Table of Contents

Company DNS Entries ............................................................................................................................................................. 2
OWA Address .......................................................................................................................................................................... 2
Portal Access: ...................................................................................................................................................................... 2
Adding New Users / Resources ............................................................................................................................................... 3
Assign Services to New Users ................................................................................................................................................. 4
Managing Users ...................................................................................................................................................................... 5
Adding a Domain to your Company ........................................................................................................................................ 5
Adding a Distribution List: ........................................................................................................................................ 6
*** This document is meant for company admins who have elevated rights to perform all functions in the portal ***

Company DNS Entries:

The following table documents the correct DNS settings for Fusion Email:

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Address</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>MX</td>
<td>Yourdomain.com</td>
<td>west.smtp.mx.exch122.serverdata.net</td>
<td>10</td>
</tr>
<tr>
<td>TXT (SPF)</td>
<td>Yourdomain.com</td>
<td>Add: include:spf.serverdata.net -all</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New: v=spf1 include:spf.serverdata.net -all</td>
<td></td>
</tr>
<tr>
<td>CNAME</td>
<td>autodiscover</td>
<td>ar-west.exch122.serverdata.net</td>
<td>NA</td>
</tr>
</tbody>
</table>

Notes:

- TTL should be set to 5 minutes or 300 seconds to allow for quicker propagation to the internet.

OWA Address:

You can access your email online using a web browser. For the OWA (Outlook Web Application), use the following URL: Outlook Web App

Portal Access:

You can access your control panel by browsing to Control Panel and logging in with your admin account and password.
Once logged into the portal, you will see the following, this is the home page with access to all of the company settings:

Adding New Users / Resources:

There should always be one user present in the new company. This is the admin account that was setup when the company was initially created. In order to add a new email mailbox you must first create a user. For a new user, click the Create User button.
The options are displayed for the user account. Click any services you want on the account and fill in the fields.

**Create new user**

Using the form below, you can add users one at a time or multiple users at once.

You can also import multiple users from TXT, CSV files and DirectoryLink.

- **Cloud Email**
  - Exchange
  - OWA-Only Mailboxes
- **Skype for Business**

**Name**

**Email address**

**Password**

- User resets the password on the first login

- Active email of this user
- Prefill with my email
- Prefill with my mobile

Click the Create User button

**Assign Services to New Users:**

Once the user account is created, you can assign services such as a Complete or Basic mailbox and Skype for Business and Email Archiving by clicking the username, selecting the service you want to enable, and clicking Enable <Service>.
Managing Users:
You can make changes to a user, such as resetting a password, changing password settings, basic user information, and setting permissions. Make changes to a user by clicking Users and click the user you want to change.

Adding a Domain to your Company:
To add a new domain:
1. Navigate to HostPilot
2. In the Add Existing Domain section, type your domain name in the blank box, Important: if you would like to restrict the automatic creation for email objects with this domain alias, select the check box and click the Add button. You will NOT be able to set excluded domain as your default domain.
4. If there are no errors, you should see the blue notification message **Domain has been successfully added (more details)**.

![Notification Message]

6. If you would like to add another domain, you can do this on the **Domain** page. Once the domain is added, email aliases at this domain are automatically added to all mailboxes, distribution lists and public folders on your account. If you would like to make these aliases primary (reply-as) email addresses, the domain must be made a **default** one.

**Note:** in case your account has Policy-based encryption module enabled, make sure that you have Compliance checked under Account contacts > Roles > Technical Administrator > Exchange. If it's not checked, you won’t be able to add a new domain to the account.

---

**Adding a Distribution List:**

To add a distribution list to a company, from the company homepage, click Exchange Email:

![Exchange Email]

Click Distribution Lists and click Create Distribution List:
Type the distribution list Name and Email address. You can also choose a domain if you have more than one in your account:

Display Name: 
Email Address:  
Domain: QACollaboration.serverdata.net

Create & Add Members

To add members to the distribution list, click Create & Add Members. Search and add members as needed:

Members: test dl

Select the members of this distribution list. You can choose mailboxes, contacts or other distribution lists.

Enter part of Display Names or Email Addresses here. Use semicolons and <Enter> as a separator.

Add

Display Name  Email Address  Type

0 items found (0 total)

Exclude from List  Close

Information for other operations within the Control Panel can be found by clicking the open book icon at the top right of the Control Panel.