

Department: Domains Support

Full Name: Sunday KODONON

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Your Question: Hello, I would like to buy a domain and have or configure professional email, so i would like to know if i can get professional email with "Email features" on web hosting or i have to buy "Professional email" offers ? thank you

Operator: Yaryna Hryniv

23:40 **Your Question:** Hello, I would like to buy a domain and have or configure professional email, so i would like to know if i can get professional email with "Email features" on web hosting or i have to buy "Professional email" offers ?
thank you

23:40 **Please wait and one of our operators will be with you shortly.**

23:40 **You are now chatting with Oleksii Lopushanskyi (Domain CS) - Domains Support**

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23:41 **Oleksii Lopushanskyi:** Hello! Thank you for contacting our Live Chat Support!

23:41 **Oleksii Lopushanskyi:** Please give me 3 minutes to look through the question you've asked.

23:41 **Sunday KODONON:** ok

23:44 **Oleksii Lopushanskyi:** Please let me transfer our chat session to the representative who will assist you better with your particular request.

23:45 **Oleksii Lopushanskyi:** Attempting to transfer the chat to "Mariia Sinchura"

23:47 **Mariia Sinchura:** Hello! Thank you for contacting our Live Chat Support!

23:48 **Sunday KODONON:** can you please answer my question ?

23:48 **Mariia Sinchura:** There you can see a difference between cPanel email and Private Email services:

<https://www.namecheap.com/support/knowledgebase/article.aspx/9193/2179/differences-between-namecheap-private-email-and-cpanel-email/>

23:50 **Sunday KODONON:** thanks, let me take a look and come back to you if i have other question.

23:51 **Mariia Sinchura:** Sure, take your time.

00:01 **Sunday KODONON:** i read the article and still d'ont know if i can have professional email just with web hosting email features!

00:02 **Mariia Sinchura:** Please let me transfer our chat session to another representative for further assistance on your question.

00:02 **Mariia Sinchura:** Attempting to transfer the chat to "Yaryna Hryniv"

00:03 **Mariia Sinchura:** Attempting to transfer the chat to "Yaryna Hryniv"

00:03 **Yaryna Hryniv:** Greetings! My name is Yaryna, I will be happy to assist you further. Please allow me 7-10 minutes to look through your previous conversation, review the necessary details, and look into your request.

00:04 **Yaryna Hryniv:** We offer three types of email services at the moment: Free Email Forwarding, Web-hosting email, and Private Email.

00:04 **Yaryna Hryniv:** Our free Email Forwarding feature allows creating personalized email addresses for a domain (not a fully-featured email account) and forward emails to other email addresses. This service is available for all domains pointed to our BasicDNS, PremiumDNS or FreeDNS systems.

<https://www.namecheap.com/support/knowledgebase/article.aspx/308/2214/how-to-set-up-free-email-forwarding/>

00:05 **Yaryna Hryniv:** Web-hosting email service is included in shared hosting plans. It allows creating multiple mailboxes for the domains hosted (the number allowed depends on the plan), sending emails, managing email accounts through webmail and email clients via SMTP/POP/IMAP protocols.

<https://www.namecheap.com/hosting/shared/>

00:05 **Yaryna Hryniv:** Private Email - apart from all regular email features, - also allows setting up exchange accounts to synchronize appointments, tasks, calendar with your devices and email clients. However, the exchange accounts setup is possible with Pro and Ultimate plans and only on mobile devices.

<https://www.namecheap.com/hosting/email/>

00:10 **Yaryna Hryniv:** Are we still connected?

00:11 **Sunday KODONON:** yes, thank you for your answers

00:11 **Sunday KODONON:** i will see among your email offers to make a choice, thanks

00:12 **Yaryna Hryniv:** I would really appreciate it if you could rate the assistance you received today, and send a short email with your feedback mentioning my name about the assistance provided here: feedback@namecheap.com.

00:12 **Yaryna Hryniv:** Also, if you have a minute, I'd be very grateful if you could mention my name at this link:

<https://nps.namecheap.com/u/ODc6t1> stars stands for good support.

00:12 **Sunday KODONON:** ok

00:12 **Yaryna Hryniv:** Have a nice one and stay safe!

00:13 **Yaryna Hryniv:** I have been glad to assist you!

00:13 **Sunday KODONON:** thanks

Helpdesk: <https://support.namecheap.com/>