Change the Time Zone in Webmail (Roundcube) So Messages Show Your Local Time

cPanel Guides · https://www.hyyat.com/en/knowledgebase/change-timezone-roundcube-webmail/

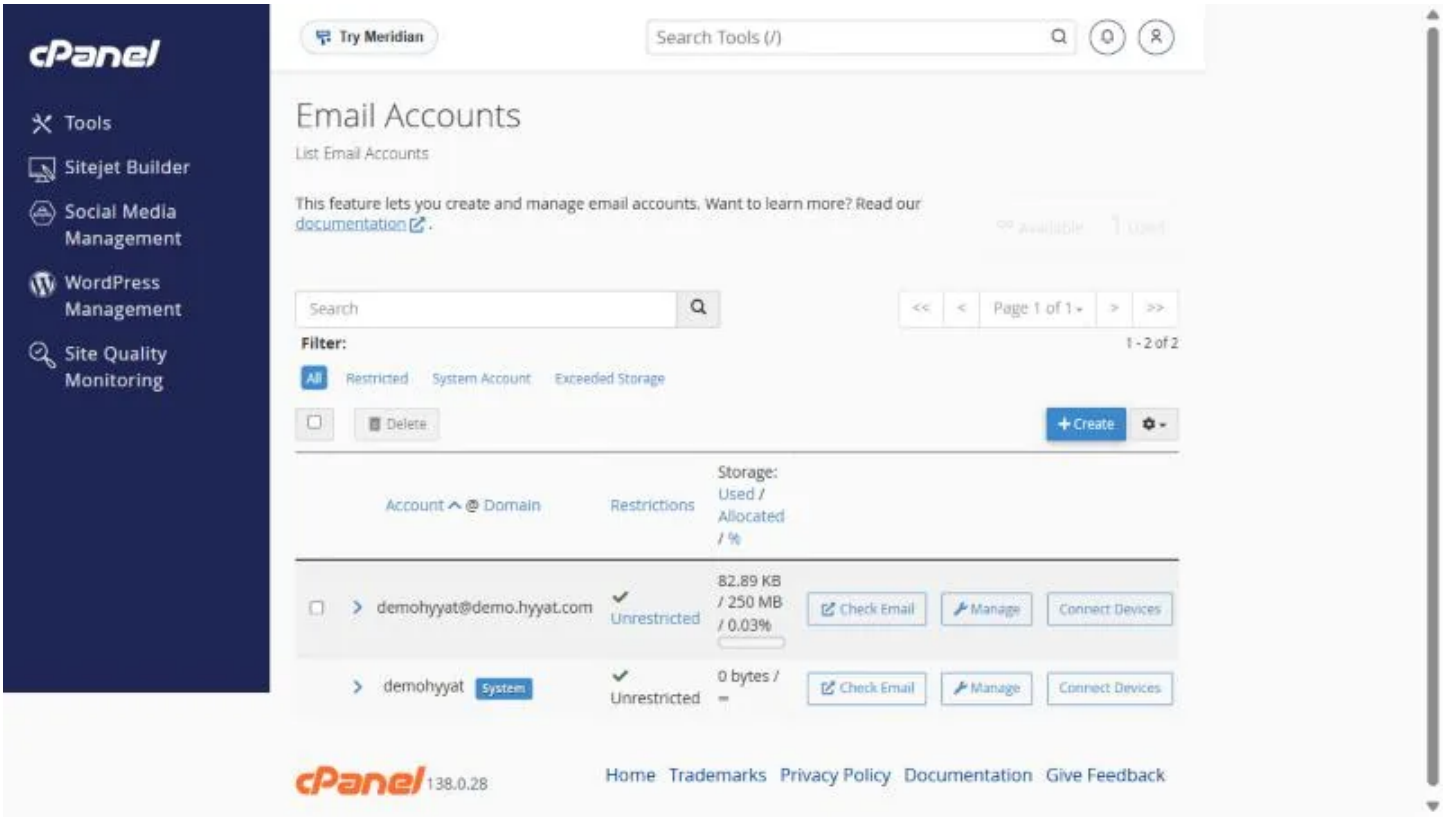
The quick fix In Webmail open **Settings**, then **Preferences**, then **User Interface**, choose your city in **Time zone** instead of Auto, and save. Every message time updates at once.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-cpanel-timezone-en.mp4?_=1

A question we often get: "A message reached me at 10 am, but Webmail shows it arriving at 7." The message arrived on time, but Roundcube is showing it in a different time zone. Roundcube is the mail program that opens when you log in to Webmail. The setting is stored per mailbox, so the time can be right in one mailbox and wrong in another.

The steps

1. **Log in to Webmail** at `yourdomain.com/webmail`, or with Check Email in cPanel Email Accounts. Guide: logging in to Webmail.
2. **Open Settings** the gear icon in the side menu.
3. **Choose Preferences, then User Interface** in the middle column.
4. **Change Time zone** from Auto to your city, such as Asia/Riyadh or Europe/London.
5. **Set the time and date format** if you like, in the fields below.
6. **Click Save** at the bottom of the page.



Why was the time wrong with Auto selected?

Auto takes the zone from your browser. If your computer clock or zone is set wrongly, or a VPN moves your location, Roundcube may pick the wrong zone. Choosing the city by hand fixes it for good.

Right on the phone, wrong in Webmail?

Where	Where the time comes from
The phone mail app	The phone time zone
Outlook on a computer	The Windows time zone
Webmail (Roundcube)	The Time zone setting inside Roundcube

The message itself is stored in universal time, and each program displays it in its own zone. So set Roundcube once for every mailbox you use in the browser.

Other useful settings on the same page

- **Language:** the Webmail interface language.

- **Refresh:** how often Roundcube checks for new mail.
- **Pretty dates:** shows Today and Yesterday instead of full dates.

Is the **sent** time also wrong for your recipients? That is not a Roundcube setting but the sender's computer clock, if you send from a desktop program. Make sure the device clock is automatic.

From our support desk

- **A customer working across two countries** set the zone by hand to his work city, and meeting times in messages stopped showing an hour off.
- **A company with several mailboxes** set the zone in one only, and the rest stayed wrong. The setting is per mailbox.
- **A customer using a VPN** had the automatic zone change daily. Choosing the city by hand ended it.

Frequently asked questions

Does changing the time zone change old messages?
Only how they are displayed; the messages themselves do not change.

Is the setting per mailbox or per account?
Per mailbox in Roundcube.

I cannot find Time zone in the settings?
Open Preferences, then User Interface; it is near the top.

Does the server time affect how messages show?
No, Roundcube converts the time to the zone you choose.

Does the setting affect my phone mail app?
No, only Webmail; the phone follows its own zone.

Can I change the Webmail language too?
Yes, on the same page under Language.

Related guides

- How to Log In to Webmail: Links, Steps and Fixes

- How To remove old email messages
- Email Client Settings for Your Phone and Outlook: IMAP, POP3, SMTP and Ports
- Why Do My Emails Reach Gmail but Go to Spam in Outlook/Hotmail?
- The Email Section in cPanel: A Guide to Every Tool and When to Use It

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