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# Sending from your domain address in Gmail: Send mail as, step by step, and its pitfalls

E-mail

CODE

RLX-AO-KB-2042

VERSION

v2026.10.16

COUNTRY · LANGUAGE

Angola · English

## Interweb Angola

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<https://www.meu.interweb.ao/knowledgebase/2042>



**The short answer:** Gmail on the web lets you write and reply **with your domain address** (say, hello@yourcompany) without leaving Gmail. The option is called **Send mail as** and it lives in **Settings > See all settings > Accounts and Import**. Gmail hands the messages to **our outgoing server**, signing in with the mailbox user name and password, and our server sends them on. This only covers **sending**: to receive inside Gmail you still need another route, as explained in **using your mailbox inside Gmail**. Gmail's menu names change with the version and with the language of your Google account: if you do not see exactly these words, look for the closest option in the same place.

## The usual errors and symptoms

| What you see                                                            | Most likely cause                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Gmail says authentication failed when you add the address</b>        | The user name is not the <b>full address</b> , or the password is the cPanel or Meu Interweb one instead of the <b>mailbox password</b> . See <b>which password is which</b> . |
| <b>Gmail cannot reach the server, or waits and gives up</b>             | A mistyped server, or port and security swapped: <b>465 with SSL</b> , or <b>587 with TLS</b> . One port with the other's security will not connect.                           |
| <b>Google's confirmation e-mail never arrives</b>                       | The domain mailbox is not receiving: the domain points elsewhere, the mailbox is full or the address is mistyped. Open <b>webmail</b> and check.                               |
| <b>It worked for months and then stopped sending</b>                    | The mailbox password changed, or the mailbox was deleted. Gmail keeps using the old one and sends you an error message back.                                                   |
| <b>Sent messages are missing from the Sent folder in webmail</b>        | That is normal: Gmail keeps the copy in <b>Gmail's Sent</b> , not in our server's folder. The phone and computer connected to the mailbox do not see it.                       |
| <b>The recipient replies and the answer goes to your personal Gmail</b> | The wrong address was picked in the From field, or the message went out with a different reply-to address. See the step about the default reply address.                       |

## Setting it up, step by step

1

**Check the mailbox exists and receives:** log in to webmail with the address and password. If you do not have a mailbox yet, create one: **creating an e-mail account in cPanel**.

2

**In Gmail, on a computer:** gear icon > **See all settings** > **Accounts and Import** tab > under **Send mail as**, click **Add another email address**.

3

**Name and address:** type the name recipients should see and your domain address. Leave **Treat as an alias** ticked if the address is yours alone; Google's help explains when unticking it makes sense.

4

**SMTP server:** mail.yourdomain (replace "yourdomain" with your domain). Port **465** with a **secured connection using SSL**, or **587** with a **secured connection using TLS** if 465 will not connect. User name: the full address. Password: the mailbox one.

5

**Confirm the address:** Google sends a message with a code and a link to the domain mailbox. Open it in webmail and use the code or the link.

6

**Choose how you reply:** on the same tab, tick **Reply from the same address the message was sent to**, and use **make default** if you want the domain address to be the usual one.

7

**Test it:** write a new message, choose the domain address in the **From** field and send it to another account of yours. Check who appears as the sender and where the reply goes.

**When you change the mailbox password, change it in Gmail too.** In **Accounts and Import > Send mail as**, click **edit info** next to the address and update the SMTP server. If you do not, Gmail keeps trying the old one and your messages do not go out. The same applies when someone leaves the company: remove the address from that person's Gmail, or they can still send in your domain's name.

**Because sending goes through our server**, your domain's SPF and DKIM apply just as with any other mail program. If messages sent this way land in spam, it is the usual story: **SPF, DKIM and DMARC**. And if you use the **Gmail app on your phone** with the account set up as IMAP, it already sends through our server without this option: **other e-mail apps on your phone**.

Gmail still refuses the server? Tell us the address and the exact error message Gmail shows.

[Open a support ticket](#)

#### **SEE ALSO**

**[Using your mailbox inside Gmail, after the Gmailify shutdown](#)**

**[Other e-mail apps on your phone: Gmail, Samsung Email and Outlook, with the same settings](#)**

**[SMTP ports 465, 587 and 25: SSL, STARTTLS and which one to use](#)**

**[Which password is which: client area, cPanel, e-mail, FTP, database and WordPress](#)**

**[SPF, DKIM and DMARC: why your e-mail lands in spam](#)**

**[Gmail bounced your message: how to read the refusal and what each kind of reason means](#)**



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## Interweb Angola

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