

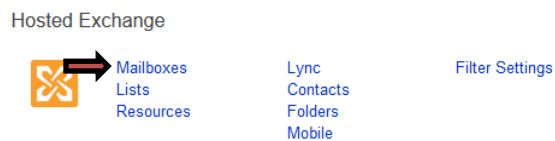
Everything you need to know to manage the Hosted Exchange Accounts in your Control Panel!

***Note: If you have more than one domain, you will be prompted to select a domain when you click on certain submenu items. To switch domains later, click the change domain link, located at the top of most windows (highlighted in yellow)**

Mailboxes

Add a New Mailbox

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**



2. Click the **Add Mailbox** button and enter the following required information in the spaces provided:

- **Display Name:** Enter the name that should be associated with the mailbox. This name will be displayed when the user sends email
- **User Name:** Enter a unique user name for the email account in all lowercase letters
- **Password:** Enter a password for the email account
- **Confirm:** Retype the password just entered

3. If desired, you can enter additional information about the user in the fields provided. To add further personal or organizational information, select the **Contact Information** tab

The screenshot shows the 'Add Mailbox' form with the 'Contact Information' tab selected. The form includes fields for User Details (First Name, Last Name, Display Name, User Name, Password, Confirm Password), Storage (Mailbox Size, Remaining Extra Storage), and Directory Services (Visible in Email Hosting Company Directory, Visible in Hosted Exchange Global Address List). Other Options include Public folder admin.

4. Click **Save**

Add Multiple Mailboxes at One Time

To add multiple mailboxes at one time, you will need to first create a CSV or Excel file containing the required data about each mailbox. Up to 500 mailboxes may be added per upload. Specific directions and downloadable templates are provided in the control panel (see Step 3, below)

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**

2. Click on **Add Multiple Mailboxes**

3. Create a CSV or Excel file containing the required information detailed in the **Data Format** section. Or, to download a template, select either the **CSV template** or **Excel template** link

4. In the **Import File** section, click the **Browse** button

5. Locate and select the CSV or Excel file you created in Step 3 and click **Open**

6. Click the **Import** button. Mailbox information will be imported and the mailboxes will be created. Any errors that occur will be detailed in the import summary, which will appear after the import is complete

Edit an Existing Mailbox

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**

2. Click on the mailbox name you want to edit

3. Here, you can modify Contact Info, Password, Mailbox Size, Forwarding, Additional Email Addresses, and Mailbox Permissions

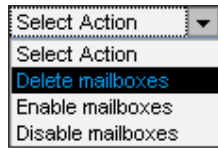
4. When you are done, click **Save**

Delete or Disable a Mailbox

When you **delete** a mailbox, you delete the email address and all of its content. When you **disable** a mailbox, the user can no longer log into or use that mailbox, but it will continue to receive mail to it

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**

2. To **delete** a mailbox: Select the checkbox next to the mailbox name you want to delete, and then select **Delete Mailboxes** from the **Select Action** drop-down menu located below the mailbox list. You can select multiple mailboxes at once if needed



-OR-

3. To **disable** a mailbox: Click on the **Disable** link in the **Action** column for the mailbox or select the checkbox next to the mailbox name you want to disable, and then select **Disable Mailboxes** from the **Select Action** drop-down menu located below the mailbox list. You can select multiple mailboxes at once if needed



Add Exchange Mailbox to Hosted Email Company Directory

If you have both Hosted Email and Hosted Exchange mailboxes on your domain, you can add the Hosted Exchange mailboxes to your Email Hosted Company Directory for the Hosted Email users to see

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**
2. Click on the mailbox name you want to add to the Hosted Email Company Directory
3. Select the **Visible in Email Hosting Company Directory** checkbox that is located on the **General** Tab for the mailbox and select **Save**

Set up Mail Forwarding

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**
2. Click on the mailbox name you want to adjust forwarding settings for
3. Click the **Mail Forwarding** tab



4. Select the checkbox next to **Forward to an Exchange address within this domain** and click on an address from the list of users
5. To forward email to an Exchange address on another domain under your account, click **Forward to an Exchange address within another domain on this account**, and enter the address there

6. To keep a copy of messages that are forwarded in this mailbox as well, select the checkbox next to **Save copies of forwarded email**

7. Click **Save**

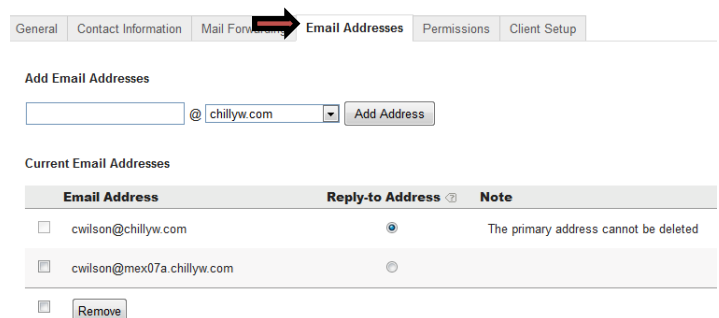
***Note:** You will be able to **forward to an external email address** as well if needed. You will have to first create the external email address as an **Exchange Contact** (covered in a later section) and then select the Contact from the list of users

Add Alternate Email Addresses to a Mailbox (Aliases)

Additional addresses can be assigned to any Exchange mailbox. The address works like an email alias, but only for a single mailbox. For example, you could add the address bob@mydomain.com to the mailbox bob.smith@mydomain.com. Any mail sent to bob@mydomain.com will be received in the bob.smith@mydomain.com mailbox

If you have added an accepted domain to your account, you can add any address for that domain. So, if you have added the accepted domain "mydomain.biz," you could add the bob@mydomain.biz and bob.smith@mydomain.biz addresses to the bob.smith@mydomain.com mailbox

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**
2. Click on the mailbox name you want to add the email address to
3. Click the **Email Addresses** tab



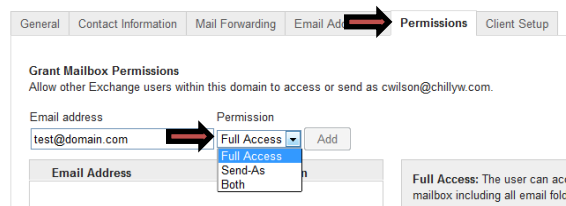
4. Under **Add Email Addresses**, enter the address name (if you want the address for an accepted domain, select the alternate domain from the drop-down menu) and then click the **Add Address** button
5. If you want the new address to be the default reply-to address, select the appropriate **Reply-to Address** option button. When sending email, recipients will see the selected reply-to address

6. Click **Save**

Set Mailbox Permissions

You can grant permission for any Exchange user to access another Exchange user's mailbox and send email as another user

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**
2. Click on the mailbox name you want to adjust modify permissions for
3. Click on the **Permissions** tab
4. In the **Email address** box, enter the Exchange email address of a user on this domain that you want to have access to this mailbox
5. In the **Permission** drop-down menu, click the desired access:



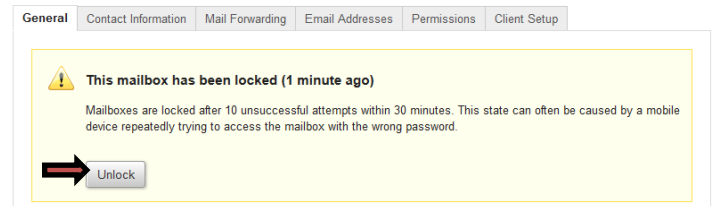
- **Full Access:** The user can access this mailbox including all email folders, calendar, contacts, and tasks. However, they **may not** send email with this mailbox as the **From** address
 - **Send As:** The user can use this mailbox as a **From** address in Outlook
 - **Both:** Must select this option if you want the user to have access to the email folders as well as to be able to send as the mailbox
6. Click the **Add** button and then click **Save**

Unlock an Exchange Mailbox

More than 10 failed login attempts will automatically lock a mailbox for 30 minutes. To unlock the mailbox before the automatic lockout period has passed, you can perform the following steps:

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**
2. Click on the mailbox name that has been locked out

3. A yellow pop up screen will appear stating: **This mailbox has been locked (how long ago)** and you will have the option to click on the **Unlock button**



- *Note:** It can take up to 5 minutes for the mailbox to successfully unlock and for the user to be able to log in again

View Mail Client/Mobile Device Setup Info

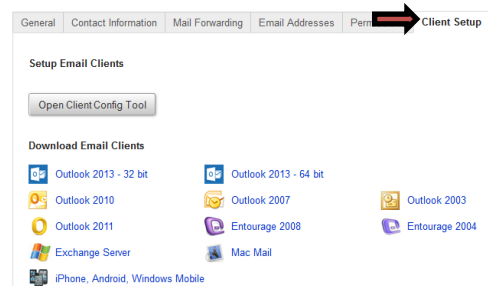
You can view and download mailbox-specific instructions for setting up your Exchange mailbox

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mailboxes**

2. Click on the mailbox name you need setup instructions for

3. Click the **Client Setup** tab

4. Click the link for the instructions you want to view



5. Click **Save**

Distribution Lists

When you create a distribution list, you are creating a group email address. Whenever someone sends email to that email address, the email is automatically sent to all **members** of the distribution list. These members can be mailboxes within the domain and/or contacts outside of the domain

Create a Distribution List

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Lists**

Hosted Exchange



2. Click the **Add Distribution List** button

3. Enter the following information in the spaces provided:

- **Display Name:** Enter a descriptive list name
- **Email Address:** Enter a unique user name for the list in all lowercase letters (e.g., sales or staff)
- To hide the distribution list from the Global Address List, where it can be viewed by others, select the **Hide from Global Address List** check box

4. To add a mailbox to the list, select the checkbox next to the username in the **Members** box. Use the **Search All Users** tool to locate specific email addresses. All active list members will be indicated with a checkmark next to the username

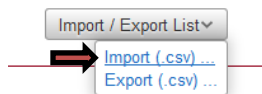
5. To remove a mailbox to the list, select the checkbox next to the username in the **Members** box. All active list members will be indicated with a checkmark next to the username

6. Click **Save**

Add Multiple Distribution Lists at One Time

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Lists**

2. Click on the **Import / Export List** button located in the bottom right corner and select **Import**



3. Create a CSV file containing the information detailed on the screen. Or, to download a template, click the **.CSV template** link

4. In the Upload .CSV section, click the **Browse** button to locate and select the CSV file you created in Step 3 and click the **Open** button

5. In the **Email Address** section, enter the email address you would like the results of the import to be emailed to. The recipient of this email address must have access to the control panel

6. In the **Conflict Handling** section, select if you want to **Only ADD column entries to existing Distribution Lists** or **ADD and REMOVE column**

entries from existing Distribution Lists to match the import file

7. Click the **Start Import** button. Any errors that occur will be detailed in the import summary, which will be emailed to the address you entered after the import is complete

Delete a Distribution List

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Lists**

2. Select the checkbox next to the Distribution List name you want to delete and click the **Delete** button located below the list of Distribution Lists

3. A pop-up box will appear to confirm that you want to delete the list. Click the **Delete Distribution List** button

Contacts

Exchange only allows internal addresses for email forwarding and distribution lists. To use an external address for either of these functions, it must be set up as a contact. A contact is simply an Exchange alias that points to a real mailbox outside of your domain

Add an Exchange Contact

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Contacts**

Hosted Exchange



2. Click the **Add Contact** button

3. Enter the following information in the spaces provided:

- **First and Last Name:** Enter first and last name information for the contact. This is **optional**

- **Display Name:** Enter the descriptive name that should be associated with the contact

- **User Name:** Enter a unique user name for the contact in all lowercase letters. This will be the Exchange address when applying it as a forward and adding it to distribution lists

- **External Email:** Enter the external email address that should receive mail for this contact

***Note:** To enter optional contact information, click the **Contact Information** tab and enter additional information, as desired

4. To hide the contact from the Global Address List, where it can be viewed by others, select the **Hide from Global Address List** checkbox

5. Click **Save**

Add Multiple Exchange Contacts at One Time

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Contacts**

2. Click the **Add Multiple Contacts** button

3. Create a CSV or Excel file, containing the required information detailed in the **Data Format** section. Or, to download a template, click the **CSV template** or **Excel template** link

4. In the **Import File** section, click the **Browse** button to locate and select the CSV file you created in Step 3 and click the **Open** button

5. Click the **Import** button. Any errors that occur will be detailed in the import summary, which will appear after the import is complete

Delete an Exchange Contact

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Contacts**

2. Select the checkbox next to the Contact name you want to delete and click the **Delete** button located below the list of Contacts

3. A pop-up box will appear to confirm that you want to delete the contact. Click the **Delete contact** button

ActiveSync

A mobile license allows Exchange access through ActiveSync on users mobile devices. A Blackberry license would be required for users setting up Exchange mailboxes on any Blackberry devices (excluding the Blackberry 10 devices which utilize ActiveSync technology as well)

Add ActiveSync Users and Licenses

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mobile**

Hosted Exchange



2. You will have the option to **Add Licenses** to the domain or **Manage Users** for **Blackberry** devices **or all other devices** utilizing ActiveSync (**this includes Blackberry 10 devices**)

3. If you do not have mobile licenses already applied to the domain, click on **Add Licenses** and then under **Add Additional Licenses** for the domain, select the type of license needed and enter the total number of licenses required and click **Save**

4. To associate a mobile license with a user's mailbox, click on **Manage Users**

5. Click on **Add**. Eligible Exchange users for the domain will be listed. If there are many eligible users, you can filter or search for a specific user. **Select a user** and then click on the **Add** button

***Note:** When you add a **Blackberry License**, you will also set up an **Activation password** to use when configuring the mailbox on the Blackberry device. This password must be at least 4 characters and if the activation password is not used within 24 hours, the account will have to be added in the Control Panel again. To receive access via BlackBerry, the user must have the Activation Password and set up their device by going to Options / Advanced Options / Enterprise Activation

6. Click **Save**

Delete ActiveSync Users and Licenses

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Mobile**

2. Click on **Manage Users**

3. Select the checkbox next to the user's mailbox you want to remove the ActiveSync license from and click the **Delete** button located below the list of names



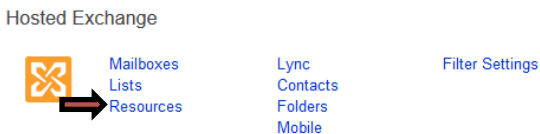
4. A pop-up box will appear to confirm that you want to delete the user. Click the **Delete ActiveSync user** button

Resources

A resource mailbox is used to set up reservations for equipment or a room. A resource can share a calendar, receive calendar invites, and automatically respond based on the availability of the resource. Users of Outlook and OWA are able to use the scheduling assistant to invite the resource to a meeting and view the Free/Busy information of the resource

Add a Resource Mailbox

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Resources**



2. Click on **Add Resource**

3. Click **Equipment** or **Room** and enter the following information in the spaces provided:

- **Display Name:** Enter the name that should be associated with the resource mailbox
- **Email Address:** Enter a unique user name for the resource's email address

*You can also specify Capacity, a Phone Number, and Assets (if applicable). These fields are **Optional**

4. Click on **Advanced** to edit Access Permissions, as desired. **Resource administrators (Permissions)** can log directly into the resource mailbox through OWA and adjust settings such as scheduling and auto-reply messages. **Resource Delegates** can approve requests for the Resource

- To add members to either the **Permissions** or **Delegates** list, select the checkbox next to the username in the corresponding box of users. Use the **Search All Users** tool to locate specific email

addresses. All active list members will be indicated with a checkmark next to the username

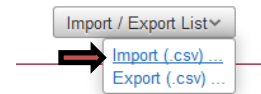


5. Click **Create Resource**

Add Multiple Resource Mailboxes at One Time

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Resources**

2. Click on the **Import / Export List** button located in the bottom right corner and select **Import**



3. Create a CSV file containing the information detailed on the screen. Or, to download a template, click the **.CSV template** link

4. In the Upload .CSV section, click the **Browse** button to locate and select the CSV file you created in Step 3 and click the **Open** button

5. In the **Email Address** section, enter the email address you would like the results of the import to be emailed to. The recipient of this email address must have access to the control panel

6. In the **Conflict Handling** section, select if you want to **Only ADD column entries to existing Resource Mailboxes** or **ADD and REMOVE column entries from existing Resource Mailboxes to match the import file**

7. Click the **Start Import** button. Any errors that occur will be detailed in the import summary, which will be emailed to the address you entered after the import is complete

Delete a Resource Mailbox

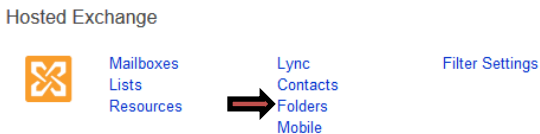
1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Resources**
2. Select the checkbox next to the Resource name you want to delete and click the **Delete** button located below the list of Resources
3. A pop-up box will appear to confirm that you want to delete the Resource. Click the **Delete Resource** button

Public Folders

For Exchange, public folders are set up and managed by public folder admins through Outlook or the Premium version of Outlook Web Access (OWA), and are shared spaces for email, files, calendars, etc. You can enable Public Folders and view a list of all public folders on the domain in the Control Panel. You can also add an email address (Mail Enable) to a subfolder so that users can send mail directly to the folder. *Exchange 2013 Public Folders will be enabled by support on a case to case basis*

Enable Public Folders for a Domain

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Folders**

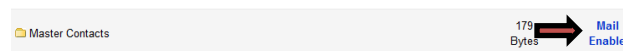


2. Click the **Enable Public Folder** button

***Note:** Newly created folders may take several hours to display in the Control Panel

Mail Enable a Public Folder

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Folders**
2. Click the **Mail Enable** link next to the folder you want to set an email address up on



3. Enter an **Email Address** and **Display Name** for the folder, and select if you want the address

to be hidden from the **Global Address List** or not and **Save**

Hosted Lync

Hosted Microsoft Lync is a unified communications tool that offers secure instant messaging, video chat, file transfer, and presence to users from desktop and mobile devices. It is available as an add-on for the [Hosted Exchange 2013](#) email platform only. You can enable Lync for your entire domain or only for selected users

Set up DNS records for Lync

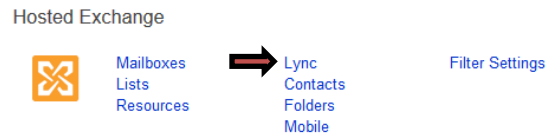
1. As the first step, you must create Auto-discover entries on your DNS server. If you have an internal DNS you must also set up these records on your internal DNS. We highly recommend that you perform this step first because all of the Hosted Lync features **will work only if DNS is correctly configured**

Please see “DNS Records for Hosted Lync” article for correct record information

***Note:** If you are already a Hosted Exchange customer, these settings are **in addition** to what you might currently have for Hosted Exchange Autodiscover

Activate Lync for Users

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Lync**

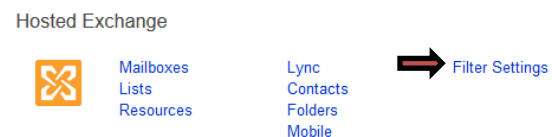


2. You can enable Lync for your entire domain or only for selected users. Click on the Exchange mailbox account, and then select the checkbox to enable Lync

Spam Filtering

Edit Spam Settings per Exchange user

1. On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Filter Settings**



- Click on the username of the mailbox you need to adjust spam filtering for
- In the **Status** section, click the appropriate button to turn spam filtering **On** or **Off**. Or, click the **Exclusive** button to receive email from only the addresses and IPs listed on your Safelist
- If you turned spam filtering on, indicate how messages should be handled in the **Hosted Exchange Handling** section:

- Exchange 2007 mailboxes only:** Send spam to recipient's quarantine. You can also select the box **Send quarantine notifications to:** and enter an email address if there is another address (besides the current users) that you would like the quarantine notifications sent to

Hosted Exchange Handling

[Log into the Quarantine Manager](#)

Send spam to recipient's quarantine
 Send spam to domain quarantine
 Send quarantine notifications to:

- Exchange 2010 and 2013:** Send spam to recipient junk folder (and non-user spam to recipient quarantine)

Microsoft Exchange Handling

[Log into the Quarantine Manager](#)

Send spam to recipient junk folder (and non-user spam to recipient quarantine)
 Send spam to domain quarantine

- Send spam to domain quarantine

***Note:** You will also see the link to **Log into the Quarantine Manager**. Here is where you can access and manage the recipient's individual quarantine for Exchange 2007 mailboxes **OR** the quarantine for distribution lists and contacts (non-users) on that are on the Exchange 2010 or 2013 platform

- Click **Save**

Edit Safelist Entries per Exchange User

- On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Filter Settings**
- Click on **Safelists** and then select the **username** of the mailbox you need to manage the Safelist for



- To **add a domain name or email address** to the Safelist, enter the domain or email address inside the box, then select the **Add** button. To **remove a domain or email address** select the name in the list then select the **Remove** button. Use the **Clear** button to remove all domain names or email addresses listed in the window

Domain & Email Safelist

Enter a domain or email address

Add

Bulk import using a comma or newline delimited text (.csv) file.
(Maximum item count is 5000.)

No file selected.

Safelisted Domains & Email Addresses

***Note:** If you have multiple domain names/email addresses/IP addresses to add use the bulk import option to upload a .csv file containing the information

- To **add an IP address** to the Safelist enter the IP address (or range) into the box and select the **Add** button. To **remove an IP address** click the address in the list then click the **Remove** button. Use the **Clear** button to remove all IP addresses listed in the window

IP Safelist

Enter an IP address (or range)

Add

Bulk import using a comma or newline delimited text (.csv) file.
(Maximum item count is 5000.)

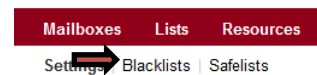
No file selected.

Safelisted IP Addresses

- Click **Save**

Edit Blacklist Entries per Exchange User

- On the Control Panel Main Page, locate the **Hosted Exchange** section and select **Filter Settings**
- Click on **Blacklists** and then select the **username** of the mailbox you need to manage the Blacklist for



- To **add a domain name or email address** to the Blacklist, enter the domain or email address inside the box, then select the **Add** button. To **remove a domain or email address** select the name in the list then select the **Remove** button. Use the **Clear** button

to remove all domain names or email addresses listed in the window

The screenshot shows the 'Domain & Email Blacklist' interface. At the top, there is a text input field labeled 'Enter a domain or email address' with an 'Add' button to its right. Below this, there is a section for bulk import, labeled 'Bulk import using a comma or newline delimited text (.csv) file. (Maximum item count is 5000.)', which includes a 'Browse...' button, the text 'No file selected.', and an 'Upload' button. At the bottom, there is a scrollable list area labeled 'Blacklisted Domains & Email Addresses'.

***Note:** If you have multiple domain names/email addresses/IP addresses to add use the bulk import option to upload a .csv file containing the information

4. To **add an IP address** to the Backlist enter the IP address (or range) into the box and select the **Add** button. To **remove an IP address** click the address in the list then click the **Remove** button. Use the **Clear** button to remove all IP addresses listed in the window

The screenshot shows the 'IP Blacklist' interface. It features a text input field labeled 'Enter an IP address (or range)' with an 'Add' button to its right. Below this, there is a section for bulk import, labeled 'Bulk import using a comma or newline delimited text (.csv) file. (Maximum item count is 5000.)', which includes a 'Browse...' button, the text 'No file selected.', and an 'Upload' button. At the bottom, there is a scrollable list area labeled 'Blacklisted IP Addresses'.

5. Click **Save**