Email Administration

User Manual

HSSL Technologies, IT Department

Version v26.0.1.94 · 2026-10-05 · Screens in this manual use sample data.

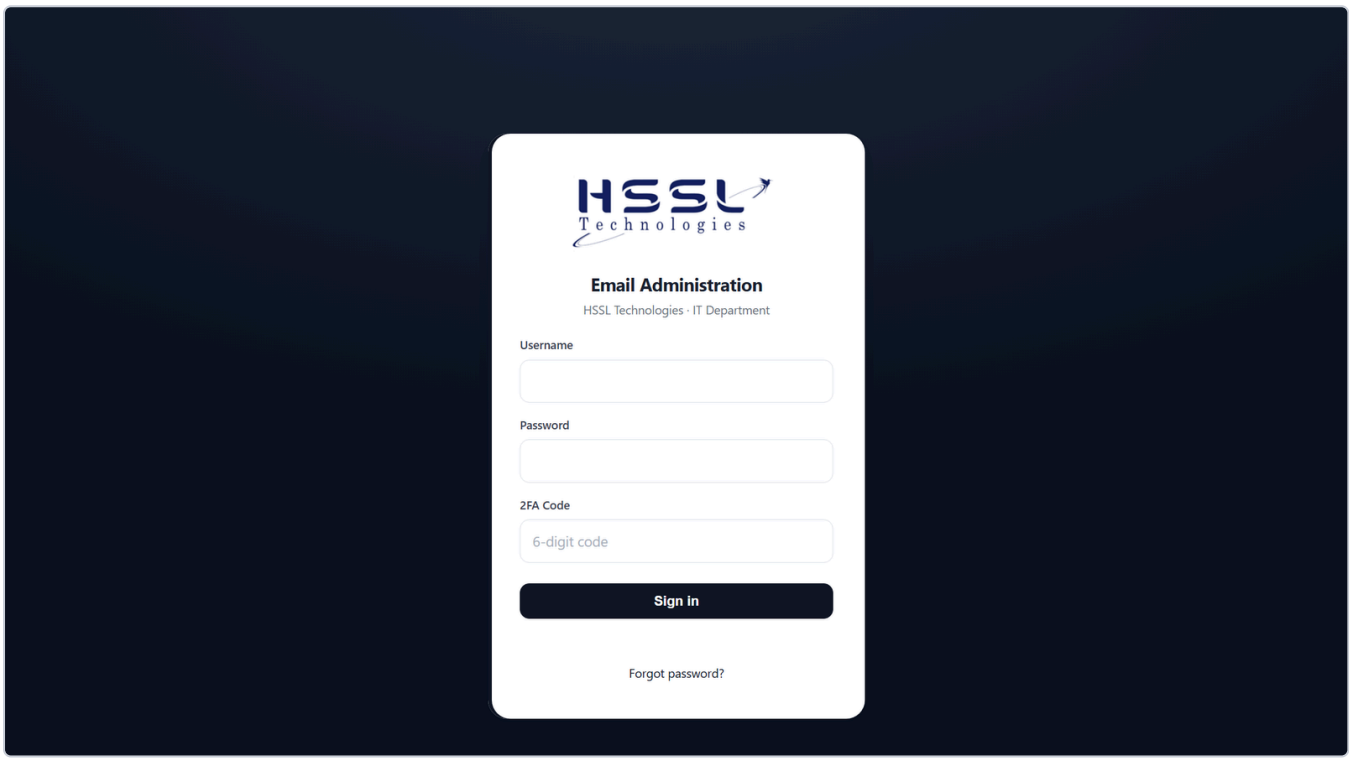
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1. Signing in

1. Open the portal and enter your **username**, **password** and the current **6-digit 2FA code** from your authenticator app.
2. Select **Sign in**.

If you forget your password, choose **Forgot password?**, confirm with your 2FA code and set a new one of at least 10 characters. What you can see after signing in depends on the permissions your portal admin gave you.



The sign-in screen: username, password and the 6-digit 2FA code.

2. The workspace

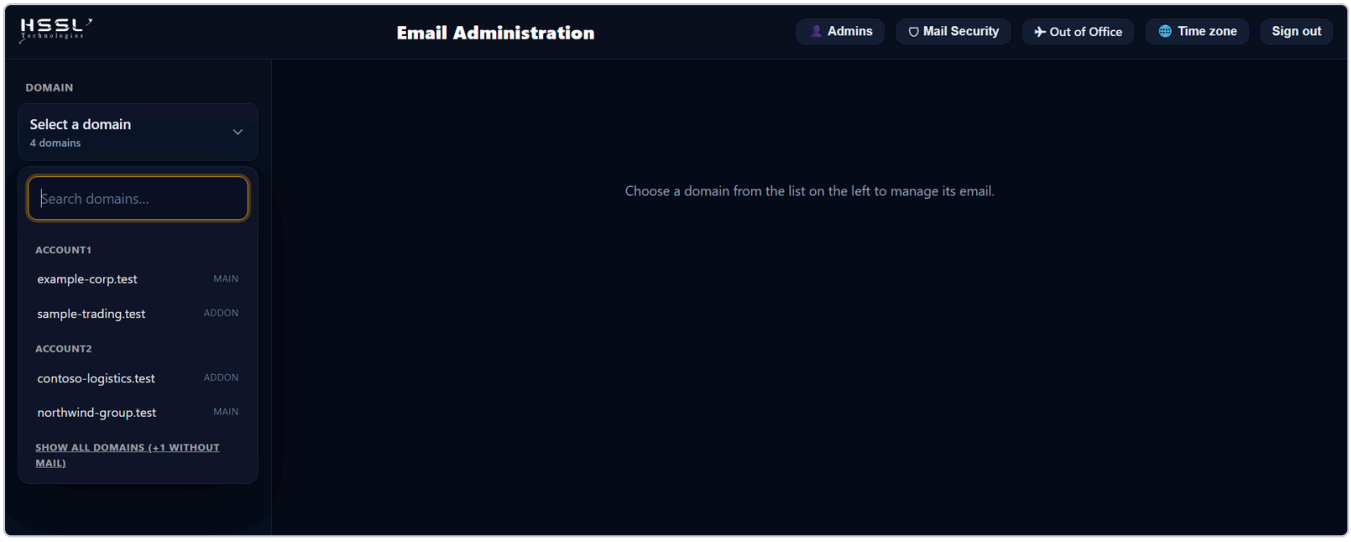
The screen has three parts.

- **Top bar:** Admins, Mail Security, Out of Office, Time zone and Sign out. A button only appears if you hold the permission for it.
- **Sidebar:** the **Domain** box at the top, then the three email sections: **Email accounts**, **Forwarders** and **Autoresponders**, and a link to this guide.
- **Main area:** the section you chose, for the domain you chose.

3. Choosing a domain

1. Select the **Domain** box in the sidebar. A list opens, grouped by hosting account.
2. Type part of a name in **Search domains** to narrow the list, then select the domain. Pressing Enter picks the first match.

The list normally shows only domains that carry mail. Choose **Show all domains** at the bottom of the list to include the rest. The portal remembers the last domain you worked on and reopens it next time.



The Domain box open, with search and the domains grouped by hosting account.

4. Email accounts

The tiles at the top show how many **accounts**, how much **storage** is used, and how many **forwarders** and **autoresponders** the domain has.

Finding accounts

- **Search accounts** filters the list as you type.
- The buttons under the search box show one group at a time, each with a count: **All**, **Suspended**, **Has forwarders**, **Has autoresponders** and **Near quota** (90% of the storage limit or more).
- Select a column heading (**Address**, **Used**, **Quota**, **Status**) to sort by it. Select it again to reverse the order.

What each row shows

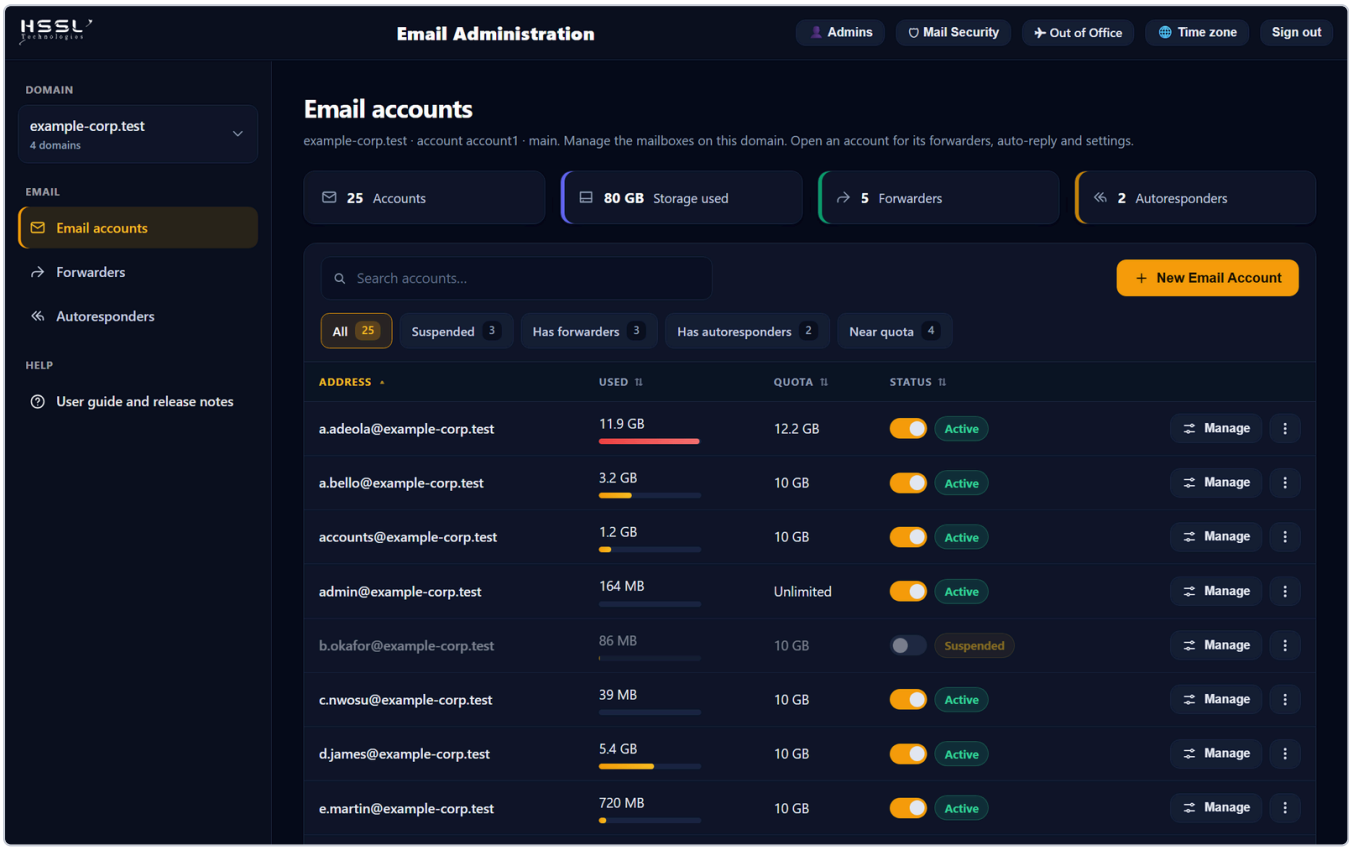
COLUMN	MEANING
Address	The mailbox address. Select it to open the account.
Used	Storage in use, with a bar that turns red at 90%.
Quota	The storage limit, or Unlimited.
Status	A switch and a label: **Active**, **Suspended** (sign-in disabled) or **Incoming held**.

Quick actions

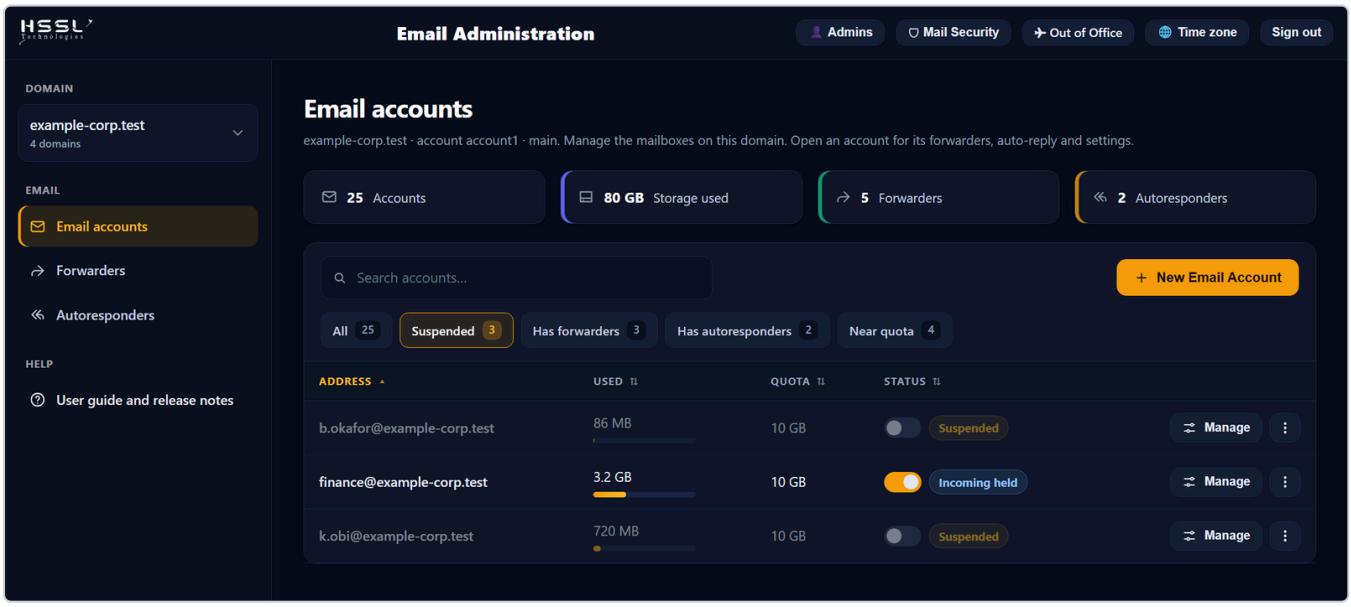
- The **switch** turns sign-in for the mailbox off or on. The portal asks you to confirm first.
- **Manage** opens the account (see section 6).

- The **three-dot menu** offers: Change password, Change quota, Disable or Enable sign-in, Hold or Release incoming mail, Hold outgoing mail and Release outgoing mail.

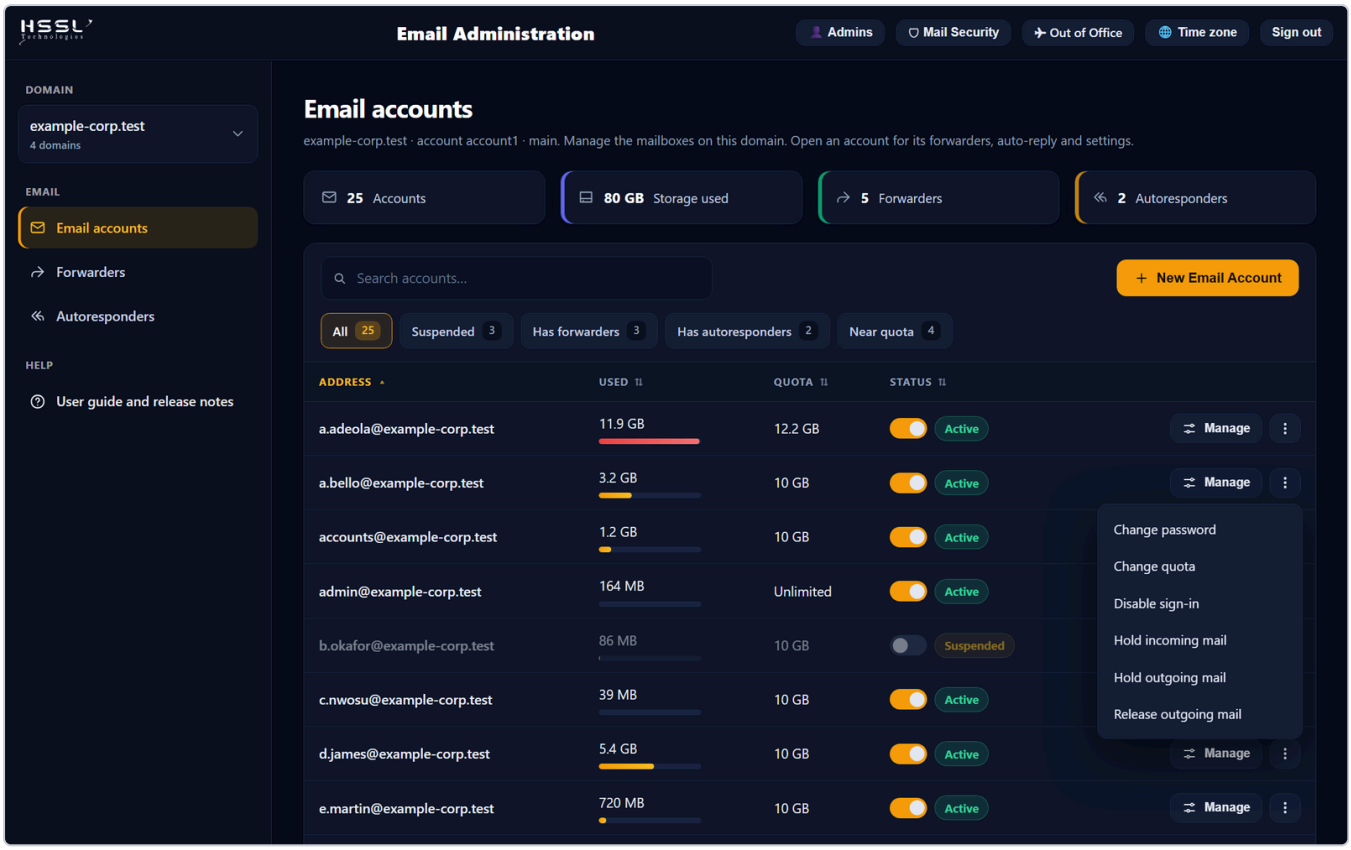
> Disabling sign-in does not delete anything. Mail keeps arriving unless you also hold incoming mail.



Email accounts: summary tiles, search, the filter buttons and the account list.



The Suspended filter shows only accounts with sign-in disabled or incoming mail held.

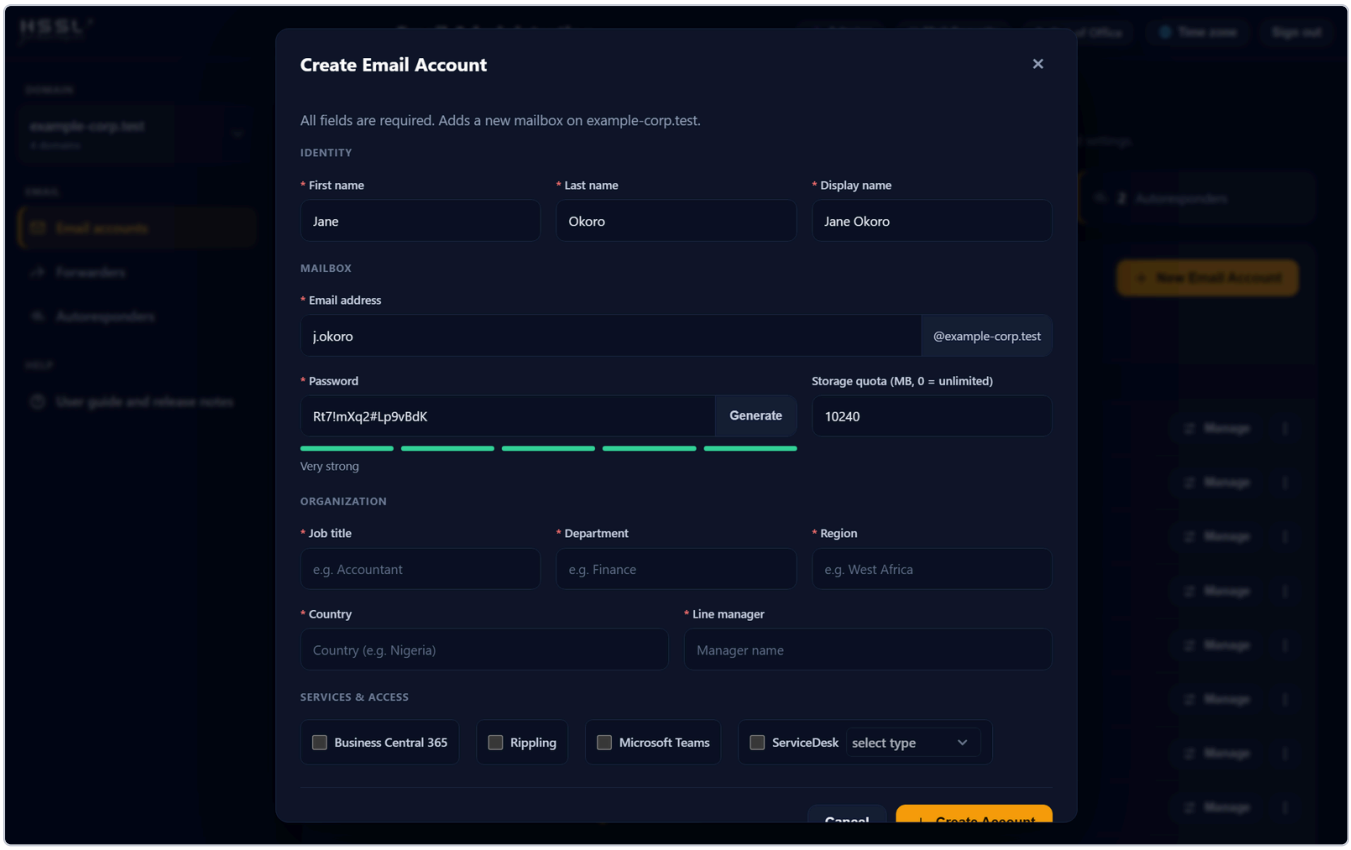


The three-dot menu on a row.

5. Creating an account

1. In **Email accounts**, select **New Email Account**.
2. Fill in **Identity** (first name, last name, display name) and **Mailbox** (the part of the address before the @, and a password).
3. For the password, type one of at least 10 characters or select **Generate**. The bar underneath shows how strong it is.
4. Set the **storage quota** in MB. The default is 10240 (10 GB); 0 means unlimited.
5. Where shown, complete **Organization** (job title, department, region, country, line manager) and tick the **Services and access** the person needs.
6. Select **Create Account**.

Every field marked with a red asterisk is required. The dialog stays open if you click outside it, so nothing you typed is lost; use **Cancel** or the X to close it. Some domains show only the Identity and Mailbox sections.

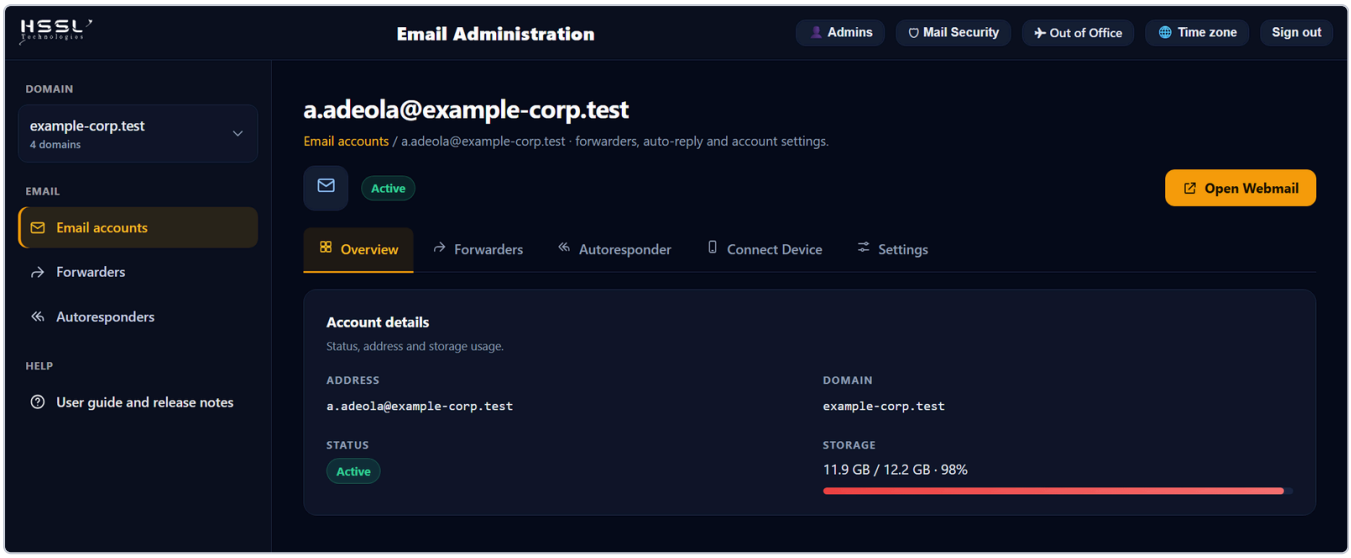


The Create Email Account dialog with the password strength bar.

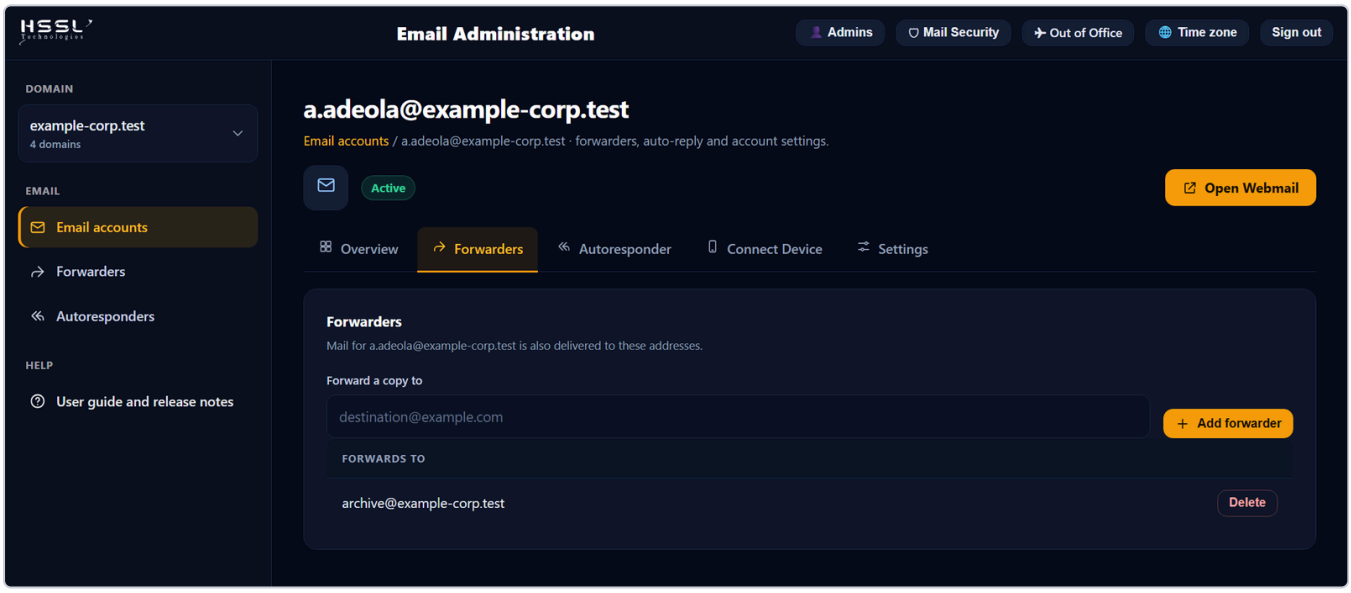
6. Managing one account

Select an address or its **Manage** button. Use **Email accounts** in the line under the title to go back to the list. **Open Webmail** opens the webmail sign-in page for that domain in a new tab.

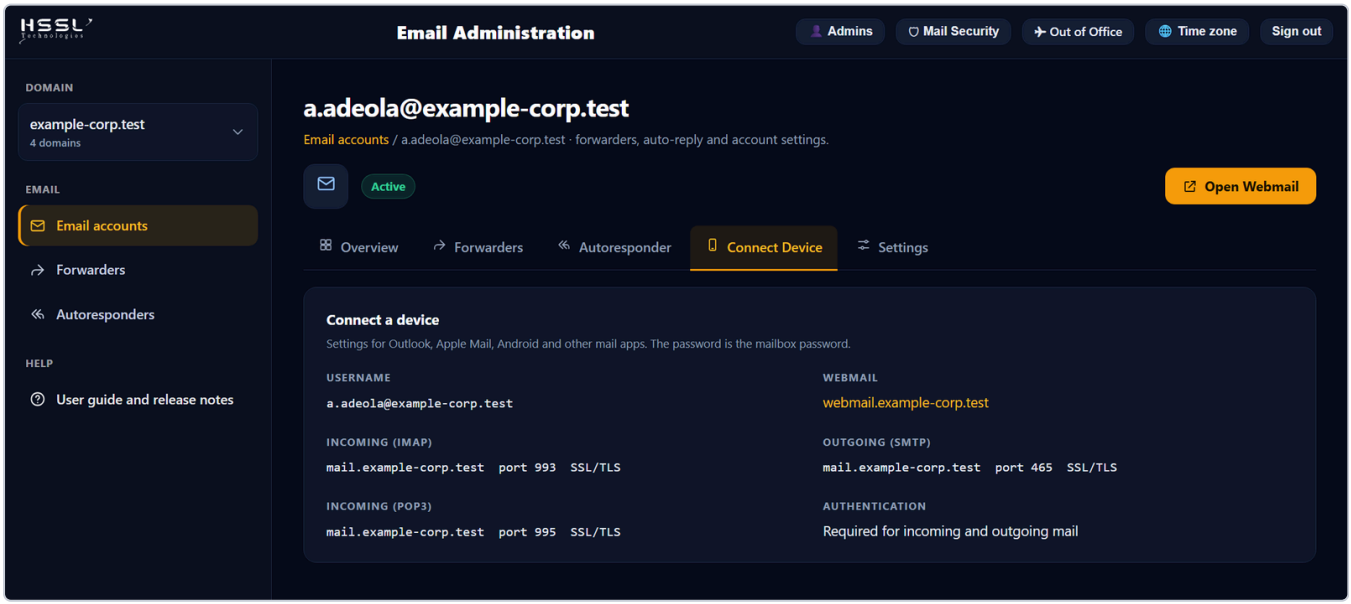
TAB	WHAT YOU CAN DO
Overview	See the address, domain, status and storage used against the quota.
Forwarders	See where this mailbox forwards to, add a destination, or delete one.
Autoresponder	Set an automatic reply with a subject and message, or remove the one that is active.
Connect Device	The username, webmail address and the incoming and outgoing server settings to give the user for a mail app.
Settings	Change password, change quota, disable or enable sign-in, hold or release incoming and outgoing mail.



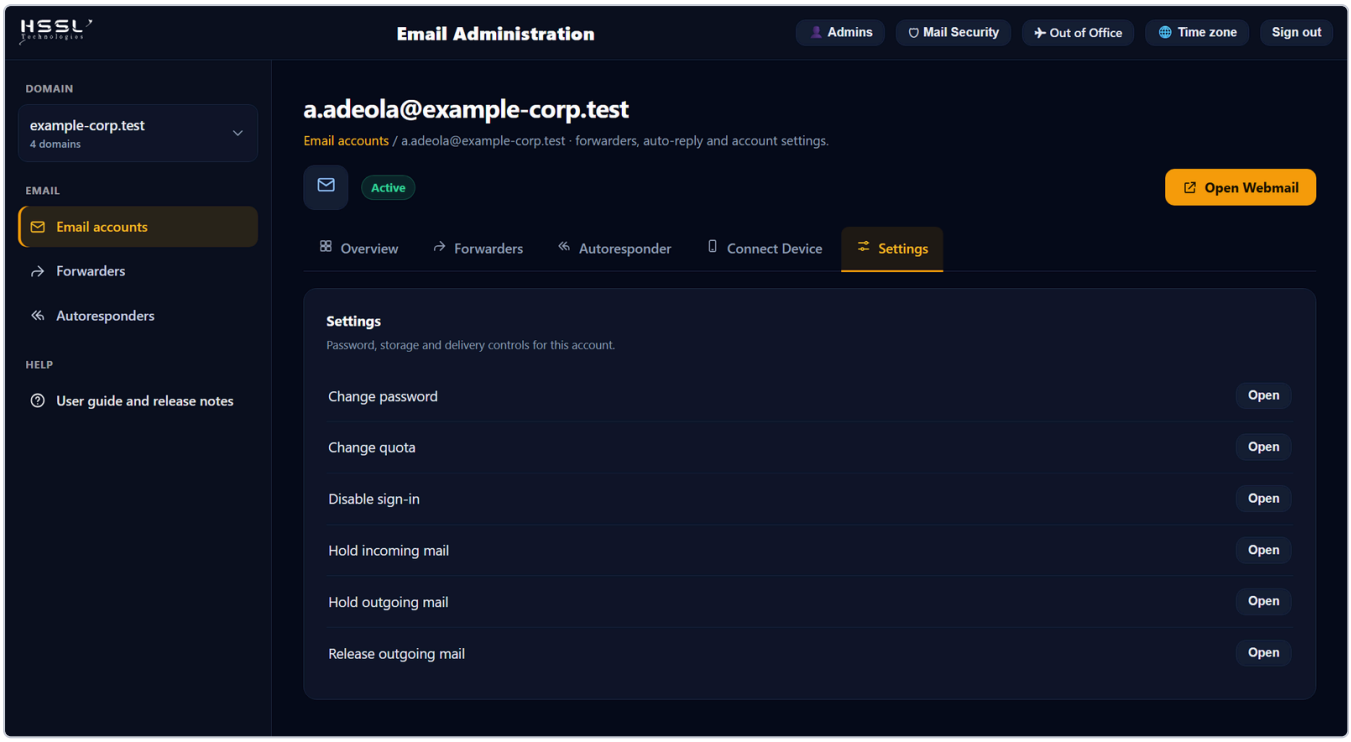
One account, Overview tab: address, domain, status and storage.



Forwarders tab for one account.



Connect Device: the settings to give the user for a mail app.



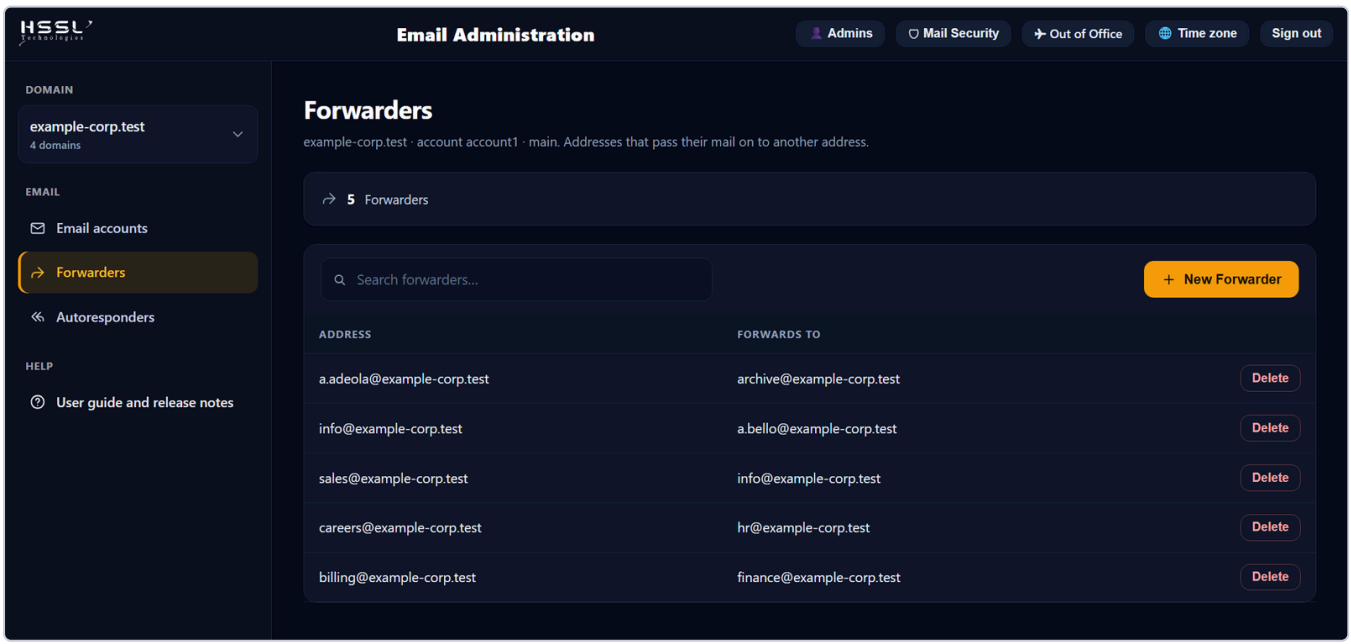
Settings: password, quota and delivery controls.

7. Forwarders

The **Forwarders** section lists every forwarder on the domain, including addresses that have no mailbox of their own.

1. Select **New Forwarder**.
2. Enter the address to forward (the part before the @) and the full destination address.
3. Select **Create Forwarder**.

Use **Delete** on a row to remove a forwarder. Use the search box to find one in a long list.

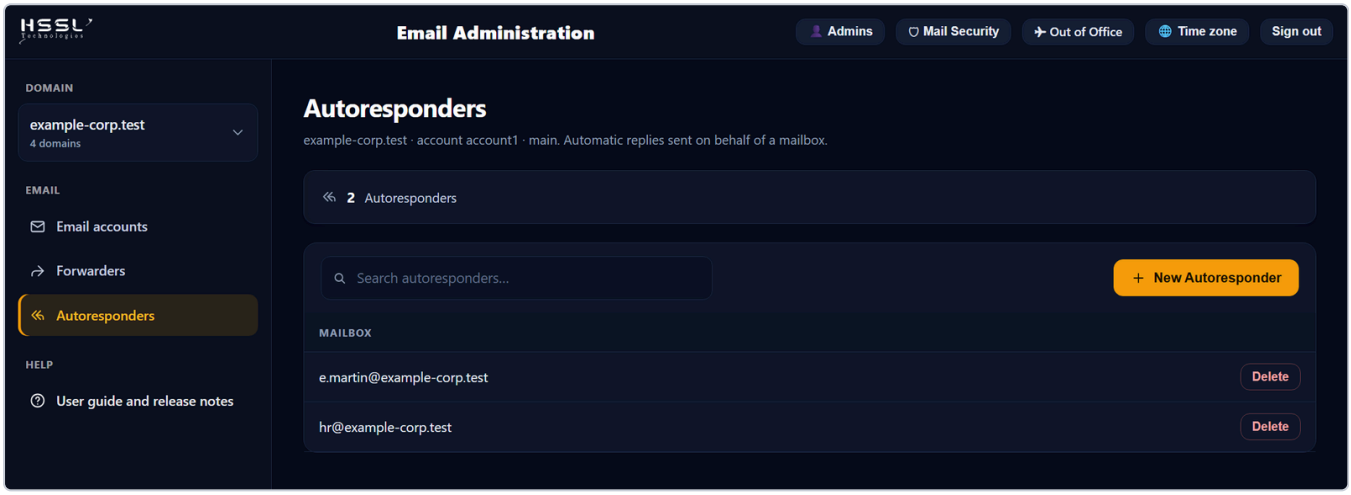


All forwarders on the domain.

8. Autoresponders

1. Open **Autoresponders** and select **New Autoresponder**.
2. Enter the address, a subject and the message.
3. Select **Create Autoresponder**.

Use **Delete** on a row to switch one off. Staff can also set their own out of office message from the **Out of Office** button in the top bar.



All autoresponders on the domain.

9. Mail Security

Available to admins with the Mail Security permission, from the top bar. Its tabs cover spam review, the quarantine, approved and blocked senders, the inbound queue, the event log, statistics, service health and settings. Use the button at the top left of that screen to return to the mailboxes.

10. Portal admins

Available to admins with the Admins permission, from the top bar. Here you add portal users, choose which sections each one may use, limit a user to one hosting account, reset their sign-in and disable or remove them.

Release notes

Version **v26.0.1.94** · 2026-10-05

- New workspace: domain drop-down with search, sidebar navigation, account list with summary tiles, filters, sorting and a sign-in switch, a Manage view for each account, and dialogs for creating accounts, forwarders and autoresponders.
- User guide with screenshots and this PDF manual added.