Pages / … / cPanel Features List

Autoresponders

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For cPanel & WHM version 62

(Home >> Email >> Autoresponders)

Overview

This feature allows you to configure automatic email response messages. This is useful, for example, when the recipient is unavailable.

> ⚠ **Note:**
> When you activate an autoresponder, the system still delivers messages to the inbox as usual.

Current autoresponders

To view the autoresponders for a specific domain on your account, select the desired domain from the *Managing* menu on the top right side of the *Autoresponders* interface. The interface will display a list of the domain's autoresponders

To find an autoresponder's specific email address, enter a keyword in the *Search* text box and click *Go*.

> ⊘ **Important:**
> User-defined autoresponders ignore messages to which Apache SpamAssassin™ assigns a score of *5* or higher.

Add or edit an autoresponder

To add an autoresponder, perform the following steps:

1. Select the domain for which to add or edit an autoresponder from the *Managing* menu.
2. Perform one of the following actions:
   - To create a new autoresponder, click *Add Autoresponder*.
   - To edit an autoresponder, click *Edit* next to the autoresponder to edit.
3. Select a character set from the *Character Set* menu.

   > ⚠ **Note:**
   > The *Character Set* value defaults to *utf-8*. Most internet users encounter the `utf-8` character set. For more information, read our Guide to Locales - Why You Should Use UTF-8 documentation.

4. Enter the interval, in hours, for the autoresponder to wait between responses to the same email address.
   - For example, if you set up an autoresponder with an interval of 24 and you receive an email from `user@example.com` at 8:00 AM on Monday, the autoresponder immediately responds to the message. If, however, `user@example.com` continues to email you throughout the day, the autoresponder does **not** send another response for 24 hours after the initial email (in this case, 8:00 AM on Tuesday). If `user@example.com` emails you again after the 24-hour interval expires, the system sends them an autoresponse.

     > ⚠ **Note:**
     > If you set the interval to 0, the system sends an autoresponse to each email.

In This Document

Related Documentation

📄 Track Delivery
📄 Autoresponders
📄 BoxTrapper
📄 Email Accounts
📄 Email Filters

For Hosting Providers

📄 How to Configure the Apache SpamAssassin Report_Safe Option
📄 How to Keep your Email out of the Spam Folder
📄 How to Prevent Spam with Mail Limiting Features
📄 Email
📄 How to Configure the Exim Outgoing IP Address

5. In the *Email* text box, enter the email address for which to respond.
6. In the *From* text box, enter the username to appear in the response.
7. In the *Subject* text box, enter the subject to appear in the response.
8. If the message includes HTML tags, select the *HTML* checkbox.
9. In the *Body* text box, enter the text of the response.

> ⚠ **Note**
> You can use tags in the body of the message to represent information, such as the incoming email's sender or subject. Tags use percentage signs (%) as markers.
>
> The following tags are available:
>
> - `%subject%` — The subject of the message that the autoresponder received.
> - `%from%` — The name of the sender of the message that the autoresponder received. If the sender's name was not in the original email's header, the `%from%` tag prints the sender's email address.
> - `%email%` — The sender's email address.

10. Select a start time. You can choose *Immediately* or *Custom*.
    - If you select *Custom*, a small calendar will appear. Use the arrows to navigate between months and click your preferred start date. Then, enter a start time at the bottom of the calendar, and select *AM* or *PM* from the menu. Finally, click anywhere outside of the calendar box to save the configuration and close the calendar. Your chosen date and time will appear next to the *Start* option.

    > ⚠ **Notes**
    > - The system bases the time on the user's workstation operating system time and translates it into Greenwich Mean Time (GMT).
    > - This feature uses 12-hour notation and reformats times in 24-hour notation. For example, if you select `18:30` as the start time, the system automatically reformats the time as `6:30 PM`.

11. Select a stop time. You can choose *Never* or *Custom*.
    - If you select *Custom*, a small calendar will appear. Use the arrows to navigate between months and click your preferred date. Then, enter a time at the bottom of the calendar and select *AM* or *PM* from the menu. Finally, click anywhere outside of the calendar box to save the configuration and close the calendar.

    > ⚠ **Note**
    > You must select a stop time that is later than the start time.

12. Click *Create/Modify* to save the autoresponder.

Add an autoresponder in Webmail

You can add an autoresponder for your personal email address in Webmail.

To create an autoresponder, perform the following steps:

1. Log in to your Webmail interface at `https://example.com:2096`
2. From the *user@example.com* menu at the top right corner of the interface, select *Autoresponders*.
3. Click *Add Autoresponder*.
4. Choose the character set in which to send the email from the options in the *Character Set* text box.
5. Enter the interval, in hours, for the autoresponder to wait between responses to the same email address.
6. Enter your name in the *From* text box.
7. Enter the message's subject in the *Subject* text box.
8. If you wish for the email to display HTML code, select the *HTML* checkbox.
9. Provide a body for your message, for example:

```
I am out of the office until July 2nd. You can reach me on my cell phone in case of emerger
```

10. Select a start time.
11. Select a stop time.
12. Click *Create/Modify* to save the autoresponder.

All email messages to your email account will receive this autoresponse until you remove it.

Remove an autoresponder

To delete an autoresponder, perform the following steps:

1. Click *Delete* next to the autoresponder that you wish to delete.
2. Click *Delete Autoresponder*.

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