What is an alias and how do I use it

Note: You can use a maximum of 3 aliases in the Light package. In the Standard package you can use up to 10 aliases and up to 25 aliases in the Premium package. If you are using your own domain with mailbox.org you can use 25 aliases in the Standard package, and 100 aliases in the Premium package.

You can set up additional e-mail addresses – so-called alias addresses – on the settings page of the mailbox.org web interface. In the settings, select mailbox.org, and then E-Mail Aliases to enter your additional addresses.

Depending on the package, it is possible to specify up to 25 e-mail aliases per account.

All e-mails addressed to these additional addresses are delivered to your inbox. With a single mailbox.org account, it is so also possible to use aliases to specify different sender addresses. Any replies or new e-mails directed to these addresses are then going to get delivered to the same inbox.

Questions and Answers

Can I use plus-aliases in the format address+keyword@mailbox.org?

Yes, this “Plus” extension also works with mailbox.org addresses. These addresses do not count towards your alias limit because they are generated dynamically. Note that if you would like to archive e-mails automatically into a folder, this folder must have been created beforehand. Here is more information about it.
How can I choose which alias to use as a sender address?

- When you compose a new e-mail using the mailbox.org web interface, you can see a drop-down menu in the lower left-hand-side of the page. Simply select an alias from this menu before sending.
- In external e-mail clients, an alias can usually be defined as an “identity”.

What happens if an alias gets deleted?

- For security reasons, we will block registration for some time after an alias has been deleted. This is to ensure that the alias cannot be hijacked by third parties shortly after the previous owner stopped using it.

May I use aliases that contain external domain names, such as my.name@gmail.com?

- The receiving of e-mails to these kinds of alias addresses through mailbox.org is technically not possible. However, you may configure the automatic download of messages via POP3 with your external e-mail provider. You could then also use the address as an “alternative sender” in mailbox.org to send messages with the alias identity.

Can I migrate an existing alias into a dedicated mailbox?

- No, unfortunately not. If you have an existing alias, for instance for your partner or your children, and then decide later that they should have their own inbox - the only thing you can do is to delete the alias and then try to register a new account using the previous alias address, as soon as this becomes available again.