Manage Users

Each mailbox is defined as a User in the Admin Panel. Here you can manage all of your Users: add new ones, remove or edit any user's settings, as well as login into the User's Control Panel to manage their preferences.

Before adding a new user please make sure you have a sufficient User quota (available mailboxes and quota), which can be checked in the top menu bar of your Admin Panel.

Adding a User

- Go to the **Admin Panel**.
- Log in using your Admin username and password.
- Click on **Users** in the menu bar.
- Click on the **New** button.
- Choose the **Account Type** from the dropdown list.
- Choose the **Domain** where you want to add an account from the drop-down list.
- Enter the **Username** to add (only the part before the @ sign).
- Enter the **Password**. Note: Passwords must contain at least 8 characters, including upper /lowercase, numbers, and a symbol.
- Enter the **Name** of the user to add, for your control (user´s full name, with spaces).
- Enter the **Quota** for the user, in Gigabytes (GB). In order to assign 5GB, simply type 5. To specify 500 MB (Half of a gigabyte), specify 0.5.
- Optional: you can click on **More Options** to define the User's **Language**, **Timezone** or **Localization** and **Date format**.
- Click on the button **Add User** to finish.

> ⓘ If you receive the error that the User already exists, check if you already have an Alias or a Distribution List with the same name. The username must be unique on a domain level, which means you cannot have a mailbox and an Alias with the same name.

Removing a User

- Go to the **Admin Panel**.
- Log in using your Admin username and password.
- Click on **Users** in the menu bar.
- Select your domain from the **Select Domain** drop-down box.
- Click on the delete icon (trash icon) next to the account you wish to remove.
- An alert pop-up will appear, showing the User that will be deleted. Click on **Delete** to confirm.

> ⚠ Deleting an account deletes all its e-mails and data. Be careful!

Editing a User

- Go to the **Admin Panel**.
- Log in using your Admin username and password.
- Click on **Users** in the menu bar.
- Select your domain from the **Select Domain** drop-down box.
- Click on the **pencil icon** (edit) next to the User you wish to edit

- You can update the:
  - Name
  - Password
  - Account type (change from Basic to Enhanced and vice versa)
  - Quota (increase or decrease)
- Click on **More Options** to update the:
  - Language
  - Timezone
  - Date format.
- **Disabled** - set to *Yes* if you want to temporarily deactivate the mailbox, without deleting the emails.
- **Only local SMTP** - enable this if you want to restrict the User to only send local emails (only to the same domain).
- Click on **Update User** to save your changes.

Logging in as a user

Admins are able to log in as the User, making it possible to manage several aspects, such as autoresponder, forwarders, rules, black & whitelist on user level, track e-mails sent by account (in Track deliveries) and so on, which are only available on the user level. End users can login with their respective e-mail addresses directly to the User Panel.

- Go to the **Admin Panel**
- Log in using your Admin username and password.
- Click on **Users** in the menu bar.
- Click on the **arrow icon** next to the account you wish to login as in the User Panel.
- Click on the **mailbox icon** next to the account you wish to login as in the Webmail.
- Click on the **key icon** next to the account you wish to generate One Time Password (OTPassword). This password is valid for 5 minutes and you can use it to troubleshoot the User's issue.