

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 | <u>USD 11,96*</u> |
| 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 | <u>USD 11,96*</u> |
| 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 | <i>active</i> | user is active, login is allowed |
| mailbox deletion 1: triggered by user action or expiration | <i>pending_deletion</i> | start of the grace period (14 days): the user may still log in, no email sending is possible |
| mailbox deletion 2 | <i>deleted</i> | no login is possible, cool-down phase (14 days) |
| mailbox removal 1 | <i>ready_for_removal</i> | user and data can be removed |
| mailbox removal 2 | <i>removed</i> | user and data have been removed |
| mailbox suspension | <i>suspended</i> | 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:

| Domain | Features | Valid to | Action |
|----------------|----------|------------|--------|
| beispiel.eu | | 2024-08-17 | |
| example101.eu | | 2025-06-05 | |
| example101.org | | 2026-06-06 | |
| whatever.at | | 2025-06-10 | |

Register

Renew

Transfer

Modify

Mailbox

Refresh

New Mailbox

YOUR DOMAINS

CONTACT VERIFICATION

OFFERS

Domains

All

Page #

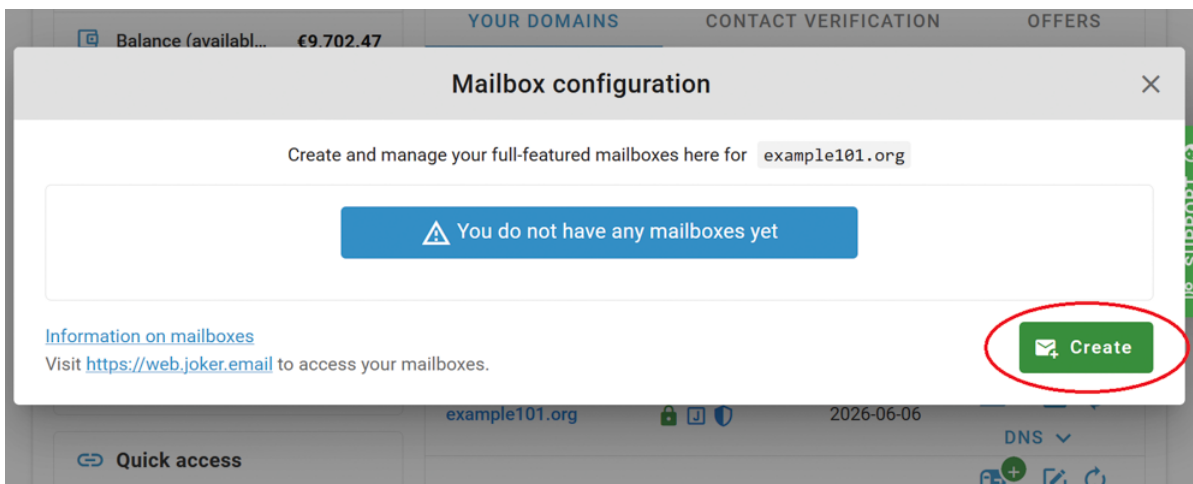
1

Search

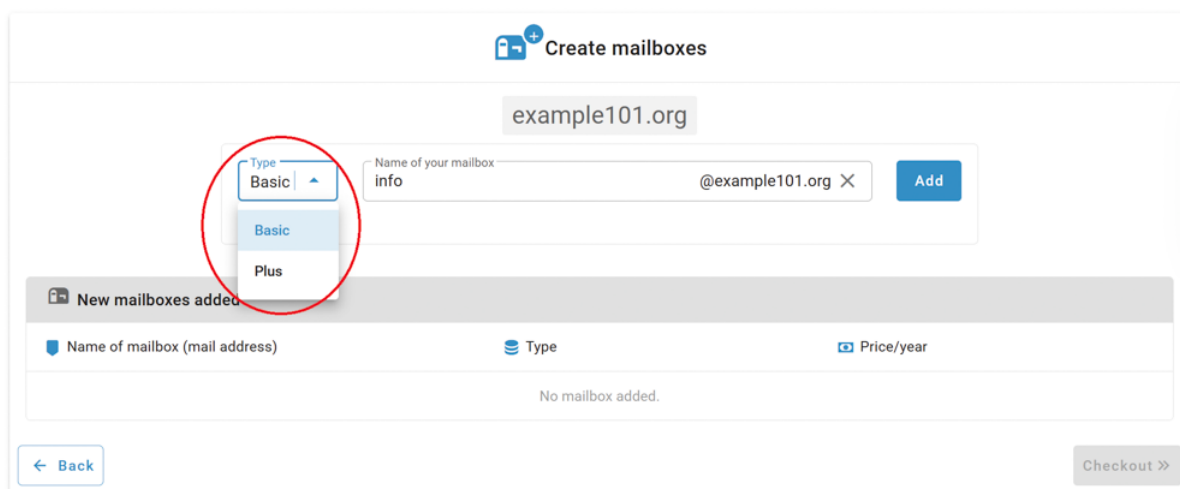
Search pattern like "abc"

| Domain | Features | Valid to | Action |
|-------------|----------|------------|--------|
| beispiel.eu | | 2025-08-17 | |

2. On the next screen, click "Create":



3. Choose the subscription plan, create a name for your mailbox and click "Add":



4. Check it, click "Checkout":

Create mailboxes

example101.org

Type

Basic

Name of your mailbox

e.g. "Firstname.Lastname" @example101.org

Add

New mailboxes added

| Name of mailbox (mail address) | Type | Price/year |
|--------------------------------|-------|------------|
| info | Basic | €10.79 |

Total

€10.79

Includes 19% VAT : €1.72

Back

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: [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 |   | 2025-08-17 |    DNS  |
| example101.eu |    | 2025-06-05 |    DNS  |
| example101.org |    | 2026-06-06 |    DNS  |
| whatever.at |   | 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:

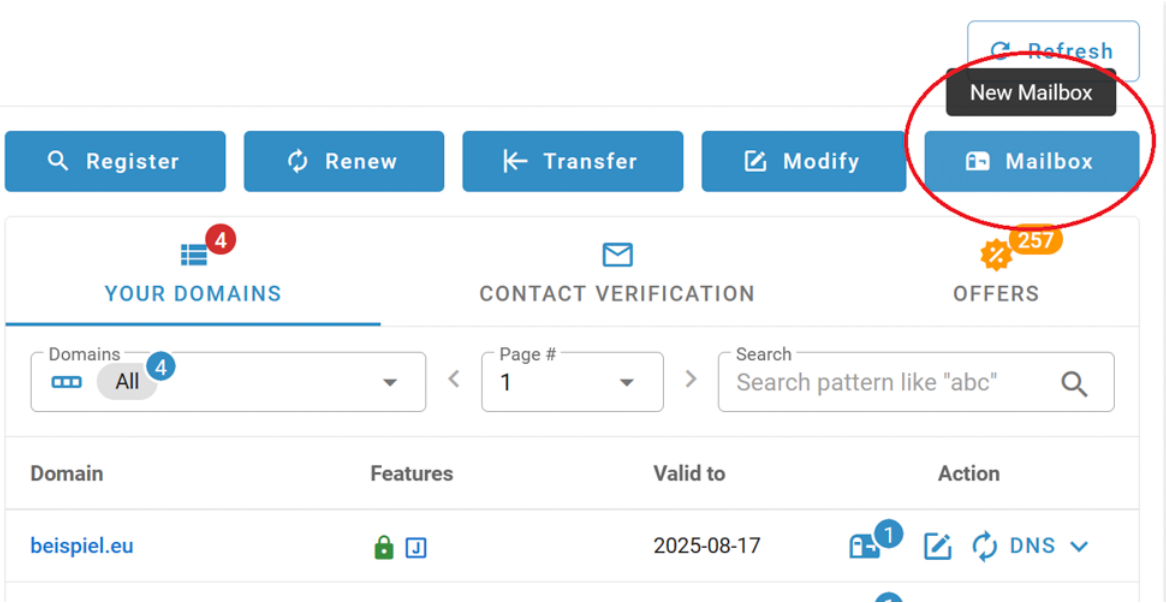
SPF does exist: Please add "include:_spf.joker.email"

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

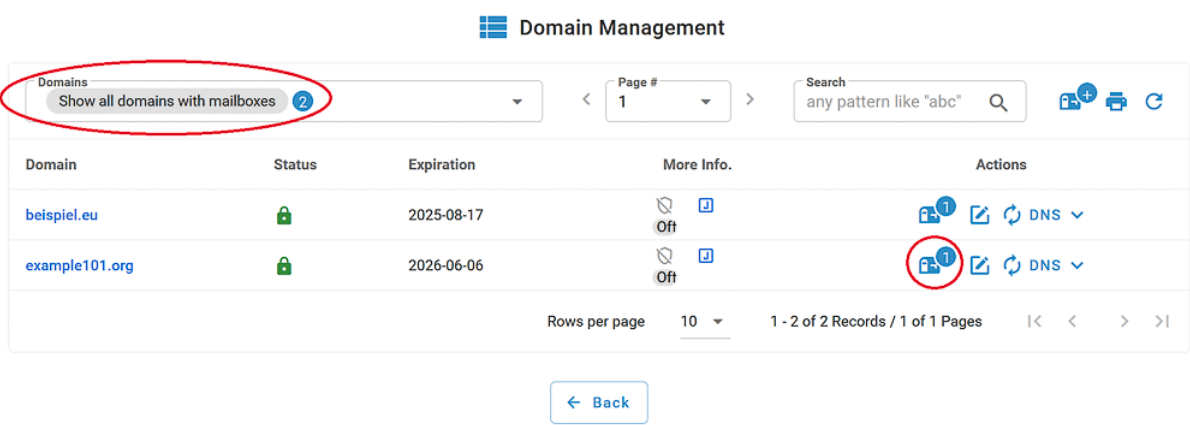
Note: To conveniently transfer all emails from the old mailbox to your new one, you can simply drag and drop the folders from the old mailbox to the new one using the mail program 'Thunderbird', for example - where you have set up mailboxes.

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 |   | 2025-08-17 |    DNS  |
| example101.eu |    | 2025-06-05 |    DNS  |
| example101.org |    | 2026-06-06 |    DNS  |
| whatever.at |   | 2025-06-10 |    DNS  |






Overview of Management Functions

Change Mailbox Name

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

Mailbox configuration

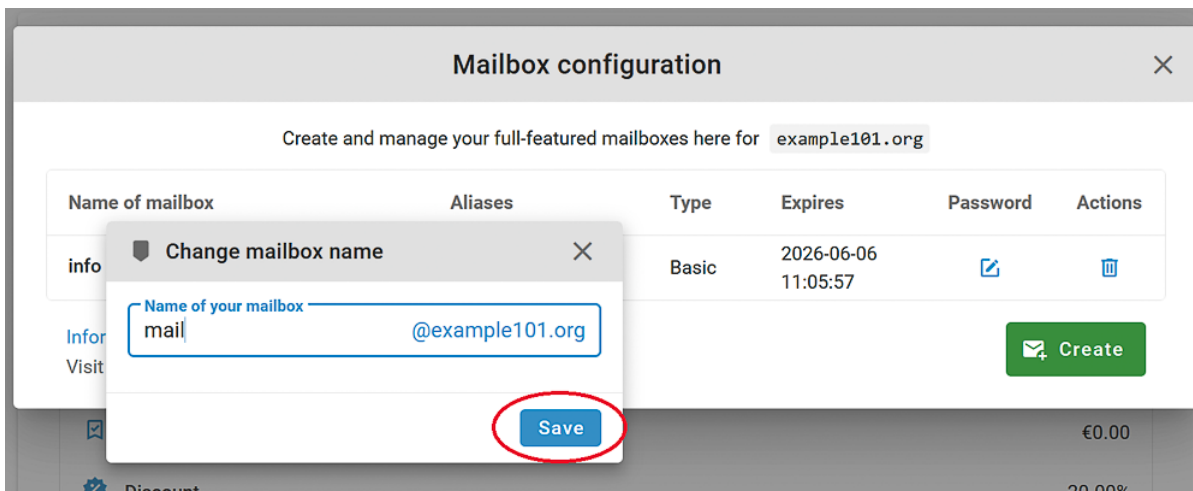
Create and manage your full-featured mailboxes here for `example101.org`

| Name of mailbox | Aliases | Type | Expires | Password | Actions |
|---|---|-------|------------------------|---|---|
| <div>info </div> |   | Basic | 2026-06-06 11:05:57 |  |  |

[Information on mailboxes](#)
Visit <https://web.joker.email> to access your mailboxes.

Create

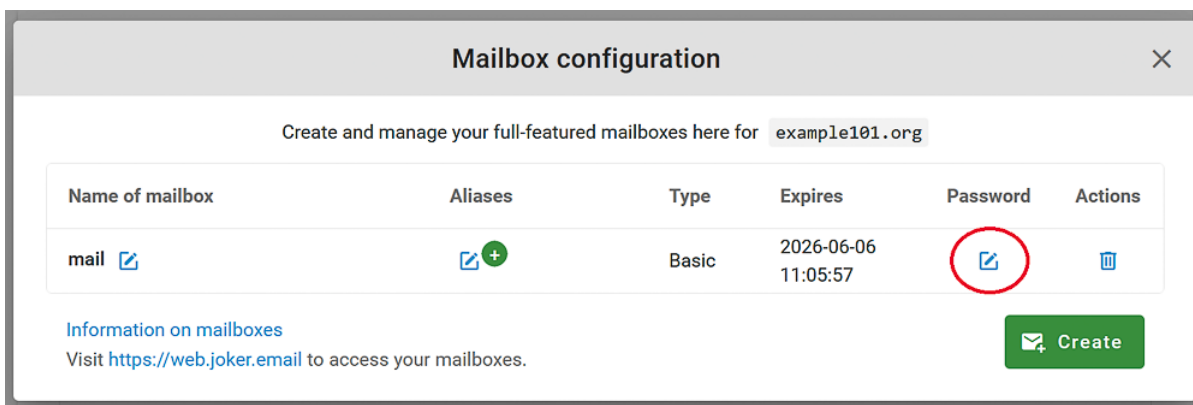
2. Enter the new desired name for your mailbox and click "save":



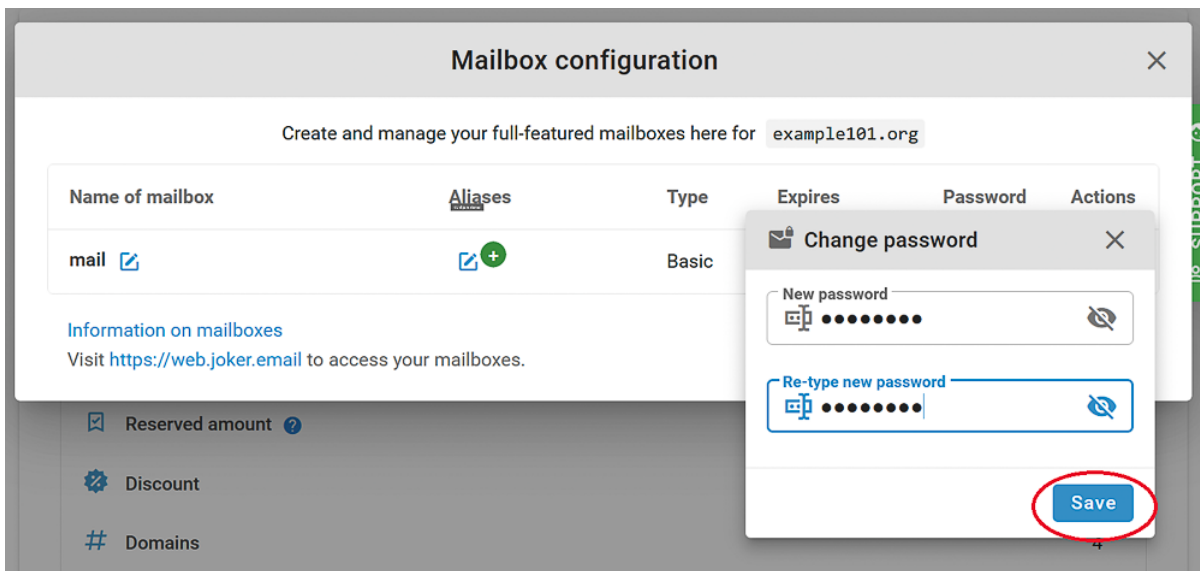
Set or Change Mailbox Password

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:



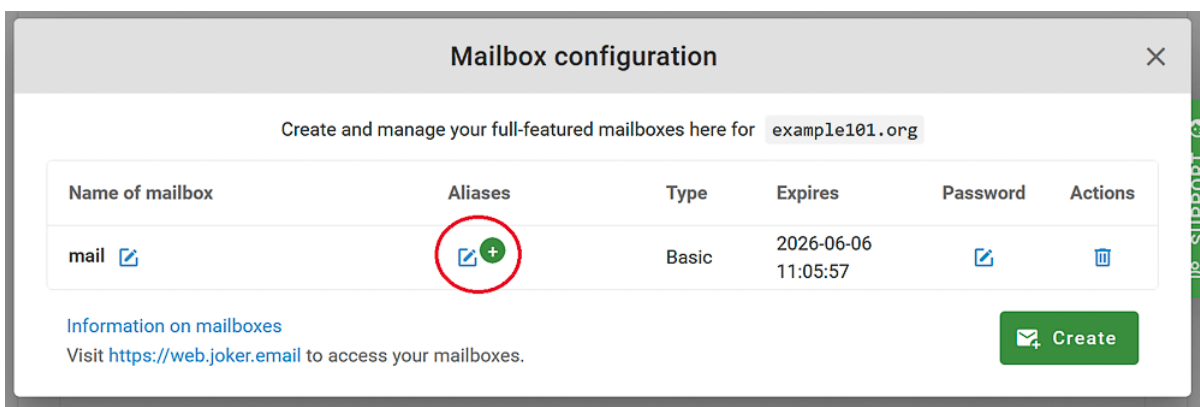
2. Enter a desired password that is at least 8 characters long and contains a special symbol. Click "save":



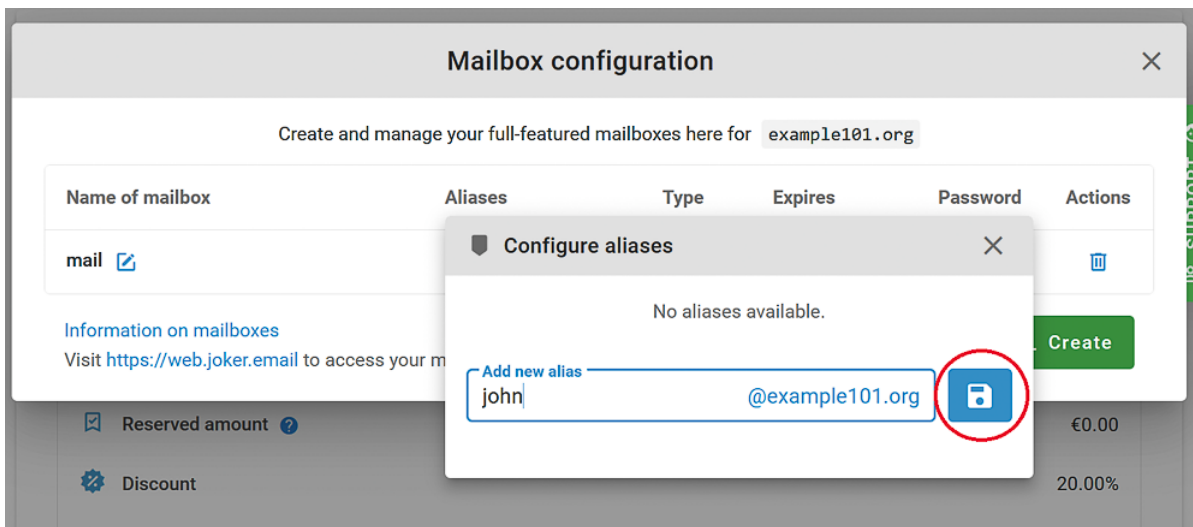
Create and Manage Mailbox Aliases

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:

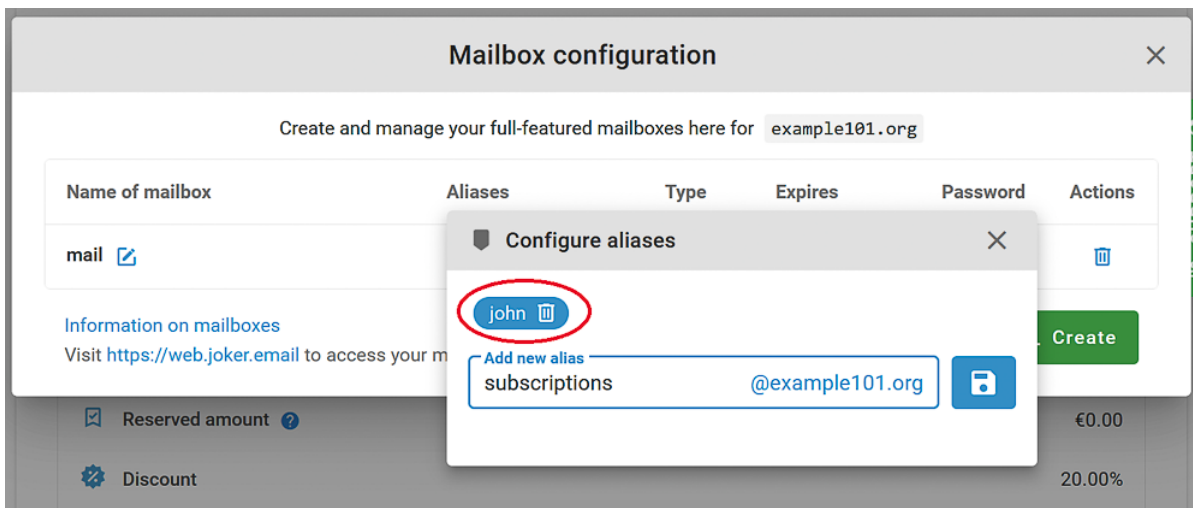
1. Go to the mailbox management menu and click the "edit" icon under "Aliases":



2. Add a name for the alias and click "save" icon:

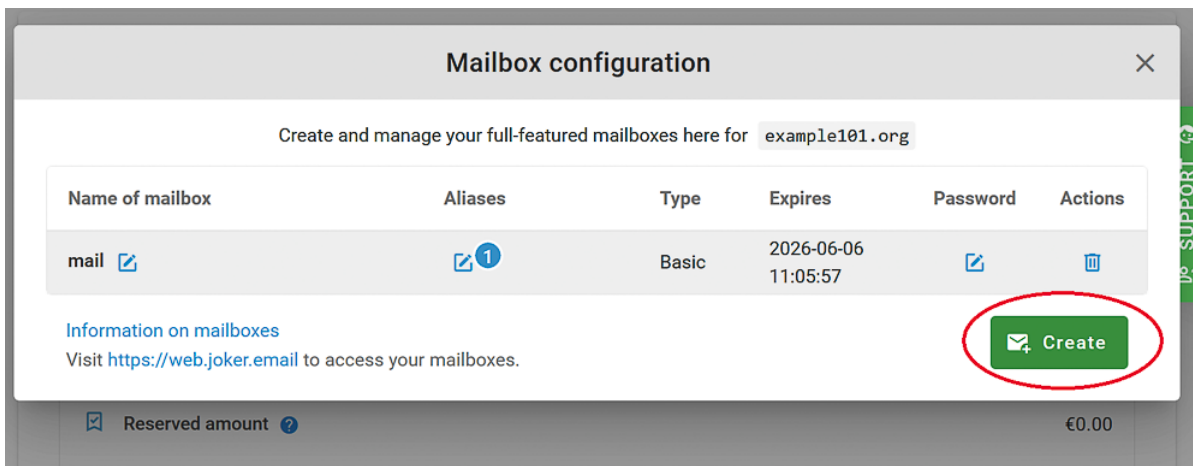


3. Manage aliases: after creating an alias, it will appear in the alias configuration. To delete an alias, click the trash bin icon next to it. You can also add more aliases as needed.



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

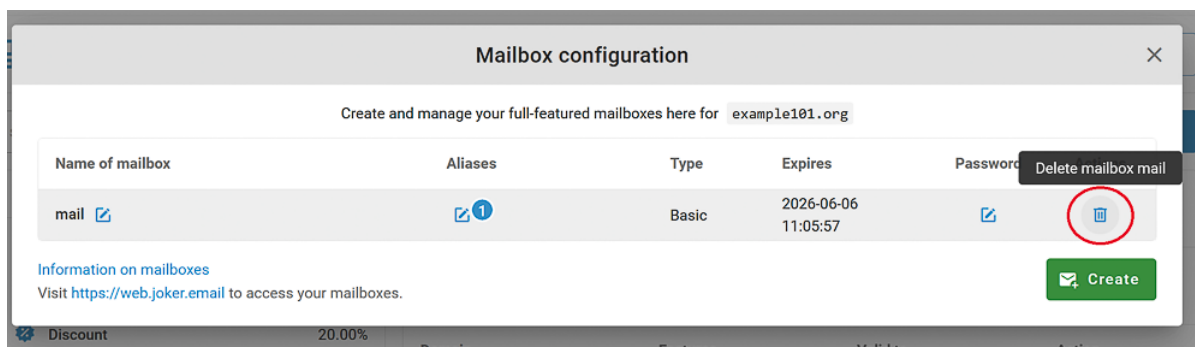
To start using a dynamic alias, simply **use the format *info+yourtag@mydomain.com*** when submitting your email address. No setup is required—emails sent to this alias will automatically be delivered to your main *info@mydomain.com* inbox.

Change mailbox tariff

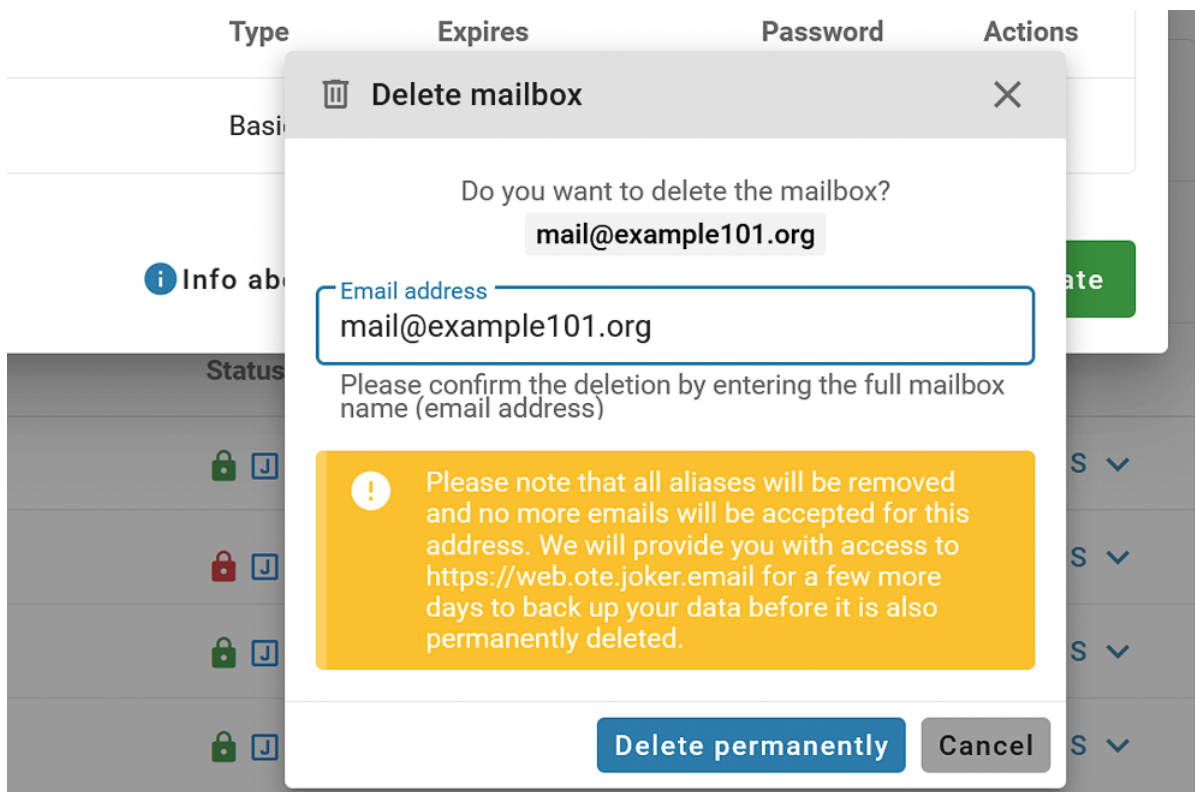
Unfortunately, it is not yet possible to switch from one mailbox tariff to another via the user interface. If you would like to **switch from the 'Basic' mailbox to 'Plus'**, e.g. to increase the storage space, please contact our **support team**, who will then make the necessary arrangements for you.

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

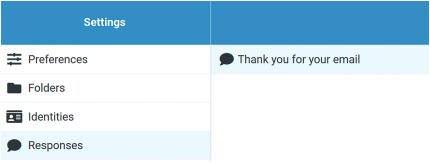
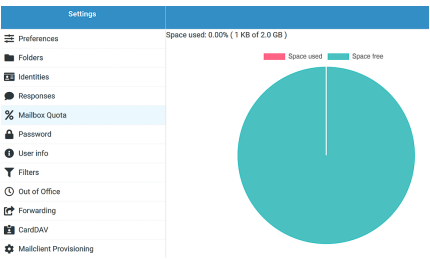
Main Functions

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 . |

| | | |
|------------------------------------|--|---|
| <div>Password</div> | <div><div><div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div><div><div>📏</div><div>Filters</div></div><div><div>🕒</div><div>Out of Office</div></div><div><div>➡</div><div>Forwarding</div></div></div><div><div>Change password</div><div>Current Password:<div></div></div><div>New Password:<div></div></div><div>Confirm New Password:<div></div></div><div>Alternative email address<div>example@joker.com</div></div><div><div>Password must be at least 8 characters long.</div><div>Password must include at least one number and one symbol.</div></div><div><div>✓</div><div>Save</div></div></div></div> | <div>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.</div> |
| <div>User info</div> | <div><div><div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div></div><div><div>Info for anna@example101.org</div><div><div>ID</div><div>107</div></div><div><div>Total Storage</div><div>2.0 GB</div></div><div><div>Username</div><div>anna@example101.org</div></div><div><div>Created</div><div>2024-05-17 11:50:00.293228+00</div></div><div><div>Last Login</div><div>2024-07-25 09:45:43.246169+00</div></div><div><div>Default Identity</div><div>Anna <anna@example101.org></div></div></div></div> | <div>Overview of user information including the allocated space for your mail according to your <u>subscription plan</u>.</div> |
| <div>Filters</div> | <div><div><div><div>Settings</div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div><div><div>📏</div><div>Filters</div></div><div><div>🕒</div><div>Out of Office</div></div><div><div>➡</div><div>Forwarding</div></div><div><div>📧</div><div>CardDAV</div></div></div><div><div>Filter name</div><div>info</div></div><div><div>Filter enabled</div><div><div>🔴</div><div>🟢</div></div></div><div><div>Scope</div><div>matching any of the following rules</div></div><div><div>Rules</div><div><div>To</div><div>is equal to</div><div>info@example101.org</div></div></div><div><div>Actions</div><div><div>Move message to</div><div>info@example101.org</div></div><div><div>Stop evaluating rules</div></div></div><div><div>✓</div><div>Save</div></div></div> | <div>Allows creating filters, managing rules and sorting incoming emails.</div> |
| <div>Forwarding</div> | <div><div><div><div>Settings</div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div><div><div>📏</div><div>Filters</div></div><div><div>🕒</div><div>Out of Office</div></div><div><div>➡</div><div>Forwarding</div></div></div><div><div>For incoming mails execute the following action:</div><div><div>Status:</div><div><div>Send copy to:</div><div>4</div><div>example@mail.com</div></div><div><div>✓</div><div>Send copy to</div></div><div><div>Redirect to</div></div></div></div><div><div>✓</div><div>Save</div></div></div> | <div>Allows to send a copy or redirect the incoming emails to desired address. Can be enabled and disabled anytime.</div> |
| <div>CardDAV</div> | <div><div><div><div>Settings</div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div><div><div>📏</div><div>Filters</div></div><div><div>🕒</div><div>Out of Office</div></div><div><div>➡</div><div>Forwarding</div></div><div><div>📧</div><div>CardDAV</div></div><div><div>🔌</div><div>MailClient Provisioning</div></div><div><div>🔌</div><div>2 Factor Authentication</div></div></div><div><div>Basic information</div><div><div>Name of the account</div><div>Anna</div></div><div><div>Discovery URL</div><div>https://</div></div><div><div>Username</div><div></div></div><div><div>Password</div><div></div></div></div><div><div>Addressbook discovery</div><div><div>Rediscovery interval (hours)</div><div>24/00:00</div></div><div><div>Time of last addressbook discovery</div><div>2024-06-11 09:44:00</div></div></div><div><div>Initial settings for addressbooks in this account</div><div>▼</div></div><div><div>Advanced options</div><div>▼</div></div></div> | <div>This plugin allows you to keep your contact list up-to-date and synchronized across your mailboxes. Please find more information <u>on GitHub</u>.</div> |
| <div>Mailclient Provisioning</div> | <div><div><div><div>Settings</div><div>☰</div><div>Preferences</div></div><div><div>📁</div><div>Folders</div></div><div><div>👤</div><div>Identities</div></div><div><div>💬</div><div>Responses</div></div><div><div>📧</div><div>Mailbox Quota</div></div><div><div>🔒</div><div>Password</div></div><div><div>👤</div><div>User info</div></div><div><div>📏</div><div>Filters</div></div><div><div>🕒</div><div>Out of Office</div></div><div><div>➡</div><div>Forwarding</div></div><div><div>📧</div><div>CardDAV</div></div><div><div>🔌</div><div>MailClient Provisioning</div></div><div><div>🔌</div><div>2 Factor Authentication</div></div></div><div><div>Export email provisioning profile</div><div><div>Identity</div><div>Anna (info@example101.org)</div></div><div><div>Apple (iOS, OSX)</div><div><div>Download provisioning (auto configuration) profile for iOS / OSX</div></div></div><div><div>Thunderbird</div><div><div>Use the automatic account setup in Thunderbird.</div><div>Joker Email Service Parameters (for manual configuration)</div><div>The user name and password correspond to your login at https://web.joker.email.</div><div>Please enter outgoing and incoming mail servers as follows:</div><div>IMAP: imap.ote.joker.email Port: 143 Security: 'Password', STARTTLS</div><div>SMTP: smtp.ote.joker.email Port: 587 Security: 'Password', STARTTLS</div></div></div><div><div>Please also take a look at our FAQ for further help and descriptions.</div></div></div></div> | <div>Provides automatic configuration files and manual settings for using your Joker mail across different webmail clients like Thunderbird etc:</div> <div><div><div><div>Username and password:</div><div>same as your login at</div><div>https://web.joker.email.</div></div><div><div>IMAP:</div><div>imap.joker.email</div></div><div><div>Port:</div><div>143</div></div><div><div>Security:</div><div>'Password', STARTTLS</div></div></div><div><div><div>SMTP:</div><div>smtp.joker.email</div></div><div><div>Port:</div><div>587</div></div><div><div>Security:</div><div>'Password', STARTTLS</div></div></div></div> |

Two FA

The screenshot shows the 'Settings' page for '2-Factor Authentication - ana@sample101.org'. The left sidebar contains a list of settings categories: Preferences, Folders, Favorites, Responses, Mailbox Quota, Password, User Info, Filters, Out of Office, Forwarding, CardDav, Mailbox Provisioning, and 2-Factor Authentication. The '2-Factor Authentication' option is selected. The main content area shows the 'Activate' checkbox checked. Below it are fields for 'Secret' (masked with asterisks), 'Recovery codes' (a list of six masked codes), and 'QR Code' (with a 'View QR Code' button). A blue 'Get Authenticator' button is at the bottom right. A note at the bottom explains the process: 'Please click on "Initial setup" and scan the generated QR code with your 2FA app, or use the generated "Secret" for this. Afterwards, please check if your 2FA app generates matching codes and click on "Test". This can use any TOTP-compatible 2FA app for this, such as Google Authenticator (Android, iOS) or Microsoft Authenticator (both are free). Important: Please make a note of the "recovery codes" in case you lose your account details.'

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

The screenshot shows the 'List options' dialog box in a webmail interface. A red arrow points from the 'Options' button in the top toolbar to the dialog. The dialog has a title bar with a close button (X). It contains four settings: 'Sorting column' set to 'None', 'Sorting order' set to 'descending', 'List mode' set to 'List', and 'Layout' set to 'Widescreen (3-column view)'. The 'Layout' section is expanded, showing three options: 'Widescreen (3-column view)' (which is selected with a checkmark), 'Desktop (wide list and mail preview below)', and 'List (no mail preview)'.

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) |

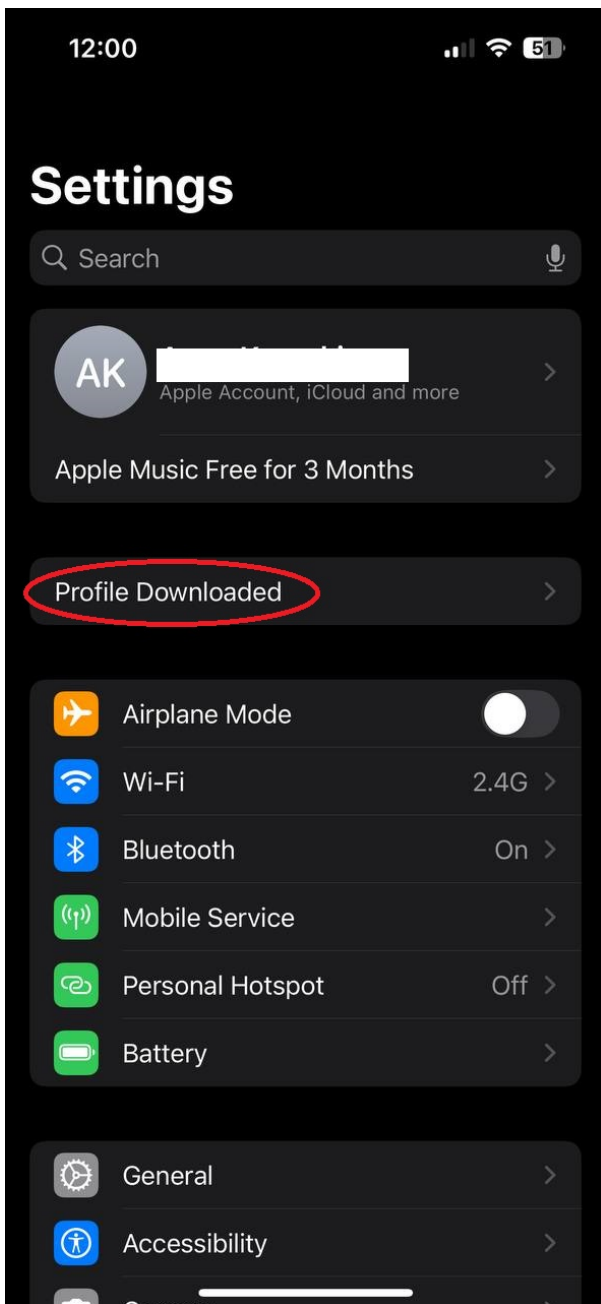
Below, you'll find examples of how to set up your mailbox with popular email clients.

| | |
|--------------------|--|
| Thunderbird | Use the automatic account setup in Thunderbird , or set up the provisioning manually as described above. |
| IOS | <p>Download provisioning profile under "Mailclient Provisioning" section as shown on the screenshot below:</p> <p>Apple (IOS, OSX)</p> <p>Download provisioning (auto configuration) profile for iOS / OSX</p> <p>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.</p> |

| | |
|----------------|--|
| 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. |

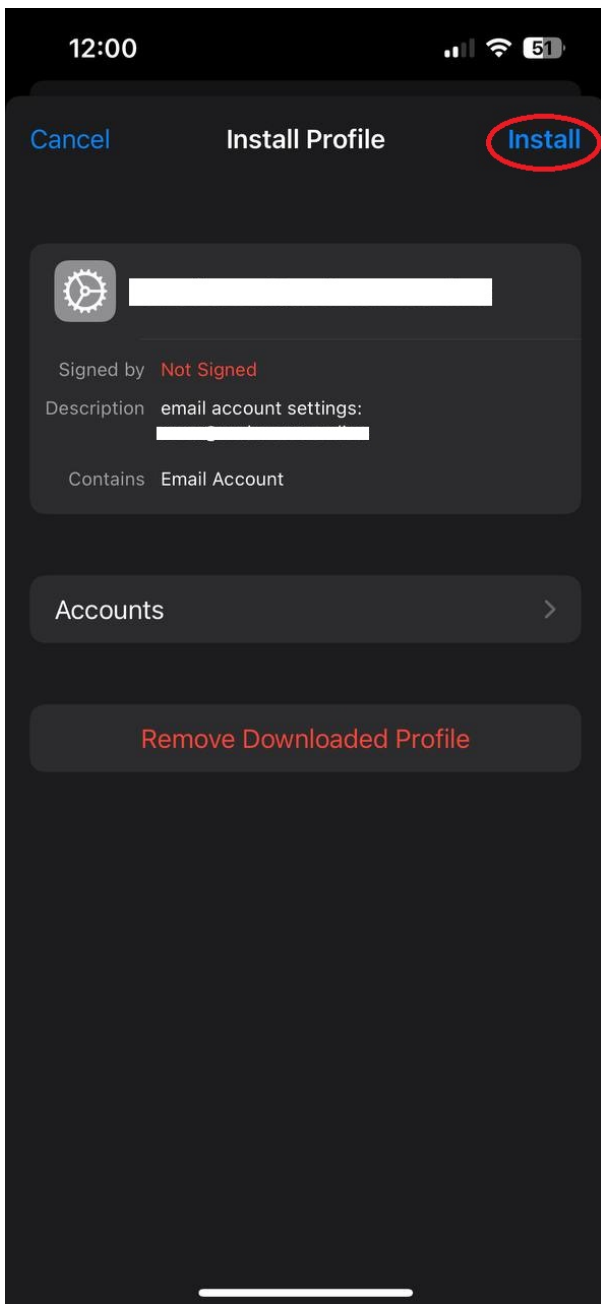
Setting up your Joker.com Mailbox on IOS device (iPhone, iPad, etc.)

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:

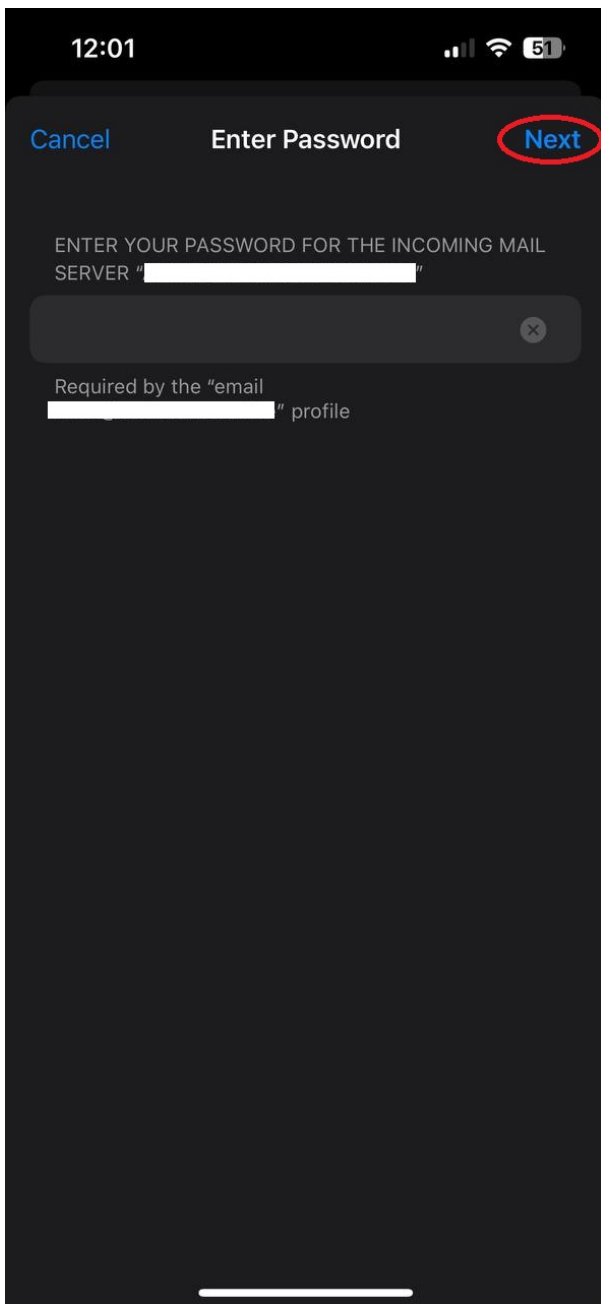


4. Click "Install":

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, 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.
