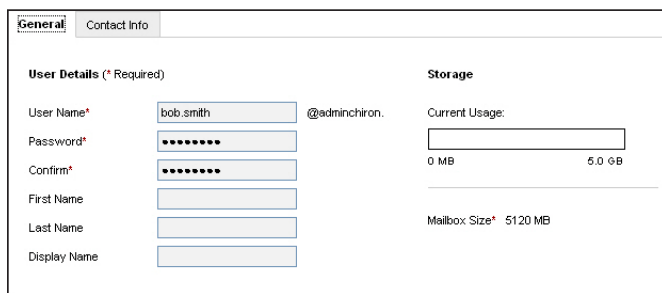# Email Hosting Control Panel

## Email Mailboxes

### Adding a New Mailbox

1. On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2. If prompted, select a domain from the list. Or, to change domains, click the change domain link.

3. Click the Add Mailbox button.



4. Enter the following information in the spaces provided:

   - User Name — Enter a unique user name for the email account. Please use all lowercase letters.

   - Password — Enter a password for the email account.

   - Confirm — Retype the password you entered in the Password box.

5. If desired, you can enter additional information about the user in the fields provided.

6. To add further personal or organizational information, click the Contact Info tab.

7. Click the Save button.

### Editing a Mailbox

1. On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2. Click the mailbox name you want to edit.

3. Make changes, as desired. You can modify passwords, contact information, forwarding, auto-reply messages, aliases, and settings for access rights and folder cleanup.

4. When you are done, click the Save button.

### Note about Multiple Domains

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.

### Deleting or Disabling a Mailbox

When you delete a mailbox, you delete the email address and all of its email messages. When you disable a mailbox, the user can no longer log into or use that mailbox.

1. On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2. To delete a mailbox, check the box next to each mailbox you want to delete, and then click the Delete button.

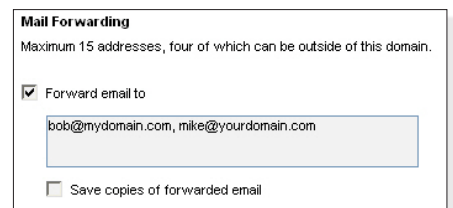3. To disable a mailbox, click the Disable link in the Action column.

### Logging in as a User

1. On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2. Locate the mailbox you want to log into.

3. Under the Action column, click the Log In As link for that mailbox.



4. If you have several webmail sites associated with your domain, select a webmail site from the drop-down menu.

5. To use a secure connection, check the Use SSL checkbox.

6. Click the Log In button.

7. You will then be logged in as that user. To log out, click the Log Out link, located in the upper right corner.

### Setting up Mail Forwarding

1. On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2. Locate the mailbox for which you want to set up mail forwarding. Click the mailbox name.

3. Click the Forwarding / Auto-Reply tab.

4. Check the box next to Forward email to.

5. Enter the email addresses into the box provided. You can forward email from this account to up to 15 email addresses, four of which can be outside of your domain. Please separate multiple email addresses with a comma, and use all lowercase letters.



6. To keep a copy of messages that are forwarded, check the Save copies of forwarded email box.

7. Click the Save button.

## Creating an Auto-Reply / Vacation Message

When a user will be out of the office, you can automatically send a message to each person who sends the user an email, letting the sender know the person is away and when he/she will return.

Users can also create and manage their vacation message from within webmail (via Settings / Incoming Email / Auto-Reply).

1.  On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Add / Edit a Mailbox link.

2.  Locate the mailbox for which you want to set up a vacation message. Click the mailbox name.

3.  Click the Forwarding / Auto-Reply tab.

4.  Check the Activate Auto-Reply Message below box.

5.  Enter the auto-reply message in the box. This is the text that will be sent to each person who sends this user an email message.

    **Auto-Reply Message** (Vacation Message)

    ☑ Activate Auto-Reply Message below

    I will be out of the office until 3/24. For immediate response, please contact jim@mydomain.com.

    Have a great day!

6.  Click the Save button.

7.  To turn off the vacation message, uncheck the Activate Auto-Reply Message below box.

Note: Each person who sends a user an email message will receive the auto-reply message only once. To reset the vacation message, turn the vacation message off; click the Save button, and then follow the steps above to re-enable the message.

## Aliases

### Creating an Alias

When you create an alias, you are creating an email address that points to an actual email mailbox or mailboxes. For example, the alias sales@mydomain.com can point to joe@mydomain.com, mary@mydomain.com, and bill@mydomain.com. Each of those recipients (Mary, Joe, and Bill) would receive the message that was sent to sales@mydomain.com.

1.  On the Control Panel Main page, locate Email Hosting | Email Accounts.  Click the Manage Aliases link.

2.  Click the Add Alias button.

3.  Enter a unique alias name in the Create New Alias box.

4.  Select the address(es) you want to associate with the alias, and then click the Add button. You may need to use the Filter or Search tools to locate the desired address(es).

5.  You can send email from this alias to up to 50 total email addresses, four of which can be outside of your domain. To add an address outside of your domain, enter it in the Add members outside this domain section.

    We do not recommend delivering an alias' messages to an account outside of your domain because the messages will bypass your domain's spam filters.

6.  Click the Save button.

Note: To manage aliases for a specific mailbox, click the Add / Edit Mailbox link; click the mailbox name, and then click the Aliases tab.

## Archiving

### Archiving Mailboxes

If you have purchased Bcc Archiving, the Archiving feature allows you to archive incoming and/or outgoing email — for all email accounts in your domain, or just specific accounts.

1.  On the Control Panel Main page, locate the Email Hosting section. Click the More ... link.

2.  On the Email Hosting Home page, locate Email Accounts | Email Archiving. Click the Archiving link.

3.  Click the Manage Bcc Archiving link.

4.  In the Default Destination Mailboxes section, click the Edit link to enter the email address that should receive incoming and/or outgoing archived email.

5.  Indicate whether you want to archive the entire domain, or archive only specific mailboxes.

6.  Choose one of the following:

    *   If you chose to archive the entire domain, you can create exceptions by clicking the Add to Exclusion List button. In the resulting window, you can turn incoming and/or outgoing archiving on or off for specific mailboxes.

    *   If you chose to archive specific mailboxes, click the Add Mailboxes to Archiving button to select the mailboxes you want to archive. You can archive incoming and/or outgoing email to a specific email address.

7.  To make changes to your Archived or Exclusion lists, click the checkbox next to the mailbox(es) you want to change, and then select an action from the Select Action drop-down menu.

Note: If you are archiving an entire domain, you can turn off incoming and/or outgoing archiving by clearing the email address in the Default Destination Mailboxes section.

# Group Lists

## Creating a Group List

When you create a group list, you can send email to an unlimited number of email addresses within your domain, and up to 50 external email addresses. You can also specify which email addresses can send email to the group list.

1. On the Control Panel Main page, locate Email Hosting | Email Accounts. Click the Manage Group Lists link.

2. Click the Add List button.

3. Enter a name for the group list.

4. Enter a subject line tag, which will be added to all email sent to the group list.

5. Specify whether, by default, the sender or the list should receive replies to group list email.

6. In the Group List Recipients area, select the users that should be included in the group list.

7. In the Group List Senders area, select the users that should be allowed to send email to the group list.

8. Click the Save button.

# Restores

## Restoring Mailboxes

You can restore data from a backup, within the past 14 days.

1. On the Control Panel Main page, locate the Email Hosting section. Click the More ... link.

2. On the Email Hosting Home page, locate Email Accounts | Email Archiving, and click the Restores link.

3. Click the Start New Restore button.

4. Select a mailbox you want to restore. Click the Next button.

5. Select a restore date, and then click the Next button.

6. Make changes to the options, and then click the Next button.

7. Review details, and then click the Start Restore button.

# Collaboration

## Creating a Company Directory

The company directory allows your users to share and view company contact information, via the Contacts link in webmail.

1. On the Control Panel Main page, locate the Email Hosting section. Click the More ... link.

2. On the Email Hosting Home page, locate Collaboration. Click the Company Directory link.

3. Click the Create Directory button.

4. Enter a unique name in the Directory Name box.

5. To allow users to edit their personal contact information, check the Allow users to edit their profile in webmail box.

6. In the Domains section, click once on a domain you want to add to the directory, and then click the Add button. You can add several domains to the same directory, but each domain can belong to only one directory.

7. Click the Save button.

8. In the next window, select [all] from the Show filter drop-down menu.

9. In the Select Mailboxes section, click once on the mailbox(es) you want to include, and then click the Add button. Multiple mailboxes can be selected by Ctrl-clicking different mailboxes, or Shift-click to select a range of mailboxes.

10. To add mailboxes that are outside your domain, click the Add an External Email Address link, and then enter the user's information in the Name and Email boxes. Enter additional information as needed, and then click the Save button.

11. Click the Save button.

Note: Users in your domain can access the company directory by clicking the Contacts tab in webmail. There, they can view contact information for other users in the directory, and can edit their own profile information.

## Managing Shared Calendars

The shared calendar feature enables users to view one another's calendars and event details. Users cannot, however, edit or add events to another user's calendar.

1. On the Control Panel Main page, locate the Email Hosting section. Click the More ... link.

2. On the Email Hosting Home page, locate Collaboration. Click the Shared Calendar link.

3. Choose one of the following:

   • Do not allow users to share their personal calendar.

   • Require users to shared their calendar with all users in the domain only.

   • Allow users to share their calendar with the users they specify.

4. Click the Save button.

## Enabling and Managing Sync

The Sync service allows you to synchronize a range of PIM data (including contacts, calendar events, and tasks) between our sync servers and your software or device.

1. On the Control Panel Main page, locate the Email Hosting section. Click the More ... link.

2. On the Email Hosting Home page, locate Collaboration. Click the Sync link.

3. From the Sync page, you can manage Sync and download user guides that will walk you through the setup and management of Sync.

# Settings

## Adjusting Storage Space

If you have purchased additional storage space, you can allocate storage for each user. (If you have not purchased additional storage space, this feature will not be visible in the control panel.)

1. On the Control Panel Main page, locate the Email Hosting section. Click the Add / Edit Mailbox link.
2. Click the Settings link at the top of the page.
3. Click the Adjust Storage link.
4. Your total allocatable storage will be displayed, as well as how much of the storage has not yet been allocated. You can assign extra storage to each user by entering a MB value in the spaces provided.
5. Click the Save button when you are done.

## Adjusting Folder Cleanup Settings

1. On the Control Panel Main page, locate the Email Hosting section. Click the Add / Edit Mailbox link.
2. Click the Settings link at the top of the page.
3. Click the Folder Cleanup link.
4. To apply cleanup settings, check the box next to the folder name, and enter a value in the days or total messages boxes.
5. You can click Save to save the preferences for all users who do not have customized folder cleanup settings. Or click Override to override settings for all users.

## Adjusting Access Rights

Control how your users access services and check their mail, such as requiring SSL or disabling POP and IMAP.

1. On the Control Panel Main page, locate the Email Hosting section. Click the Add / Edit Mailbox link.
2. Click the Settings link at the top of the page.
3. Click the Global Access Rights link.
4. You can grant or restrict access to each of the services, and then apply them in one of three ways.
5. Click the Save button.

## Setting Up Storage Notification

When a mailbox is nearing its capacity, the Storage Notification feature can automatically send the user a notification email.

1. On the Control Panel Main page, locate the Email Hosting section. Click the Add / Edit Mailbox link.
2. Click the Settings link at the top of the page.
3. Click the Storage Notification link.
4. Check the Activate full mailbox notification box.
5. Select a capacity from the drop-down menu.
6. If you would like to send a copy of this notification to another account (e.g., the administrator's mailbox), enter that address in the Send Cc to this email address box.
7. Make changes to the notification message, as desired.
8. Click the Save button when you are done.

## Adjusting Language and Time Settings

1. On the Control Panel Main page, locate the Email Hosting section. Click the Add / Edit Mailbox link.
2. Click the Settings link at the top of the page.
3. Click the Webmail Settings link.
4. Make changes, as desired, and then click the Save button. Changes will be applied to the entire domain, except if a user has already customized their settings (via webmail's settings).