

Set up of Auto-Responders

These are commonly used for “Out of Office” messages

You first need to understand the difference between a Forwarder and an Auto-Responder – you may well need both. If you are out of the office and want email to accumulate in your mail box while you are away until you get back, then you do not need a forwarder. But if you want mail sent to somewhere else (e.g. a gmail account), then you’ll need a forwarder. Forwarding can be of two types:

1. Only to another account – this is currently used by many people so that email going to (e.g.) ceo@mydomain.com is forwarded to bill@cogeco.ca
2. Copied to another account but also goes to direct pickup account. For example, mail to ceo@mydomain.com is forwarded to bill@cogeco.ca but is also picked up by bill at his account ceo@mydomain.com. This would create duplicates so would only suit if you were away from the office – you would then get emails sent to your personal address while away but would still be in the office mail box when you get back. [To create these, just create a forwarder per instructions below, without deleting the regular direct pick-up account].

An auto-responder will act on any email address specified whether or not it has a separate forwarder or direct account or not. When an email, is addressed to the address specified, it will reply with the content specified.

Set up

Forwarder

Go to your CPanel, and in the Mail group, click on Forwarders. Click on Add forwarder. Enter the part of the email address before the @ then select the required domain from the drop down box. Then enter the “Forward to address” in full. You will note you can also use this screen to dump emails addressed to specific email addresses.

Auto-Responder

Go to your CPanel, and in the Mail group, click on Auto-Responder. Then do the following:

1. Choose a character set. [use **us-ascii** unless you know to use something different]
2. Enter the part of the email address before the @ then select the required domain from the drop down box.
3. In the *From*, *Subject*, and *Body* fields, enter the text that should appear in the auto responder’s message.
4. If the message includes HTML tags, click the HTML Message checkbox. For example, if you want to create a message with links, photos or links, you will need to use HTML code. If you don’t know how to do this, then ignore it. Plain text is fine for this application.
5. Click *Create/Modify* to store the new auto responder.

Restoring

When you get back from vacation, don’t forget to delete any forwarders and auto-responders. Go into CPanel into the same locations as for setup but delete instead!