14 TECHNOLOGIES
Strategy Creativity Results

MailOS
Setup Guide

Professional email on your own domain: mailboxes, phone app, team logins and licenses, set up step by step.

Free plan · 10 mailboxes | Pro · 50 mailboxes | Team · unlimited | Android · iPhone · Desktop

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1 What you need

Item	Why	Cost
A domain name (e.g. `yourcompany.com`)	Your email addresses live on it	Yearly domain fee
A Cloudflare account	Runs MailOS and receives your mail	Free
A Resend account	Sends your mail (3,000 emails/month free)	Free to start
About 30–45 minutes	Or ask 14 Technologies to do it with you	—

Your website stays where it is.
MailOS only handles email. Your website can stay on Hostinger or any other host.

2 Put your domain on Cloudflare

1. Sign up at `dash.cloudflare.com` and choose **Add a domain**. Enter your domain and pick the **Free** plan.
2. Cloudflare copies your current DNS records. Check that your website records are there.
3. At your domain registrar (e.g. Hostinger), replace the nameservers with the two Cloudflare nameservers shown.
4. Wait until Cloudflare shows the domain as **Active** (usually minutes, up to 24 hours).

Important for websites on Hostinger
Keep your website records on **DNS only** (grey cloud). Hostinger already has its own CDN; turning on Cloudflare's proxy as well can make your website show "429 Too Many Requests".

3 Install MailOS

MailOS runs on your Cloudflare account. 14 Technologies installs it for you, or a developer can deploy it from the MailOS source code with Wrangler. You end up with a web address such as `mail.yourcompany.com`.

The installer needs a Cloudflare **API token** with these permissions so MailOS can manage your email settings:

- Account: Email Sending Edit, DNS Settings Edit, Email Routing Addresses Edit
- Zone (your domain): DNS Settings Edit, Email Routing Rules Edit, Zone Settings Edit, DNS Edit

4 Create your admin account

1. Open `https://mail.yourcompany.com/setup`.
2. Choose your admin address (e.g. `you@yourcompany.com`) and a strong password.
3. Turn on two-factor login under **Settings** → **Security**.

5 Turn on receiving

1. Go to **Admin** → **Domains** and open your domain (**Show details**).
2. Under **Setup receiving email**, switch on **Cloudflare Email Routing** and press **Setup**.
3. If you used another email service before, MailOS asks to replace its MX records. Press **OK** when you are ready to switch. New mail now arrives in MailOS.

6 Turn on sending (free with Resend)

1. Create a free account at `resend.com`.
2. At `resend.com/api-keys` create a key with **Full access** (a "sending only" key cannot add your domain).
3. In MailOS **Admin** → **Domains** → **your domain** → **Setup sending email**, switch on **Resend**, paste the key and save.
4. Press **Setup domain**, then **Send test email**. The test arrives in your inbox.

> **Limits**
> Resend's free plan sends 100 emails a day and 3,000 a month. Use MailOS for business mail, not bulk marketing; use a marketing tool for campaigns.

7 Create mailboxes

1. **Admin** → **Mailboxes** → **New mailbox**.
2. Type the name (e.g. *Sales*) and address (e.g. `sales`), pick your domain, press **Create mailbox**.

Common mailboxes	Used for
info@, sales@, support@	Public enquiries, sales and customer help
accounts@, hr@	Billing and invoices, hiring and staff
ceo@, name@	Leadership and each team member

The Free plan includes 10 mailboxes. Pro allows 50; Team is unlimited.

8 Profile pictures

- **Your own:** avatar (top right) → **Settings** → **Account** → **Profile picture**.
- **Any mailbox: Admin** → **Mailboxes** → open it → **Profile picture**.
- **A contact:** open their email → click their name → **Upload photo**.

> **Seen by Gmail users?**
> Gmail shows the photo of the Google account for an address. Create a free Google account with your existing work address ("use my current email") and add your logo there.

9 Install the phone app and notifications

Android (Chrome)	iPhone / iPad (Safari, iOS 16.4+)
Open your MailOS address → sign in → menu ⋮ → **Install app**.	Open your MailOS address in Safari → sign in → **Share** → **Add to Home Screen**.
Open MailOS from the home-screen icon → **Settings** → **Inbox** → **Notifications** → turn on → **Allow**. Repeat on every device. Choose your colour under **Settings** → **Inbox** → **Accent colour**.	

10 Gmail, Outlook and Thunderbird

With the **MailOS Bridge** (installed by 14 Technologies on a small server), standard mail apps can receive and send:

Setting	Value
Incoming (POP3)	`connect.yourcompany.com`, port 995, SSL/TLS
Outgoing (SMTP)	`connect.yourcompany.com`, port 465 SSL/TLS (or 587 STARTTLS)
Username	Full email address
Password	A MailOS **app password** (Settings → App passwords), never your main password

Gmail: Settings → Accounts and Import → *Check mail from other accounts* (POP3) and *Send mail as* (SMTP).
Outlook / Apple Mail / Thunderbird: Add account → manual setup → POP3.

11 Upgrade to Pro or Team

	Free	Pro	Team
Mailboxes	10	50	Unlimited
Separate logins	1 admin	10 people	Unlimited
Branding and forwarding	—	✓	✓
Shared team inboxes	—	—	✓

1. Buy Pro or Team at `14technologies.com/products/mailos` (card, bank transfer or Safepay).
2. Your license key arrives by email and in **My Account**.
3. In MailOS: **Admin** → **Upgrade** → paste the key → choose the plan → **Activate**.
4. Create team logins under **Admin** → **Accounts**; each person changes their password at first sign-in.

12 Daily use, tips and troubleshooting

- **Sending** is instant: the Send button turns into a tick and a small "Sent ✓" appears.

- **Mail not received by someone?** Check the address spelling first, then their Spam folder. Resend's dashboard shows Delivered, Bounced or Delayed for every email.
- **New domain reputation:** send real messages with full sentences and a signature; avoid one-word tests.
- **Website shows "429"?** Set your website DNS records in Cloudflare to DNS only (step 2).
- **Security:** turn on two-factor login and give each person their own login (Pro/Team).

Support

Email `support@14technologies.com` or message 14 Technologies on WhatsApp from the MailOS page. Paid setup, migration from Gmail or Outlook, and training are available.