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Setting an out-of-office reply (autoresponder) on a mailbox

Webmail & Mailboxes

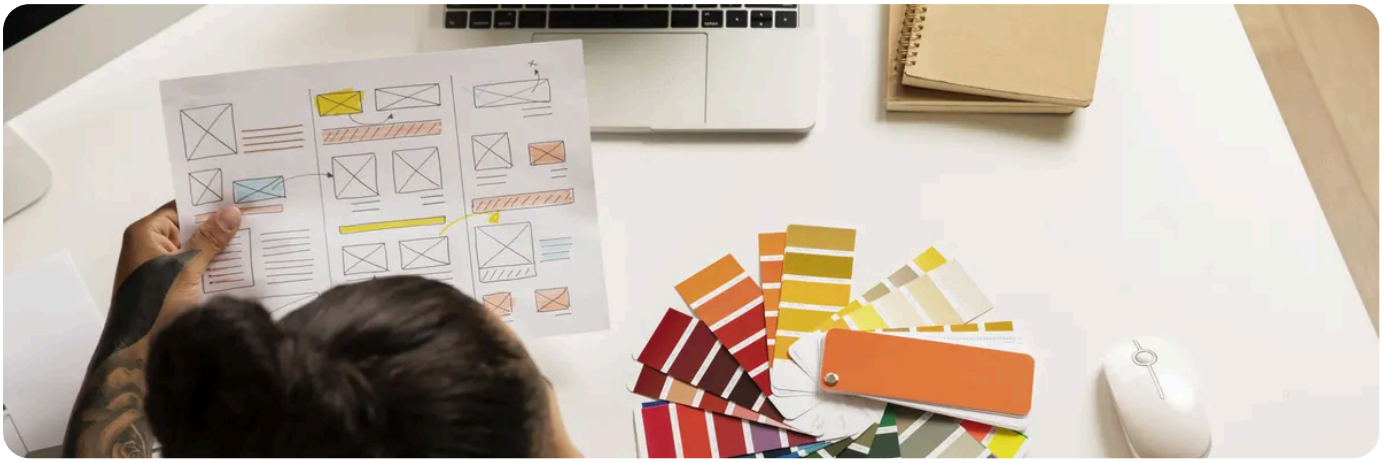
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Setting an out-of-office reply (autoresponder) on a mailbox

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You will be away for a few days and want whoever writes to you to get a notice straight away: “I am away until day X, and Y is handling this”. In cPanel this is called **Autoresponders**, it sits in the **Email** section, and the reply goes out by itself, even with your computer off. The start and end times can be scheduled too.

Step by step

1. In cPanel, **Email** section, open `Autoresponders` and click **Add Autoresponder**.
2. Under **Email**, type the part of the address before the @ and pick the domain. It is the mailbox that will reply.
3. Under **From**, type the name the recipient sees as the sender (your name, or the company’s). Under **Subject**, the reply’s subject, for example “Away until day X”.
4. In the **Body**, write the text. If you use formatting, tick **This message contains HTML**.
5. Under **Interval** choose how many hours must pass before the same sender can get the reply again. A long interval stops someone being flooded with notices if they write to you several times in one day.
6. Under **Start** and **Stop** pick **Immediately** and **Never**, or dates of your own (**Custom**). With an end date there is no risk of forgetting.
7. Click **Create**. Ask someone to send you a test message, from an address that is not your own.

What to write

Three things are enough: **until when** you are away, **who** can help (another person's name and address) and, if it applies, **what is urgent and how to handle it**. Avoid return dates you cannot keep and avoid notices such as "the house is empty": the message also goes to people who write by mistake and to spam.

If the reply does not go out

Check that the autoresponder is **active** in the right period (check the start and end dates), that the test message came from an address *different* from the mailbox's own, and that the reply did not end up in the tester's spam folder. If it still fails, the trail of the sending is in **Track Delivery**.

Situation	What to do
You are no longer away	Go back to the same screen and delete the autoresponder, if you did not give it an end date.
The address is a list or a forwarder	Do not put an automatic reply on it: it can start a loop of replies between two addresses. See **catch-all, forwarders and aliases**.
You want a finer rule (only for certain senders)	Use the webmail filters: **filters in Roundcube**.

Never connect the automatic reply to the catch-all.
The catch-all collects mail sent to addresses that do not exist, often spam. Answering that mail confirms to robots that the address is alive, and you will get more.

Keep sensitive details out of the reply.
Do not say where you will be, or when the house is empty. Send everyone the same text, short and professional.

NEED A HAND?

The automatic reply is not going out? Tell us the mailbox address and the time of your test.

Open a support ticket →

SEE ALSO

How to create e-mail filters in Roundcube →

Catch-all, forwarders and aliases: the three that get confused →

Why your e-mail is not sending or receiving →

The Professional E-mail plan →

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