# Web Impressions

*Because first impressions last*

Mailbox control Panel

# Contents

# Introduction

The mailbox control panel allows you to manage your own mailbox. It provides you with a location in which you can manage your own mailbox settings including options for changing passwords, obtaining software settings, spam filters, forwarding and auto-responders.

Each mailbox has its own Mailbox Control Panel. When you access the Mailbox Control Panel, you will be accessing the settings of that individual mailbox. To change the settings of another mailbox, you will need to login again. This allows you to distribute the Mailbox Control Panel to all end users and each can manage their settings separately.

# The Interface

## Overview

The Mailbox Control Panel will adapt to the type of mailbox it is currently managing. For instance, only the Hosted exchange mailboxes will show options to download the Outlook client, and the means by which email can be accessed via a web page will also be different. Most settings are in common locations such as the settings used for setting up an email client on a computer or device.
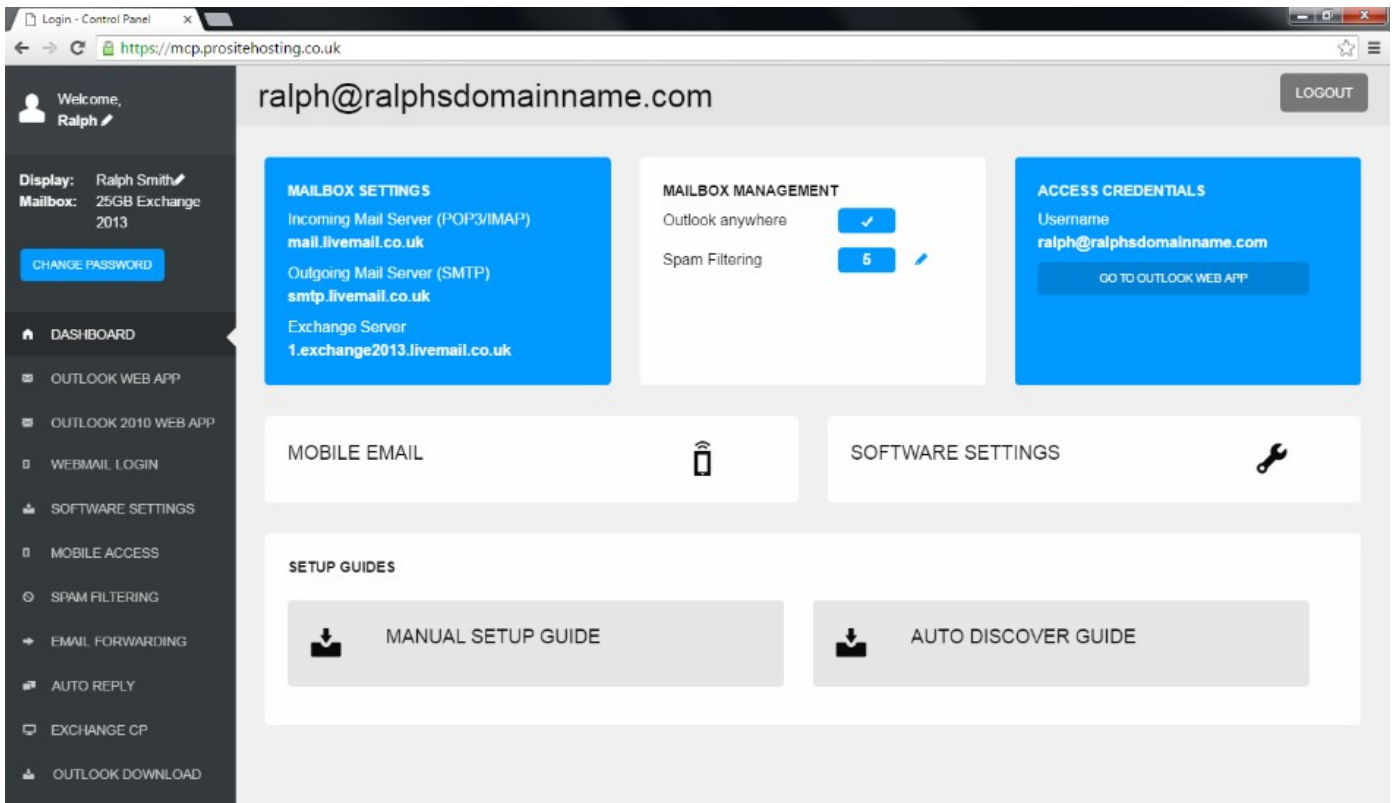
The screen is divided into two main areas. One the left is the contextual menu. This will remain constant and can be used to navigate and access the various mailbox settings. The right hand side will provide access to the relevant settings.

# Left side

There are options to allow you to change the welcome message, display name and password.  This area will also display the type of mailbox being configured.  This is useful to know as the setup steps required for each can vary.

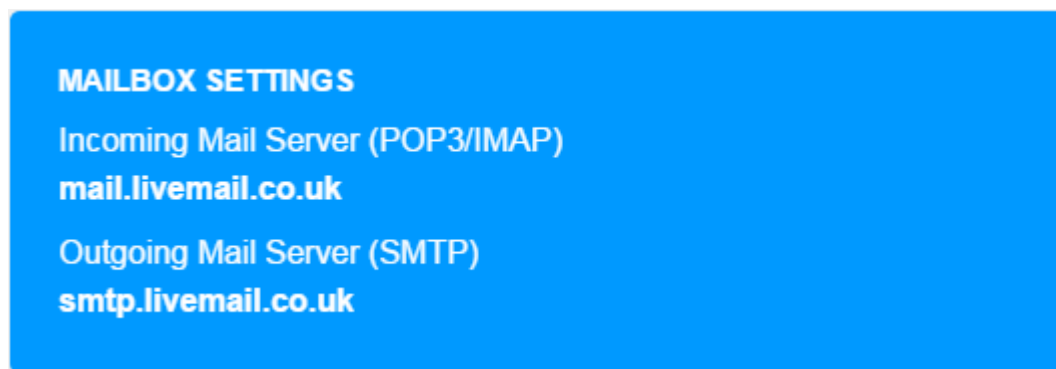Below these options is the primary navigation menu.  This menu will vary depending on the type of mailbox.

# Right side

As you navigate the menu, the right side of the screen will change to provide the intended settings.  At the top of this page the email address will constantly be displayed together with a log out button.

# Menu

## Dashboard

### Mailbox settings

**MAILBOX SETTINGS**

Incoming Mail Server (POP3/IMAP)
**mail.livemail.co.uk**

Outgoing Mail Server (SMTP)
**smtp.livemail.co.uk**
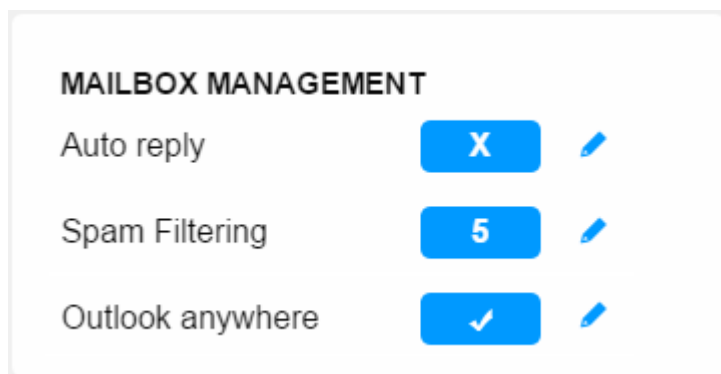
This section will display the POP3/IMAP and SMTP server settings.

- Ensure SSL authentication is enabled on the computer/device
- POP3 port – 995
- IMAP port – 993
- SMTP port – 465

# Mailbox management
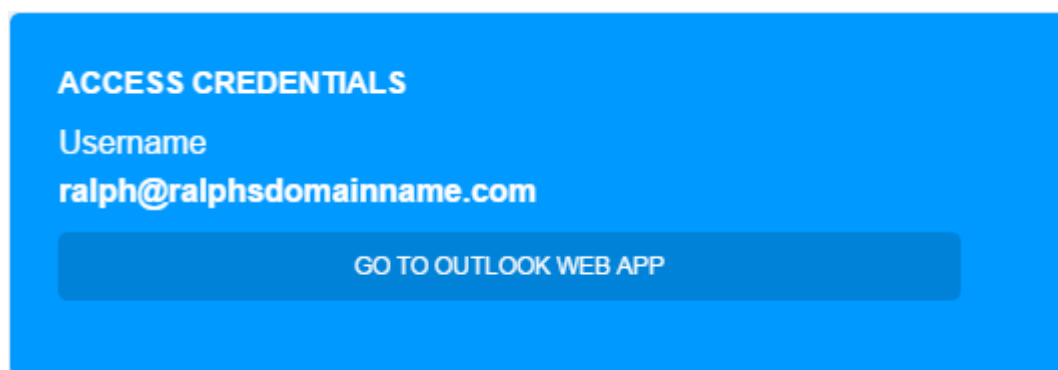


Mailbox management summarises the status of current mailbox settings.

It will display if Auto reply is disabled, what the current Spam Filtering setting is set to, if Outlook Anywhere is enabled.

# Access credentials
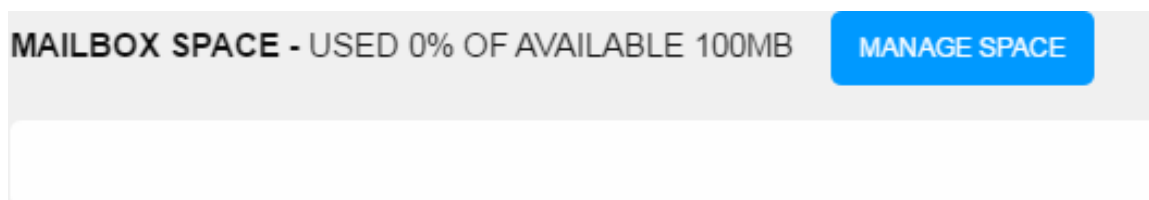


This displays the Username of the mailbox together with a quick link to the appropriate web app.

# Mailbox space



This displays a summary of how much space is being used together with an option to manage emails stored in the mailbox.

# Manage space

If you have chosen to retain email in the mailbox, your only option for reducing the space you are using is to delete email from the account. You will be offered two options:



## Delete old emails (default)

This option expects you to enter a number of days. The Mailbox Control Panel will then delete any emails older than this.

## Delete all emails

This will delete all emails in the mailbox regardless of age.

When you press the Delete emails button, a conformation will appear which warns you that the deletion is irreversible.

# Outlook Webapp
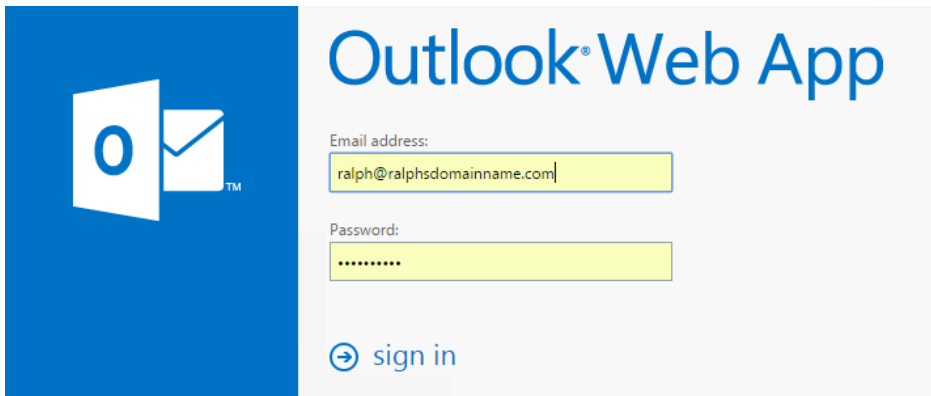


This will provide you with a quick link to viewing your email online.  The email address will already be entered, but once the password is entered and the **sign in** button is clicked, you will then access an unbranded webmail product.
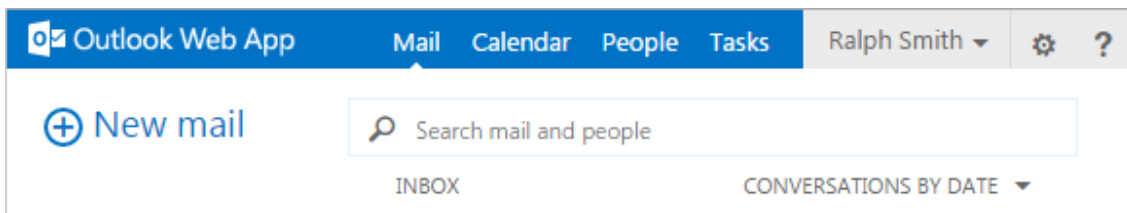
# Outlook 2010 Web App



This will provide you access to Microsoft Outlook Web App (OWA) for viewing your email online.  Enter the email address and password and click **Sign in**.

The email address will already be entered, but once the password is entered and the Log in butting clicked, you will then access an unbranded webmail product.

# Webmail login



This will provide you with a quick link to viewing your email online.  The email address will already be entered, but once the password is entered and the **Log in** button is clicked, you will then access an unbranded webmail product.
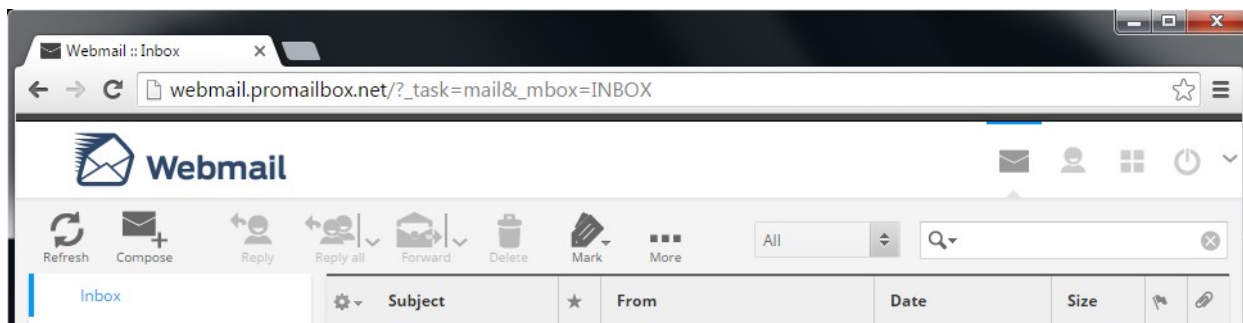
# Software settings

The software settings tab will list the configuration settings needed for setting up email on a computer or mobile device.

**Incoming Mail Server (POP3 or IMAP)**
mail.livemail.co.uk

**Outgoing Mail Server (SMTP)**
smtp.livemail.co.uk

**Username**
ralph@ralphsdomainname.com

CHANGE PASSWORD

**Incoming Mail Server (POP3 or IMAP)**
mail.livemail.co.uk

**Outgoing Mail Server (SMTP)**
smtp.livemail.co.uk

**Username**
ralph_exchange@ralphsdomainname.com

**Exchange server**
1.exchange2013.livemail.co.uk

CHANGE PASSWORD

- Ensure SSL authentication is enabled on the computer/device
- POP3 port – 995
- IMAP port – 993
- SMTP port – 465

# Mobile access

ACTIVESYNC SETTINGS

**Server:** https://1.exchange2013.livemail.co.uk

**Username:** ralph@ralphsdomainname.com

**SSL:** Required

The mobile access menu will provide the settings you can use to setup Active sync.

# Spam Filtering

## Filter

**FILTER OPTIONS** ⓘ

Spam Filter Strength

5 - Recommended ▾

Action on spam

Take no action ▾

The *filter* level can be set anywhere between 1 (strongest) and 15 (weakest). We recommend a *filter* setting of around 5. If you are still receiving *spam* using this setting, you can always adjust to be stronger.

You can also decide what action should be taken when spam is detected. You have 3 choices:

### Take no action

This is the default setting. Emails will be checked for spam and your email headers will reflect the checks however the emails will not be blocked.

### Delete Email without notification

Delete will delete and suspicious emails. The is the most aggressive action and we advise caution if using this setting. Should a legitimate email be thought to be spam, it will be deleted without warning.

### Include "SPAM in the Email Subject Line

This will not delete the suspicious email, but will add "SPAM" to the email subject line.

# Trusted sender list

Any email sent from addresses in your Trusted Sender list will be delivered and will be ignored by spam filtering.

- ♣ To allow an individual email address to send you mail, enter the full email address into the *add an email address* text box and press **Enter**.
- ♣ To allow all email from a particular domain, define it using the format **@domainname.com** and press **Enter**.

> Wild cards are not accepted.
>
> You will not be able to use **\*domainname.com, @\*.xyz, \*@\*.com**, **\*@\*** or even **\***
> You can only trust specified email addresses or whole domains, not whole domain gTLDs.

**TRUSTED SENDER LIST** ℹ

Enter email addresses of trusted senders and press enter after each one.

*@fasthosts.com

If you enter an invalid entry, your mistake will be highlighted. Here a wildcard is being used.

**TRUSTED SENDER LIST** ℹ

Enter email addresses of trusted senders and press enter after each one.

@fasthosts.com ✖   sales@suppliers.com ✖   add an email address

Once you have entered a valid selection, it will be acknowledged.

# Block list

Any email sent from addresses in your *Block list* will be deleted by your *spam filters*, regardless of content or *filter* level.

If you have defined any email addresses in your trusted senders list, they will still be allowed to send email, even if you have blocked the domain.

♣ To block an individual email address, enter the full email address into the *add an email address* text box and press **Enter**.

♣ To block all email from a particular domain, define it using the format **@domainname.com** and press **Enter**.

> Wild cards are not accepted.
>
> You will not be able to use **\*domainname.com, @\*.xyz,** **\*@\*.com**, **\*@\*** or even **\***
> You can only trust specified email addresses or whole domains, not whole domain gTLDs.

**BLOCK LIST** ⓘ

Enter email addresses of known spammers and press enter after each one.

    *.xxx

If you enter an invalid entry, your mistake will be highlighted. Here a wildcard is being used.

**BLOCK LIST** ⓘ

Enter email addresses of known spammers and press enter after each one.

    @spammingdomain.xyz ✕   add an email address

Once you have entered a valid selection, it will be acknowledged.

# Email forwarding

Email forwarders can be used to forward a copy of the email to one or more additional email addresses.

You can also opt to leave a copy of the email in the current mailbox or simply forward the email and delete the original.

**Forward Email To...**

Destination Addresses

add an email address

☑ Keep a copy of each email in the mailbox.

**SAVE**  Cancel

Destination Addresses

bob@ralphsdomainname.com ✖   @ralphsdomain.com

Once you have entered a valid selection, it will be acknowledged.  If you enter an invalid selection, it will be highlighted requiring your correction.

Only full email addresses will be accepted.  Wild cards cannot be used.

You will not be able to use **\*domainname.com, @\*.xyz, \*@\*.com, \*@\*** or even **\***

# Auto reply

**AUTO-REPLY MESSAGE**

Set up an auto-reply message (e.g. Out of Office) for all emails sent to **ralph@ralphsdomainname.com**.

⦿ Auto-reply **ON**    ○ Auto-reply **OFF**

Message

Thank you for your email, however I am currently out of the office.

I will return on Monday January 1st at 9:00 am.

In the mean time please contact Bob@ralphsdomainname.com if your query is urgent.

Thanks, Ralph

**SAVE**  Cancel

Auto replies or Out of Office templates will automatically reply to an email until disabled.  By default this will be set to OFF and you can easily enable this feature by selecting **Auto-reply ON.**

In this scenario, you could even set up an email forwarder to forward all email to bob@ralphsdomainname.com.

# Exchange CP

Log in to your Exchange Control Panel using the details below:

**Exchange Control Panel Address**
HTTPS://4.EXCHANGE2010.LIVEMAIL.CO.UK/ECP

**Username**
ralph@ralphsdomainname.com

**Password**
Your Mailbox Password

FEATURES OF EXCHANGE CONTROL PANEL

- ✔ Create auto-reply messages
- ✔ Manage email settings
- ✔ Mail Forwarding
- ✔ Auto-reply Message
- ✔ Address Book Entry

Exchange mailboxes provide more detailed and complex options.  This menu option will take you to the OWA mailbox options where you can configure these.

# Outlook download

This option will provide you with links to download your own copy of the Outlook application if your mailbox includes it.  There are also link to the Autodiscover guide, setup configuration file and manual setup guide.

## Outlook Software

- **Outlook 2013 software for PC (64 bit)**
  This software license is for use with derek.2013-2@addon-momentum.com only. If you delete this mailbox, the license will not be valid.

  DOWNLOAD

- **Outlook 2013 software for PC (32 bit)**
  This software license is for use with derek.2013-2@addon-momentum.com only. If you delete this mailbox, the license will not be valid.

  DOWNLOAD

- **Outlook 2010 software for PC (32 bit)**
  This software license is for use with derek.2013-2@addon-momentum.com only. If you delete this mailbox, the license will not be valid.

  DOWNLOAD

- **Outlook 2011 software for Mac**
  This software license is for use with derek.2013-2@addon-momentum.com only. If you delete this mailbox, the license will not be valid.

  DOWNLOAD

## Configure Outlook

Before using Outlook with your new Exchange 2013 mailbox you will need to configure it, which you can do using one of the following options

- **Option 1 - Use Exchange Autodiscover Service**
  We recommend you try the Autodiscover service, which connects directly to our Exchange Server for setup. To use Autodiscover you must have your DNS records managed by Fasthosts

  DOWNLOAD GUIDE

- **Option 2 - Set Up Outlook Using a PRF Configuration File**
  For users that are unable to use Autodiscover, you might be able to set up Outlook via a PRF import. To use the PRF method, each user will need to log into the Control Panel to download a personalised PRF (Outlook Profile) configuration file, which they can then import into Outlook

  1. Download your personlised PRF configuration file.

     DOWNLOAD CONFIGURATION FILE

  2. Click the **Save** button, and save the file to your root C:\ system folder.
  3. Type the following in the command line:
     **outlook.exe /importPRF c:\{username}.prf**
  4. Replace **{username}.prf** with the exact name of the .prf file you downloaded above.

- **Option 3 - Configure Outlook Manually**
  If you are unable to access your DNS or download files, you can set up Outlook manually by performing the following steps.

  DOWNLOAD GUIDE