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Mailing lists in cPanel: one address for a whole group

Webmail & Mailboxes

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Mailing lists in cPanel: one address for a whole group

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Do you want one address, like **team@your-domain**, that delivers the same message to every member of a group, and where everyone can reply to all? That is what cPanel's **Mailing Lists** are for. They suit a team, a class, an association, a group of members: people who asked to be there. They do not suit advertising campaigns.

List, forwarder or mailbox?

	Forwarder	Mailing list
What it does	Resends what arrives to one or more addresses	Delivers the message to all members and keeps the archive
Who may write to the group	Anyone, with no control	Anyone, or only members, depending on the type
Managing members	Edited by hand, one by one	Added and removed from the list's management page
Each member can leave alone	No	Yes, through the link the list adds to messages
When to choose it	Two or three fixed recipients	A group that changes, with people coming and going

The forwarder is explained in **catch-all, forwarders and aliases**.

Creating the list, step by step

1. In cPanel, **Email** section, open `Mailing Lists`.

2. Under **Create a Mailing List**, type the **List Name** (what goes before the @; do not start with a special character) and pick the **Domain**. The list's address will be name@domain.

3. Set the list administrator's **Password** and repeat it. It is different from any mailbox password. Keep it safe.

4. Under **Access Type** choose **Private** if you want to decide who joins, or **Public** if anyone may ask to join. Click **Add**.

5. In the list of lists, use the **Admin** link on the new list's row to open the administration page. There you add members (in member management there is a mass subscription, where you paste the addresses one per line).

6. **Test.** Write to the list address from an address that is a member and confirm everyone receives it.

Good behaviour for a list

Only add people who asked. A list that sends to people who did not ask is spam, and the complaints hit the **whole domain**: the company's normal mail starts landing in spam. Keep the group's messages short, and ask members to reply only to those concerned. The screen shows a **Usage** column: a list's archive takes space in the account and counts towards the total, as you can see in **Disk Usage: finding what fills your account**.

This is not a campaign tool.
For advertising, with many recipients, guaranteed unsubscribing and reports, use a platform built for it, and read **how to write an e-mail that does not land in spam**. A mailing list is for closed groups.

Keep the list password in a password manager.
Without it you lose the list's administration, and recovery goes through cPanel. The **password generator** makes a strong one.

NEED A HAND?

The list is not distributing messages? Tell us the list address and who tested it.

Open a support ticket →

In our plans

- Sending per hour: Pro 100 e-mails, Plus 200, Ultra 300. A list sends one copy to each member, so keep that figure in mind when you write to a big list. You can follow what left in **Track Delivery** in cPanel.
- Mailboxes: unlimited in every plan, so for a small team you can combine one mailbox per person with a list for the group.
- Purpose: lists are for closed groups of people who asked to be there. Advertising and bulk marketing do not belong on them; for that, use a platform built for it.

If you regularly need to reach more people than your hourly figure allows, that is the moment to leave the list and use a sending service, or to talk to us.

SEE ALSO

- **Catch-all, forwarders and aliases: the three that get confused**
- **How to write an e-mail that does not land in spam**
- **Disk Usage: finding what fills your account**
- **The Professional E-mail plan**

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