interweb

Generated on 13/11/2026 17:45

KNOWLEDGE BASE · PUBLIC DOCUMENT

Company e-mail from day one: a checklist from the first mailbox to every phone

E-mail

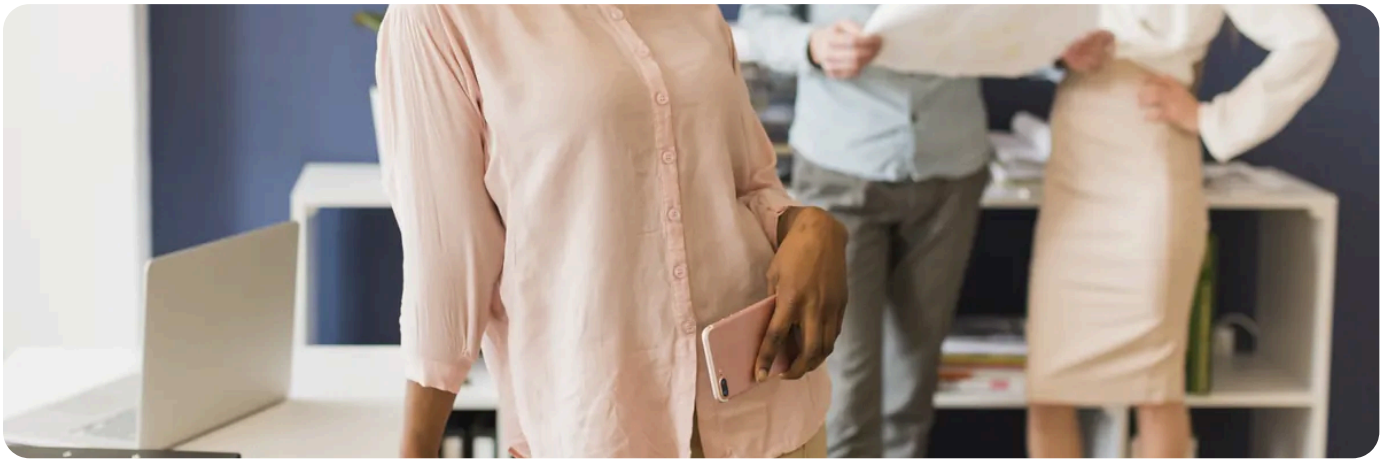
CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-2386	v2026.11.13	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/2386

Company e-mail from day one: a checklist from the first mailbox to every phone

E-mail Created on **November 13, 2026** 3 min read



The short answer: company e-mail comes out right when you do things in this order: **decide the addresses**, **create the mailboxes** with strong passwords, **check SPF, DKIM and DMARC**, **test in webmail**, **connect the phones and computers** and, last, **tell the people who write to you**. The list works for the e-mail that comes with a hosting plan and for the **Professional E-mail** plan. Every step has its own article; this one gives you the order.

Before the first mailbox

1. **Make sure the domain is active and pointing to us.** Mailboxes live on the server, but they only receive mail once the domain's MX records point here. If the domain is new and registered with us, this is already done.

2. **Write the list of addresses.** Role addresses (info@, invoices@, sales@) for company business and personal ones (ana@) for each person. See **which addresses a business should create**.

3. **Decide what is a mailbox and what is a forwarder.** An address that only hands mail to another mailbox does not need to be a mailbox: it can be a forwarder, which uses no space. The differences are in **catch-all, forwarders and aliases**.

Create and protect the mailboxes

1. **Create the mailboxes in cPanel**, under Email Accounts, and give each the space it needs. The plan's space is split between mailboxes however you like. Step by step: **creating an e-mail account in cPanel**. If there are many, **create them all at once from a spreadsheet**.

2. **A strong, different password for every mailbox.** Never one password for the whole team. A **password manager** takes care of remembering them.

3. **Check deliverability.** In cPanel, Email Deliverability shows whether the domain's SPF, DKIM and DMARC are right. Without them, your mail is more likely to end up in the recipient's spam: **why this matters**.

4. **Turn on the spam filter** and the spam folder, under Spam Filters. See **what we filter and what you can do**.

Connect the devices

Test each mailbox in **webmail** first: if you can log in, send and receive there, the mailbox is fine and any later problem is in the device setup. Then set the devices up with IMAP, which keeps the messages the same everywhere:

Setting	Value
Incoming and outgoing server	`mail.asuaempresa.ao`
Incoming (IMAP)	port 993, SSL/TLS
Outgoing (SMTP)	port 465, SSL/TLS, or 587 with STARTTLS
Username	the full mailbox address
Password	the mailbox password (not the Meu Interweb or cPanel one)

Device guides: **Android**, **iPhone or iPad**, **Thunderbird** and **eM Client**.

The finishing touches

1. **One signature style for the whole team**, with name, role and phone: **adding a signature**.

2. **Auto-replies** for holidays and **forwarders** for whoever covers a colleague's absence.

3. **Your own copy** of the important mailboxes, on top of our daily backups: **how to back up a mailbox**.

4. **Tell your contacts** about the new address: business cards, the website, the signature of the old address and your invoices.

Keep a list of the mailboxes somewhere safe
: who uses each one and on which devices it is set up. When someone leaves, that list tells you what to close: **opening and closing mailboxes when people join or leave**.

Do not use company mailboxes for campaigns or automatic bulk sending.
Mailboxes have an hourly sending limit, shown on the **Professional E-mail** page. Newsletters and the e-mails your system sends have products of their own.

NEED A HAND?

Want a hand setting up your company e-mail? Open a ticket and tell us the domain and how many mailboxes you need.

Open a support ticket →

SEE ALSO

- How to create an e-mail account in cPanel?
- Which e-mail addresses a business should create: role addresses and personal ones
- SPF, DKIM and DMARC: why your e-mail lands in spam
- How to access your webmail
- Creating many mailboxes at once with the cPanel Address Importer and a spreadsheet
- Adding a signature to your e-mails: webmail, computer and phone

interweb

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-AO-KB-2386 · v2026.11.13 · Generated on 13/11/2026 17:45