

## Separating your postmaster email address from your default username email address

### A short guide by Neo (aka webwise on the PlusNet forums)

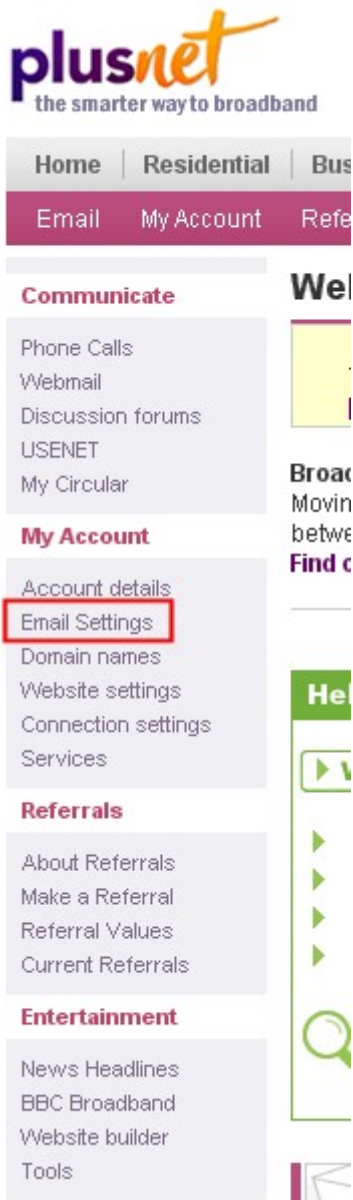
After switching the Catch-All off (which is generally recommended if you want to reduce spam) you should find a new address appears under your aliases that was not previously visible. This is the postmaster address that PlusNet automatically creates for all customers, which is used by PlusNet to send announcements etc to customers.

By default, the postmaster address is not created as a mailbox but simply an alias, so any emails sent to the postmaster address are actually directed to the default email address: username@username.plus.com (which is the email address that PlusNet automatically creates when you sign up).

If you don't wish to use the username@username.plus.com email address that PlusNet provides, then you will need to redirect the emails sent to postmaster@username.plus.com somewhere else, otherwise you won't be able to receive important announcements (although you can specify an email address for PlusNet to use to contact you, under the 'Account details' section of the website).

To redirect emails sent to postmaster@username.plus.com to a different email address other than username@username.plus.com, do the following:

- 1) Log in to the PlusNet website if you haven't already done so.
- 2) Click on the 'Email Settings' entry in the left hand menu.



3) Click on the 'Manage My Mail' button

## Email Settings

**My Account**



Fax-2-Email



Manage My Mail



AntiVirus Protection



Email Communications Preference

You should be taken to the Mailboxes page/tab of the 'Manage My Mail' area. You will see the default mailbox of [username@username.plus.com](mailto:username@username.plus.com) and any other mailboxes you may have previously created ([somemailbox@username.plus.com](mailto:somemailbox@username.plus.com) in this example).

## Manage My Mail

Here you'll find tools to setup and manage **mailboxes**, **aliases**, **redirects**, **mailing lists** and **spam protection** - tailoring your mail account to suit your needs.

Mailboxes
Aliases
Redirects
Mailing Lists
Spam
Catch All
SMTP

### My Mailboxes

Your account automatically comes with a default mailbox. From this you can then create new, password-protected mailboxes, each with their own email address.

Here you can see and manage all the mailboxes for your account.

**ADD NEW MAILBOX**

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List mailboxes: A-Z ▼ Show: 1 - 10 ▼ Search:  GO

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	<a href="#">username@username.plus.com</a>	(default)
	<a href="#">somemailbox@username.plus.com</a>	<a href="#">edit</a> : <a href="#">delete</a>

4) At this point, you can check to see if you have the postmaster alias. Click on the 'Aliases' tab and you should see something similar to the below image. You should see 'postmaster' and then an arrow going to the [username@username.plus.com](mailto:username@username.plus.com) mailbox.

You may also see any aliases you have previously created – in this example an alias called 'myalias' has been created and pointed to [somemailbox@username.plus.com](mailto:somemailbox@username.plus.com). The idea behind the alias is as follows: any emails sent to [myalias@username.plus.com](mailto:myalias@username.plus.com) will be seamlessly directed to [somemailbox@username.plus.com](mailto:somemailbox@username.plus.com), hence the direction of the arrow.

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Here you'll find tools to setup and manage **mailboxes**, **aliases**, **redirects**, **mailing lists** and **spam protection** - tailoring your mail account to suit your needs.

The postmaster alias is not currently (time of writing is May 2007) editable. It may be made editable in the future by PlusNet, at which time this guide will not be necessary.

5) Since the postmaster alias cannot be edited, we have to find another way of directing mail sent to the postmaster address. It turns out that redirects override aliases, so that is what we must use. Click on the 'Redirects' tab and then click on the 'Add New Redirect' button:

6) The Redirects page will look like the below picture.

In the 'Re-direct name' box, type in '**postmaster**' (without the quotation marks).

In the 'Destination address', type in the email address you want the postmaster emails to go to (so you can collect them). An example would be an email address from a free provider (like GoogleMail, Hotmail, Yahoo etc) or even one of the mailboxes you may have already created with PlusNet (this isn't normally allowed, but PlusNet make an exception when it comes to the postmaster). Then click on the 'Add' button.

## Manage My Mail

Here you'll find tools to setup and manage **mailboxes, aliases, redirects, mailing lists** and **spam protection** - tailoring your mail account to suit your needs.

Mailboxes	Aliases	<b>Redirects</b>	Mailing Lists	Spam	Catch All	SMTP
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**Add a new re-direct**

A redirect will move email from one of your mailboxes into another address (e.g. a personal Hotmail account). This is handy if you are going away, or if you just want your emails sending to another address for convenience. **Find out more.**

**Re-direct name:**  @username.plus.com or @yourdomain.co.uk

\* This is the email address which the sender will choose in their email software.  
 \* The redirect name must be at least 2 characters long and can be made up of letters (a-z), numbers (0-9), dots, underscores and hyphens.  
 \* The redirect can't be the same as a mailbox you currently have on your account.

**Destination address:**

\* Enter the full email address you want to redirect email to (e.g. yourname@yourdomain.co.uk).  
 \* You can choose any email address, including non- email addresses.  
 \* This can be made up of letters (a-z), numbers (0-9) and standard email characters (.,@!\_).

**ADD**

7) You will now see a message confirming that a new redirect has been created.

Mailboxes	Aliases	<b>Redirects</b>	Mailing Lists	Spam	Catch All	SMTP
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**Add redirect confirmation**

Thanks. You've successfully added a new redirect.

**VIEW MY REDIRECTS**

Click on the 'View My Redirects' button.

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### My Re-directs

See all the redirects you've set up, to collect your emails from a PlusNet mailbox, redirect mail to another personal email address, or forward mail to your family, friends or colleagues


**ADD NEW REDIRECT**

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List Redirects:
A-Z
Show:
1-10
Search:

GO

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	<b>postmaster</b> @username.plus.com	<a href="#">edit</a> : <a href="#">delete</a>
	Re-directs to: somemailbox@username.plus.com	

You will see something like the above image. Congratulations! This shows that any emails sent to postmaster@username.plus.com will be seamlessly redirected to the email address of your choice.

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