

Manage Aliases

An Alias allows you to create an e-mail address that forwards to a real e-mail account. For example, you can create several aliases such as `first.name@domain.com` and `webadmin@domain.com` that point to `john@domain.com`. `john@domain.com` would be the only mailbox created.

Choose the right tool for your needs

Before setting up an alias, check if another option might better suit your goals:

- **Sending to multiple people?** If you need one address to forward to several recipients at once, create a [List](#) or a [Smart List](#).
- **Need to "Send As" from an existing mailbox?** If you want to forward mail from one active mailbox to another while maintaining the ability to send replies from that address, you need a [Forward](#).

Adding an Alias

- Go to the [Admin Panel](#).
- Log in using your Admin username and password.
- Click on **Aliases** in the menu bar.
- Click on the **New Alias** button.
- In the **Alias** field, type the alias (just the part before the at sign)
- In the **Domain field**, select the domain in which you will create an Alias.
- In the **Forward Destination**, choose **Internal** if you want to forward to an email address of the same domain or **External** to forward to any domain.

External aliases are limited to 4 per account. After this limit, they count as regular mailboxes.

- In the **Forwards to** field, specify the e-mail account where emails will be sent to, for this alias.
- Click on the button **Add Alias**.

An Alias is a unique e-mail address that has to be unique across your entire domain. No other e-mail account or distribution list may have the same name as the Alias.

If you receive the error "**Alias already in use**," it means you already have an existing Alias, User, or Distribution List with the same name.

Removing an Alias

- Go to the [Admin Panel](#).
- Log in using your Admin username and password.
- Click on **Aliases** in the menu bar.
- Select the domain which has the alias you want to remove in the drop-down list
- Click on the delete icon next to the alias you wish to remove
- An alert pop up will appear, showing the alias that will be deleted. Click on **Delete** to confirm.

Revision #3

Created 22 August 2024 17:04:06 by Support

Updated 17 February 2026 18:12:29 by Admin