

Manage Accounts Screen Summary - Scroll down to see complete "How To" instructions.

User This column displays each user of iControl. The Primary User Account is listed first in bold and cannot be deleted. The Primary User account will always have access to all areas on iControl, including email administration. Other user's iControl permissions are set and modified when adding or editing the user. The user column also displays the username needed for logging into iControl. If there is no user listed for an account, no access is available to iControl (for example, a forwarding email account).

Login This column displays the status of each user's ability to login to iControl. An active status allows the user to login to iControl, while an inactive status will restrict the user from logging in to iControl.

FTP This column displays the status of the user's ability to access the website through FTP. This type of website access is most commonly utilized by advanced users and requires an external FTP client such as Dreamweaver or Filezilla.

Email Address This column displays the email address associated with the user.

Mailbox This column will display "On" for a mailbox that will receive mail in an inbox and allow the user to login and manage email in their inbox. "Off" will not allow the user to login. This may display "Off" if the account is set to be a forwarding mail account.

Size - This column displays the size (in MB) of the mail currently found in the account's mailbox as well as the Mailbox Quota or size limit set for this email account.

Forwarding - This column will display "On" if this email account forwards mail to another email address(es). Off will be displayed if mail forwarding is not active for this email account.


Autoresponder - If this column displays "On", then an autoresponder email will be sent in response to incoming emails. If "Off" is displayed, no autoresponders will be sent.

Spam - Displays the current level of spam protection.

Step by Step How To - The tutorials below explain step by step how to add, edit and delete email accounts and iControl users.

Add New User WITH an Email Account




1. Click on Manage Accounts [Manage Accounts](#)
2. Click on Add New Email / User Account icon  [Add New Email / User Account](#)
3. Check the Box for Create Email Account. If this box is unchecked, an email account will not be created for this user.

4. Type in the username. This will be the first part of the email address. If "jsmith" is the username, then the email address would be jsmith@mydomain.com. Usernames must be a minimum of three (3) characters.
5. Type in a password that is at least eight (8) characters and includes one capital letter and one number.
6. Type in the same password again to confirm.
7. Check the box to allow this user permission to access each desired area of iControl.
8. Click Submit to save your changes.
9. Provide the username and password to the iControl user so that they may access iControl and their email account. The user will be able to change their password once they login.




Add New User WITHOUT an Email Account




1. Click on Manage Accounts [Manage Accounts](#)
2. Click on Add New Email / User Account icon  [Add New Email / User Account](#)
3. Uncheck the Box for Create Email Account. If this box is checked, an email account will also be created for this user.
4. Type in the username. The username must be at least three (3) characters in length.
5. Type in a password that is at least eight (8) characters and includes one capital letter and one number.
6. Type in the same password again to confirm.
7. Check the box to allow this user permission to access each area of iControl.
8. Click Submit to save your changes.
9. Provide the username and password to the user so that they may login to iControl. The user will be able to change their password once they login.

Add New Forwarding Email Account




1. Click on Manage Accounts [Manage Accounts](#)
2. Click on Add New Email / User Account icon  [Add New Forwarding Email Account](#)
3. Type in the Email name. This will be the first part of the email address. If "jsmith" is the Email Name, then the email address would be jsmith@mydomain.com.
4. Select the Recipients for this forwarding email.
 - a. Choose from the Address Book by clicking on the add recipient icon  or type in other email addresses (such as a gmail, yahoo or hotmail address) and click Add Email .
 - b. Click on the remove recipient icon  to remove an email address from the Recipients List.
5. Click Submit to save your changes.

- Note:** Forwarding email addresses cannot be "turned into" an email box. If you would like to create an email box for a forwarding account, you must first delete the forwarding account and then create a new email account  [Add New Email / User Account](#) . Forwarding email accounts do not have an iControl username and password. To access email for a forwarding account simply access the mail account(s) found in the Recipients list.


Edit Email Account or User



- Click on Manage Accounts [Manage Accounts](#)
- Click on the edit pen tool icon  to the right of the email account or user that you wish to edit.
- Make the desired changes to the username, password and login permissions
- Click Submit to save your changes.
- Note:** Changes to a username for a user with an email address will also change the email address for that user. The original email address will no longer be valid. The new email address will correspond to the new username.





Delete Email Account or User



- Click on Manage Accounts [Manage Accounts](#)
- Click on the delete icon  to the right of the Email / User Account you wish to delete.
- To confirm deletion, click on Delete


Edit Forwarding Email Account



- Click on Manage Accounts [Manage Accounts](#)
- Click on the Edit Forwarding icon  from the options column
- Click on the "Click Here" to turn the forwarding account on or off. [CLICK HERE to Turn OFF](#)
- Choose recipients from the Address Book by clicking on the add recipient icon  or type in other email addresses (such as a gmail, yahoo or hotmail address) and click Add Email .
- Click on the remove recipient icon  to remove an email address from the Recipients List.
- Click Submit to save your changes.
- Note:** Forwarding email addresses cannot be "turned into" an email box. If you would like to create an email box for a forwarding account, you must first delete the forwarding account and then create a new email account  [Add New Email / User Account](#) .


Edit Autoresponder





- Click on Manage Accounts [Manage Accounts](#)
- Click on the edit autoresponder icon  from the options column

3. Click on the "Click Here" to turn the autoresponder on or off. [CLICK HERE to Turn OFF](#)
4. Modify the Reply Subject as desired
5. Type in your autoresponder message
6. Click Submit to save your changes.

Edit Spam Settings

1. Click on the edit spam settings icon  from the options column.
2. From the Spam Protection Settings box [Spam Protection Settings](#), choose one of the following:
 - a. **High** High - A spam setting of high will mark email with a score of 2 and under as innocent and deliver it to your inbox. Emails scored between 2 and 6 will be marked as spam and delivered to your inbox. Emails scored higher than 6 will be deleted and not delivered to your inbox.
 - b. **Med** Medium - This is the default spam setting when a new email account is created. A spam setting of medium will mark email with a score of 4 and under as innocent and deliver it to your inbox. Emails scored between 4 and 8 will be marked as spam and delivered to your inbox. Emails scored higher than 8 will be deleted and not delivered to your inbox.
 - c. **Low** Low - A spam setting of high will mark email with a score of 6 and under as innocent and deliver it to your inbox. Emails scored between 6 and 10 will be marked as spam and delivered to your inbox. Emails scored higher than 10 will be deleted and not delivered to your inbox.
 - d. **Note:** Spam scores assigned to each email can be found by reading the header of the email. Viewing an email's header information may vary depending on the email client you use to check your email. In iControl's Web Mail, simply click on View Header. The following gmail help tutorial is very informational with regards to reading email headers, [click here](#).
3. **Whitelist** - Type in email addresses in the Whitelist box to ensure delivery to your mail account. Separate each email address with a comma.
4. **Blacklist** - Type in email addresses in the Blacklist box to ban delivery to your mail account. Separate each email address with a comma.
5. Click Submit to save your changes.

Delete Email Account or User or Forwarding Account

1. Click on Manage Products [Manage Accounts](#) 
2. Click on the delete user icon  to the right of the account you would like to delete.
3. Click Delete to confirm and save your changes.