Mailboxes

Instructions and how-tos for Joker Mailboxes

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Introduction to Joker Mailboxes

Welcome to Joker Mailboxes! With each domain registered at Joker.com, you can order a mailbox, allowing you to send, receive, and manage emails associated with your domain name. Here is a quick overview of the features:

- **Support for multiple mailboxes:** You can create multiple mailboxes under one domain.
- **Aliases**: You can set up to 300 additional e-mail addresses per mailbox
- **Dynamic aliases ("plus addressing"):**
  - Add tags to your email address, like *info+tag@sample.com*, to create unlimited aliases. Great for tracking where you've shared your email address.
- **Subscription Plans:** Basic and Plus, please find the details below
- **Webmail Application:**
  - Automatic replies can be scheduled.
  - Emails can be forwarded to other addresses.
  - Use multiple sender identities in one mailbox.
  - Includes an address book that syncs with CardDAV-based address books.
  - Optional two-factor authentication for extra security.
  - Import and export email messages easily.
  - Compose emails using a visual editor (WYSIWYG) or plain text.
  - Use full **SIEVE** filter functionality.
- **Direct access for email clients:** Connect to your mailbox using IMAP or POP3 with standard email apps.
- **SMTP mail relay:** You can send emails using any address, not just the mailbox address.
- **Server-side email filters:** Set up custom rules to organize your email automatically.
- **SPAM Filtering:** recognized SPAM emails are rejected by our systems.
- **SPF and DKIM:** These email authentication methods are automatically set up (to prevent spoofing).

For a more detailed description of the available features, please visit this page.

To ensure the best experience with Joker Mailboxes, please check the conditions *here.*

Subscription Plans

	Basic	Plus
Storage	2 GB[1]	10 GB[1]
Aliases	up to 25	up to 300
Allow "+"-subaddresses	yes	yes
Full Sieve filtering	yes	yes
Full SMTP relay with TLS encryption	yes	yes
Direct IMAP access with TLS encryption	yes	yes
POP3 support with TLS encryption	yes	yes
Maximum emails sent per day	100[2]	500[2]
Maximum attachment size	20 MB	100 MB

1) If the storage space allocated to the respective mailbox is **exceeded**, Joker.com reserves the right to **stop** the receipt of emails

2) **Fair-use** regulation, limits are only applied in the event of conspicuous or persistent unusual overruns

Mailbox Life Cycle

If you purchase mailboxes for an **existing domain**, the term of the mailbox is adjusted to the term of the domain name for technical reasons. For your benefit, **you will only be charged for full years** (rounded down).

If you buy mailboxes without renewing the domain beforehand, you will be charged at least one year for the mailbox service, even if your domain has a term of less than one year. To avoid disadvantages due to shortened mailbox terms, it is advantageous for you to **renew your domain first** and then create the mailbox.

Below you will find illustrative examples of different mailbox order scenarios.

Acquire a mailbox for an existing domain (I)

Let's assume you own a .com domain expiring in **17 months**, and you want to add a basic mailbox:

1-year basic mailbox:	USD 11,96*
result - domain term is unchanged, and **17 months** of mailbox service	USD 11,96*
the additional 5 months are "rounded down" which means, they are added, but not charged	

Acquire a mailbox for an existing domain (II)

Suppose you have a .com domain that **expires in 3 months**. You would like to add a basic mailbox service; you receive a warning because the term of the mailbox clearly is **below one year**. In this case, you should **renew the domain** before ordering the mailbox.

1-year basic mailbox:	USD 11,96*
result - domain term is unchanged, and **3 months** of mailbox service	USD 11,96*
For technical reasons, you only receive a 3-month term - it would be more advantageous for you to **renew** the domain **beforehand**	

*The above price is **an example only**, actual prices are shown in our Price List*

Renewal of the domain with existing mailbox service

Existing mailboxes are also automatically renewed when the domain is renewed. If you do not wish this, mailboxes that are not to be renewed must be **deleted** **before the domain renewal**.

Mailbox deletion: grace period and statuses

When your domain name expires or you place a deletion order, your mailbox will go through a grace period, followed by a cool-down phase, and then permanent deletion. Below is an explanation of the different mailbox statuses based on each phase of its lifecycle:

when	status	what happens
mailbox creation	`active`	user is active, login is allowed
mailbox deletion 1: triggered by user action or expiration	`pending_deletion`	start of the grace period (14 days): the user may still log in, no email sending is possible
mailbox deletion 2	`deleted`	no login is possible, cool-down phase (14 days)
mailbox removal 1	`ready_for_removal`	user and data can be removed
mailbox removal 2	`removed`	user and data have been removed
mailbox suspension	*suspended*	login is allowed, email sending and receiving are not possible

Creating a Mailbox

Creating a New Mailbox for Your Domain

Add a mailbox to your domain in a few easy steps:

1. Click on the mailbox icon next to the domain name or choose "Mailbox" in the top menu:

2. On the next screen, click "Create":
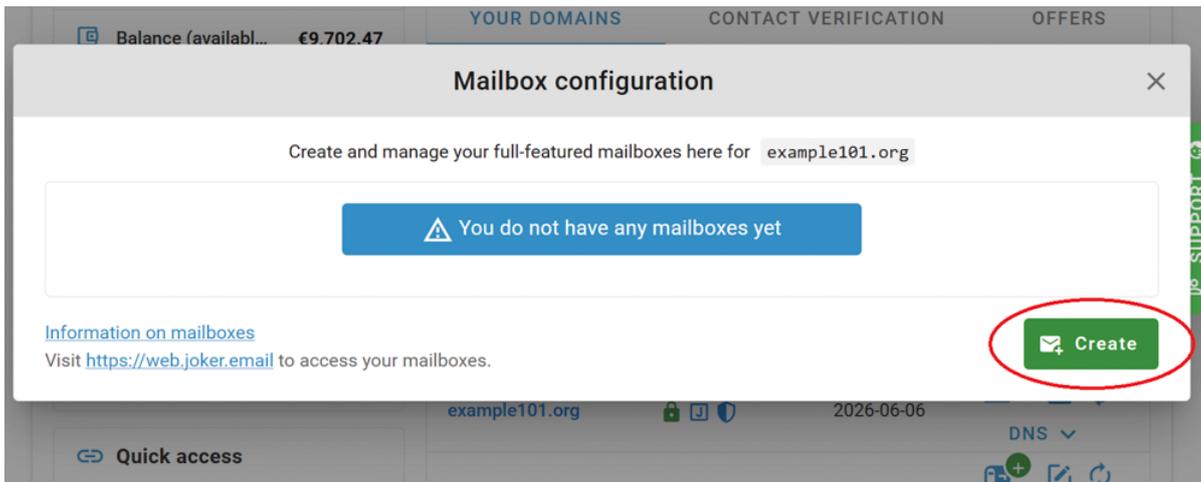
3. Choose the underscore{subscription plan}, create a name for your mailbox and click "Add":
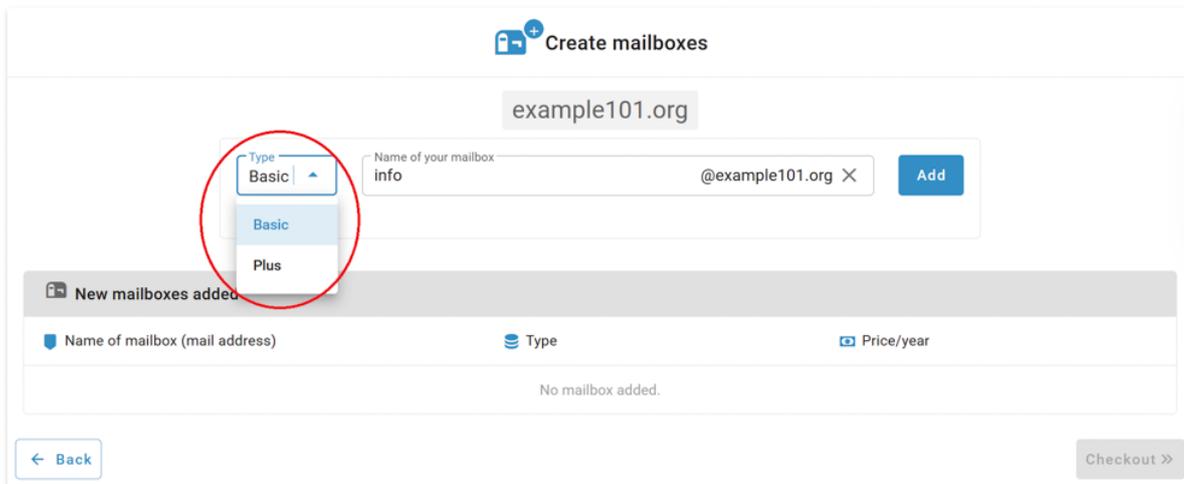
4. Check it, click "Checkout":

5. Check your order carefully, accept T&C and click "Order":

Order summary (Don't forget to complete your order below)

Your Selection	period	price in USD [1]	in EUR [1]	in GBP [1]
example101.org		0.00 USD	0.00 EUR	0.00 GBP
Mailbox: info@example101.org (Package: Mailbox Basic)	1 Year	11.09 USD	10.79 EUR	9.09 GBP
Total:		**11.09 USD**	**10.79 EUR**	**9.09 GBP**
includes 19% VAT:		1.77 USD	1.72 EUR	1.45 GBP

Coupon code: e.g. XXXX-YYYY-ZZZZ-1111   redeem

Confirm Registration Terms

The persons you have declared as contacts know that their data may be used for informational purposes.

☑ I accept:
  ○ Terms & Conditions of JOKER.COM and the listed addendums
  ○ Joker.com's Privacy Policy
  ○ UDRP Dispute-Policy [for all generic top level domains]

☑ By purchasing mailbox services, you are accepting the Terms & Conditions and Acceptable Use Policy of these services.

This is the last step - please submit your order by clicking the green order button.

« back   order

[1] Calculations based on an exchange rate of

• 1 EUR = 1.03 USD or 1 USD = 0.97 EUR
• 1 GBP = 1.22 USD or 1 USD = 0.82 GBP

Reference date for the relevant exchange rate is the day your payment is debited by Joker.com.
Currencies apart from EUR are provided for your information.

6. You are done! In a few moments, a successfully created mailbox will appear on your dashboard:

Domain	Features	Valid to	Action
beispiel.eu	🔒 J	2025-08-17	📇¹ ✏ ⟳ DNS ⌄
example101.eu	🔒 J 🛡	2025-06-05	📇¹ ✏ ⟳ DNS ⌄
example101.org	🔒 J 🛡	2026-06-06	(📇¹) ✏ ⟳ DNS ⌄
whatever.at	🔒 J	2025-06-10	📇⁺ ✏ ⟳ DNS ⌄

> **Please note:** the lifetime of the mailbox is bound to the domain term. If the domain term is less than one year, you will not receive a full mailbox year. To receive the **full mailbox term**, we recommend **renewing the domain before ordering the mailbox!**

Migrating an Existing Mailbox to Joker.com

If your domain already has existing MX records or email forwards ('email addresses'), you will see a warning message when creating a mailbox. We have designed the system in such a way that no changes are forced or made automatically, but you are shown the necessary changes. In this way, we want to ensure that no other existing e-mail services are unintentionally disrupted.

However, the **mailbox will still be created**. if you continue your order. To ensure your email works correctly, you'll need to **update the MX record manually** later, resp. you need to **remove the existing email forwards**. Both can be done using the **DNS-Editor** in the Dashboard.

The MX record you need to add is:

> MX 10 smtp.joker.email

Also, a **SPF record** should be added if not yet existing, or extended if you already have one:

> SPF does exist: Please add "include:_spf.joker.email"

> SPF does not yet exist: Please add TXT record with "v=spf1 include:_spf.joker.email -all"

Note: To conveniently transfer all emails from the old mailbox to your new one, you can simply drag and drop the folders from the old mailbox to the new one using the mail program 'Thunderbird', for example - where you have set up mailboxes.

Mailbox Management

To access the Mailbox configuration, enter the Domain Management by clicking on the "Mailbox" button:
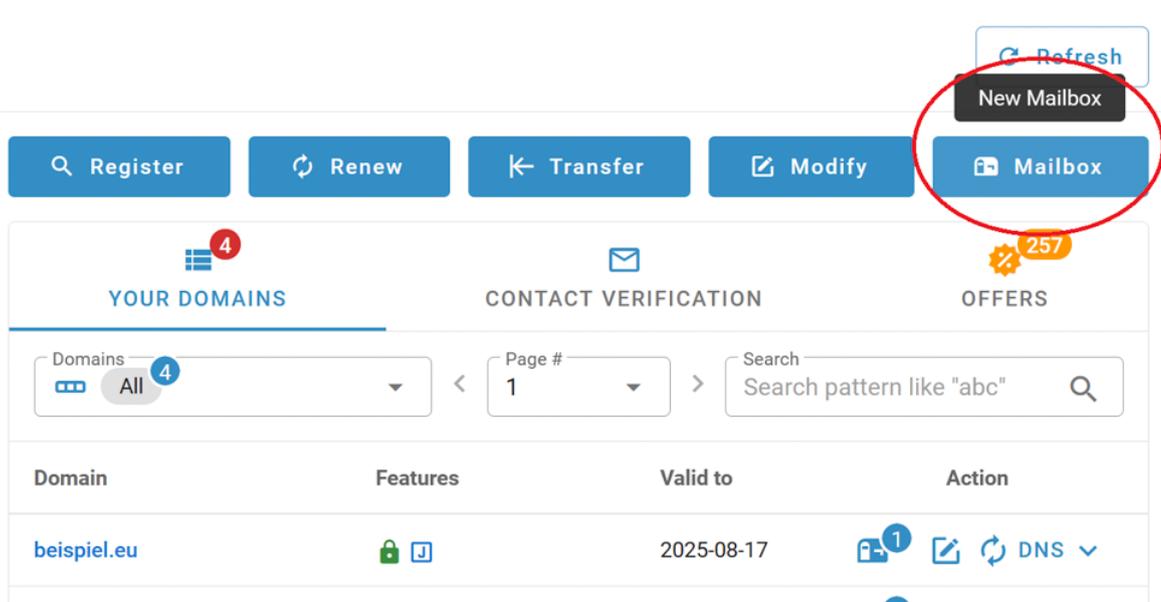
Set the filter to "all domains with mailboxes", then click the mailbox icon next to the domain name:

Or you can manage your mailbox by clicking the mailbox icon next to the domain name on your dashboard:

Domain	Features	Valid to	Action
beispiel.eu	🔒 J	2025-08-17	📇① ✎ ⟳ DNS ⌄
example101.eu	🔒 J 🛡	2025-06-05	📇① ✎ ⟳ DNS ⌄
example101.org	🔒 J 🛡	2026-06-06	📇① ✎ ⟳ DNS ⌄
whatever.at	🔒 J	2025-06-10	📇⊕ ✎ ⟳ DNS ⌄

Overview of Management Functions

Change Mailbox Name

1. Click the "edit" icon next to the mailbox name:

2. Enter the new desired name for your mailbox and click "save":
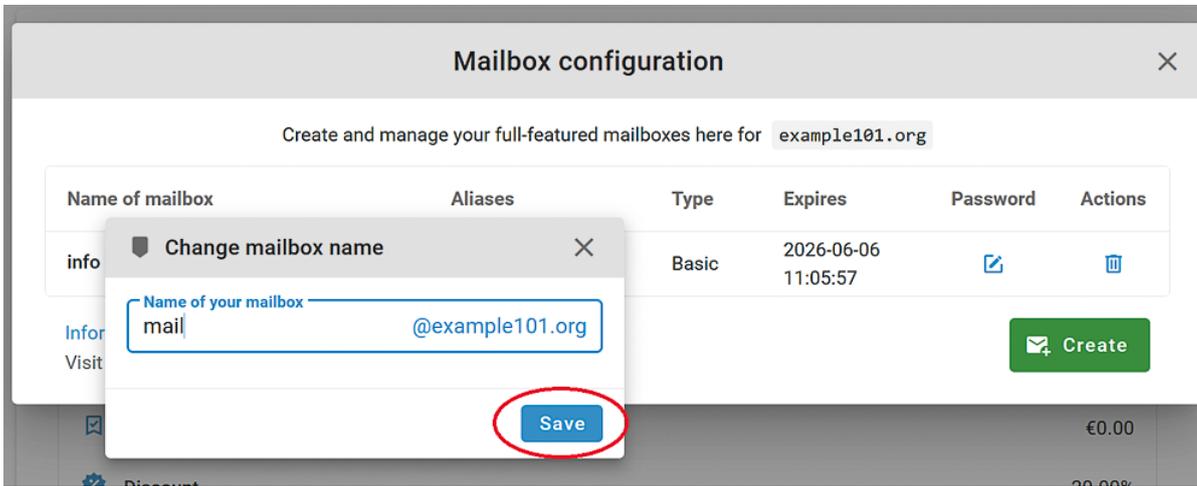
Set or Change Mailbox Password

After you have created a mailbox, **you will need to set a password** for it to be able to access your mailbox via the webmail client. In the same way, you can later change this password via Joker.com Mailbox configuration or directly via webmail client.

1. In the management menu, click "edit" icon:
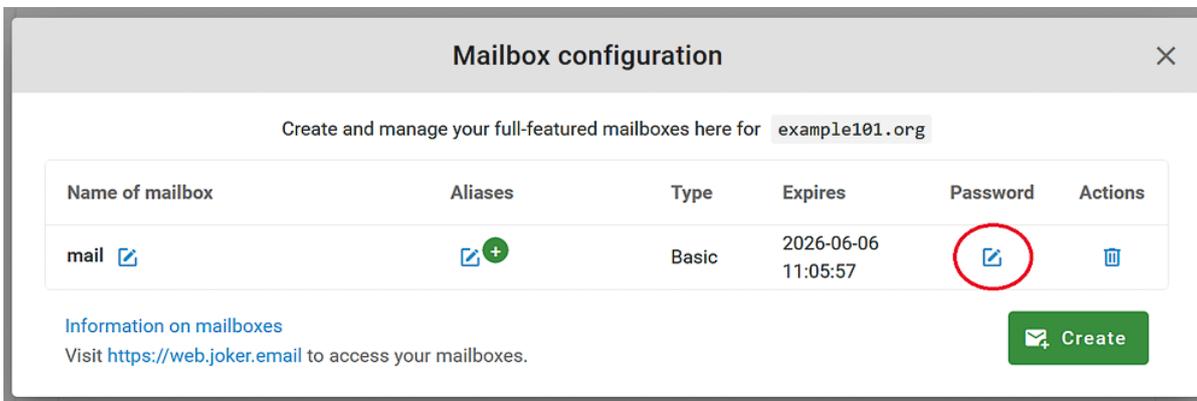
2. Enter a desired password that is at least 8 characters long and contains a special symbol. Click "save":
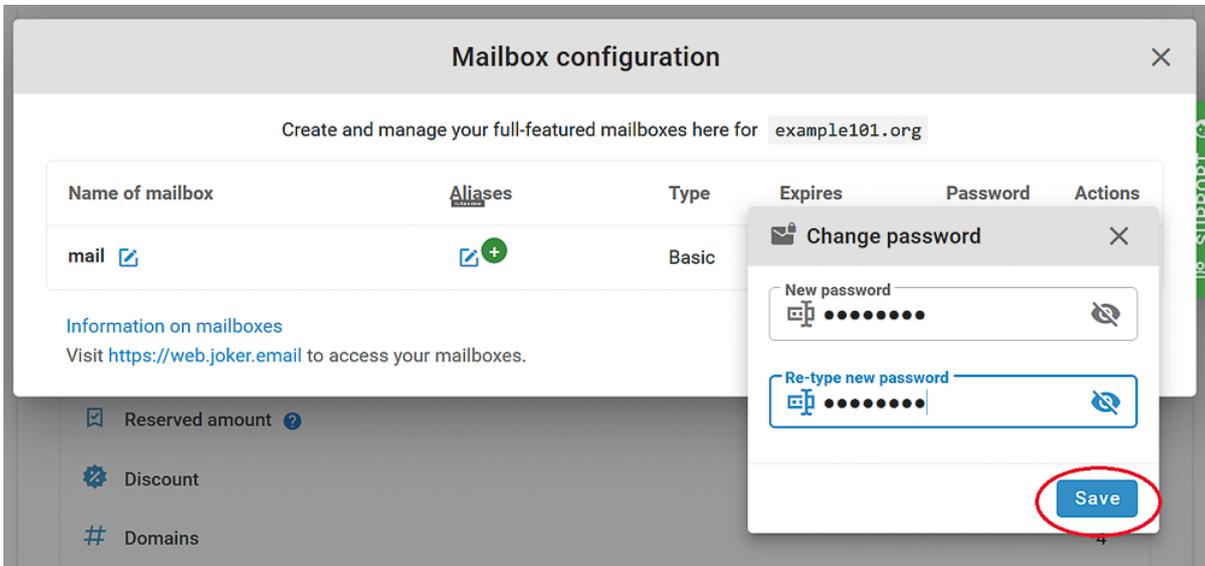
Create and Manage Mailbox Aliases

For each of your mailboxes, you can create multiple aliases. The number of aliases you can create depends on your subscription plan. To create an alias:

1. Go to the mailbox management menu and click the "edit" icon under "Aliases":
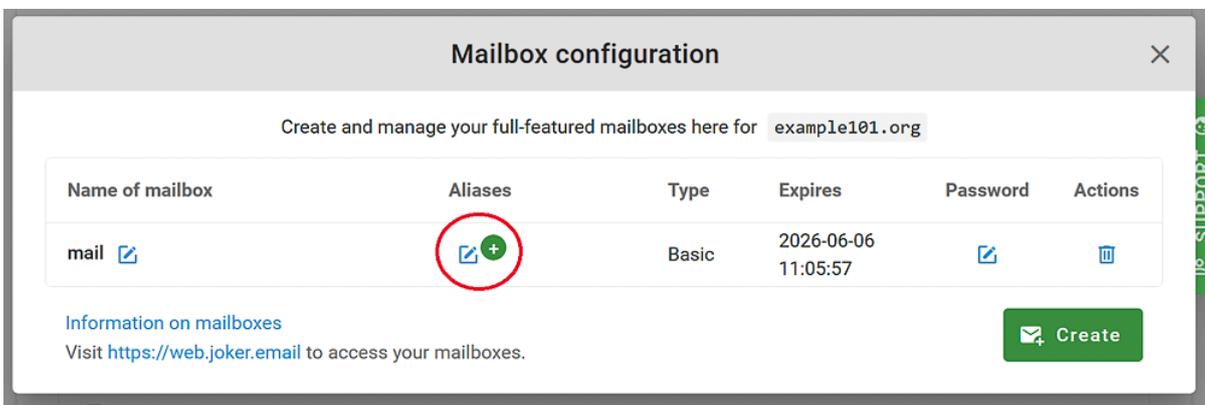
2. Add a name for the alias and click "save" icon:
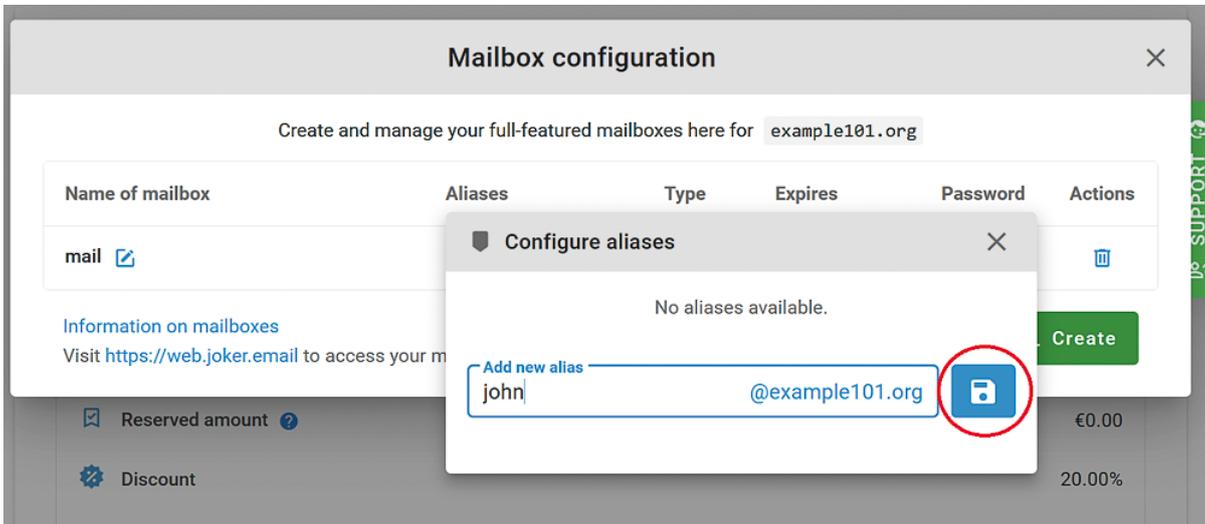
3. Manage aliases: after creating an alias, it will appear in the alias configuration. To delete an alias, click the trash bin icon next to it. You can also add more aliases as needed.
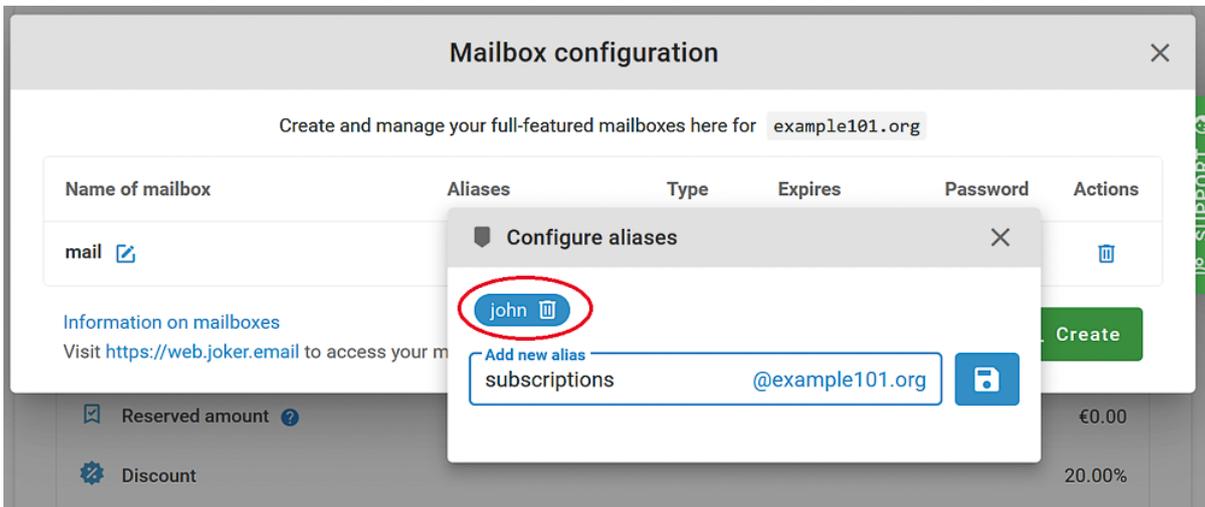
Multiple Mailboxes VS Aliases

A **mailbox** is a unique email account with its own inbox, login credentials, and settings. You can create multiple mailboxes for each of your domains:
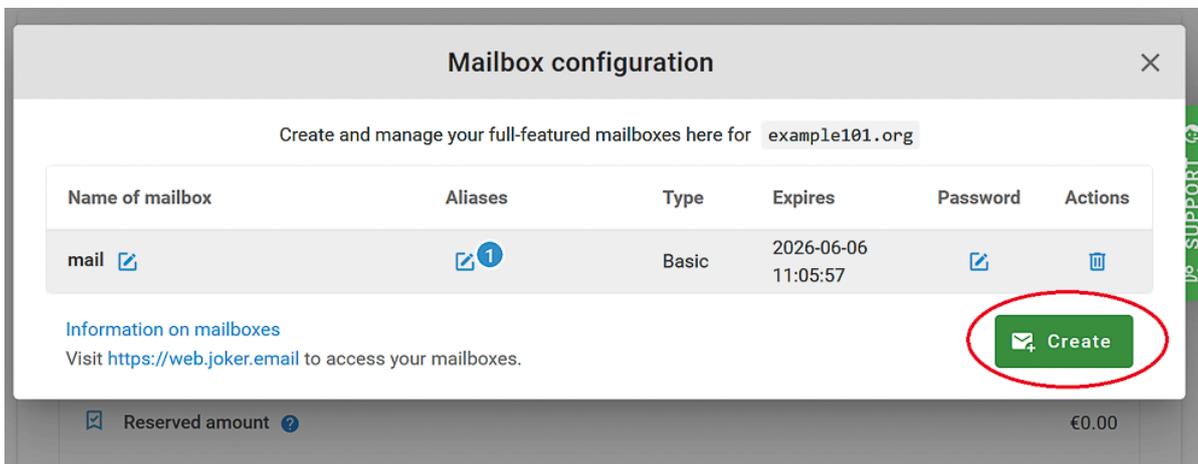
The use cases for multiple mailboxes may be the following:

- **Employee Mailboxes:** Alice has *alice@company.com* and Bob has *bob@company.com*. Each has a separate inbox and password.
- **Department Mailboxes:** The sales team uses *sales@company.com*, and the support team uses *support@company.com*. Emails sent to these addresses go to separate mailboxes.

An **alias** is an alternative email address that directs emails to the same inbox as the primary mailbox.

Examples:

- **Personal Aliases:** Alice's primary mailbox is *alice@company.com*. She also has aliases such as *a.smith@company.com* and *alicesmith@company.com*. Emails sent to any of these addresses go to *alice@company.com.*
- **Role-Based Aliases:** Bob's primary mailbox is *bob@company.com.* He manages both marketing and events, so he has aliases *marketing@company.com* and *events@company.com*. Emails sent to these aliases also go to *bob@company.com.*

Summary

- **Multiple Mailboxes:** Separate email accounts with individual logins and inboxes. Ideal for different users or departments.
- **Multiple Aliases:** Different email addresses that direct to a single inbox. Ideal for handling variations of a name or multiple roles by one person.

Using Dynamic Email Aliases

Dynamic email aliases allow you to create customised variations of your main mailbox address without additional configuration. By appending a *+tag* to your base email (e.g., *info+newsletter@mydomain.com*). Messages will still be delivered to *info@mydomain.com*.

This feature is useful for:

- Organising incoming messages by purpose or sender
- Tracking email signups or campaign sources
- Filtering or setting up rules in your email client

To start using a dynamic alias, simply **use the format *info+yourtag@mydomain.com*** when submitting your email address. No setup is required—emails sent to this alias will automatically be delivered to your main *info@mydomain.com* inbox.

Change mailbox tariff

Unfortunately, it is not yet possible to switch from one mailbox tariff to another via the user interface. If you would like to **switch from the 'Basic' mailbox to 'Plus'**, e.g. to increase the storage space, please contact our **support team**, who will then make the necessary arrangements for you.

Deleting mailboxes

To delete your mailbox, go to the mailbox management menu and click on "delete" icon:
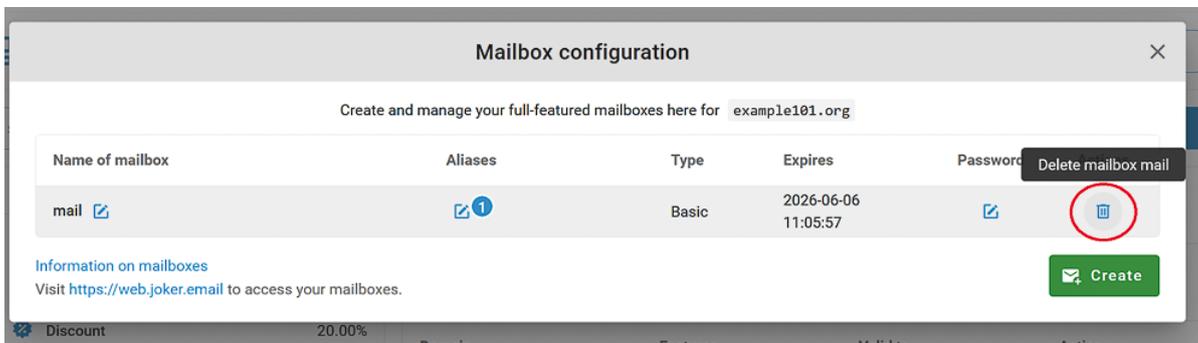
To avoid accidental deletion, you will be asked to enter the full mailbox address you intend to delete:
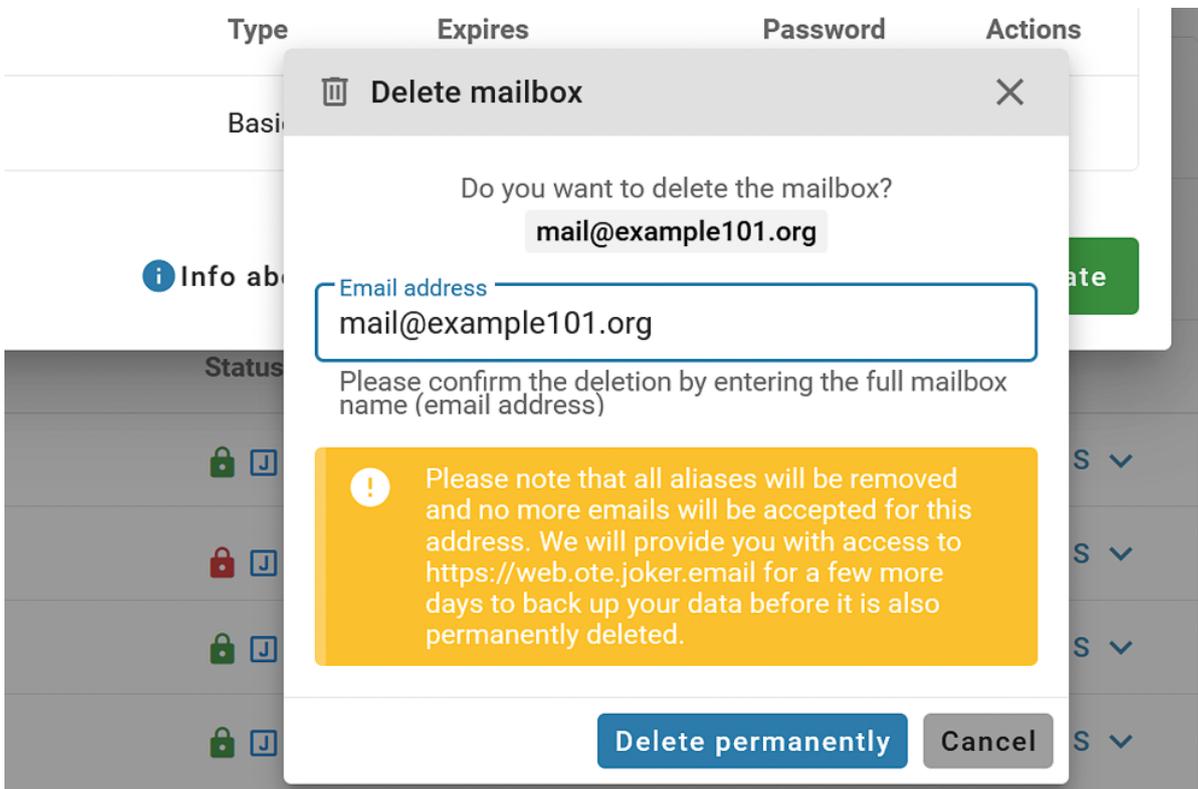
After you delete your mailbox, it will go through a grace period and a cool-down phase, which are explained here.

Webmail Client: Usage and Plugin Overview

Main Functions

Our Joker.com webmail client is based on Roundcube Webmail, below you will find the original documentation and how-tos:

- User Guide in English
- User Guide in German

> **Important:** to access your newly created mailbox, you **have to set a password for it** using the mailbox configurator at Joker.com. The instructions can be found here.

Plugin Overview
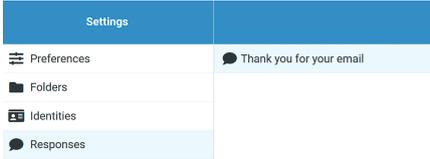
Responses		Allows to save pre-written frequently used responses.
Mailbox Quota		A quick overview of free and used space according to your subscription plan.
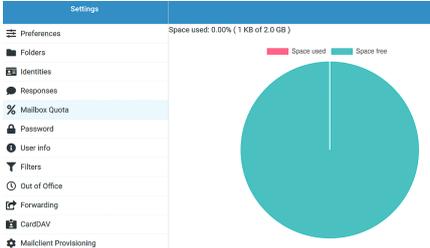
Password		Allows you to change the password for your mailbox and add an alternative email address. An **alternative email address** is essential for recovering access to your mailbox. To ensure you can always regain access quickly and securely, we highly recommend providing one if possible.
User info		Overview of user information including the allocated space for your mail according to your subscription plan.
Filters		Allows creating filters, managing rules and sorting incoming emails.
Forwarding		Allows to send a copy or redirect the incoming emails to desired address. Can be enabled and disabled anytime.
CardDAV		This plugin allows you to keep your contact list up-to-date and synchronized across your mailboxes. Please find more information on GitHub.
Mailclient Provisioning		Provides **automatic** configuration files and **manual** settings for using your Joker mail across different webmail clients like Thunderbird etc: **Username and password:** same as your login at https://web.joker.email. **IMAP:** imap.joker.email **Port:** 143 **Security:** 'Password', STARTTLS **SMTP:** smtp.joker.email **Port:** 587 **Security:** 'Password', STARTTLS
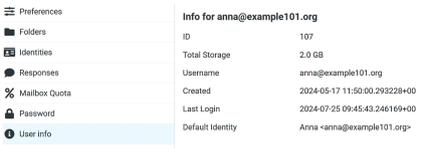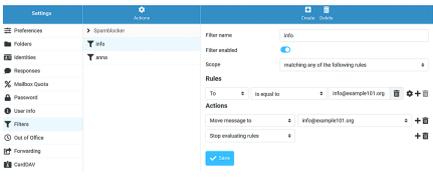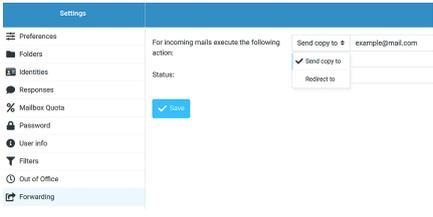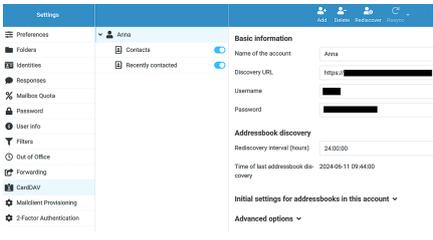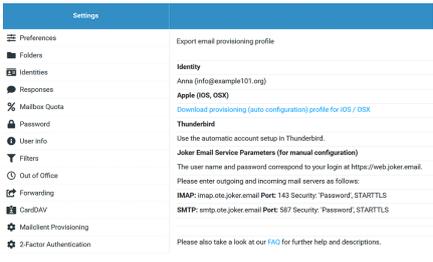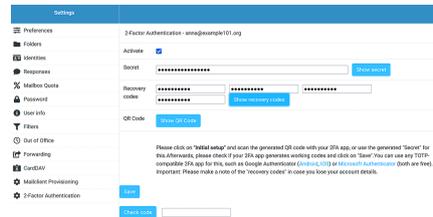
Two FA		This feature adds an extra layer of protection by requiring a six-digit security code, in addition to your password, whenever you log in to your mailbox. Here are the recommended apps: • Google Authenticator (Android, iOS, Blackberry) • Microsoft Authenticator (Android, IOS)
Layout preferences		Allows you to choose the desired appearance of your mailbox.
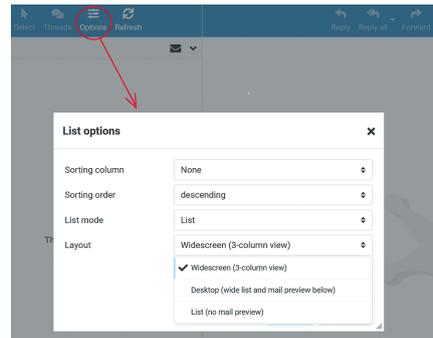
Configuring Joker.com Mailboxes with Mail Clients

To use your Joker.com mailbox with popular email clients, you have two options: **automatic provisioning** – use the provided files for easy configuration, and **manual setup** – enter the required settings yourself.

Joker email service parameters:

Username and password	same as your login at https://web.joker.email

IMAP	imap.joker.email
Port	143 (TLS: 993)
Security:	'Password', STARTTLS (or TLS for port 993)

SMTP	smtp.joker.email
Port	587
Security:	'Password', STARTTLS

POP3	pop3.joker.email
Port	110 (TLS: 995)
Security:	'Password' (or TLS for port 993)

Below, you'll find examples of how to set up your mailbox with popular email clients.

Thunderbird	Use the **automatic account setup in Thunderbird**, or set up the provisioning manually as described above.
IOS	Download provisioning profile under "Mailclient Provisioning" section as shown on the screenshot below: **Apple (IOS, OSX)** Download provisioning (auto configuration) profile for iOS / OSX Or set up the provisioning manually as described above. Below, you will find step-by-step instructions on how to set up your Joker.com mailbox on IOS device.

Android	Set up the provisioning manually using the parameters specified above, in case the automatic configuration does not succeed.
Windows	Set up the provisioning manually using the parameters specified above.

Setting up your Joker.com Mailbox on IOS device (iPhone, iPad, etc.)

1. Login to https://web.joker.email **using your IOS device** (iPhone, iPad, Mac)

2. Visit 'Settings' -> 'Mailclient provisioning', and click on the 'provisioning profile' link. You will get the prompt "Profile loaded".

3. Go to the **iPhone/iPad settings**, under your account name, you will see the downloaded profile; click on it:
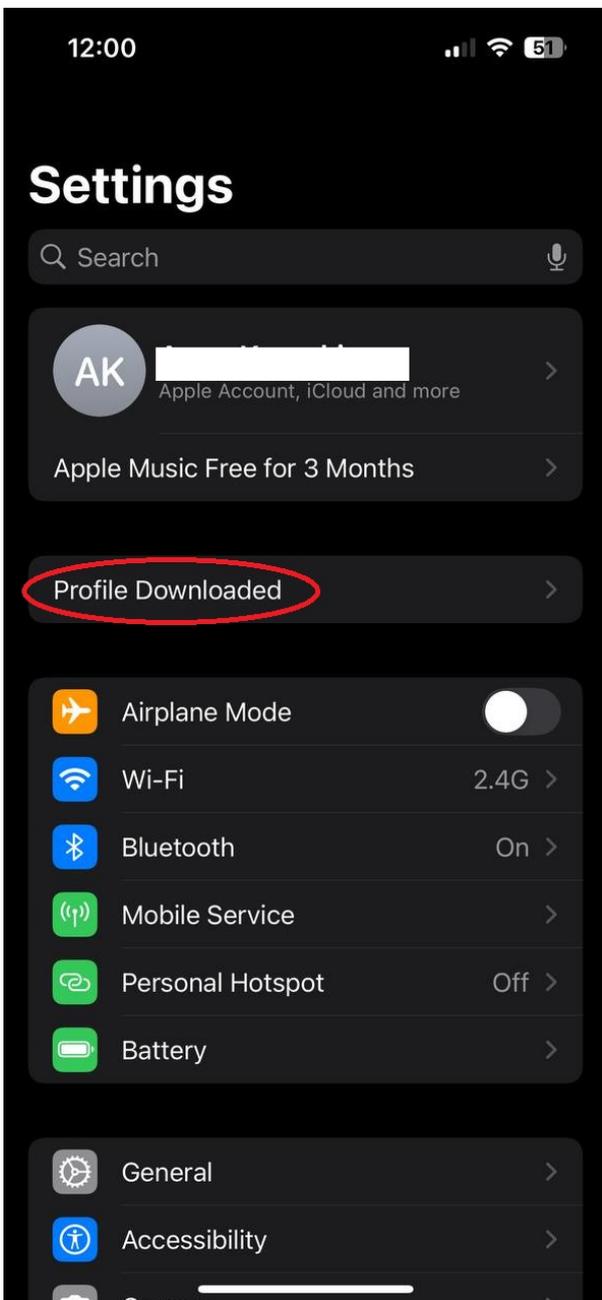
4. Click "Install":

The "Not signed" warings can be safely ignored.
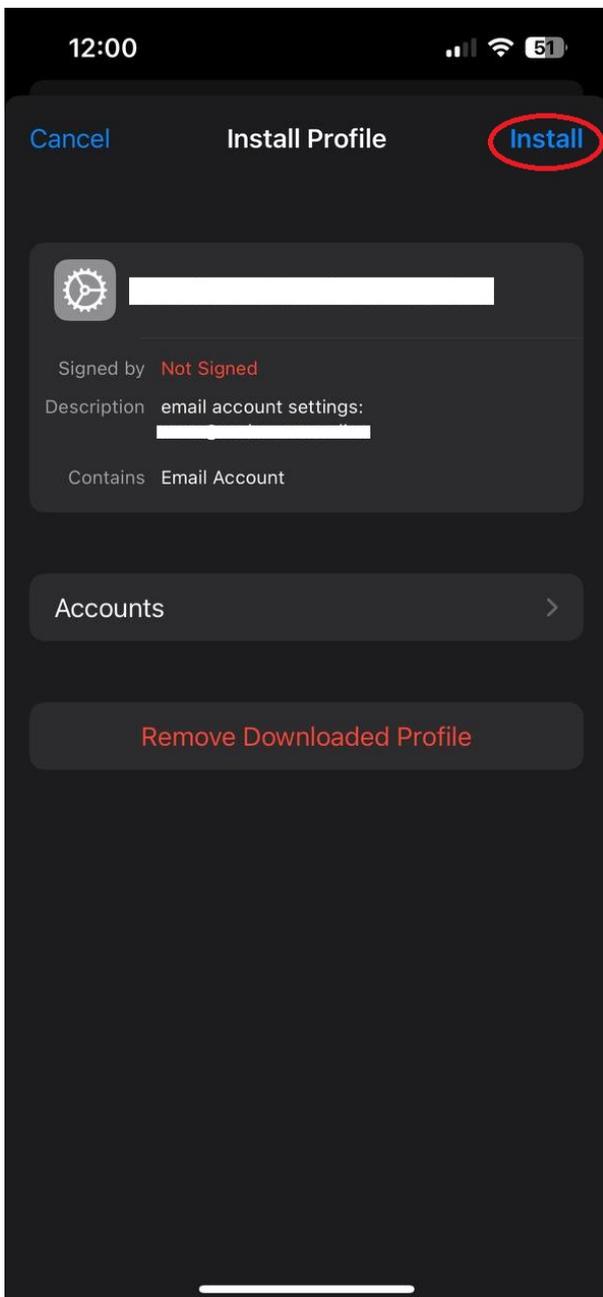
5. Enter your password and click "next". It may take a minute for the profile to install.
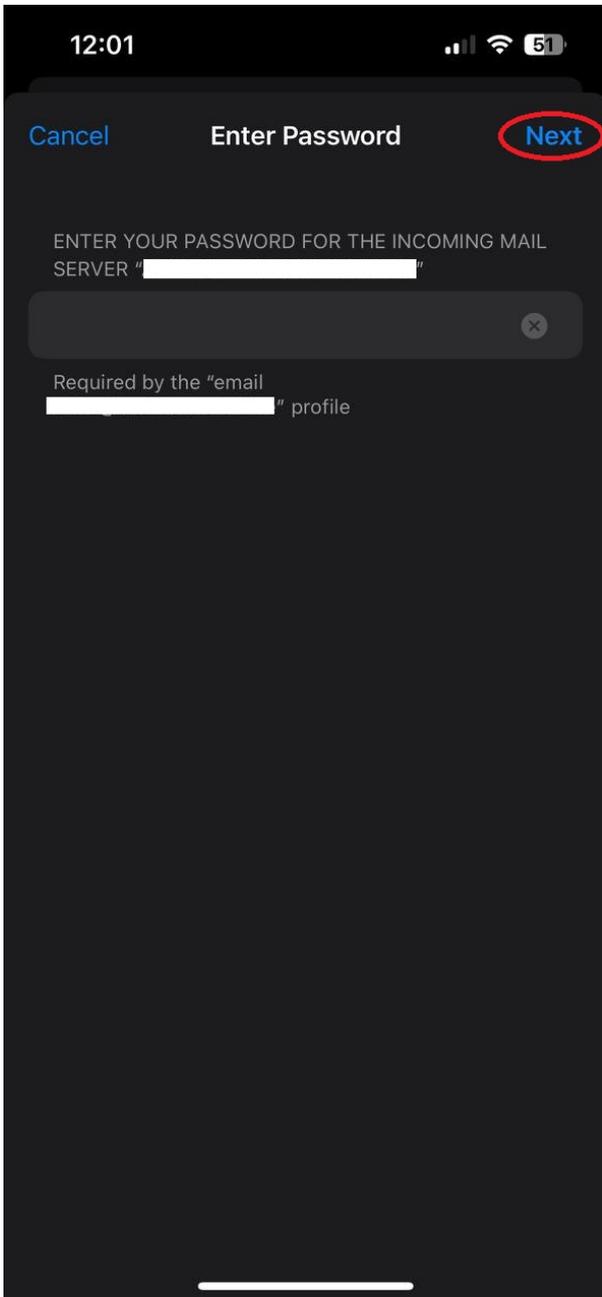
After this, you will find the new mailbox account listed in your "'Mail' app.

Mailboxes: Troubleshooting

I've lost my password and can't log in anymore

If you've lost your password and can't log in, don't worry — there are two ways to recover access:

1. **Use Your Alternative Email Address**
   When you create a mailbox, it's important to add an *alternative email address*. This address will be used for password recovery. To reset your password:

   - Click on **"I Forgot Password"** on the login page.
   - Recovery instructions will be sent to your alternative email address.
     (If you haven't set an alternative email, we recommend doing so as soon as you regain access.)

2. **Set a New Password via Joker.com**
   You can also set a new password directly through Joker.com. Detailed instructions are available here.

Two-Factor Authentication (2FA): Setup and Recovery

Setting Up 2FA

1. Click on **"Initial Setup"** to begin.
2. A *secret* and *recovery codes* will be generated automatically.
3. In your authenticator app, scan the QR code or manually enter the *secret* to generate one-time codes.
4. Check the box labeled **"Activate"** to enable 2FA.

That's it! The next time you log in, 2FA will be active.

> **Important:** Be sure to **save and securely store your recovery codes**. You may need them if you ever encounter issues with your authenticator app.

Recovering Access

If you, for some reason,n cannot log in using a one-time password (OTP) from your authenticator app, you can use one of your recovery codes. After the initial setup, you receive **four recovery codes**, and **each code can only be used once**.

Once you've logged in with a recovery code, you can set up 2FA again by scanning a new QR code with your authenticator app.

You can also manually create a new set of recovery codes at any time.