

Cheat Sheet with all the details

Quick Setup Guide

Step 1: Add a new domain

1. Log into Admin Panel (admin.emailarray.com) with signup credentials
2. **Domains** → **New** → Enter domain (format: `mydomain.com` - no http/www)
3. Click on the red checkmark to get a **TXT record value** for domain verification (shown in popup)

Step 2: Add the Required DNS Records

This configuration must be done at the domain's registrar or DNS hosting provider (e.g., Cloudflare, Namecheap, GoDaddy):

? TXT (Domain Verification)

“ Verifies your domain with us. Get the TXT details from Step 1 and add it to your DNS:

Type	Name/Host	Value	TTL
TXT	mx-verification	Provided verification token	3600

? MX (Mail Exchange)

Directs incoming email to us. You can wait to make this change **after we complete the email migration.**

“ Remove existing MX records first

Type	Name / Host	Value	Priority	TTL
MX	@ or yourdomain.com	mx.emailarray.com	5	3600
MX	@ or yourdomain.com	mx2.emailarray.com	10	3600

? SPF (Sender Policy Framework)

“ Authorizes us to send emails on your domain's behalf and prevents bad actors to send emails on your behalf.

If there's an existing SPF record: Add `include:emailarray.com` before `-all`

Type	Name	Value	TTL
TXT	@ or yourdomain.com	v=spf1 include:emailarray.com ~all	3600

? Webmail Access (Optional but Recommended)

Type	Name	Value	TTL
CNAME	webmail	webredirect.emailarray.com	3600

“ Lets users access Webmail via `webmail.yourdomain.com`

? DKIM (DomainKeys Identified Mail)

Type	Name (Host)	Value (TXT)	TTL
TXT	Provided Host by Admin Panel	Provided Key by Admin Panel	3600

“ Improves email deliverability by authenticating the sender. DKIM helps protect against email spoofing and phishing attacks.

How to Enable DKIM:

1. Go to the **Admin Panel** and log in
2. Click **Domains**
3. Click the **DKIM icon** next to your domain
4. In the popup window, switch **Enable** to **Yes**
5. Copy the **Host** and **Key** values
6. Add a **TXT record** in your DNS using:
 - **Host** as the name
 - **Key** as the TXT value
7. Wait for DNS propagation

? Autodiscover & Autoconfig (Optional but Recommended)

Type	Name	Value	TTL
A	autodiscover. <i>yourdomain.com</i>	69.28.212.195	3600
A	autoconfig. <i>yourdomain.com</i>	69.28.212.195	3600

“ Don't forget to replace [yourdomain.com](#) with your own domain name

“ Enables automatic configuration for email clients such as Outlook, Thunderbird, eM Client, etc.

Step 3: Verification

1. Log into Admin Panel (admin.emailarray.com) with signup credentials and go to the **Domains** tab.
 2. Click on the **Health** button to check your domain health. Wait 5-60 minutes for DNS propagation. SSL records might take an additional 30 minutes to update.
 3. Click **Verify again**. When all records show green your domain is completely configured.
-

Step 4: Create Email Account

1. Log into Admin Panel (admin.emailarray.com) with signup credentials
 2. **Users** → Select domain → **New**
 3. Configure:
 - Account Type: Basic/Enhanced/OEX
 - Username: desired prefix (letters, numbers, dots only)
 - Password: 8+ chars (upper, lower, number, symbol)
 - Quota: 0.1-50 GB (Basic) / 0.1-200 GB (Enhanced)
 - Other optional settings: Language, Timezone or Localization and Date format.
-

Step 5: Access Webmail

- **Option 1:** `webmail.yourdomain.com` (if CNAME configured)
 - **Option 2:** Click envelope icon in Admin Panel Users page and bookmark the generated URL (such as `https://yourdomain--com.w.emailarray.com`)
 - **Option3:** Go to `https://login.emailarray.com/` and login.
-

Additional Setup - Email Client Configuration

IMAP (Recommended)

- **Incoming Server:** `imap.emailarray.com`
- **SSL:** Port 993
- **Authentication:** Required

SMTP (Outgoing)

- **Server:** `smtp.emailarray.com`
- **SSL:** Port 465
- **Authentication:** Required

ActiveSync (**Enhanced** accounts only)

- For Enhanced mailboxes, you can add the new account as ActiveSync / Exchange in your email app. Syncs email, calendar, contacts across mobile devices.

Sync Calendar and Contacts with CalDAV and CardDAV (**Enhanced** accounts only)

The URLs generally follow this format, please make sure you replace *yourdomain--com* with your own domain name ([full setup here](#)):

- **CalDAV:** `https://yourdomain--com.w.emailarray.com/caldav`
 - **CardDAV:** `https://yourdomain--com.w.emailarray.com/carddav`
-

Troubleshooting

- DNS changes can take up to 24 hours to propagate
 - Red "Fail" status is normal until DNS propagates
 - Use domain health popup for detailed record status
 - **No incoming emails:** Check MX records using [mxtoolbox.com](#)
 - **Emails going to Spam:** Ensure SPF and DKIM records are properly configured with the domain's DNS provider (check with [mxtoolbox.com](#)). Add DMARC records to DNS provider.
-

Revision #9

Created 29 July 2025 22:33:31 by Admin

Updated 27 January 2026 17:27:33 by Admin