

# I'm not receiving emails on my website?

You may have not created all the DNS records needed to properly host your website on our cPanel website services. Usually, whenever someone sends you an email to your domain, it looks for an MX record and sends the email to wherever that MX record points.

## What is a DNS MX record?

A DNS 'mail exchange' (MX) record **directs email to a mail server**. The MX record indicates how email messages should be routed in accordance with the Simple Mail Transfer Protocol (SMTP, the standard protocol for all emails). Like CNAME records, an MX record must always point to another domain.

## What do I need to do?

In this guide, we are going to show you how to add an MX record to your DNS via Cloudflare.

Your domain must be linked to Cloudflare and pointing to us via DNS records. If your website is not linked with Cloudflare, you can follow our guide [here](#).

## Step 1

**Sign** in to [Cloudflare](#) with your personal details.

# Log in to Cloudflare


Email

Password

 Show

Log in

OR

 Sign in with Apple

[Sign up](#)

[Forgot your password?](#)

[Forgot your email?](#)

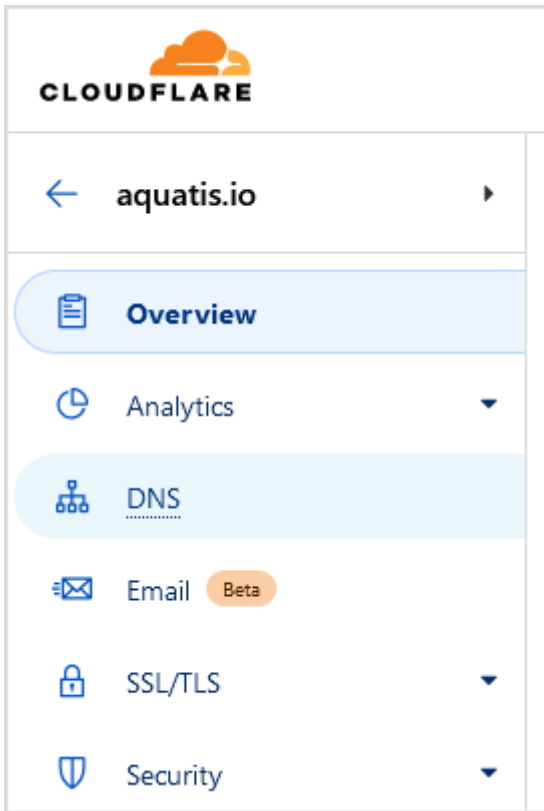
## Step 2

Select the **Domain** you wish to modify.

<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="+ Add a Site"/>
aquatis.host ✓ Active	aquatis.io ✓ Active	

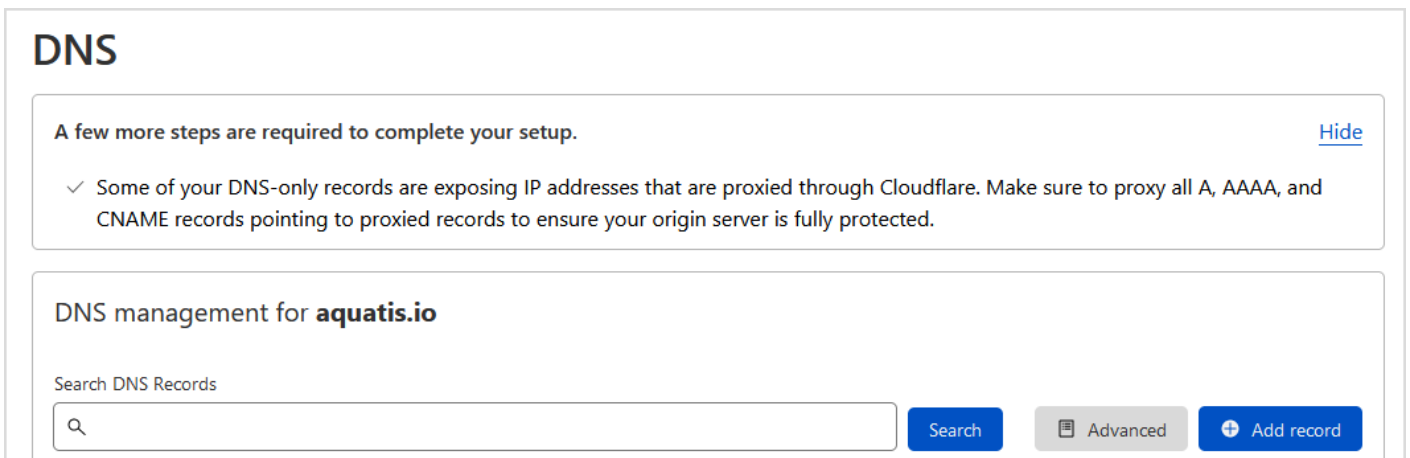
## Step 3

On the left navigation bar, select **DNS**.



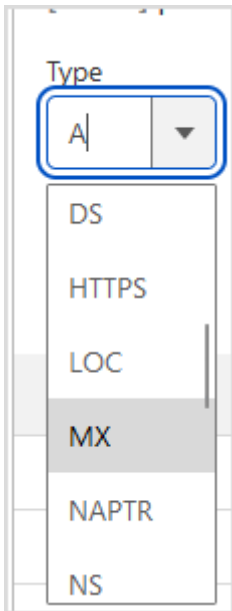
## Step 4

Select **Add record** to create a DNS record.



## Step 5

On the "Type" drop-down, select **MX**.



## Step 6

In the "Name (required)" text box, type @ so the mail goes to the main domain name.

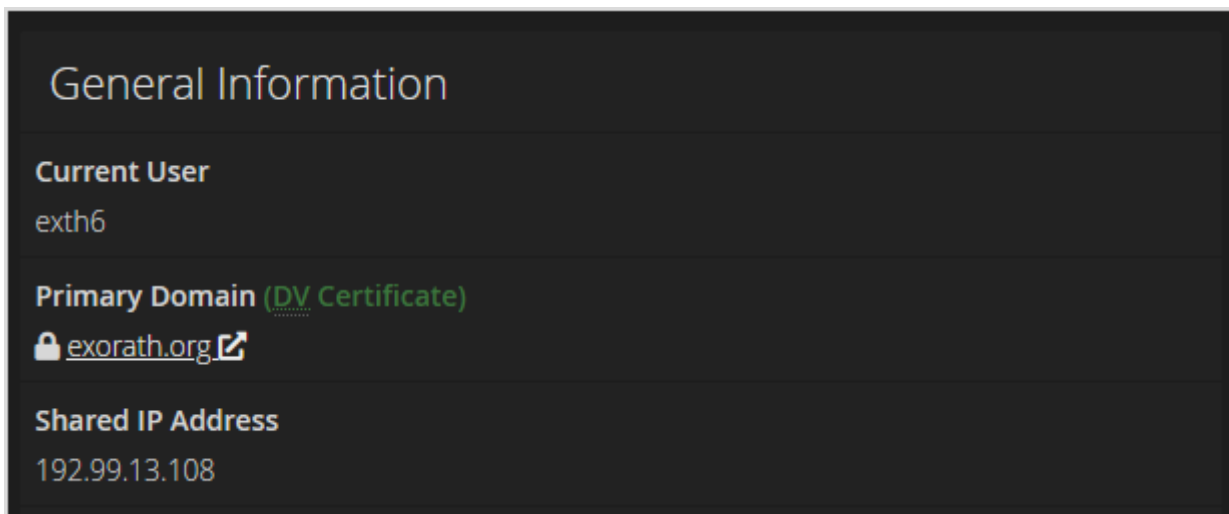
[mail server] handles mail for **aquatis.io**.

Type	Name (required)	Mail server (required)	TTL	Priority (required)
MX	@ <small>Use @ for root</small>		Auto	0 - 65535

Cancel Save

## Step 7

In the "Mail server (required)" text box, navigate to cPanel and copy the **Shared IP Address** value into the mail server box.



192.99.13.108 handles mail for **aquatis.io**.

Type	Name (required)	Mail server (required)	TTL	Priority (required)
MX ▼	@ <small>Use @ for root</small>	192.99.13.108	Auto ▼	<input type="text" value=""/> <small>0 - 65535</small>

## Step 8

In the "Priority (required)" text box, set the value to **0**.

Each MX record has a priority, or **a number to designate the order in which your domain name's incoming mail servers receive your email messages**. The MX record with the lowest number is the first, or primary, mail server to which outgoing mail servers attempt to deliver your email messages.

192.99.13.108 handles mail for **aquatis.io**.

Type	Name (required)	Mail server (required)	TTL	Priority (required)
MX ▼	@ <small>Use @ for root</small>	192.99.13.108	Auto ▼	0 <small>0 - 65535</small>

## Step 9

Select **Save** to add the record to your DNS. Wait 5-15 minutes before sending another email to your website.

Revision #3

Created 18 September 2022 01:03:42 by Joseph K

Updated 18 September 2022 01:38:09 by Joseph K