

**These instructions are for setting up a Managed Exchange 'Basic Access' or a 'Solo Access' mailbox.**

### Different Methods of Access

The five different types of Managed Exchange mailboxes have varying access methods as shown below:

| Mailbox Type          | Mailbox Access Method    |                    |               |
|-----------------------|--------------------------|--------------------|---------------|
|                       | Microsoft Outlook Access | Outlook Web Access | Mobile Access |
| PC & Web Access Ultra | ✓                        | ✓                  | ✓             |
| PC & Web Access       | ✓                        | ✓                  | ✓             |
| Web Access            | ✗                        | ✓                  | ✓             |
| Solo Access           | ✗                        | ✓                  | ✓             |
| Basic Access          | ✗                        | ✓                  | ✓             |

The following instructions will assist you to:

- Configure DeskControl.
- Create a mailbox;
- Enable Managed Exchange – **Solo Access or Basic Access**

**Please note:** To follow these instructions you will need:

1. A WebCentral account
2. Your username and password for WebCentral's Mission Control system – most of the set-up for your Managed Exchange mailbox is done in Mission Control.

**Please note:** *The Primary Contact or Administrator of your WebCentral account is the only person with access to the Mission Control username and password. If you are not the Primary Contact or Administrator, please contact that person to arrange for the Managed Exchange mailboxes to be set up. The username and password can be reissued to the Primary Contact only by calling our Sales & Service team on 1800 800 099 (ext 2).*

3. Your email address and mail password to log in to DeskControl
4. Access to the internet
5. Internet Explorer 5.5 browser or preferably Internet Explorer 6.0

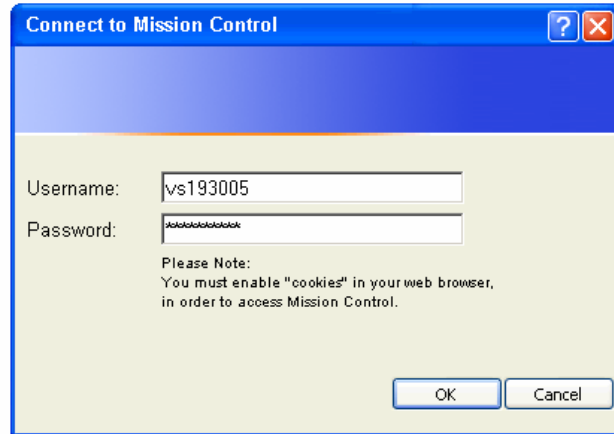
### Step 1.

Log on to Mission Control via <https://mc-au.server-secure.com>



### Step 2.

Enter your username and password



### Verify DeskControl Configuration

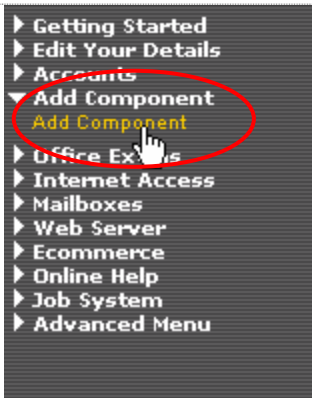
*DeskControl is a free product provided by WebCentral that you use to access your Outlook over the internet, from any computer.*

*If you do not already use DeskControl, you will need to configure this to use Outlook Web Access.*

### Step 3.

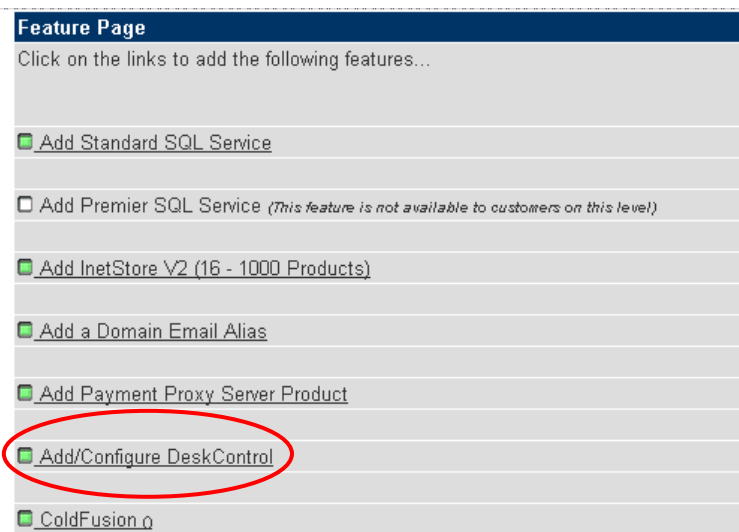
Click on "Add Component" on left hand menu

Select "Add Component" from the sub menu



### Step 4.

Select "Add/Configure DeskControl"



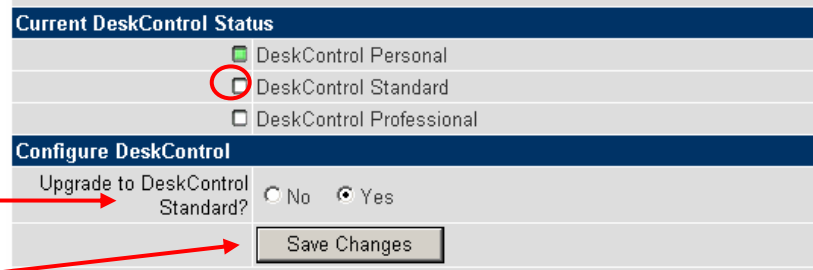
### Step 5.

Your current DeskControl status will be indicated with green shading.

If you are currently using DeskControl Personal, you should select "Upgrade to DeskControl Standard"

Click on "Save changes"

You will receive a confirmation email that this upgrade has taken place.



### Step 6.

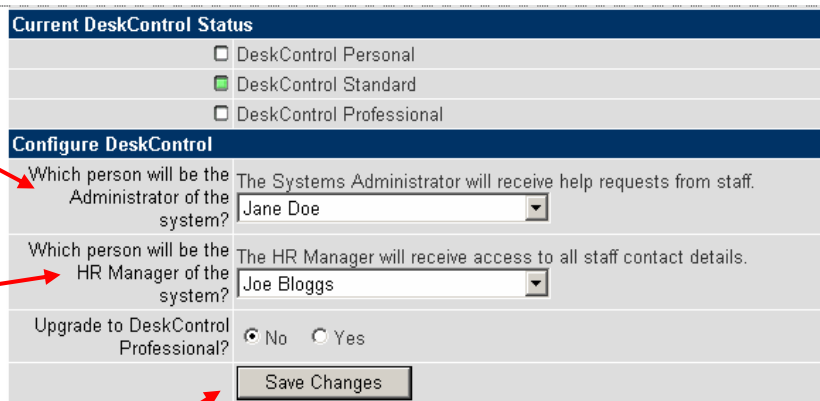
Select DeskControl Administrator  
*The DeskControl Administrator would usually be someone in your IT department or your IT services consultant. All help requests generated within DeskControl will be sent to this person. This person will also be able to set up DeskControl access for new staff.*

Select HR Manager

*The HR Manager should be the person responsible for Human Resources within your business. This person will be granted access to all staff contact details held within DeskControl.*

**DO NOT** upgrade to DeskControl Professional. Make sure that 'No' is selected here.

Click on "Save changes"



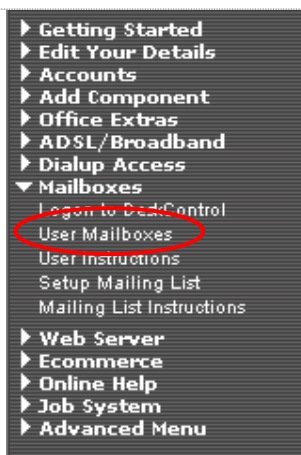
### Mailbox Set-Up

If you wish to enable Managed Exchange on an **existing** mailbox, click 'Edit' on the relevant mailbox and **go to Step 10.**

If you wish to enable Managed Exchange on a new mailbox, follow the steps below

### Step 7.

Select 'Mailboxes' from the left hand menu and then 'User Mailboxes' from the sub menu.



### Step 8.

Choose "Exchange 2003 –Solo Access" or "Basic Access" from the drop down box at the base of the screen.

Then click 'Create mailbox'

Scroll down to the "General Settings" section

**Maintain User Accounts**

User Setup  Summary Report  Mailbox Usage Report  Exchange Distribution Lists

There are several ways that you can search for a user account. You can:

- View all user mailboxes by clicking the "Show All" button,
- Search for a mailbox id (e.g. mb123456b),
- Search for a mailbox name (e.g. Joe Bloggs),
- Search for a mailbox alias (e.g. joeb),
- Enter a letter (e.g. j) to retrieve all user mailboxes and aliases that begin with that letter.

Mailbox Search:

You must select the type of mailbox that you want to create. After creating the mailbox, you must switch the Mailbox Status to "On" in order to activate it.

- Standard (POP) Email** is the default mailbox type. This is a normal mailbox that uses Post Office Protocol for sending / receiving email. POP mailboxes are included with your hosting plan.
- Exchange 2003 - Web Access Only.** This is an Exchange server mailbox. Access to the mailbox is via a web browser only. Additional charges do apply. [Click here for pricing.](#)
- Exchange 2003 - PC & Web Access.** This is an Exchange server mailbox. Access to the mailbox is either via a web browser or the full Outlook 2003 email client. Additional charges do apply. [Click here for pricing.](#)
- Exchange 2003 - Solo Access.** This is an exchange server mailbox. Access to the mailbox is via a web browser only. Calendars, contacts, and tasks cannot be shared with other Exchange mailbox users. Additional charges do apply. [Click here for pricing.](#)

New Mailbox:

Search Results:

| Fullname   | Status | Export Status | Action |
|--|--------|---------------|--------|
| Standard (POP) Mail - (Included with your plan)            |        |               |        |
| Exchange 2003 - Web Access Only - (Charges Apply)          |        |               |        |
| Exchange 2003 - PC & Web Access - (Charges Apply)          |        |               |        |
| Exchange 2003 - Solo Access (No Sharing) - (Charges Apply) |        |               |        |

### Step 9.

Change the 'Mailbox Status' to 'On'.

Make sure that the 'Solo Access' or 'Basic Access' option is selected

Select the level of Public Folder Access that you require

*Most staff will have public folder author privileges. Your mail administrator would usually have publishing editor privileges.*

Enter the mailbox name and the main email address

Enter e-mail alias or aliases in the 'Extra Email' options

*These addresses will be directed to your main email address, but can use other variations of your name or a generic name like sales@promo.webcentral.com.*

Set quotas for this mailbox

*Each Managed Exchange mailbox comes with 100MB of included storage. Set 'warning' and prohibit' quotas to help you to manage your mailbox storage. Additional storage space can be purchased, so you are not limited to using only 100MB.*

Enter password

*This will be the password that you use to enter DeskControl and view Outlook Web Access*

Click on 'Save'

**Go to Step 14**

**General Settings**

General Settings  Extra Settings  Auto-Responder  Outlook SMS Add On

Mailbox Name: mb106682a

Mailbox Status:  On  Off   
(Terms and Conditions apply to the use of Outlook 2003.)

Exchange Type:  Managed Exchange - Solo access  Managed Exchange - Web access only  Managed Exchange - PC & Web access

Public Folder Access:  This account is a public folder publishing editor  This account is a public folder author

Full Name: Robert Jones

Main Email Address: robertj@promo.webcentral.com

Extra Email: bob@promo.webcentral.com

Extra Email: robert@promo.webcentral.com

Extra Email: jonesy@promo.webcentral.com

Extra Email: @promo.webcentral.com

Warning Quota: 40 MB - You will receive a warning email when you reach this limit (0 means there is no limit).

Prohibit Send Quota: 48 MB - You will be prevented from sending email when you reach this limit (0 means there is no limit).

Prohibit Send and Receive Quota: 50 MB - You will be prevented from sending and receiving email when you reach this limit (0 means there is no limit).

Password:  You must supply a password.

Customers using Exchange Server are charged for additional MB of storage.

Setting quotas on mailboxes helps you to better manage your email environment and control your additional monthly storage costs.

**Please note:** These changes will take up to 2 hours to take effect

**Upgrade an existing mailbox**  
Change an existing POP mailbox to a Managed Exchange Web Access mailbox

### Step 10.

Select 'Mailboxes' from the left hand menu and then 'User Mailboxes' from the sub menu.

- ▶ Getting Started
- ▶ Edit Your Details
- ▶ Accounts
- ▶ Add Component
- ▶ Office Extras
- ▶ ADSL/Broadband
- ▶ Dialup Access
- ▼ Mailboxes
  - ▶ Login to DeskControl
  - ▶ **User Mailboxes**
  - ▶ User Instructions
  - ▶ Setup Mailing List
  - ▶ Mailing List Instructions
- ▶ Web Server
- ▶ Ecommerce
- ▶ Online Help
- ▶ Job System
- ▶ Advanced Menu

### Step 11.

Select 'Edit' for the mailbox that you wish to upgrade to Managed Exchange.

| Search Results                 |           |                 |        |               |                      |
|--------------------------------|-----------|-----------------|--------|---------------|----------------------|
| Fullname                       | Number    | Mailbox Type    | Status | Export Status | Action               |
|                                | mb108682l | Standard        | Off    | Operational   | <a href="#">Edit</a> |
|                                | mb108682n | Standard        | Off    | Operational   | <a href="#">Edit</a> |
| business@promo.webcentral.com  | mb108682b | Web Access      | On     | Operational   | <a href="#">Edit</a> |
| enterprise@promo.webcentral.co | mb108682c | Standard        | On     | Operational   | <a href="#">Edit</a> |
| info@promo.webcentral.com      | mb108682a | Standard        | On     | Operational   | <a href="#">Edit</a> |
| Jane Doe                       | mb108682d | PC & Web Access | On     | Operational   | <a href="#">Edit</a> |
| Joanne Roberts                 | mb108682f | PC & Web Access | On     | Operational   | <a href="#">Edit</a> |
| Joe Bloggs                     | mb108682i | PC & Web Access | On     | Operational   | <a href="#">Edit</a> |
| John Doe                       | mb108682j | PC & Web Access | On     | Operational   | <a href="#">Edit</a> |
| Macro Demo                     | mb108682k | Standard        | On     | Operational   | <a href="#">Edit</a> |
| Nadia test                     | mb108682m | Standard        | Off    | Operational   | <a href="#">Edit</a> |
| promo@promo.webcentral.com     | mb108682e | Standard        | On     | Operational   | <a href="#">Edit</a> |
| roadshow                       | mb108682g | Standard        | On     | Operational   | <a href="#">Edit</a> |
| roadshow2003                   | mb108682h | Standard        | On     | Operational   | <a href="#">Edit</a> |
| Robert Jones                   | mb108682o | PC & Web Access | On     | Operational   | <a href="#">Edit</a> |

### Step 12.

Scroll down to the "General Settings" section

Click 'Upgrade to Exchange' from the top left hand side of the screen

| General Settings                    |   |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | General Settings  |
| <input type="checkbox"/>            | Extra Settings  |
| <input type="checkbox"/>            | Auto-Responder  |
| <input type="checkbox"/>            | Auto-Forwarder  |
| <input type="checkbox"/>            | Mailbox Test Page   |
| <input type="checkbox"/>            | Instructions  |
| <input type="checkbox"/>            | SpamTrap  |
| Mailbox Name:                       | mb108682f   |
| Mailbox Status:                     | <input checked="" type="radio"/> On <input type="radio"/> Off |
| Full Name:                          | Joanne Roberts  |
| Main Email Address:                 | joanner@promo.webcentral.com                                  |
| Extra Email:                        | joanne@promo.webcentral.com                                   |
| Extra Email:                        | jo@promo.webcentral.com                                       |
| Extra Email:                        | sales@promo.webcentral.com                                    |
| Extra Email:                        | @promo.webcentral.com   |
| Password:                           | efgh5678 You must supply a password.                          |
|                                     | <input type="button" value="Save"/>                           |

### Step 13.

Make sure that the 'Solo Access' or 'Basic Access' is selected

Select the level of Public Folder Access that you require

*Most staff will have public folder author privileges. Your mail administrator would usually have publishing editor privileges.*

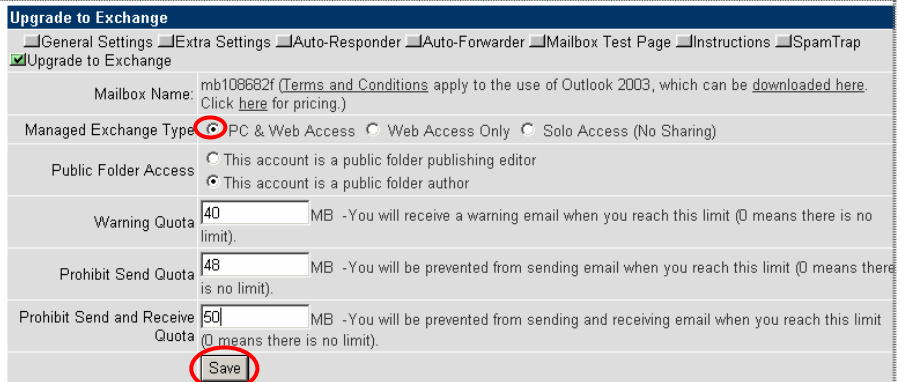
Set quotas for this mailbox

*Each Managed Exchange mailbox comes with 100MB of included. Set 'warning' and 'prohibit' quotas to help you to manage your mailbox storage. Additional storage space can be purchased, so you are not limited to using only 100MB.*

Click on 'Save'

It will take up to 30 minutes for Managed Exchange to be enabled on this mailbox

**Important:** if you decide that you no longer wish to have Managed Exchange enabled on your mailbox, the only way to remove this service is to log a job on your account. Currently, Managed Exchange cannot be disabled in Mission Control.



**Upgrade to Exchange**

General Settings
  Extra Settings
  Auto-Responder
  Auto-Forwarder
  Mailbox Test Page
  Instructions
  SpamTrap
  Upgrade to Exchange

Mailbox Name: mb108682f (Terms and Conditions apply to the use of Outlook 2003, which can be downloaded here. Click here for pricing.)

Managed Exchange Type:  PC & Web Access  Web Access Only  Solo Access (No Sharing)

Public Folder Access:
   
 This account is a public folder publishing editor
   
 This account is a public folder author

Warning Quota: 40 MB -You will receive a warning email when you reach this limit (0 means there is no limit).

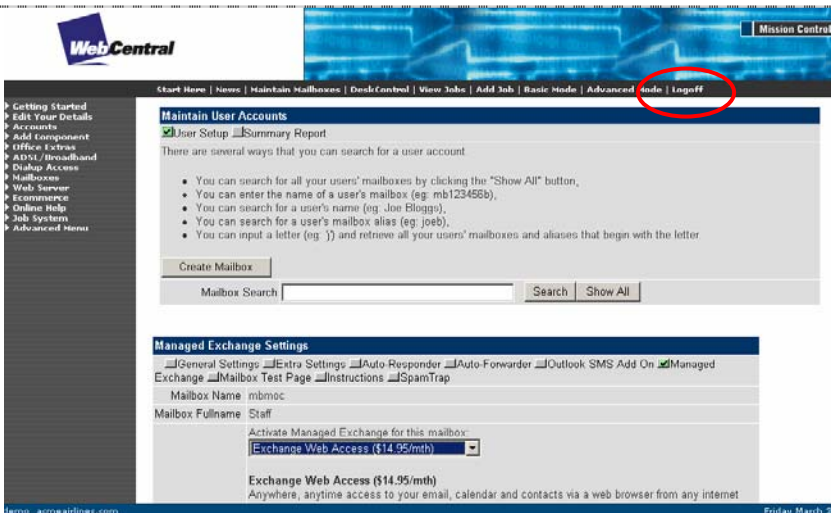
Prohibit Send Quota: 48 MB -You will be prevented from sending email when you reach this limit (0 means there is no limit).

Prohibit Send and Receive Quota: 50 MB -You will be prevented from sending and receiving email when you reach this limit (0 means there is no limit).

**Save**

### Step 14.

Log out of Mission Control



**WebCentral** Mission Control

Start Here | Home | Maintain Mailboxes | DeskControl | View Jobs | Add Job | Basic Mode | Advanced Mode | **Logoff**

**Maintain User Accounts**

User Setup | Summary Report

There are several ways that you can search for a user account

- You can search for all your users' mailboxes by clicking the "Show All" button,
- You can enter the name of a user's mailbox (eg. mb123456b),
- You can search for a user's name (eg. Joe Bloggs),
- You can search for a user's mailbox alias (eg. joeb),
- You can input a letter (eg. j) and retrieve all your users' mailboxes and aliases that begin with the letter

Create Mailbox

Mailbox Search:  Search Show All

**Managed Exchange Settings**

General Settings
  Extra Settings
  Auto-Responder
  Auto-Forwarder
  Outlook SMS Add On
  Managed Exchange
  Mailbox Test Page
  Instructions
  SpamTrap

Mailbox Name: mbmcc

Mailbox Fullname: Staff

Activate Managed Exchange for this mailbox:

Exchange Web Access (\$14.95/mth)

Exchange Web Access (\$14.95/mth)  
Anywhere, anytime access to your email, calendar and contacts via a web browser from any internet

demo acreatelines.com Friday March 2

**Verify Outlook Web Access has been set up**

*Once Managed Exchange has been enabled on your mailbox, you should log into DeskControl to verify that all new mail is arriving in the Managed Exchange mailbox. If you wish to migrate existing mail, you will need to select the 'Managed Exchange –*



Address  https://dc-au.server-secure.com/

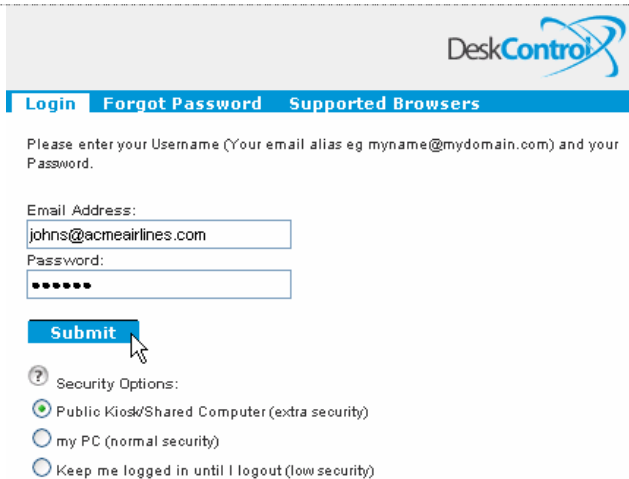
*PC & Web Access' or 'Managed Exchange – PC & Web Access Ultra' Managed Exchange products. You can downgrade after the migration if required. Please refer to the brochure for these products for more details.*

### Step 15.

Go to DeskControl

### Step 16.

Use your e-mail address and password to log on



### Step 17.

Click on 'Messages' then 'Show Inbox'

Select the 'High bandwidth' option if you are using broadband and 'Low bandwidth' if you are using a dial up connection.



### Step 18.

You will now be able to verify that your email is being delivered into your new Managed Exchange mailbox.

You can also now use Outlook Web Access via DeskControl to manage your email, calendar and contacts from any internet-connected computer.

