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# Your application sends from a mailbox: when to switch it to SMTP Relay

E-mail

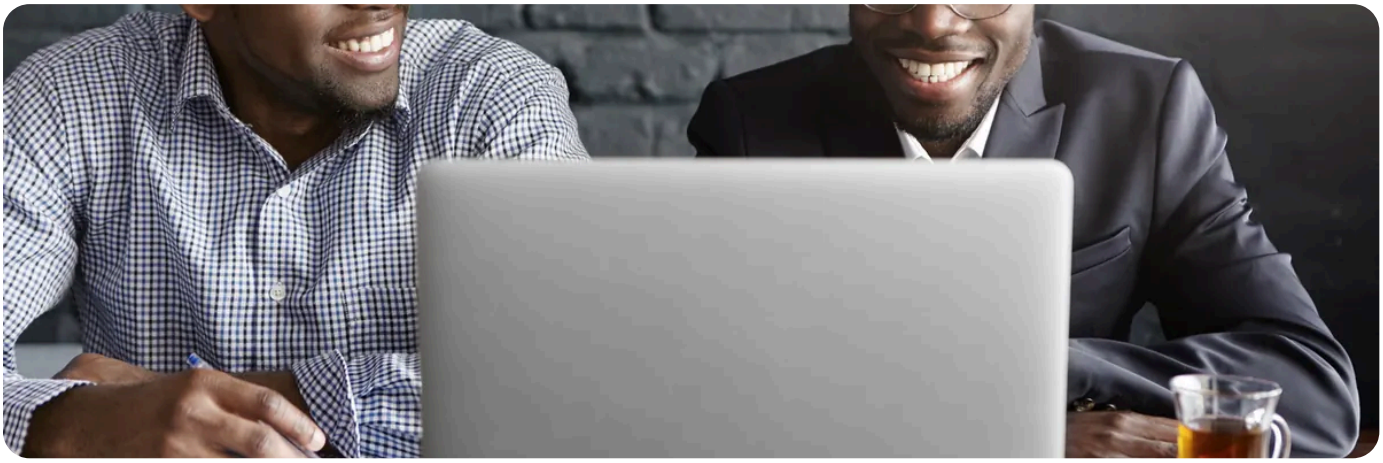
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# Your application sends from a mailbox: when to switch it to SMTP Relay

E-mail Created on **November 13, 2026** 2 min read



**The short answer:** having your site or system send with the username and password of a **mailbox** works for low volumes, such as a contact form. When the program starts sending a lot, when several applications share the same mailbox, or when you need to know what happened to each e-mail, it is time to move to **SMTP Relay**.

## Signs the mailbox is no longer enough

| Sign | What is going on |
|---|---|
| **Some e-mails are left unsent at busy times** | The program is hitting the **hourly sending limit** of hosting mailboxes. |
| **Someone changes the mailbox password and the site stops sending** | The site depends on the password of a person or a department. |
| **Several sites and systems use the same mailbox** | You cannot tell where each e-mail comes from, and you cannot cut off just one. |
| **A customer says they got nothing and you cannot prove you sent it** | The mailbox gives you no log with the status of each e-mail. |
| **The mailbox Sent folder is full of automatic e-mails** | The program sends take up mailbox space and mix with people mail. |

## Mailbox or SMTP Relay

| | With the mailbox | With SMTP Relay |
|---|---|---|
| **Server and username** | The mailbox ones: the mail server and the full address. | The Email Center server and one credential per program. |

| | With the mailbox | With SMTP Relay |
|---|---|---|
| **Sender** | The mailbox address itself. | Any address on a verified domain. |
| **Limit** | The hourly limit of hosting mailboxes. | Whatever your proposal sets, priced per e-mail sent. |
| **Log** | Track Delivery in cPanel. | The Email Center log, with the status of each e-mail. |
| **Replies** | Arrive in the mailbox itself. | The relay does not receive: set a Reply-To pointing at a real mailbox. |

## How to switch

1. **Verify the domain** in the Email Center, taking care to keep a single SPF record: **adding SMTP Relay with a single SPF**.
2. **Create one credential per program.**
3. **In each program, swap** the server, username and password. Keep the sender your customers already know.
4. **Set a Reply-To** pointing at the mailbox, if customers reply to these e-mails.
5. **Check the log** and, once no program sends through the mailbox any more, change its password.

**You still need the mailbox.**
SMTP Relay only sends. The mailbox stays to receive replies and for people to work in: do not delete it.

RECOMMENDED

Want to move your applications to SMTP Relay? Tell us how many e-mails they send each month and we will prepare the proposal.

Ask for a proposal →

SEE ALSO

- The hourly e-mail sending limit: staying under it and moving newsletters elsewhere
- Moving WordPress e-mail from a mailbox to SMTP Relay: what changes in your SMTP plugin
- A domain that already has mailboxes: adding SMTP Relay with a single SPF record
- What SMTP Relay is not for: newsletters and everyday company mailboxes, and what to use instead
- SMTP relay through a smarthost: sending mail from a VPS or from an application
- How SMTP Relay is priced: paying per e-mail sent, volume discounts and asking for a proposal

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