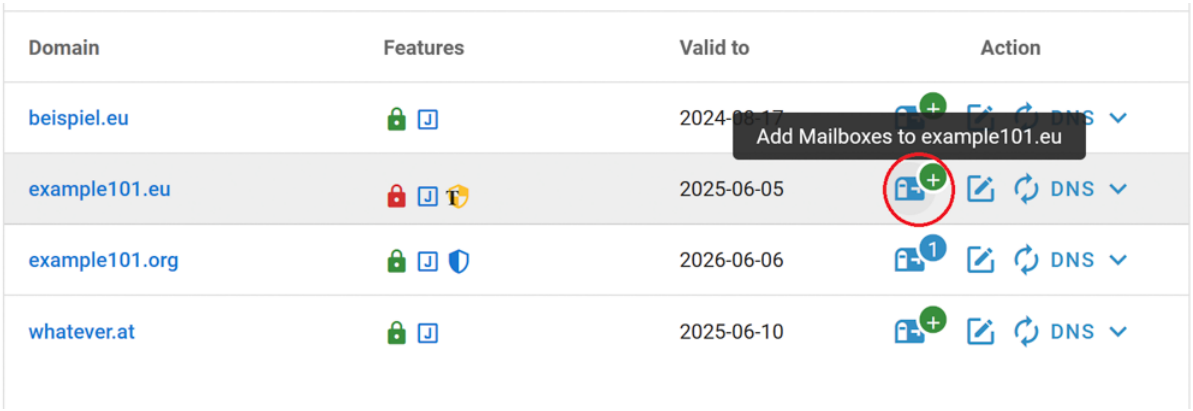
Creating a Mailbox

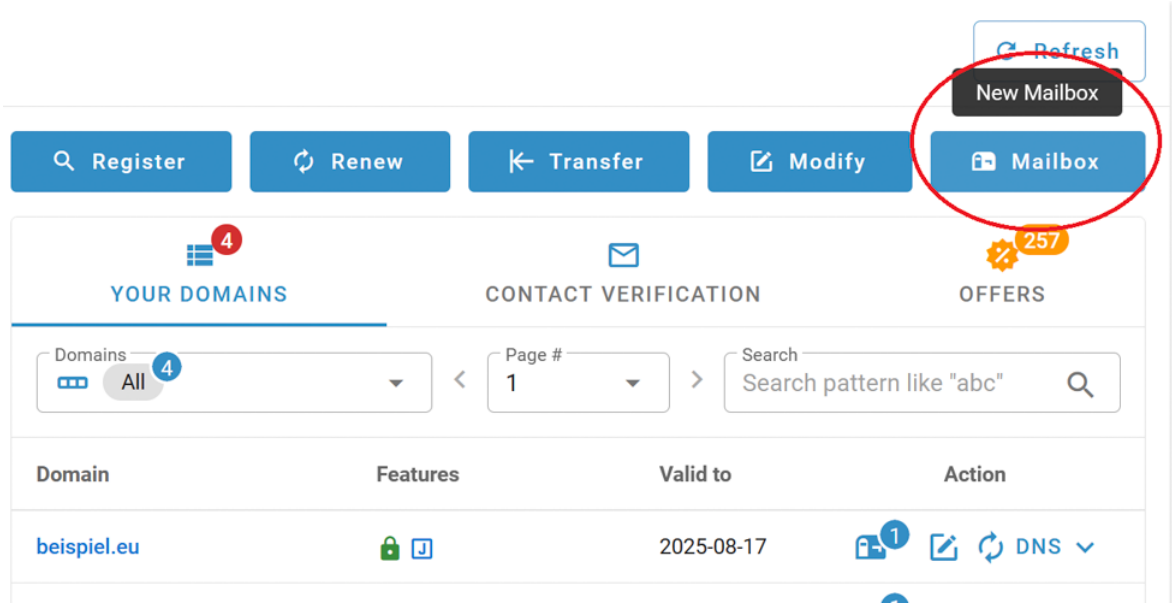
Creating a New Mailbox for Your Domain

> **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.

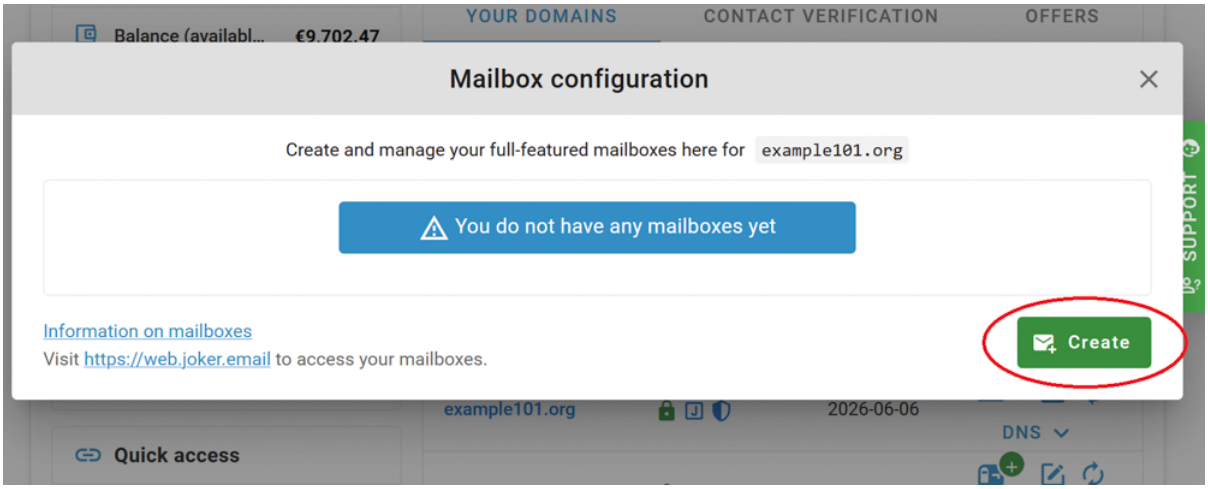
Add a mailbox to your domain in a few easy steps:

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

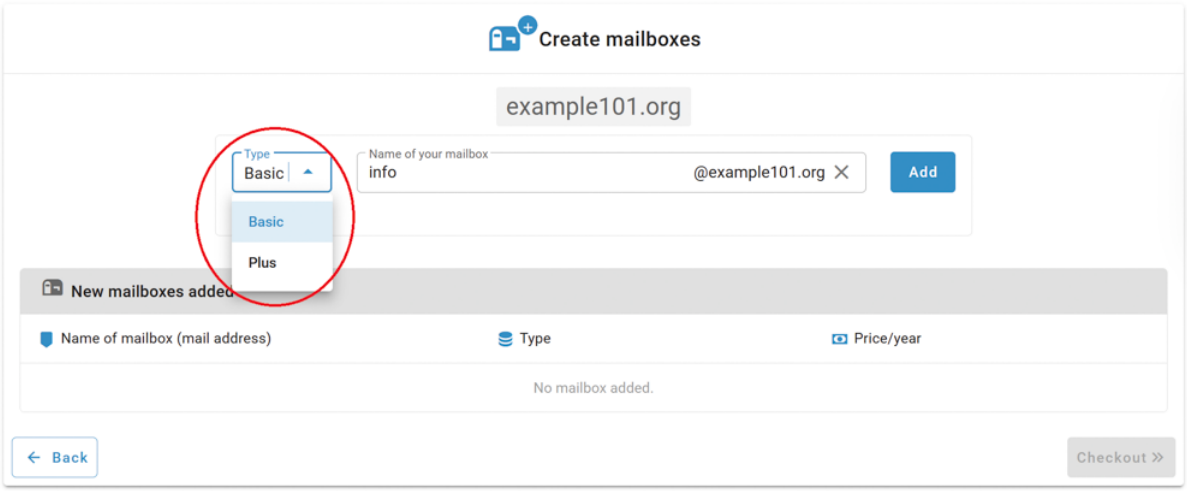




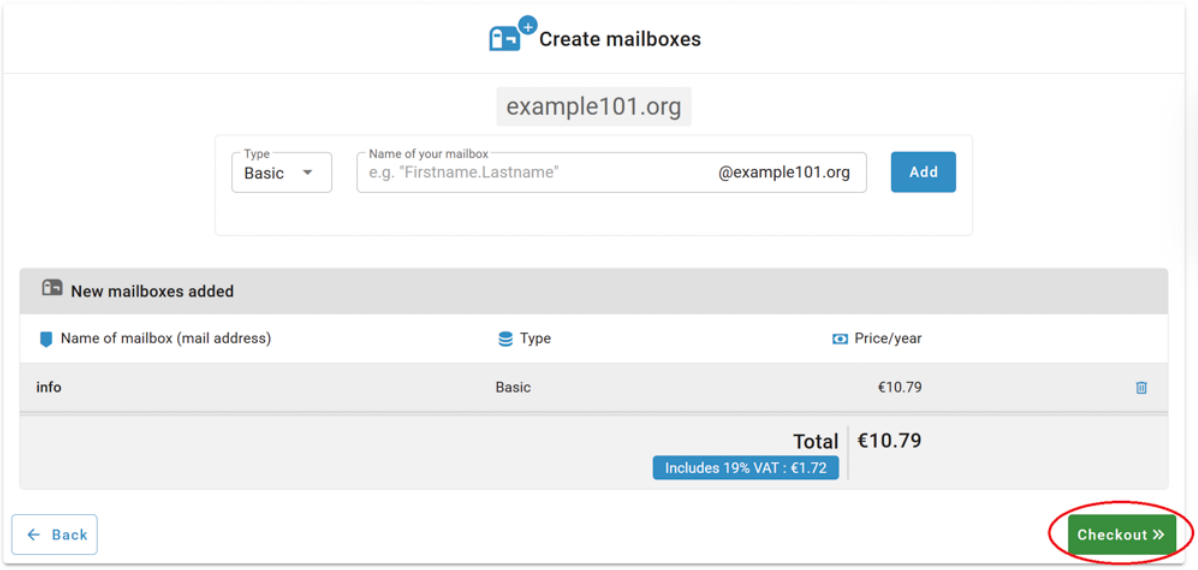
2. On the next screen, click "Create":



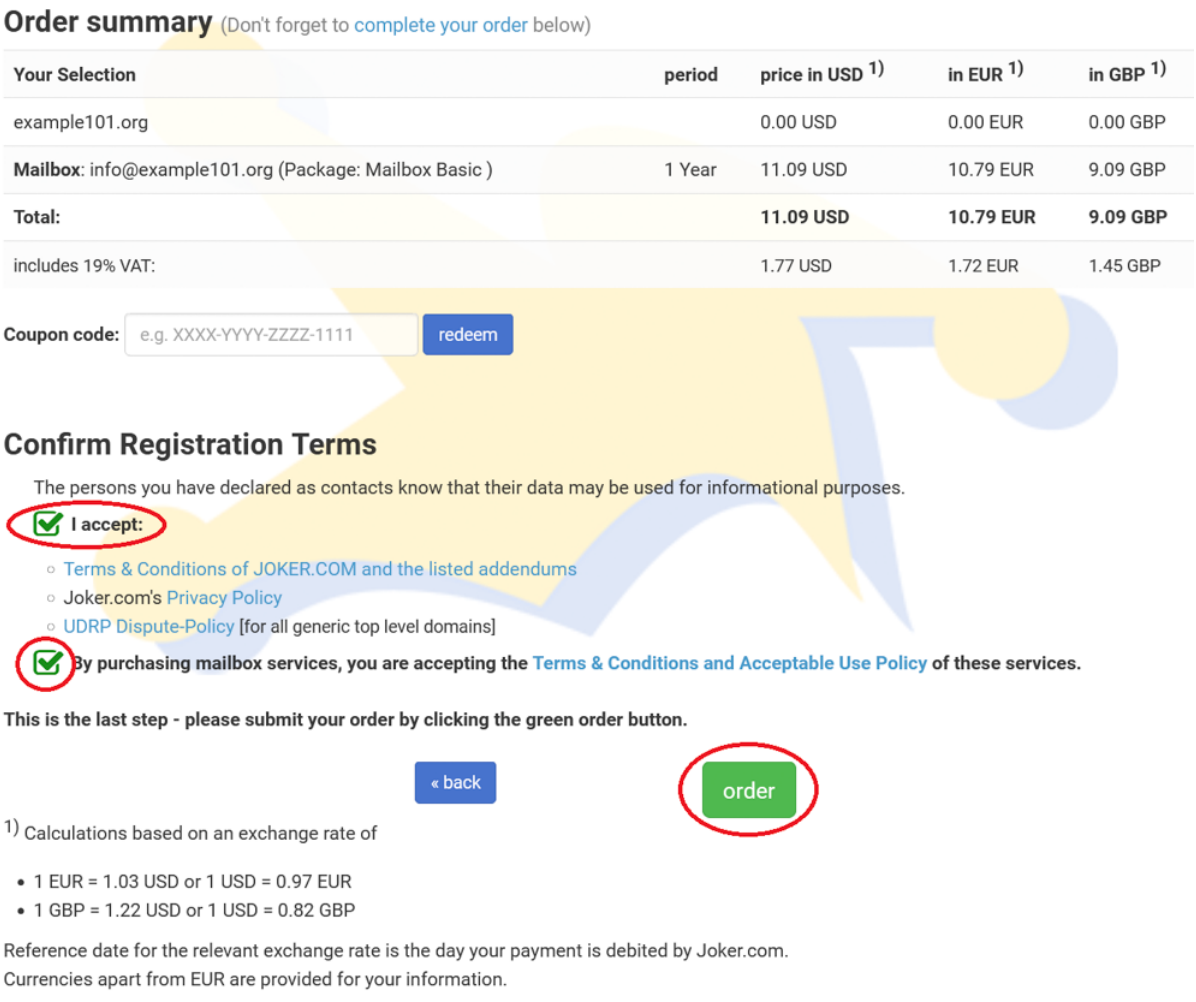
3. Choose the subscription plan, create a name for your mailbox and click "Add":



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.

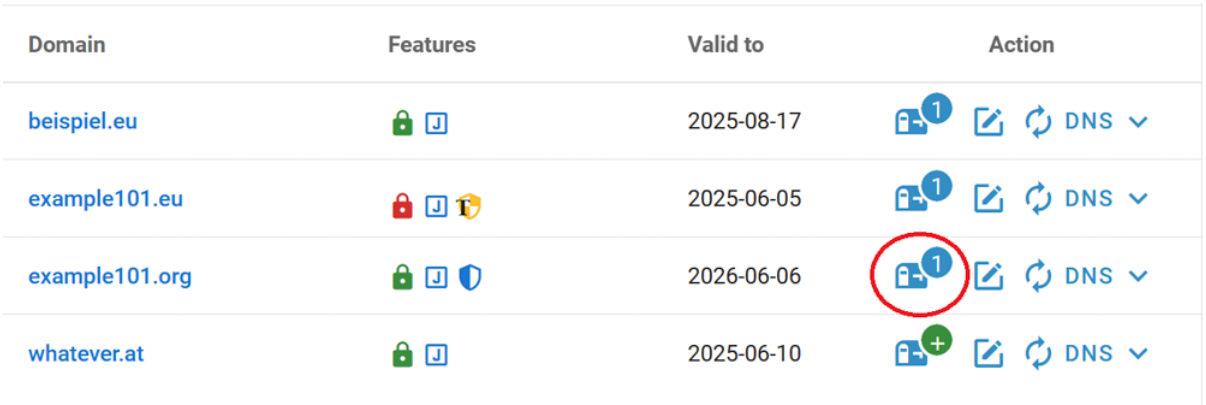
« back order

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.

Revision #28
Created 2024-06-12 10:07:50 UTC by Admin
Updated 2026-06-22 10:23:18 UTC by Administrator