

Where can I find my email server, user name, and password?

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Note: This article only applies to mailboxes hosted in resold, Windows, and non-cPanel shared hosting accounts. If you are still using Heart Internet's nameservers and have not changed the DNS records for mail, your mail server will always be the subdomain:

Â Â Â mail.your-domain.com

Resellers can find their resold accounts servers within the reseller control centre, via the [Domains by Server](#) report.

And your user name is the full email address.

So, for example, if your domain name is this-is-my-domain.co.uk and your email address is owner@this-is-my-domain.co.uk, your mail server would be:

Â Â Â mail.this-is-my-domain.co.uk

And your user name would be:

[Â Â Â owner@this-is-my-domain.co.uk](#)

The password will be the password you set when you created the mail box.Â If you are not certain of what the password was, and you have a hosting package, you can reset your password in the eXtend Control Panel.

To reset the password for your mail box in your eXtend Control Panel: Log in Click 'Mail Boxes' Scroll down to the list of email addresses In the password field right next to your email address, add in a new password Click 'Save'

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<https://www.heartinternet.uk/support/article/where-can-i-find-my-email-server-user-name-and-password.html>