How to Suspend or Unsuspend an Email Account in cPanel

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

In short In cPanel open **Email Accounts** and click **Manage** next to the address. Under **Restrictions** choose **Suspend** for receiving, sending or logging in, or **Hold** to hold outgoing mail, then click **Update Email Settings**. The mailbox and its messages stay intact.

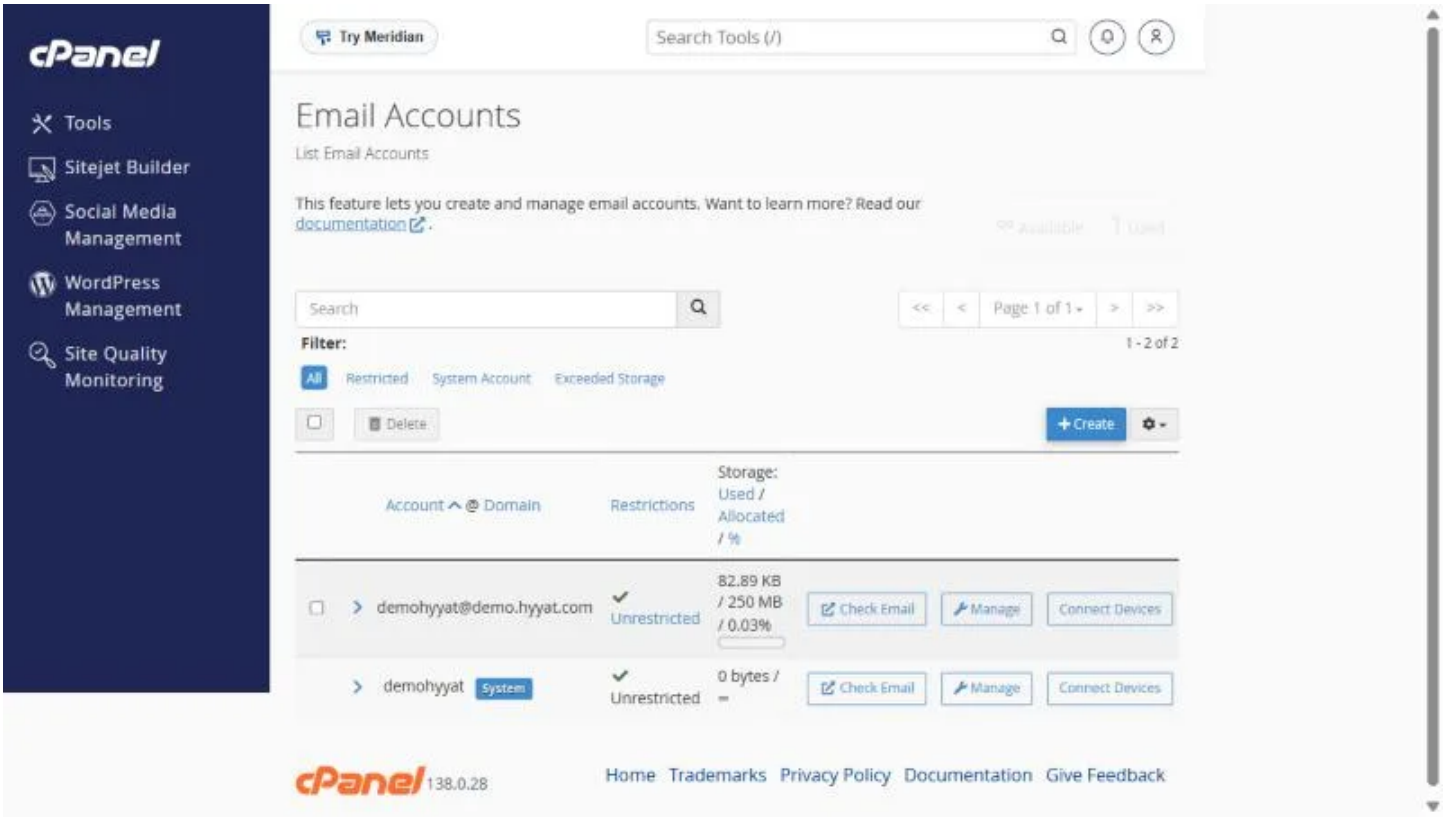
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-email-suspend-en.mp4?_=1

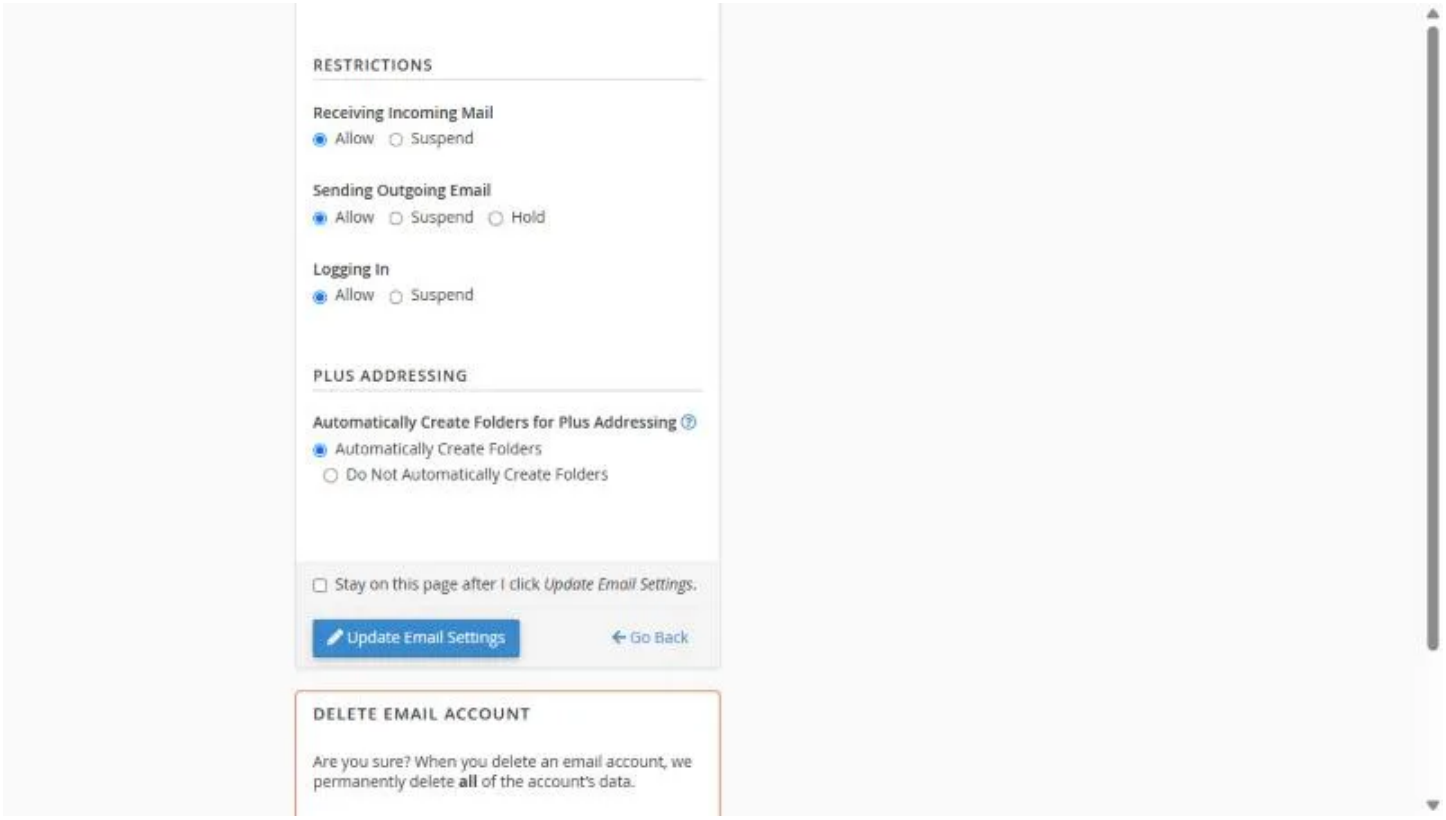
A customer asked: "An employee's mailbox started sending strange messages to our customers. How do I stop it fast?"

Sometimes you need to stop a mailbox without deleting it: a staff member has left, or a hacked mailbox is sending spam. cPanel lets you suspend each part separately.

Steps

1. **Open Email Accounts** in cPanel. The Restrictions column shows each mailbox's status.
2. **Click Manage** next to the address.
3. **Scroll to Restrictions** and choose Allow or Suspend for each item.
4. **Click Update Email Settings.**


cPanel
Tools
Sitejet Builder
Social Media Management
WordPress Management
Site Quality Monitoring
Try Meridian
Search Tools (/)
Email Accounts
List Email Accounts
This feature lets you create and manage email accounts. Want to learn more? Read our documentation.
Search
Filter:
All
Restricted
System Account
Exceeded Storage
Delete
+ Create
Page 1 of 1
1 - 2 of 2
Account
Domain
Restrictions
Storage: Used / Allocated / %
demohyyat@demo.hyyat.com
Unrestricted
82.89 KB / 250 MB / 0.03%
Check Email
Manage
Connect Devices
demohyyat
System
Unrestricted
0 bytes / ∞
Check Email
Manage
Connect Devices
cPanel 138.0.28
Home
Trademarks
Privacy Policy
Documentation
Give Feedback


RESTRICTIONS
Receiving Incoming Mail
Allow
Suspend
Sending Outgoing Email
Allow
Suspend
Hold
Logging In
Allow
Suspend
PLUS ADDRESSING
Automatically Create Folders for Plus Addressing
Automatically Create Folders
Do Not Automatically Create Folders
Stay on this page after I click Update Email Settings.
Update Email Settings
Go Back
DELETE EMAIL ACCOUNT
Are you sure? When you delete an email account, we permanently delete all of the account's data.

What each option does

Option	When suspended	When to use it
Receiving Incoming Mail	No new mail is accepted	A mailbox no longer in use
Sending Outgoing Email	It cannot send	A hacked mailbox sending spam
Hold (sending)	Outgoing mail is held until you allow it	You want to review mail before it leaves
Logging In	Nobody can open the mailbox	A staff member has left

Hacked mailbox? Suspend sending at once, change the password, then follow the hacked email recovery steps.

Suspend or delete?

Suspending keeps the messages and can be undone with one click. Deleting removes the mailbox and its mail permanently. If in doubt, suspend rather than delete.

The problem continues after suspending

- **Mail sent while receiving was suspended did not arrive after I re-enabled it:** rejected messages do not come back. Ask the sender to resend.
- **Messages on Hold:** choose Allow and the held messages are sent.

A plan for when an employee leaves

- Suspend logins at once so they can no longer access the mailbox.
- Add a forwarder to a colleague, or an autoresponder with the new contact.
- Change the password before giving the address to a new employee.
- After a suitable period, delete the mailbox or keep it suspended depending on whether you need the old mail.

Situations that keep coming up

- **A hacked mailbox sending spam**: the customer suspended sending only, so customer mail kept arriving, then changed the password, checked the employee's computer and switched it back on.
- **An employee left**: the company suspended login, kept receiving on, and forwarded the mail to the manager until customers had the new address.
- **A customer deleted a former employee's mailbox** straight away and later needed old correspondence. Suspending first would have kept it.

If you suspended because of a hack, do not switch it back on before changing the password; follow the steps to recover a hacked mailbox.

Frequently asked questions

How do I suspend a mailbox without deleting it?
In Manage next to the address, choose Suspend under Restrictions and click Update Email Settings.

Are messages lost when suspended?
No, existing mail stays. But new mail is not accepted while receiving is suspended.

What does Hold do?
It holds outgoing mail so nothing is sent until you allow sending.

Will the mailbox owner know it is suspended?
With logins suspended they simply see a failed login.

Can I suspend every mailbox on the account at once?
This page suspends one mailbox at a time.

Related guides

- The Email Section in cPanel: A Guide to Every Tool and When to Use It
- How to Create an Email Account on Your Domain in cPanel
- How to Increase or Change Email Storage (Mailbox Quota) in cPanel
- Email Hacked or Sending Spam? Steps to Recover and Secure Your Mailbox

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