

How do I delete an email order?

Deleting an email order involves a few simple steps:

1. Add Domain Name

- Start by logging into your account and navigating to the email service section (RCP Home >> Email Accounts)
- Look for the option/button labeled "Add Domain" and click on it.
- Enter the domain name you wish to manage and follow the prompts to confirm.

2. Add Email Account

- After adding the domain name, locate the "Add Email Account" button and click on it.
- Fill in the necessary details for the email account you want to create within the added domain.

3. Delete Email Account

- Once the email account is created, go to the email account management section.
- Find the specific email account you want to delete and click on the "Delete" button associated with that account.
- Confirm the deletion action when prompted.

Note:

- Deleting an email account will also remove the associated order linked to it.
- Ensure that you have backed up any essential data before proceeding with deletion as it cannot be undone.

Once an email order is created, there is currently no direct option to delete the email account. As a workaround, a dummy domain can be created, the dummy email accounts can be created under this domain, and then the dummy email addresses can be deleted. We understand this is not ideal, and our product team is actively working on introducing a more efficient deletion process along with additional management features in future updates.

Revision #2

Created 2026-08-07 14:31:56 UTC by Sarath

Updated 2026-08-07 15:48:46 UTC by Sarath