

# Creating a new Mailbox on New Service Manager

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**FOR BETA USE**

[www.exchangedefender.com](http://www.exchangedefender.com)



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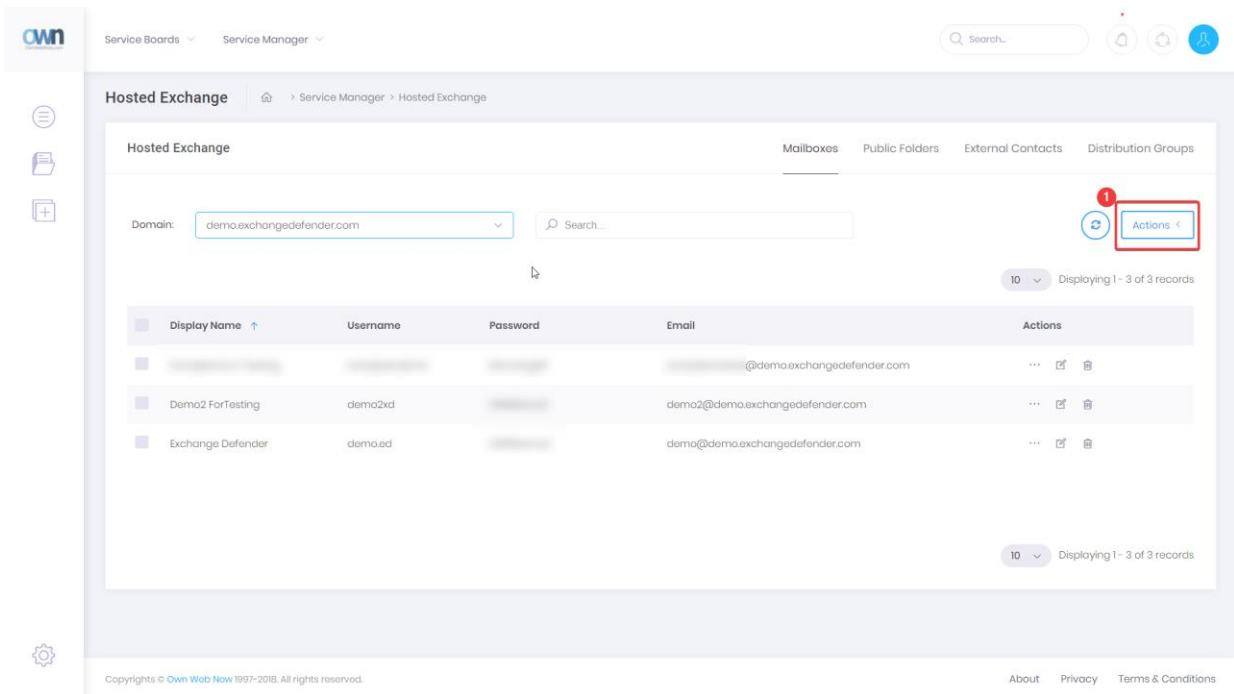
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## Mailbox Creation using new Service Manager

Thank you for choosing Exchange Defender for all of your hosting and email security needs. We wanted you to say hello to the new look and feel of our revamped Service Manager, coming in 2018. This guide is intended to walk you through creating new Hosted Exchange Mailboxes using our new interface.

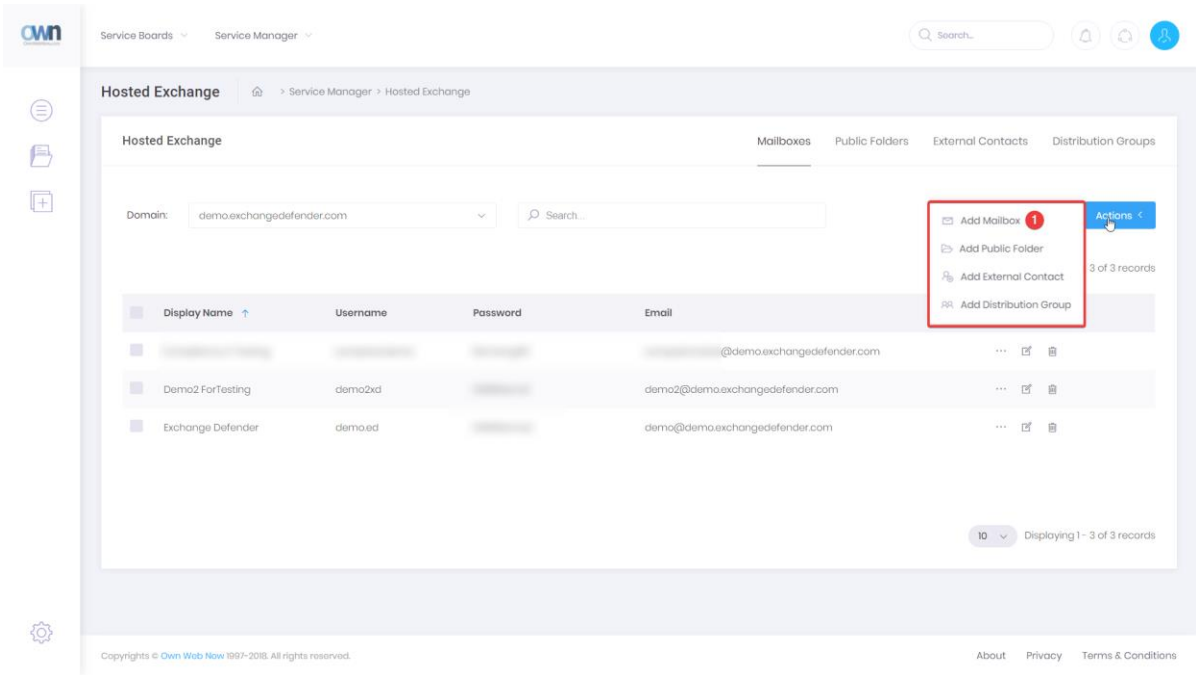
### Step 1: Add a Mailbox

So when you're ready to create a new mailbox, click on the **'Actions'** button and a menu should appear with the selections **'Add Mailbox'** **'Add Public Folder'** **'Add External Contact'** **'Add Distribution Group'**. Select **'Add Mailbox'**.



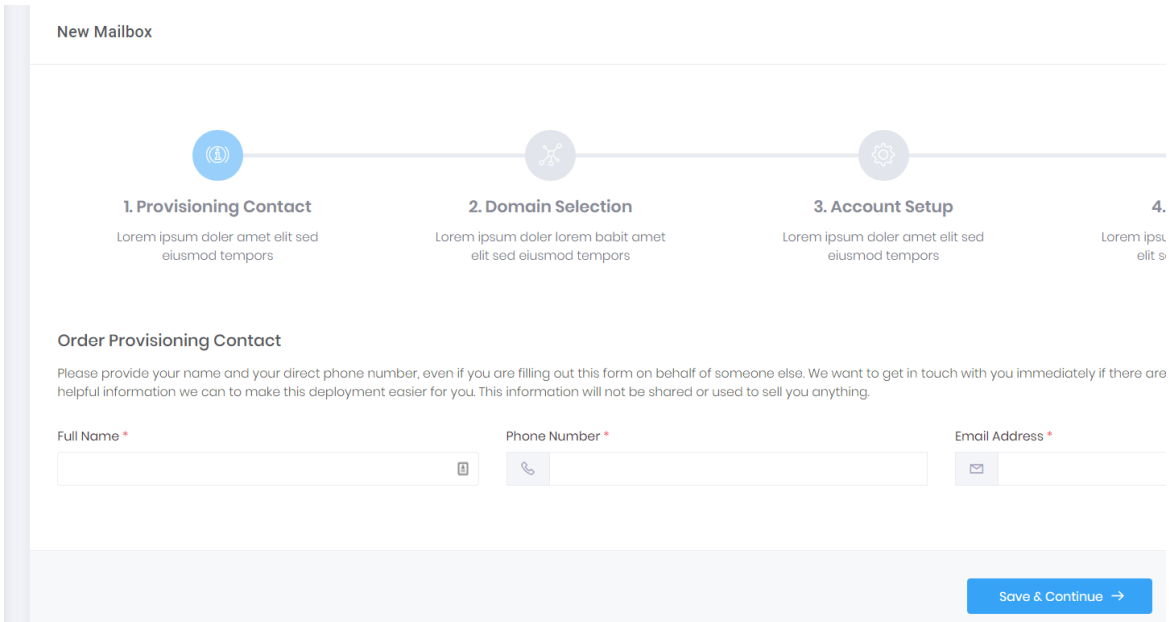
The screenshot displays the Service Manager interface for 'Hosted Exchange'. The domain is set to 'demo.exchangedefender.com'. A table lists existing mailboxes with columns for Display Name, Username, Password, Email, and Actions. The 'Actions' button for the first row is highlighted with a red box and a red '1' in a circle.

Display Name	Username	Password	Email	Actions
[Redacted]	[Redacted]	[Redacted]	[Redacted]@demo.exchangedefender.com	[Redacted]
Demo2 ForTesting	demo2xd	[Redacted]	demo2@demo.exchangedefender.com	[Redacted]
Exchange Defender	demo.ed	[Redacted]	demo@demo.exchangedefender.com	[Redacted]



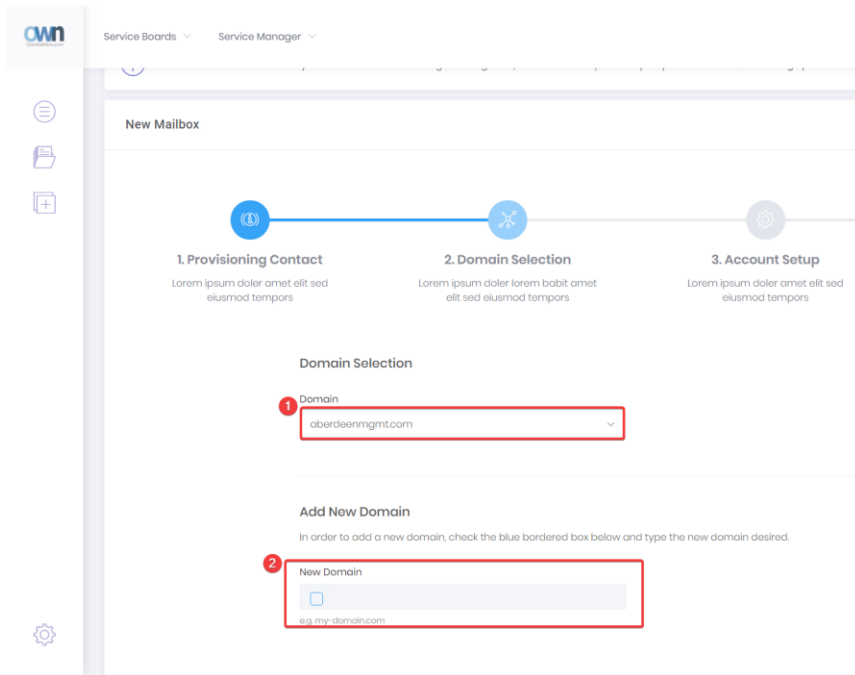
## Step 2: Enter Contact Information

On this screen you'll have to fill out your contact information. This is so we can keep track of who's creating accounts for auditing purposes.

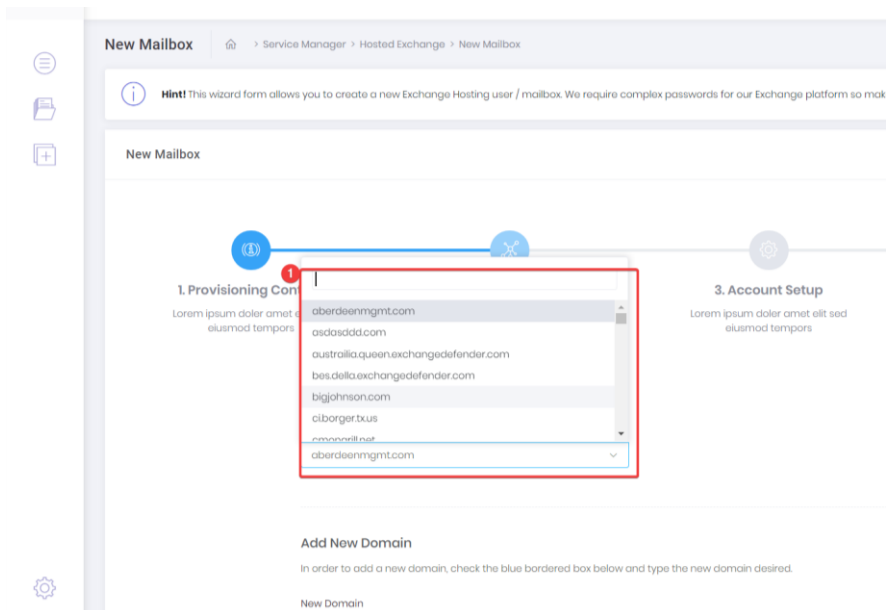


## Step 3: Domain Selection

Once you select **Continue**, you'll be presented with the Domain Selection Screen. Here you'll have 2 options.



1. **Domain Selection** – Here you'll pick from a list of domains that you are currently servicing to create the new account.



Beta Features - Supported but not recommended for production use

2. **Add New Domain** – If you're onboarding a new client, here's where you'll put in their domain name.

## Step 4: Account Setup

Once you're done selecting your options, on the next screen you'll be taken to the Account Setup screen. Here is where you'll configure the account

The diagram illustrates the onboarding process with four steps: 1. Provisioning Contact, 2. Domain Selection, 3. Account Setup, and 4. C. Step 3, 'Account Setup', is highlighted with a red box. This box contains two sub-sections: 'Display Name' and 'Account Configuration'. The 'Display Name' section has three input fields for 'First Name \*', 'Middle Initial (optional)', and 'Last Name (optional)'. The 'Account Configuration' section has fields for 'Username \*', 'Email \*' (with a dropdown showing '@demo.exchangedefender.com'), 'Password \*', and 'Password \* (confirm):'. A 'Generate Password' button with a red '3' is also present.

1. **Display Name** – Here you will add their First name, middle initial and Last name.
2. Here's where you configure the account details. **Remember the Username must be unique and cannot match the actual email address.**
3. When creating passwords, you'll now be given the option to generate a random password. The password strength must be at 'Very Strong' in order to proceed with account creation.

## Account Configuration

Username \*

Must be unique.

Email \*

 @demo.exchangedefender.com

<p>Password *</p> <input type="password" value="Sv&amp;]]Ki26jsX"/>	<p>Password * (confirm):</p> <input type="password" value="Sv&amp;]]Ki26jsX"/>
<p>Very Strong</p>	<p>Re-type the password.</p>
<p>Generate Password</p>	

## Step 5: Service Configuration

The Next section is for the Service Configuration. Here you'll choose what platform to put the exchange accounts on and then the type of service you service options you want. You can choose between Hosted Exchange Pro or Hosted Exchange Essentials. For Hosted Exchange Pro you have a couple of actions that you can add to the account.

1. For Exchange OS, you have 2 options, Exchange 2010 and Exchange 2013

Exchange OS:

Exchange 2010	▼
Exchange 2010	✓
Exchange 2013	

2. For Type Of Service, as stated above you have between Hosted Exchange Pro + 2 addon's that can be selected at any time and Hosted Exchange Essentials.

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### Service Configuration

1 Exchange OS: Exchange 2010 Service Location: United States

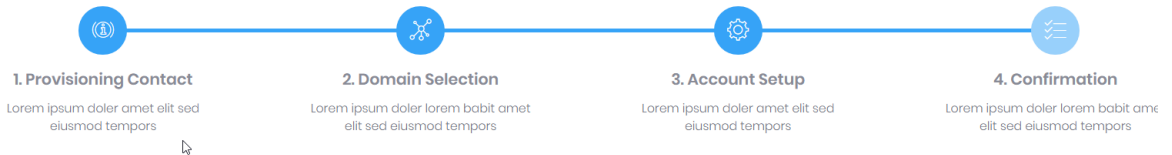
2 Type of Service:

- Hosted Exchange PRO \$ 11.99  
This is the list of Add-ons available for this service:
  - Compliance Archiving (\$ 4.99)
  - 2FA/OTP (\$ 4.99)
- Hosted Exchange Essentials \$ 4.99

← Back Save & Continue →

## Step 6: Account Confirmation

The final step of the account creation, is the Confirmation page. Here you have several tabs that you can click on to view all the information that you've put in. After you've reviewed the information, be sure to click on the check box, indicating that you've agreed to all the terms and hit submit.



1 Order Provisioning Contact 2 Order Provisioning Contact 3 Account Setup

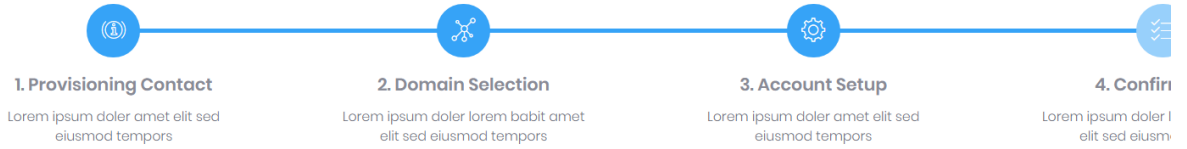
### Provisioning Contact

Name: Vlad Mazek  
Phone: (877) 546-0316  
Email: vlad@demo.com

4  Click here to indicate that you have read and agree to the terms presented in the Terms and Conditions agreement

← Back Submit ✓





- 1. Order Provisioning Contact
- 2. Order Provisioning Contact**
- 3. Account Setup

### Domain Selection

You selected an existing domain.

Domain: demo.exchangedefender.com

Click here to indicate that you have read and agree to the terms presented in the Terms and Conditions agreement

← Back

Submit ✓

### Display Name


First Name: John  
Initial: J  
Last Name: Smith

### Account Configuration

Username: j.smith  
Email: jsmith@demo.exchangedefender.com  
Password: \*\*\*\*\*

### Service Configuration

Exchange OS: Exchange 2010  
Service Location: US  
Service Type: Hosted Exchange PRO  
Add-Ons:



The application has been successfully submitted!

OK