

cPanel - Email Management - Guide to setting up email

Article Number: 1953 | Rating: Unrated | Last Updated: Thu, Mar 5, 2026 at 8:27 PM

With the launch of our new cPanel and Managed WordPress packages, we have included free Business Mailboxes with every purchase. To set up these mailboxes, you can follow these steps: 1. Access the Business Mailboxes section in your account. This can be done in 2 ways:
• Going to the Manage cPanel / Manage Managed WordPress section in your account.
• Click on the Manage dropdown menu and select Mailboxes.
• Going to Manage Add-ons then to Business Mailboxes section in your main Heart Internet control panel.
• 2. Use the Assign button to start creating a mailbox:
3. A pop up will appear asking you some details

In here, select the domain name from the dropdown menu. Enter the Name and Surname you want for the mailbox. The Mailbox user name refers to the part that comes before the domain name (eg. If you want your mailbox to be info@yourdomain.com, you will need to enter "info" in the user name field). The password will be the mailbox password, used to access and set up the mailbox. Once this is done, click the Assign button at the bottom to create the mailbox.
As long as the domain is with us, the DNS will be setup automatically and the mailbox will become active in a couple of hours. Once the mailbox is active, you can access it via webmail at <https://webmail.heartinternet.uk/login/> or you can set it up locally as an IMAP or POP account on email client applications such as Outlook. The method of adding might differ from application to application, but you can use the following settings to add them:
For IMAP accounts:
User Name: full email address
Password: full email password
Incoming IMAP Server: imap.extendcp.co.uk
Incoming IMAP Server Port: 993
Incoming IMAP SSL: SSL/TLS
Incoming IMAP Authentication Type: Password
Outgoing Mail Server: mta.extendcp.co.uk
Outgoing Mail Server Port: 587
Outgoing Mail Server SSL: STARTTLS
Outgoing Authentication Type: Password
On Apple devices, you will also need to check the Advanced section for the Outgoing/SMTP server and make sure that the username and password are filled in even if it says optional.

For POP accounts:
User Name: full email address
Password: full email password
Incoming POP3 Server: pop3.extendcp.co.uk
Incoming POP3 Server Port: 995
Incoming POP3 SSL: SSL/TLS
Incoming POP3 Authentication Type: Password
Outgoing Mail Server: mta.extendcp.co.uk
Outgoing Mail Server Port: 587
Outgoing Mail Server SSL: STARTTLS
Outgoing Authentication Type: Password

On Apple devices, you will also need to check the Advanced section for the Outgoing/SMTP server and make sure that the username and password are filled in even if it says optional.

Posted - Tue, Jan 13, 2026 at 9:31 AM.

Online URL:

<https://www.heartinternet.uk/support/article/cpanel-email-management-guide-to-setting-up-email.html>