HostGuys.biz

Setting up an Automatic Reply

If you are going on vacation and will not be able to check your mail for a while, you may want to leave a vacation notice that will be automatically sent to your correspondents once they send e-mail to your address.

This is done with automatic reply facility, also referred to as autoresponder. Automatic replies can include prewritten messages in plain text or HTML format, and they can contain attached files as well.

To set up an automatic reply for your mailbox:

1. Click on https://siteserver.hostguys.biz:8443
   Login using your login & password advised to you by us.
2. Click **Autoresponders** in the **Tools** group.
3. Click on Domain Name
4. Click on relevant Mailbox
5. Configure the automatic reply:

   1. Type a name for this automatic reply into the **Autoresponder name** box.

      For example, 'Vacation notice'.

   2. If you want your incoming mail to be forwarded to another e-mail address while you are away, specify an e-mail address in the **Upon automatic response, forward the original message to the specified e-mail** box.

   3. If you want this automatic reply to be sent in reply to any incoming e-mail message, in the **Conditions** group, leave the **always respond** option selected. If you wish to automatically reply only to e-mail messages that contain specific words in the message text or subject line, select the appropriate option, and type the word combination in the input box.

   4. By default, the subject line of incoming e-mail will be inserted into the automated reply. To use a custom subject, type it into the **Reply** subject input box.

   5. As your correspondents may not figure out that the message they received from you was an automatic response, they may want to respond to your auto-reply. So, you should specify your e-mail address as the **Return address**, otherwise, their messages will be directed at the autoresponder's address.

   6. Specify the automatic reply message format (**plain text** or **HTML**) and character encoding (**UTF-8** is recommended). If

you use HTML tags in your auto-reply message, you should select the **HTML** option.

7.   Type your message in the **Reply with text** field.

8.   To limit the number of automated responses per day to the same e-mail address, enter the desired number in the respective input box under **Limits**.

The default setting is to respond no more than ten times in one day to the same e-mail address.

9.   To reduce mail server load, you may want to limit the number of unique addresses that the autoresponder will remember. To do this, enter the desired number into the **Store up to** box.

10.   Attach your files, if needed. To do this, click the **Add New Attachment** button, select the check box corresponding to the file that you previously uploaded to the attachment storage, and click **OK**. To remove an attached file from the automatic reply, select the corresponding check box, and click **Remove**.

6.   Click **OK**.

7.   Enable or Disable Auto Responder to suit

Sample Auto Response:

Thankyou for your email

I am currently out of the office until 0830 Monday 23 Feb 09. I will respond to your email on my return. If your matter is urgent, please contact our office on 9999 9999. If you require Emergency After-Hours assistance, please call our main office number 8888 8888.

Regards

Your Name
Title

Company Name
Address
Town/City
State Postcode

Phone:
Fax:
Email:
Web: