

These instructions are for setting up a Managed Exchange 'Web 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 Web Access	✗	✓	✓
Basic Access	✗	✓	✓

The following instructions will assist you to:

- Configure DeskControl.
- Create a mailbox;
- Enable Managed Exchange – **Web 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.

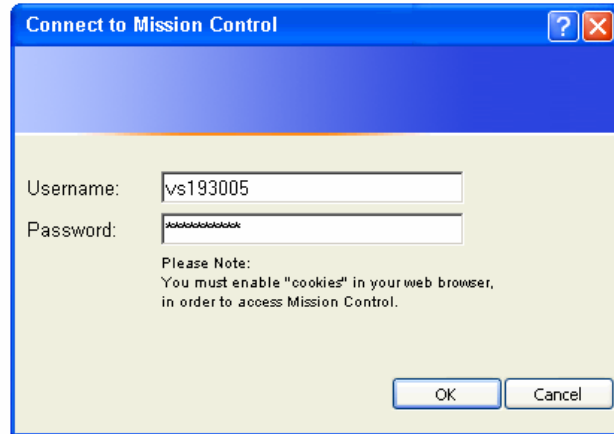
Please note: *The Primary Contact or Administrator of your WebCentral account is the only person with access to the Mission Control username and password. If you are not the Primary Contact or Administrator, please contact that person to arrange for the Managed Exchange mailboxes to be set up. The username 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>



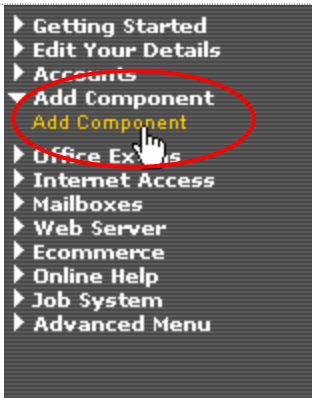
Step 2.
Enter your username and password



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

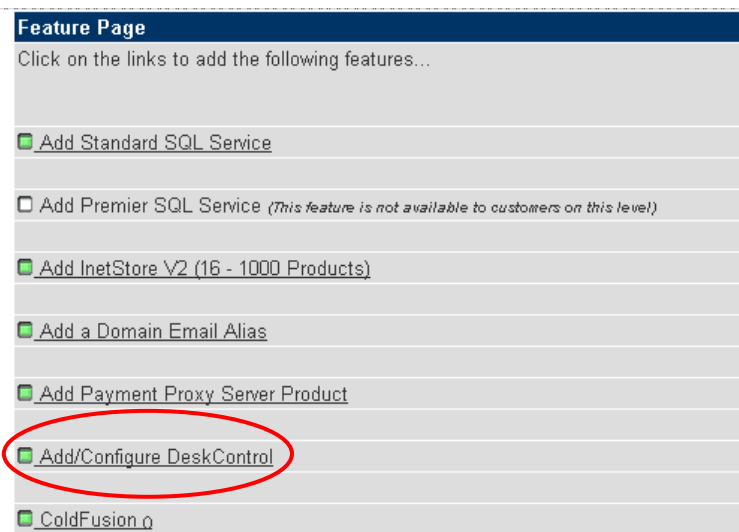
If you do not already use DeskControl, you will need to configure this to use Outlook Web Access.

Step 3.
Click on "Add Component" on left hand menu



Select "Add Component" from the sub menu

Step 4.
Select "Add/Configure DeskControl"



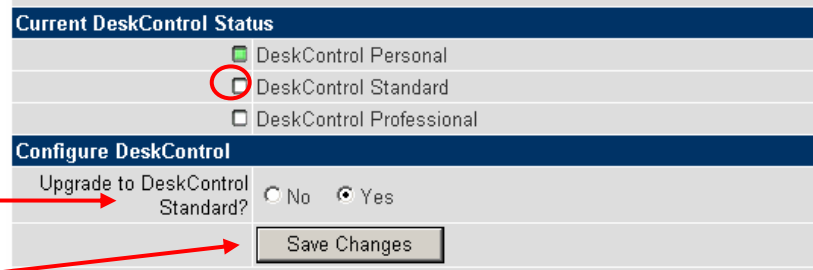
Step 5.

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.

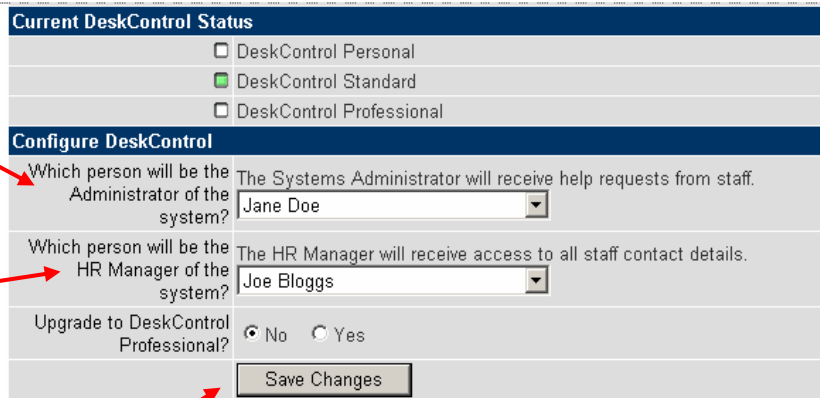
Select DeskControl Administrator
The DeskControl Administrator would usually be someone in your IT department or your IT services consultant. All help requests generated within DeskControl will be sent to this person. This person will also be able to set up DeskControl access for new staff.

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"



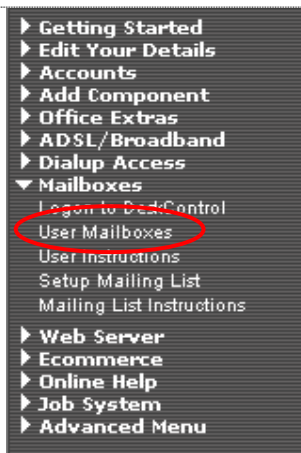
Mailbox Set-Up

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.

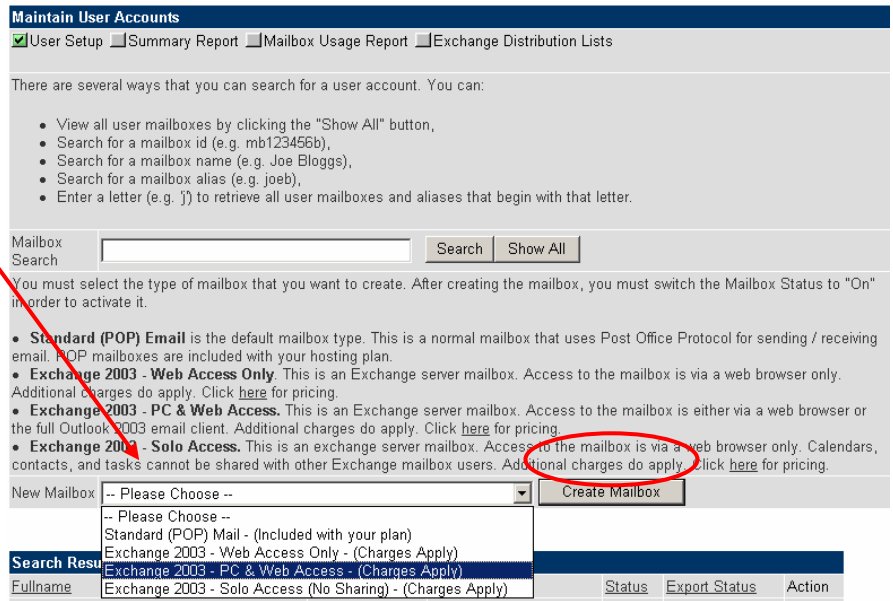


Step 8.

Choose "Exchange 2003 – Web Access Only" 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 'Web 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

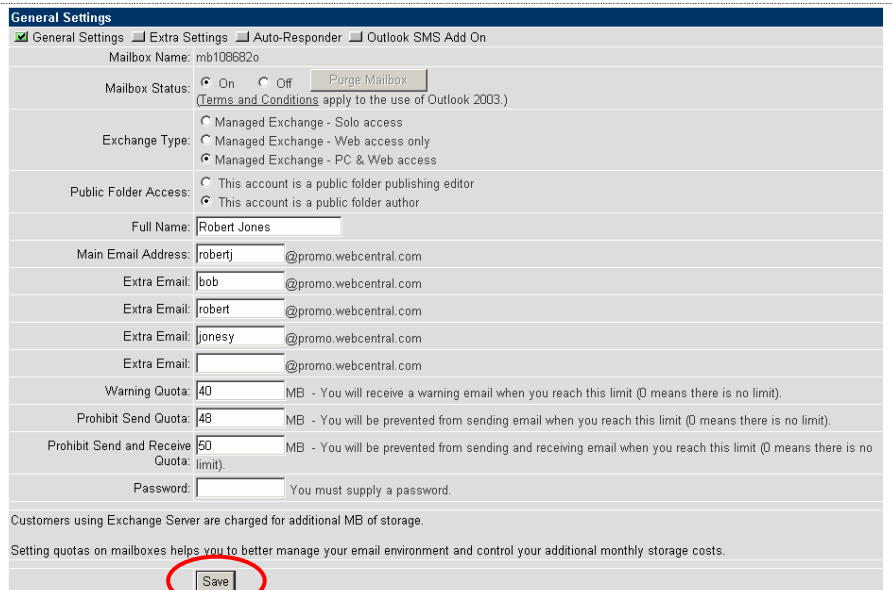
Each Managed Exchange mailbox comes with 100MB of included storage. Set 'warning' and prohibit' quotas to help you to manage your mailbox storage. Additional storage space can be purchased, so you are not limited to using only 100MB.

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: mb108682a

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.

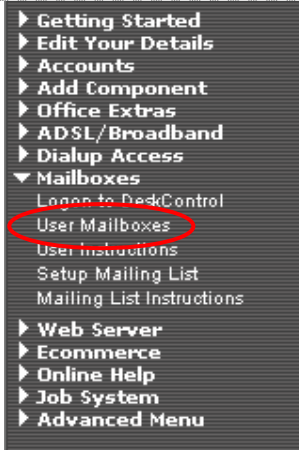
Please note: These changes will take up to 2 hours to take effect

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.



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	Edit
	mb108682n	Standard	Off	Operational	Edit
business@promo.webcentral.com	mb108682b	Web Access	On	Operational	Edit
enterprise@promo.webcentral.co	mb108682c	Standard	On	Operational	Edit
info@promo.webcentral.com	mb108682a	Standard	On	Operational	Edit
Jane Doe	mb108682d	PC & Web Access	On	Operational	Edit
Joanne Roberts	mb108682f	PC & Web Access	On	Operational	Edit
Joe Bloggs	mb108682i	PC & Web Access	On	Operational	Edit
John Doe	mb108682j	PC & Web Access	On	Operational	Edit
Macro Demo	mb108682k	Standard	On	Operational	Edit
Nadia test	mb108682m	Standard	Off	Operational	Edit
promo@promo.webcentral.com	mb108682e	Standard	On	Operational	Edit
roadshow	mb108682g	Standard	On	Operational	Edit
roadshow2003	mb108682h	Standard	On	Operational	Edit
Robert Jones	mb108682o	PC & Web Access	On	Operational	Edit

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: <input type="text" value="Joanne Roberts"/>	
Main Email Address: <input type="text" value="joanner"/> @promo.webcentral.com	
Extra Email: <input type="text" value="joanne"/> @promo.webcentral.com	
Extra Email: <input type="text" value="jo"/> @promo.webcentral.com	
Extra Email: <input type="text" value="sales"/> @promo.webcentral.com	
Extra Email: <input type="text"/> @promo.webcentral.com	
Password: <input type="text" value="efgh5678"/> You must supply a password.	
<input type="button" value="Save"/>	

Step 13.

Make sure that the 'Web 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.

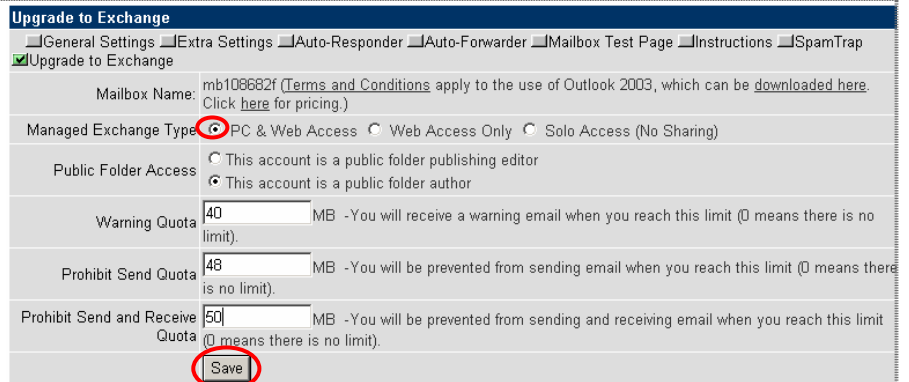
Set quotas for this mailbox

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: rmb108682f (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).

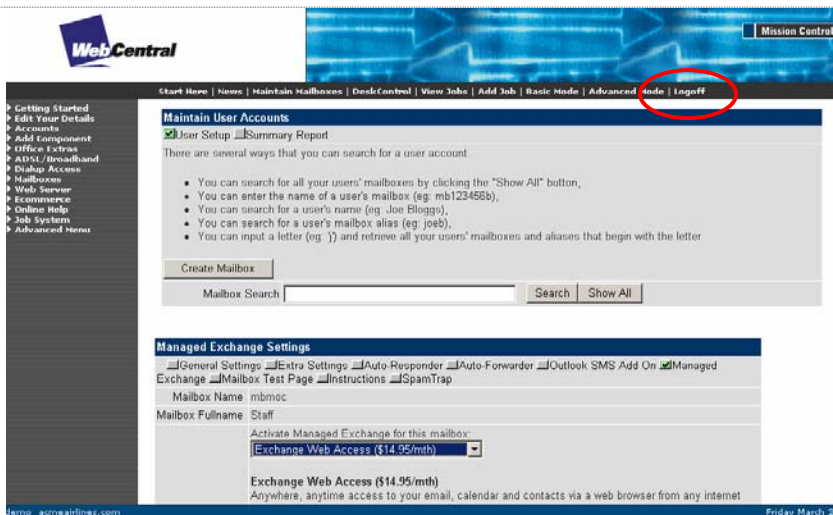
Prohibit Send Quota: 48 MB -You will be prevented from sending email when you reach this limit (0 means there is no limit).

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 | News | 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: mbmoc

Mailbox Fullname: Staff

Activate Managed Exchange for this mailbox:

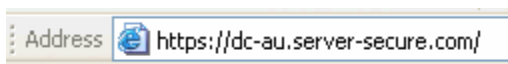
Exchange Web Access (\$14.95/mth)


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

Demo: acsrealtimes.com Friday, March 3

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/

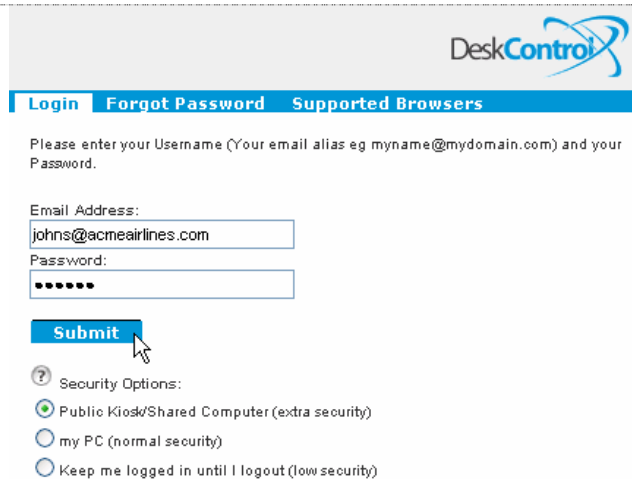
PC & Web Access' or 'Managed Exchange – PC & Web Access Ultra' Managed Exchange products. You can downgrade after the migration if required. Please refer to the brochure for these products for more details.

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.

