Mailboxes

Instructions and how-tos for Joker Mailboxes

- Introduction to Joker Mailboxes
- Creating a Mailbox
- Mailbox Management
- Webmail Client: Usage and Plugin Overview
- Configuring Joker.com Mailboxes with Mail Clients
- Mailboxes: Troubleshooting
- Email Security
- Features

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. **Catch-all** alias is also supported.
- **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.
  - No ads.
- **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. This is adjustable by the user.
- **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 that has a remaining term of **7 months**, and you want to add a basic mailbox:

basic mailbox 7 months = 0.6 years:	USD 6.67*
result - domain term is unchanged, and **7 months** of mailbox service	USD 6.67*
mailbox is only charged for the remaining term of the domain	

Acquire a mailbox for an existing domain (II)

Suppose you have a .com domain that has a remaining term of **less than 1 month**.

basic mailbox <1 month = not charged	USD 0.00*
result - domain term is unchanged, and **3 months** of mailbox service	USD 0.00*
in this case, the mailbox fee is rounded down to zero - you will still get an invoce, which can be ignored	

> **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

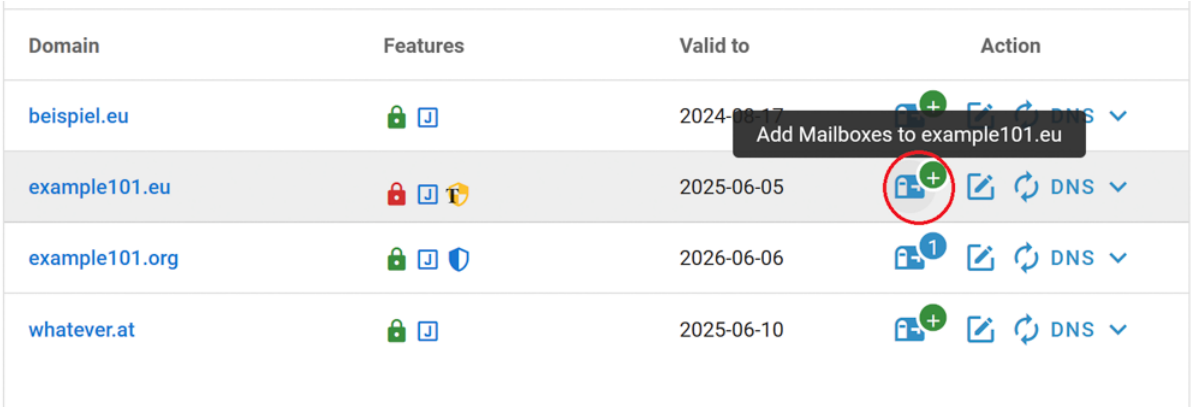
Creating a Mailbox

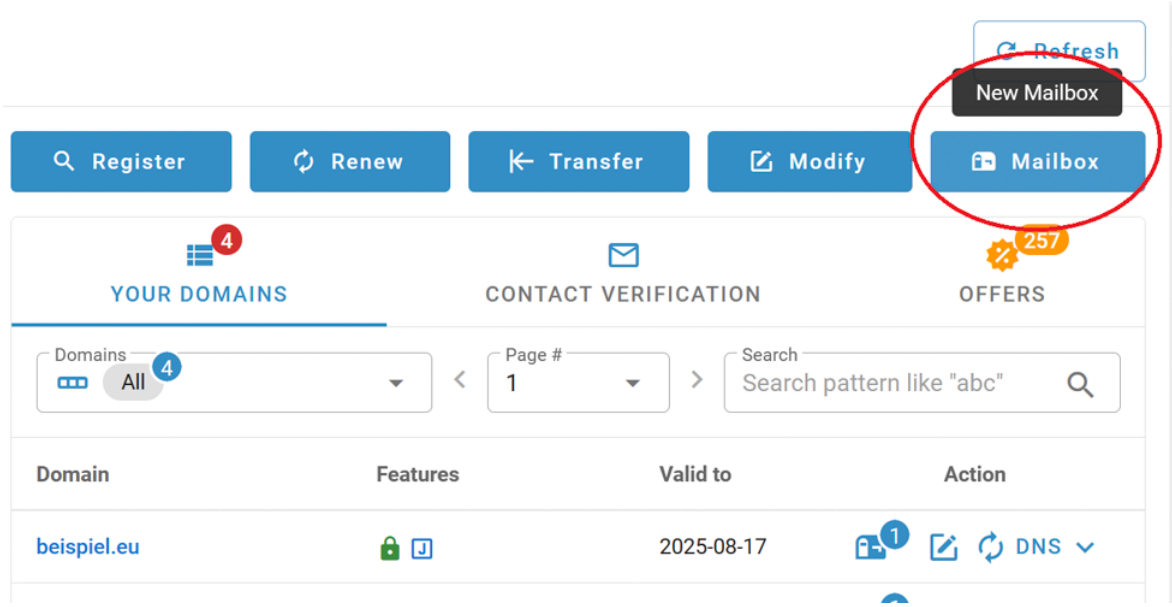
Creating a New Mailbox for Your Domain

> **Note:** When ordering a mailbox for domains that are **not** using **Joker.com nameservice,** you need to make sure that you add the necessary DNS record to your nameservers. Those records are shown below, and also when you create your mailbox.

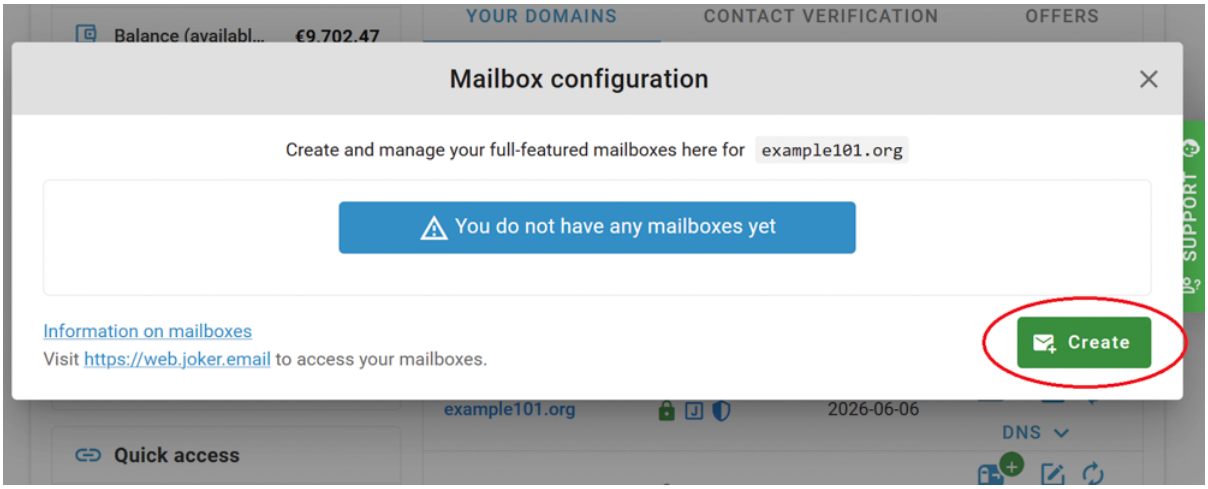
Add a mailbox to your domain in a few easy steps:

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

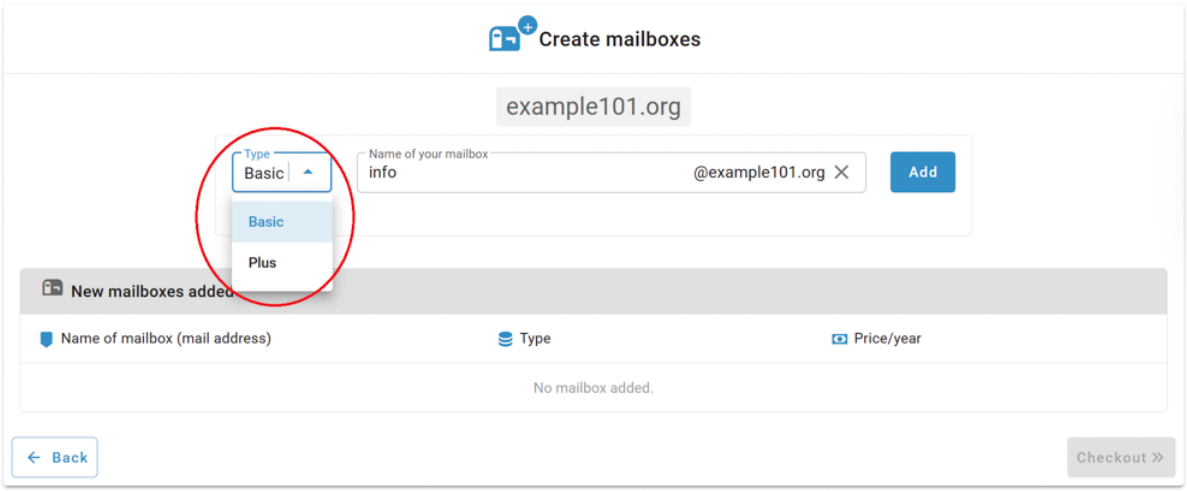




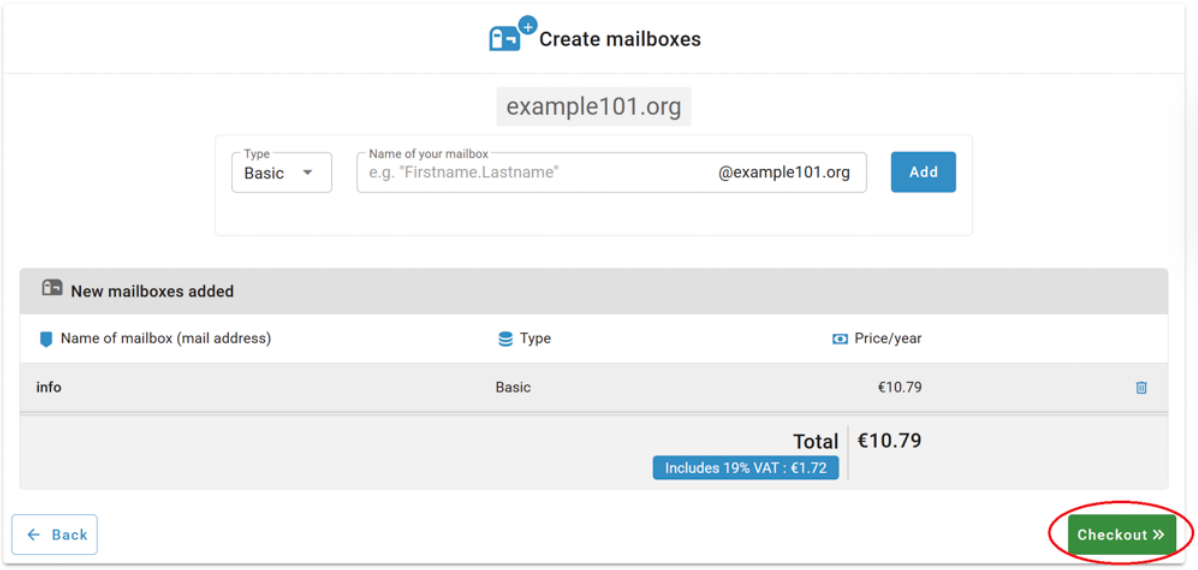
2. On the next screen, click "Create":



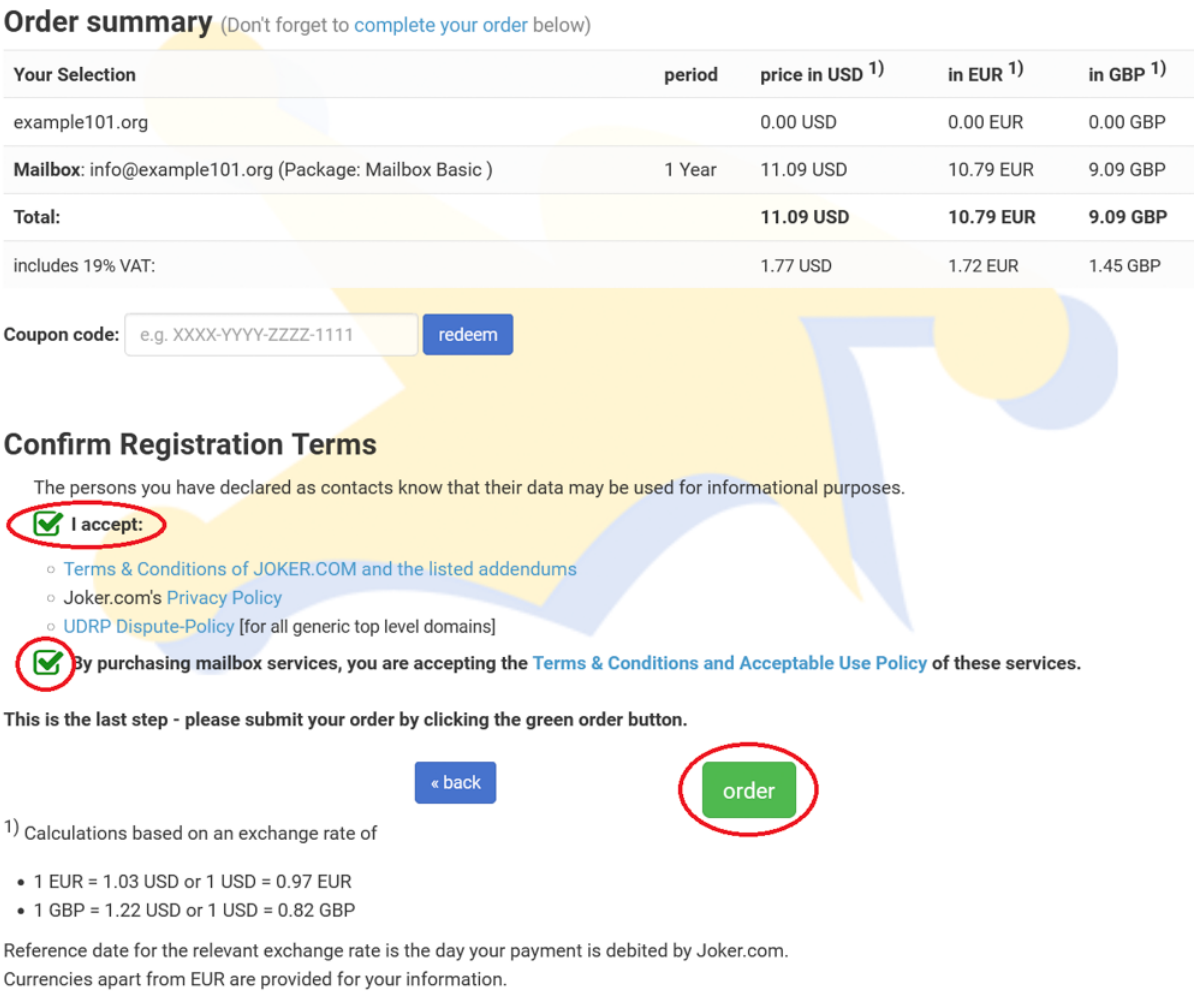
3. Choose the subscription plan, create a name for your mailbox and click "Add":



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.

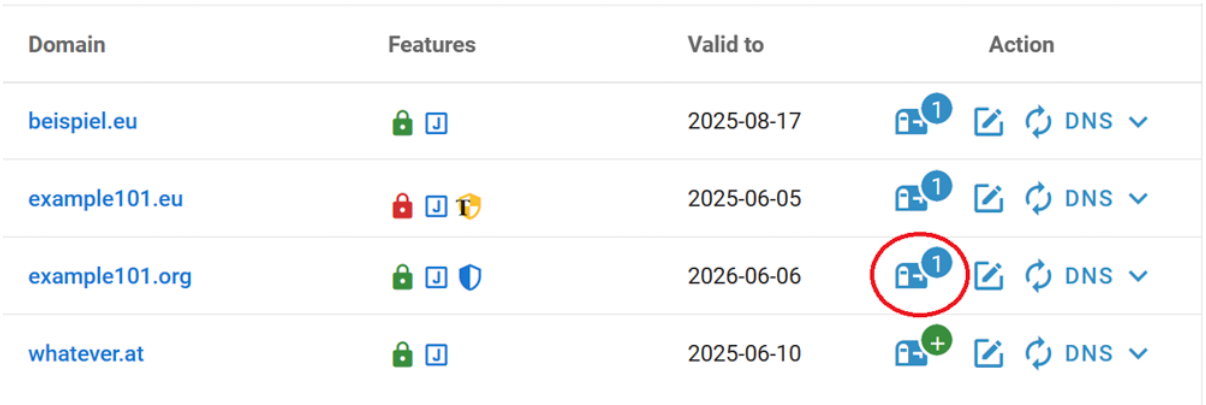
« back order

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		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!**

Nameserver Records

We **automatically** add the entries required for your mailbox to the name server (in case the domain uses **Joker.com nameservice**). This also applies to SPF and DKIM.
You will only be notified if you have already made your own entries at this point – see also below.

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 records shown below are also needed in case you created mailboxes for domains which do use your own external nameservice.

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"

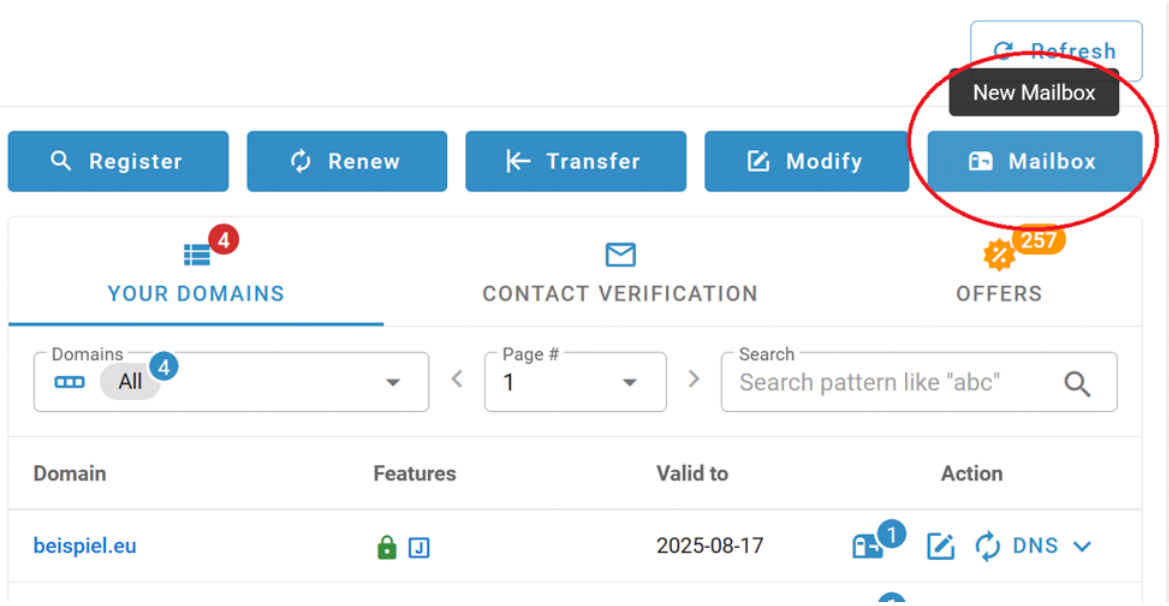
We also recommend using DKIM. To do this, simply add these two CNAME records:

jokermail1._domainkey.Your-Domain CNAME jokermail1._domainkey.joker.email
jokermail2._domainkey.Your-Domain CNAME jokermail2._domainkey.joker.email

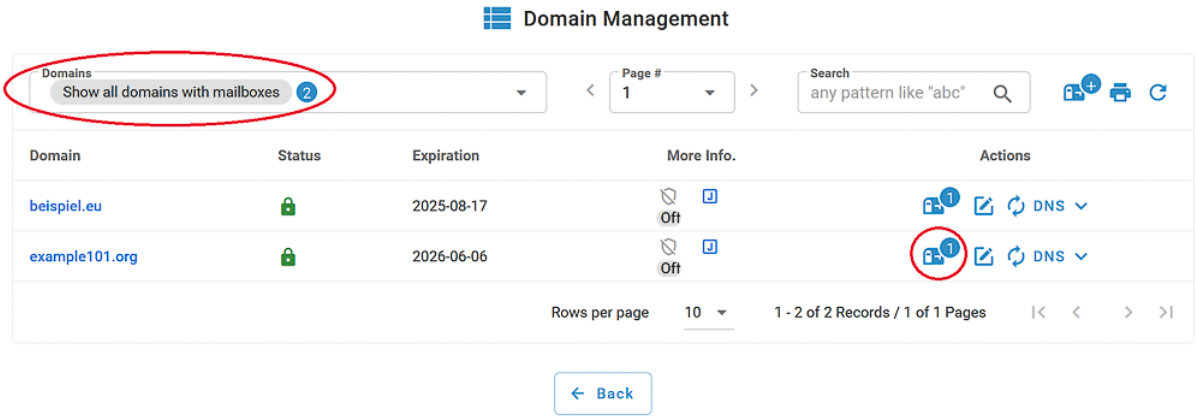
Note: To conveniently transfer all emails from the old mailbox to your new one, you can simply drag and drop the folders from the old mailbox to the new one using the mail program ‘Thunderbird’, for example - where you have set up mailboxes.

Mailbox Management

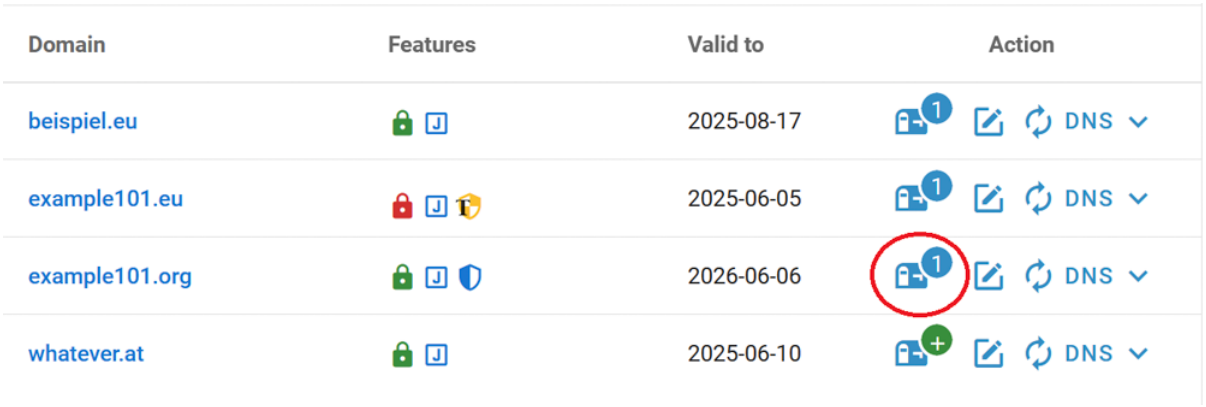
To access the Mailbox configuration, enter the Domain Management by clicking on the "Mailbox" button:



Set the filter to "all domains with mailboxes", then click the mailbox icon next to the domain name:



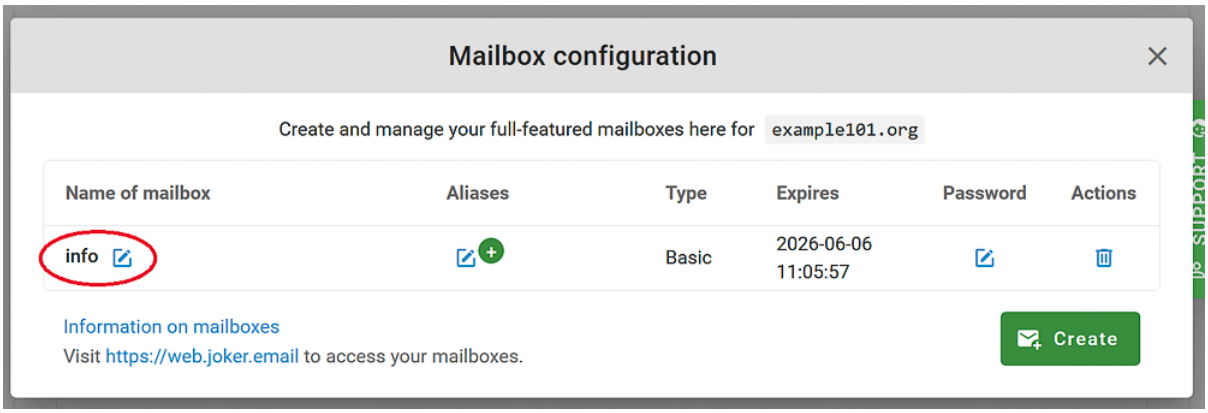
Or you can manage your mailbox by clicking the mailbox icon next to the domain name on your dashboard:



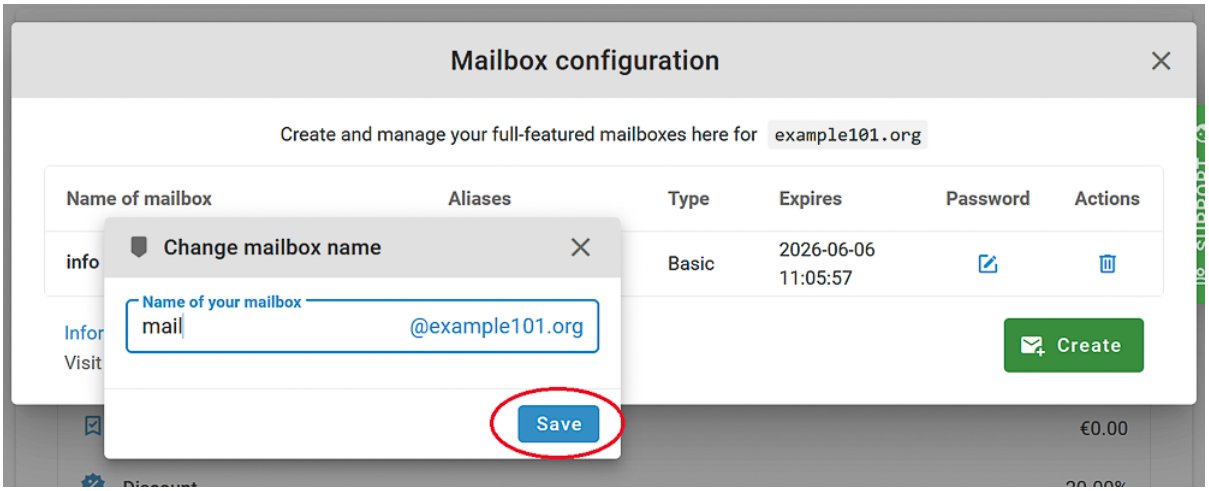
Overview of Management Functions

Change Mailbox Name

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



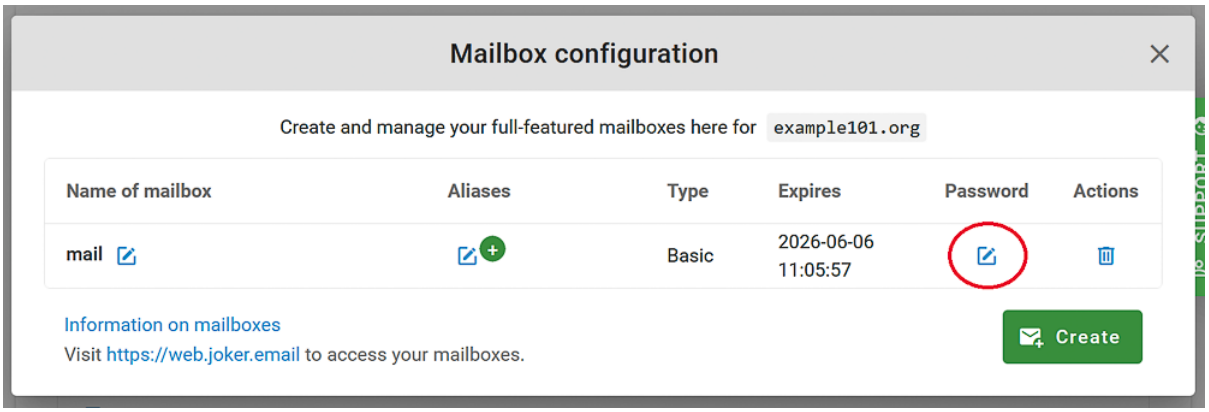
2. Enter the new desired name for your mailbox and click "save":



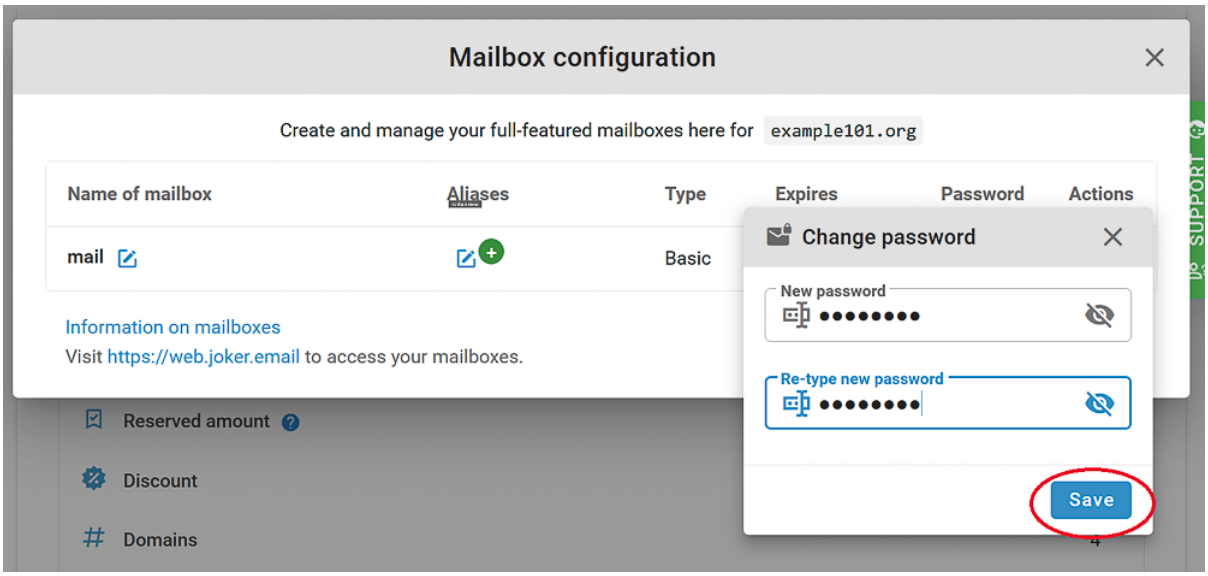
Set or Change Mailbox Password

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:



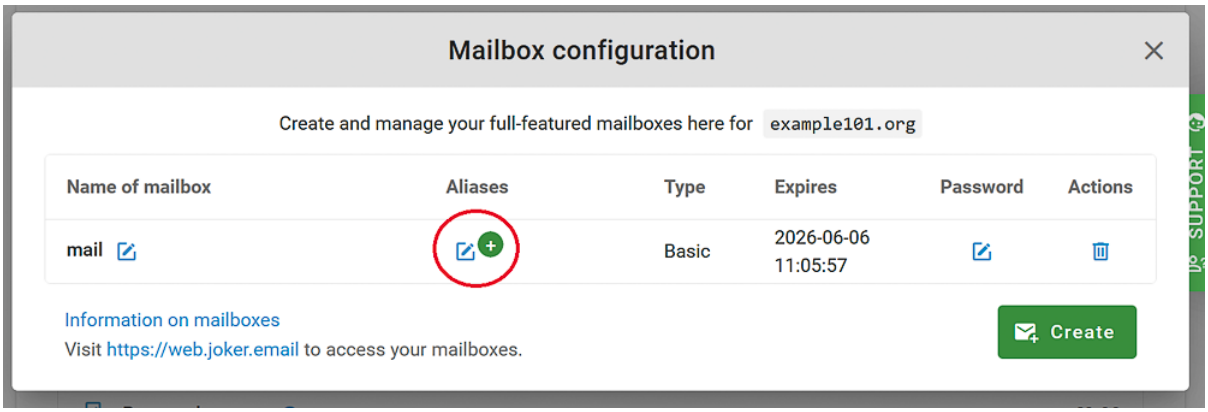
2. Enter a desired password that is at least 8 characters long and contains a special symbol. Click "save":



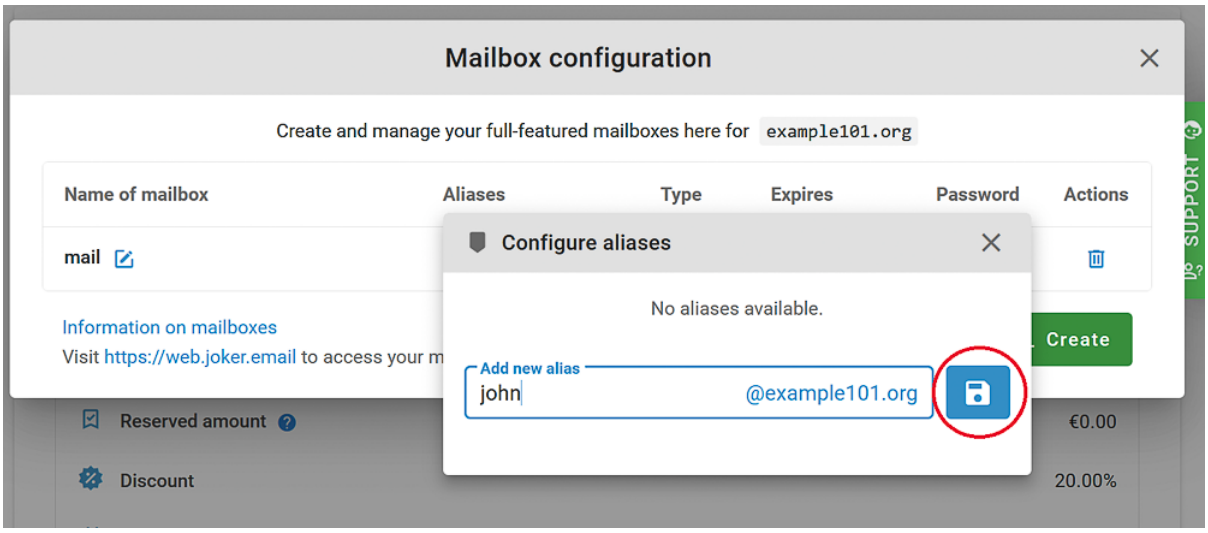
Create and Manage Mailbox Aliases

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:

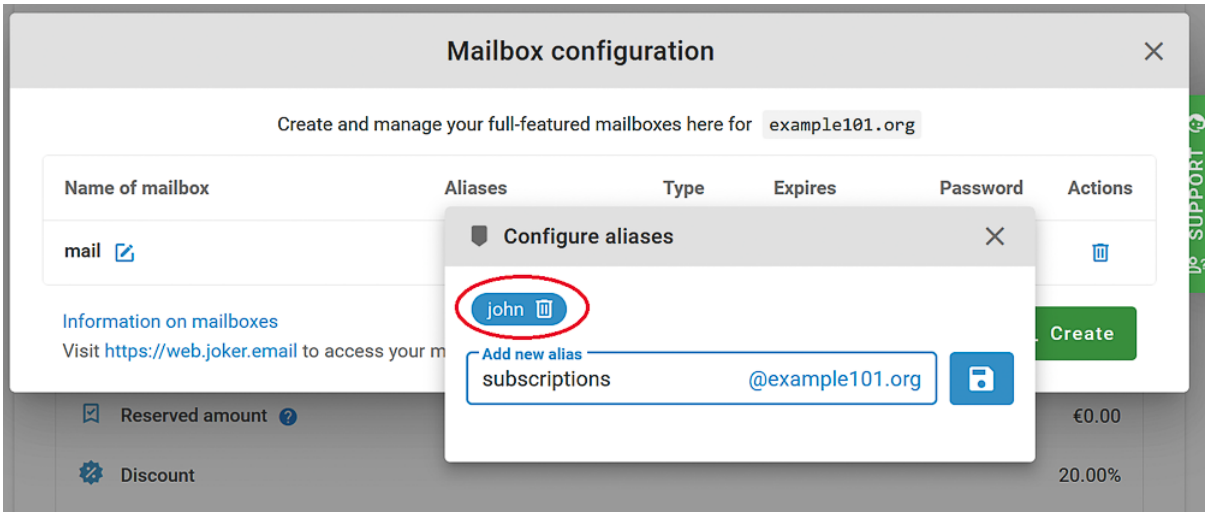
1. Go to the mailbox management menu and click the "edit" icon under "Aliases":



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

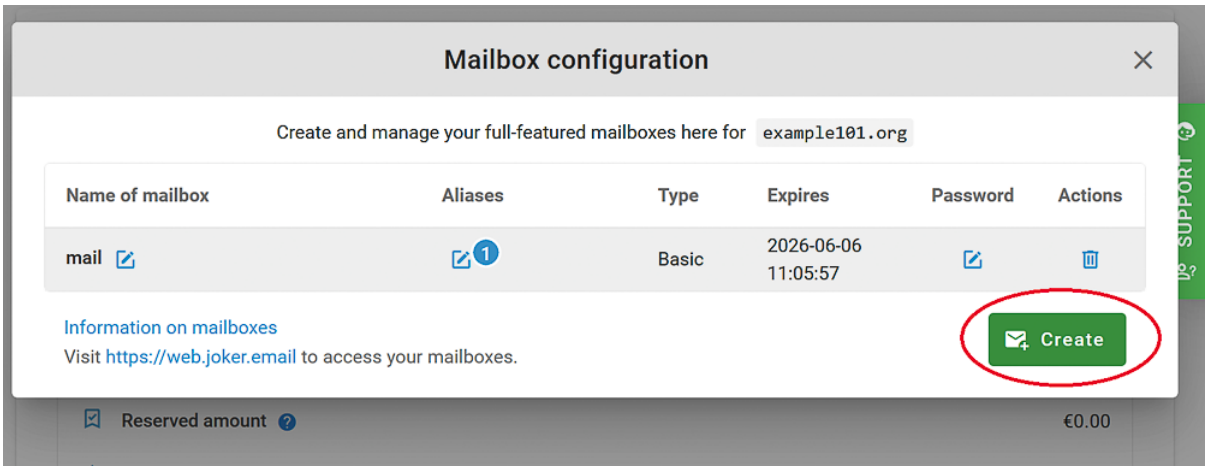


3. Manage aliases: after creating an alias, it will appear in the alias configuration. To delete an alias, click the trash bin icon next to it. You can also add more aliases as needed.



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.

Using Catch-all Alias

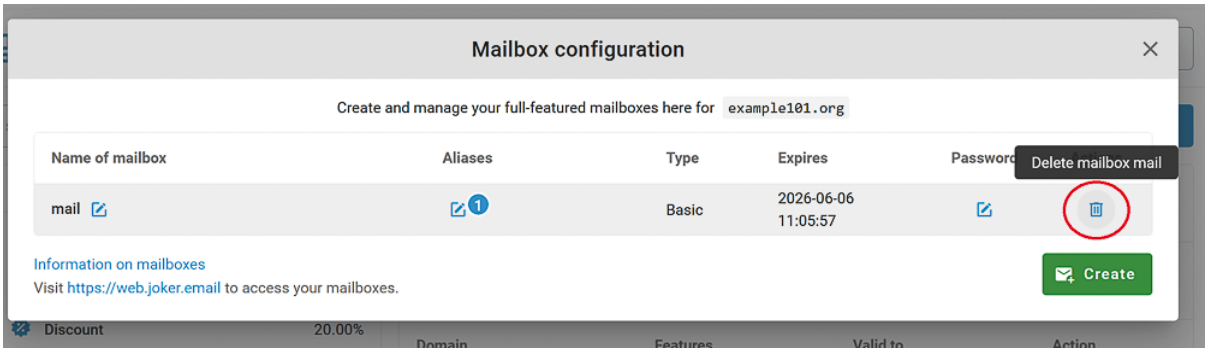
By using the special alias **'*'**, your mailbox will accept **all** emails sent to this mailbox. You can then use the SIEVE filter options in the webmail client, for example, to process the incoming emails.

Change mailbox tariff

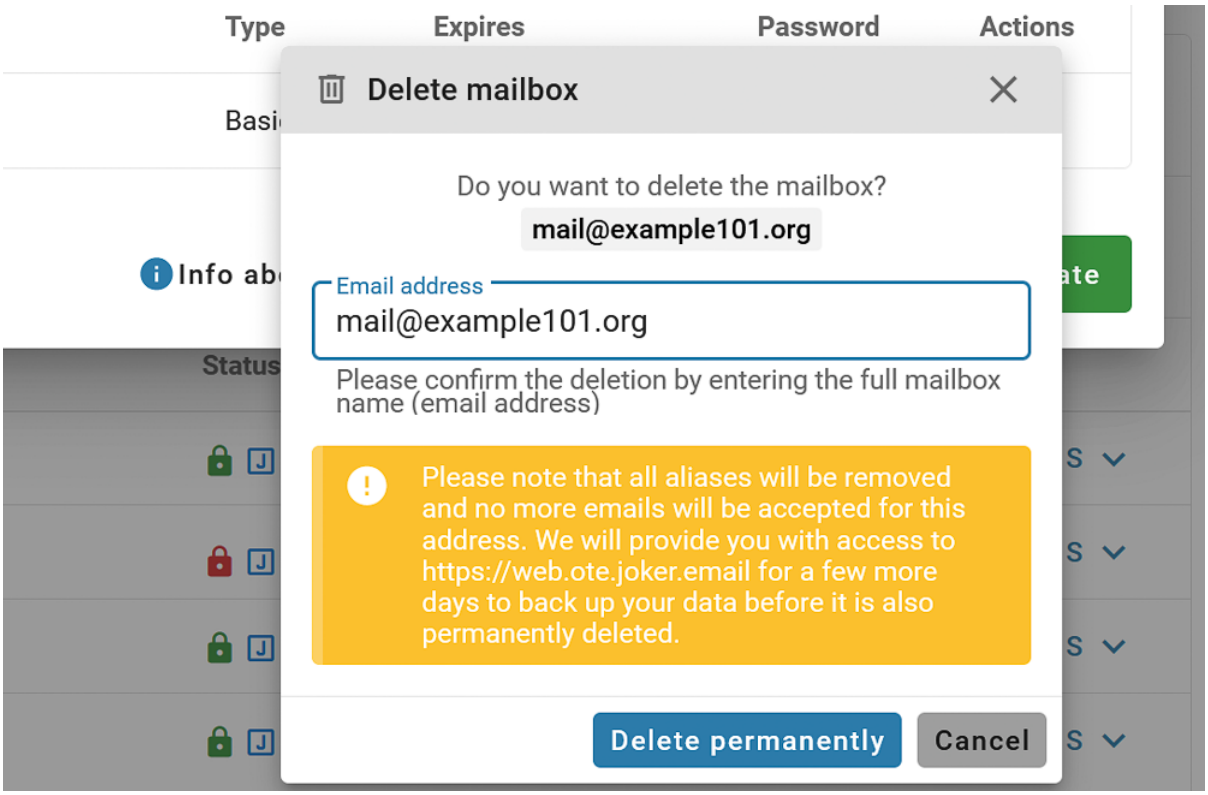
Unfortunately, it is not yet possible to switch from one mailbox tariff to another via the user interface. If you would like to **switch from the 'Basic' mailbox to 'Plus'**, e.g. to increase the storage space, please contact our **support team**, who will then make the necessary arrangements for you.

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

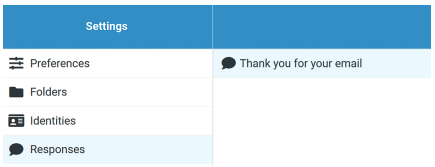
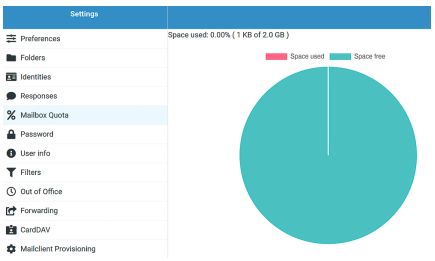
Main Functions

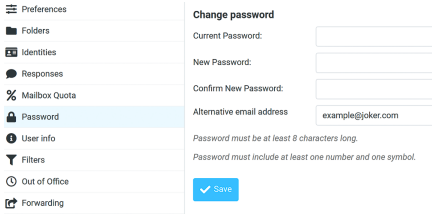
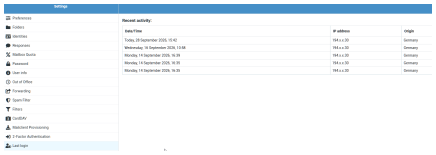
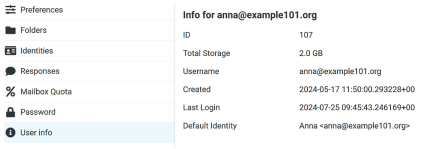
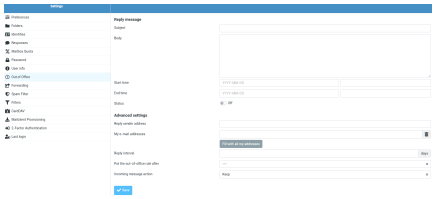
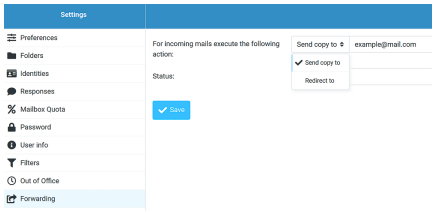
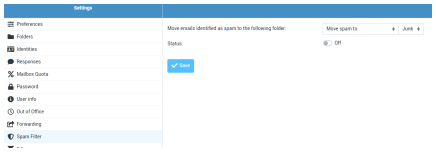
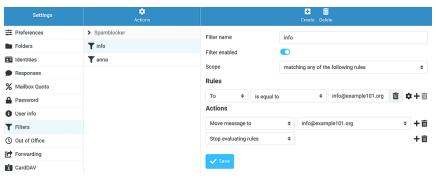
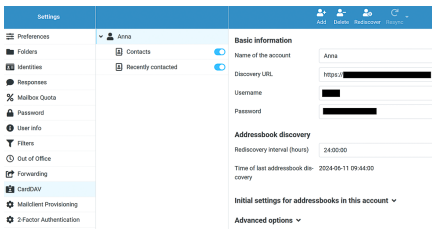
Our Joker.com webmail client is based on Roundcube Webmail, below you will find the original documentation and how-tos:

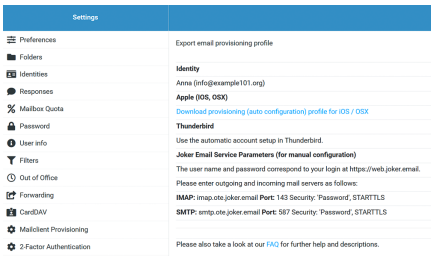
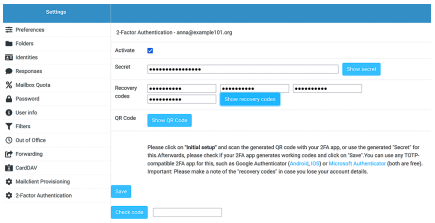
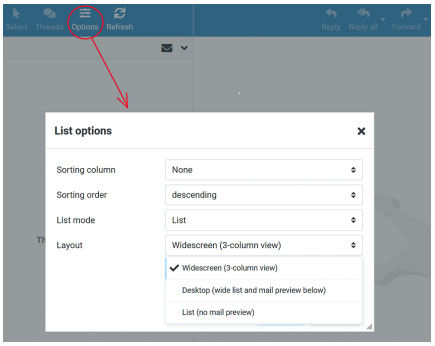
- User Guide in English
- User Guide in German

> **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.
Security		A list of recent logins to your account, with an approximate location. If you notice any suspicious logins, you should change your password immediately and enable two-factor authentication.
User info		Overview of user information including the allocated space for your mail according to your subscription plan.
Out-of-Office (Vacation)		Allows to activate an auto-responder to inform senders about you being absent.
Forwarding		Allows to send a copy or redirect the incoming emails to desired address. Can be enabled and disabled anytime.
Spamfilter		Our email systems always scan for spam content and flag emails if any is detected. To make use of this flagging, you can **enable** the filtering here.
Filters		Allows creating filters, managing rules and sorting incoming emails using **Sieve**.
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.

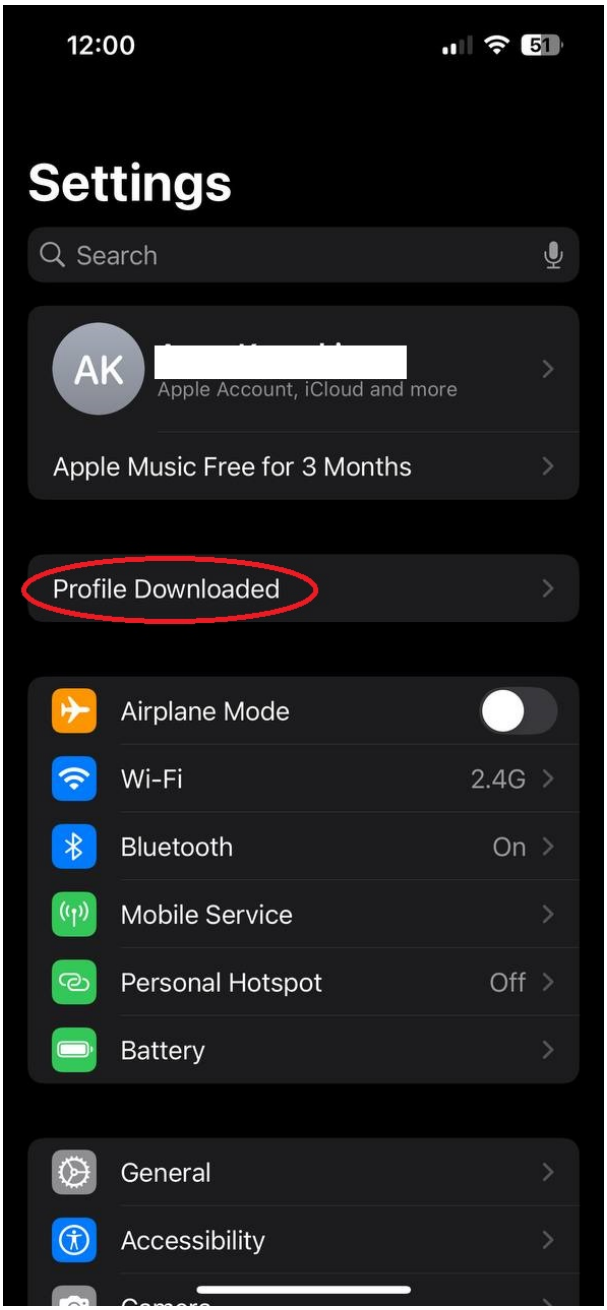
Android	Set up the provisioning manually using the parameters specified above, in case the automatic configuration does not succeed.
Windows	Set up the provisioning manually using the parameters specified above.

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)

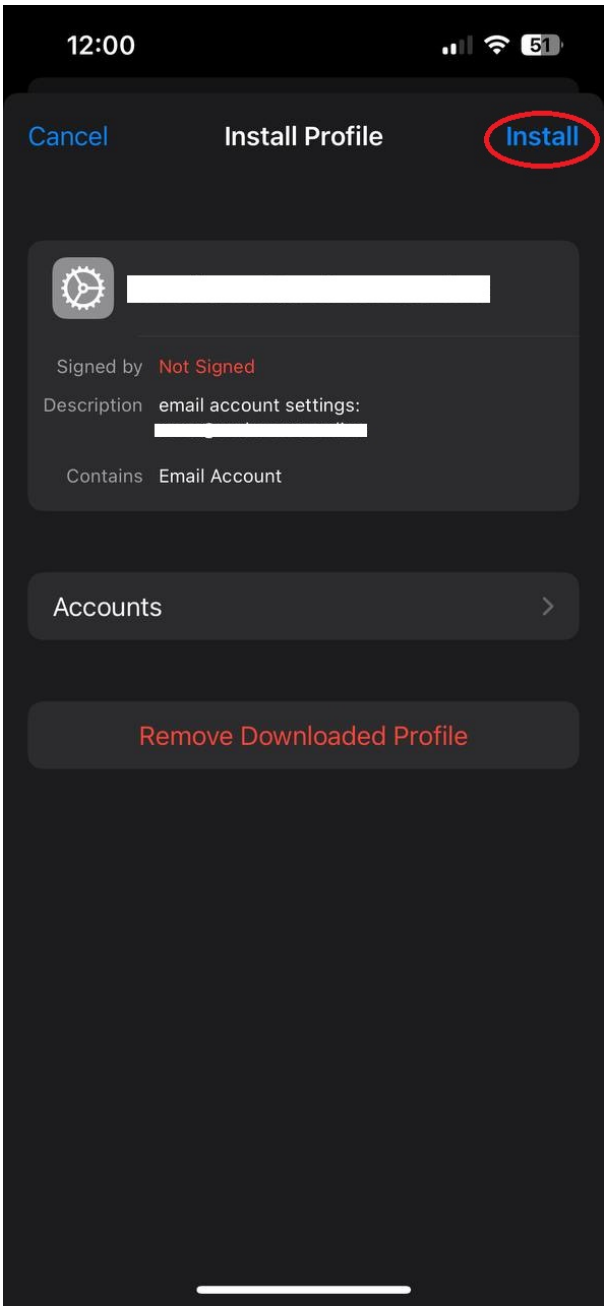
2. Visit 'Settings' -> 'Mailclient provisioning', and click on the 'provisioning profile' link. You will get the prompt "Profile loaded".

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

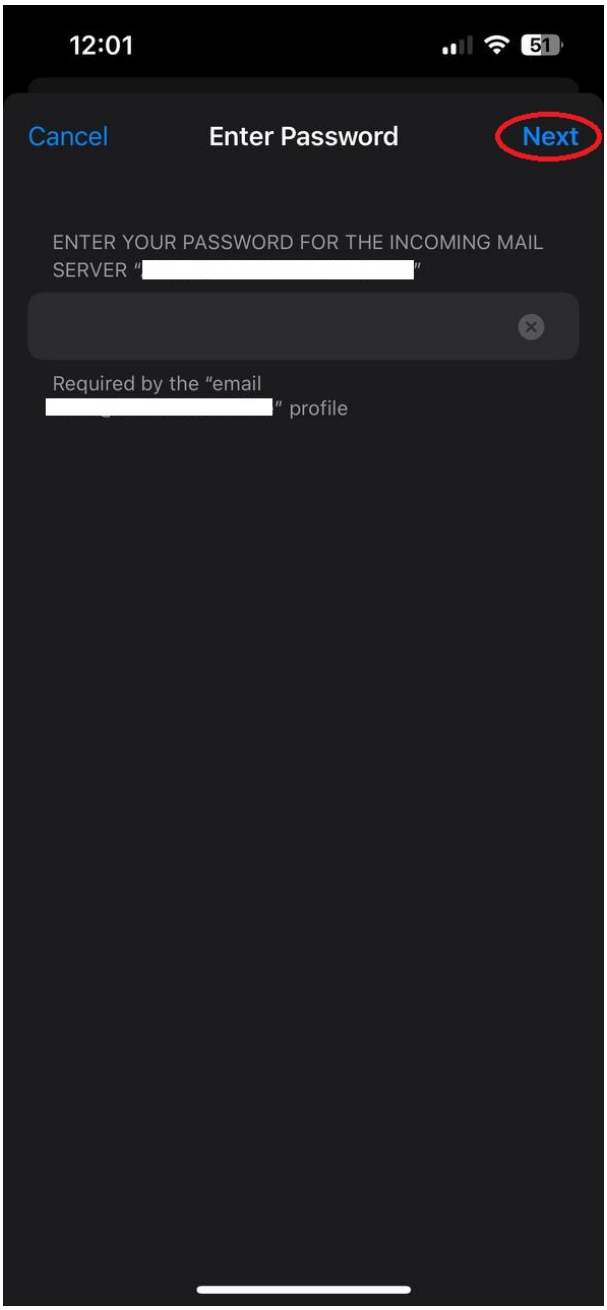


4. Click "Install":

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.

Email Security

SPF (Sender Policy Framework)

SPF is an email authentication method that **specifies which mail servers are allowed to send emails on behalf of your domain**. This helps receiving servers detect and block **unauthorized senders**, reducing the risk of spam and phishing using your domain.

- **Joker.com mailboxes:** SPF records are automatically created, so no action is needed.
- **Other mail services:** You need to create an SPF TXT record yourself as described here. Instructions for adding SPF records can be found here

> If you create an **Email Forwarding** at Joker.com, an SPF record is **not** created automatically. It is strongly recommended to **create** and **set up an SPF record** for forwards - especially if you forward emails to providers such as Gmail - to ensure proper email delivery.

How it works:

1. When an email is sent, the receiving server checks your SPF record.
2. If the sending server is listed in your SPF record, the email passes authentication.
3. If it's not listed, the email may be marked as spam or rejected.

DKIM (DomainKeys Identified Mail)

DKIM adds a **digital signature to your outgoing emails**, ensuring that the message **hasn't been tampered with** and that it really comes from your domain. This improves trust with email providers and recipients.

- **Joker.com mailboxes:** DKIM records are automatically set up.
- **Other mail services:** You need to create a DKIM TXT record yourself. Instructions for adding DKIM records can be found here

How it works:

1. Your mail server signs each outgoing email with a **private key**.

2. The receiving server uses the **public key in your DKIM record** to verify the signature.
3. If the signature matches, the email passes authentication; if not, it may be flagged as suspicious.

DMARC (Domain-based Message Authentication, Reporting & Conformance)

What is DMARC?
DMARC (Domain-based Message Authentication, Reporting & Conformance) is an email authentication standard that helps protect your domain from email spoofing and phishing. It works with SPF and DKIM to tell receiving mail servers how to handle emails that fail authentication.

What does a DMARC record help you with?
A DMARC record helps you:

- Prevent attackers from sending fake emails using your domain
- Improve email deliverability
- Gain visibility into who is sending email on behalf of your domain
- Protect your brand and users from phishing

What should I do before setting up DMARC?
Before setting up DMARC, make sure that you have **SPF and DKIM** records in place for your domain.

> If you are using Joker Mailboxes, **SPF and DKIM** are set up automatically.

How is a DMARC record added?
A DMARC record is added as a DNS TXT record for your domain. The basic format of a DMARC record starts with `v=DMARC1; p=`, followed by your policy.

- In the DNS configuration section, choose "TXT" as record type.
- The Name field should be set to `_dmarc`.
- In the Content field, paste your DMARC policy (example below).

What does a simple DMARC record look like?
A simple DMARC record for monitoring only looks like:

v=DMARC1; p=none; rua=mailto:dmarc@example.com;

Explanation:

- `v=DMARC1` – DMARC version (required)
- `p=none` – Monitor only, no enforcement
- `rua=` – Email address where aggregate reports are sent

> Starting with `p=none` allows you to monitor email traffic without blocking anything. Once you review reports and confirm legitimate senders are properly authenticated, you can gradually move to a stricter policy (`quarantine` then `reject`) as you gain confidence in your email sending practices and ensure that legitimate emails are properly authenticated.

What are the available DMARC policies?

- `p=none` – Monitor only, no action taken on failed messages
- `p=quarantine` – Place failing messages in spam/junk folder
- `p=reject` – Block delivery of failing messages completely

Example of a strict policy:

v=DMARC1; p=reject; rua=mailto:dmarc@example.com;

What information do DMARC reports show?
DMARC reports show:

- Which servers send email for your domain
- Whether emails pass or fail SPF/DKIM
- Potential abuse or misconfiguration

Reports are sent in XML format to the email address specified in `rua`.

How can I check if my DMARC record is working?

- Use online DMARC lookup tools like DMARC Analyzer, MXToolbox, or Google Admin Toolbox
- Run a DNS TXT lookup for `_dmarc.example.com`
- Wait for DMARC reports to arrive at your reporting address

Features

Message Filters

The Joker.com mail client includes a powerful **Message Filters** feature that lets you automate the handling of incoming emails. Filters can organise your mailbox, reduce clutter, and help you stay focused on the messages that matter most.

Incoming message filters are customizable rules that automatically apply actions to emails as soon as they arrive. You define the conditions - such as sender, subject, or message content - and select what should happen to messages that match these conditions.

Filters can be used to:

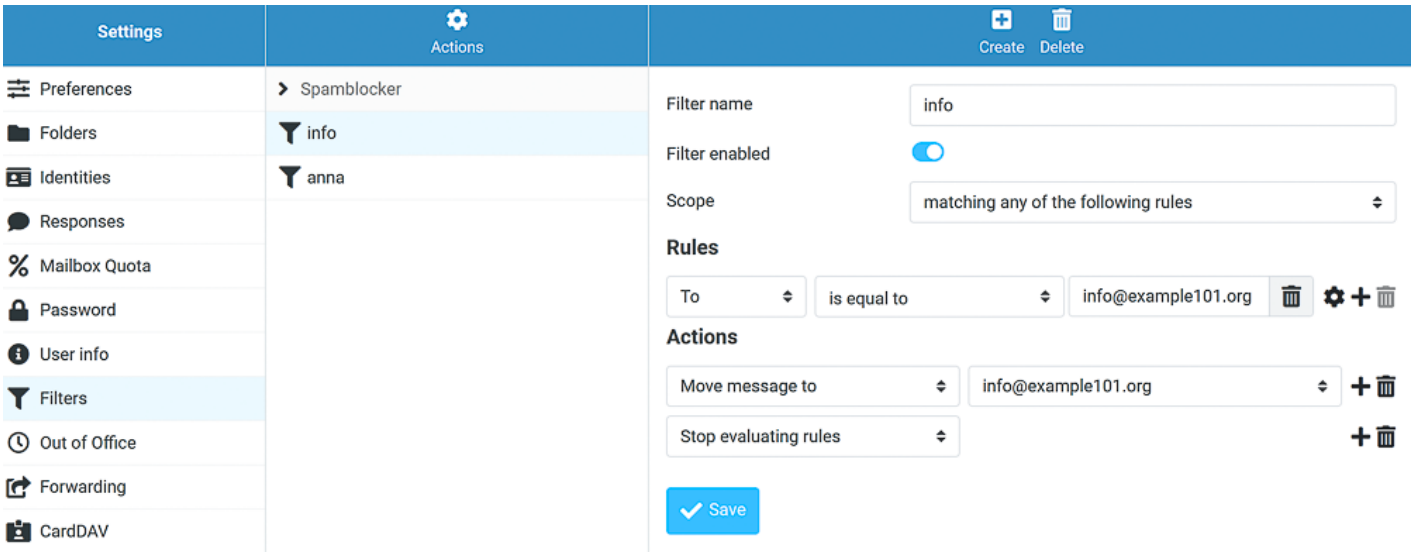
- Sort messages into dedicated folders
- Highlight important mail
- Reduce spam visibility
- Organise newsletters or automated notifications
- Apply multiple rules automatically without manual sorting

Each filter can be enabled or disabled at any time without removing its settings.

Where to Find the Feature:

1. Log in to Joker.com mail client.
2. Open the **Settings** panel.
3. Navigate to the **Filters** or section.

In this view, you can create new rules, edit existing ones, reorder filters, or temporarily deactivate them.



Email Redirection

The Joker.com mail client includes a flexible **Email Redirection** feature that allows you to automatically send incoming messages to another email address. This can be useful when you want to monitor your mailbox from a different account, keep backups of your mail, or route messages to colleagues or additional mailboxes.

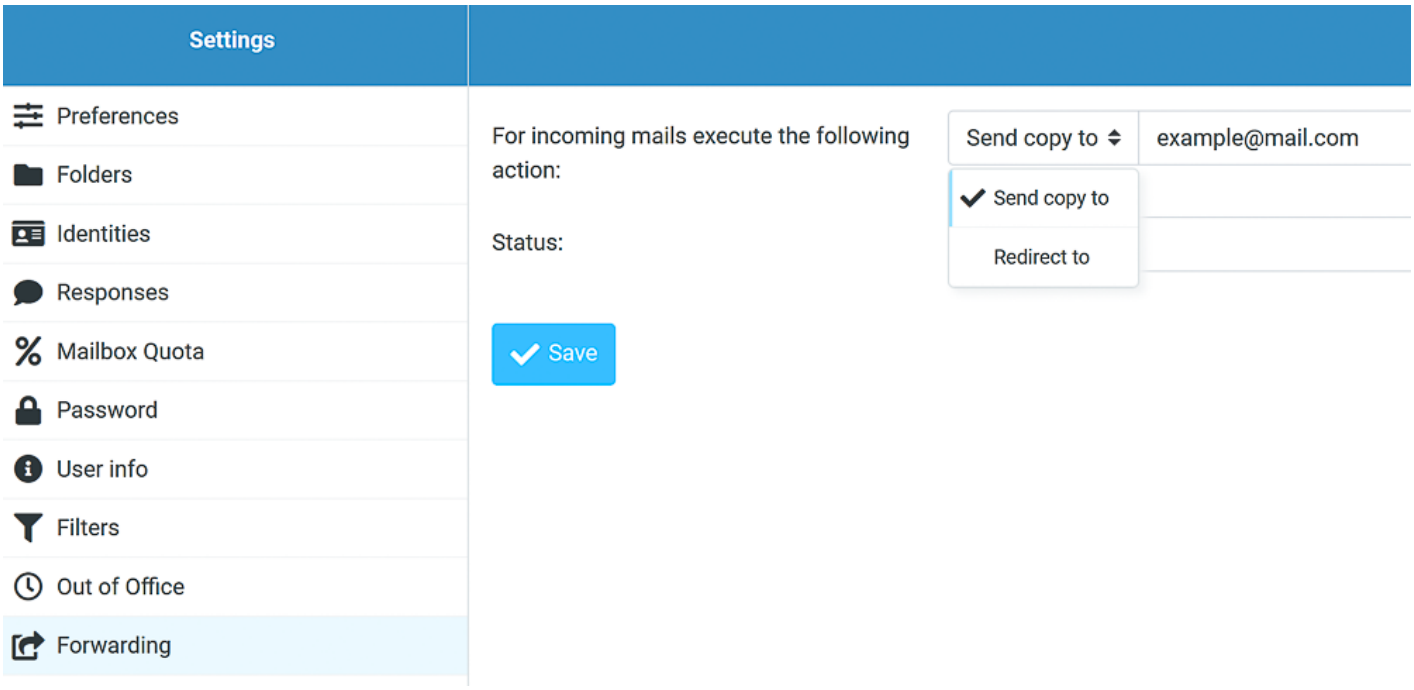
Email redirection automatically handles every incoming message according to the rules you configure. The option can be turned **on** or **off** at any time, and supports two behaviours:

1. **Send a Copy to** – Keeps the original message in your Joker.com mailbox and sends an additional copy to the target address.
2. **Redirect to** – Redirects the email entirely to the target address, without storing it in your Joker.com mailbox.

Depending on your workflow, you can choose the mode that fits your needs.

Where to Find the Feature:

1. Log in to Joker.com mail client.
2. Open the **Settings** panel.
3. Navigate to the **Forwarding** section.



If you want to forward emails **without creating a Joker.com mailbox**, you can use the email forwarding option available directly in the **DNS Manager** of your domain.