

# Renaming an Email Mailbox

Last Modified on 12/09/2018 9:43 am BST

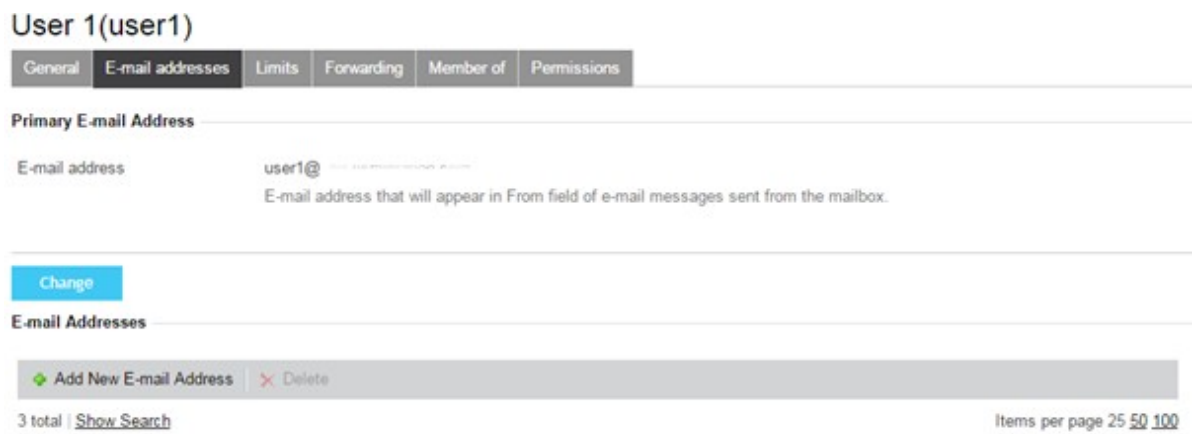
## Renaming an email mailbox

Instead of deleting and recreating a mailbox you can rename the mailbox. This will mean all the previous emails will be there, plus they will still receive emails from the old address if you do not delete the old email address.

1. Log into the [Control Panel](#) and click **Exchange**.



2. Select the display name of the user you want to change the mailbox name for. Click **Email addresses**.



3. To add a new alias click **Add New E-mail Address**. Select the domain from the drop down box, enter the email address and click **Submit**.



4. To change the email address click **Change** on the **Email addresses** tab.

## User 1(user1)

General E-mail addresses Limits Forwarding Member of Permissions

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**Primary E-mail Address**

E-mail address user1@...  
E-mail address that will appear in From field of e-mail messages sent from the mailbox.

**Change**

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**E-mail Addresses**

+ Add New E-mail Address - Delete

3 total | [Show Search](#) Items per page 25 50 100

5. Click **set as primary e-mail address** on the email address you want as the mailbox name and also select **Synchronize Service User's login with primary e-mail address**, if you do not do this their login details will stay as the old email address. Click **Finish**.

### Change Primary E-mail Address

Click on "Set as primary e-mail address" link corresponding to e-mail address you want to use as primary. Check "Synchronize Service User's login with primary e-mail address" option if you want Service User's login to be the same as primary e-mail address of the mailbox.

3 total | [Show Search](#) Items per page 25 50 100

ID	E-mail address	Status	Primary e-mail address
907697	accounts@... .com	Ready	<a href="#">Set as primary e-mail address</a>
584588	info@... .com	Ready	<a href="#">Set as primary e-mail address</a>
584408	user1@... .com	Ready	Primary e-mail address

3 total Items per page 25 50 100

Synchronize Service User's login with primary e-mail address

[<< Back](#) [Finish](#) [Cancel](#)

6. Go into **Exchange** click **Edit** and change the Alias to the new user. Also go to **Users**, click the user you have changed, click **Contact Details** and **Edit**.
7. Go to **Users**, click the user you have changed, click **Contact Details** and **Edit**, and update all the contact details for the user. Click **submit**.