

# Super Panel

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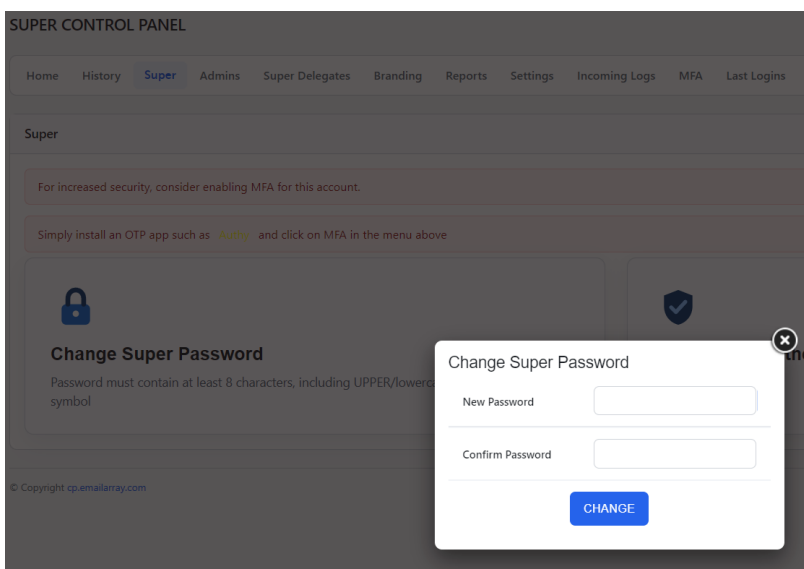
# How to Change Your Super Password

Your **Super Panel** is the command center for your entire email infrastructure. To keep your account secure, we recommend updating your master password periodically and enabling additional security layers like Two-Factor Authentication (2FA).

## How to Change Your Password

Updating your master access is a straightforward process that helps keep your account secure. It is recommended to update your password regularly to maintain enterprise-grade reliability.

1. **Access the Super Menu:** From the [Super Panel](#), in the main navigation menu, click on the **Super** tab.
2. **Initiate the change:** Click on the **Change Super Password** section.
3. **Enter your new password:** A pop-up window will appear. Enter your new secure password in both the **New Password** and **Confirm Password** fields.  
**Password requirements:** To ensure your account remains protected, your new password must meet the following criteria:
  - It must contain at least 8 characters.
  - It must include a mix of uppercase and lowercase letters.
  - It must include at least one number and one special symbol.
4. **Confirm the update:** Click the blue **Change** button to save your new settings.



# How to Reset a Forgotten Password

If you have lost access to your Super Panel account, you can quickly request a reset link to regain entry. This process is managed through your recovery email address to ensure account security.

## Steps to reset your password

1. **Open the login page:** Navigate to your [Super Panel](#) login screen.
2. **Initiate the reset:** Click the **Forgot Password?** link located at the bottom of the login box.

SUPER CONTROL PANEL

LOGIN:

Username

LOGIN

RESET

[Forgot Password?](#)

3. **Provide your details:** On the next screen, enter your **Username** and your registered **Recovery Email** address.

Forgot Password?

Enter your username and recovery email address to receive a password reset link.

Username:

Recovery Email:

SEND

4. **Request the link:** Click the blue **SEND** button to receive a password reset link via email.
5. **Check your inbox:** Follow the instructions sent to your recovery email to choose a new secure password and log back in.

## Quick Tips

- **No email?** If you do not receive the reset link within a few minutes, please check your spam or junk folder.
- **Accuracy is key:** The reset will only trigger if both the username and the recovery email match our records.
- **Need more help?** If you cannot remember your recovery email or username, please contact our support team for assistance.

# Secure Your Account with Two-Factor Authentication

A strong password is your first line of defense, but adding **Two-Factor Authentication (2FA)** provides a vital extra layer of security for your account.

## Why use 2FA / MFA?

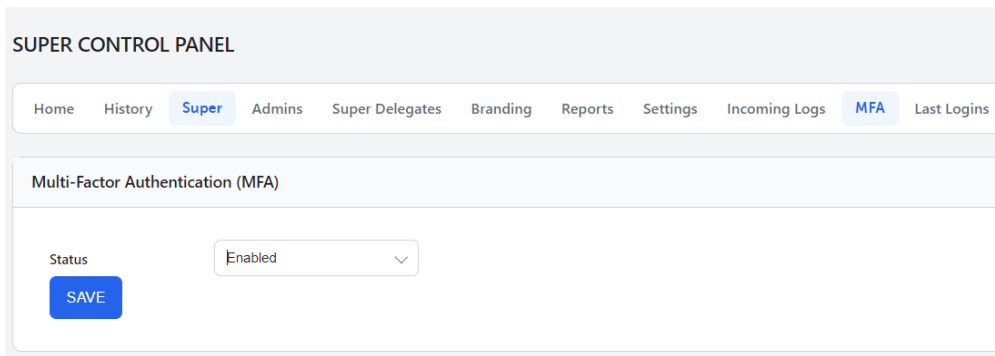
Even if someone manages to obtain your password, they cannot access your account without a unique, time-sensitive code generated by your mobile device. This simple step significantly reduces the risk of unauthorized access.

## How to set it up

Setting up 2FA is quick and straightforward:

1. **Download an authenticator app:** Install a trusted app like Google Authenticator, Authy, or Microsoft Authenticator on your smartphone.
2. **Access the MFA settings:** In the top menu of your Super Panel, click on the **MFA** tab.

3. **Enable the service:** In the **Multi-Factor Authentication (MFA)** section, change the **Status** to **Enabled** and click the **Save** button.



The screenshot shows the 'SUPER CONTROL PANEL' interface. At the top, there is a navigation bar with the following items: Home, History, Super, Admins, Super Delegates, Branding, Reports, Settings, Incoming Logs, MFA, and Last Logins. Below the navigation bar, the page title is 'Multi-Factor Authentication (MFA)'. The main content area contains a 'Status' label next to a dropdown menu currently set to 'Enabled'. Below the dropdown is a blue 'SAVE' button.

4. **Scan and link:** Use your authenticator app to scan the QR code that appears on your screen.
5. **Verify the connection:** Your app will generate a 6-digit code. Enter this into the **Challenge** field in the Super Panel. Click **Save** before the code in your app expires.

# Adding New Customers: How to Create an Admin Account

Managing your growth is simple. When you bring a new customer on board, you'll start by creating an **Admin account** for them in the Super Panel. This gives them (or you) the power to manage their specific domains and mailboxes.

## Step 1: Create the Admin Account

First, log into your [Super Panel](#) and navigate to the ADMINS tab.

1. Open the Setup Form: Click on New Admin.
2. Basic Information: Enter the administrator's name, choose a unique username, and set a secure password.
3. Set Resource Quotas: You must enter a value for every field (use "0" if a feature isn't needed):
  - **Mailbox Quotas:** Define how many **Basic or Enhanced** they can create.
  - **Max Domains:** Set the limit for how many domains this admin can manage. *Tip: A standard rule of thumb is one domain per purchased mailbox.*

The screenshot shows a web interface for adding a new admin. The form is titled 'Add a new admin' and contains the following fields:

- Name of Admin:** John Doe
- Username:** doe\_company
- Password:** #N8UDkv9 (with a strength indicator 'new | cancel | copy' and a note: 'Please make sure to save this password')
- Can set branding:** Yes
- Basic Accounts:** 10
- Enhanced Accounts:** 15
- OpenChange Accounts:** 0
- Max Domains:** 25
- Language:** English
- Quota(GB):** 500
- Enforce Complex Password:** Enable
- 2FA Allowed:** Yes
- Timezone:** EST
- E-mail:** john@doe-company.com

An 'ADD NEW ADMIN' button is located at the bottom of the form.

have the  
our clients.

- Finalize: Choose the default **language** and **timezone** for the admin, then click **Add New Admin**.

## Step 2: Choose Your Onboarding Path

Once the account is created, you have two ways to handle the mailbox setup:

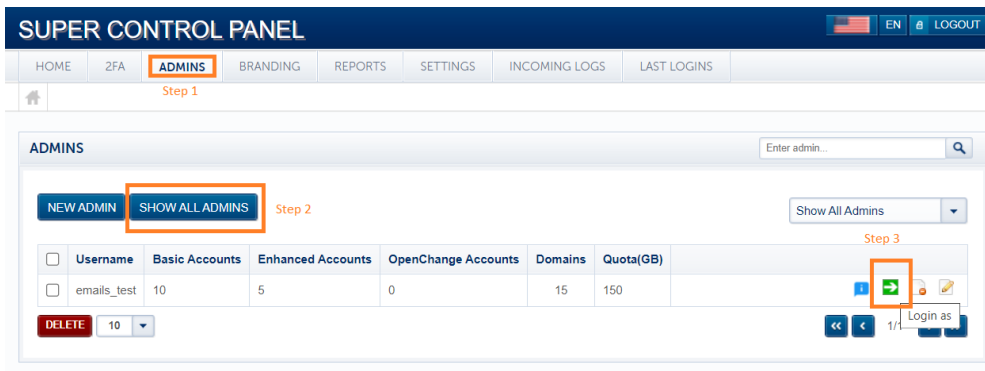
### Option A: The Hands-Off Approach (Customer-Led)

Provide your customer with their new Admin login credentials. They can then log in and create their own mailboxes at their convenience.

### Option B: The White-Glove Approach (Reseller-Led)

If you prefer to set everything up for your client, you can do so without needing their specific password:

- Go to the ADMINS tab and click Show All Admins.
- Locate your customer in the list.
- Click the "Login as" icon (the green arrow) to instantly access their dashboard and create mailboxes on their behalf.



Need help creating the actual mailboxes? We've made it super simple. Follow our [Step-by-Step Mailbox Creation Guide](#) to get your customer's team up and running in minutes.

# Finding and Managing Admin Accounts

As you scale, you may need to quickly locate which **Admin account** manages a specific mailbox or domain. The **Reports** section in your Super Panel allows you to find these accounts in seconds and take immediate action.

## Step 1: Locating the Account

To find the necessary account, log into your [Super Panel](#) and click on the **REPORTS** tab.

1. **Use Filtering Options:** In the "Filtering Options" section, you can search for an account using several criteria:
    - **Username** or **Domain:** Best for finding which Admin owns a specific email address or website.
    - **Last Login:** Useful for identifying inactive accounts.
    - **Account Type** or **Quota:** To find users based on their service level or storage usage.
  2. **Run the Search:** Enter your criteria (e.g., set the filter to "Domain" and type in the customer's domain) and click **SEARCH**.
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## Step 2: Taking Action

Once you've located the correct Admin in the search results, you have three primary tools at your disposal:

### 1. Login as Admin (Green Arrow)

Click the **green arrow icon** to instantly "log in as" that administrator. This allows you to manage their mailboxes, aliases, and settings directly without needing their password.

### 2. Edit Account Details (Pencil Icon)

Click the **pencil icon** to open the Admin's settings. From here, you can:

- **Adjust Quotas:** Increase or decrease the number of allowed mailboxes or total storage space (GB) as your customer's needs change.
- **Update Info:** Change contact details or timezones.

### 3. Enable or Disable an Account

Within the edit pop-up, you can toggle the account status between **Enable** and **Disable**.

- **When to Disable:** This is a powerful tool for billing management. If a customer hasn't paid, disabling their account **blocks all logins** for both the Admin and their end-users.
- **The Benefit:** While logins are blocked, the accounts **will still receive emails**. This keeps the data intact and ensures no mail is lost while you resolve payment issues—a much safer alternative to deleting the account.

# Transferring Domains Between Admin Accounts

There are times when a customer may start under your direct management but later decides they want to manage their own settings, mailboxes, and quotas. Instead of deleting and recreating everything, you can simply **transfer the domain** from your Admin account to theirs.

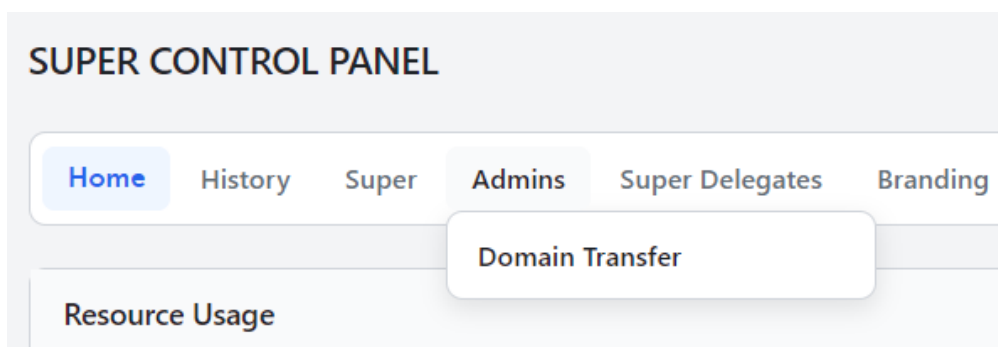
## When to Use This Feature

- **Customer Autonomy:** A client wants to manage their own mailbox creation and resource allocation.
- **Account Reorganization:** You are moving a specific domain to a new sub-admin for better organization.
- **White-Label Handoff:** You've finished the initial setup for a client and are now handing over the "keys" to their own dashboard.

## How to Move a Domain

The transfer is handled entirely within the **Super Panel** and takes effect immediately.

1. **Navigate to Domain Transfer:** Log into your [Super Panel](#) and go to the **ADMINS** tab. From the dropdown or side menu, select **Domain Transfer**.
2. **Select the Domain:** You will see a list of domains currently under your management. Choose the domain you wish to move.
3. **Choose the Destination:** Select the destination **Admin account** from the provided list. This is the account that will now have "ownership" and management rights over that domain.
4. **Process the Move:** Click the button to finalize the transfer.



# What Happens After the Transfer?

- **Instant Management:** The new Admin will immediately see the domain in their own dashboard.
- **Mailbox Preservation:** All existing mailboxes, aliases, and data associated with that domain remain intact and move with it.
- **Quota Allocation:** The domain will now count against the destination Admin's domain quota. Ensure the destination Admin has enough "Max Domains" allowed in their settings before you start.

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**Pro-Tip: Resource Check:** Before moving a domain, use the **pencil icon** in the **Admins** list to verify that the destination account has enough available **Mailbox** and **Storage quota** to support the incoming domain's existing users.

# Super Panel Settings

## Update Your Super Panel Recovery Email

Your recovery email is essential for maintaining access to your Super Panel account if you ever forget your password. You can update this address at any time from within your Super Panel dashboard.

**Ensure Continuous Access:** Verify that you have a recovery email address on file and that you maintain consistent, long-term access to it. Remember to keep the subscription for your recovery email active and ensure any associated domain names are renewed on time.

### Steps to change your recovery email

1. **Access Settings:** From the [Super Panel](#), in the main navigation menu, click on the **Settings** tab.
2. **Open the email update tool:** Locate the **Change Email** icon and click on it.
3. **Enter your new address:** In the **Change Email** pop-up window, type your preferred email into the **New Email** field.
4. **Save your changes:** Click the blue **CHANGE** button to update your account settings.

