

Apps4Rent Hosted Exchange/SharePoint Account Administration Guide.

NOTE: This document contains functionalities and procedures which are mainly used by Company Administrator. This document has been prepared keeping in mind that most of our users use both the Exchange Services and SharePoint services. Some screenshots and some steps may not be there in your Control Panel if you are using only either of the services.

Account Administration Panel/Control Panel is best used with IE 6.0 and higher.

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Definitions:

User: A User is equivalent to a mailbox and logs into the Apps4Rent service with Outlook. User is always mentioned in reference to access provided for Control Panel; SharePoint; Mail boxes and other access provided by Apps4Rent. Your Company Administrator decides what access you will have.

Group: A group name contains Users and Contacts that receive email for the Group. This is equivalent to an internal distribution list.

Contact: A Contact is an entry in the system may point to an email address outside of the Apps4Rent service. You can create Contacts for email addresses that you want to appear in the company's Global Address List (GAL). Contacts can also be used in forwarding email for users and also in Groups.

Email Alias: An Alias is an additional email address for a User. For example jdoe@domain.com could have an alias of info@domain.com that would allow the user to receive emails sent to both addresses.

Note: An User can have only one default send as/reply as address.

Introduction to Control Panel.

To login into the control panel, please visit <https://cp.apps4rent.com>. After logging into Control panel, you will either get the **Basic Administration interface** or **Advanced Administration interface**.

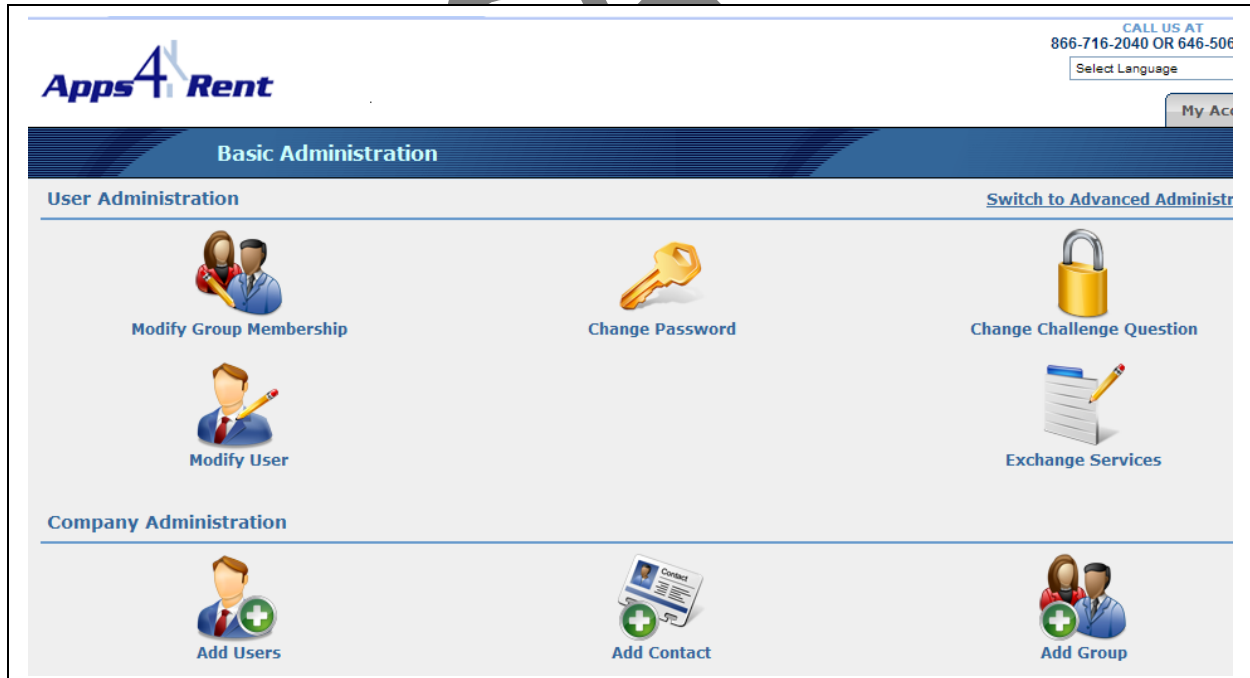
In Basic Administration interface, you get series of icons using which you can make basic changes to your account. In Advanced Administration interface, you get menu of all the options on the left hand side in a panel. Advanced Administration contains functionalities/options of Basic Administration page and some more options/functionalities.

As enhanced security you will be automatically logged out of the control panel if there has not been an activity for a while when you are logged in.

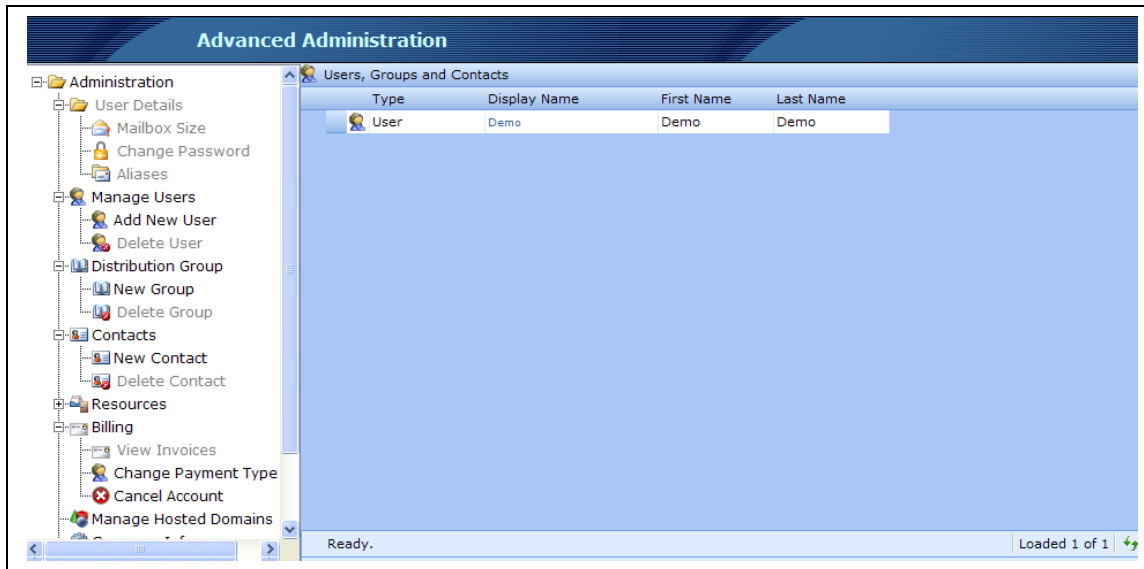
Creating a new User (Mailbox)

Whenever you want to add a user for any of our services, you need to add the user from the control panel. You need to be a Company Administrator to add users. To login into control panel, please visit <https://cp.apps4rent.com>.

1. Click on **“Switch to Advanced Administration”**.



You will be guided to the page given below in the **Advanced Administration** interface. Please note that you will have atleast one user even when you login for the first time.



2. Click on **“Add New”** user on left panel and then you will be directed to this page.

Create User

General Info

*First Name:

*Last Name:

*Display Name:

Email Address:

*Required Field

Account Info

*Login Name: @

Password never expires

User must change password on next login

System Access Level:

Challenge Message

Challenge Message:

*Challenge Response:

*Required Field

Choose Password

*Password:

*Reenter Password:

*Required Field

Create Exchange User

Email Address: @

Exchange Plan:

Extra Space (MB):

SharePoint

When you set the SharePoint level for this user, you will be setting that level on every top level SharePoint site for the company. If you want to set the user level, or add the user for a single site, you will need to do it via the site administration for that single site.

SharePoint Access Level:

3. Please fill in the relevant details. **Display Name** set here will be the one that will be displayed in all location SharePoint; Exchange.
 - a. In Account Info; please provide the login name.
 - b. Select the **System Level Access**. This will determine what access the user will have in Control Panel.
 - c. Put a ticket if you want the password to expire in when the user logs in next time.
 - d. Select the **Challenge Message** and question and answer.

4. Fill in the **Password** which you wish to provide the user. Please make sure the password meets following requirements.
 - a. It should be atleast eight characters long.
 - b. At least one UPPER case and one lower case alphabet should be used.
 - c. At least one number/digit should be used.
 - d. It should not have any special characters.
 - e. Password should not contain the company name/domain name or the account name/username.
 - f. For example: account name is [ABC@XYZ.COM](#) and XYZ is company name.

Xyz123456 – Invalid password.

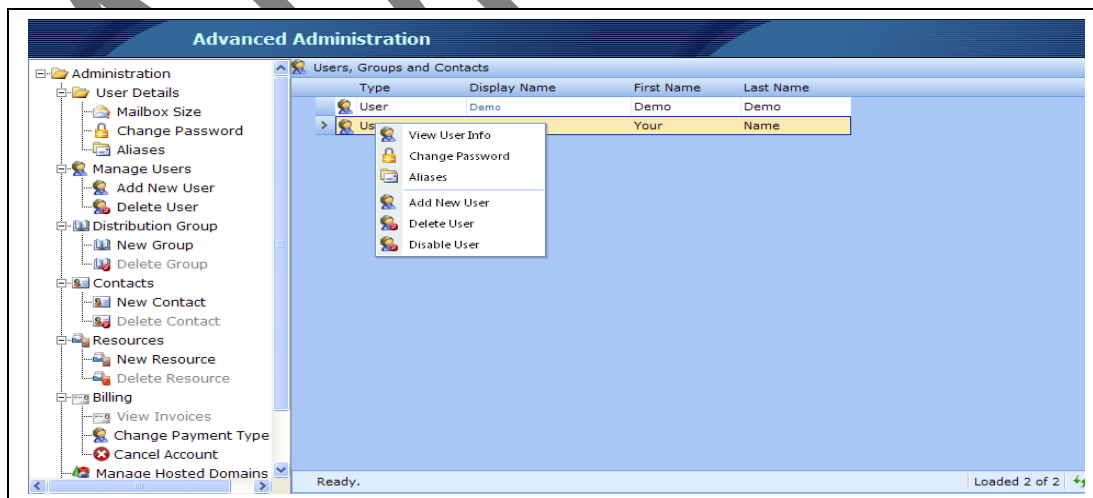
Abc123456—Invalid Password.

Picture123—Valid Password

5. If you are adding user for **Exchange Mailbox** then enter the e-mail address which will be associated. Select the relevant plan you wish to assign. If you are adding user for SharePoint then please provide relevant **SharePoint Access level**.
6. Click on **Update**.

Deleting a User:

1. In the **Advanced Administration** interface Right click the user which you wish to delete by clicking on the **User**.



2. Select **Delete User** to delete the user.

NOTE: Any mailbox associated with the user will also get deleted. If you don't want to delete and just want make the user inactive; Select Disable User.

Creating a Group (Distribution List).

You can use Groups in two different ways.

Distribution List: This allows email sent to it to be distributed to all the members on the list. This can also include other groups, users, and even contacts. If you put an email address into the **E-mail Address box**, then the group will become **e-mail enabled**. If e-mail address does not show as an option, then you are creating a group that is not at a company level. Only groups in the company level can have email.

Security Group: For specifying permissions on things such as SharePoint Sites.

1. Click on **Add New Group** below **Distribution Groups**.

Create New Group

If you want to mail enable this group, put something in the Email address field. If you leave that field blank, this group will be used as a security group. To learn more about the different groups, click the help button.

*Group Name: Group Name
Description: Group Description
Email Address: group @ demo.com
List Manager: Demo

*You can multi-select by holding down the Ctrl button and clicking on different users.

Available

- Available
- Demo
- Your Name

In Group

- In Group

Create Group Reset

2. Enter the following details.
 - a. **Group Name:** This is the name of the group, and what shows up as the Display Name also.
 - b. **Description:** A description of what the group is for.
 - c. If the Group is mail enabled then it must have **List Manager**. This sets the permission for the user who will manage the group.

- d. If the Group is mail enabled then it must have an **E-Mail Address**. Mails sent to this e-mail address will be for the members of the group.
3. In the left hand side box **Available** you have list of users who are not in the group. In the right hand side box **In Group** you have users who are already a member of the Group.
4. You can **add or remove** users by clicking on the **left or right arrow**. Click on **left arrow removes the member** and clicking on **right arrow adds the member**.
5. Clicking on **Create Group** will create a group for you. To reset and start again click **Reset**.

Modifying/Deleting Group.

To modify/delete a group, you can **right click** on the group in the **Advanced Administration** interface and select **View/Modify or Delete**. If you select **View/Modify** you will be taken to the following page. If the group is mail enabled; it can have following fields.

- a. **List Manager:** Sets who has Manager Privileges on this mail enabled group.
- b. **Primary Email Address:** This is the e-mail address that all e-mails will be sent to for this group.
- c. **Aliases:** List of all the secondary e-mail addresses that this group will accept e-mail for.
- d. **Remove Alias:** Select an alias in the list, and click this button to remove it from the list.
- e. **Promote Alias:** Promotes any selected alias to the Primary E-mail address for this group.
- f. **Alias to Add:** Allows you add aliases to this group.

You can also, add or remove users as explained above in Creating Groups-Step 3.

Following Screen is displayed if you choose **View/Modify** for Group.

Group Info

Group Info ?

*Group Name:

Description:

List Manager:

Only Receive from Authorized Senders:

Hide from Address Lists

- Delete Email Address
- Promote Email Address

Email Prefix	Domain	Primary Email Address
* Please click here to add new row...		
group	demo.com	Primary Email Address

Ready. Loaded 1 of 1

User to Grant Permissions:

Send As

*You can multi-select by holding down the Ctrl button and clicking on different users.

Available

- Available
- Demo
- Your Name

◀

▶

In Group

- In Group

Creating a Company Contact

1. Click on **New Contact** on left pane to get the following screen to create a New Contact.

The screenshot shows a web form for creating a new contact, divided into four main sections:

- General Info:** Contains fields for *First Name (Contact), *Last Name (Name), *Display Name (Contact Name), and Email Address (Contactemail@domainname.com). A note indicates that fields with an asterisk are required.
- Address Info:** Contains fields for Street Address (XYZ/123), City (City Name), State (State), Zip Code (55555), and Country (United States).
- Telephone Info:** Contains fields for Home Phone (1234567890) and Mobile Phone.
- Exchange Info:** Includes a descriptive paragraph about exchange-enabled contacts, a checkbox for **Enable Exchange**, a Target Email field, and an Internal Email Address field (with a dropdown menu showing 'demo.com').

A **Create** button is located at the bottom right of the form.

Please continue reading to see why and when you would need to **Enable Exchange** while creating contacts. This is essentially used for forwarding from your Exchange based mailbox to some other mail box.

Create an Exchange E-mail Address and forward to it to some other mail account:

You need to first create a Company Contact as described above and then do the following

1. You can also enable exchange for the contact by adding a check mark next to **Enable Exchange** in **Exchange Info** box. This is used for setting up a forward to another e-mail address.

In Target E-mail: Enter the e-mail address where you want the mails to get forwarded for example: xyz@gmail.com. This gmail address is the place where all the e-mail sent to "news@your_domian_name_withus.com" will get forwarded.

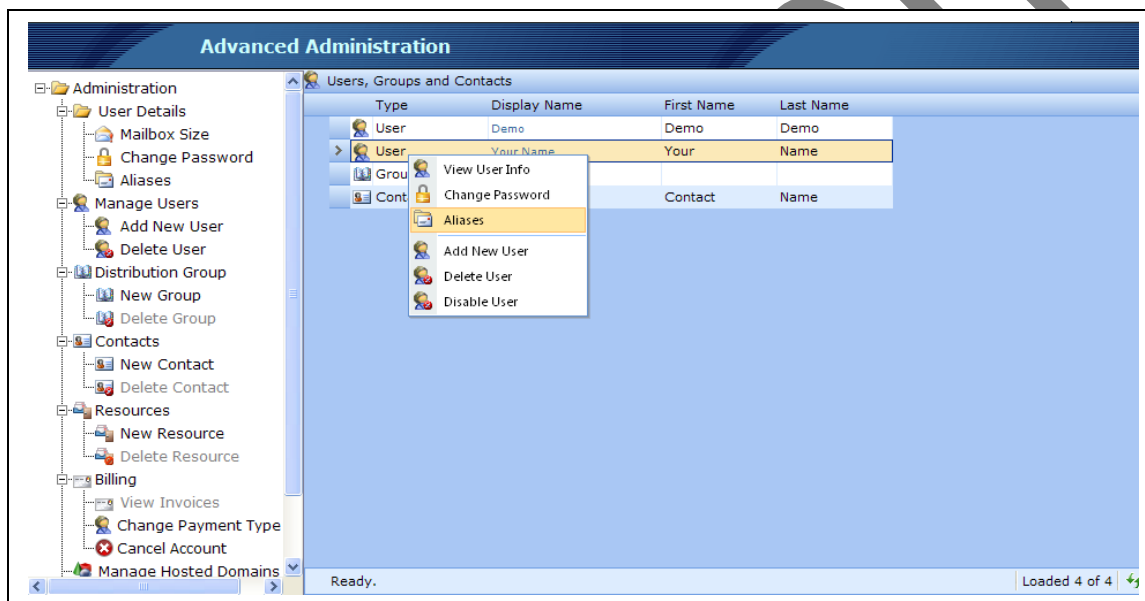
In Internal E-mail Address: Enter news@your_domian_name_withus.com

2. Click on Update.

You might want to use this if you want a mailbox which is only used for receiving e-mails. You will not be charged for this service.

Adding an Email Alias to a User

1. In the **Advanced Administration** interface click on **Alias** after right clicking the user.



2. You will notice that your primary e-mail address is already set.
3. Click on "Please click here to add row..."

User Info

Exchange Info

Disable Exchange

Exchange Plan: SilverExchange 20/1024(MB)

Extra Mailbox Space: No Extra Space Hide from Address Lists

Actions	Email Prefix	Domain	Primary Email Address
<input type="button" value="Delete Email Address"/> <input type="button" value="Promote Email Address"/>			Alias
	Test	Domainname.com	Primary Email Address

Ready. Loaded 1 of 1

Forward Email To: Do Not Forward Email

Keep a Copy and Forward

4. Add the e-mail prefix for the alias. For example if the alias e-mail address is abcd@demo.com; then you need to add abcd below the **E-mail Prefix**. In the **Domain**, your domain will be selected and the status of the mailbox (alias) will be displayed under **Primary Mail Address**.
5. Click on **Update**.

Note: You will not be able to reply using your Alias e-mail address as FROM e-mail address. Your reply address will always be **Primary e-mail address**.

Changing Mailbox Plans:

Over a period of time, you may want to upgrade to out bigger plans as the mails keep getting piled up. You upgrade to a bigger plan by following the steps given below.

1. In the **Advanced Administration interface**; Right click on the user and select **View User Info**.
2. Scroll down to bottom of the screen you will have **Exchange information**.
3. From the **Exchange Plan**, select the relevant plan from Drop Down.
4. Click on **Update**.

User Info

Exchange Info

Disable Exchange

Exchange Plan: SilverExchange 0/1024(MB)
0%

Extra Mailbox Space: No Extra Space Hide from Address Lists

Delete Email Address	Promote Email Address	Email Prefix	Domain	Primary Email Address
* Please click here to add new row...				
		yourname	demo.com	Primary Email Address

Ready. Loaded 1 of 1

Forward Email To: Do Not Forward Email Create New Contact for Forwarding

Keep a Copy and Forward

Update

Other Options under User Info:

Grant User permissions and Device list for mobility devices.

Grant User permissions:

You can grant following three types of permissions for users.

- a. **Send on Behalf:** This option allows the selected user to send mail on behalf of you. When the mail is sent by this user on your behalf two mail addresses will be displayed to the recipient. It will also be mentioned that the mail has been sent of behalf of you.
- b. **Send As:** This option allows the user to send e-mails as you.
- c. **Full Permission:** This option gives full access to your mailbox. The user whom you assign this permission will have full access just like you.

Grant User Permissions

User to Grant Permissions: Dont Grant Rights

Send On Behalf

Send As

Full Permissions

To Grant Permission to a user:

1. Right click on user in **Advanced Administration** page and select **User Info**.

2. Scroll down and in **Grant User Permissions**: select the user to whom you want to assign permission.
3. Finally select the permission type and then click update.

NOTE: This control will not display the permissions that have already been set.

Device Management:

Device List of Handhelds and removing devices from sync:

In this section you can see the Handhelds/BlackBerry's/Mobile Phones which are being used to sync to your mailbox. You can select the device and remove

1. Right click on user in **Advanced Administration** page and select **User Info**.
2. Scroll down to bottom of the screen you will have **Device List**.



3. Select the device which you want to Lock; Wipe of Remove the partnership.
4. After selecting the device; click on the action from the list.

Adding a New Domain/ Enabling Disabling Services for the whole Company and other Global settings.

Adding/Removing Domains:

You can manage domains from the Company Info Section. You can have multiple domains. The account cannot be without a domain. If you wish to remove a domain, then you need to first add a domain.

1. Switch to Advanced Administration interface on Admin Panel.
2. Click Company info from the left panel.
3. If you are an exchange customer: locate Exchange Info Box.
4. Type the domain name in Domain to Add. Click on Add and finally Update.

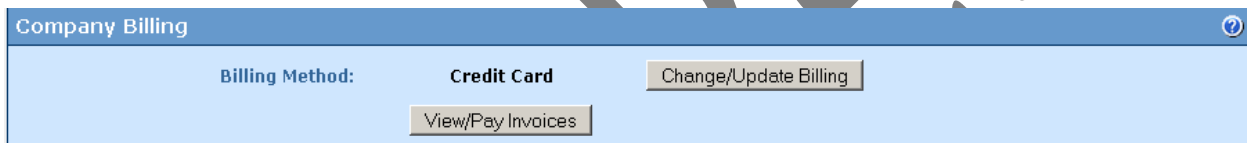
Removing a domain:

Please take a back up first as deleting users or removing a domain will delete mailboxes and other data. You will not be able to send and receive e-mails from our service for the deleted domain.

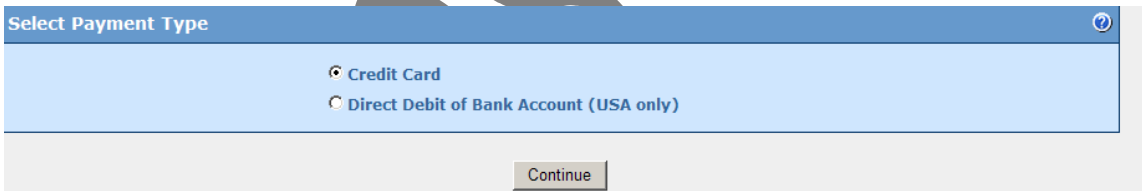
1. First delete all users from the company by following the steps for deleting users.
2. Then add the new domain as directed above.
3. To delete the domain; click on the domain from the list.
4. Click on **Remove Domain**.
5. Click on **Update**.

Updating Billing Details:

1. Switch to Advanced Administration interface on Admin Panel.
2. Click **Company info** from the left panel and locate **Company Billing**.



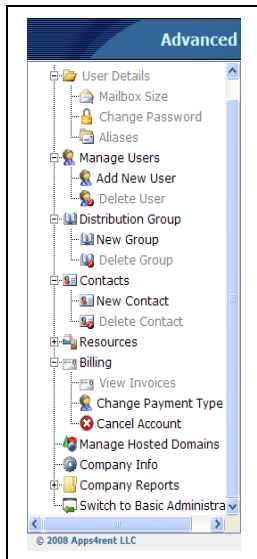
3. Click on **Change/Update Billing**
4. Select **Credit Card**



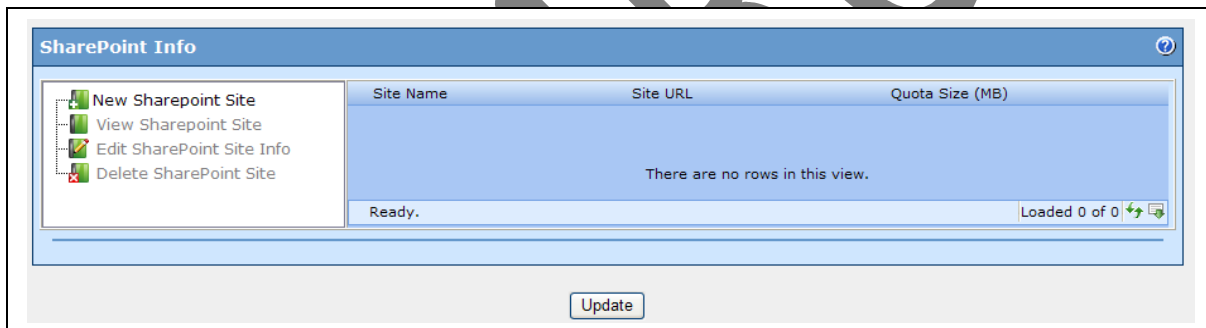
5. Enter your new card details and click on **Continue**.

Adding/Removing SharePoint site

1. On the Left panel of **Advanced Administration** interface click on Company Info



2. Scroll till bottom to the SharePoint info part and click on **New SharePoint site**. If you do not see the SharePoint box, you need to click on **Enable SharePoint** button located on the same page.



3. You will have the new SharePoint site creation form to fill up.
 - a. **Site Name:** Please give a name to the site.
 - b. **Site Description:** Provide a description.
 - c. **Site URL:** This will be the URL pointing to your website e.g. **sharepoint.apps4rent.com**. You will use the URL you provide here to access the SharePoint site.
 - d. **SharePoint site storage:** You may select the storage space.
 - e. **Site Template:** Select the template you want to use to build your site.

New Sharepoint Site

SharePoint Site

In order for this SharePoint site to be accessible, the DNS entry (the domain name record) for the site must point to our servers. If your domain's records are already hosted by us, or you are registering a new domain with us, then you can ignore this. In order to point the DNS to our servers, you will need to set the sites A Record (with your Domain Hoster) to the following IP address: 192.168.22.38

*Site Name:

Site Description:

*Admin Email:

*Site URL: .

SharePoint Site Storage (MB):

Site Template:

Please Note: Some of the templates in this list may contain demo data. Please just delete the demo data, as it is there for example purposes.

Template description: A site for teams to quickly organize, author, and share information. It provides a document library, and lists for managing announcements, calendar items, tasks, and discussions.

6. Click on Create. And you will be redirected to the Company info page.
7. Please contact your domain registrar and have them add "CName" record for your site and point it to sharepoint.hostmailserver.com. In this example; you will need to add "CName" for **sharepoint.demo.com** and point it to **sharepoint.hostmailserver.com**.
8. To delete a SharePoint site; please click on the **Site Name** and then select **Delete SharePoint site**.
9. Click on Update.

Apps4Rent Departments and Contact Information:

Sales Department: Available on Business Days.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: sales@apps4rent.com

Technical Support Department: Available 24 X 7.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: support@apps4rent.com

Billing Department: Available on Business Days.

US Toll Free: 1-866-716-2040

International: 1-646-506-9354

E-mail Address: billing@apps4rent.com

Feedbacks:

You can send your feedbacks for services and support to feedback@apps4rent.com.