

KNOWLEDGE BASE · PUBLIC DOCUMENT

# Setting an out-of-office reply (autoresponder) on a mailbox

E-mail

CODE

RLX-MZ-KB-1033

VERSION

v2026.10.10

COUNTRY · LANGUAGE

Mozambique · English

## MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.mozout.co.mz/knowledgebase/1033>

# Setting an out-of-office reply (autoresponder) on a mailbox

 E-mail  Created on **October 10, 2026**  3 min read



You will be away for a few days and want whoever writes to you to get a notice straight away: “I am away until day X, and Y is handling this”. In cPanel this is called **Autoresponders**, it sits in the **Email** section, and the reply goes out by itself, even with your computer off. The start and end times can be scheduled too.

## Step by step

- 1 In cPanel, **Email** section, open **Autoresponders** and click **Add Autoresponder**.
- 2 Under **Email**, type the part of the address before the @ and pick the domain. It is the mailbox that will reply.
- 3 Under **From**, type the name the recipient sees as the sender (your name, or the company's). Under **Subject**, the reply's subject, for example “Away until day X”.
- 4 In the **Body**, write the text. If you use formatting, tick **This message contains HTML**.
- 5 Under **Interval** choose how many hours must pass before the same sender can get the reply again. A long interval stops someone being flooded with notices if they write to you several times in one day.
- 6 Under **Start** and **Stop** pick **Immediately** and **Never**, or dates of your own (**Custom**). With an end date there is no risk of forgetting.
- 7 Click **Create**. Ask someone to send you a test message, from an address that is not your own.

## ? What to write

Three things are enough: **until when** you are away, **who** can help (another person's name and address) and, if it applies, **what is urgent and how to handle it**. Avoid return dates you cannot keep and avoid notices such as "the house is empty": the message also goes to people who write by mistake and to spam.

## ? If the reply does not go out

Check that the autoresponder is **active** in the right period (check the start and end dates), that the test message came from an address *different* from the mailbox's own, and that the reply did not end up in the tester's spam folder. If it still fails, the trail of the sending is in **Track Delivery**.

| Situation                                        | What to do                                                                                                                                |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| You are no longer away                           | Go back to the same screen and delete the autoresponder, if you did not give it an end date.                                              |
| The address is a list or a forwarder             | Do not put an automatic reply on it: it can start a loop of replies between two addresses. See <b>catch-all, forwarders and aliases</b> . |
| You want a finer rule (only for certain senders) | Use the webmail filters: <b>filters in Roundcube</b> .                                                                                    |



### Never connect the automatic reply to the catch-all.

The catch-all collects mail sent to addresses that do not exist, often spam. Answering that mail confirms to robots that the address is alive, and you will get more.



### Keep sensitive details out of the reply.

Do not say where you will be, or when the house is empty. Send everyone the same text, short and professional.



### NEED A HAND?

The automatic reply is not going out? Tell us the mailbox address and the time of your test.



Open a support ticket →



### SEE ALSO

How to create e-mail filters in Roundcube



Catch-all, forwarders and aliases: the three that get confused



Why your e-mail is not sending or receiving



The Professional E-mail plan



MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

|                              |                                                                               |
|------------------------------|-------------------------------------------------------------------------------|
| TAX ID (NUIT)                | 401 191 607                                                                   |
| LEGAL ENTITY NO. (NUEL)      | 105 045 974                                                                   |
| ECONOMIC ACTIVITY CODE (CAE) | 62022                                                                         |
| REGISTERED OFFICE            | Bairro 7 de Setembro<br>Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique   |
| CONTACT                      | info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 ·<br>www.mozout.co.mz |
| OPENING HOURS                | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed               |

RLX-MZ-KB-1033 · v2026.10.10 · Generated on 21/10/2026 17:41



Online version of this document