Cheat Sheet with all the details for WHMCS

Step 1: Add a new domain

1. Place a new order from your WHMCS. You are required to **enter your domain**.
2. After placing the order, you will be redirected to your Client Area. An alert will be shown until you verify the domain by adding a TXT record to your DNS (see next step).

Step 2: Add the Required DNS Records

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

? 1. TXT (Domain Verification)

Get the TXT verification details from WHMCS Client Area and add it to your DNS:

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

> Verifies your domain with us

> This domain verification DNS record is required before you can create the email addresses or manage the product.
> The other DNS records can be added / updated after the email migration.

? 2. 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

? 3. SPF (Sender Policy Framework)

> Authorizes us to send emails on your domain's behalf and prevents bad actors from sending 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

? 4. Webmail Access (Optional but Recommended)

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

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

? 5. DKIM (DomainKeys Identified Mail)

How to Enable DKIM:

1. Go to your WHMCS Client Area -> Click on the email hosting product -> Click on **DKIM**.
2. Click on **Enable**.
3. Add the generated **Host** and **Key** from WHMCS to your DNS as a TXT record:

Type	Name (Host)	Value (TXT)	TTL
TXT	Provided **Host** by WHMCS	Provided **Key** by WHMCS	3600

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

? 6. Autodiscover & Autoconfig (Optional but Recommended)

Type	Name	Value	TTL
A	autodiscover. ***yourdomain.com***	69.28.212.195	3600
A	autoconfig. ***yourdomain.com***	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: Create Email Account

1. Go to your WHMCS Client Area -> Click on the email hosting product -> Click on **Accounts**.
2. Click the **Add Mailbox** button.
3. Fill in the new user’s details (username, password, quota, etc.).
4. Click **Save**.

Step 4: Access Webmail

- **Option 1:** `webmail.yourdomain.com` (if Webmail CNAME is configured in your DNS) and login with your full email address and password. You can bookmark the URL.
- **Option 2:**
  - Go to your WHMCS Client Area -> Click on the email hosting product -> Click on **Accounts**.
  - In the mailboxes list, click the **Webmail** button next to the desired account. This opens a new tab and logs you in automatically.
  - You can now bookmark the URL and use it to log in with your email address and password.
- **Option 3:** Go to `https://login.emailarray.com/` and login with your full email address and password.

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
- **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.

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