OX Business Email: overview and getting started

Email and Productivity · https://www.aeserver.com/support/openxchange-email-overview-and-getting-started/

OX Business Email is business email on your own domain, with a calendar, contacts and tasks for every mailbox. Higher plans add cloud storage, document editing, Mail Backup, encryption and AI. You create your mailboxes yourself from the AEserver client area, and your team signs in to webmail at **eu.appsuite.cloud**.

Before you start

- You need an **AEserver account** with an OX Business Email plan. Plans are priced per mailbox.
- You need a **domain** whose DNS records you can update. It can be registered with AEserver or anywhere else.
- Moving from another provider? Keep your current email running until your import is complete. See **Move your email to OX Business Email**.

What each plan includes

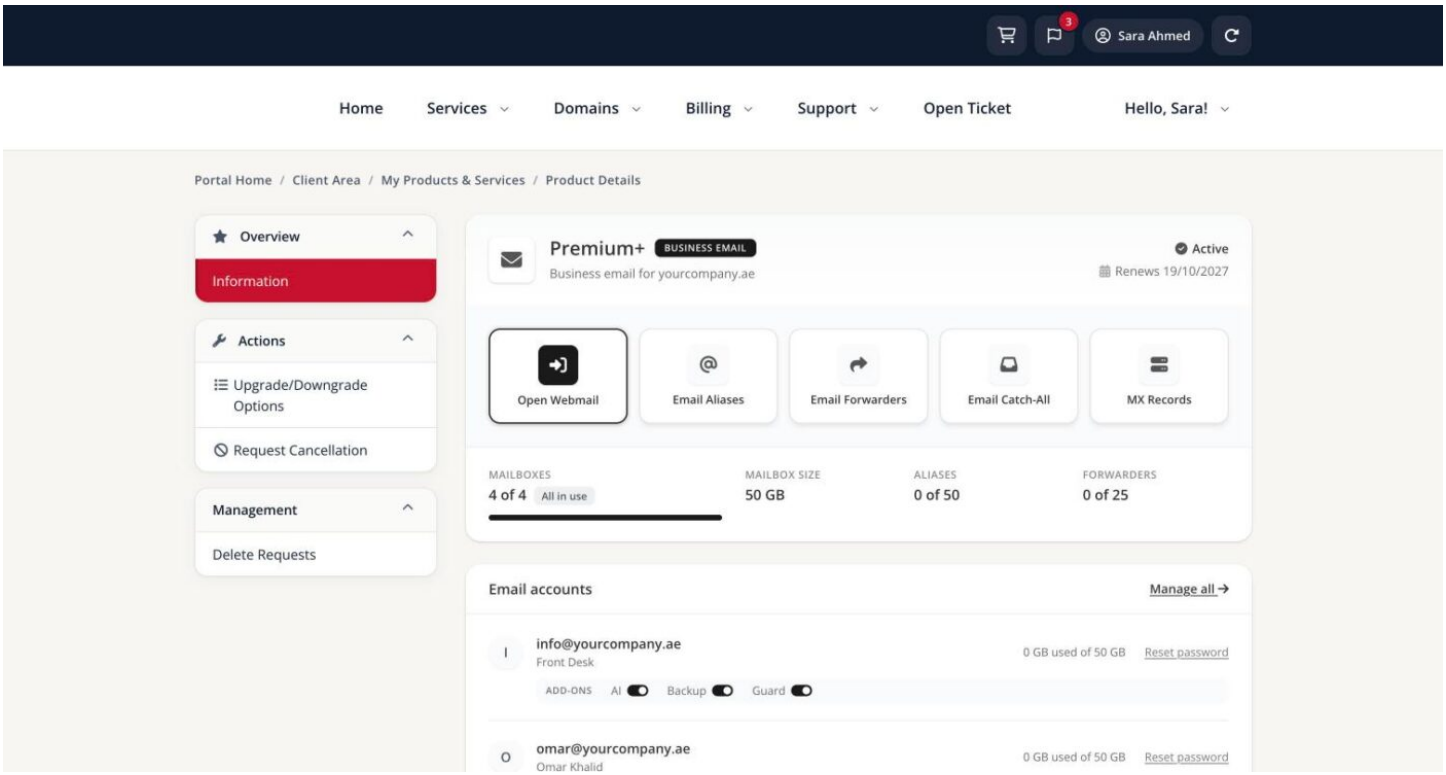
Feature	Basic	Premium	Premium+
Storage per mailbox	10 GB	30 GB	50 GB
Email, calendar, contacts and tasks	Yes	Yes	Yes
Webmail, plus Outlook, Apple Mail and Thunderbird	Yes	Yes	Yes
Email aliases, forwarders and catch-all	Yes	Yes	Yes
Spam and virus filtering	Yes	Yes	Yes
Scheduled send, undo send and snooze	No	Yes	Yes

Feature	Basic	Premium	Premium+
Drive cloud storage and sync apps	No	Yes	Yes
Documents: edit Office files in the browser	No	Yes	Yes
Mail Backup: restore deleted or lost email	No	Yes	Yes
Guard: encryption and signing	No	No	Yes
OX AI: summarise, draft and search	No	No	Yes

To change plan later, use **Upgrade/Downgrade Options** on your service page. For current prices, see the OX Business Email page.

Step 1: Open your email service

Log in to your AEserver client area at **my.aeserver.com**, open **Services**, then **My Products & Services**, and select your OX Business Email plan. Your service page shows your plan, the domain it covers, and how many mailboxes, aliases and forwarders you have used.



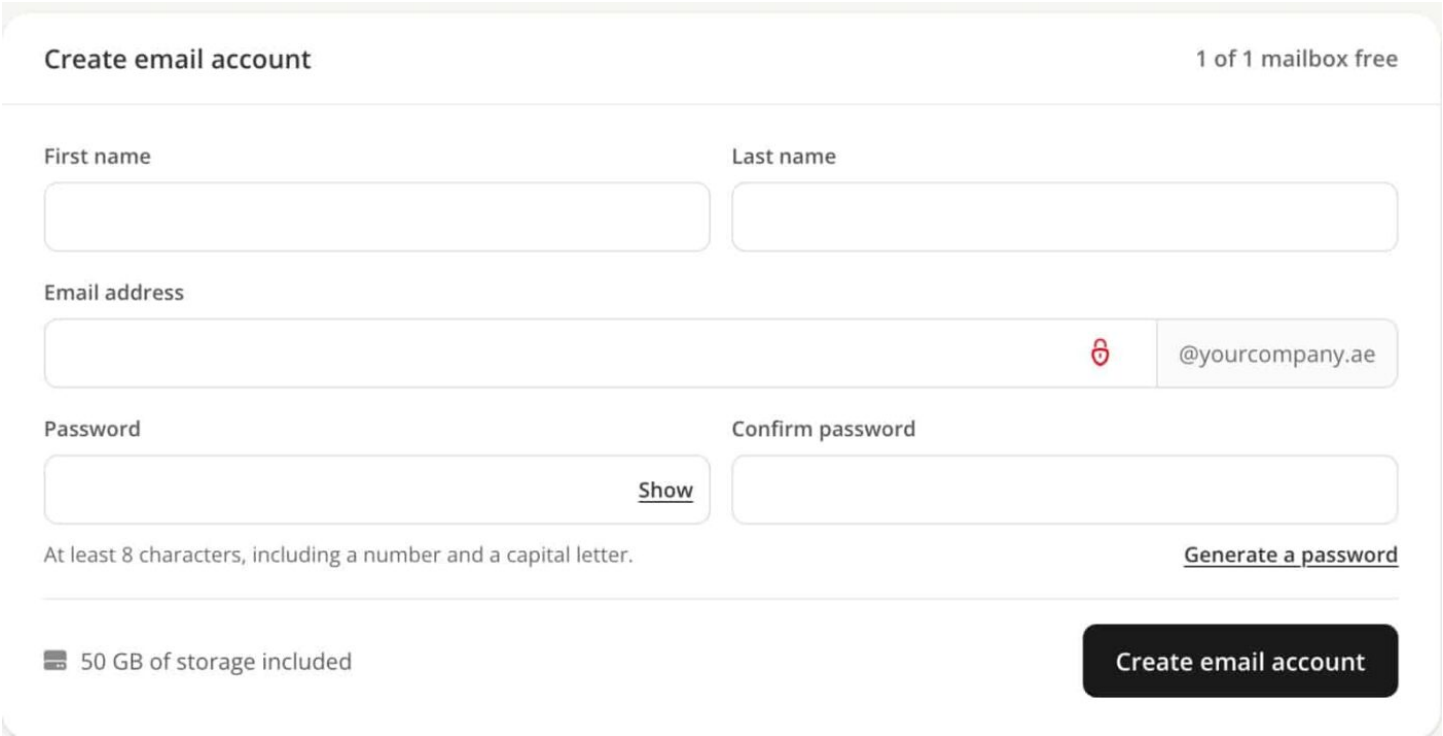
Your OX Business Email service page in the AEserver client area.

On your service page	What it does
Open Webmail	Opens webmail at eu.appsuite.cloud in a new tab
Email Aliases	Adds extra addresses that deliver into an existing mailbox
Email Forwarders	Passes email sent to an address on to one or more other addresses
Email Catch-All	Catches email sent to addresses that do not exist on your domain
MX Records	Shows the DNS records your domain needs
Email accounts	Lists your mailboxes with the storage each one uses, and **Reset password**

Step 2: Create your mailboxes

On your service page, scroll to **Create email account**. Enter the person's first and last name, the part of the address before the @, and a password, then select **Create email account**.

- Passwords need at least 8 characters, including a number and a capital letter. Select **Generate a password** for a strong one.
- The top of the form shows how many mailboxes you have left. When they are all in use, select **Buy more mailboxes**.

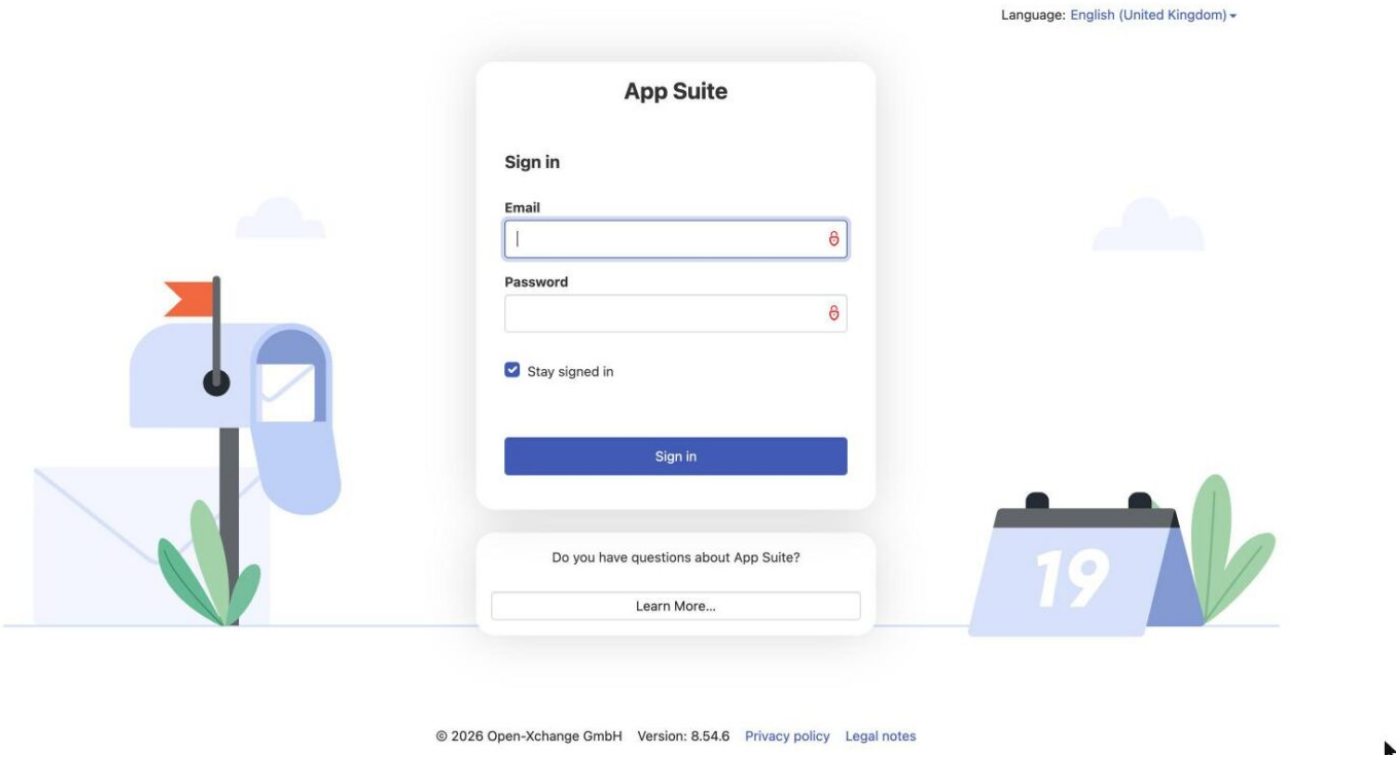


Create each mailbox from your service page.

TipShared addresses such as info@ or sales@ do not need a mailbox of their own. Add them under **Email Aliases** or **Email Forwarders** instead.

Step 3: Sign in to webmail

Select **Open Webmail** on your service page, or go to **eu.appsuite.cloud**. Sign in with the full email address, for example **sara@yourcompany.ae**, and the password you set.



The webmail sign-in page at eu.appsuite.cloud.

NoteForgotten password? The account owner can set a new one with **Reset password** next to the mailbox on the service page.

What to do next

1. **Bring your old email across.** Start the import before you change your DNS. See **Move your email to OX Business Email**.
2. **Point your domain.** Add the MX and SPF records once the import is complete. See **Point your domain to OX Business Email**.

3. **Set up your devices.** See **Set up OX Business Email on your phone and computer**.

What it does not do

ImportantOX Business Email does not include the desktop Microsoft Office apps or Teams. Outlook can sync your email, but not your shared calendars and contacts. Basic does not include Mail Backup, so once Trash is emptied, deleted email cannot be recovered.
For step-by-step help with Calendar, Drive, Documents, Guard and the other tools inside webmail, visit the OX help centre. Some OX articles use OX's own plan names; the table above shows what your plan includes.

Get OX Business Email Not set up yet? See pricing and get started.