

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

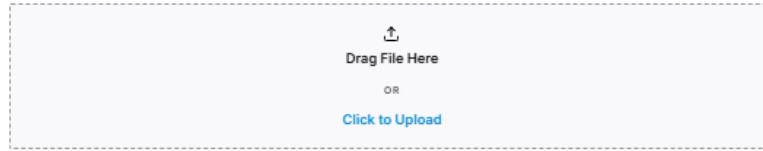
mail.hirechhatbar.com

Update

Logo & visual identity

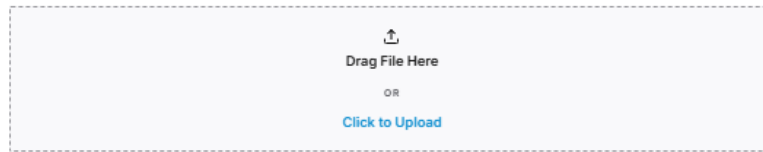
Customize the visual appearance of your email service.

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.

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