Managing your mail – Plusnet Help

(DESCRIPTION)

A woman in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

Hi, I'm Katie and welcome to Plusnet Help. Today we are going to show you how to manage your email services with Plusnet.

First of all, make sure you are on the [Plusnet home page](#). Then select 'My Account' followed by 'Broadband, phone & TV' and login with your Plusnet Username and password.

Once on the Members Centre you need to go into 'E-mail setting' on the left under the heading 'My Account'.

Then select 'Manage My Mail' in the middle of the page.

This will bring up the summary of your E-mail services with us.

(DESCRIPTION)

The page gives an option to Create a new email address, as well as listing all existing ones. There are options near the top of the page for 'Mailboxes', 'Aliases', 'Redirects', 'Spam' and 'Catch All'. The email address for this account is shown: mail@plusnethelp.plus.com. Under the Email Address heading there are two options shown: 'mail@', with type Mailbox, and 'postmaster@', with type Alias. Mail@ is set to be the Default account.

(SPEECH)

Katie: If you have just setup an E-mail address you will most likely see a screen similar to this.

Your Plusnet E-mail address will have a name of your choosing, followed by the @ symbol, then end with 'yourusername.plus.com.'

In this example the name we have chosen for our E-mail is 'Mail' and then it is followed with '@plusnethelp.plus.com'. This is because the username for our account is 'plusnethelp'.

Under the heading 'E-mail address, you'll notice it looks like there are two different address active on this account however this is not the case.

The top option shows the name of our address. Under the heading 'Type' it tells us that it's a mailbox, meaning this is where your e-mails will be collected.

Finally, at the end it tells us that this is the 'Main' or 'Default' account. Please be aware the password for the default e-mail address will be linked with your account password.

The next tells us the address is postmaster, so the full address is 'postmaster@plusnethelp.plus.com'.

However, under type this shows as 'Alias' this means any E-mail sent to this address will actually be collected somewhere else.

Under destination we see these are going to our default address, mail@plusnethelp.plus.com.

This can be useful if you would like to have separate E-mail addresses for your family but have them all come to the same place.

We use the postmaster alias to send you account notifications.

This alias just makes sure they are delivered to your mailbox.

If you'd only like to see what E-mail address you have, you can select the 'Mailboxes' tab at the top here. The same goes for the 'Aliases' and 'Redirects' tabs. If you wish only to see those.

There is also the 'Spam' tab, this is to help manage any unwanted junk mail including blocking specific E-mail addresses.

If you wish to make an additional mailbox with us, you can do so by going to the Mailbox tab and choosing 'Add new mailbox'.

Here you'll be prompted to choose the name of this. This needs to be typed in lowercase only and with no special characters. Also bear in mind it will end with '@yourusername.plus.com'. Then you can type in your secure password before selecting 'add'.

The first time you create an E-mail address with us it can take up to 4 hours to become active. However, an additional mailbox such as this should take no longer than 30 minutes.

That's it. Simple!

And thanks again for choosing Plusnet as your broadband provider.

Check out our other helps videos and or go to plus.net/help to see our troubleshooting guides.