Manage Domains
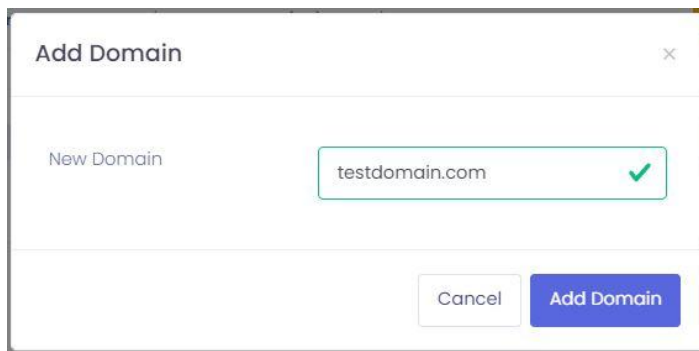
Domains are managed from the Admin Panel. Here you can add or remove domains, set up a catchall, or define a domain-level time zone or footer.

Adding a New Domain

This guide will walk you through the process of adding a new domain to your account via the **Admin Panel**.

Steps to Add a Domain

- Navigate to the **Admin Panel**.
- Log in using your **Admin username** and **password**.
- Verify that you have a sufficient domain quota available. This information is visible in the top menu bar of the Admin Panel.
- In the side menu, click on **Domains**.
- Click on the **New** button, located in the upper right corner of the Domains section.


- In the **New Domain** field, enter the full domain you wish to add (e.g., `testdomain.com`).
- Click on **Add domain** to create the domain.

> You won't be able to add any mailboxes (Users) until you verify the domain ownership.

Verify Domain Ownership

After adding your domain, you must verify your ownership. This is done by adding a specific TXT record to your domain's DNS settings at your domain registrar or DNS provider.

- Once the domain is added, it will appear in the domain list with a **Fail** health status indicating it needs verification, with a checkmark option to **Verify**
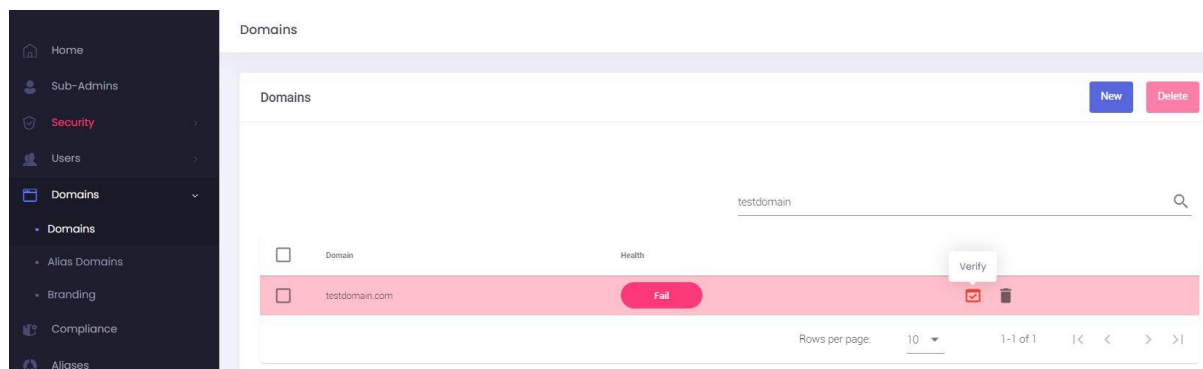
- To retrieve the necessary TXT record for verification, locate the newly added domain in the list. Click on the **Verify** button (represented by a red checkmark icon).
- A pop-up window will appear, displaying the **Hostname**, **Type**, and the unique **Value** required for the DNS record.
  - Hostname: `mx-verification`
  - Type: `TXT`
 - Value: copy the unique string from your pop-up window
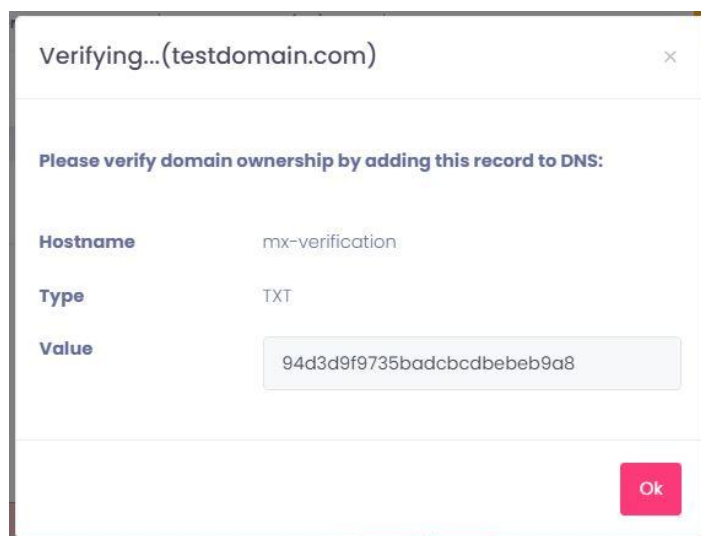
- Go to your domain registrar's or DNS provider's control panel and add a new TXT record with the provided Hostname and Value.

Improve Domain Health

Once domain ownership is verified, you should configure additional DNS records to ensure proper email functionality and improve your domain's overall health.

> If you are planning an email migration to this new domain, you may choose to postpone making changes to critical records like MX records until the migration process is complete to avoid any disruption to your current email flow.

- In the Domains list, you can click on the **Health status** (e.g., "Fail" as shown in the example) option to see the **Domain health** status.
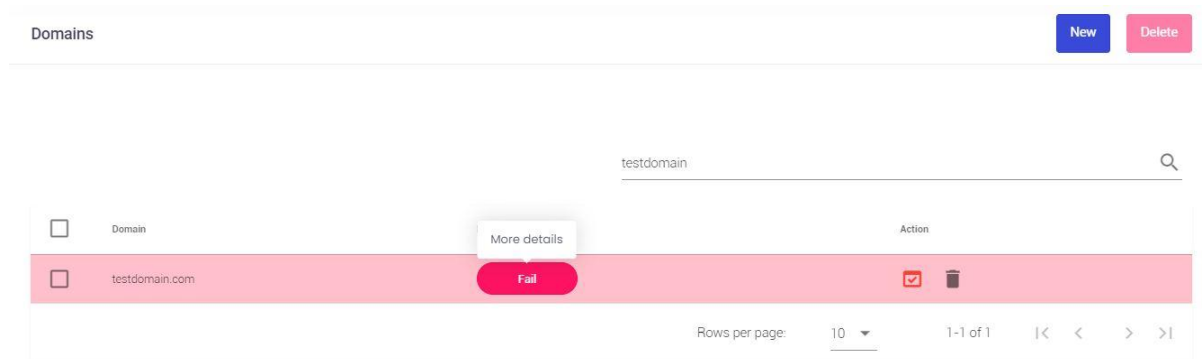
- The **Domain health** pop-up will show the status of various essential records. *(See image below, which displays statuses for MX records, Webmail record, Webmail SSL, Autodiscover record, Autodiscover SSL, and SPF Record).*
- Status is **Disabled** if the domain ownership was not verified / **Enabled** if the domain was verified.
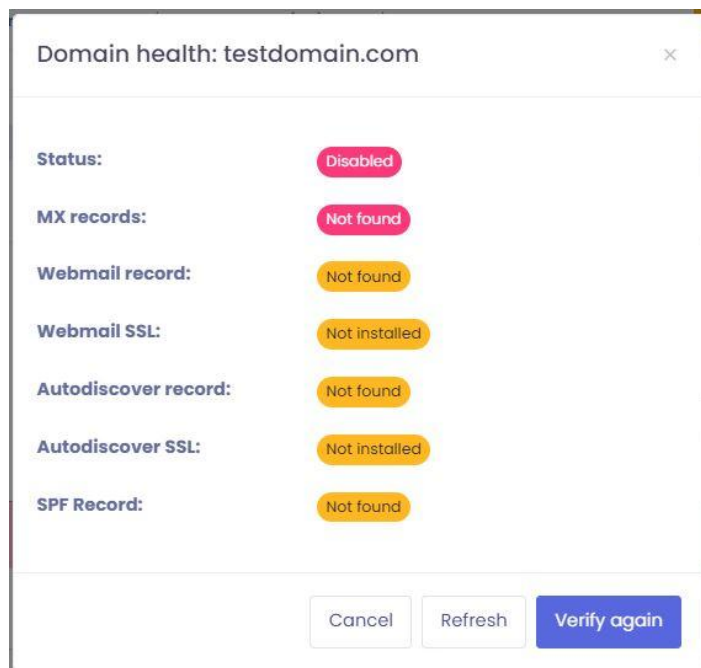
- When you are ready, follow your service's specific **DNS Configuration guide** to set up the following records correctly::
  - **MX records -** These direct incoming emails for your domain to the correct mail servers. They are crucial for receiving emails.
  - **SPF record** - This is a TXT record that lists authorized mail servers permitted to send emails on behalf of your domain, helping to prevent email spoofing and

improve deliverability.

- **Webmail record** (optional) - This is typically a CNAME record that allows you to access your webmail interface via a custom URL (e.g., `webmail.yourdomain.com`).
- **Autodiscover record** (optional) - This record simplifies the process of configuring email clients (like Outlook or mobile email apps) by allowing them to automatically discover server settings.

- **Webmail SSL and Autodiscover SSL**: These will typically generate automatically once the corresponding Webmail and Autodiscover DNS records are correctly set up and have propagated. Please allow up to **30 minutes** (or sometimes longer, depending on DNS propagation) for their status to update in the Domain Health pop-up.
- After configuring these records, you can use the **Refresh** or **Verify again** button in the "Domain health" section to update the status.

Remove a Domain

- Navigate to the **Admin Panel**.
- Log in using your **Admin username and password**.
- Click on **Domains** in the menu.
- Click on the delete icon next to the domain you wish to remove
- An alert pop up will appear, showing the domain that will be deleted. Click on **Delete** to confirm.

> Removing a domain will PERMANENTLY erase all domain data from our servers, including all the users' messages, the aliases, lists, and all preferences.

Edit a Domain

- Go to the **Admin Panel**.
- Log in using your **Admin username** and **password**.
- Click on **Domains** in the menu.
- Click on the **edit icon** next to the domain you wish to edit
- You can edit the following information:
  - Domain-level **Timezone** and **Home Country**
  - **Catchall**
  - Enable / disable **Local Delivery**

○ Enable / disable **Audit** domain

You cannot change the name of a domain. The only way to accomplish this is to create the domain with the new name (correct a misspelling, add a hyphen, etc.) and then request a migration from the old domain to the new one by opening a support ticket.

Set a Catchall

A **Catchall** address allows you to capture messages destined for non-existing mailboxes. It can help you salvage important messages that were sent to mistyped addresses. Still, on the other hand, it will surely cause you to receive many Spam emails sent via a dictionary attack, where the sender puts commonly used aliases.

To enable a **Catchall**:

- Go to the [Admin Panel](#).
- Log in using your Admin username and password.
- Click on **Domains** in the menu.
- Click on the **edit icon** next to the domain you wish to edit
- In the **Domain Catchall** field, you can choose from the following:
  ○ **No catchall:** this disables the catchall feature
  ○ **Accept & Delete:** the catchall will automatically delete all the messages received
  ○ **Username:** the catchall will forward all received messages to the selected Username (mailbox)

Set a Footer

A **domain-level Footer** will show up in all the emails that all the users of the domain send.

To add a domain **Footer**:

- Go to the [Admin Panel](#).
- Log in using your Admin username and password.
- Click on **Domains** in the menu.
- Click on the **footer icon** next to the domain you wish to update
- Fill in the Footer message using the available HTML editor.
- Click on **Update** to finish.