

Apps4Rent Hosted Exchange/SharePoint Reseller Account Administration Guide.

NOTE: This document contains functionalities and procedures which are mainly used by Reseller Administrator. This document has been prepared keeping in mind that most of our resellers sell both the Exchange Services and SharePoint services.

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

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Definitions:

Company: A Company is essentially your client. Within a Company you can have users who would use the services. For example: If your client is Yahoo; then you need first create a company for Yahoo. Within the company; you will be able to add users for Yahoo.

User: A User is equivalent to a mailbox/SharePoint user and logs into the Apps4Rent service with using Control Panel or Outlook or SharePoint Site. User is always mentioned in reference to access provided for Control Panel; SharePoint; Mail boxes and other access provided by Apps4Rent. You or the “Company Administrator” decides what access users will have.

Company Administrator: The person from your client side who will take care of day to requirements of companies requirement of managing users.

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.

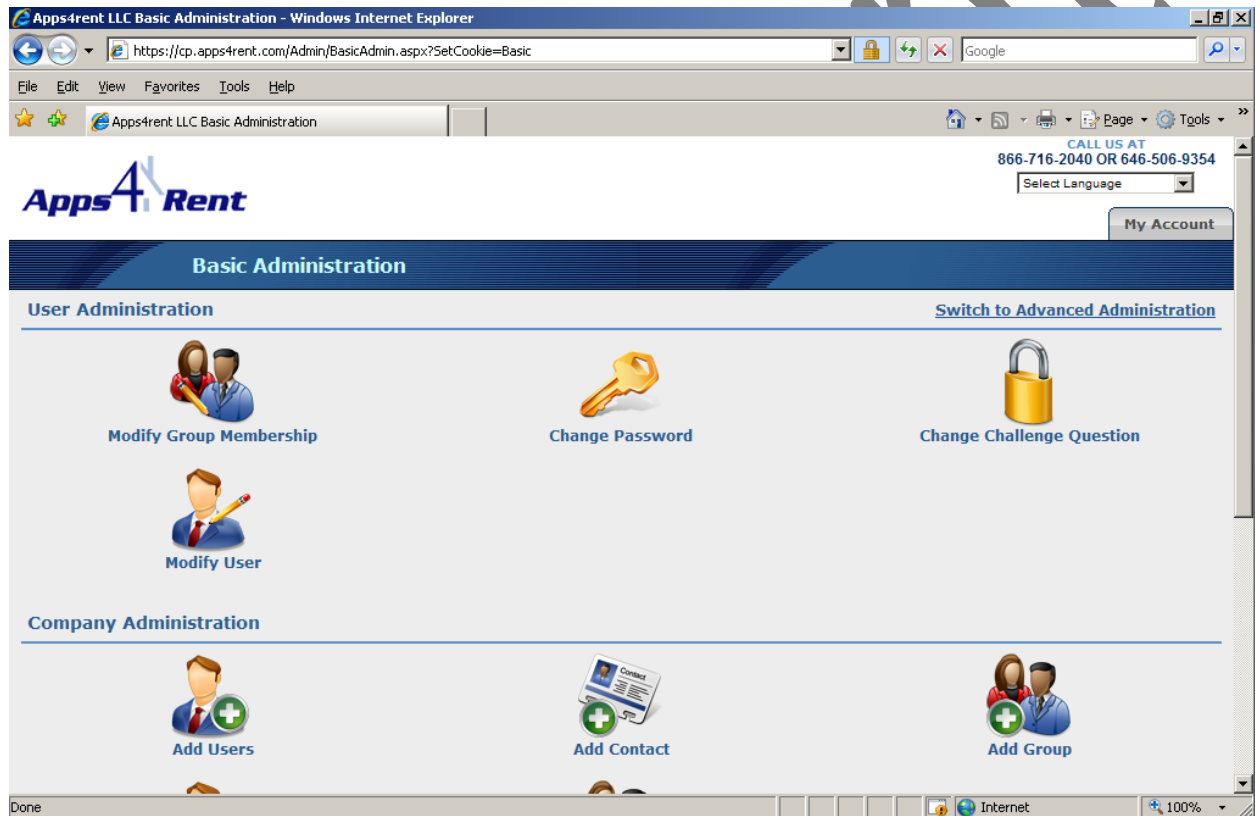
Email Alias: An Alias is an additional email address for a User. For example jdoe@domain.com could have an alias of info@domain.com that would allow the user to receive emails sent to both addresses.

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

Switching to Advanced Administration Panel.

Login into the reseller [Control Panel](#) by using the login details sent to you in your Welcome E-mail. When you login; you might see a page as given in the Screen Shot. This is called as **Basic Administration**. You can use the options on this page to. 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.

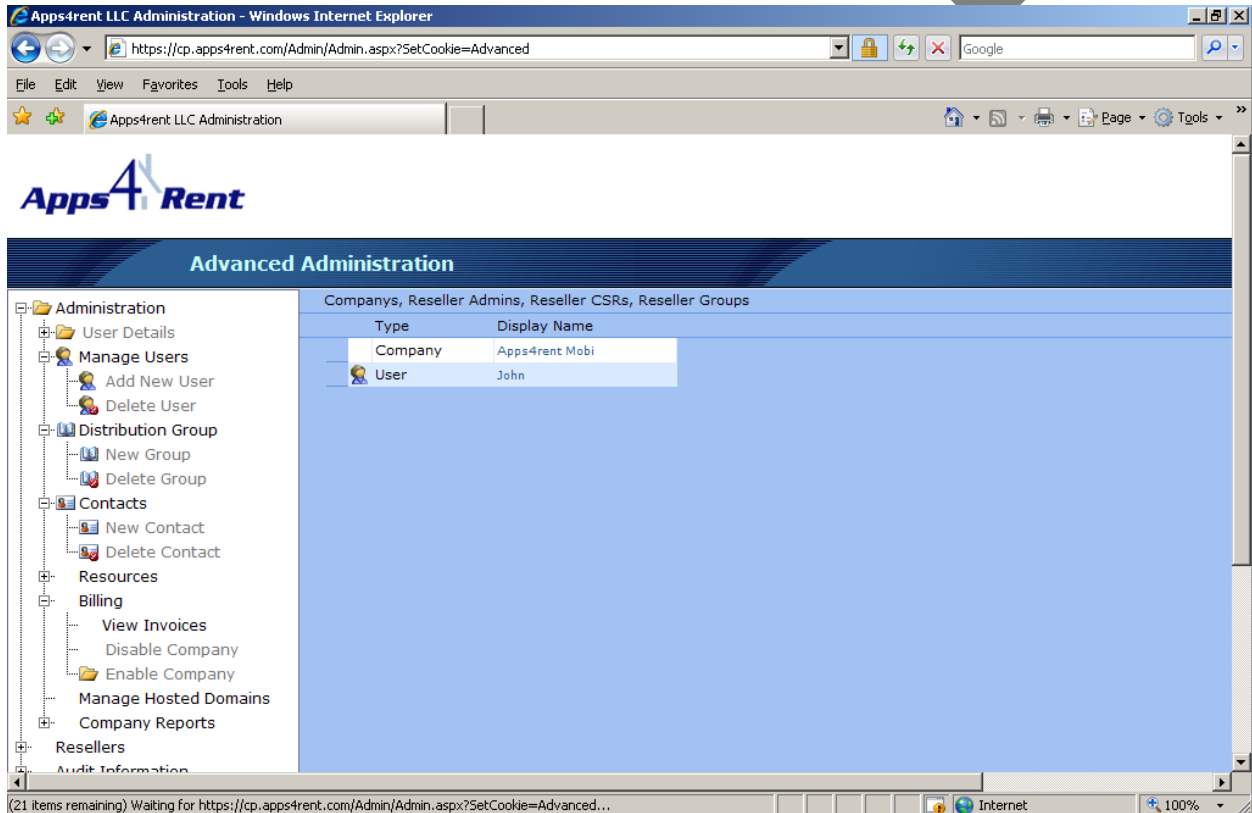
As enhanced security you will be automatically logged out of the control panel if there has not been an activity for a while when you are logged in.



Advanced Administration Interface:

This is how the Advanced Administration page looks like. On the left hand side you have all the functions which can be performed from within your Control Panel. And the blue page contains the list of Companies that you have right now. Every Company Name will have a Plus(+) sign next to it. Clicking on the Plus(+) sign will list the users/groups/resources added to the

When you login for the first time, there will only be one user and no companies.

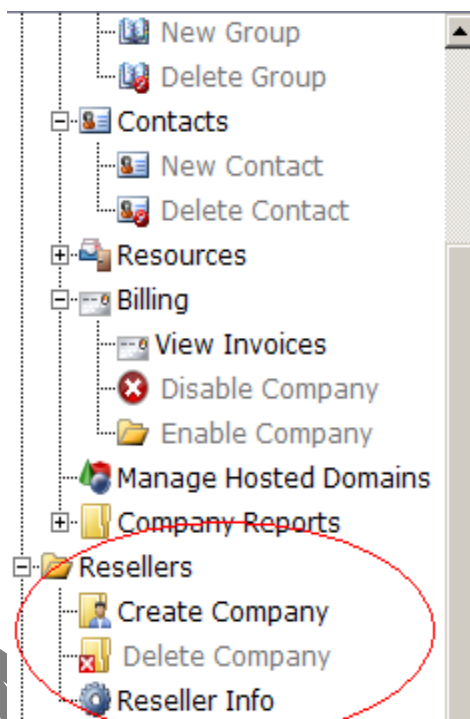


Getting Started.

Before you start selling your services; you need to go ahead and brand your control panel. After your account was provisioned you would have received the welcome e-mail. Please ensure that you have made all the changes to DNS as mentioned in the Welcome E-mail.

To brand the control panel and to set the pricing, please follow the steps given below. These steps need to be followed from the Advanced Administration panel.

1. Click on **(+)** sign next to **Resellers** and Select **Reseller Info**.

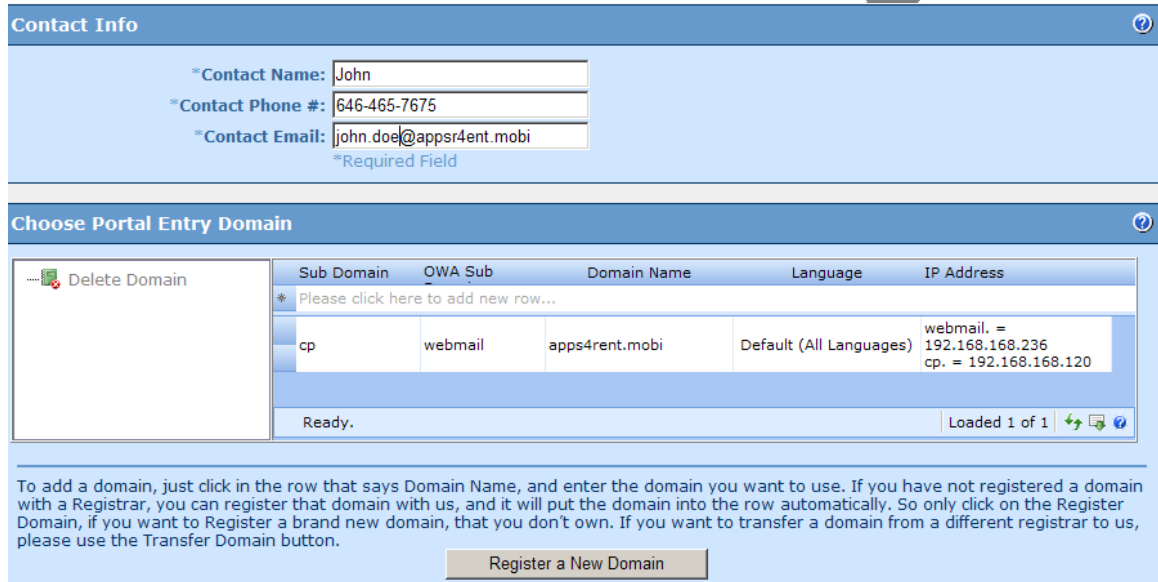


2. You will be guided to page where you can modify the details.

Changing your associated Reseller Domain:

You may want to have another domain using which you market your Exchange and your SharePoint plans and have users login into the control panel and webmail using this particular domain. To achieve this you need to make changes inside the Reseller Info page.

1. Please locate the **Choose Portal Entry Domain** block.



Contact Info

*Contact Name: John
*Contact Phone #: 646-465-7675
*Contact Email: john.doe@apps4rent.mobi
*Required Field

Choose Portal Entry Domain

Delete Domain

Sub Domain	OWA Sub	Domain Name	Language	IP Address
* Please click here to add new row...				
cp	webmail	apps4rent.mobi	Default (All Languages)	webmail. = 192.168.168.236 cp. = 192.168.168.120

Ready. Loaded 1 of 1

To add a domain, just click in the row that says Domain Name, and enter the domain you want to use. If you have not registered a domain with a Registrar, you can register that domain with us, and it will put the domain into the row automatically. So only click on the Register Domain, if you want to Register a brand new domain, that you don't own. If you want to transfer a domain from a different registrar to us, please use the Transfer Domain button.

Register a New Domain

2. Click on **Please click here to add new row.**
3. In the **sub domain** add the subdomain using which our customers will login into the control panel. In the **OWA sub option** add the **subdomain** using which your customers will access the Outlook Web Access.

In the example: The main domain is apps4rent.mobi. To access control panel; users of this reseller will have to goto <http://cp.apps4rent.mobi>. To access Outlook Web Access users of this reseller will have to goto <http://webmail.apps4rent.mobi>.

4. Please note that you need to make the changes to your DNS by adding the **A records**. As this is a demo; you might see an internal IP. However, in the live reseller account, you will get correct IP's. As per this **example; the reseller needs to add an 'A' record for cp.apps4rent.mobi and point it to 192.168.168.120 and for webmail.apps4rent.mobi, the reseller need to add an A record and point it to 192.168.168.236**. If the IP's are not pointed then the control panel and webmail will not be accessible. Also, usually DNS propagation is pretty quick. However, it might take upto 48 hours for all DNS servers around the world to get updated.

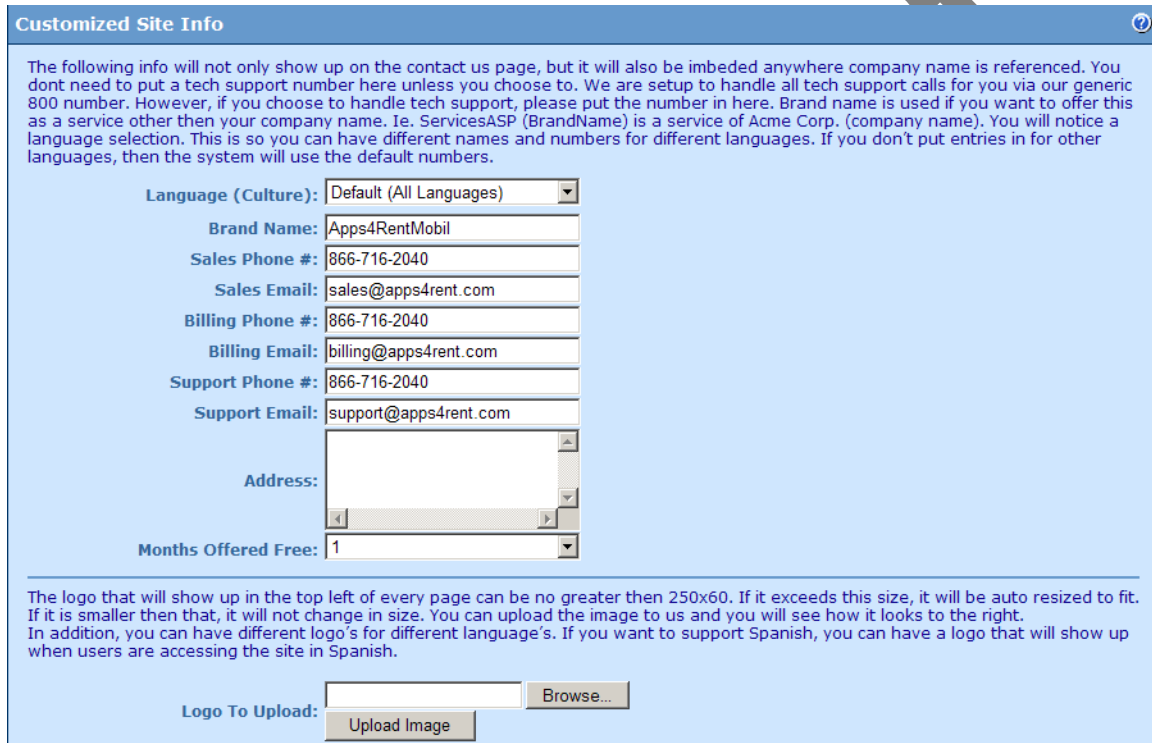
The DNS propagation is not in Apps4Rents control and depends upon your registrar. The changes/delays are beyond control of Apps4Rent.

5. Click on **Update**.

Selecting Language/Adding Logo/E-mail Address and Phone Number:

To add your company logo; your support number; please follow these steps.

1. Locate the **Customized Site Info** block.



Customized Site Info

The following info will not only show up on the contact us page, but it will also be imbeded anywhere company name is referenced. You dont need to put a tech support number here unless you choose to. We are setup to handle all tech support calls for you via our generic 800 number. However, if you choose to handle tech support, please put the number in here. Brand name is used if you want to offer this as a service other then your company name. Ie. ServicesASP (BrandName) is a service of Acme Corp. (company name). You will notice a language selection. This is so you can have different names and numbers for different languages. If you don't put entries in for other languages, then the system will use the default numbers.

Language (Culture): Default (All Languages)

Brand Name: Apps4RentMobil

Sales Phone #: 866-716-2040

Sales Email: sales@apps4rent.com

Billing Phone #: 866-716-2040

Billing Email: billing@apps4rent.com

Support Phone #: 866-716-2040

Support Email: support@apps4rent.com

Address:

Months Offered Free: 1

The logo that will show up in the top left of every page can be no greater then 250x60. If it exceeds this size, it will be auto resized to fit. If it is smaller then that, it will not change in size. You can upload the image to us and you will see how it looks to the right. In addition, you can have different logo's for different language's. If you want to support Spanish, you can have a logo that will show up when users are accessing the site in Spanish.

Logo To Upload: Browse...

Upload Image

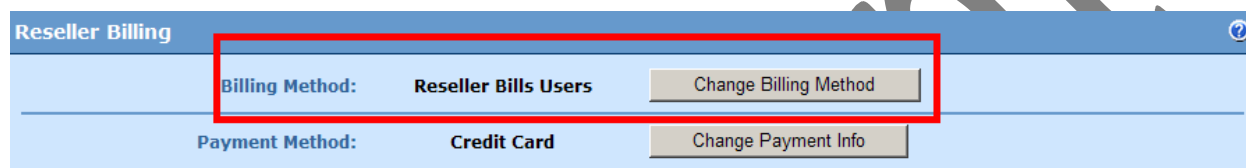
2. Fill in the details related to your company. The number which you add here will be visible to your customers who login into your Control panel. The number will be visible at the top right hand corner of the screen. **All fields are important.**
3. Locate your **company logo** and upload it so as to have your own **branding**.
4. Click on **Update**.

Updating your card.

To update your card, please follow the steps given below.

1. Locate the **Reseller Billing** block
2. Click on Change Payment Info.

Please do NOT CHANGE THE BILLING METHOD.

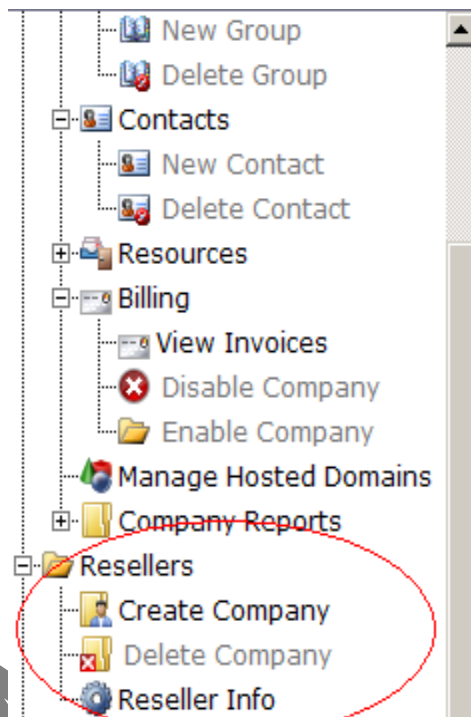


Reseller Billing		
Billing Method:	Reseller Bills Users	Change Billing Method
Payment Method:	Credit Card	Change Payment Info

Adding new Companies:

When you want to signup a new client, you need to first create a **Company**. Company can be created by following the steps given below. While creating a company, you will also be creating a user for that company. By default, that user will be the **Company Administrator**. A Reseller or the Company Administrator can add more users and assign roles.

1. Click on the (+) sign next to **Resellers** option in the control panel on the left hand side.



2. Click on **Create Company** and you will be navigated to the following page.

New Company Signup

Company Info

*Company Name: DemoForResellers

*Street Address: Demo

*City: NY

*State: NY

*Zip Code: 1001

*Country: United States

*Required Field

Contact Info

*Contact Name: Smith

*Contact Phone #: 8480000000

*Contact Email: demo@demo.com

*Required Field

Services

Choose which services that you want for your company. You can add services that you don't choose any time in the future.

☒ Exchange

☐ SharePoint

Continue

3. Enter the details on page. **Company Name** will always be unique and it should not be more than 25 characters and should contain only alphabets and numbers.
4. In the **Services**, choose the services which the Company will use and click on Continue button.

5. Enter the domain name which will be used for Hosted Exchange/SharePoint services. Please ensure that either you or your client has access to change the DNS information for using the services. Click on **Continue** button.

The screenshot shows the 'New Company Signup' page with the 'Choose your Domain Name' section. It includes a 'Domain Wizard' button, a note about not entering 'www', and two options: 'Register a New Domain' with a text input and a '.com' dropdown, and 'Use Domain I Own' with a text input and a checkbox labeled 'users will be on our service.' A 'Continue' button is at the bottom.

6. You will be guided to the page where you need to fill the **Admin Info**. Enter the login name which you wish to create.

The screenshot shows the 'Admin Info' page with four required fields: 'First Name' (Smith), 'Last Name' (Smith), 'Display Name' (Smith), and 'Login Name' (owner). There is a dropdown for the domain name showing 'smith.com' and a '*Required Field' label.

7. While entering the details inside **Create Exchange User** block, please ensure that you again select the Plan for which you are setting up the company. You can later modify the plans for users too. Also, you will get this block only if you have select **Exchange** as a service in step 2.

The screenshot shows the 'Create Exchange User' page. It has an 'Email Address' field with 'owner' and a 'smith.com' dropdown. Below it, the 'Exchange Plan' dropdown is open, showing options: 'No Exchange Plan (No Mailbox)', 'SilverExchange', 'BasicMailboxNM', and 'GoldExchange'. The 'Extra Space (MB)' field is also visible.

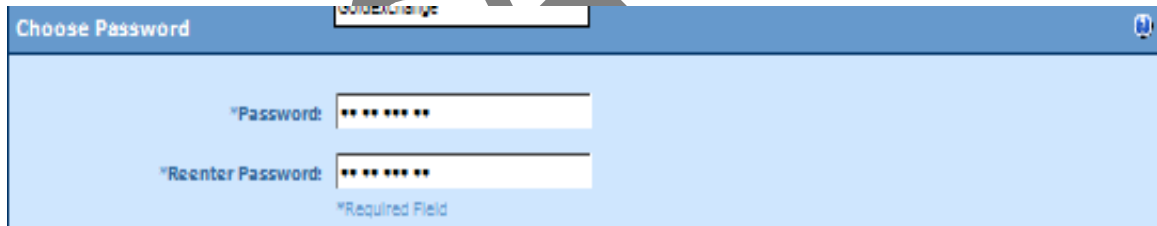
8. Choose the **Password** which will be used by the Company Administrator to login and manage accounts present in the Company. Please note that the Password should meet the following criteria.

- 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.

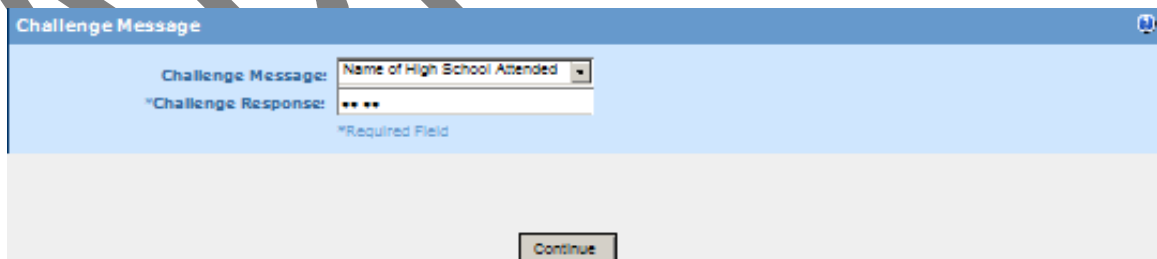
Xyz123456 – Invalid password.

Abc123456—Invalid Password.

Picture123—Valid Password



9. Select the **Challenge Message** and its response. Click on **Continue** button.



10. If you selected **SharePoint in Step 2** then you will get the following screen. If SharePoint was not selected then you will not get this screen. You can **Skip** this step and add it later also by clicking on the Company Name in the Advanced Administration Page. This can also be filled by **Company Administrator**. Please remember that either you or your client should have access to change the DNS information.

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 Host) to the following IP address: 198.77.13.246

*Site Name:

Site Description:

*Admin Email:

*Site URL: http:// .

SharePoint Site Storage (MB):

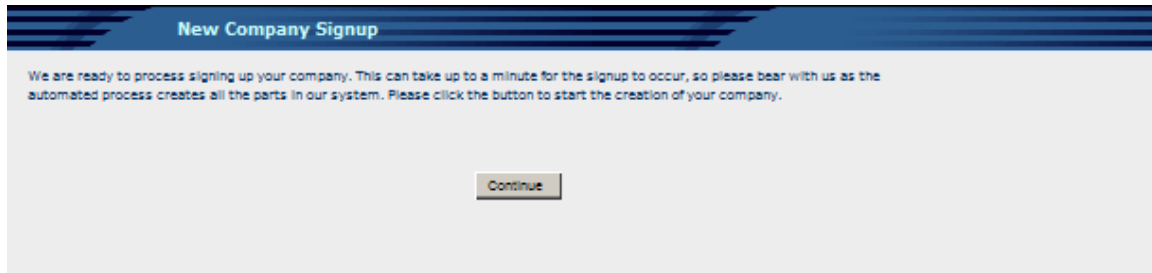
Site Template:

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.

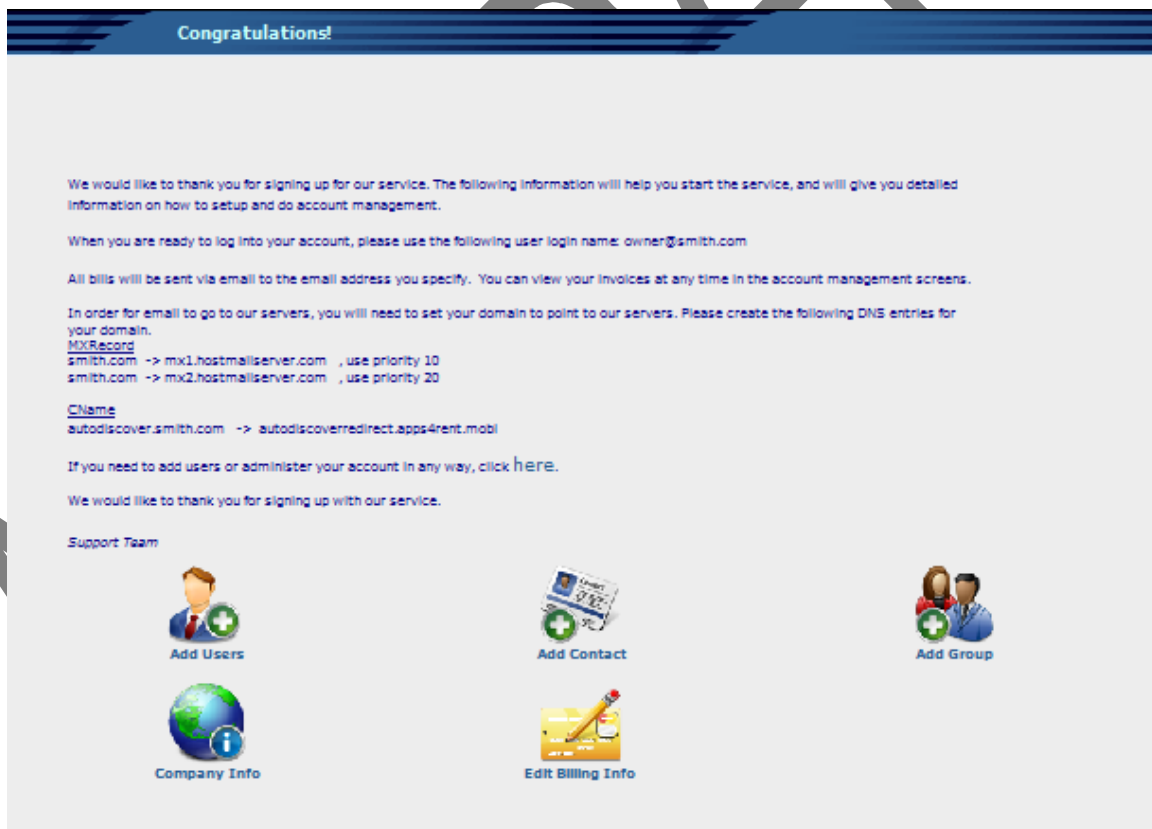
Template description: A site for teams to quickly organize, author, and share information. It provides a document library, and lists for managing announcements, calendar items, tasks, and discussions.

- Enter the **Site Name**. This CANNOT BE changed once you have finished the procedure outlined here.
- Enter the **Site Description**. This CANNOT BE changed once you have finished the procedure outlined here.
- Enter the **Site URL**. The Drop down will have the domain name which you had added in steps 5 and will not be blank. Site URL will be in the format http://<whatever_you_select.thedomainofclient> you our our client will need to add an A record for our servers. This cannot be changed.
- Select the **Site Template**. You can check the usage of each template by reading the **Template Description**.

11. Click on Continue to Create the Company.



12. Once the Company gets created; the next screen will inform you about the where the **MX records; A records and CName** should point to. These can be changed by contacting the Domain Registrar or by logging into the Control panel of the Domain Registrar. Usually, the DNS gets propagated pretty quickly; but please allow atleast 24-48 hours for the DNS to get completely propagated over the Internet.

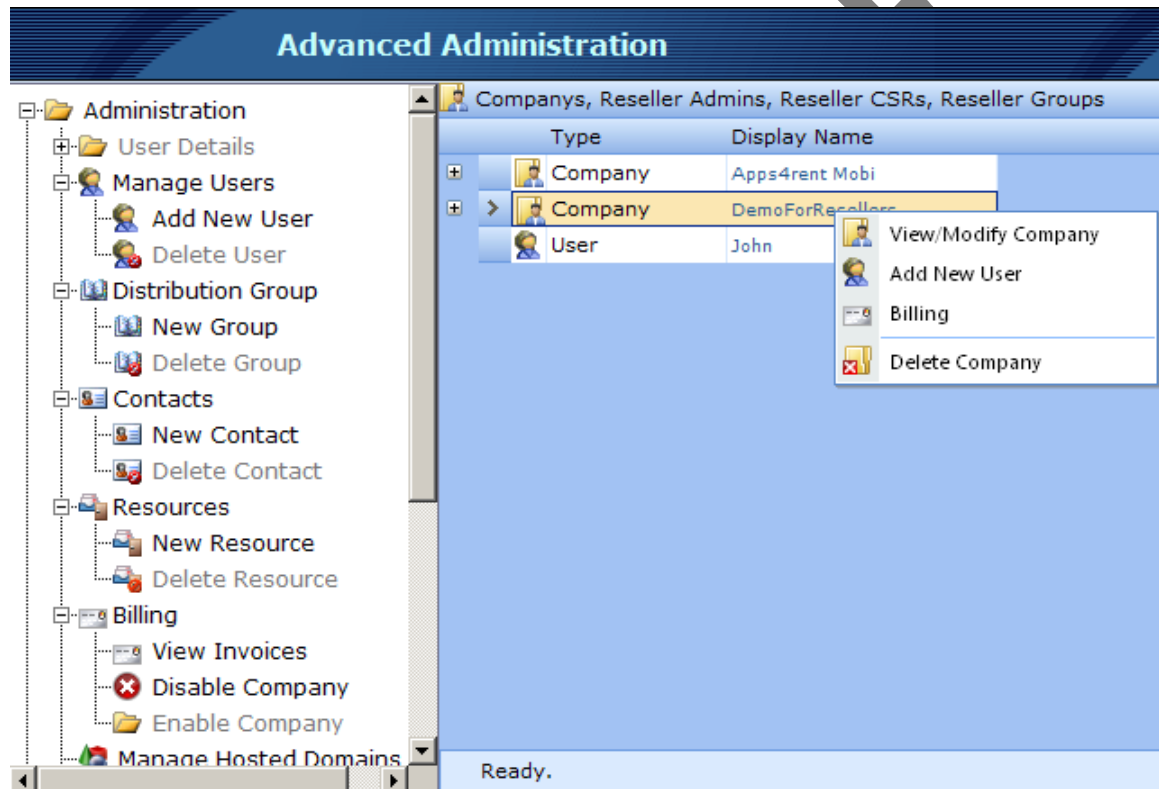


Now a company has been created with one user who is the **Company Administrator**. To add more users; either you or the Company Administrator can login and Add More users.

Adding More Users to the Company.

Once you have created the Company, more users can be added. Either a Reseller or the Company Administrator can add more users. The following steps can be used by a reseller to add more users. You can also check out <http://support.apps4rent.com> for steps which a Company Administrator will use. For steps which you can use; please follow these steps from the Advanced Administration panel.

1. Right-click on the Company Name and select **Add New User**.



2. Fill in the details on the next screen. Please ensure that you select correct Exchange Plan whenever you add a user.

The screenshot shows a 'Create User' form with the following sections and fields:

- General Info:** *First Name: Bill, *Last Name: Smith, *Display Name: Bill Smith, Email Address: (empty). A note indicates *Required Field.
- Account Info:** *Login Name: bill.smith, Domain: smith.com, Password never expires (checked), User must change password on next login (unchecked), System Access Level: User.
- Challenge Message:** Challenge Message: Name of High School Attended, *Challenge Response: ***. A note indicates *Required Field.
- Choose Password:** *Password: (masked), *Reenter Password: (masked). A note indicates *Required Field.
- Create Exchange User:** Email Address: bill.smith, Domain: smith.com, Exchange Plan: No Exchange Plan (No Mailbox), Extra Space (MB): No Exchange Plan (No Mailbox). A dropdown menu is open showing options: No Exchange Plan (No Mailbox), SilverExchange, BasicMailboxNil, and GoldExchange.

Buttons at the bottom: Create User, Create and Add More.

3. If you want to add more users click on **Create and Add More**; else click on **Create User**. The **Create Exchange User** block will be available only if the company has been enabled for the Exchange Plan. For **SharePoint** you will get another block which provides you the options for **SharePoint Access Level**. If the Company is signed up for both the services then you get the option for both Exchange and SharePoint. If you keep the **SharePoint Access Level** to **None** then the user will not be able to access the SharePoint site.

The screenshot shows the 'SharePoint' section with the following text and field:

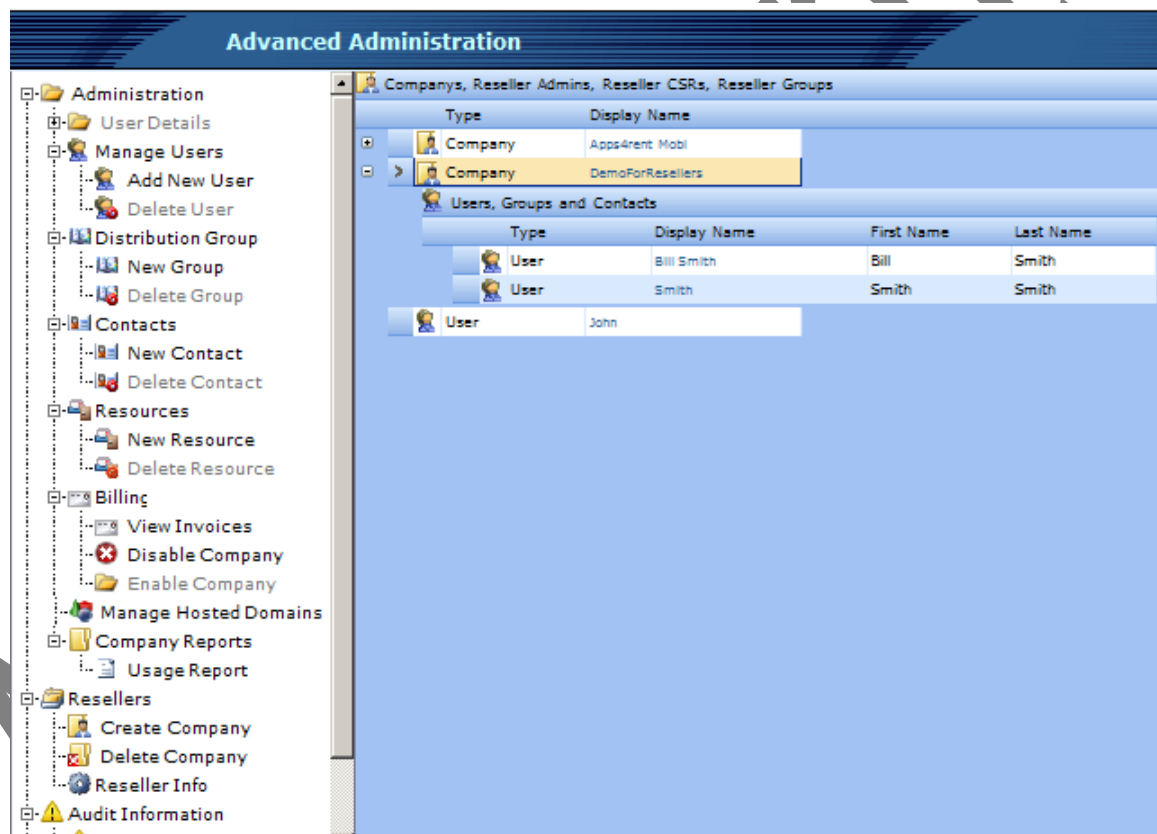
When you set the SharePoint level for this user, you will be setting that level on every top level SharePoint site for the company. If you want to set the user level, or add the user for a single site, you will need to do it via the site administration for that single site.

SharePoint Access Level: None (dropdown menu)

Deleting Users:

Users can be deleted either by a reseller or by the Company Administrator. Following steps can be used by a reseller to delete users. You can also check out <http://support.apps4rent.com> for steps which a Company Administrator will use. For steps which you can use; please follow these steps from the Advanced Administration panel.

1. Click on the **(+)** sign next to the **Company Name** under which the user exists.

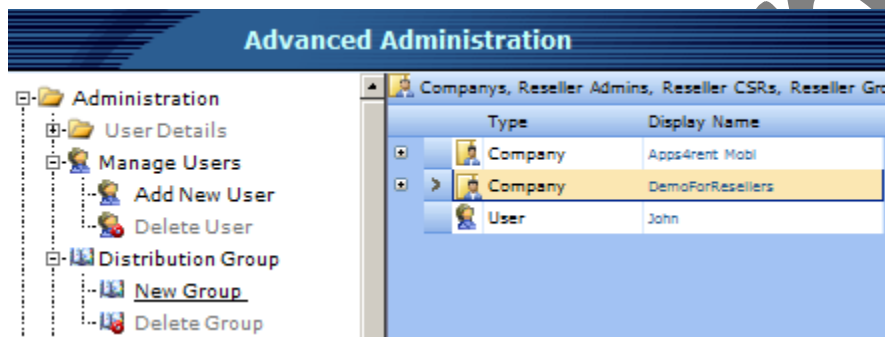


2. Right-click the name of the user and select **Delete User**.
3. Confirm the action.

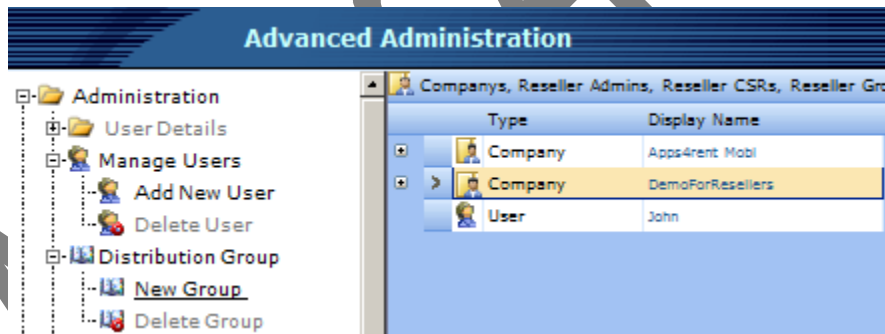
Managing Distribution Groups:

Distribution Group can be added/deleted either by a reseller or by the Company Administrator. Following steps can be used by a reseller to add/delete distribution groups. You can also check out <http://support.apps4rent.com> for steps which a Company Administrator will use. For steps which you can use; please follow these steps from the Advanced Administration panel.



1. Click on the **Company** under which you need to add the **Distribution Group**.

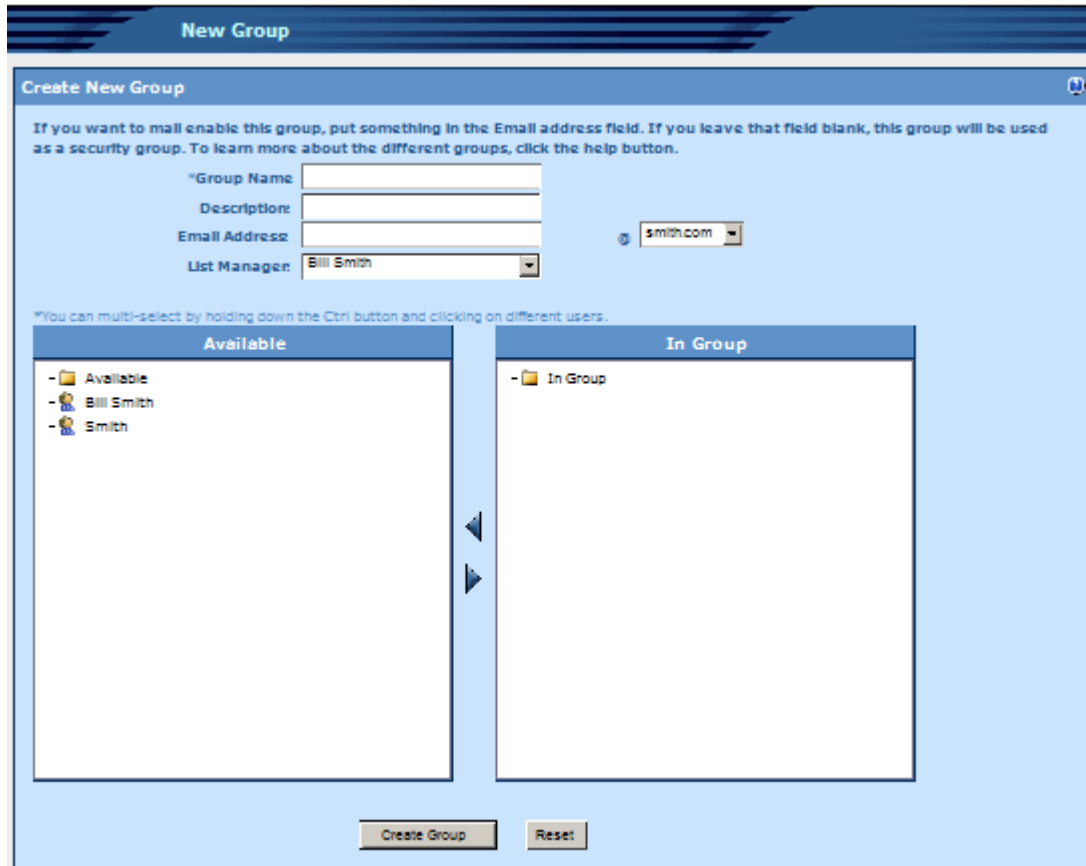


2. Click **New Group** to add a **Distribution Group** for the **Company**.



3. Fill the relevant details in the following page.
 - Enter the **Group Name**.
 - Enter a small **description of the group**.
 - Give an e-mail address to the **Distribution Group**.
 - Enter the name of the user who will be the **Manager** for the List.

Names inside Block **Available** are the ones who are not in the group. To add user please click on the name of the user and then click on the  icon. Similarly, users can be removed by clicking on the  icon. You can do a multiple selection by keeping the Control Key pressed.



New Group

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:

Description:

Email Address: smith.com

List Manager: Bill Smith

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

Available

- Available
- Bill Smith
- Smith

In Group

- In Group

Create Group Reset

Managing Contacts.

The procedure to add or remove contacts is similar to adding or removing a user. However, you will get the below given form.

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

The screenshot shows a 'New Contact' form with four main sections, each with a help icon (question mark in a circle) in the top right corner.

- 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:** Contains a text box explaining that enabling exchange allows using the contact as a forwarding agent. Below this is a checkbox for 'Enable Exchange'. If checked, it reveals fields for 'Target Email' and 'Internal Email Address' (which includes a dropdown menu currently set to '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.
2. **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@domian_name_of_Company.com" will get forwarded.
3. **In Internal E-mail Address:** Enter news@ domian_name_of_Company.com
4. Click on Update.
5. 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.

Disable Company.

To disable the Company, please follow these steps. This can usually be used if you want the services for the Company to stop without deleting its data.

1. Click on the **Company**.
2. Click on **Disable Company** from the left panel.

Delete Company.

You can delete the company by following these steps:

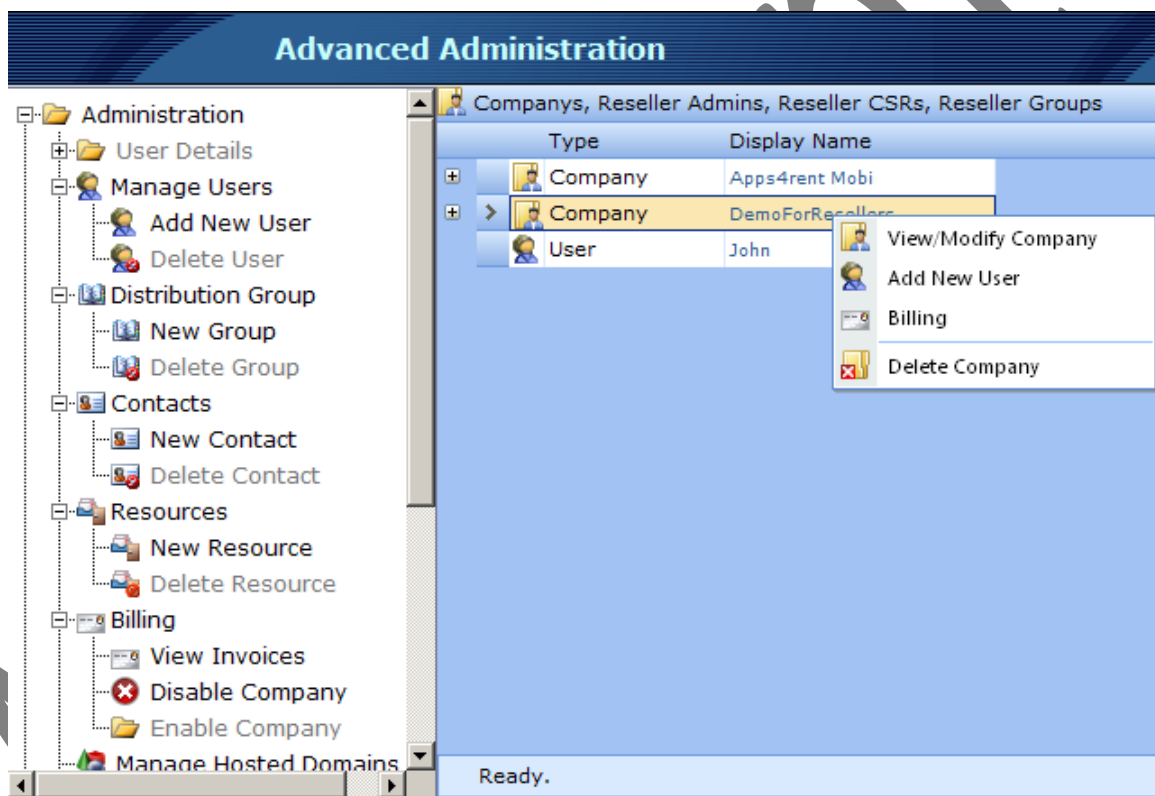
1. Right click on **Company Name**.
2. Select **Delete Company**.
3. Confirm Deletion procedure.

It is always recommended that you delete all the users/contacts/groups/SharePoint sites and resources before deleting the Company.

Modifying Company Details.

You can Modify contact details of the Company. You can also manage services which are enabled for the Company. You can add/remove domains for the Company.

1. There are two ways of accessing the **Company Info** page. You can access it either by directly clicking on the name of the Company or by right-clicking on the Company name and selecting **View/Modify Company**.

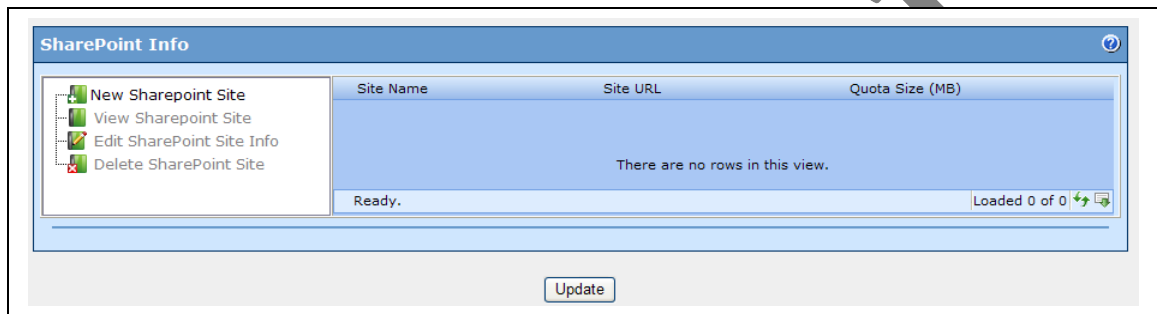


2. You can then modify relevant details or enable services or add domain.
3. Finally click on **Update**.

Adding a SharePoint Site for a Company:

SharePoint site can be added from the **Company Info** page. To access the Company Info Page, please follow the steps given above. After you are into the Company info page; locate the **SharePoint Info box**. All these details can also be added by the Company Administrator. Steps for Company Administrator is available at <http://support.apps4rent.com>

1. To add a site click on **New SharePoint Site**.



2. 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.company_domain**. 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.

Adding a Domain to the Company:

Domains can be added for a company from the Company Info Page. To access the Company info page; please follow the steps which have been provided above. All these details can also be added by the Company Administrator. Steps for Company Administrator is available at <http://support.apps4rent.com>

Please note that a Company cannot be without a domain. It has to have atleast one domain at any give incident. Also removing the domain, deletes all data/mailboxes. The services related to the domain will also stop working completely.

1. In the **Company Info** page, please locate the **Exchange Info** box.

Exchange Info

☐ Disable Exchange

Total Public Folder Size:

Current Domains:

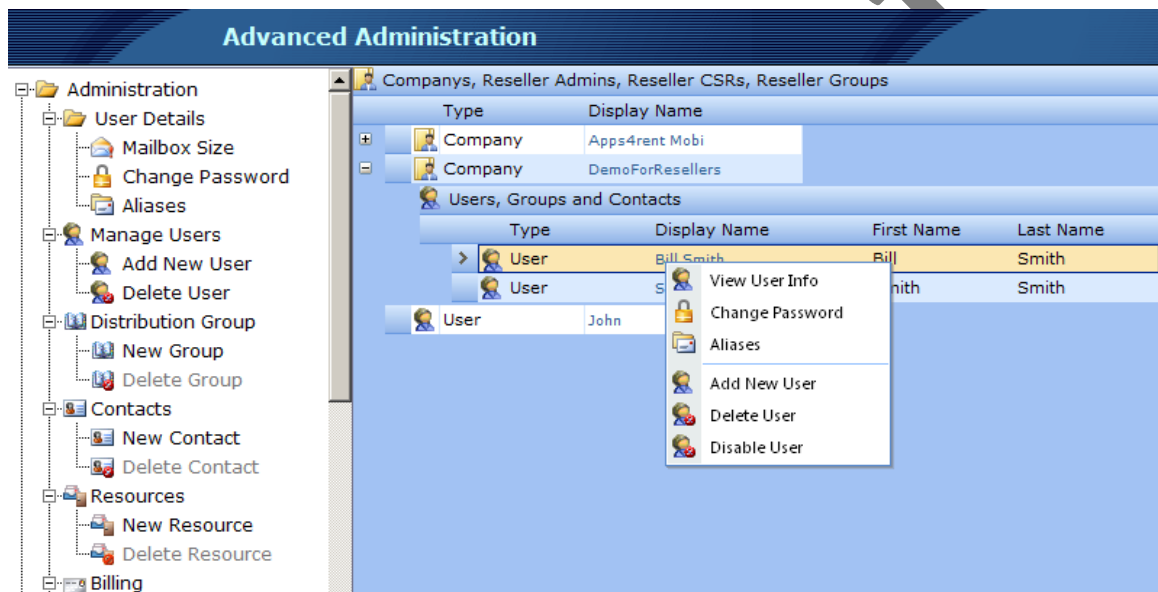
Domain to Add:

2. Add the domain inside "**Domain To Add**" and click on **Add Domain**.
3. The page will refresh and the domain will be added in the **Current Domain** field.
4. Please click on **Update** button also.

Modifying Users Account-Upgrading Users Account.

You can Modify a User within a Company. You can upgrade users account; change permissions; manage group membership for that user from the User info page.

1. There are two ways of accessing the User Info page. You can access it either by directly clicking on the name of the User within the Company or by right-clicking on the User and selecting View User Info.



2. You will see all the aspect related to the User. Modify the relevant fields.
3. To change the Plan for the user; locate the “**Exchange Info**” box and click Select the new plan for the user from the drop down.
4. 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.