

Control Panel User Guide for Exchange

MS Exchange Server 2003

OVERVIEW

This is an exclusive, web browser-based control panel that is included with every hosted Exchange account. The control panel provides 24x7 access to your site/server configuration tools and was designed to put maximum control at your fingertips. It's your all-in-one access point for customizing your technical specifications, editing account information and requesting technical support.

This guide is intended to provide customers with information about each of the pages within this control panel.

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Download Outlook

We recommend that you use Outlook 2003 as your email client. This page enables users to download Microsoft Outlook 2003 at no charge.

Outlook 2003 includes new features that can help you stay in touch more consistently, share information more easily, better prepare for upcoming meetings and collaborate more effectively.

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➤ **Set-up**

Follow the instructions on this page to complete your Exchange server set-up. It is recommended that you use the Outlook Profile Helper to set up a mailbox profile.

This page also allows you to test your connection to the Exchange server if you experience trouble connecting to your Exchange server.

➤ **Disk Space**

We track the disk space utilized by all mailboxes and public folders on your Exchange account and will automatically send a message to the contact email address when utilization exceeds the total disk space that is available.

➤ **Disk Space Utilization**

To check the amount of disk space utilized by each mailbox, click the DISK SPACE UTILIZATION button located at the bottom of the page.

➤ **Purchase Additional Disk Space**

To purchase disk space please select the amount of additional disk space you wish to allocate to your account in the drop-down box and click on the SAVE CHANGES button.

➤ **Mailboxes**

This page allows you to view and manage the settings for your mailboxes. You can change the settings for existing mailboxes, create new mailboxes, manage your storage allocation for mailboxes and view your disk space utilization.

➤ **Existing Mailboxes List**

➤ **Settings**

- **General**

This page allows you to modify the General settings of the mailbox. To save changes click on the SAVE CHANGES button. The RESET MAILBOX PASSWORD button allows administrators to reset the password for any mailbox. Enter the new password and click Ok.

- **Advanced**

This page allows you to modify the advanced settings of the mailbox. To save changes click on the SAVE CHANGES button.

- **Email Addresses**

This page allows you to modify the email addresses for the mailbox. To save changes click on the SAVE CHANGES button.

- **Fax via Email**

This page allows you to modify the Fax via Email settings for the mailbox. To save changes click on the SAVE CHANGES button.

- **Organization**

This page allows you to modify the organizational settings for the mailbox. To save changes click on the SAVE CHANGES button.

- **Distribution Lists**

This page allows you to view the distribution list memberships for the mailbox. To save changes click on the SAVE CHANGES button.

- **Delivery Restrictions**

This page allows you to set the delivery restriction settings for the mailbox. To save changes click on the SAVE CHANGES button.

- **Delivery Options**
This page allows you to modify the delivery option settings of the mailbox, including the size limitations of messages and send on behalf of options. To save changes click on the SAVE CHANGES button.
- **Mailbox Manager**
This page allows you to specify the settings that can be accessed through MyMailboxManager for the mailbox. To save changes click on the Save Changes button.
- **Import Mailbox**
This page allows you to configure import setting for the mailbox to import mail from another mailbox via POP3 or IMAP4.

- **Rename**
Select this option to rename the username for a mailbox. Enter the new user name as directed in the pop-up window and click Ok.
- **Delete**
Select this option to delete a mailbox from your account. Click Ok in the pop-up window to confirm deletion of the mailbox.

- **Create New Mailboxes**
This page allows users to create new mailboxes.

In order to create new mailboxes, complete the *Display Name* and *Email Address* fields and click the ADD TO CREATE MAILBOX LIST button.

NOTE: The mailbox name needs to be unique, so if the name you first enter is taken, enter a different name. For example if the name 'Jim' is taken, you can use 'Jim1'. This does not affect the email addresses that are pointed to that mailbox, as these can be changed as required.

- **Create All Mailboxes**
After reviewing the list of new mailboxes, click on the CREATE ALL MAILBOXES button to generate the mailboxes.

NOTE: It is easier to add as many mailboxes as you require and then click on the CREATE ALL MAILBOXES button to generate the mailboxes, rather than doing them individually.

- **Advanced Settings**

Advanced users can select the **ADVANCED SETTINGS** button to create multiple mailboxes. Users can also import a text (.txt) file to create multiple mailboxes. Create your text file in the following format and repeat for each mailbox:

Display Name [SPACE] Email Address [LINE BREAK]

- **Delete mailboxes**

This button allows users to delete email accounts.

NOTE: You do not need to delete existing mailboxes in order to rename them. The account will be charged for each mailbox that is created.

➤ **Contacts**

This page gives you a convenient way to display email addresses of people outside your organization in the Global Address List (GAL).

➤ **Create New Contacts**

To create new contacts click on the **CREATE NEW CONTACTS** button.

➤ **Settings**

- **General**

This page allows you to modify the General settings of the contact. To save changes, click on the **SAVE CHANGES** button.

- **Organization**

This page allows you to modify the Organization settings of the contact. To save changes, click on the **SAVE CHANGES** button.

- **Phone/Notes**

This page allows you to modify the Phone/Notes settings of the contact. To save changes, click on the **SAVE CHANGES** button.

- **Distribution Lists**

This page allows you to view and modify all the Distribution Lists that the contact is a member of. Click on the name of the distribution list to modify the settings.

- **Delivery Restrictions**

This page allows you to modify the Delivery Restrictions settings of the distribution list, and includes:

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- MODIFY “Accept messages from”
- MODIFY “Reject messages from”

To save the changes, click on the SAVE CHANGES button.

➤ **Distribution Lists**

Distribution lists contain email addresses for more than one person. You can use this page to create and modify distribution lists.

➤ **Create New Distribution List**

To create a distribution list you need to enter a Display *Name* and an *Email Address* and then click on CREATE ALL DISTRIBUTION LISTS.

NOTE: Once a distribution list has been created, you need to select users in the settings section – see below.

➤ **Settings**

- **General**

This page allows you to modify the General settings of the distribution list, including members of the distribution list. Click the MODIFY button under the *Members* section to select/deselect mailboxes. To save the changes, click on the SAVE CHANGES button.

- **Email Addresses**

This page allows you to modify the Email Address settings of the distribution list. To save the changes, click on the SAVE CHANGES button.

- **Distribution Lists**

This page allows you to modify Distribution Lists’ settings. To save the changes, click on the SAVE CHANGES button.

- **Delivery Restrictions**

This page allows you to modify the Delivery Restrictions settings of the distribution list, and includes:

- MODIFY “Accept messages from”
- MODIFY “Reject messages from”

To save the changes, click on the SAVE CHANGES button.

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➤ **Public Folders**

You can create, delete and manage Top-Level Public Folders on your Exchange server using this page. To create, delete and manage subfolders use Outlook or OWA.

NOTE: There is a limit of 5 top-level public folders on your account.

By default, permissions on a public folder are set to none and the folder is not visible in Outlook or OWA. To grant appropriate permissions, click on the SETTINGS button and then the MODIFY button. To save folder permissions, click on the SAVE CHANGES button.

➤ **Settings**

- **General**
This page allows you to modify the General settings of the public folder. To save changes, click on the SAVE CHANGES button.
- **Email Addresses**
This page allows you to modify the Email Address settings of the public folder. To save the changes, click on the SAVE CHANGES button.
- **Distribution Lists**
This page allows you to modify the Distribution Lists settings of the public folder. To save changes, click on the SAVE CHANGES button.
- **Client Permissions**
This page allows you to modify the Client Permissions settings of the public folder and specify the access level for each mailbox user. To save changes, click on the SAVE CHANGES button.

➤ **Domains**

To enable the MS Exchange server to receive Internet email for your domain, you will need to take the following steps:

- Enter your domain name in the clear field and click on the REGISTER button.
- Re-point your domain's mail exchanger (MX) record located on this page. (Contact your current DNS administrator to make the appropriate changes. To locate your domain's DNS administrator, refer to **WHOIS**).

- **EDIT RECORDS button**

Clicking on this button enables user to review and edit DNS records.

- For secondary domains:

1. Add the following MX record to *Custom Records* section:

domain.name IN MX 3 mail2.domain.name

2. And add an "A" record for mail2.yourdomain.name to point to the IP address of your in-house Mail Server, for example:

mail2.domain.name IN A 123.45.67.89

- For the primary domain (if this is the only domain name on account):

1. Add the following MX record to Custom Records section:

domain.name IN MX 3 mail2.domain.name

2. Add an "A" record for the mail2.yourdomain.name to point to the IP address of your in-house mail server, for example:

mail2.domain.name IN A 123.45.67.89

NOTE: We would recommend you to add the MX record for your in-house mail server with a preference number 3

Additional Services

➤ **BlackBerry Wireless**

Our wireless messaging service enables you to receive and forward emails on your BlackBerry handheld.

Select the mailboxes for which you would like to enable the BlackBerry service and click on the SAVE CHANGES button. This will create an account on the BlackBerry Enterprise server for the selected users, and automatically sends an email notification to the user's mailbox with activation instructions and a temporary activation password.

By selecting a specific account, it is also possible for users to view the sent, received and filtering details of that account using this page.

➤ **Message Archiving**

On this page, users can select and enable the type of message archiving facility they require, either Basic or Advanced.

NOTE: For Advanced Archiving, users require a third party solution. A list of supported suppliers is provided on this page.

➤ **Disclaimer**

This feature will add a message footer to the end of every email sent from your mailbox. Some organizations may wish to use this capability to provide a legal disclaimer.

NOTE: Your disclaimer message is limited to 1024 characters (including spaces). If you require more space, we recommend that you use the Outlook signature solution.

➤ **GoodLink Wireless**

Our Wireless Messaging Service enables you to receive and forward emails on your GoodLink enabled handheld.

To add mailboxes to the GoodLink service, click on the ACTIVATE NEW USERS button, add the mailbox name and then click on ACTIVATE NOW.

NOTE: An email will be sent to the user with detailed instructions on how to enable their device using GoodLink Over The Air (OTA) set-up.

➤ **iHateSpam**

This page allows you to enable your Spam filtering and manage its policy settings. Please select the mailboxes for which you would like to enable Spam filtering and click on the **SAVE CHANGES** button.

NOTE: It may take up to 15 minutes for changes to become active. Spam Folders will appear in users' mailboxes as soon as the first Spam email is received.

The **ADVANCED SETTINGS** button allows you to customize settings for spam filtering system, such as default quarantine thresholds, on both company and mailbox levels.

The quarantine threshold can be adjusted to manage the way each mailbox handles Spam – the higher the value, the more Spam you'll receive; the lower the value, the less Spam you'll get.

Click the **UPDATE POLICY** button to save any changes made.

➤ **Fax via Email**

This page allows you to enable your Fax via Email service and manage your fax plans. To create a new fax number, select an area code, the type of plan, the email address where your faxes should be delivered to, a display name, and any promo codes (if applicable) and click on the **CREATE** button.

NOTE: To modify your settings click on the fax number you wish to change and click one of the following buttons: **VIEW FAX LOGS**, **CHANGE FAX PLAN(S)**, **CHANGE EMAIL ADDRESSES** or **DELETE FAX NUMBERS**.

Account

➤ **Get Started**

On this page first time users will find quick set-up instructions to start using Exchange messaging, such as: how to start receiving email and accessing your email.

➤ **Contact information**

On this page, you can view and manage your contact information. This email address will be used for all technical notification messages, rather than the one included on the billing page.

You can modify any of the fields and then click the button at the bottom of the form to save the changes.

➤ **Billing information**

This page allows you to see and modify your billing information. This consists of your current billing contact for the account and the credit card information.

NOTE: Please ensure your billing address corresponds to the credit card record.

➤ **Marketing survey**

We would like to get to know our customers better, so on this page you'll find a brief survey.

Occasionally we send messages about new features, control panel upgrades, special promotions, free offers or an invitation to participate in market research. You can select the button below to opt-in or opt-out of these types of marketing announcements.

NOTE: You will continue to receive important service announcements regarding your hosted product even if you disallow marketing messages.

➤ **Password**

Use this page to change your passwords for your control panel account.

To change a password, enter the new password and click on the CHANGE PASSWORD button to save the change.

NOTE: The user name cannot be changed, as it is your primary identifier in the Microsoft Exchange directory. This function is not used to change mailbox passwords.

- **Pricing**
If available, this page contains the current pricing information for the account.
- **Agreement**
You can view your Exchange hosting Master Service Agreement (MSA) on this page.
- **Service Level Agreement (SLA)**
You can view your hosting Service Level Agreement (SLA) on this page. This document describes the service levels that are guaranteed.
- **Termination**
This page gives further information about how to terminate an account.

LOG OFF button

To make sure that no unauthorized people gain access to your control panel, please ensure you log out when you have finished.