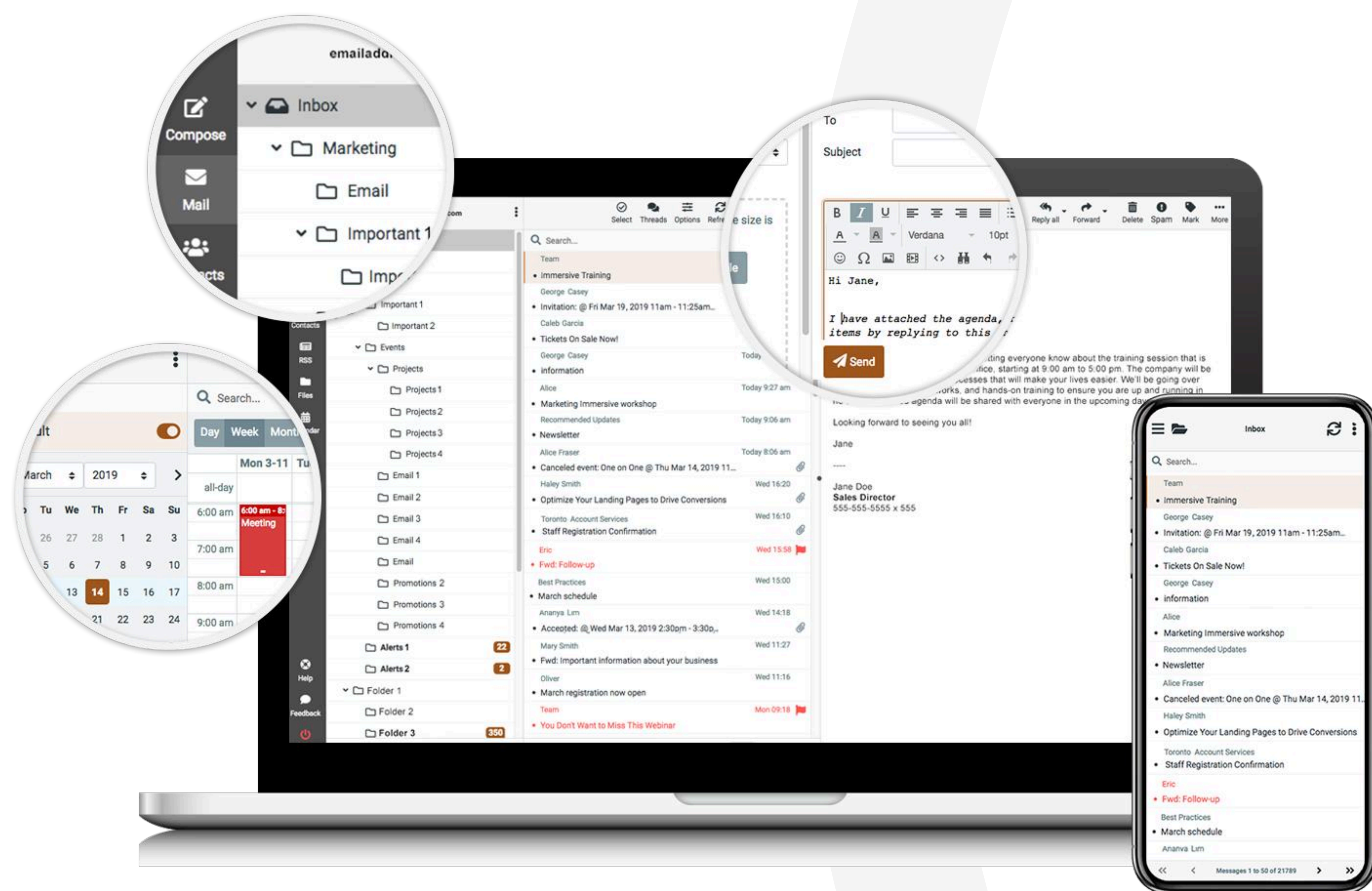


BUSINESS EMAIL

HOW TO SET UP EMAIL FOR CLIENTS



Setting up business email in RAI is easy and can be done in three steps as shown in this quick guide.

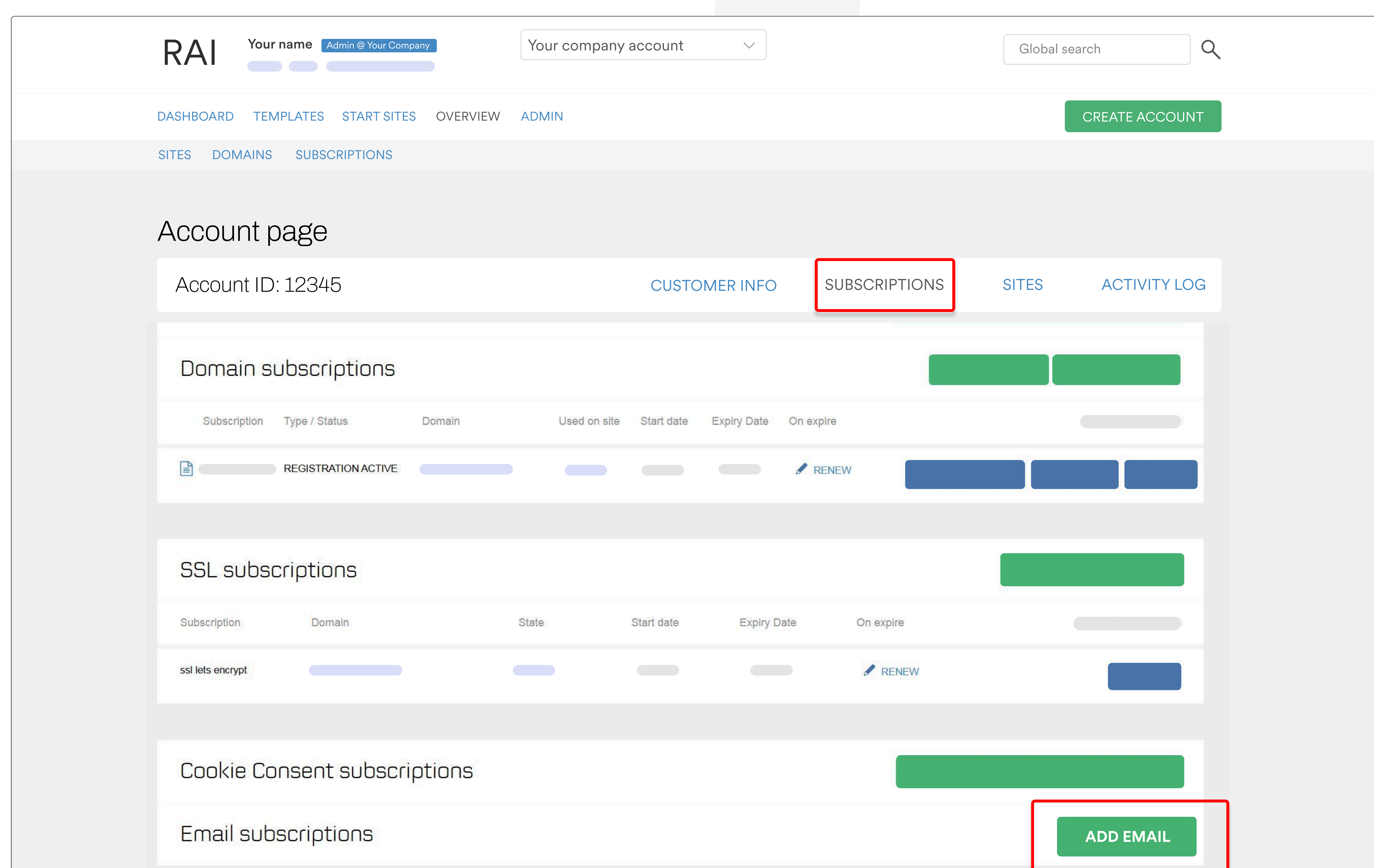
Need more help? [Access all our help guides on email here.](#)

1: Confirm an active domain is linked to the client's account.

Make sure you have an active domain attached to the client's account. If the domain is hosted outside of Mono, please [contact support](#) for assistance with configuring the necessary settings.

2: Add email subscription in RAI

- Navigate to your client's account by clicking the account ID or SiteID
- Click the Subscriptions tab
- Scroll down until you see Email Subscriptions
- Click the green 'Add Email' button



BRANDED ACCOUNT?

You have the option to brand business email, so your client sees your branding in their inbox, on the login page, and in the inbox URL. [Contact support](#), or reach out to your Mono point of contact, if you're interested in this functionality.

BUSINESS EMAIL

YOUR PROFESSIONAL EMAIL ACCOUNT

Enhance your credibility and professionalism when engaging with customers through email communication

- A professional email with the client's business name in the domain instead of, say, Gmail. If the client's business name is "Betty's Hairdresser" for example, their email domain could be info@bettyshairdresser.com.
- A custom domain achieves a sense of professionalism, legitimacy, and security when your clients communicate via email.
- A three-section layout: Folders, Inbox and Email. Clients can, for example, navigate their inbox or folders without closing the email they're currently viewing.
- Intuitive calendar that syncs with Android, Gmail, Mac OS X, iOS 5+, and Outlook.
- Sleek responsive layout makes it easy for clients to manage emails on the go

3: Set up emails and credentials

You should now be able to see your active Email Subscription in RAI. Click the 'Manage button' next to the email subscription to configure the following:

- **Email:** Type in the email address using the format desiredname@yourdomain.com, for example info@maylizz.com
- **Password:** Specify a password for this email address. Your client will use this when logging into their new email.
- **Aliases:** Aliases are alternate email addresses that automatically forward messages to your main inbox.
 - Let's say info@maylizz.com is registered as the main email address
 - Type in "sales,admin" in the aliases field
 - Emails sent to sales@maylizz.com and admin@maylizz.com will be forwarded to info@maylizz.com.

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LOGIN TO EMAIL

The client can now log in to their email here: <https://mail.b.hostedemail.com/>.

If you have a branded account, you can set up the email login page using your own domain, following this format: mail.yourdomain.com.