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***** 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:

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

Notes:

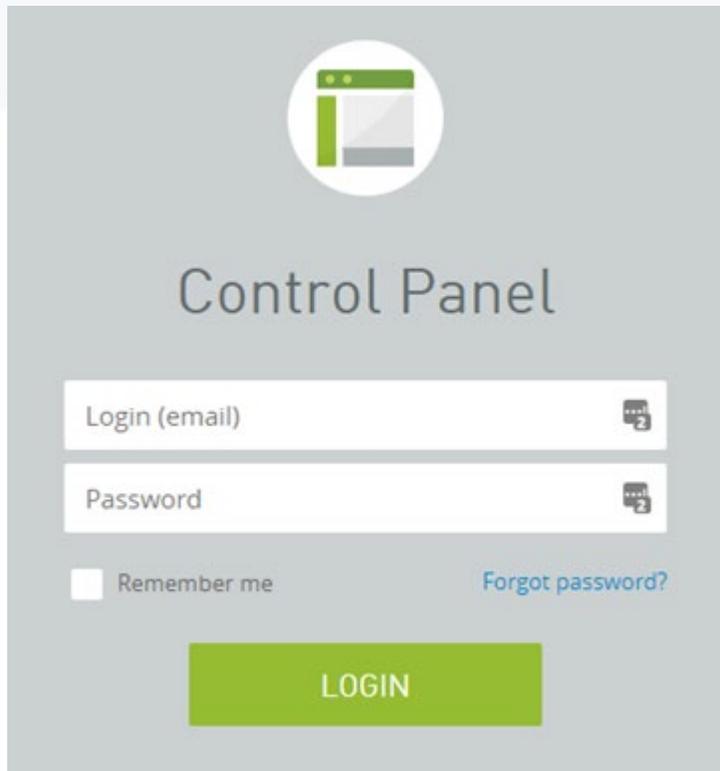
- *TTL should be set to 5 minutes or 300 seconds to allow for quicker propagation to the internet.*

OWA Address:

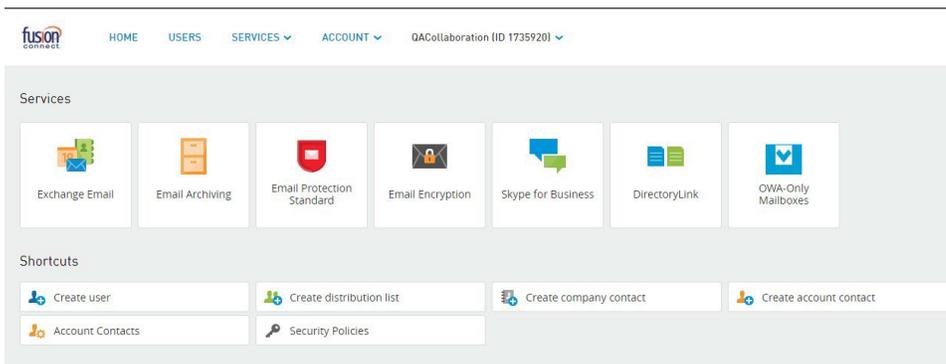
You can access your email online using a web browser. For the OWA (Outlook Web Application), use the following URL: [Outlook Web App](#)

Portal Access:

You can access your control panel by browsing to [Control Panel](#) and logging in with your admin account and password.

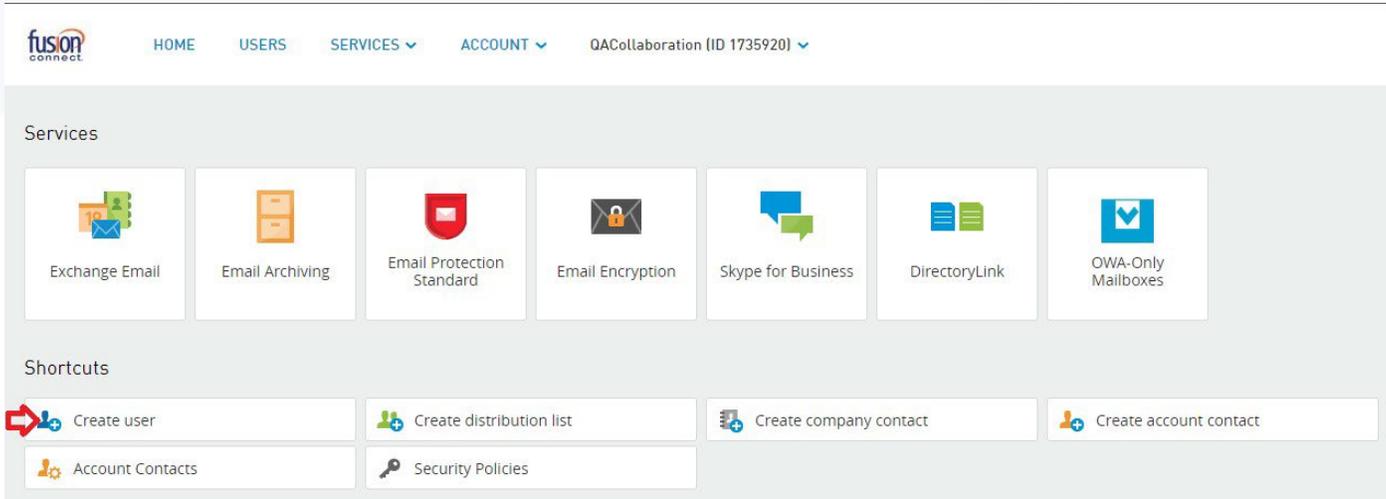


Once logged into the portal, you will see the following, this is the home page with access to all of the company settings:



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.](#)

<input type="checkbox"/> Cloud Email <input type="radio"/> Exchange <input type="radio"/> OWA-Only Mailboxes <input type="checkbox"/> Skype for Business ⓘ	Name	<input type="text"/>	
	Email address	<input type="text"/>	
	Password	<input type="password"/>	Generate password
	Send password to	<input type="checkbox"/> User resets the password on the first login <input type="checkbox"/> Active email of this user <input type="checkbox"/> +1 ▾ <input type="text"/>	Prefill with my email Prefill with my mobile

[Add another user](#)

[Create user](#)

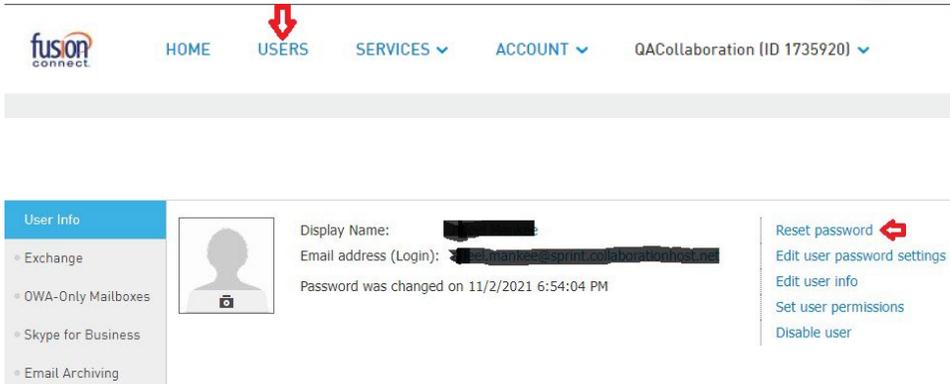
Click the Create User button

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:

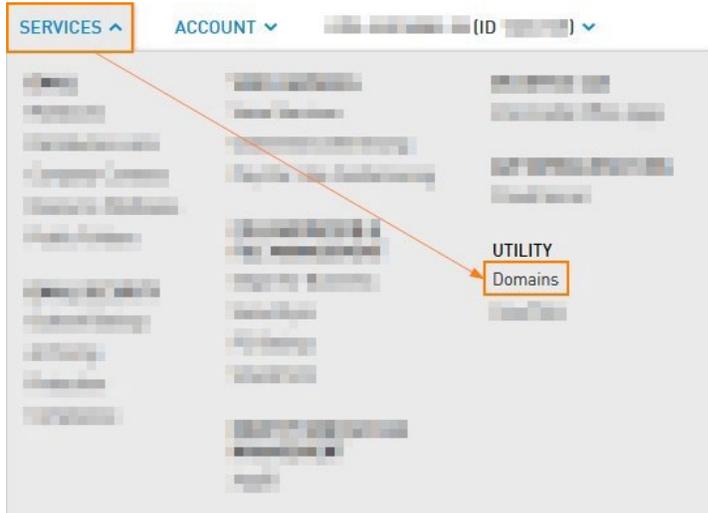
You can make changes to a user, such as resetting a password, changing password settings, basic user information, and setting permissions. Make changes to a user by clicking Users and click the user you want to change.



Adding a Domain to your Company:

To add a new domain:

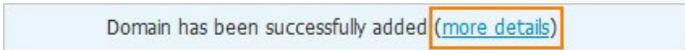
1. Navigate to *HostPilot*



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.



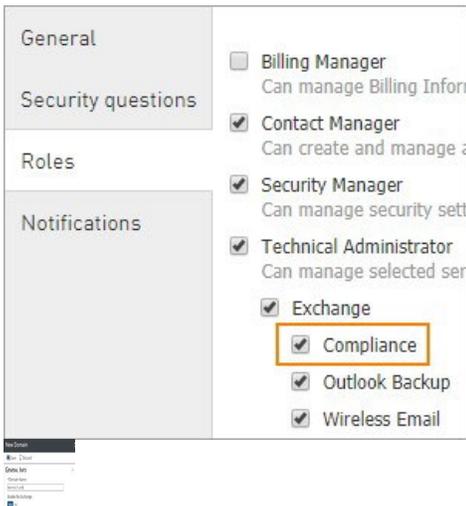
4. If there are no errors, you should see the blue notification message **Domain has been successfully added (more details)**.



6. If you would like to add another domain, you can do this on the **Domain** page.

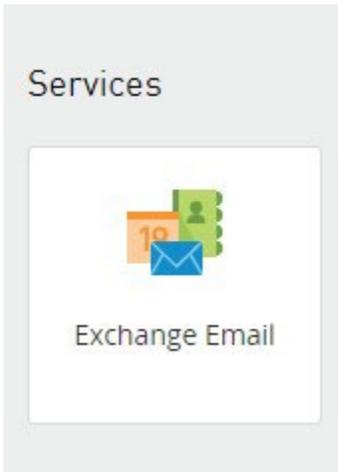
Once the domain is added, email aliases at this domain are automatically added to all mailboxes, distribution lists and public folders on your account. If you would like to make these aliases primary (reply-as) email addresses, the domain must be made a **default** one.

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:



Click Distribution Lists and click Create Distribution List:

Email

- Mailboxes
- Distribution Lists**
- Company Contacts
- Resource Mailboxes

[+ Create New Distribution List](#)

Distribution lists allow you to set up a single email address that

Display Name

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: @ QACollaboration.serverdata.net [\[Add domain \]](#)

[Create & Add Members](#)

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

Members: test dl [Close]

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] [Person]

[Add](#)

[Apply Filter](#) [Clear Filter](#)

<input type="checkbox"/> Display Name	Email Address	Type
This distribution list doesn't have any members yet.		

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.

Search users, pages and more [Search] [Open Book] [User Profile]