



Setting up a new Email Account (POP Box)

John C. - 2019-01-17 - Email

Adding an Email Account via the Account Manager

1. Login to your Account Manager
2. Select on "Email Options" on the left
3. Select the POP Boxes option that appears
4. Click the green "Add POP Box" button. You will then be brought to a form which asks you to specify the following three options:

POP Box Name

Enter the name of the POP box that you'd like to create. This is also the username that you'll use when logging in to check mail. For example, if you enter the name *sales* and your domain name is *your_domain.com* then the email address would come out to be *sales@your_domain.com* and you would use *sales* as the username to login to check its mail.

Note: *Do not enter your domain name or the @ symbol in this box. Only enter the first part of the email address.*

Note: *If the POP box name that you'd like is already taken, please use another name. You will still be able to use the email address you'd like, there will just be additional configuration steps required; covered at the bottom of this article.*

POP Password

Enter the password you wish to use for this email account. This is used in conjunction with the POP Box Name (username) to check its mail.

Note: *It is best not to use names or dictionary words as passwords. The best*

passwords include a combination of letters and numbers or a short phrase. This article on Webroot's website has more information on creating secure passwords: [How Do I Create a Strong and Unique Password?](#)

POP Password (again)

Re-type the same password again. This is to make certain that your desired password is set.

5. Click the green "Add POP Box" button. If everything was set up correctly, you will see a page confirming the success of the POP Box creation.

It is important to note that on a shared hosting system, each POP box username must be unique, regardless of the domain name or hosting account.

If you are attempting to create a POP box and you receive a message stating the POP Box is not available, there is an easy fix.

Create a variation of the name you would like to use (such as *sales03* instead of *sales*) then setup an email alias to direct mail sent to *sales@your_domain.com* to the *sales03* POP box.

In your email program (such as Outlook or Thunderbird), you can still set the email address to *sales@your_domain.com* but you would use the Account Login / Username of *sales03*.

Note: Remember to replace all instances of *sales03* in the above example with the username you chose to use