Email Autoresponders in cPanel: Auto Replies While You Are Away

cPanel Guides · https://www.hyyat.com/en/knowledgebase/email-autoresponder-cpanel/

In short In cPanel open **Autoresponders** and click **Add Autoresponder**. Enter the address, subject and reply text, set the **Interval** in hours so the same person is not answered repeatedly, choose the start and stop times, then click **Create/Modify**.

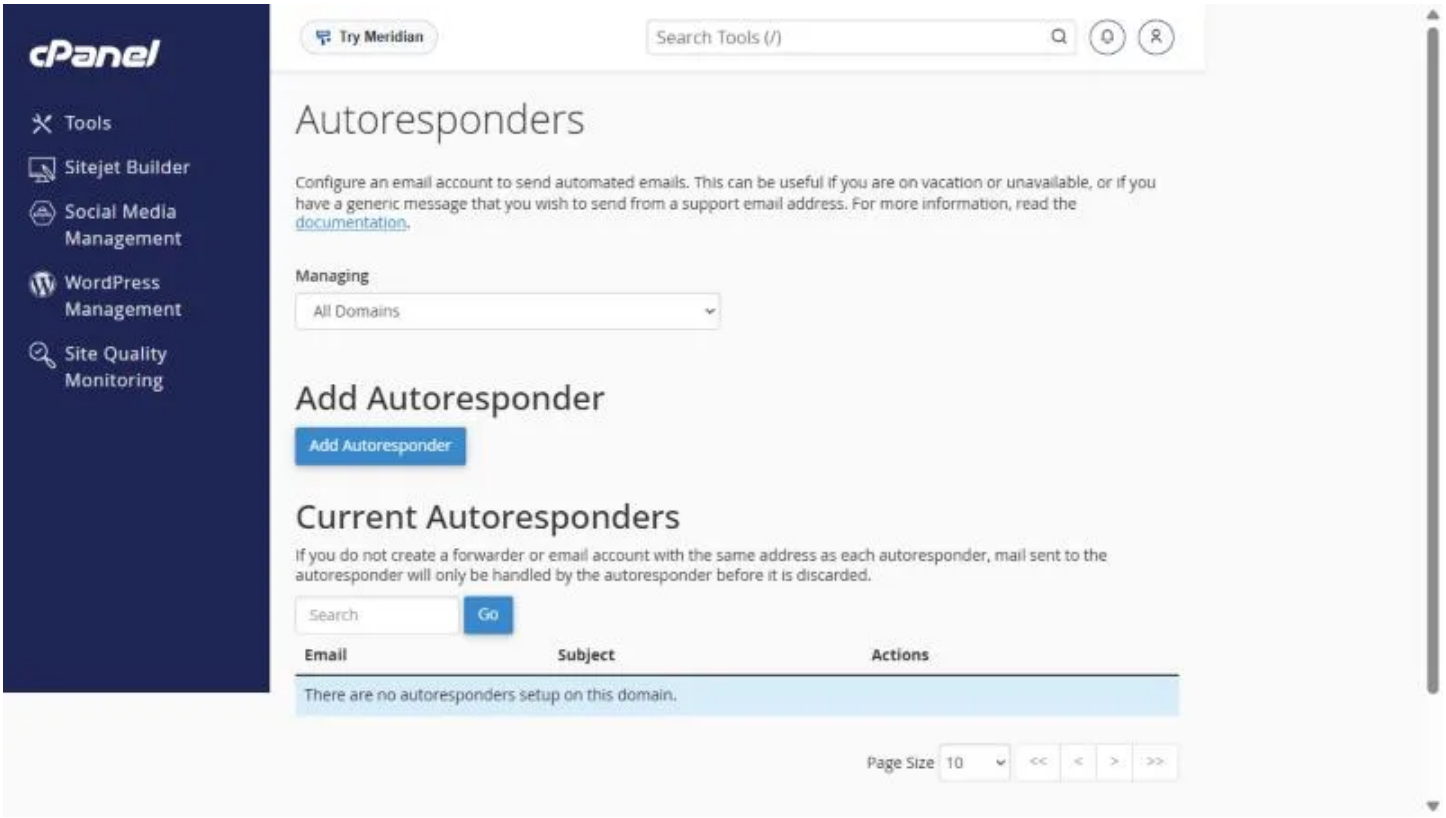
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-email-ar-en.mp4?_=1

A customer asked: "I am travelling for two weeks and want customers to know I will reply when I am back."

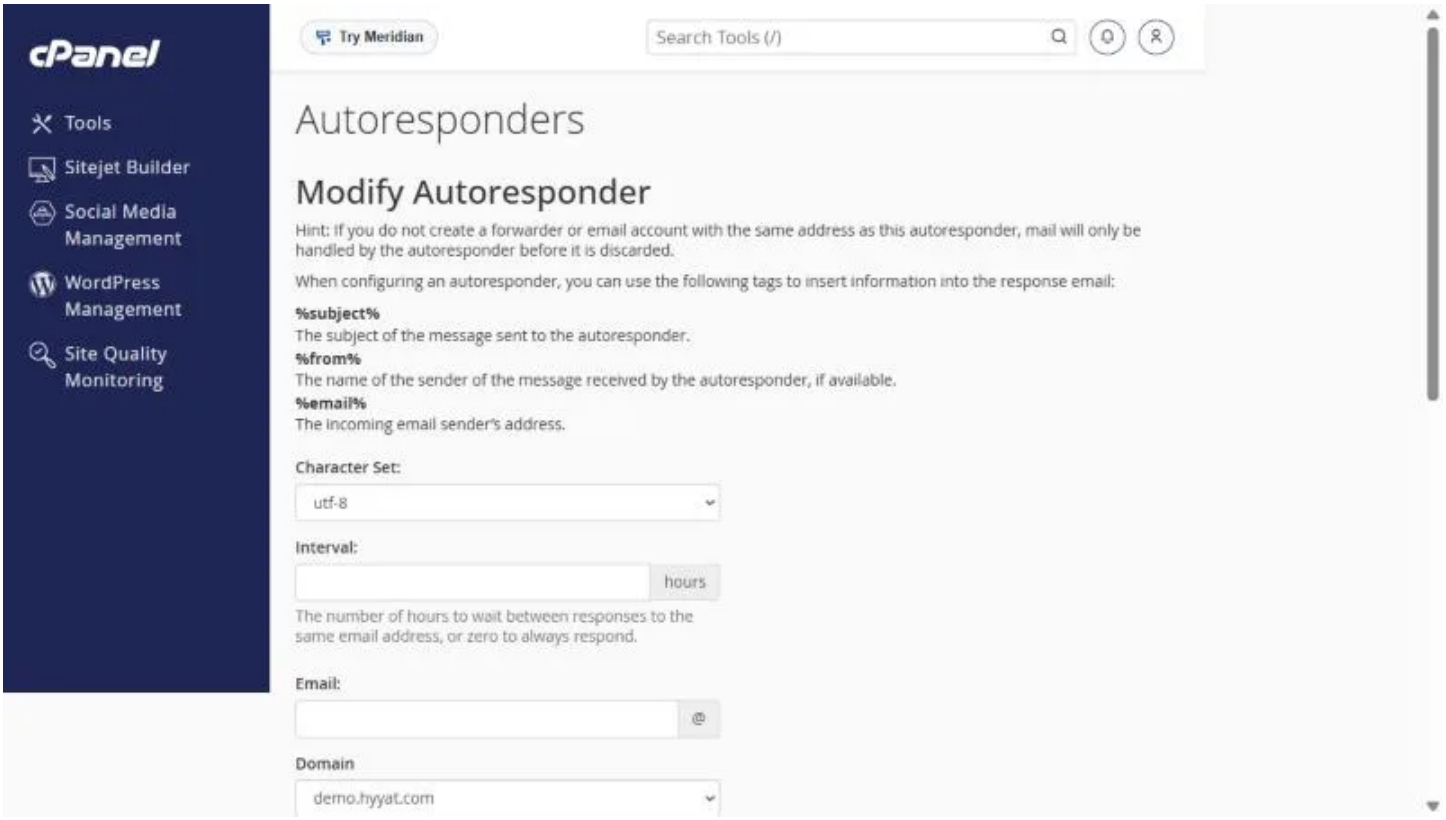
An autoresponder sends a ready-made reply to everyone who emails you, such as "Thanks for your message, I am away until Sunday". It is useful on holiday, out of hours, and on support addresses to confirm a request was received.

Adding an autoresponder

1. **Open Autoresponders** in the Email section of cPanel.
2. **Click Add Autoresponder.**



1. **Character Set:** keep utf-8 so every language displays correctly.
2. **Interval:** hours before the reply is sent again to the same sender, for example 24.
3. **Email and Domain:** the address that will reply automatically.
4. **From, Subject and Body:** your name, the reply subject and the message.
5. **Start and Stop:** start now or at a set time, and set a stop time so you do not forget it.
6. **Click Create/Modify** and it appears under Current Autoresponders.



Tags you can use in the reply

Tag	Replaced with
%subject%	The subject of the incoming message
%from%	The sender's name
%email%	The sender's address

A ready-to-use message

"*Thank you for your message about: %subject%. I am out of the office until Sunday and will reply when I am back. For urgent matters please email support@yourcompany.com.*"

Careful: if the address has no mailbox or forwarder, mail is discarded after the reply is sent. Create the mailbox first or add a forwarder.

The auto reply does not send, or sends too often

- **The reply shows strange characters:** make sure the character set is utf-8.
- **The reply is sent too often:** increase the interval.
- **The reply is still on after my holiday:** delete it from the list, or set a stop time next time.

When to use an autoresponder

- On holiday, with your return date and an alternative contact.
- On a support address, to confirm a request and the expected reply time.
- Outside working hours or on public holidays.
- After changing your address, to tell people the new one.

Cases we have seen

- **A customer forgot to set an end date**, so his "I am on holiday" reply ran for a month after he returned. Always set start and end dates.
- **A customer set the interval to zero**, so each sender got a reply with every message. A 24-hour interval is enough.
- **A company used an auto reply** to confirm orders with an emergency phone number, and repeat calls dropped.

If a colleague should follow your mail while you are away, add a temporary forwarder to them alongside the auto reply.

Frequently asked questions

How do I set an auto reply in cPanel?
In Autoresponders click Add, enter the message and schedule, then Create/Modify.

Why does my reply show strange characters?
The character set is not utf-8. Change it to utf-8.

Will it reply to the same person every time?
No, it follows the interval you set in hours.

Does the autoresponder reply to spam?

It may reply to some, so set a sensible interval and turn on Spam Filters.

Can I set an auto reply in Webmail instead?

Some Webmail apps allow it, but setting it in cPanel works for every app.

Related guides

- The Email Section in cPanel: A Guide to Every Tool and When to Use It
- Email Forwarding (Forwarders) in cPanel: Send Mail From One Address to Another
- How to Create an Email Account on Your Domain in cPanel

All cPanel guides →

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