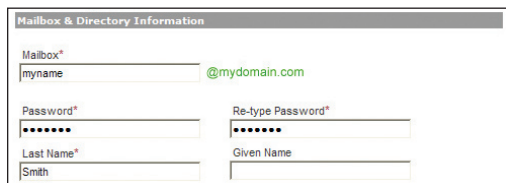


# Using the Control Panel

## Creating a New Email Account

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. If prompted, select a domain from the list. Or, to change domains, click the [change domain](#) link.
4. Click the [Add Mailbox](#) button.
5. Enter the following information in the spaces provided:
  - Mailbox—Enter a unique username for the email account. Please use all lowercase letters.



- Password—Enter a password for the email account.
  - Re-type Password—Retype the password you entered in the Password box.
  - Last Name—Enter the user's last name.
6. If desired, you can enter additional information about the user in the fields provided. This is not required.
  7. Click the [Save](#) button.

Note: If you are unable to create a new account because you have reached your maximum number of mailboxes, you can click [My Account / Upgrade Services](#) to submit a request for more mailboxes.

## Creating Multiple Accounts

1. To set up multiple email accounts at one time, click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Click the [Add Multiple Mailboxes](#) button.
4. For each user, enter the following information: mailbox name, password, and then a *1* (active) or *0* (inactive), using one line per user. For example:
  - *mary, mypassword, 1*
  - *joe, mypassword, 0*
  - *bill, mypassword, 1*
5. If desired, you can enter additional information about the user, according to the field order that appears on the page. To skip a field, just enter a comma.
  - *mary, mypassword, 1, Jones, Mary, My Company, Sales, 540-555-5555, , Springfield, VA*
6. Click the [Add Mailboxes](#) button.

## Editing an Email Account

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account you want to edit. Click the account's [Edit Settings](#) link. Or, to manage aliases for the account, click the account's [Alias](#) link.
4. Make changes, as desired.
5. When you are done, click the [Save](#) button.

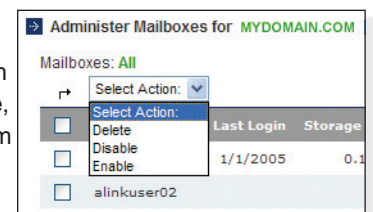
## Logging In as a User

1. Select [Email Accounts / Mailboxes](#).
2. Locate the mailbox you want to log into.
3. Click the [Log-In as User](#) link for that mailbox.
4. If you have several webmail sites associated with your domain, select a webmail site from the drop-down menu.
5. To use a secure connection, check the [Use SSL \(Secure\)](#) checkbox.
6. Click the [Log-In](#) button. (You must log out of all other webmail sessions before clicking the Log-In button.)
7. You will then be logged in as that user. To log out, click the [Log Off](#) link, located in the upper right corner.

## Deleting an Account

When you delete an account, you delete the email address and all of its email messages.

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Check the box next to each account you want to delete, and then select [Delete](#) from the [Select Action](#) drop-down menu.



4. You will be asked to confirm that you want to delete the account. Click the [OK](#) button.

### Note about Multiple Domains

If you have more than one domain, you will be prompted to select a domain when you click on certain submenu items. To switch domains later, click the [change domain](#) link, located at the top of most windows.

## Setting up Mail Forwarding

1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account for which you want to set up mail forwarding. Click the account's [Edit Settings](#) link.
4. Scroll down to the [Mail Forwarding](#) section.
5. You can forward email from this account to up to 15 email addresses, four of which can be outside of your domain. Please separate multiple email addresses with a comma, and use all lowercase letters.
6. To keep a copy of messages that are forwarded, check the [Save copies of forwarded emails](#) box.
7. Click the [Save](#) button.

## Creating a Vacation Message

When you will be out of the office, you can automatically send a message to each person who sends you an email, letting them know you are away and when you will return.

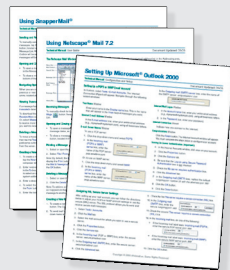
1. Click the [Email Accounts](#) link.
2. Click the [Mailboxes](#) link.
3. Locate the account for which you want to set up mail forwarding. Click the account's [Edit Settings](#) link.
4. Scroll down to the [Vacation Message](#) section.
5. Check the [Activate vacation message below](#) box.
6. Enter your vacation message in the box. This is the text that will be sent to each person who sends you an email message.
7. Click the [Save](#) button.
8. When you return to the office, you can turn the vacation message off by unchecking the [Activate vacation message below](#) box.

Note: Each person who sends you an email message will receive your vacation message only once. To reset your vacation message, turn the vacation message off, click the [Save](#) button, and then follow the steps above to re-enable the message.

## Support

### Viewing Documentation

To access user documents and our Acceptable Use Policy, select [Customer Care / Support](#). All documents are available as PDF files. (Requires Adobe® Reader)



### Requesting Help

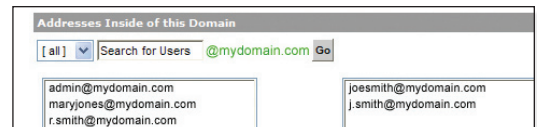
To contact customer support, select [Customer Care / Ticketing](#). Click the New Ticket button and fill out the form, providing as many details as possible. After you click the [Send](#) button, our support staff will contact you promptly.

## Aliases

### Creating an Alias

When you create an alias, you are creating an email address that points to an actual email account or accounts. For example, the alias *sales@mydomain.com* can point to *joe@mydomain.com*, *mary@mydomain.com*, and *bill@mydomain.com*. Each of those recipients (Mary, Joe, and Bill) would receive the message that was sent to *sales@mydomain.com*.

1. Click the [Email Accounts](#) link.
2. Click the [Aliases](#) link.
3. Click the [Add Alias](#) button.



4. Enter a unique alias name in the [Alias](#) box.
5. Click the arrow on the [Filter](#) drop-down menu and select [All](#). Or, to view addresses according to the first letter, select a letter from the list. To search for a specific address, enter the username in the [Search for Users](#) box and click the [Go](#) button.
6. Click once on the address you want to add, and then click the [Add](#) button. The address will appear in the right-hand box.
7. Repeat Step 6 for each address you want to add.
8. You can send email from this alias to up to 50 total email addresses, four of which can be outside of your domain. To add an address outside of your domain, enter it in the [Addresses Outside of this Domain](#) section.

We do not recommend delivering an alias' messages to an account outside of your domain because the messages will bypass your domain's spam filters.

9. Click the [Save](#) button.

Note: To manage aliases for a specific mailbox, select [Email Accounts / Mailboxes](#), and then click the mailbox's [Alias](#) link.

### Creating a Catch-All Alias

A catch-all alias will receive all email messages sent to unknown users as your domain. Spammers tend to guess addresses at each domain, and may send thousands of email messages to invalid users.

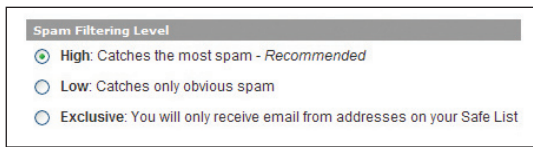
With this feature enabled, you will receive all of those spam messages rather than letting the server reject them. For this reason, we discourage use of this feature.

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Catch-All Alias](#) link.
4. Enter the email address that should serve as the "catch all" account. It will receive all email that is sent to invalid users at your domain.
5. Click the [Save](#) button.

# Spam Filtering

## Adjusting the Spam Filter

1. Select [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Spam Filtering Options](#) link.
4. Choose one of the following:
  - To make changes that affect the entire domain, click the [Edit filters for this entire domain](#) link.
  - To make changes to a user's filter settings, click the [Edit filters for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized filter settings, click the user's [Modify](#) link.



5. Make changes to the Spam Filtering Level, as desired.
  - High—This is the recommended setting. It will catch most spam.
  - Low—This setting catches only the most obvious spam.
  - Exclusive—This setting will block email from all recipients who are not included on your Safelist.
  - None—This setting will turn off spam filtering.
6. In the Spam Handling section, indicate what should happen to spam messages.
  - Deliver to Spam folder—Spam messages will be sent to your Spam folder.
  - Delete the email immediately—Spam messages will not be delivered to you, but will be deleted immediately.
  - Ignore (take no action)—Spam messages will arrive in your Inbox. This option essentially turns off the spam filter.
  - Deliver to this alternate email address—Spam messages will be sent to the email address you specify.
  - Include “[SPAM]” at the beginning of the subject line—Spam messages will arrive in your Inbox, but the *[SPAM]* tag will be inserted into the message's Subject line.
7. If you selected [Deliver to Spam folder](#) option, you should indicate how often to purge or delete messages from the Spam folder. Choose one of the following:
  - Delete after ... days or ... total emails—To delete old spam after a specific number of days or spam emails. (This is the recommended setting.)
  - Never automatically delete emails—To never automatically delete spam.
8. Select a greylisting option, as desired.
9. Click the [Save](#) button. Or click the [Override](#) button to override spam filtering settings for all users.

## Using the Blacklist

Email addresses or domains in your Blacklist will always be blocked.

1. Click the [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Blacklist](#) link.
4. Choose one of the following:
  - \* To make changes that affect the entire domain, click the [Edit spam filtering blacklists for this entire domain](#) link.
  - \* To make changes to a user's blacklist, click the [Edit spam filtering blacklists for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized blacklist settings, click the user's [Modify](#) link, as it appears in the Username list.
5. Enter an email address, domain, or IP in the first box.
6. Click the [Add](#) button. The email address or domain will be added to the list box.
7. If you want to remove an email address or domain, click once on the item and then click the [Remove](#) button.
8. When you are done, click the [Save](#) button.

## Using the Spam Filtering Safelist

When you add an email address or domain to the Safelist, you ensure that spam filters will not incorrectly identify as spam the email you receive from those addresses and domains.

1. Click the [Email Accounts](#) link.
2. Click the [Filtering](#) link.
3. Click the [Safelist](#) link.
4. Choose one of the following:
  - To make changes that affect the entire domain, click the [Edit spam filtering safelists for this entire domain](#) link.
  - To make changes to a user's safelist, click the [Edit spam filtering safelists for individual users in this domain](#) link. Then select a user from the drop-down menu and click the [Customize](#) button. Or, if a user already has customized safelist settings, click the user's [Modify](#) link, as it appears in the Username list.
5. Enter an email address, domain, or IP in the first box.
6. Click the [Add](#) button. The email address or domain will be added to the list box.
7. If you want to remove an email address or domain, click once on the item and then click the [Remove](#) button.
8. When you are done, click the [Save](#) button.

## Searching Safelists and Blacklists

To search for specific safelisted/blacklisted email accounts, domains, or IPs in the domain, select [Email Accounts / Filtering](#), and then click the [Search Blacklist/Safelist entries](#) link.

# Settings

## Adjusting Storage Space

If you have purchased additional storage space, you can allocate storage for each user. (If you have not purchased additional storage space, this feature will not be visible in your control panel.)

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Adjust Storage](#) link.
4. Your total allocatable storage will be displayed, as well as how much of that storage has not yet been allocated. You can assign extra storage to each user by entering a MB value in the spaces provided.
5. Click the [Save](#) button when you are done.

## Adjusting Language and Time Settings

To select a default language and time setting for all mailboxes in the domain, select [Email Accounts / Settings](#), and then click the [Language and Time Settings](#) link.

## Setting Up Full Mailbox Notification

When a user's mailbox is nearing its capacity, the Full Mailbox Notification feature can automatically send the user a notification email message.

1. Click the [Email Accounts](#) link.
2. Click the [Settings](#) link.
3. Click the [Storage Notification](#) link.
4. Check the [Activate full mailbox notification](#) box.
5. Select a capacity from the drop-down menu.
6. If you would like to send a copy of this notification to another account (e.g., the administrator's email account), enter that email address in the [Send a carbon copy \(Cc\) to this email address](#) box.
7. Make changes to the notification message, as desired.
8. Click the [Save](#) button when you are done.

# Tools

## Sending an Email to All Users

1. Click the [Email Accounts](#) link.
2. Click the [Tools](#) link.
3. Click the [Email Everyone](#) link.
4. Enter the following information in the spaces provided:
  - **Sender's Name**—Enter your first and last name.
  - **Sender's Email Address**—Enter your email address.
  - **Subject**—Enter the subject of your message.
  - **Message Body**—Enter the body of your message.
5. Click the [Send](#) button to send the message to all users in your domain.

# Group List

## Creating a Group List

When you create a group list, you can send email to an unlimited number of internal email addresses (email addresses within your domain), and up to 50 external email addresses. You can also specify which email addresses can send email to the group list.

1. Click the [Email Accounts](#) link.
2. Click the [Group Lists](#) link.
3. Click the [Add List](#) button.
4. Enter a name for the group list.
5. Enter a subject line tag, which will be added to all emails sent to the group list.
6. Specify whether, by default, the sender or the group should receive replies to group list emails.
7. In the [Group List Recipients](#) area, select the users that should be included in the group list.
8. In the [Group List Senders](#) area, select the users that should be allowed to send email to the group list.
9. Click the [Save](#) button.

# RSS Feeds

## Adding and Modifying RSS Feeds

You can automatically subscribe users to specific RSS feeds, and permit or restrict the users' ability to subscribe to feeds of their choice.

1. Click the [Email Accounts](#) link.
2. Click the [RSS Feeds](#) link.
3. Choose one of the following:
  - To require your users to use the RSS reader, click the [Required](#) button.
  - To give your users the option of whether or not to use the RSS reader, click the [Optional](#) button.
4. To automatically add certain RSS feeds to each user's RSS reader, click the [Add Feed](#) button.
5. Enter the feed's URL in the first box.
6. If a username and password are required to access the feed, enter the username and password in the fields provided.
7. Click the [Confirm](#) button.
8. Make changes to the feed name in the [Feed Title](#) box, as desired.
9. Click the [Confirm](#) button. The feed will be automatically added to each user's RSS reader.
10. Click the [Save](#) button.

# Reseller Tools

## Adding a Client Account

1. To add a new client account, click the [Reseller Tools](#) link.
2. Click the [Sub-Accounts](#) link.
3. Click the [Add Client](#) button.
4. Enter the client's information in the Company Information, Primary Contact, and Billing Information sections.
5. Click the [Create Client](#) button when you are done.

Note: To make changes to an account, click the button next to the account, and then select [Modify](#) from the [Select Action](#) drop-down menu.

## Adding a Domain

After you have created an account for a client, you can assign domains to that account.

1. Click the [Reseller Tools](#) link.
2. Click the [Sub-Accounts](#) link.
3. Locate the client account in the [Accounts](#) list. You may need to select [All](#) from the [Show](#) drop-down menu to display all of your accounts.
4. Click the [Add Email Domain](#) link.
5. Enter the following information in the spaces provided:
  - Domain—The client's domain (e.g., *mydomain.com*).
  - Domain Aliases—Other domains that the client has registered (e.g., *mydomain.net*, *mydomain.us*).
  - Base Mailbox Size—The amount of base storage for all mailboxes.
  - Extra Storage—Storage that the user can allocate on a per-user basis. (To allocate storage to each user, select [Email Accounts / Settings / Adjust Storage](#)).
  - Maximum Number of Mailboxes—The number of mailboxes the client has purchased.

6. Enable or disable virus scanning and spam filtering, as desired.
7. Click the [Create Domain](#) button.

Note: To make changes, click the domain's [Modify](#) link.

## Moving a Domain to Another Client

To move a domain from one client to another, select [Resellers / Sub-Accounts](#). Click the button next to the account that currently owns the domain, and then select [Move Domains](#) from the [Select Action](#) drop-down.

## Creating a Private Label Webmail Site

When a client signs up for the Private Label Webmail service, they can customize the webmail interface according to their company's style. They also have access to the webmail programming API and other features.

1. Click the [Reseller Tools](#) link.
2. Click the [Webmail Sites](#) link.
3. Locate the client's account in the list. You may need to select [All](#) from the [Show](#) drop-down menu to display all of your accounts.
4. Click the [Add Webmail Site](#) link.
5. In the [Webmail Site](#) box, enter the URL for the private label webmail site. Webmail URLs should begin with "webmail" or "mail" (e.g., *webmail.mydomain.com* or *mail.mydomain.com*).
6. Choose one of the following:
  - To base the new webmail site on an existing template, click the [Create a new webmail site based on the following interface](#) button, and then select a template from the drop-down list.
  - To redirect users to an existing webmail site, click the [Redirect to the following webmail site](#) button and select a site from the drop-down list.
  - To enable the client to edit the site, check the [Allow the client to customize this webmail site](#) box (if available).
7. Click the [Create Webmail Site](#) button.

Note: Private Label Webmail clients can customize their webmail through the [Webmail Sites](#) section of their control panel.

## Managing Client Administrators

1. Click the [Reseller Tools](#) link.
2. Click the [Administrators](#) link.
3. Choose one of the following:
  - To manage administrators for your account, click your account's [Edit Administrators](#) link. You will be redirected to the Administrators section of the control panel.
  - To manage administrators for a client account, select [All](#) from the [Show](#) drop-down menu. Then click the client account's [Edit Administrators](#) link.
4. In the Administrators window, you can add, edit, delete, and adjust permissions for company administrators. See the [Administrators](#) section of this user guide for more information.

## Deleting a Domain or a Client Account

To delete a domain or a client account, the client's administrator will need to delete all email accounts and cancel all services (e.g., private label webmail sites).

This restriction serves as a safeguard against accidental deletions. In the [Sub-Accounts](#) section:

- To delete a domain, click the domain's [Delete](#) link, located in the [Actions](#) column.
- To delete an account, first delete all of its domains. Click the button next to the account, and then select [Delete](#) from the [Select Action](#) drop-down menu.

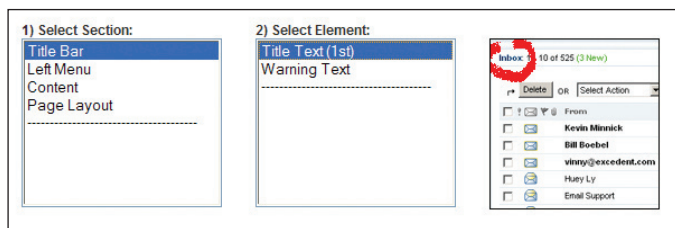
# Webmail Sites

## The Private Label Webmail Feature

If you have purchased the optional Private Label Webmail feature, you can customize the webmail interface according to your company's style. After logging in to the control panel with your Administrative ID and password, click the [Webmail Sites](#) link to access all webmail customization tools.

## Customizing the Color and Fonts

1. Click the [Webmail Sites](#) link.
2. Click the [Interface Design](#) link.
3. Click the [Color Schemes and Fonts](#) link.
4. In the [Select Section](#) box, select the section you want to customize.



5. In the [Select Element](#) box, select a specific element. An example of the element will appear in the third box.
6. In the [Modify Style](#) box, you can make changes, as desired, to the color and font properties.
  - \* To change the color, click the [Color Picker](#) link. Click once on a color, and then click the [Click to use this color](#) link.
  - \* To change the font properties, make changes to the HTML text in the [Advanced Style Properties](#) box.
7. When you are done, click the [Save](#) button, located within the [Modify Style](#) box.
8. To see your changes, you will need to log in to your webmail, using your email account and password. If you are already logged in, you will need to log out and then log back in.

## Adding Custom HTML to the Header and Footer

1. Click the [Webmail Sites](#) link.
2. Click the [Interface Design](#) link.
3. Click the [Add Custom HTML to the Header and Footer](#) link.
4. Enter your custom HTML code in the [Header](#) and [Footer](#) boxes, as desired.
5. At the bottom of the page, you can turn the headers and footers on or off. By default, the footers are turned off.
6. You can also adjust the header and footer height and the frame border color, as desired.
7. Click the [Save](#) button.
8. To see your changes, you will need to log in to your webmail, using your email account and password. If you are already logged in, you will need to log out and then log back in.

## Toggling Webmail Help Status

Webmail has an optional online help feature. When a user is in webmail, they can click a “?” icon to view context-sensitive help. You can turn this feature on or off for your users.

1. Click the [Webmail Sites](#) link.
2. Click the [Interface Design](#) link.
3. Click the [Toggle Webmail Help Status](#) link.



4. Indicate whether you want webmail help to be on or off.
5. Click the [Save](#) button.

## Customizing the Login Page

You can customize the look and feel of the login page by making changes to the HTML code. By default, your login page will be located at: [http://webmail.\[yourdomain\].com/](http://webmail.[yourdomain].com/)

1. Click the [Webmail Sites](#) link.
2. Click the [Login/Logout](#) link.
3. Click the [Customize Login Page](#) link.
4. Make changes to the Login Page HTML, as desired. Or, to select from various default settings (including language and user login settings), click the [Reset and Select Settings](#) button and make changes, as desired.
5. Click the [Save](#) button.
6. To see your changes, you will need to visit [http://webmail.\[yourdomain\].com/](http://webmail.[yourdomain].com/), uncheck the [Remember my info](#) box (if checked), and then refresh your browser.

## Sending Users to an Alternate Login/Logout URL

If you are hosting a webmail login page on your website, you may want your employees to be redirected to your site whenever they visit your default login page ([http://webmail.\[yourdomain\].com/](http://webmail.[yourdomain].com/)). This is particularly helpful if employees are accustomed to visiting the default login site, and should now log in from your website.

1. Click the [Webmail Sites](#) link.
2. Click the [Login/Logout](#) link.
3. Click the [Send Users to Alternate Login/Logout URL](#) link.
4. In the first box, enter the URL for your website's webmail login page. Please be sure to enter the entire URL (e.g., <http://www.mydomain.com>).
5. In the second box, you can indicate where the user should be redirected when they log out of webmail.

You may want to redirect them to the same URL you entered above, or to your home page. Please be sure to enter the entire URL (e.g., <http://www.mydomain.com>).
6. Click the [Save](#) button.
7. To see these changes, you will need to close all web browser windows and then re-open your web browser. It may take a few minutes for this change to be applied.

## Uploading Images to your Webmail Site

1. Click the [Webmail Sites](#) link.
2. Click the [Images](#) link.
3. To locate and select an image, click the [Browse](#) button, and then click the [Upload](#) button.
4. The image path to your uploaded image will appear in the [Existing Image Paths](#) section. (This is the path you will need to refer to in your HTML text, in order to display the image on your site.)

## Creating Taglines

You can add taglines to the bottom of outgoing email messages. Taglines will only appear in messages sent from within webmail. Messages sent from desktop email clients (e.g., Microsoft Outlook, Eudora, Thunderbird) will not include the tagline.

1. Click the [Webmail Sites](#) link.
2. Click the [Email Taglines](#) link.

3. Enter tagline messages in the [Tagline](#) boxes. If you create more than one tagline, the taglines will be used in rotation. Or, to disable taglines, remove all taglines from all boxes.
4. Click the [Save](#) button.

## API Information

### Using the Programming API

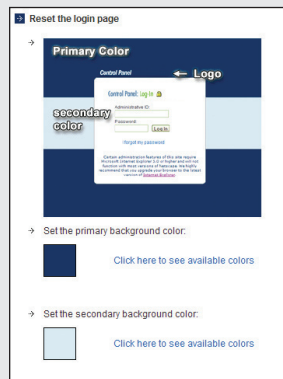
We provide a collection of SOAP functions for your private label webmail. They are platform independent and provide you with the ability to securely integrate every facet of the hosted email system with custom tools and third party applications.

To access these functions, select [Customer Care / API Wiki](#).

## Control Panel

### Customizing the Control Panel's Login Page

1. Click the [Control Panel](#) link.
2. Click the [Login Page](#) link.
3. Make changes to the Login Page HTML, as desired. Or, to select from various default settings, click the [Reset and Select Settings](#) button.
4. In the [Reset](#) window, click the [Click here to see available colors](#) link to change the colors. Or, to locate and select your logo, click the [Browse](#) button.
5. Click the [Save](#) button when you are done.
6. Click the [Save](#) button again. To see your changes, you may need to log out of the control panel and then log back in.



### Customizing the Control Panel's Header

1. Click the [Control Panel](#) link.
2. Click the [Header](#) link.
3. To locate and select your logo, click the [Browse](#) button, and then click the [Upload](#) button.
4. To adjust the header background color, click the [Click here to see available colors](#) link.
5. Make changes to the HTML, as desired.
6. Click the [Save](#) button. Or, if you want to restore the default settings, click the [Restore Default](#) button. To see your changes, you may need to log out of the control panel and then log back in.

### Customizing the Control Panel's Footer

1. Click the [Control Panel](#) link.
2. Click the [Footer](#) link.
3. To adjust the footer background color, click the [Click here to see available colors](#) link.
4. Make changes to the HTML, as desired.
5. Click the [Save](#) button. To see your changes, you may need to log out of the control panel and then log back in.

### Customizing the Color and Fonts

1. Click the [Control Panel](#) link.
2. Click the [Colors and Styles](#) link.
3. In the [Select Section](#) box, select the section you want to customize.
4. In the [Select Element](#) box, select a specific element. An example of the element will appear in the third box.
5. In the [Modify Style](#) box, you can make changes, as desired, to the color and font properties.
  - To change the color, click the [Click here to see available colors](#) link. Click once on a color, and then click the [Click to use this color](#) link.
  - To change the font properties, make changes to the HTML text in the [Advanced Style Properties](#) box.
6. When you are done, click the [Save](#) button, located within the [Modify Style](#) box. To see your changes, you may need to log out of the control panel and then log back in.

### Customizing the Support Page

To make changes to the control panel Support page, click the [Control Panel](#) link, and then click the [Support Pages](#) link. Make changes to the HTML, as desired, and then click the [Save](#) button.

# Collaboration

## Creating a New Company Directory

The company directory allows your users to share and view contact information, via the Contacts link in webmail.

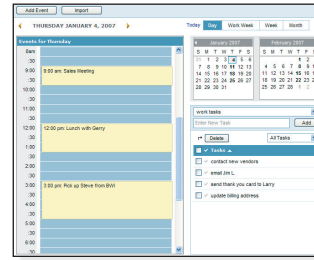
1. Click the [Collaboration](#) link.
2. Click the [Company Directory](#) link.
3. Click the [Create Directory](#) button.
4. Enter a unique name in the [Directory Name](#) box.
5. To allow users to edit their personal contact information, check the [Allow users to edit their profile in webmail](#) box.
6. In the [Domains](#) section, click once on a domain you want to add to the directory, and then click the [Add](#) button. You can add several domains to the same directory, but each domain can belong to only one directory.
7. Click the [Save](#) button.
8. In the next window, select [All](#) from the [Domains](#) menu.
9. In the [Select Mailboxes](#) section, click once on the mailbox(es) you want to include, and then click the [Add](#) button.
10. To add mailboxes that are outside your domain, click the [Modify Users](#) link, and then enter the user's information in the [First Name](#), [Last Name](#), and [Email Address](#) boxes, and then click the [Add](#) button.
11. Click the [Save](#) button.

Note: Users (with mailboxes that belong to your domain) can access the company directory by clicking the [Contacts](#) tab in webmail. There, they can view contact information for other users in the directory, and can edit their own profile information.

## Managing Shared Calendars

The shared calendar feature enables users to view one another's calendars and event details. Users cannot, however, edit or add events to another user's calendar.

1. Click the [Collaboration](#) link.
2. Click the [Shared Calendar](#) link.



Webmail Calendar

3. Choose one of the following:
  - Do not allow users to share their personal calendar.
  - Require users to shared their calendar with all users in the domain only.
  - Allow users to share their calendar with the users they specify.
4. Click the [Save](#) button.

## Domain Management

You can manage your domain renewals, domain registration, and DNS settings from the [Domain Names](#) section of the control panel. To make changes to a domain, click the domain name, as it appears in the domain list.

## Email Reports

### Viewing Reports

To view email reports, click the Email Reports link. From here, you can view the following reports:

- Mailbox Count—View the total number of mailboxes and domains, per customer account.
- Mail Forwarding—View a list of all mailboxes that have the “forwarding” feature enabled, and view the corresponding forwarding addresses.
- Last Login Dates—View the last login time for each user in your domain.
- Mailbox Aliases—View all mailbox aliases and the associated email addresses.

### Viewing Administrator Logs

To view the administrator log, select [Email Reports / Administrator Logs](#).

Whenever an administrator makes a change in the control panel, it will be added to the Administrator Log. You can view

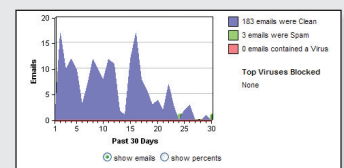
changes according to a specific date range, control panel area, or action. You can also sort the list according to any heading (date and time, user, etc.).

### Viewing Statistics

The Statistics feature displays information about email messages being sent and received from your domain. It is updated each evening.

Domain	Emails	Spam (40%)	Spam Blocked (40%)	Sent	Spam (40%)	Spam Blocked (40%)	Viruses	Logins	Trainers	Webmail		
mydomain.com	6	0.02	0	29	0.93	0	1	2	0	2518	0	1301

1. Click the [Statistics](#) link.
2. Select a domain from the [Domain](#) list.
3. To adjust the date and range, make changes in the [Date](#) section, and then click the [Go](#) button.



4. To view the statistics as a graph, click the domain name, as it appears in the Domain column.

# My Account

## Adding a New Administrator

1. Click the [My Account](#) link.
2. Click the [Administrators](#) link.
3. Click the [Add Administrator](#) button.

4. Enter the following information in the spaces provided:
  - **Administrative ID**—Enter a unique name for the account.
  - **Type**—Select the level of security the administrator will have:
    - **Super**—Allows full access to the control panel, and includes the ability to create and manage administrator accounts.
    - **Standard**—Allows full access to the control panel, but does not include the ability to create and manage administrator accounts.
    - **Limited**—Allows access to only the control panel areas you specify. (You will select the specific areas after clicking the [Add ID](#) button.)
  - **Password**—Enter a password for this administrator account.
  - **Re-type Password**—Retype the password.
5. In the [Security Settings](#) section, indicate whether the administrative password should never expire, or expire after a specific number of days.
6. To allow this administrator to log in to the control panel from multiple locations (or multiple browser windows) at the same time, check the [Allow simultaneous logins using this Administrative ID](#) box.
7. If you want the administrator to be able to access the control panel only from a specific IP address (or up to 3 IP addresses), check the [Password Restricted to IP Address\(es\)](#) box and enter the IP addresses in the space provided.
8. In the [Optional Information](#) section, enter additional information about the administrator, as desired.

9. To sign up for email notifications and alerts, enter the administrator's email address in the [Email Address](#) field.
10. Click the [Save](#) button.
11. If you indicated that this administrator has "Limited" access, you will be prompted to select which areas the administrator can access. When you are done, click the [Save](#) button.

## Editing or Disabling an Administrator

To make changes to an administrator's settings, select [My Account / Administrators](#), and then click the administrator name, as it appears in the Administrator column. Or, to adjust a Limited Admin's permission settings, click the administrator's [Permissions](#) link.

To disable an administrator, click the [Disable](#) link. Or, to disable several administrators, check the box next to each administrator and then select [Disable](#) from the [Select Action](#) drop-down menu.

## Updating your Contact and Billing Information

If we ever need to contact you, we will use the contact information stored in your control panel's Contact Info section. Please keep this information up to date.

To make changes to your contact and billing information, select [My Account / Billing Information](#) or [My Account / Company Contacts](#). Click the [Edit](#) links and make changes, as desired.

## Viewing Invoice History

To view your invoices, select [My Account / Invoice History](#).