# Service Manager

Our Service Manager is part of the **ExchangeDefender** support portal as a central hub of control for ordering and managing the majority of our services. Once you log into our support portal and click on Service Manager, you will be presented with the Service Manager Dashboard and our "Add Services" shortcuts.

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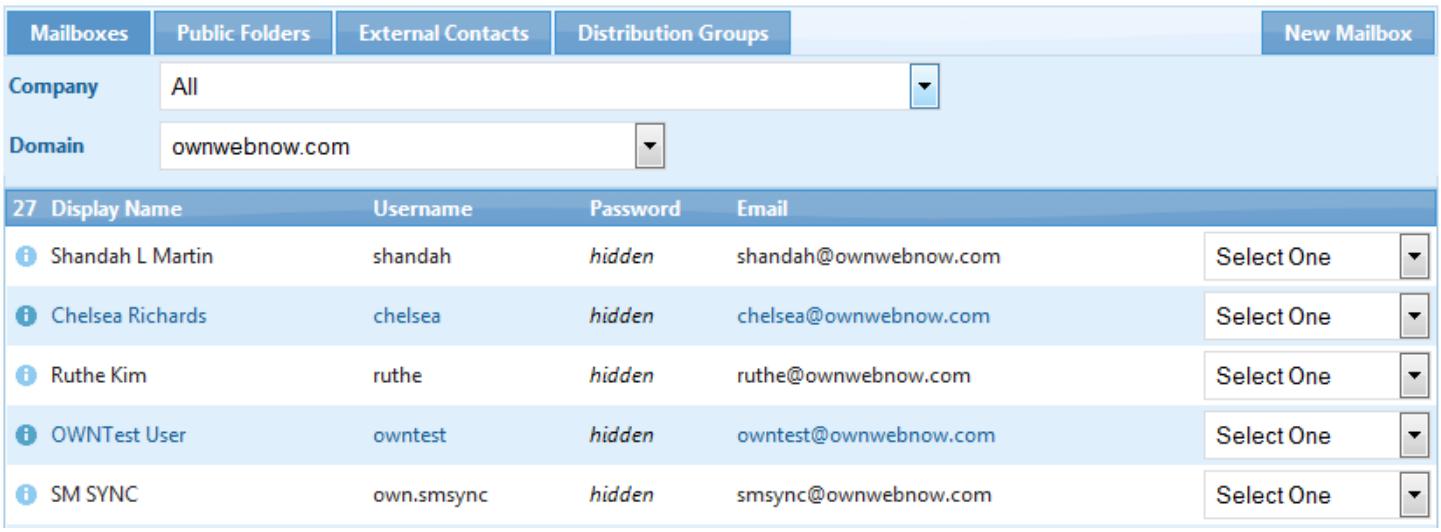
# Hosted Exchange

Our Hosted Exchange control panel allows your to manage virtual every aspect of your online mailbox. You will have the ability to set permissions, add aliases and configure mail forwards. You can also manage other aspects like public folders, external contacts and even distribution groups.

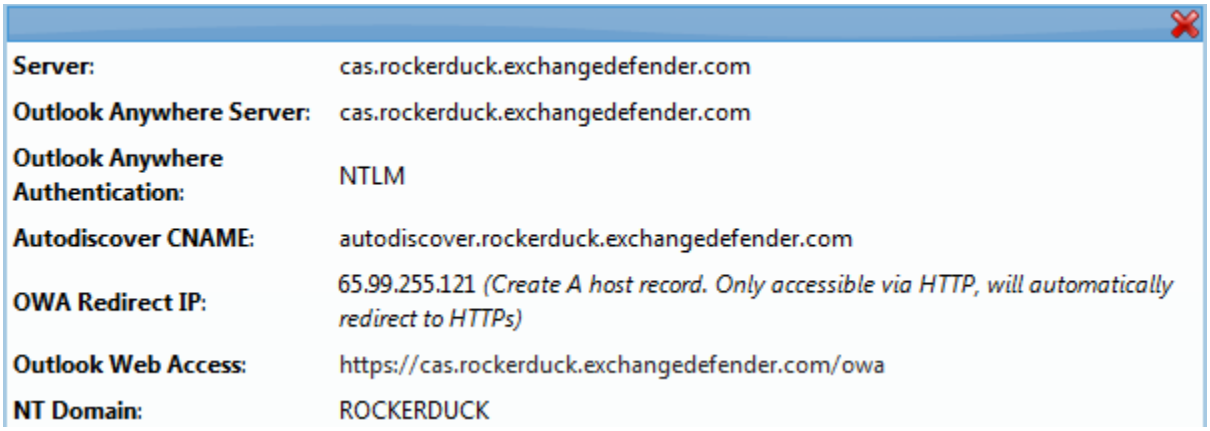
## Mailboxes

When you first access the control panel you will be presented with the mailbox section. Here you will see a list of your currently enrolled mailboxes, along with several different management options. We also provide the ability to filter the accounts by company and domain.



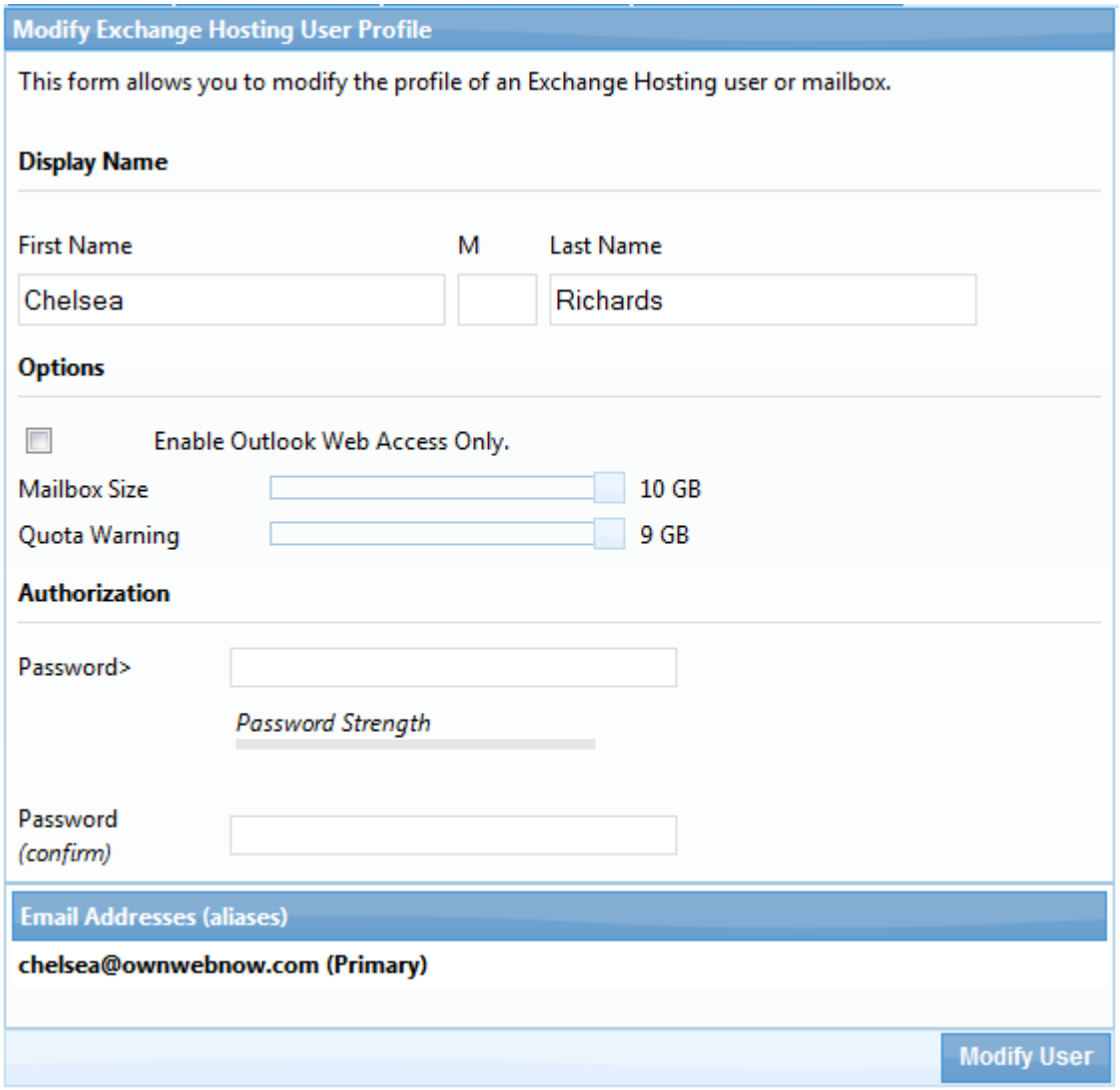

### Information

Clicking the blue "I" next to each account will present you with connection and download information.



# Modify

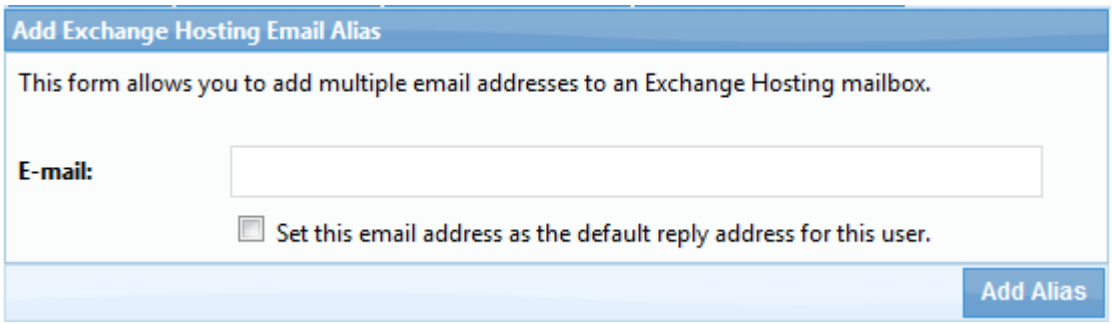
Here you have the ability to modify account information, storage quota and password configuration.




# Add Alias

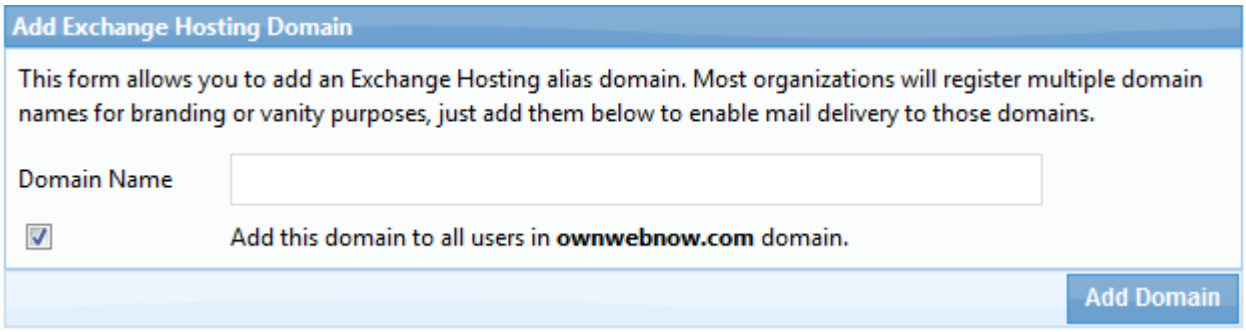
Here you have the ability to add additional email aliases to your account.

Note: *You may also check the box to set the new address as the primary email for the account.*



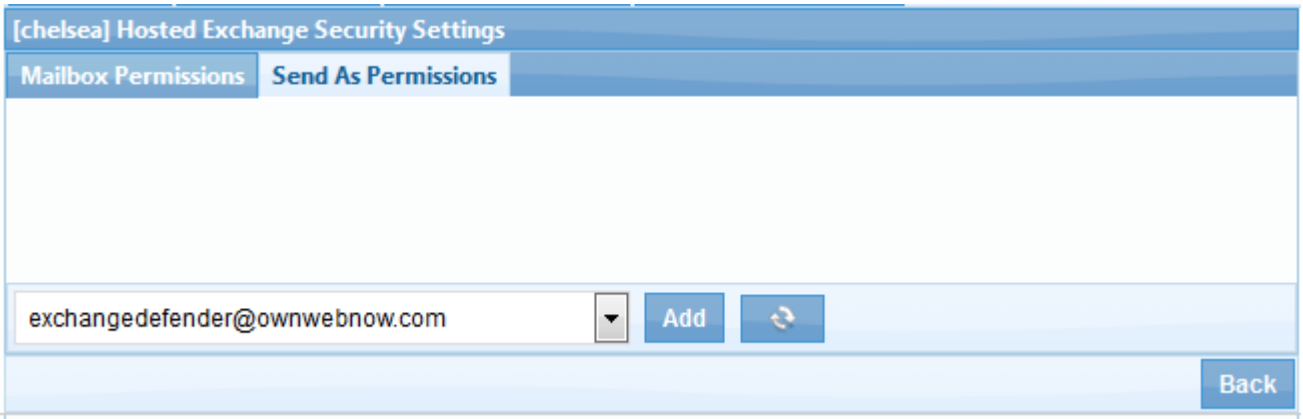
# Add Domain

Here you have the ability to add additional domains to your hosted exchange mailbox.




# Security Settings

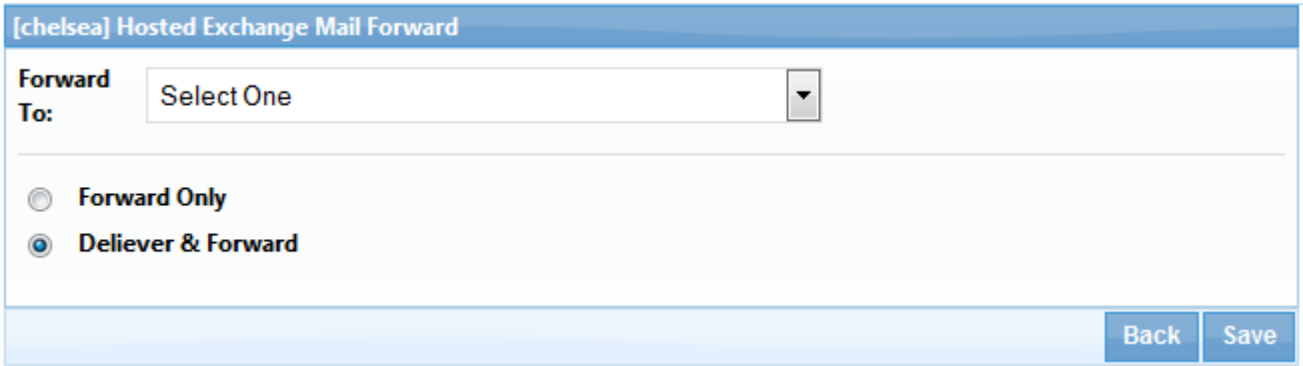
In the event you need to add custom security permissions, you may do so with this interface. Simply select the account you wish to extend permission to, and click **Add**.




# Mail Forwards

The **Create Forward** option allows you to Forward and "Forward & Deliver" all mail received by the selected mailbox.

**Note**: *If you're not forwarding to another mailbox on the same server, you will first need to create a valid external contact.*



# Disable Account

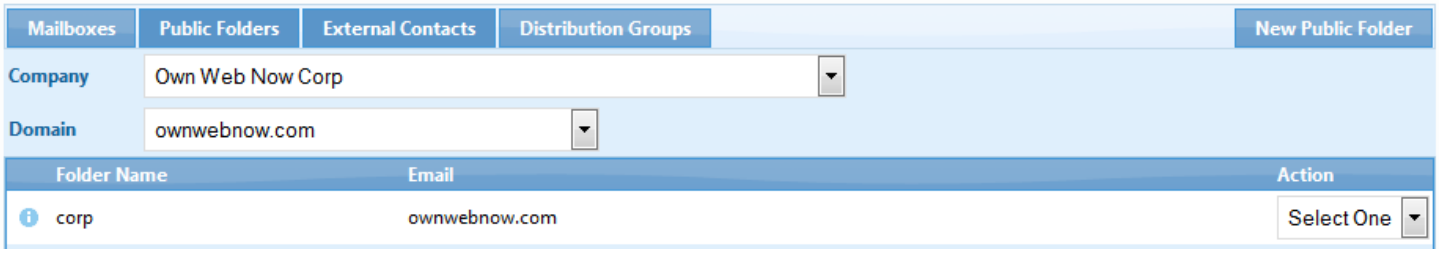
The **Disable Account** option marks the account for disconnects the mailbox. If it's not re-enabled within 14 days it will be removed.

# Remove Account

The **Remove Account** option removes the account from our hosted exchange environment.

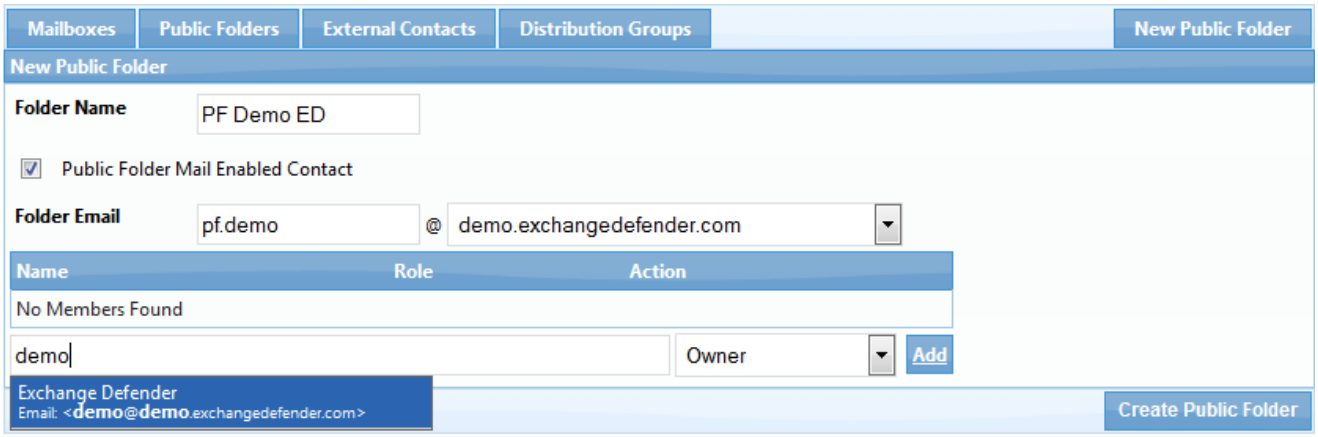
# Public Folders

This tab under Hosted Exchange allows your create, manage access, and remove Public Folders for your clients.




## New Public Folder

This section allows you to create a new public folder for your clients.

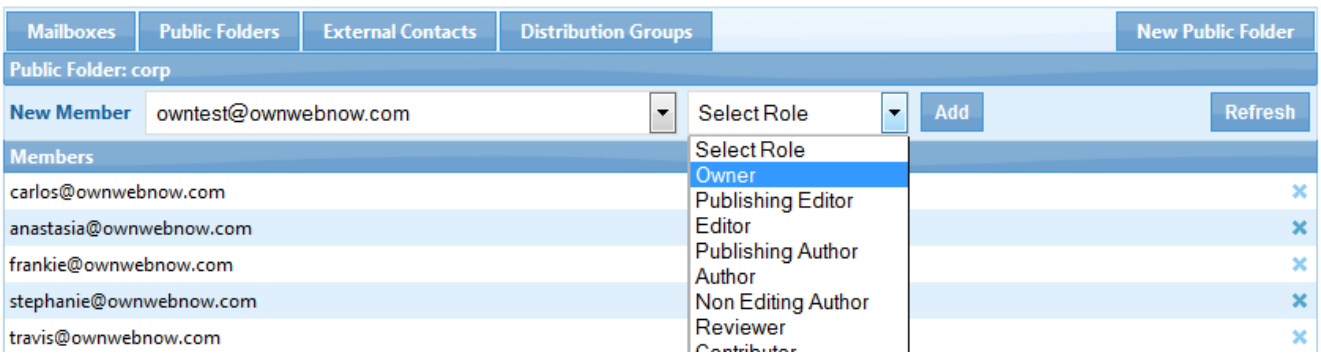



- Once you have filled out all of the information above and click **Create Public Folder** within 60 seconds your public folder will be accessible to the folks listed in the Member list.

**Note:** It is of the utmost importance that permission and Public Folder names not be changed within Outlook/OWA. As such breaks automation and if used improperly could create permissions issues for your clients.

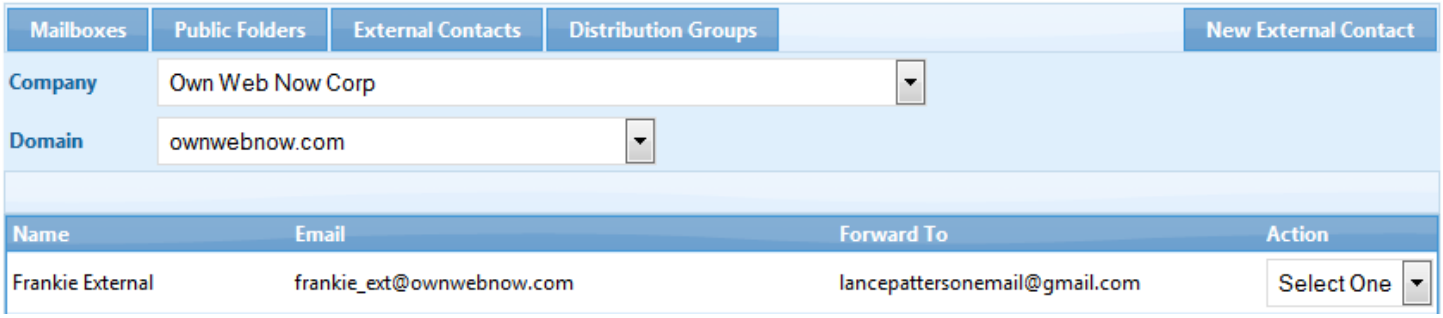
## Manage Public Folder

Upon selecting manage on a public profile, you are presented with the following dialog. Here you have the ability to add new users or remove existing ones from the account.



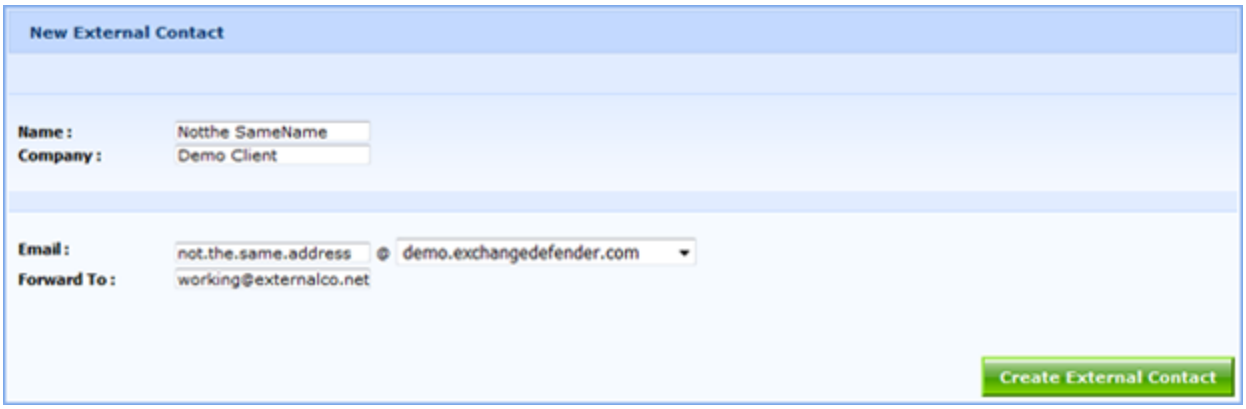
# External Contacts

This tab allows you to create and delete External Contacts which are the equivalent of Mail Contacts. They serve two main purposes; they can be used to provide a GAL entry for an external contact for convenience, or they're often used for clients that like to use forwards to have a copy of all of their inbound mail sent off the server.




## New External Contact

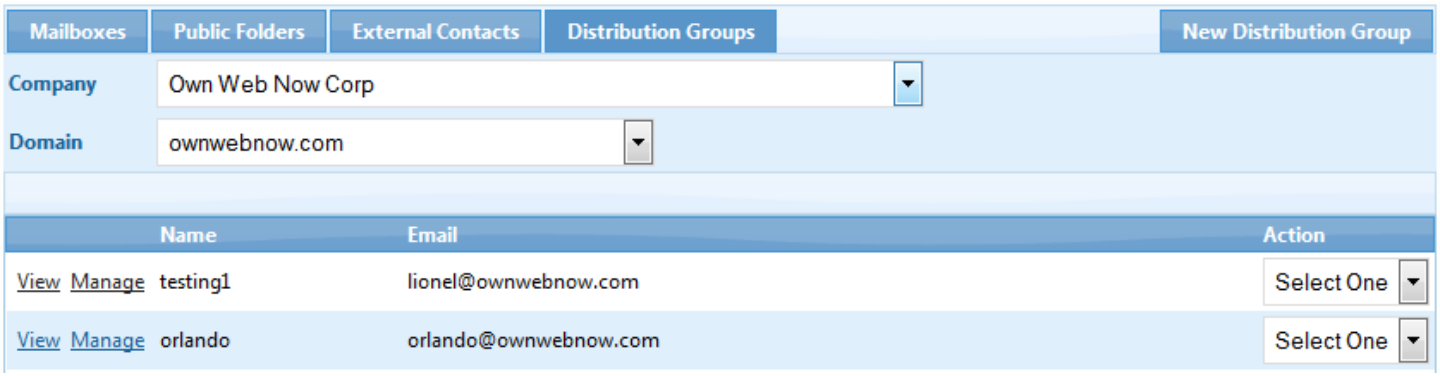
Here you can establish a new external contact, following the rules listed below.

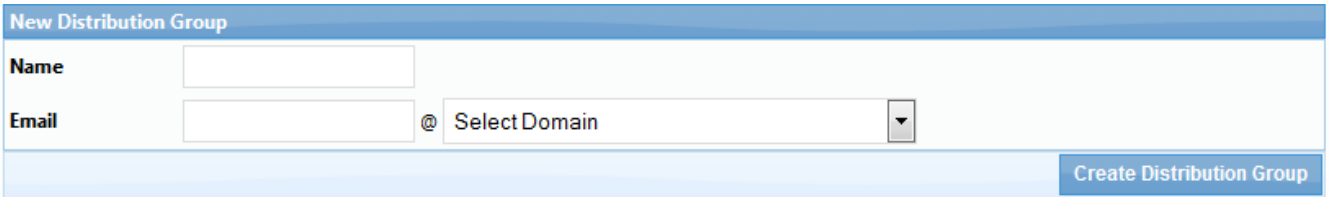



- **Name:** This field MUST be unique if Joe Doe has a mailbox and wants to forward his email to another server the name CANNOT be Joe Doe, it can anything but that. A common use is Joe Doe Ext.
- **Email:** This field MUST also be unique. The system understands that you're trying to send all mail to joe.doe@doe.com to joe.doe@doefreemail.com. However, you've already used joe.doe@doe.com in the system so you must use an arbitrary address (commonly joe.external@doe.com) that will forward to his freemail.com address.

# Distribution Groups

This section allows you to create, manage, and remove Distribution Groups for your clients.




## New Distribution Group

Here you simply provide a name, email and select the domain that will house the new distribution group. After clicking **Create Distribution Group**, the account will be provisioned in a few minutes.