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Introduction

The Hosting Control Panel (CP) is your gateway to all of the administrative functions that you can perform on your account as an end-user. An end-user is any account that does not have administrative privileges. Nevertheless, end-users can access the Hosting Control Panel to manage a number of features associated with your account.

End-User Hosting Control Panel (CP) Access

End-users who have hosted Exchange, SharePoint, or other hosted services also have access to the Hosting CP. Their “role,” or permissions, is configured so that end-users can only make changes to their own account without affecting other users or the account itself. These account changes are restricted to items such as the individual user’s email address(es), contact information, password reset, etc.

Login to the System (as an end-user)

1. Login to the Hosting CP Website at <https://cp.HOSTINGPROVIDER.com> (where **HOSTINGPROVIDER.com** = the domain of your Hosting Company). The **Username** and **Password** are the same as for logging into Exchange and SharePoint. Typically, the **Username** is the same as your email address.



IMPORTANT NOTE: Passwords must be at least 7 characters long and must include upper-case, lower-case, numeric, and special characters. To insure compliance with the password security policy we recommend that at least one upper-case letter and one special character be used in the middle of your chosen password. Examples include: Oct0ber#, oCt0ber#, oCt0ber1.

The password requirement does not force anyone with an existing password that is out of compliance to immediately change their password. Requirements are only enforced when a customer creates a new password or changes a password.

- Please call customer support at **866-428-0128** if you experience any problems with logging in.

Once logged in, the end-user will see the **User Account** dashboard, or main menu, which is specific to that user’s “role”:

The screenshot shows the APPTIX user account management interface. At the top left is the APPTIX logo with the tagline "Connecting Your Business. Anywhere." To the right, it displays "Subscriber John Doe (User ID: 3906336)" and a "Logout" button. Below this is a navigation bar with three tabs: "User Account" (selected), "Exchange Mailbox", and "Help & Support". The main content area is titled "User Account" and includes a "Screen ID: 3.0.0.1" and a "Refresh" button. A introductory text states: "This section provides general information on your account." Below this are five interactive tiles: "Login" (view and change login info), "Password Expiration" (change password expiration parameters), "Contact Information" (view and change contact info), "My Login History" (view own login history), and "Change Language" (change user interface localization).

As you can see in the example above, the end-user has no access to the overall company account, billing, nor any add/delete mailbox capabilities. Should an end-user need greater access, the end-user's "role" may be upgraded to administrator-level in the Hosting CP portal by a current account Administrator. Once upgraded, the end-user access will be greatly enhanced.

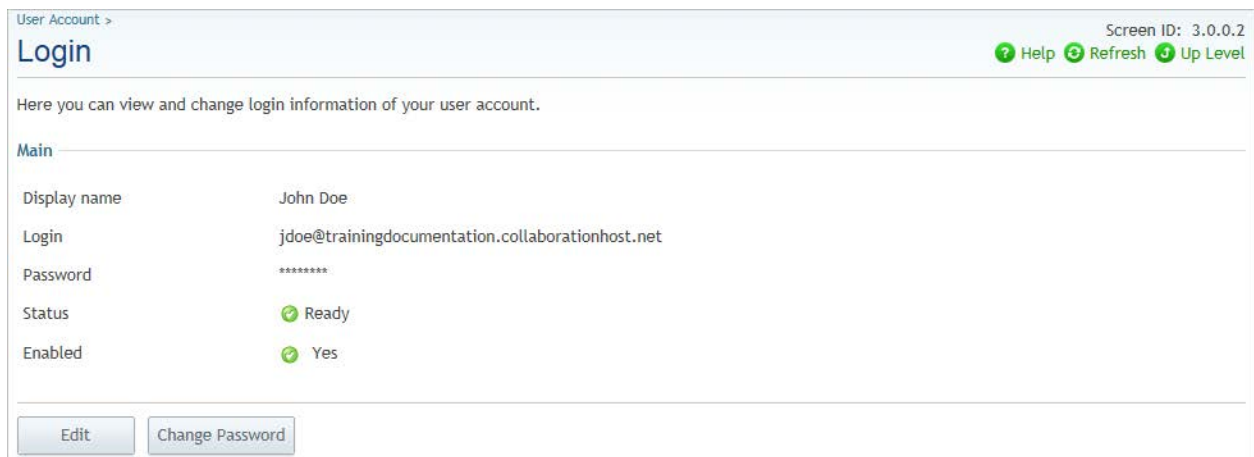
Reset your Password

Rather than using the Outlook Web App (OWA) portal to change a user's Exchange password, we recommend that all users utilize this Admin Console portal to change passwords. Resetting the password from the Admin Console will update BOTH the Admin Console AND Exchange email access passwords so that they are both the same and there is no confusion as to being locked out of either the Admin Console or the user's mailbox.

IMPORTANT NOTE: Passwords must be at least 7 characters long and must include upper-case, lower-case, numeric, and special characters. To insure compliance with the password security policy we recommend that at least one upper-case letter and one special character be used in the middle of your chosen password. Examples include: Oct0ber#, oCt0ber#, oCt0ber1.

The password requirement does not force anyone with an existing password that is out of compliance to immediately change their password. Requirements are only enforced when a customer creates a new password or changes a password.

1. Login to the Control Panel, and select **Login** from the **User Account** dashboard. The **Login** screen displays the current user credentials:

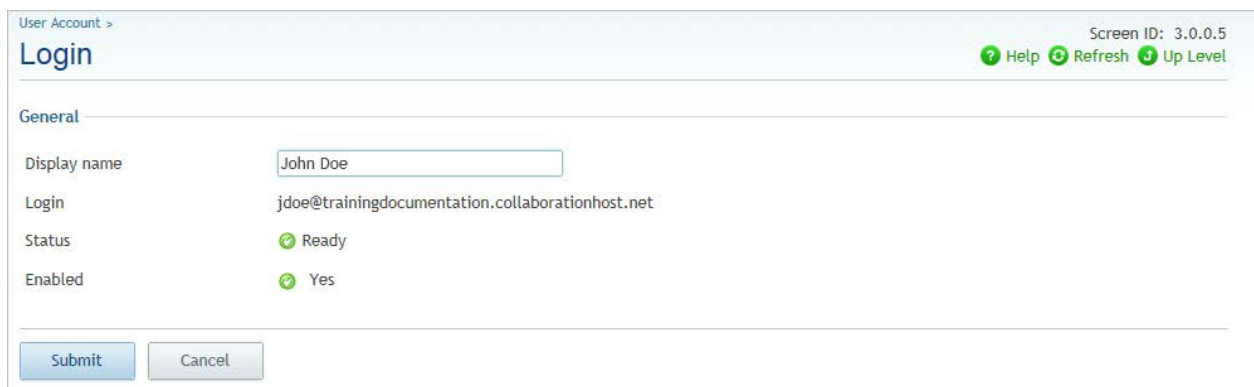


The screenshot shows the 'Login' screen in the Admin Console. At the top, it says 'User Account >' and 'Login'. There are utility icons for Help, Refresh, and Up Level, and a 'Screen ID: 3.0.0.2'. Below the header, it says 'Here you can view and change login information of your user account.' The main section is titled 'Main' and contains the following information:

Display name	John Doe
Login	jdoe@trainingdocumentation.collaborationhost.net
Password	*****
Status	Ready
Enabled	Yes

At the bottom, there are two buttons: 'Edit' and 'Change Password'.

2. Click the **[Edit]** button to change the **Display name**. The **Login** screen becomes editable.

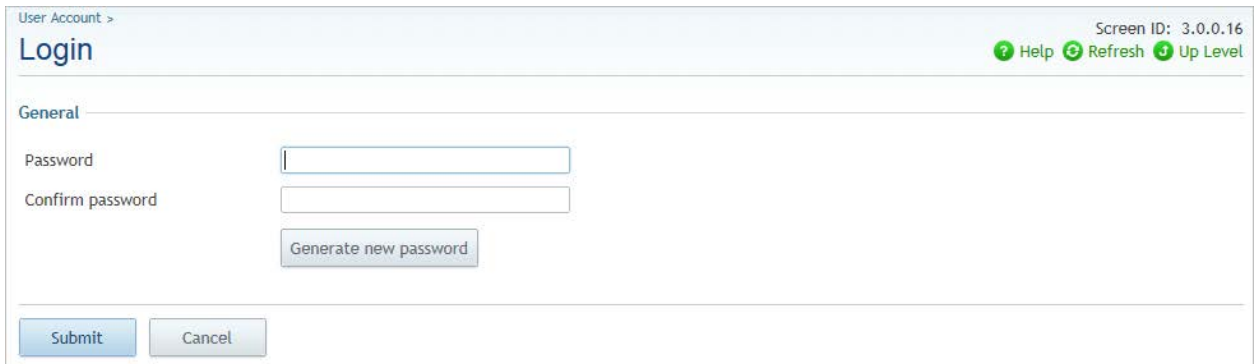


The screenshot shows the 'Login' screen in edit mode. At the top, it says 'User Account >' and 'Login'. There are utility icons for Help, Refresh, and Up Level, and a 'Screen ID: 3.0.0.5'. Below the header, it says 'General'. The main section contains the following information:

Display name	<input type="text" value="John Doe"/>
Login	jdoe@trainingdocumentation.collaborationhost.net
Status	Ready
Enabled	Yes

At the bottom, there are two buttons: 'Submit' and 'Cancel'.

On the **Login** screen, you may also click the **[Change Password]** button to reset the password. In that case, the **Login** screen displays as pictured below:



The screenshot shows a web interface for a 'User Account' with a 'Login' title. In the top right corner, it displays 'Screen ID: 3.0.0.16' and three utility buttons: 'Help', 'Refresh', and 'Up Level'. The main content area is titled 'General' and contains a 'Password' field, a 'Confirm password' field, and a 'Generate new password' button. At the bottom of the form are 'Submit' and 'Cancel' buttons.

3. Enter the new password and confirm the password in the second field. Click the **[Submit]** button to save your password changes.

Change Contact Information

1. Log into the Control Panel and access **Contact Information** from the **User Account** dashboard. The **Contact Information** screen displays:

Subscriber John Doe (User ID: 3906336) Logout

User Account > Exchange Mailbox Help & Support

User Account > Contact Information Screen ID: 3.0.0.3 Help Refresh Up Level

Here you can view and change contact information of your user account.

General

First name John

Last name Doe

Description

Office

Telephone

Web page

E-mail

Secondary E-mail Secondary E-mail address is used to send the secret message to restore forgotten password

Edit

Address

Street

City

State/Province

Zip/Postal code

Country

Edit

Phones

Home

Pager

Mobile

Fax

IP phone

Edit

Organization

Title

Department

Company

Edit

2. Click any of the **[Edit]** buttons to add or change personal contact information.

Make any updates/edits and click the **[Submit]** button to save your changes for this end-user.

- This information is displayed to other users in your account via the Global Address List (GAL).
- You may edit the following main sections of the Customer's Contact Information:
 - i. General
 - ii. Address
 - iii. Phones
 - iv. Organization

View Exchange Setup Information

1. Login to the Control Panel and access the **Exchange Mailbox** dashboard from the menu bar.

Exchange Mailbox Screen ID: 2.52.21.01 [Refresh](#)

Here you can view and change mailbox settings.

- General**: Here you can view mailbox's general settings and change alias.
- E-mail Addresses**: Here you can view and change mailbox's email addresses.
- Limits**: Here you can view mailbox's limits.
- Forwarding**: Here you can view and change mailbox's forwarding settings.
- Membership**: Here you can view distribution lists this mailbox is member of.
- Permissions**: Here you can view and change mailbox permissions and send permissions.

2. Select **General** from the **Exchange Mailbox** dashboard. The following end-user mailbox information displays:

Exchange Mailbox > **General** Screen ID: 2.52.21.02 [Help](#) [Refresh](#) [Up Level](#)

General

Alias	jdoe
Windows domain\user name	COLLABORATION\jdoe
Show in Address Book	<input checked="" type="checkbox"/> Yes
Status	<input checked="" type="checkbox"/> Ready

Mailbox Access

Outlook Web Access (OWA)	<input checked="" type="checkbox"/> Enabled https://mail.hostaccount.com/owa/ ↗
Outlook access	<input checked="" type="checkbox"/> Enabled View setup info ↗
ActiveSync	<input checked="" type="checkbox"/> Enabled View setup info ↗
IMAP4	<input type="checkbox"/> Disabled
POP3	<input type="checkbox"/> Disabled

[Edit](#)

3. From within the **Mailbox Access** section, click the [View setup info](#) links to see configuration instructions on how to access Outlook Web App (OWA), Outlook, ActiveSync (if enabled for this user), and IMAP/POP.
 - Follow the setup instructions displayed in the **Help** screen for each item selected:

The screenshot shows the 'Exchange Mailbox - General' settings page. On the left, under 'General', the 'Alias' is 'jdoe', 'VirtWindows domain\user name' is 'COLLABORATION\jdoe', 'Show in Address Book' is 'Yes', and 'Status' is 'Ready'. Under 'Mailbox Access', 'Outlook Web Access (OWA)' is 'Enabled' with a link to 'https://ma...', 'Outlook access' is 'Enabled' with a 'View setup' link, 'ActiveSync' is 'Enabled' with a 'View setup' link, 'IMAP4' is 'Disabled', and 'POP3' is 'Disabled'. An 'Edit' button is at the bottom left. On the right, a 'Getting Started: ActiveSync Setup Guide' is overlaid, providing instructions for Windows Mobile and iPhone. The guide includes sections for 'How to Configure ActiveSync for Windows Mobile Devices' and 'Configuring ActiveSync for the iPhone', each with a numbered list of steps.

NOTE: The OWA link on the screen takes the user directly to the OWA login window.

Add Email Alias Addresses

1. Login to the Control Panel and access the **Exchange Mailbox** dashboard from the menu bar.
2. Select the **E-mail Addresses** option.
The **E-mail Addresses** screen displays:

Exchange Mailbox > E-mail Addresses Screen ID: 2.52.21.04
Help Refresh Up Level

Primary E-mail Address

E-mail address: `jdoe@d1037467.hostaccount.com`
E-mail address that will appear in From field of e-mail messages sent from the mailbox.

Change

E-mail Addresses

+ Add New E-mail Address - Delete

1 total | Show Search On page: 25 50 100

ID	E-mail address ^	Status	Primary e-mail address
1617785	<code>jdoe@d1037467.hostaccount.com</code>	Ready	Primary e-mail address

1 total On page: 25 50 100

Here you will see the user's primary email address, as well as any additional aliases also associated with this mailbox.

3. Click the **[Add New E-Mail Address]** button.
The **Add New E-Mail Address** screen displays:

Exchange Mailbox > E-mail Addresses Screen ID: 2.52.21.05
Help Refresh Up Level

Add New E-mail Address

E-mail Address: @ `d1037467.hostaccount.com`

Submit Cancel

4. Enter a new email address prefix for this alias in the **E-mail Address** input field, and select the desired domain name from the drop-down list.
5. Click the **[Submit]** button to accept the inputs for this email alias.
The **E-Mail Addresses** screen updates to show all email aliases for this mailbox and the **Status** column updates with *"Creating"* for the newly created email alias.

Exchange Mailbox > **E-mail Addresses** Screen ID: 2.52.21.04
[Help](#) [Refresh](#) [Up Level](#)

✓ Creation of e-mail address jdoe123@d1037467.hostaccount.com scheduled

Primary E-mail Address

E-mail address: jdoe@d1037467.hostaccount.com
 E-mail address that will appear in From field of e-mail messages sent from the mailbox.

E-mail Addresses

[+ Add New E-mail Address](#) [✗ Delete](#)

2 total | [Show Search](#) On page: 25 50 100

ID	E-mail address	Status	Primary e-mail address
1617791	jdoe123@d1037467.hostaccount.com	⚠ Creating	
1617785	jdoe@d1037467.hostaccount.com	✓ Ready	✓ Primary e-mail address

2 total On page: 25 50 100

You may click the [Refresh](#) link at the top right of the screen after a few seconds, and the status will refresh to “Ready.”

- Now that you have more than one email address/alias associated with this mailbox, it is possible to change the primary email address by clicking the **[Change]** button shown in Step 2 above. The **Change Primary E-mail Address** screen displays:

Exchange Mailbox > E-mail Addresses > **Change Primary E-mail Address** Screen ID: none
[Refresh](#) [Up Level](#)

Click on "Set as primary e-mail address" link corresponding to e-mail address you want to use as primary. Check "Synchronize Service User's login with primary e-mail address" option if you want Service User's login to be the same as primary e-mail address of the mailbox.

2 total | [Show Search](#) On page: 25 50 100

ID	E-mail address	Status	Primary e-mail address
1617791	jdoe123@d1037467.hostaccount.com	✓ Ready	Set as primary e-mail address
1617785	jdoe@d1037467.hostaccount.com	✓ Ready	⚠ Primary e-mail address

2 total On page: 25 50 100

Synchronize Service User's login with primary e-mail address

- The primary email address is identified at the top of this **E-mail Addresses** screen and also identified as the primary under the **Primary e-mail address** column.

NOTE: By clicking the **Synchronize Service User's login with primary email address** checkbox, the user's login access will be reset to correspond with the new primary email address.

7. Click the desired email alias [Set as primary e-mail address](#) link to designate the email address as the new primary email address for this mailbox.
8. Click the **[Finish]** button to make the primary email address change.
 - The newly selected primary email address displays on the **E-mail Addresses** screen, which displays all defined email addresses for this mailbox.

Enable Email Forwarding

1. Login to the Control Panel and access the **Exchange Mailbox** dashboard from the menu bar.
2. Select the **Forwarding** option.
The **Forwarding** screen displays.

Exchange Mailbox > Forwarding Screen ID: 2.52.21.10
Help Refresh Up Level

Forwarding Disabled

3. To enable forwarding, click the **[Enable]** button.
The screen changes to allow you to enter an email address.

Exchange Mailbox > Forwarding Screen ID: 2.52.21.09
Help Refresh Up Level

E-mail address

Leave copy of messages

4. In the **E-mail address** input field, enter the email address to which you would like to forward your messages.
This is a free-form field that requires that you type the forwarding email address exactly as it should be addressed.
5. Click the **Leave copy of messages** checkbox if you wish to leave a copy of your email messages in your mailbox in addition to forwarding email to the specified forwarding email address.
If you do not click this checkbox, email will be forwarded to your external email address without saving a copy in your mailbox.
6. Click the **[Submit]** button to save your email forwarding parameters:

Exchange Mailbox > Forwarding Screen ID: 2.52.21.10
Help Refresh Up Level

Forwarding changed Mailbox forwarding configuration was successfully changed

Forwarding Enabled

Forward to hcarter123@hotmail.com

Leave copy of messages Disabled