

# 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 you to manage virtually 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.

Mailboxes	Public Folders	External Contacts	Distribution Groups	New Mailbox	
Company	All				
Domain	ownwebnow.com				
27	Display Name	Username	Password	Email	
	Shandah L Martin	shandah	hidden	shandah@ownwebnow.com	Select One
	Chelsea Richards	chelsea	hidden	chelsea@ownwebnow.com	Select One
	Ruthe Kim	ruthe	hidden	ruthe@ownwebnow.com	Select One
	OWNTest User	owntest	hidden	owntest@ownwebnow.com	Select One
	SM SYNC	own.smsync	hidden	smsync@ownwebnow.com	Select One

## Information

Clicking the blue “i” next to each account will present you with connection and download information.

<b>Server:</b>	cas.rockerduck.exchangedefender.com
<b>Outlook Anywhere Server:</b>	cas.rockerduck.exchangedefender.com
<b>Outlook Anywhere Authentication:</b>	NTLM
<b>Autodiscover CNAME:</b>	autodiscover.rockerduck.exchangedefender.com
<b>OWA Redirect IP:</b>	65.99.255.121 (Create A host record. Only accessible via HTTP, will automatically redirect to HTTPs)
<b>Outlook Web Access:</b>	https://cas.rockerduck.exchangedefender.com/owa
<b>NT Domain:</b>	ROCKERDUCK

# Modify

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

### Modify Exchange Hosting User Profile

This form allows you to modify the profile of an Exchange Hosting user or mailbox.

**Display Name**

First Name  M  Last Name

**Options**

Enable Outlook Web Access Only.

Mailbox Size  10 GB

Quota Warning  9 GB

**Authorization**

Password>

*Password Strength*

Progress bar:

Password (confirm)

---

### Email Addresses (aliases)

**chelsea@ownwebnow.com (Primary)**

[Modify User](#)

# 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 Exchange Hosting Email Alias

This form allows you to add multiple email addresses to an Exchange Hosting mailbox.

E-mail:

Set this email address as the default reply address for this user.

[Add Alias](#)

# Add Domain

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

### Add Exchange Hosting Domain

This form allows you to add an Exchange Hosting alias domain. Most organizations will register multiple domain names for branding or vanity purposes, just add them below to enable mail delivery to those domains.

Domain Name

Add this domain to all users in **ownwebnow.com** domain.

[Add Domain](#)

# 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**.

### [chelsea] Hosted Exchange Security Settings

[Mailbox Permissions](#) [Send As Permissions](#)

[Back](#)

# 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.*

### [chelsea] Hosted Exchange Mail Forward

**Forward To:**

**Forward Only**

**Deliever & Forward**

[Back](#) [Save](#)

## 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

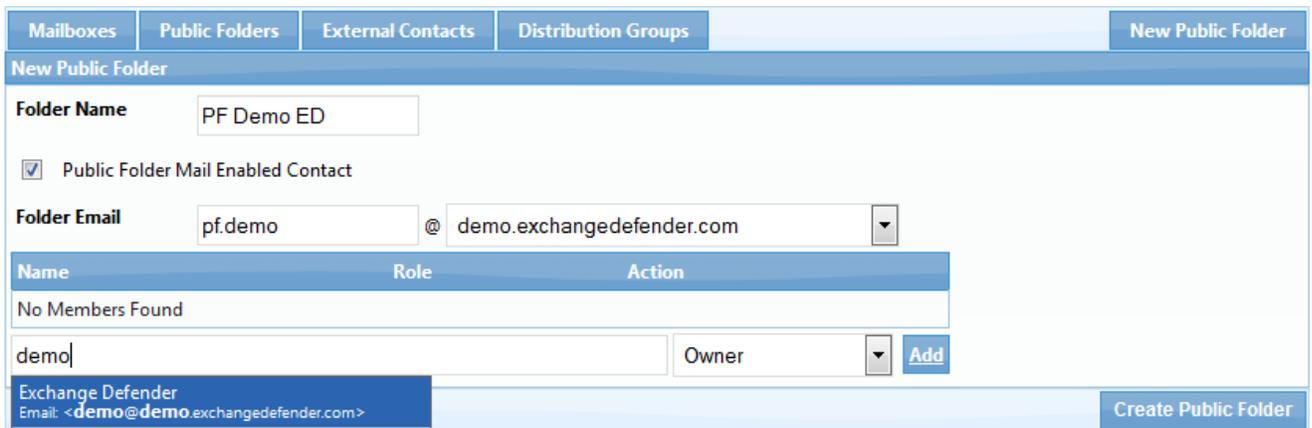
This tab under Hosted Exchange allows you create, manage access, and remove Public Folders for your clients.



The screenshot shows the 'Public Folders' tab in the management console. It includes a navigation bar with 'Mailboxes', 'Public Folders', 'External Contacts', and 'Distribution Groups'. Below the navigation bar, there are dropdown menus for 'Company' (Own Web Now Corp) and 'Domain' (ownwebnow.com). A table lists the public folders with columns for 'Folder Name', 'Email', and 'Action'. One folder is listed: 'corp' with email 'ownwebnow.com' and an action dropdown set to 'Select One'.

## New Public Folder

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



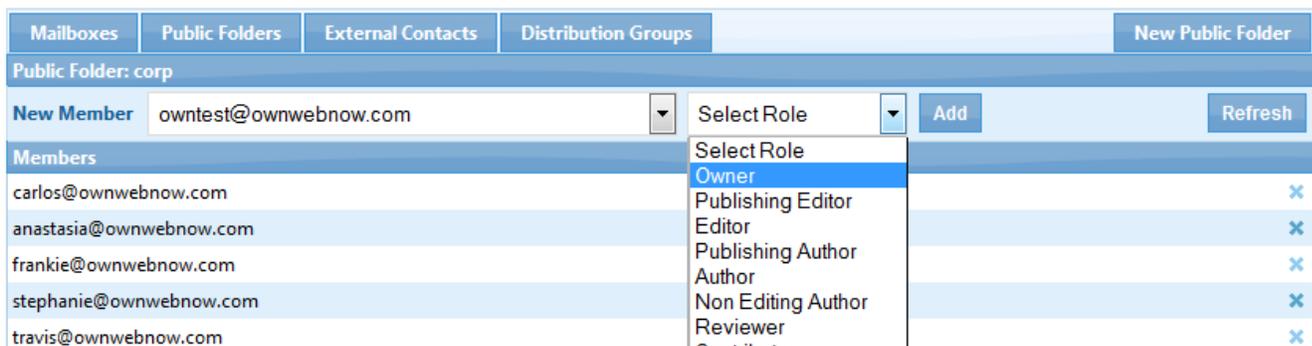
The screenshot shows the 'New Public Folder' dialog. It has tabs for 'Mailboxes', 'Public Folders', 'External Contacts', and 'Distribution Groups'. The 'Folder Name' is 'PF Demo ED'. There is a checked checkbox for 'Public Folder Mail Enabled Contact'. The 'Folder Email' is 'pf.demo@demo.exchangedefender.com'. Below this is a table for members with columns 'Name', 'Role', and 'Action'. The table is currently empty with the text 'No Members Found'. Below the table, there is a search field containing 'demo', a role dropdown set to 'Owner', and an 'Add' button. At the bottom, there is a preview of the 'Exchange Defender' email and a 'Create Public Folder' button.

- 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.



The screenshot shows the 'Manage Public Folder' dialog for the 'corp' public folder. It has tabs for 'Mailboxes', 'Public Folders', 'External Contacts', and 'Distribution Groups'. The 'New Member' field contains 'owntest@ownwebnow.com'. There is a 'Select Role' dropdown and an 'Add' button. Below this is a table of members with columns for 'Members', 'Select Role', and a remove button (X). The table lists several members: carlos@ownwebnow.com, anastasia@ownwebnow.com, frankie@ownwebnow.com, stephanie@ownwebnow.com, and travis@ownwebnow.com. A dropdown menu is open over the 'Select Role' column, showing options: Owner, Publishing Editor, Editor, Publishing Author, Author, Non Editing Author, Reviewer, and Contributor. A 'Refresh' button is also present.

# 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.

Mailboxes	Public Folders	External Contacts	Distribution Groups	New External Contact
Company	Own Web Now Corp			
Domain	ownwebnow.com			
Name	Email	Forward To	Action	
Frankie External	frankie_ext@ownwebnow.com	lancepattersonemail@gmail.com	Select One	

## New External Contact

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

**New External Contact**

Name : Notthe SameName  
Company : Demo Client

Email : not.the.same.address @ demo.exchangedefender.com  
Forward To : working@externalco.net

[Create External Contact](#)

- **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.

Mailboxes	Public Folders	External Contacts	Distribution Groups	New Distribution Group
Company	Own Web Now Corp			
Domain	ownwebnow.com			
Name	Email	Action		
<a href="#">View</a> <a href="#">Manage</a> testing1	lionel@ownwebnow.com	Select One		
<a href="#">View</a> <a href="#">Manage</a> orlando	orlando@ownwebnow.com	Select One		

## 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.

New Distribution Group	
Name	<input type="text"/>
Email	<input type="text"/> @ <input type="text" value="Select Domain"/>
<a href="#">Create Distribution Group</a>	