CoxMail Control Panel FAQ’s

The following are answers to some of the most frequently asked questions. If you have a question that isn’t covered, please contact us by calling your local Customer Service Center.

Q. I am currently using all of my E-mailboxes — how do I get more added to my account?

A. Now you can request additional E-mailboxes online by submitting the Request Additional E-mailboxes/Storage form. A Customer Service Representative will respond within 2-3 business days to provide pricing information and more details around your request. Please note that submitting the request form does not automatically add E-mailboxes to your account.

If you need to have the E-mailboxes added sooner, please contact your local Customer Service Center.

Q. How do I make changes to users E-mailbox storage allocation?

A. It is no longer necessary to call a Customer Service Representative to change storage allocations — you can now move and assign E-mail storage on the CoxMail Control Panel by visiting the Storage Allocation page. Storage can be lowered for one mailbox and increased on others. Your total allowable storage is indicated on the page.

Please note that an E-mailbox’s storage allocation cannot be set lower than the amount taken by the current E-mailbox contents. The minimum storage allocation is based upon the allocation currently in use rounded up to the nearest MB and then adding an additional MB.

If you need to purchase more storage, submit a Request Additional E-mailboxes/Storage form.

Q. The system won’t allow me to add more storage space — how do I get more space?
A. If your company is using all of the storage space that has been established for your account, you can request more storage space by using the Request Additional E-mailboxes/Storage form. This online request form will be sent to a Customer Service Representative who will contact you within 2-3 business days to provide pricing information and more details around your request. Please note that submitting the request form does not automatically increase the Storage Allocation established for your account.

Q. I submitted a Request Additional E-mailboxes/Storage form and have not heard from a Customer Service Representative.

A. If a Customer Service Representative does not contact you within 2-3 business days, please call your local Customer Service Center.

Q. How do I change a user’s password?

A. Visit the User Management main page and click on the linked E-mailbox name for the user which you would like to make changes. You will be taken to the Edit E-mailbox page. There you can enter a new password. Hit the Submit button after confirming the change. Please follow the Password Guidelines below when creating this password.

Note: The new password will be needed for the user to access CoxMail and the Control Panel (if they have Admin privileges). Do not forget to share the new password with the user.

Password Guidelines

Security Requirements for Creating a Cox Password
Passwords used to login to Cox e-mail or account services must meet all of the following requirements:

- Contain at least eight characters (or more).
- Contain at least one numeral and one letter.
- Not contain any form of the word “password.”
- Not contain any form of your e-mail address, or Cox login username.

Recommendations for Strengthening Your Passwords
Hackers have a difficult time breaking or stealing passwords that have the following characteristics:
• Is lengthy, for example between 15 and 24 characters long.
• Contain at least one symbol or special character, such as the
  following: ! @ # $ % ^ & * ( )
• Contain case-sensitive lettering, such as SaMpLe4 rather than
  sample4.
• Not contain alphabetic series either forwards or backwards,
  such as ABCDEF or FEDCBA.
• Not contain numeric series, either forwards or backwards, such
  as 123456 or 654321.
• Not contain a string of all identical letters or numbers, such as
  AAAAAA or 111111.
• Not contain a common keyboard shortcut, such as ASDFG or
  QWERTY.
• Not contain your spouse’s name or your birthday.
• Creating an Easy-To-Remember Pass Phrase.
• A pass phrase is a sentence that you can remember, such as
  “You can’t teach an old dog new tricks.” Use the first letter of
  each word of the sentence in your password. In this example
  your password would contain “yctaodnt.” Than add a numeral,
  special character, and capitalization, to get 4ycTaodnT!.

Q. How do I establish another user as an Administrator for my company?

A. Administrators can be set up by going to the User Management page. Here
  you will find a listing of all the E-mailboxes currently set up in your organization.
  To establish a user as an Administrator, simply click on the check box under the
  Admin Privileges header. Click the Submit Changes button to execute your
  change. As an Admin, that user can now login to the Control Panel and make
  any needed changes.

Q. I am an Administrator and I have forgotten my password.

A. If you are an Administrator for your company, there are two possible ways to
  reset your password.

If there is another Admin within your company, that person can login and reset
  your password on the Edit E-mailbox page.

If you are the only Admin for your company, you must call your local Customer
  Service Center to have the password reset.
Q. What is the CoxMail Dormant Mailbox policy?

A. When a non-administrative mailbox* is not checked for new email for at least 120 days, it is considered dormant and will be locked. New messages sent to a dormant mailbox will be returned as undeliverable. Dormant Mailboxes in a locked state can be reactivated by accessing your CoxMail mailbox via webmail (http://coxmail.com) or POP-3 client (ex. Outlook), or by setting up an automatic forward of your CoxMail webmail mailbox.

*A non-administrative mailbox is a mailbox that does not have administrative properties. Administrative properties allow a user to manage and provision mailboxes. For more information on CoxMail administrative mailboxes go to http://control.coxmail.com

When a Dormant Mailbox is not checked for new email for an additional 60 days after it is locked, the mailbox is deleted. Messages remaining in the mailbox at that time will also be deleted. PLEASE NOTE: Deleted email cannot be recovered. New messages sent to a dormant mailbox that has been deleted will be returned as undeliverable. If your email mailbox is deleted you will lose any personalization (all folders, address book entries, and preferences). If this occurs and you wish to set up a new mailbox, contact your local Cox Business customer support representative.