

# How do I add an Domain email account using the Customer Portal?

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1. Open the Customer Account Portal - <https://customer.ntinet.com>.
2. Enter your account username and password in the Customer Login boxes. *If you do not know your username and password you will need to call our office during normal business hours to obtain this information.*
3. *Click on the Current Rates*
4. Choose "View Service" from the service rate you wish to add email to.

**5. Click on the "Manage Child Services" link.**

**6. Click the "add" link.**

**7. Select the your company Domain Name from the drop box, enter your username in the username box** (*The username will be the first part of your email address* , **enter a password in the password box** (*passwords must contain at least 6 characters and one of the characters must be a number or symbol*)).

**8. Click the Add Service button**

**9. Your new email address will now be created on the Mail server.**

**If you are using a program such as Outlook Express or Windows Mail to retrieve and send your email messages, you will need to add this email account to your email software. For assistance on**

**how to do this, please review our other knowledge base articles on setting up your specific email software.**

Online URL: <http://ntinet.com/phpkb/article.php?id=46>