

How to setup email account

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Basic settings for configuring your email account

1. **Email Address:** Your full email address (e.g., user@example.com).
2. **Username:** Generally, your full email address serves as your username.
3. **Password:** The password associated with your email account.
4. **Incoming Mail Server (IMAP/POP3):**
 - IMAP Server: mail.op-email.eu
 - Port: 993 (SSL/TLS)
 - Port: 143 (non-SSL)
 - POP3 Server: mail.op-email.eu
 - Port: 995 (SSL/TLS)
 - Port: 110 (non-SSL)
5. **Outgoing Mail Server (SMTP):**
 - SMTP Server: mail.op-email.eu
 - Port: 587 (STARTTLS)
 - Port: 465 (SSL/TLS)
 - Port: 25 (non-SSL, though often blocked)
6. **Authentication:** Use the same username and password for both incoming and outgoing servers.
7. **Security Type:** SSL/TLS encryption is recommended for secure communication.
8. **Server Authentication:** Some email clients may require server authentication. Use the same settings as incoming and outgoing mail servers.
9. **Domain Settings:** Ensure correct domain settings, including MX records, and CNAME records. **You can find the list of basic DNS required for the service [here](#).**
10. **Additional Features:** Depending on your email client, you may have additional features like calendar and contact synchronization. Configure these settings as needed.

Can you guide me through setting up my Openprovider email on an Android device?

- To set up Openprovider email on an Android device:
 - Open the Email app.
 - Enter your email address and password.
 - Choose IMAP or Exchange as the account type and enter the server settings:
Incoming Server (IMAP): mail.op-email.eu, Port: 993 (SSL), Outgoing Server (SMTP): mail.op-email.eu, Port: 587 (TLS/STARTTLS).

DNS records for Openprovider Email Solution

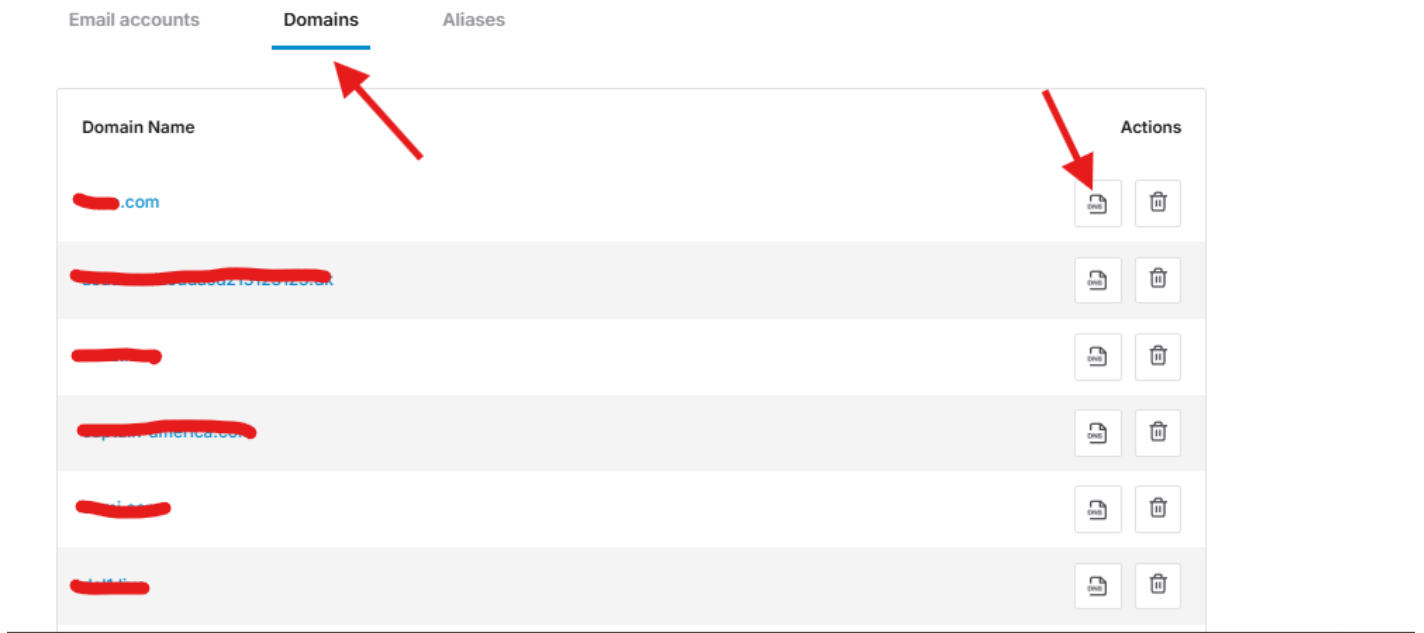
Below you can find a list of recommended DNS records. While some are mandatory for a mail server (MX and CNAME records), others are recommended to build a good reputation score (TXT/SPF, DKIM) or used for auto-configuration of mail clients.

Note: DNS records required for email solution will be added automatically for domains using Openprovider nameservers (ns1.openprovider.nl, ns2.openprovider.be and ns3.openprovider.eu) on adding domains to our mail service.

Name/Host	Type	Priority	Value	Comment
Blank/empty or @	MX	10	mail.op-email.eu	Required for receiving incoming emails.
autodiscover	CNAME	mail.op-email.eu		
autoconfig	CNAME	mail.op-email.eu		
Blank/empty or @	TXT	"v=spf1 mx a -all"		
dkim._domainkey	TXT	<Visible in RCP>		
<STRING>._domainkey.domain.tld	CNAME	<Visible in RCP>	Required for sending out emails.	
<STRING>._domainkey.domain.tld	CNAME	<Visible in RCP>	Required for sending out emails.	
<STRING>._domainkey.domain.tld	CNAME	<Visible in RCP>	Required for sending out emails.	

* Replace <STRING> with actual value from RCP (You may refer the scree-shots below for an example)

Go to your RCP > Email accounts where you can find this:



Once you click on the **DNS** button, you will find the records.

IMPORTANT:

Please check **RCP** (Reseller Control Panel) >> [Email Accounts](#) >> **Domains** tab>> Click on **DNS** button (under **Actions**) shown on the right of the domain to see exact DKIM & CNAME records for each domains.

Note:

- @ is used in the above table to indicate the root/naked domain (domain.tld). If your DNS server/provider doesn't support @, you can simply leave the Name/Host field empty.
- The above TXT record is a simple SPF record that is used to only allow the Openprovider email server (the MX) and your web server (the A) to send mail for your domain. Every other server is disallowed (-all). If you need to allow mailing for the domain from any other sources/servers, please make sure to include the host/IP address in your SPF record.

How can I configure Openprovider email on a Mac Mail application?

- To set up Openprovider email on Mac Mail:
 - Open Mail and go to "Mail" > "Add Account."
 - Enter your name, email address, and password.
 - Choose IMAP or Exchange as the account type and enter the server settings:
Incoming Mail Server (IMAP): mail.op-email.eu, Port: 993 (SSL), Outgoing Mail Server (SMTP): mail.op-email.eu, Port: 587 (TLS/STARTTLS).

How do I set up my Openprovider email account on an iPhone or iPad?

To set up your Openprovider email on an iPhone or iPad, follow these steps:

Using configuration file

- Log into <https://mail.op-email.eu> with your email account and it's password.
- Under Mailbox tab, click on the **Email** link next to **Apple connection profile**. This will download the configuration file.

Mailbox ▾

Temporary email aliases

Spam filter

App passwords

Pushover API

General

Login to webmail

This mailbox user has **direct, external access** to the following protocols and applications. This setting is controlled by your administrator. App passwords can be created to grant access to individual protocols and applications.

The "Login to webmail" button provides single-sign-on to SOGo and is always available.

IMAP ✓ SMTP ✓ Sieve ✓ POP3 ✓ SOGo ✓

Used:

0%

1.72 MiB / 15 GiB

80 messages

[Change password](#)

Two-factor authentication:

-

Set two-factor authentication method:

Please select ▾

Login with FIDO2

Known IDs:

ID

Action

Register FIDO2 device ▾

Registration status:

-

Apple connection profile:

Email IMAP, SMTP

This connection profile includes IMAP and SMTP configuration parameters for an Apple device.

Email calendars and contacts IMAP, SMTP, Cal/CardDAV

This connection profile includes IMAP and SMTP parameters as well as CalDAV (calendars) and CardDAV (contacts) paths for an Apple device.

Apple connection profile with app password:

Email IMAP, SMTP

This connection profile includes IMAP and SMTP configuration parameters for an Apple device.

A new app password is generated and added to the profile so that no password needs to be entered when setting up your device. Please do not share the file as it grants full access to your mailbox.

Email calendars and contacts IMAP, SMTP, Cal/CardDAV

Manual Setup

- ◦ Go to **Settings > Mail > Accounts > Add Account**.
- Select "**Other**" and choose "**Add Mail Account**".
- Enter your name, full email address, password, and a description for your account.
- Choose IMAP or Exchange as the account type and enter the server settings:
 - Incoming Mail Server (IMAP): **mail.op-email.eu**, Port: **993** (SSL)
 - Outgoing Mail Server (SMTP): **mail.op-email.eu**, Port: **587** (TLS/STARTTLS).

How to set up White Labeling for the Email solution (custom webmail URL and logo)

White labeling lets you deliver our email solution under your own brand, your own webmail URL (for example `mail.yourdomain.com` instead of `mail.op-email.eu`) and your own logo in the webmail interface.

Before you start

- You need an active email product in your Openprovider account.
- You need access to the DNS zone of the domain you want to use for the webmail hostname.
- Setup is partly manual on our side: the SSL certificate for your custom hostname is issued by our team after you complete the steps below.

Step 1 - Choose your webmail hostname

- Decide the subdomain that will replace `mail.op-email.eu`.
- Examples: `webmail.mycompany.tld`, `mail.yourdomain.com`.
- Use one hostname per white-label setup, and keep it consistent across every step below, the value you enter in the control panel must match your DNS record exactly.

Step 2 - Add the CNAME record (required)

- In the DNS zone of your chosen domain, add a CNAME record for the hostname pointing to `mail.op-email.eu`:

```
mail.domain.tld IN CNAME mail.op-email.eu
```

- Replace `mail.domain.tld` with your own hostname.
- If the domain uses Openprovider nameservers, the record can be added directly from your Openprovider DNS zone.
- **Wait 2-4 hours after adding the record.** This allows DNS propagation and is required before the next steps can succeed.
- You can confirm the record is live with a DNS lookup (for example `dig mail.domain.tld CNAME` or any online DNS checker).

Step 3 - Configure white labeling in the control panel

- Log in to your Openprovider control panel.
- Go to **Email Accounts → Integrations & Tools → White Labeling** and click **Activate**.
- Enter your chosen hostname (for example `mail.yourdomain.com`), it must match the CNAME record from Step 2 exactly.
- Upload your logo(s).
- Save the settings.

“ link: <https://cp.openprovider.eu/dashboard/account/email-white-label/setting>

Email service settings

Domain configuration

Configure your primary domain and DNS records for your email service.

Email domain

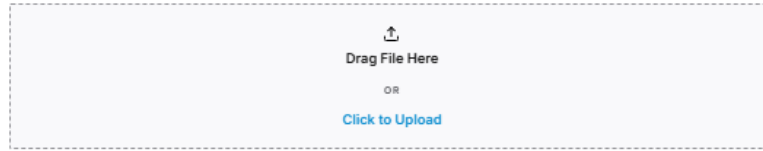
mail.hirechhatbar.com

Update

Logo & visual identity

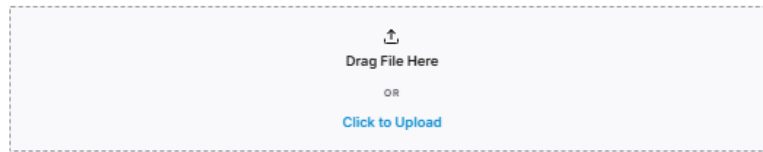
Customize the visual appearance of your email service.

Logo



Recommended size: 250×100px. Max file size: 2MB. Supported formats: PNG, JPG, WEBP

Dark logo



Recommended size: 250×100px. Max file size: 2MB. Supported formats: PNG, JPG, WEBP

Update

Step 4 - Notify us to complete the setup

- Once the CNAME record is live and the hostname and logo are saved, contact our [support team](#) so we can issue the SSL certificate for your custom hostname.
- SSL issuance is not automated. Allow **12-24 hours** from the moment it is initiated.
- SSL will not be generated if the CNAME record is not yet resolving.

Step 5 - Start using your branded hostname

Once the certificate is active, your hostname (for example `mail.yourdomain.com`) can be used for:

- Webmail access
- SMTP
- IMAP
- POP

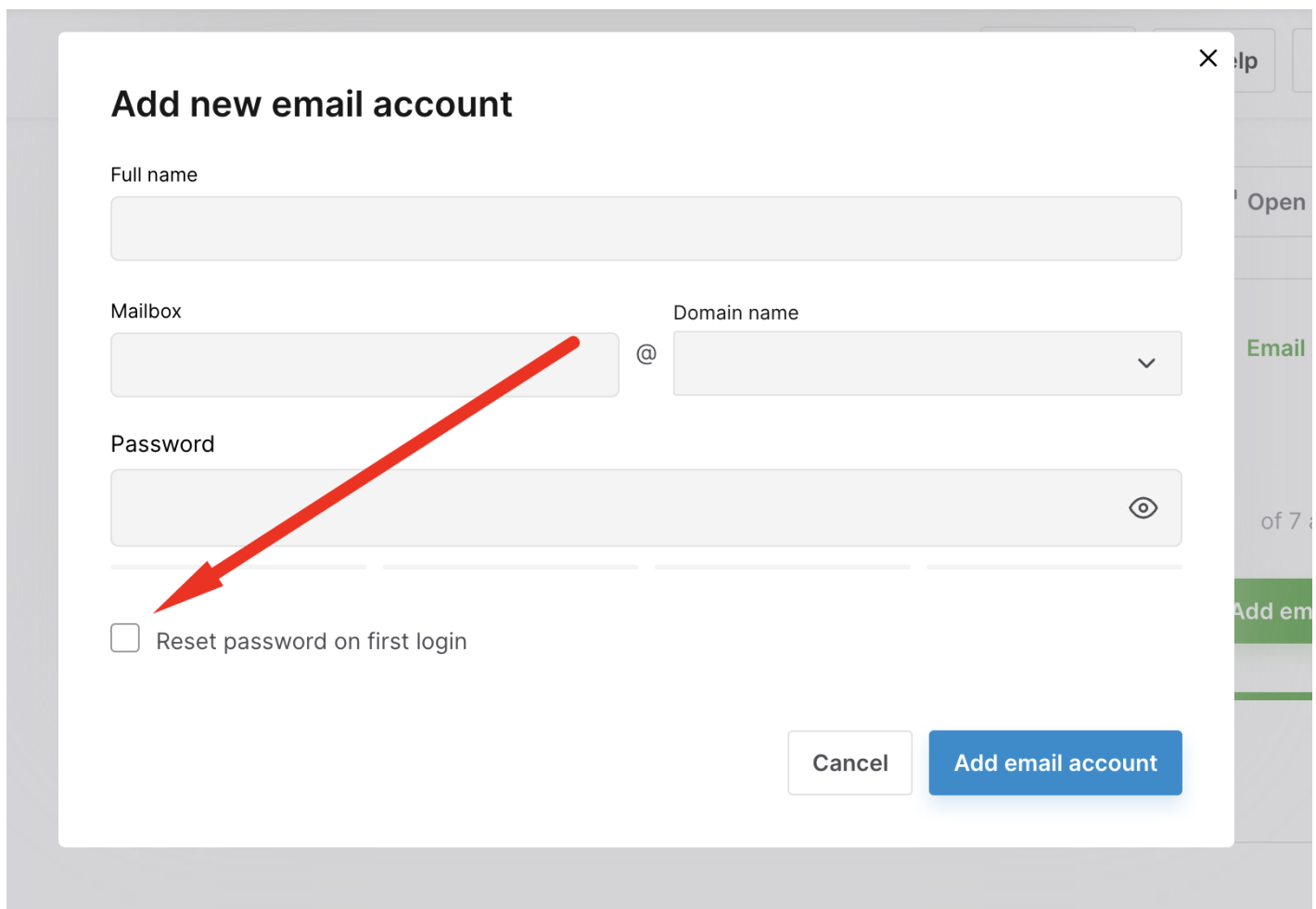
The same SSL certificate covers all of these services.

Is it possible to access Openprovider email through a third-party email client like Thunderbird?

Yes, you can access Openprovider email through third-party email clients like Thunderbird. Use IMAP or Exchange settings and configure the incoming and outgoing servers accordingly.

Option "Reset password on first login"

When you create a new email account and opt for the "**Reset password on first login**" feature, it is necessary to follow these steps to set a personalized password and ensure secure access to your email account



The screenshot shows a modal window titled "Add new email account" with a close button (X) in the top right corner. The form contains the following fields and options:

- Full name**: A text input field.
- Mailbox**: A text input field.
- Domain name**: A dropdown menu with an @ symbol and a downward arrow.
- Password**: A text input field with a visibility toggle (eye icon) on the right.
- Reset password on first login**: A checkbox with a red arrow pointing to it.
- Buttons**: "Cancel" and "Add email account" buttons at the bottom right.

1. Visit the Email Management Portal:

- Open your web browser and navigate to <https://mail.op-email.eu/>.

2. Log in with Temporary Credentials:

- Use the username (full email address) and password provided during the account creation process to log in for the first time.

3. Change Password:

- Upon successful login, you will be prompted to change your password immediately.
- Enter your password and choose a new, strong password following the specified password policy.

4. Confirm Changes:

- Confirm the new password to complete the process.
- Note: Ensure that your new password complies with the password policy for security reasons.

5. Log Out:

- Once the password is changed, log out.

6. Access Your Email Account:

- Now, you can use your newly set password to access your email account securely.

Important Security Tips:

- - Choose a unique and strong password to enhance the security of your email account.
- - Regularly update your password to minimize the risk of unauthorized access.
- - Do not share your password with anyone and keep it confidential.

What settings do I need to configure for accessing Openprovider email on Outlook?

- To configure Openprovider email on Outlook:
 - Open Outlook and select "File" > "Add Account."
 - Enter your email address and password.
 - Choose IMAP, POP3, or Exchange as the account type and enter the server settings:

Incoming Server: mail.op-email.eu, Port: 993 (IMAP) or port 995 for POP3 with SSL

Outgoing Server: mail.op-email.eu, Port: 587 with TLS/STARTTLS.

Note: The Autodiscover feature only works with Outlook versions up to and including 2019. Newer versions (2021, Microsoft (Office) 365, and the new Outlook) no longer support Autodiscover with our email service and require manual configuration.

This is not a bug, but a result of changes introduced by Microsoft.