

LEGEND FOR MENU NAVIGATION

Menu | Structure [Buttons] *Tab or Sub-Tab* Hyperlink Column Name, Checkbox, Radio button etc: *Instruction*

EXCHANGE

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Adding Mailboxes (One at a time)	Hosting Exchange Mailboxes [Add mailbox]	Setup a User's mailbox information.
Import Multiple Mailboxes	Hosting Exchange Mailboxes [Import mailboxes]	Batch import mailbox data to create multiple mailboxes in a single step.
Add email alias(es) to a mailbox	Hosting Exchange Mailboxes Display Name: Mailbox Name Email Addresses [Add new email address]	Unlimited email aliases may be added to a mailbox.
Change primary (reply to) email address	Hosting Exchange Mailboxes Display Name: Mailbox Name Email Addresses Primary e-mail address: Set as primary	This is the "reply to" email address seen by recipients.
Configure Email Forwarding	Hosting Exchange Mailboxes Display Name: Mailbox Name Forwarding [Enable Object]	Use a Distribution List as the forwarding email to forward to multiple email addresses.
Manage Mailbox Size	Hosting Exchange Mailboxes Display Name: Mailbox Name Limits [Edit]	Change all three inputs: Size limit; Issue warning at; Prohibit Send at. Mailbox size changes may take up to one (1) hour to resize.
Add Contacts to your GAL	Hosting Exchange Contacts [Add New Contact]	Email addresses OUTSIDE of your domain that are added to your account Global Address List (GAL).
Assign Domain Email address to a Contact	Hosting Exchange Contacts [Add New Contact] Chbx: Assign e-mail address	Creates email associated with your domain that is delivered to an email address OUTSIDE of your Exchange account.
Import Multiple Contacts	Hosting Exchange Contacts [Import Contacts]	Batch import Contact data to create multiple Contacts in a single step.
Create Distribution Lists	Hosting Exchange Distribution Lists [Add New Distribution List]	An email address that delivers to one, or more, members (Mailboxes and/or Contacts).
Add Members to a Distribution List	Hosting Exchange Distribution Lists Display Name: DistributionList Name Members [Add New Members]	You may select multiple Members to receive email sent to the Distribution List email address(es).
Add Mailbox to a Distribution List	Hosting Exchange Mailboxes Display Name: Mailbox Name Member of [Add to other lists]	Adding a single user's mailbox to a specified Distribution List.
Mailbox Permissions	Hosting Exchange Mailboxes Display Name: Mailbox Name Permissions Mailbox Permissions [Add]	Allows the User selected to open another mailbox within their Outlook Profile.
Mailbox Send As Rights	Hosting Exchange Mailboxes Display Name: Mailbox Name Permissions Send Permissions [Add] DropDown: Send As/Send on Behalf	Send as requires that the User be an Admin. Send on Behalf of is setup via the Delegates feature in Outlook.
Add Public Folders (Top Level)	Hosting Exchange Public Folders [Add New Public Folder]	Recommended that you create the Public Folder structure (top 2 levels) via the Admin Console to allow you to manage permissions via the Control Panel.
Edit Public Folder Parameters	Hosting Exchange Public Folders Name: PFolder Name	Select any of the <i>Tabs</i> to view/edit Public Folder details
Email enable a Public Folder	Hosting Exchange Public Folders Name: PFolder Name Chbx: Mail-enabled	Assigns an email to a Public Folder (Ex: jobs@yourdomain.com) for the "Job Applicants" Public Folder.

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WIRELESS

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Active Sync Configuration	Hosting Exchange Mailboxes Display Name: Mailbox Name General Mailbox Access Chbx: Active Sync (Check)	Turn on/off Active Sync wireless service for the selected User's mailbox.
Delete Active Sync Account	Hosting Exchange Mailboxes Display Name: Mailbox Name General Mailbox Access Chbx: Active Sync (Uncheck)	Automatically removes billing for this service.
BlackBerry BES Configuration	Hosting Exchange Wireless Services Blackberry Accounts [Add New Account] Selected: Select (Row of User to be activated) [Next>>]	Requires that the User has the BlackBerry Enterprise Service (BES) data plan from their wireless carrier. NOT the BIS-Internet plan.
Delete BlackBerry Account	Hosting Exchange Wireless Services Blackberry Accounts Chbx: BES mailboxes to be deleted [Delete Account]	Automatically removes billing for this service.
Reset BlackBerry Devices	{Perform Delete Procedure}{Redo Blackberry Configuration Procedure}	Call customer support if the automated reset fails to allow you to re-activate your device.
Good Mobile Messaging Configuration	Hosting Exchange Wireless Services Good Mobile Accounts [Add New Account] Selected: Select (Row of User to be activated) [Next>>]	Automated setup of Good Mobile Messaging for the selected User's mailbox. Follow the "activation email" for setup instructions.
Delete Good Mobile Account	Hosting Exchange Wireless Services Good Mobile Accounts Chbx: BES Users to be deleted [Delete Account]	Automatically removes billing for this service.
Reset Good Mobile Devices	{Perform Delete Procedure}{Redo Good Mobile Configuration Procedure}	Call customer support if the automated reset fails to allow you to re-activate your device.
View BES/Good Account Details	Hosting Exchange Mailboxes Display Name: Mailbox Name Wireless Services Details Hyperlinks (Multiple)	Examine various details associated with the wireless service of the User's mailbox selected.

STATISTICS & ANALYSIS

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Resource Usage Details	Hosting Statistics & Analysis Resource Usage	Review your account resource allocation for the Subscription Plan(s) created for your account.

SERVICE USER

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Add Service User	Hosting Service Users [Add New Service User] <i>Follow wizard instructions</i>	Can add Service Users to Exchange and/or SharePoint through wizard setup.
Change Domain of Service Users	Hosting Service Users Chbx: Display Name [Change Domain] DropDown Menu: Domainname.com	The selected domain will be the PRIMARY domain for the Service User.
Modify Service User Details	Hosting Service Users Display Name: ServiceUser Name Tabs: General, Contact Info, Login History, Language, Exchange, SharePoint	Access the input fields within the Tabs as needed to modify the details associated with the Service User.

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MY ACCOUNT

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Updating Account Contact Info	My Account Account Contacts [Edit]	Update sections for billing, technical, and/or administrative contacts as needed.
Adding a User	My Account Users [Add New User] <i>Complete 5 Step Wizard</i>	Setup standard Users as billing, technical, admin contacts, etc.
Creating an Admin User	My Account Users Login Name: <u>Username</u> Roles [Add Element] Ckbx: Account Administrator [Submit]	An Admin has access to all features within the Control Panel and can setup services for the account.
Deleting an Admin User	My Account Users Login Name: <u>Username</u> Roles Ckbx: Account Administrator [Delete]	Each account must have at least one (1) Admin User. You may need to create a new Admin before deleting the original Admin User.

BILLING

FEATURE	MENU NAVIGATION QUICK REFERENCE	COMMENT
Purchase a New Domain	Billing Domain Management Register New <i>Complete wizard</i>	Domain(s) are purchased on your behalf. Apptix acts as the DNS host of record for the customer domain(s).
Transfer Existing Domain	Billing Domain Management Transfer Existing <i>Complete wizard</i>	Makes Apptix the host of your DNS records for the domain specified.
Renew Existing Domain	Billing Domain Management Renew Radio button: <u>Domain Name</u> [Renew] <i>Select Subscription Period</i>	Update current domains for a new subscription period (2 years recommended).
Renew a Subscription	Billing Subscription Management Renew Subscription Radio button: <u>Plan</u> [Renew] <i>Select Subscription Period</i>	Maintains active use of your hosted services.
Buy a New Subscription	Billing Subscription Management Buy New Subscription Radio button: Category Name [Choose Category] <i>Select Subscription Period</i>	Purchase a hosting service subscription plan for any customer-owned domains.
Add Resources to a Subscription Plan	Billing Upgrade Wizard Buy Additional Resources Plan: <u>Subscription Plan</u> Click Here to Buy: <u>Upgrade</u> <i>Finish Upgrade Wizard</i>	Use this to add mailboxes, storage, wireless devices, etc. to your hosting plan.
Change Subscription Plans	Billing Upgrade Wizard Change Subscription Plan Plan: <u>Subscription Plan</u> Radio button: Name [Change Service Plan] <i>Select Subscription Period</i>	Use to upgrade/downgrade your current subscription plan.
Update Payment Details	Billing My Financial Info Payment Methods Type: <u>Credit Card</u> <i>Edit as needed</i>	Use to change or update credit card information.
Manage Billing Notifications	Billing My Contact Info Notification Methods Type of Message: <u>Notification Method</u> <i>Edit as needed</i>	Toggle On/Off types of notifications from the Message Types columns.