com -all

If you have an SPF record, you should edit it and insert before the final **-all** directive, the following value: **include:[emailarray.com](#)**

Example configuration for SPF TXT records in GoDaddy DNS:

Type *

TXT

▼

Host *

@

TXT Value *

v=spf1 include:emailarray.com

·

TTL *

1/2 Hour

▼

Save

Cancel

4. DKIM Records

To improve e-mail deliverability, you should enable DKIM for your domain from your [Admin Panel](#) and then add the records to your DNS.

DKIM is an e-mail authentication method designed to detect forged sender addresses in e-mails, a technique often used in phishing and e-mail spam ([Wikipedia](#)).

To enable DKIM for your domain:

- Go to the [Admin Panel](#).
- Log in using your Admin username and password.
- Click on **Domains** in the menu.
- Click on the **DKIM icon** next to the domain you wish to activate DKIM for
- In the new window, switch the **Enable** option to **Yes**. This will generate your DKIM record.
- Update your DNS to include the generated DKIM record as **TXT record** (use the **Host** value for Host and the **Key** value for TXT Value).
- Note it might take some time to propagate in the DNS.





5. Autodiscover Records

To simplify the configuration on some desktop & mobile e-mail clients, you should use the Autodiscover web service record to configure these clients automatically. You have to add an *A* record in the DNS for your domain:

A record hostname	Points to
autodiscover.<yourdomain.com>	69.28.212.195

Visit the "[Autodiscover](#)" page for more information.

Example of a Setup in GoDaddy:

MX	@	mx.emailarray.com (Priority: 5)	1 Hour	
MX	@	mx2.emailarray.com (Priority: 10)	1 Hour	
CNAME	webmail	webredirect.emailarray.com	1/2 Hour	
TXT	@	v=spf1 include:emailarray.com -all	1/2 Hour	

[ADD](#)



Type *	Host *	Points to *
MX	@	mx2.emailarray.com
Priority *	TTL *	
10	1 Hour	
		Save Cancel

Type *	Host *	TXT Value *
TXT	@	v=spf1 include:emailarray.com
TTL *		
1/2 Hour		
		Save Cancel

Type *	Host *	Points to *
CNAME	webmail	webredirect.emailarray.com
TTL *		
1/2 Hour		
		Save Cancel

Webmail client

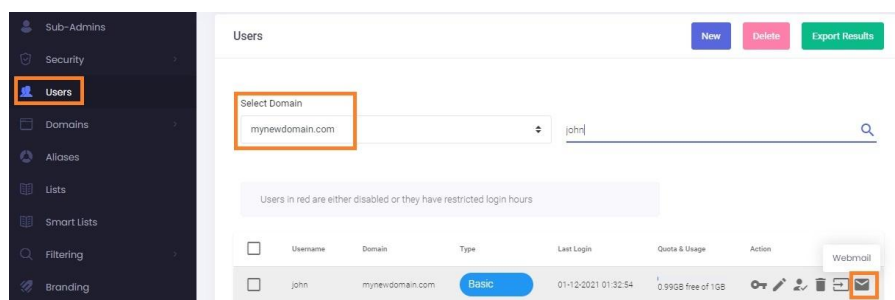
For both Basic and Enhanced mailboxes, our supported Webmail interface is the **Group-Office Webmail**. It's a complete re-design, very modern and fast, and it works as well on mobile as on the desktop.

How to access your Webmail

The Webmail doesn't need additional setup, and you can access it from any computer, smartphone, or tablet without installing other applications.

You can access the Webmail in a few ways:

- Option 1: Log in directly to webmail.emailarray.com using your full email address and password.
- Option 2: From your **Admin Panel**, click on the envelope icon on the Users page. **You can save the link and bookmark it to your favorite Browser for quick use in the future.**



- Option 3: adding to your DNS the Webmail record and using this type of URL in the Browser: webmail.mydomain.com (make sure you replace mydomain.com with your domain name). [This works only if you have set up the DNS records for the Webmail.](#)

How to Switch to the New Webmail?

You need to configure or modify your DNS by pointing 'webmail.yourdomain.com' to webredirect.emailarray.com via a CNAME record.

You would then access your Webmail by visiting <http://webmail.yourdomain.com>. **Use the HTTP protocol, and it will be automatically redirected to HTTPS.**

Existing Enhanced Accounts - How to Migrate to the new Webmail?

To ensure the proper migration of all your data from your existing accounts, you must open a support ticket requesting a migration to the new Webmail.

E-mail Migration

If you need to migrate mailboxes from a previous provider, first create the mailboxes on our side and then send an e-mail to [Support](#) (or open a ticket) to request a migration.

You can also schedule a migration during your out-of-office hours - send the request at least 24 hours before the wanted time frame (and at least 48 hours before a weekend migration).

How to Request an Email Migration

1. **Create the mailboxes** on our side from your Administrator Panel or WHMCS.
2. **Collect the necessary info** from the existing e-mail service: IMAP server address, current passwords of each e-mail address (check if you can set up temporary ones just for the migration).
3. **Send your migration request** by e-mailing Support with the following information:
 - the e-mail address
 - the password for the e-mail address with the previous provider
 - source IMAP server address of the previous providerPlease make sure you have the correct passwords for each e-mail address.
4. For migration of multiple mailboxes, you can attach a CSV file with these details. [Click here to download an example CSV file.](#)
5. Our team supervises the migration and will update the ticket once it has been completed. The migration duration depends on the mailboxes' total size, the original mail server's speed, and the already scheduled migrations - but it's usually completed in less than 24 hours.
6. **Update the DNS records** (MX, SPF, DKIM, webmail, etc.) for the domains to point to our servers (use the information in this guide: [DNS Configuration](#)).
7. Our team does another sync to make sure we transferred everything.
8. **Setup your e-mail clients** to use the new IMAP and SMTP hostnames. You can use the information in this guide: [Servers & Ports.](#)

We do a two-step migration: before and after changing the MX records to make sure everything is transferred over.

Contact and Calendar Migration

We can also import your Contacts and Calendar. To request this kind of migration, attach the exported *.vcf files (for Contacts) and the *.ics files (for Calendar) in the [Support](#) ticket.

Servers & Ports

Servers & Ports

Configuring "[Support:Autodiscover & Autoconfig]" can simplify the configuration of your desktop clients

IMAP Service

Encryption	Server Address	Ports
SSL	imap.emailarray.com	993
TLS	imap.emailarray.com	143
NONE	imap.emailarray.com	143

SMTP Service

Encryption	Server Address	Ports
SSL	smtp.emailarray.com	465
TLS	smtp.emailarray.com	25,26,587
NONE	smtp.emailarray.com	25,26,587

Important
You must enable SMTP Authentication in your e-mail client in order to send e-mails out.

POP3 Service

Also note that **IMAP is recommended rather than POP**, as it’s a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

Encryption	Server Address	Ports
------------	----------------	-------

SSL	pop.emailarray.com	995
TLS	pop.emailarray.com	110
NONE	pop.emailarray.com	110

Autodiscover

Autodiscover for Outlook, Thunderbird & Mobile Devices

What is Autodiscover ?

It's a web services that is used by a growing number of applications and which helps in configuring your mobile devices and desktop clients. Autodiscover is used by Outlook, Thunderbird, eM Client, iOS & Android devices in order to automatically configure the e-mail application.

This services allow you to configure an e-mail account by only entering your e-mail address and password, without having to worry about incoming servers, outgoing servers, or ports. All communication is configured to be secured through SSL by default. However, the implementation is heavily dependent on the software maker (Apple, Microsoft) and some versions have better integrations than others.

DNS Configuration

You'll need to add an **A** type record in the DNS of the domain for which you'd like to enable this services:

A record hostname	Points to
autodiscover.<yourdomain.com>	69.28.212.195

Setup IMAP or POP on other e-mail clients

These tutorials will help you add your mailbox as an IMAP or POP account in various e-mail clients, including [Thunderbird](#), [Outlook](#), [Android](#) and [iOS](#). Most e-mail clients will require a manual setup.

If you are familiar with this setup, you can go to [Servers and Ports wiki page](#).

For the SMTP settings, remember to always mark the option to "**Require authentication**" (sometimes referred to as "My server requires SMTP authentication").

Also note that IMAP is recommended rather than POP, as it's a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

Setup IMAP or POP on other e-mail clients

Setup e-mail on Mozilla Thunderbird

You can ask your sysadmin to setup [Autoconfig](#) in your DNS to make the process of setting up Thunderbird much easier.

Step 1

To open the setup window for a new email account, you have multiple options:

- Click on **Tools** -> **Account Settings** -> **Account Actions** -> **Add Mail Account**.
- If your menus on the top are hidden, click on the **ALT** key to show them, or access **Account Settings** by clicking on the radiator icon, on the top right of the interface, then **Options** -> **Account Setting** -> **Account Actions** -> **Add Mail Account**.
- Click the **menu icon** → **New** → **Existing Mail Account**.

The **Set Up Your Existing Email Address** window will show.

Step 2

Enter the user's display name, full e-mail address and password:

Set Up Your Existing Email Address

Use your current email address

Your name: John Doe

Email address: john@mydomain.com

Password: [password]

☒ Remember password

Configure manually... Cancel Continue

Step 3

Click on **Continue**. Thunderbird will automatically find the proper server names if you have set the Autoconfig record in your DNS.

Password: [password]

☒ Remember password

✓ Configuration found at email provider

Protocol:

Incoming: **IMAP** imap.emailarray.com SSL

Outgoing: **SMTP** smtp.emailarray.com SSL

If Thunderbird doesn't automatically find the server names, please use the details from the [Server & Ports page](#).

Set Up Your Existing Email Address

×

Set Up Your Existing Email Address

Use your current email address

Your name:

John Doe

i

Email address:

john@mydomain.com

i

Password:

••••••••

🔒

☒ Remember password

✓ The following settings were found by probing the given server

INCOMING

OUTGOING

Protocol:

IMAP

SMTP

Server:

imap.emailarray.com

smtp.emailarray.com

▼

Port:

143

587

▼

SSL:

STARTTLS

STARTTLS

▼

Authentication:

Normal password

Normal password

▼

Username:

john@mydomain.com

john@mydomain.com

[Advanced config](#)

Cancel

Re-test

Done

Step 4

Click on **Done** to finish the account setup. Wait for Thunderbird to synchronize the data.

Note that Thunderbird will automatically setup the account as IMAP. If you want to set up the account as POP, you have to setup the account manually. IMAP is recommended, as it's a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

Setup IMAP or POP on other e-mail clients

Setup e-mail on Outlook

Below, step by step tutorials according to the Outlook version used, which you can usually check when opening Outlook or in the Help menu/About. There's also a [website with a generic Outlook setup](#) which can be useful, so you can view screenshots.

Also notice that if this is the first time you open Outlook since its installation, a window will immediately pop up asking you to set up your email account. Click yes and proceed and follow our instructions starting with a section in which you start typing in your account data.

Finally, as per our tests, sent items and trash are automatically saved in IMAP folders, except in older Outlook 2003. Nonetheless, information about this is available for [Sent Items](#) and [Trash](#), especially useful if your Outlook is not in English and you want to manually define folders used for these base folders. Notice that our Webmail automatically decodes the English default names (Sent, Trash, Drafts, Spam) so that it shows them in the language in which you accessed Webmail. In some cases, however, it might be required to change folder mappings in Webmail, if Outlook does not do this conversion automatically, besides mapping the localized names in your Outlook.

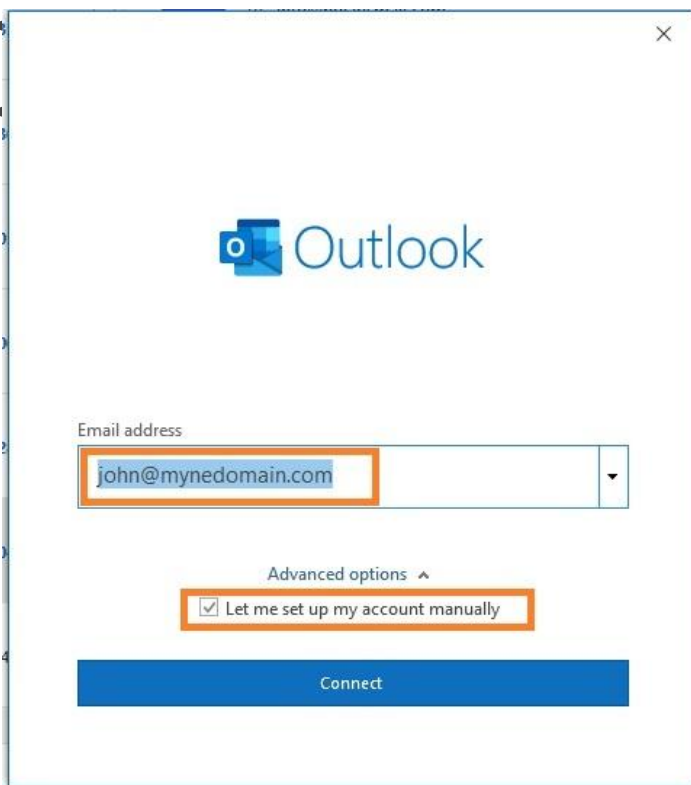
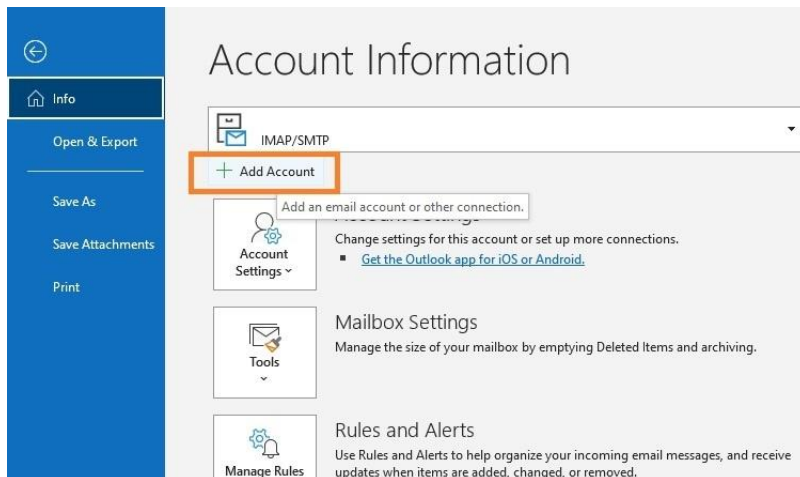
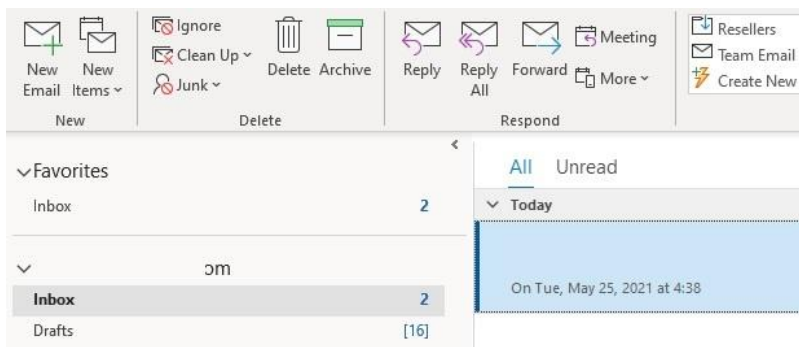
Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Note that Outlook will automatically set up the account as IMAP. If you want to set up the account as POP, you have to set up the account manually. IMAP is recommended, as it's a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

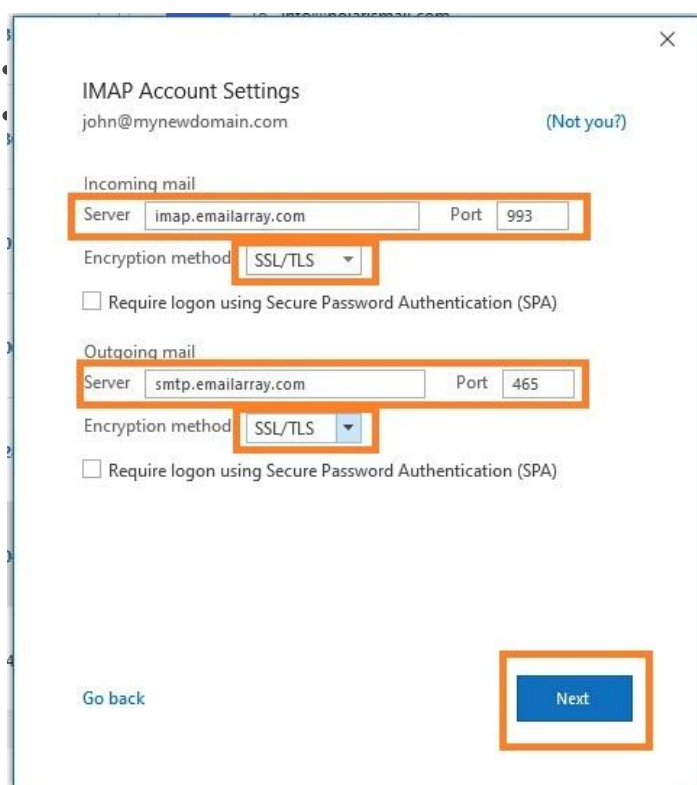
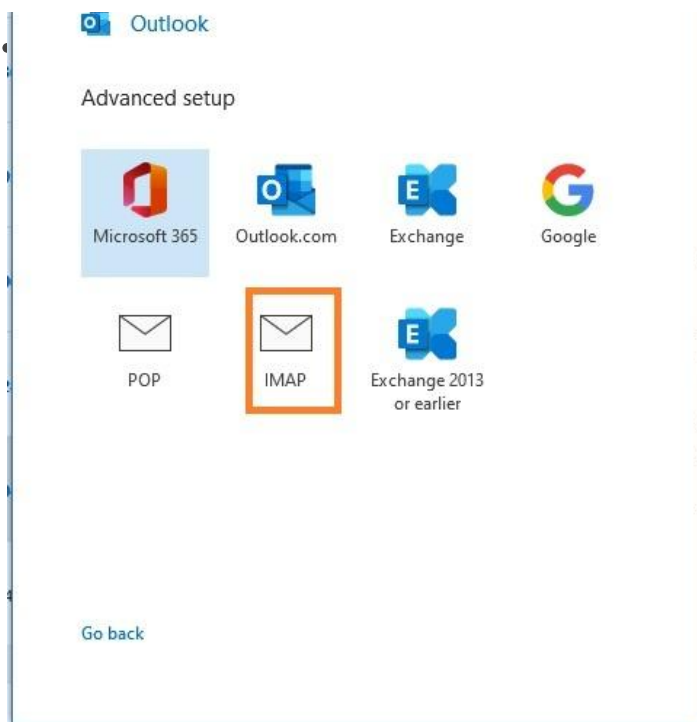
Outlook 365

Unfortunately, this version of Outlook doesn't support Autodiscover for IMAP accounts anymore.

- Click on the **File menu**
- Click on **+ Add Account**

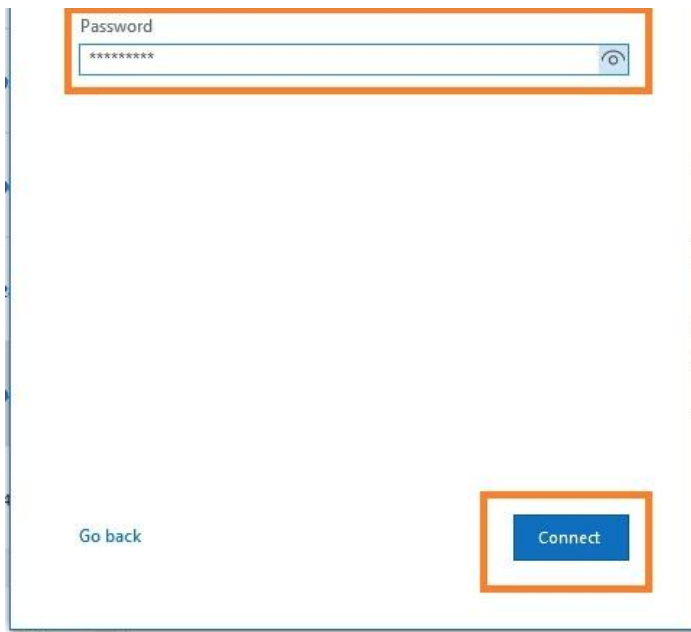


tion **Let me set up my account**



[page](#)

- Fill in your existing **password** for your email address and click on **Connect**

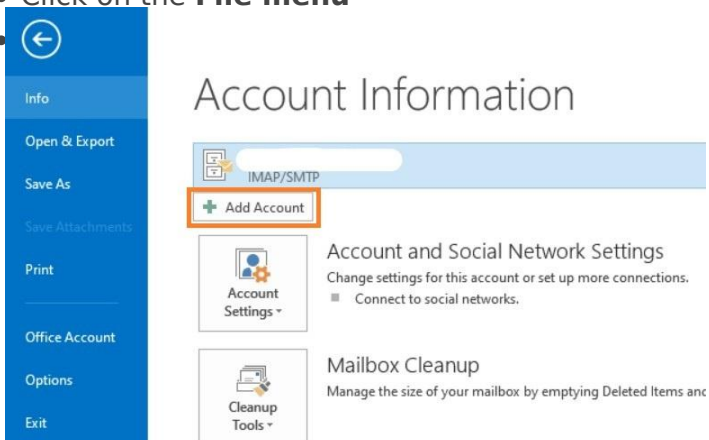


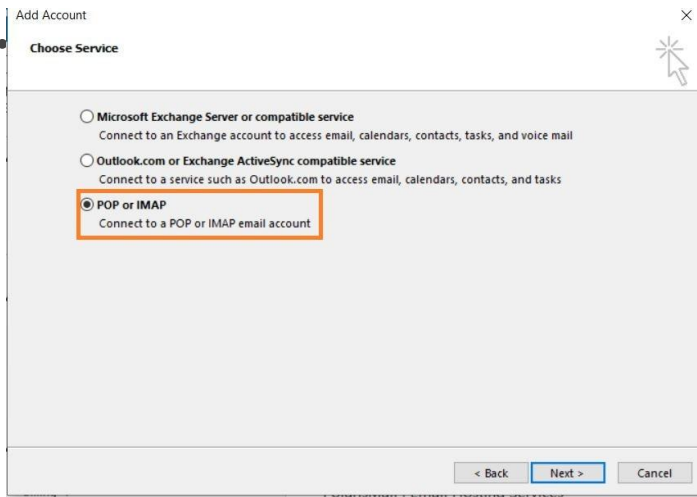
- The setup is completed. The message **Account successfully added** will show and Outlook will begin synchronizing the account.

Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Outlook 2013/2010:

- Click on the **File** menu

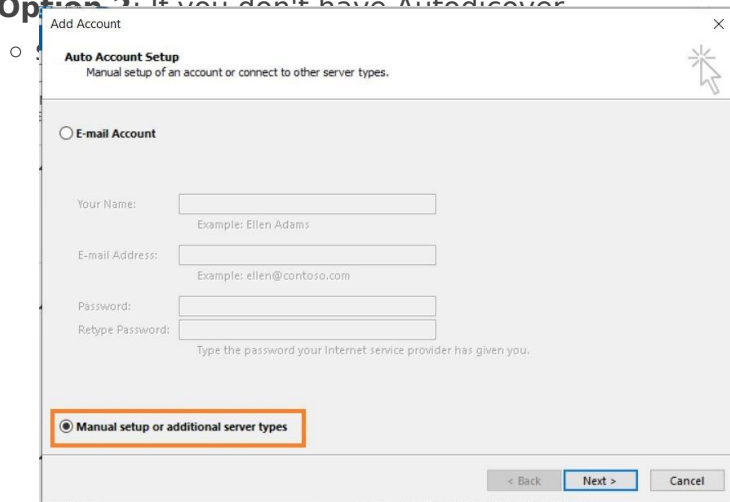




- **Option 1:** this version of Outlook supports Autodiscover for IMAP accounts if you have [setup Autodiscover in your DNS](#).

- Type in your full name, e-mail address, and password and click on **Next**
- Click on **Allow** when asked about autodiscover.xml
- Click on **Finish**

- **Option 2:** If you don't have Autodiscover



- Type in your full name, e-mail address, and password
- Fill in server information from the [Server & Ports page](#)

User Information

Your Name: John Doe

Email Address: john.doe@mydomain.com

Server Information

Account Type: IMAP

Incoming mail server: imap.emailarray.com

Outgoing mail server (SMTP): smtp.emailarray.com

Logon Information

User Name: john.doe@mydomain.com

Password: *****

☒ Remember password

☐ Require logon using Secure Password Authentication (SPA)

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

Test Account Settings ...

☒ Automatically test account settings when Next is clicked

Mail to keep offline: All

More Settings ...

< Back Next > Cancel

- ○ Click on the **Advanced** tab
- ○ Select **My outgoing server (SMTP) requires authentication** and **Use same**

Internet E-mail Settings

General Outgoing Server Advanced

☒ My outgoing server (SMTP) requires authentication

☒ Use same settings as my incoming mail server

☐ Log on using

User Name:

Password:

☒ Remember password

☐ Require Secure Password Authentication (SPA)

OK Cancel

- ○ Click on the **Advanced** tab
- ○ Verify the ports are correct and SSL is selected.

Incoming server (IMAP): 993 Use Defaults

Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465

Use the following type of encrypted connection: SSL

Server Timeouts

Short ☐ Long 1 minute

Folders

Root folder path:

Sent Items

☐ Do not save copies of sent items

Deleted Items

☐ Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.

☒ Purge items when switching folders while online

OK Cancel

- ○ Click on **OK**. Click on **Next** to finish the setup.

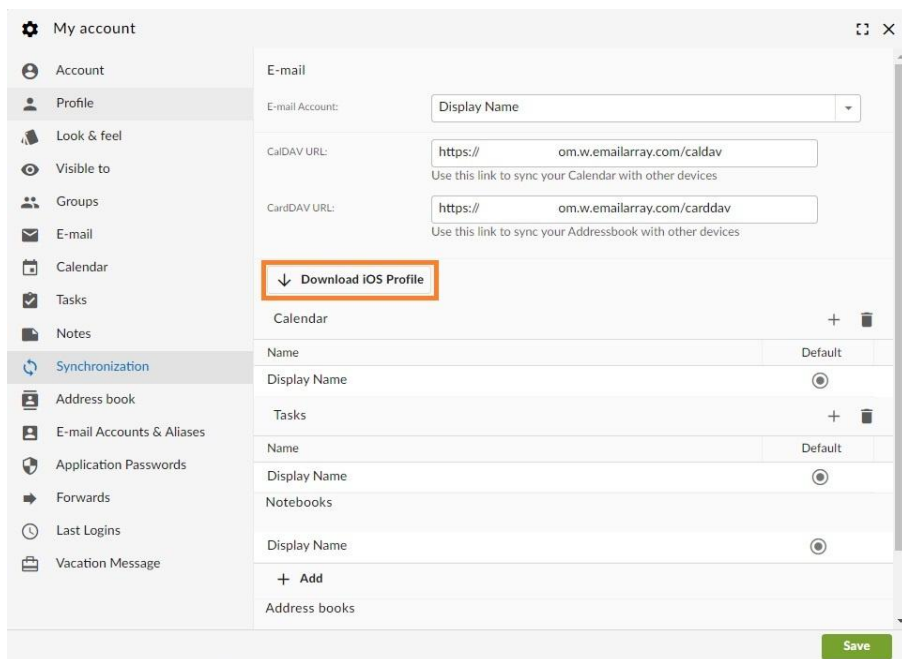
Depending on the size of your mailbox and your Internet speed, Outlook might take from a few hours to a few days to synchronize the mailbox and build the local PST file.

Setup IMAP or POP on other e-mail clients

Setup IMAP e-mail on iOS

If you have an **Enhanced** mailbox, you can use ActiveSync, to not only sync e-mails, but also contacts and calendars.

You can log in to the [Webmail](#) and download a profile to automatically setup the e-mail as IMAP. The profile will include calendars and contacts if you have an **Enhanced** mailbox.



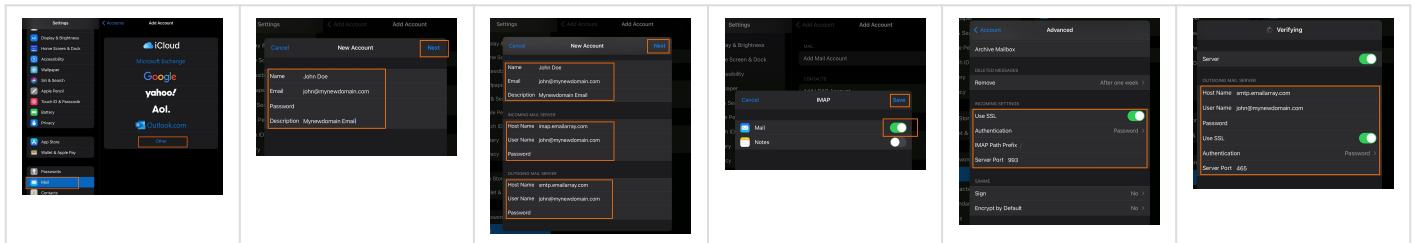
Here's the step by step for setting up an IMAP account on iOS.

- Click on **Settings**
- Click on **Mail, Contacts, Calendars**
- Click on **Add Account**
- Click on **Other**
- Click on **Add Mail Account**
- Inform the following
 - **Name** - The display name you want on your outgoing email
 - **Email** - Your full email address
 - **Password** - Your email password
 - **Description** - A description for your account
- Click on **Next**
- IMAP is selected by default
- Under **Incoming Mail Server**, enter as below:
 - **Host Name** - `imap.emailarray.com`
 - **User Name** - Your full e-mail address
 - **Password** - Your password

- Under **Outgoing Mail Server**, enter as below:
 - **Host Name** - smtp.emailarray.com
 - **User Name** - Your full e-mail address
 - **Password** - Your password
- Click on **Next**
- Click on **Save**

Note that IMAP is preferred over POP. If you want to set up the account as POP, you have to set it up manually. IMAP is a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.

Example setup for iOS:



Setup IMAP e-mail on Android

Remember that, if you have an Enhanced account, you can use ActiveSync, to not only sync e-mails, but also contacts and events.

How to set up your email on an Android device

Here's the step by step for setting up an IMAP account on Android's native mail app.


- Press the device's **Menu** button.
- Tap **Settings**.
- Go to **Manage Accounts**
- Click on **Add account**.
- Click on **Email / Personal (IMAP)**
- **Username**: enter your full e-mail address
- If an account type is asked, choose **IMAP account**.
- **Password**: enter your email's password.
- **Incoming server settings**
 - Username: your full email address
 - Password: your email's password
 - Server: `imap.emailarray.com` . Android will automatically use yourdomain.com as host and you need to change it.
- **Outgoing server settings**
 - Require signin: **YES**
 - Username: your full email address
 - Password: your email's password
 - SMTP server: `smtp.emailarray.com` . Android will automatically use yourdomain.com as host and you need to change it.
- Account options: Optionally, you can set up specific details such as interval for checking mail, if you want to be notified, etc.
- On the last page, Android gives you the option to change the *Account name* (will appear in your list) and *Your name* (will appear to recipients).
- Click on **Next** to finalize the procedure.

Note that IMAP is preferred over POP. If you want to set up the account as POP, you have to set it up manually. IMAP is a protocol made to support several devices accessing one same account, with all folders synced at our server, which also guarantees that our backups will be executed.


Example Setup on Android Mail App


11:55


39%





Set up email

 Google

 Outlook, Hotmail, and Live


 Yahoo

 Exchange and Office 365

 Other

11:55

39%




Add your email address

Enter your email

john@mynewdomain.com

11:55

39%



john@mynewdomain.com

What type of account is this?


Personal (POP3)

Personal (IMAP)



11:55

38%



john@mynewdomain.com

Password

.....



settings

Username

john@mynewdomain.com

Password

.....

Server

imap.emailarray.com

Next



settings

Require signin

Username

john@mynewdomain.com

Password

.....

SMTP server

smtp.emailarray.com



Sync frequency:

Every 15 minutes

☒ Notify me when email arrives

☒ Sync email for this account

☒ Automatically download attachments when connected to Wi-Fi

Next



Your account is set up and email is on its way!

Account name (optional)

john@mynewdomain.com

Your name

John NewDomain

Displayed on sent messages

Next

