

Autoresponders

(cPanel >> Home >> Email >> Autoresponders)

Overview

This feature allows you to configure automatic email response messages. This is useful, for example, when the recipient is unavailable.



Note:

When you activate an autoresponder, the system still delivers messages to the inbox as usual.

Current autoresponders

To view the autoresponders for a specific domain on your account, select the desired domain from the *Managing* menu on the top right side of the *Autoresponders* interface. The interface will display a list of the domain's autoresponders

To find an autoresponder's specific email address, enter a keyword in the *Search* text box and click *Go*.



Important:

User-defined autoresponders ignore messages to which [Spam Filters™](#) assigns a score of 5 or higher.

In This Document

Related Documentation

- [Spam Filters](#)
- [Mailing Lists](#)
- [Global Email Filters](#)
- [Forwarders](#)
- [Email Filters](#)

For Hosting Providers

- [How to Configure the Apache SpamAssassin Report_Safe Option](#)
- [Email](#)
- [How to Keep your Email Out of the Spam Folder](#)
- [How to Prevent Email Abuse](#)
- [How to Prevent Spam with Mail Limiting Features](#)

Add or edit an autoresponder

To add an autoresponder, perform the following steps:

1. Select the domain for which to add or edit an autoresponder from the *Managing* menu.
2. Perform one of the following actions:
 - To create a new autoresponder, click *Add Autoresponder*.
 - To edit an autoresponder, click *Edit* next to the autoresponder to edit.
3. Select a character set from the *Character Set* menu.



Note:

The *Character Set* value defaults to *utf-8*. Most internet users encounter the *utf-8* character set. For more information, read our [Guide to Locales - Why You Should Use UTF-8](#) documentation.

4. Enter the interval, in hours, for the autoresponder to wait between responses to the same email address.
 - For example, if you set up an autoresponder with an interval of 24 and you receive an email from `user@example.com` at 8:00 AM on Monday, the autoresponder immediately responds to the message. If, however, `user@example.com` continues to email you throughout the day, the autoresponder does **not** send another response for 24 hours after the initial email (in this case, 8:00 AM on Tuesday). If `user@example.com` emails you again after the 24-hour interval expires, the system sends them an autoresponse.



Note:

If you set the interval to 0, the system sends an autoresponse to each email.

5. In the *Email* text box, enter the email address for which to respond.
6. In the *From* text box, enter the username to appear in the response.
7. In the *Subject* text box, enter the subject to appear in the response.
8. If the message includes HTML tags, select the *HTML* checkbox.
9. In the *Body* text box, enter the text of the response.



Note

You can use tags in the body of the message to represent information, such as the incoming email's sender or subject. Tags use percentage signs (%) as markers.

The following tags are available:

- %subject% — The subject of the message that the autoresponder received.
- %from% — The name of the sender of the message that the autoresponder received. If the sender's name was not in the original email's header, the %from% tag prints the sender's email address.
- %email% — The sender's email address.

10. Select a start time. You can choose *Immediately* or *Custom*.

- If you select *Custom*, a small calendar will appear. Use the arrows to navigate between months and click your preferred start date. Then, enter a start time at the bottom of the calendar, and select *AM* or *PM* from the menu. Finally, click anywhere outside of the calendar box to save the configuration and close the calendar. Your chosen date and time will appear next to the *Start* option.



Notes

- The system bases the time on the user's workstation operating system time and translates it into [Greenwich Mean Time](#) (GMT).
- This feature uses 12-hour notation and reformats times in 24-hour notation. For example, if you select 18:30 as the start time, the system automatically reformats the time as 6:30 PM.

11. Select a stop time. You can choose *Never* or *Custom*.

- If you select *Custom*, a small calendar will appear. Use the arrows to navigate between months and click your preferred date. Then, enter a time at the bottom of the calendar and select *AM* or *PM* from the menu. Finally, click anywhere outside of the calendar box to save the configuration and close the calendar.



Note

You must select a stop time that is later than the start time.

12. Click *Create/Modify* to save the autoresponder.

Add an autoresponder in Webmail

You can add an autoresponder for your personal email address in Webmail.

To create an autoresponder, perform the following steps:

1. Log in to your Webmail interface at <https://example.com:2096>
2. From the *user@example.com* menu at the top right corner of the interface, select *Autoresponders*.
3. Click *Add Autoresponder*.
4. Choose the character set in which to send the email from the options in the *Character Set* text box.
5. Enter the interval, in hours, for the autoresponder to wait between responses to the same email address.
6. Enter your name in the *From* text box.
7. Enter the message's subject in the *Subject* text box.
8. If you wish for the email to display HTML code, select the *HTML* checkbox.
9. Provide a body for your message, for example:

```
I am out of the office until July 2nd. You can reach me on my cell phone in case of emergencies.
```

10. Select a start time.

11. Select a stop time.

12. Click *Create/Modify* to save the autoresponder.

All email messages to your email account will receive this autoresponder until you remove it.

Remove an autoresponder

To delete an autoresponder, perform the following steps:

1. Click *Delete* next to the autoresponder that you wish to delete.
2. Click *Delete Autoresponder*.