Everything you need to know to manage the Email Hosted Mailboxes in your Control Panel!

*<u>Note</u>: 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 **Email Hosting** section and select **Mailboxes**

Email Hosting

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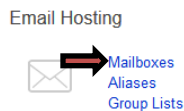
2. Click the **Add Mailbox** button and enter the following required information in the spaces provided:

• <u>User Name</u>: Enter a unique user name for the email account in all lowercase letters

• <u>Password</u>: Enter a password for the email account

• <u>Confirm</u>: Retype the password just entered

3. If desired, you can enter additional information about the user in the fields provided. **The Display Name** is the name that will be displayed when the user sends email. To add further personal or organizational information, select the **Contact Info** tab

4. Click **Save**

Add or Edit 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

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Click on **Add / Edit 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

*<u>Note</u>: You will follow this exact same process if you need to **<u>Edit</u>** multiple existing mailboxes at one time as well. After Step 5, you can select the checkbox to **Overwrite existing mailbox details** and then click **Import.** This will update the existing mailboxes to match the information in the CSV or Excel file

Edit an Existing Mailbox

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Click on the mailbox name you want to edit

3. Here, you can modify the Password, Contact Info, Forwarding and Auto-Reply setup, Aliases, Access Rights Settings and Folder Cleanup for the mailbox

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

Delete or Disable a Mailbox

When you **<u>delete</u>** a mailbox, you delete the email address and all of its content. When you **<u>disable</u>** a mailbox, the user can no longer log into or use that mailbox, but it will continue to receive mail to it
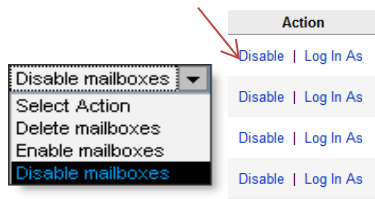
1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. To **<u>delete</u>** a mailbox: Select the checkbox next to the mailbox(es) you want to delete, and then select **Delete Mailboxes** from the **Select Action** drop-down menu located below the mailbox list

3. To **<u>disable</u>** a mailbox: Click on the **Disable link** in the **Action** column for the mailbox-far right hand side

OR select the checkbox next to the mailbox(es) you want to disable, and then select **Disable Mailboxes** from the **Select Action** drop-down menu located below the mailbox list

Log into a User's Mailbox

This feature may or may not be available, depending on your assigned administrator permissions settings. When you log into a mailbox as a user, you can access all online data associated with the mailbox (i.e., email, contacts, calendar, tasks, notes), as though you were the user

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Locate the mailbox you want to log into and under the **Action** column (far right), click on **Log In As**

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

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

5. Click the **Log In** button and you will then be logged into Webmail as that user

6. To log out, select **Log Out**, located in the upper right corner under **Settings**

Add Mailbox to Exchange Global Address List

If you have both Normal Hosted Email and Hosted Exchange mailboxes on your domain, you can add the Email Hosted mailboxes to your Exchange Global Address List for the Exchange users to see

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Click on the mailbox name you want to add to the Hosted Exchange Global Address List

3. Select the **Visible in Hosted Exchange Global Address List** checkbox that is located on the **General** Tab for the mailbox and select **Save**
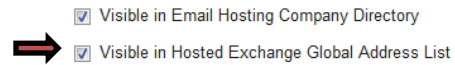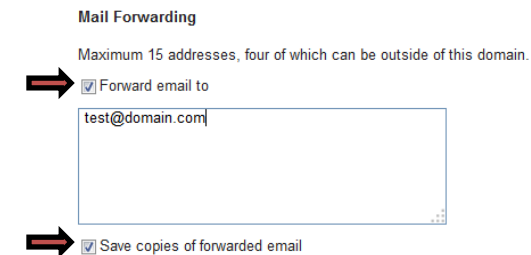

Set up Mail Forwarding

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Click on the mailbox name you want to adjust forwarding settings for

3. Click the **Forwarding / Auto-Reply** tab
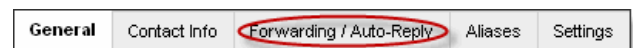
4. Select the checkbox next to **Forward email to**

5. Enter the email address you want the mail forwarded to in 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 in this mailbox as well, select the checkbox next to **Save copies of forwarded email**
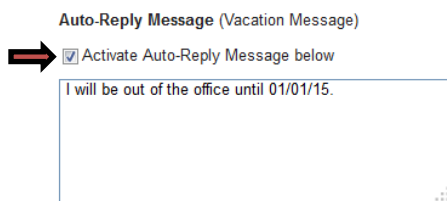
7. Click **Save**

*Note: To turn email forwarding **OFF**, just uncheck the **Forward email to** checkbox and click **Save.** Users can create and manage their forwarding settings directly from within Webmail as well (via Settings / Incoming Email / Forwarding)

Create 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). Each person who sends email to the

mailbox will receive the vacation message only once per email address, in a 24 hour period

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mailboxes**

2. Click on the mailbox name you want to set up a vacation message on

3. Click the **Forwarding / Auto-Reply** tab

4. Select the checkbox next to **Activate Auto-Reply Message below**

5. Enter your reply/vacation message in the space provided. This is the text that will be sent to each person who sends this user an email message

6. Click **Save**

*<u>Note</u>: To turn the auto-reply / vacation message **OFF**, just uncheck the **Activate Auto-Reply Message below** checkbox and click **Save**

Aliases

An email alias is an email address that does not have its own mailbox; instead, email sent to the alias email address is automatically sent to the associated mailbox or mailboxes. For example, the alias sales@mydomain.com can point to mailboxes for joe@mydomain.com, mary@mydomain.com, and bill@mydomain.com. Each of those recipients (Joe, Mary, and Bill) would receive any message that was sent to <u>sales@mydomain.com</u>

Create an Alias

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Aliases**

2. Click the **Add Alias** button

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

4. To add a mailbox to the alias list, select the mailbox from the **Members inside this Domain** box, and click the **Add** button. To select multiple addresses, press and hold the **Ctrl** key while clicking the addresses. You may need to use the Filter or Search tools to locate the desired address or addresses

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 and click the **Add** button. Those external addresses must be added one at a time

6. To remove a mailbox from the alias list, select the mailbox from the **Members of this Alias** list and click the **Remove** button. To remove an external mailbox, select the email address from the list of outside members and click the **Remove** button

7. Click **Save**

*<u>Note:</u> To manage aliases for a specific mailbox, click **Mailboxes** under the **Email Hosting** section of the control panel; click the mailbox name, and then click the **Aliases** tab

Add Multiple Aliases

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Aliases**

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

3. Create a **CSV or Exce**l file, containing the 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. Locate and select the CSV or Excel file you created 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 Alias

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Aliases**

2. Select the checkbox next to the alias you want to delete and click the **Delete** button located below the list of Aliases

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

BCC Archiving

If you purchased BCC Archiving, this feature allows you to archive incoming and/or outgoing email for all email accounts on a domain, or just specific accounts

Add BCC Archiving to Mailboxes

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Domains**
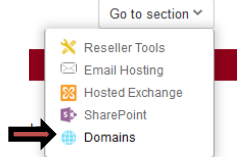
2. On the **Domains Home** page, under the **Manage** section, click the **BCC Archiving** link

3. Click on the **Manage Bcc Archiving** link. If you have multiple domains, select the appropriate domain name. Or, to change domains at any time, click the **change domain** link

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

5. In the **Archiving Options for** section, indicate whether you want to **Archive Entire Domain** or set up **Mailbox-specific Archiving**

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

When you create a group list, you can send email to an unlimited number of email addresses within your domain, and up to 250 external email addresses. You can also specify which email addresses can send email to the group list

Create a Group List

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Group Lists**

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

3. Enter a unique name for the group list in the **Email Address** box. This name will be used to create the email address for the group list

4. In the **Subject Tag** box, enter a tagline for all emails sent from this address (Optional)

5. For the **List Type**, specify whether, by default, the sender or the entire list should receive replies to group list emails

6. In the **Recipients** area, select the users that should be included in the list. If you select **Specific Mailboxes or Aliases**, please do the following:

• To add a recipient, use the **Search** tool to locate the mailbox or alias you want to add from the **All Users** tab, and then select the checkbox next to it. You can select multiple addresses by pressing and holding the **Ctrl** key and clicking the addresses you want to select

• To add a recipient manually, or to add a recipient that does not belong to the domain (i.e., an **external** recipient), enter the recipient email address in the **Recipients outside** box

7. In the **Authorized Senders** area, select the users that should be allowed to send email to the group list. If you select **Restricted**, please do the following:

• To add a sender, use the **Search** tool to locate the mailbox or alias you want to add from the **All Users** box, and then select the checkbox next to it. You can select multiple addresses by pressing and holding the **Ctrl** key and clicking the addresses you want to select

• To add an external sender, enter the email address in the **Authorized senders outside** box

8. Click **Save**

Delete a Group List

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Group Lists**

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

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

Restores

Restore Mailboxes

If a user accidentally deletes email, you can restore that email from a recent backup. Backup snapshots are taken nightly and contain a copy of all emails that were in the mailbox at that time. Backups are usually available for the most recent 14 days. Emails that were received and deleted during the same day before the backup snapshot was taken are not backed up and are not available for restore. For example, if users download their email via POP3 and do not leave a copy on the server, it will not get backed up and cannot be restored

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**
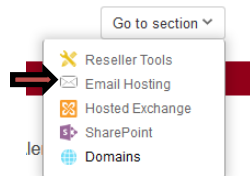
2. On the **Email Hosting Home** page, under the **Email Accounts** section, click the **Restores** link

3. Click the **Start New Restore** button

4. Click the button next to the mailbox name you want to restore and click the **Next** button

5. **Select a restore date** from which you want to restore data. If it would be helpful to view the total number of email messages in the mailbox for each date, click the **Load Message Counts** button, and then click the **Next** button

6. **Select the folders** you want to restore - either all folders or specific folders and **select where** you want the restored messages to be placed. You can place restored messages into any available folder and then click the **Next** button

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

Collaboration

Create a Company Directory

When you create a company directory, users in the directory have access to up-to-date contact information for all users in the directory. Users can access the company directory information through Webmail, via the Contacts tab

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Collaboration** section, click on **Company Directory**
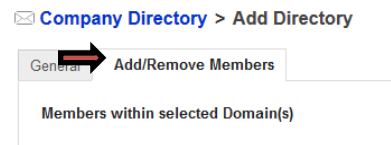
3. Click the **Add Directory** button

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** box

6. In the **Add Domain(s) to Directory** 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. All users within a domain are added to the directory by default. Use the **Add/Remove Members** tab to add and/or remove users as needed

8. Under the **Add/Remove Members** tab, in the **Users removed from Directory** box, click once on the mailbox you want to include, and then click the **Add** button. In the **Members of Directory** box, you can click once on a mailbox you want to remove from the directory, and then click the **Remove** button

9. Under the **Add/Remove Members** tab, you can also add mailboxes to the directory that are outside of your domain. Enter the entire email address in the **Add Members outside this Domain** box and click **Add**. If you need to add/edit the external user's contact information, click once on the email address once it has been added, and then select **Edit Contact Info**. Enter additional information as needed, and then click the **Ok** button

10. Click the **Save** button

11. If you need to **delete a Company Directory** entirely, select the checkbox next to the directory name and click on the **Delete** button that is located below the list of directories

*__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 if you have selected that option

Manage Shared Calendars

The shared calendar feature enables users to view one another's calendars and event details

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Collaboration** section, click on **Shared Calendar**

3. You can enable or disable shared calendars for the entire domain. If you disable shared calendars, users will not be able to share their personal calendar. If you enable shared calendars, you can <u>require</u> users to share their calendar with all other users in the domain **OR** you can let them share their personal calendar with the users they specify

4. Click **Save**

Mobile Sync

The Mobile Sync service allows you to synchronize a range of PIM Data (including contacts, calendar events, and tasks) to your mobile devices. Normal Imap/Pop setups on the mobile devices will sync mail data only

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Mobile Sync**

2. From the **Activate Mobile Sync** page, you can **add the service to all mailboxes** on the domain or **activate it for specific users only**. You can also download user guides here that will walk you through the setup of the mobile devices. Then click **Save**

Email Hosting Settings (Domain Wide Settings)

Adjust Folder Cleanup Settings

You can set up webmail to automatically delete old email messages. To manage folder cleanup settings for your entire domain:

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Email Accounts** section, click on **Settings**

3. Click the **Folder Cleanup** link

4. Select the checkbox next to each folder that should be automatically purged, and then indicate when email messages should be deleted from it: either **after a certain number of days** or a **certain number of total messages.** Fields that have a zero "0" will be ignored.

*<u>For example</u>: If you want messages to be deleted after 30 days, without regard to how many total messages are in the folder, enter a "30" in the **Older than … days** box and enter a "0" in the **over … total messages** box

5. To set these preferences for all users who have not set their own, click the **Save** button. To set these preferences for all users, regardless of their own preferences, click the **Override** button

*<u>**Note:**</u> Mailbox cleanup will occur on a nightly basis. You can also manage these settings for an individual mailbox: Select **Mailboxes** from under the **Email Hosting** section > Click on the mailbox name > and then click on the **Settings** tab
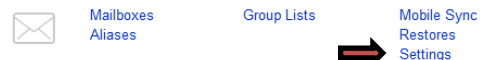
Adjust Global Access Rights

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

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Email Accounts** section, click on **Settings**

3. Click the **Global Access Rights** link

4. You can **grant or restrict access** to these various services. Select the check box for each service you want to enable, or clear the check box for each service you want to restrict/disable

*<u>Note</u>: SSL** indicates that the services incorporate security technology to protect the user's data

Standard	Secure (SSL/TLS)
☐ POP3	☐ POP3 (SSL)
☑ IMAP	☑ IMAP (SSL)
☑ Webmail	☑ Webmail (SSL)
☑ SMTP	☑ SMTP (SSL)

5. Select the option button for the way the changes should be applied from the three available selections

6. Click **Save**

*<u>Note</u>:** You can also manage these settings for an individual mailbox: Select **Mailboxes** from under the **Email Hosting** section > Click on the mailbox name > and then click on the **Settings** tab

Storage Notifications

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, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Email Accounts** section, click on **Settings**

3. Click the **Storage Notification** link

4. Check the **Activate full mailbox notification** box

5. Select a capacity from the drop-down menu of when you want the notification to be sent out

☑ **Activate full mailbox notification**

Send notification when mailbox r[...] capacity

| 80% ▾ |
| 50% |
| 60% |
| 70% |
| **80%** |
| 90% |
| 99% |

Send CC to this email address

Notification message

Your mailbox "<*USER*>@<*DOMAIN*>[...] st full. Please delete some messages to make room fo[...] oming messages. If your mailbox reaches full capacity, messages sent to you will be returned to the sender.

Note: The special tag <*USER*> will substitute in the username. The special tag <*DOMAIN*> will substitute in the domain.

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 **Save**

Webmail Settings - Adjust Language and Date and Time

You can adjust the default language and time settings for the Webmail interface. Users who have already customized these settings via Webmail will not be affected by the changes

1. On the Control Panel Main Page, click on the **Go to section** drop-down menu and select **Email Hosting**

2. On the **Email Hosting Home** page, under the **Email Accounts** section, click on **Settings**

3. Click the **Webmail Settings** link

Language

| Display language | English ▾ |

Date and Time

Date format	mm/dd/yy ▾
Time format	12 Hour ▾
Time zone	Same as server ▾

4. Make changes, as desired, and then click **Save**

Spam Filtering

Edit Spam Settings per Email user

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

Email Hosting

Mailboxes	Filter Settings	Mobile Sync
Aliases	Blacklists	
Group Lists	Safelists	

2. Click on the **username** of the mailbox you need to adjust spam filtering for

3. In the **Settings** section, click the appropriate button to turn spam filtering **On or Off**. Or, click the **Exclusive** button to receive email from only addresses and IPs listed on your Safelist

4. If you turned spam filtering on, indicate how messages should be handled in the **Email Hosting Handling** section:

• <u>Deliver to Spam folder</u>: Spam messages are sent to the user's Spam folder

*If you would like to automatically delete messages from this folder, select the **Delete after [   ] days or [   ] total email** check box and enter a specified number of days and/or total emails

• <u>Delete the email immediately</u>: Spam email will be deleted automatically and not delivered to the user's mailbox. **Note**: Email will be **permanently deleted** and will not be retrievable

• <u>Include "[SPAM]" at the beginning of the subject line</u>: Spam email will be delivered to the user's **Inbox**, but will include the text "[SPAM]" in the Subject line

• <u>Deliver to the email address</u>: Spam messages are sent to an address in your domain that you specify
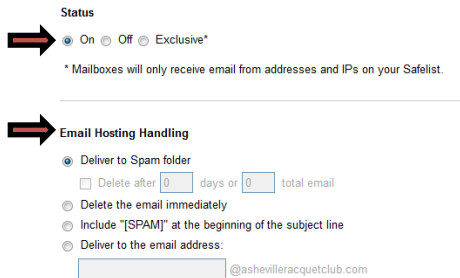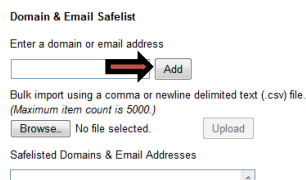
5. Click **Save**

Edit Safelist Entries per Email User

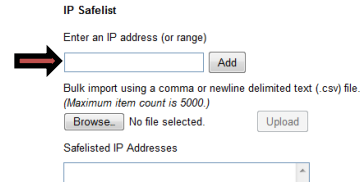1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Safelists**

2. Click on the **username** of the mailbox you need to manage the Safelist for

3. To **add a domain name or email address** to the *S*afelist, 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

*<u>Note</u>:** 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 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

5. Click **Save**

Edit Blacklist Entries per Email User

1. On the Control Panel Main Page, locate the **Email Hosting** section and select **Blacklists**
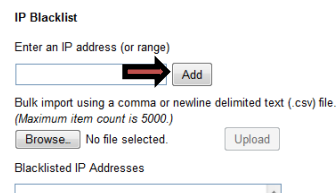
2. Click on the **username** of the mailbox you need to manage the Blacklist for

3. 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
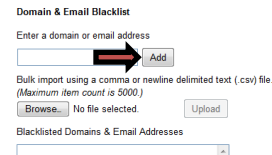
*<u>Note</u>:** If you have multiple domain names/email addresses/IP addresses to add use the bulk import option to upload a .csv file containing the information

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

5. Click **Save**