Before you can receive email, you need to configure the MX record for your domain name. On the Email Accounts and Email Forwarders page, you will see a message like: To recieve emails on the email address you will need to set the MX record for your domain name to mx.epizy.com Check your existing MX records If you’re just created your account, the MX records have probably been configured correctly already. Go to MX Entry in your control panel. Check if the domain you want to receive email for is in the list. Check whether only one MX record exist for the domain name. The MX record should match the MX record in the error message. Delete any MX record for your domain which does not match the one shown in the notification on the Email Accounts/Forwarders screen. Note that changing the MX records for your domain name is a DNS change. DNS changes are affected by DNS propagation, meaning it can take up to 72 hours for the changes to start working everywhere. Add the new MX record (if it does not exist yet) If you have confirmed in the previous step that the correct MX record does not exist, you need to add it yourself. Go to MX Entry in your control panel. Under Add MX Records, select the domain name in the list for which you want to receive email. Add the MX record from the notification to the MX Record field (generally mx.epizy.com). Set the priority if required (the default value of 10 is fine). Click Add. Note that changing the MX records for your domain name is a DNS change. DNS changes are affected by DNS propagation, meaning it can take up to 72 hours for the changes to start working everywhere. Verifying your MX records After configuring your MX records, you need to verify the rest of the internet knows where to deliver your email as well. You can check which MX records are currently configured for your website using a DNS lookup tool like MxToolbox. Enter your domain name in the MX Lookup tool. If the MX records shown does not match what’s in your control panel, please check: Has the DNS fully propagated? DNS changes (including MX records changes) can take a few hours to become effective. Does your domain use InfinityFree nameservers? If you are using third party nameservers, like Cloudflare, you must configure your MX records through the DNS management area of your DNS provider. Are you using the control panel Cloudflare integration? A known issue of the control panel Cloudflare integration is that it breaks MX records (as well as custom CNAME records and subdomains). To receive email, you must disable Cloudflare on your domain name. The MX records are configured correctly but you still see the notification The notification about the MX record is always shown, regardless of the MX records configured for your domain. If you have confirmed your MX records are correct, you can safely ignore the warning. The MX record is correct but you cannot send email The MX records of a domain only affect the ability to receive email and do not affect the ability to send email. If you are unable to send email, it cannot be caused by bad MX records.