

---

## Table of Contents

Company DNS Entries .....	2
OWA Address .....	2
Portal Access: .....	3
Adding New Users / Resources .....	3
Assign Services to New Users.....	5
Resetting a Password.....	7
Adding a Domain to your Company .....	8
Adding a Distribution List: .....	10
How to Forward an Email address: .....	14
Upgrading/Downgrading Mailbox Type.....	16

**\*\*\* 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/Weight
MX	Yourdomain.com	cluster10.us.messagegels.com	10
MX	Yourdomain.com	cluster10a.us.messagegels.com	20
TXT	@	FusionValidate	NA
TXT	Yourdomain.com	Add: include:spf.messagegels.com New: v=spf1 include:spf.messagegels.com ~all	NA
CNAME	autodiscover	autodiscover.h02.fusionemail.net	NA

### Notes:

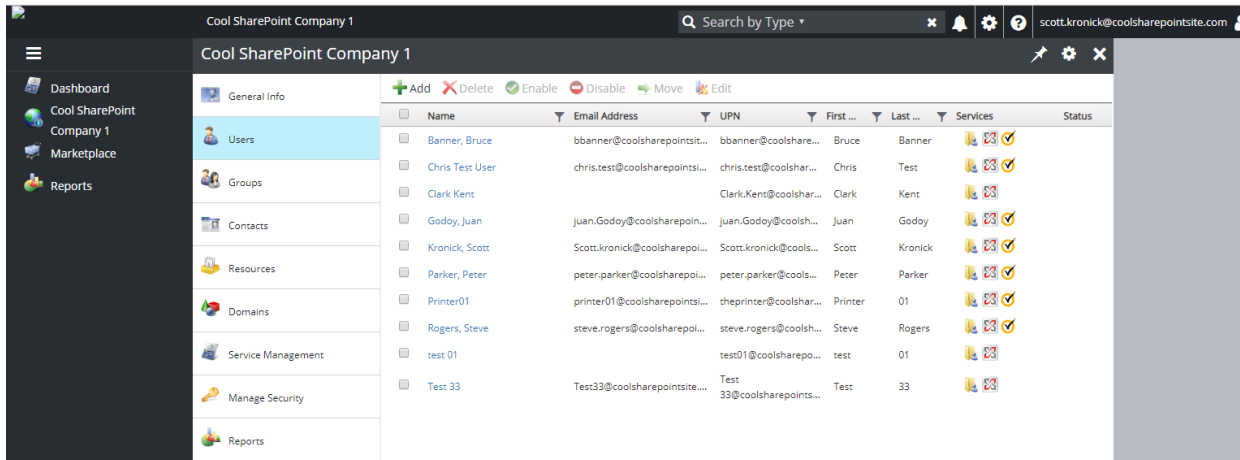
- *TXT record FusionValidate is case sensitive and must be in place before mail will flow. This is used to validate domain ownership by our Antivirus services*
- *TTL should be set to 5 minutes or 300 seconds to allow for quicker propagation to the internet.*

## OWA Address:

You can access your email online using a web browser. (Outlook Web Application) Use the following URL:  
<https://mail.h02.fusionemail.net>

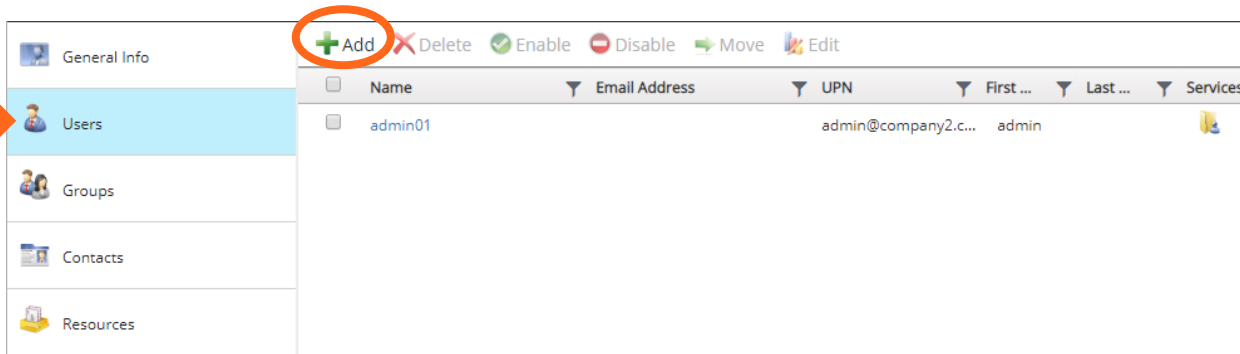
## Portal Access:

You can access your control panel by using your email address and password: <https://cp.fusionconnect.com/>  
Once logged into the portal, you will see the following, this is the home page with access to all of the company settings:



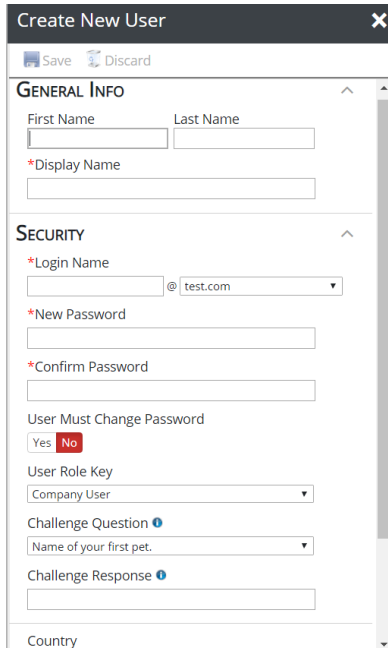
## Adding New Users / Resources:

In order to add a new email address you must first add a new user.  
For a new user, make sure the Users section is highlighted and click Add



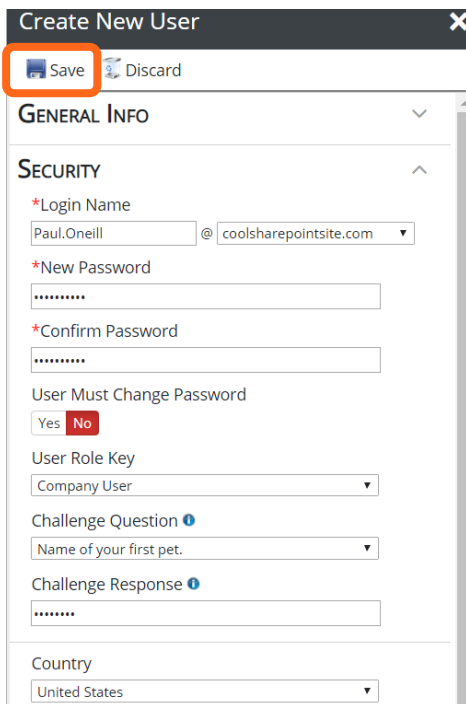
# Control Panel-Company Admin Guide

The options are displayed for the user account. Fill in all required fields (\*) along with the Challenge Response section.



\*\*\* Please note, you can use the Challenge Message/Response section to allow users to reset their passwords when logging into the control panel.

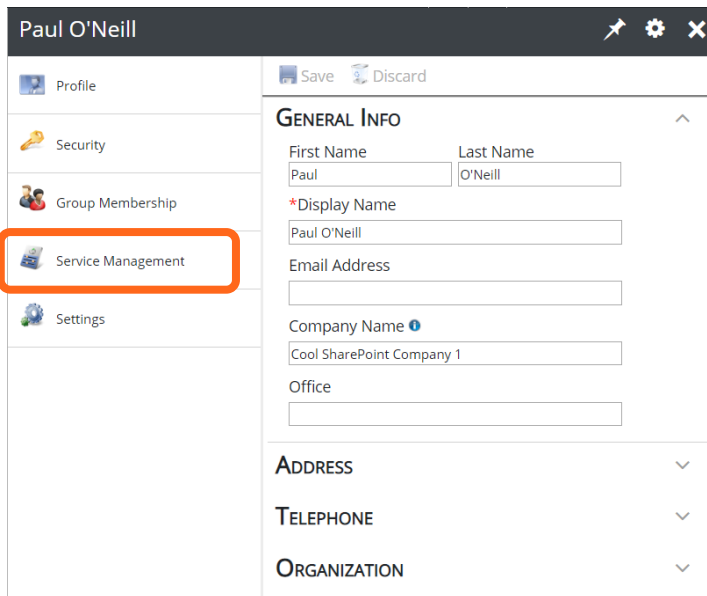
Click out of the last field so the **Save** button is enabled. Click **Save** to create the user account.



Once the cursor is no longer active in the Challenge Response field, the Save button is enabled

## Assign Services to New Users:

Once the user account is created, you can assign services such as Exchange2016 (for a Complete or Basic mailbox) and Symnatec Email Security by clicking the username and selecting **Service Management**:



Paul O'Neill

Profile | Save | Discard

**GENERAL INFO**

First Name: Paul | Last Name: O'Neill

\*Display Name: Paul O'Neill

Email Address: [Empty]

Company Name: Cool SharePoint Company 1

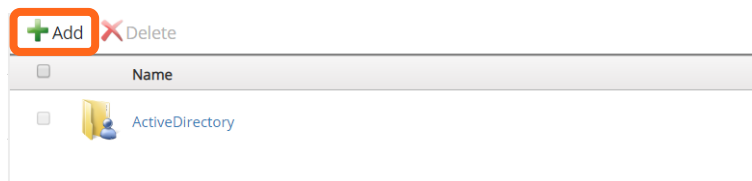
Office: [Empty]

ADDRESS [Dropdown]

TELEPHONE [Dropdown]

ORGANIZATION [Dropdown]

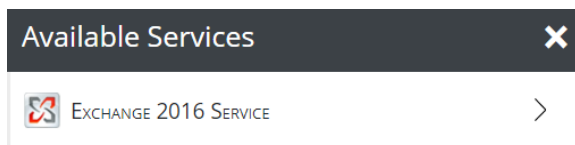
Click Add to view Available Services:



+ Add | X Delete

Name
ActiveDirectory

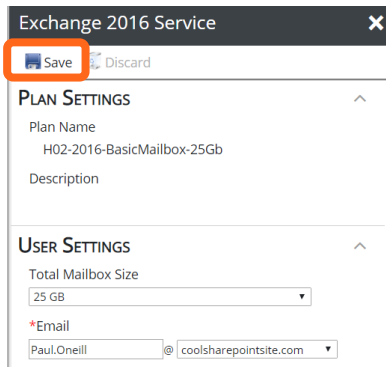
Click the Service to add



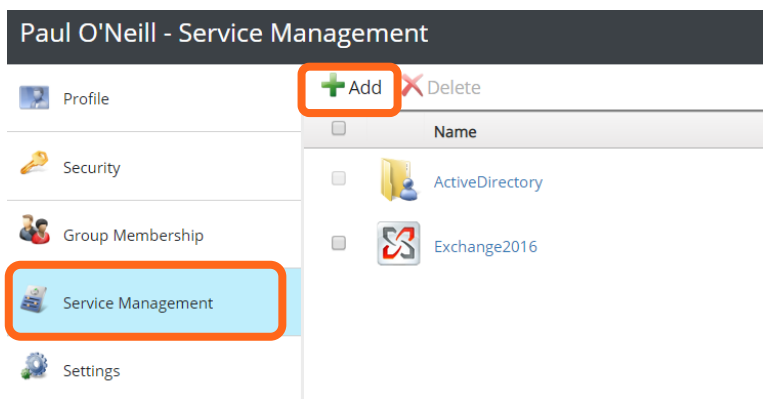
Available Services

EXCHANGE 2016 SERVICE

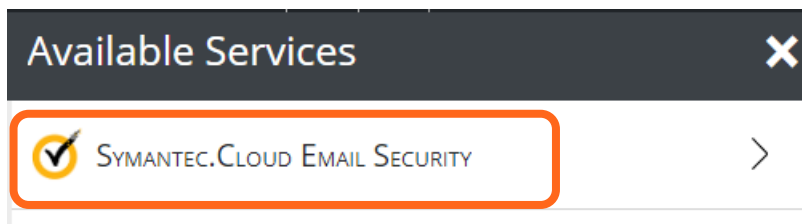
Click Save to add the service to the user:



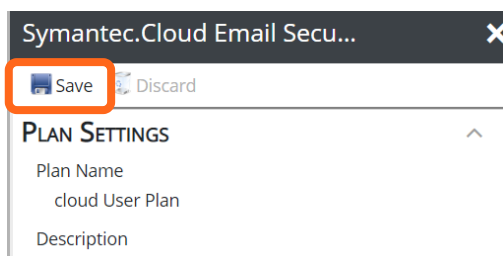
Once the Exchange service is added, return to Service Management and click Add to add SymantecCloud to the user.



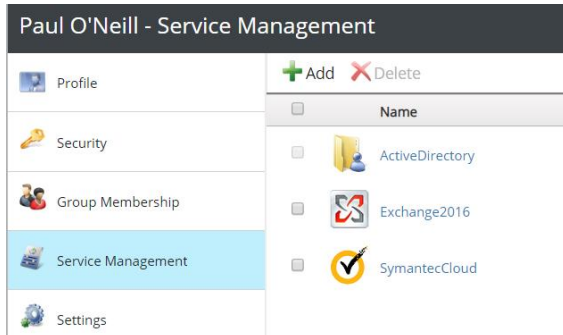
Under Available Services Click Symantec.Cloud Email Security:



Click Save:

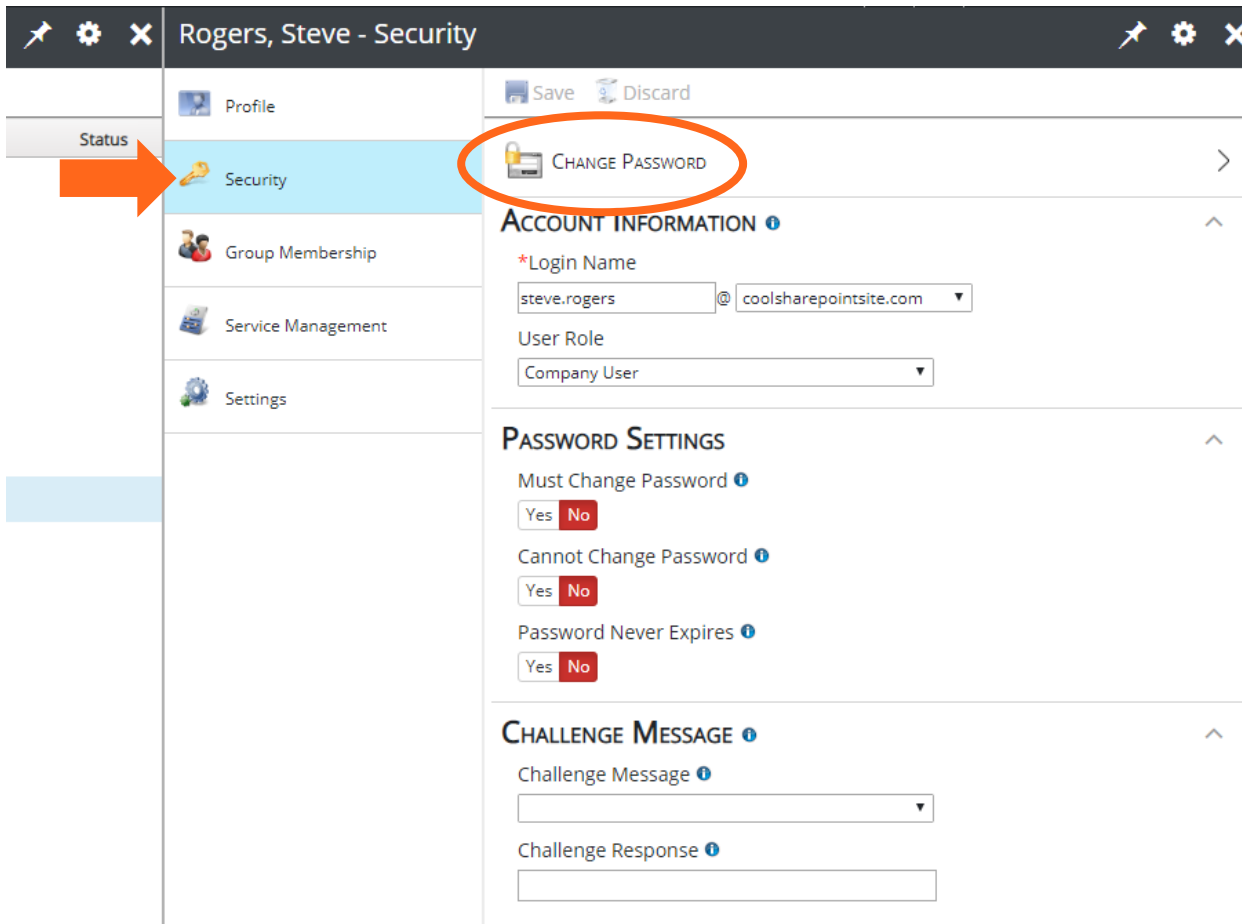


The mailbox type and email security services are now displayed for the user under Service Management:



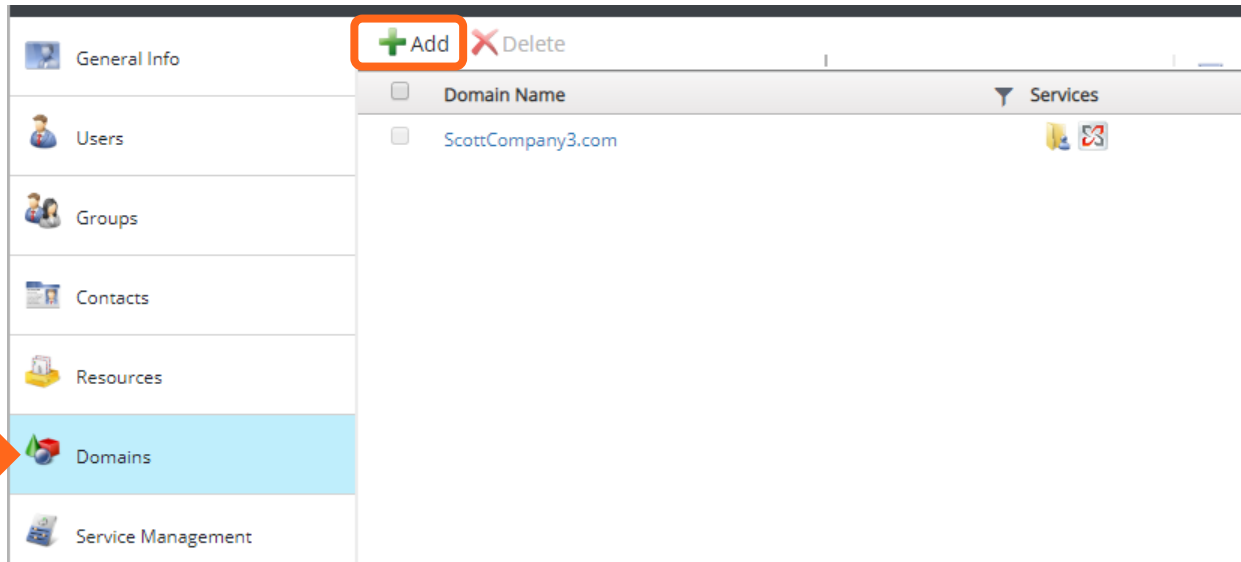
## Resetting a Password:

To reset a user's password through the control panel, navigate to the user and click **Security**. Once there, click Change Password.

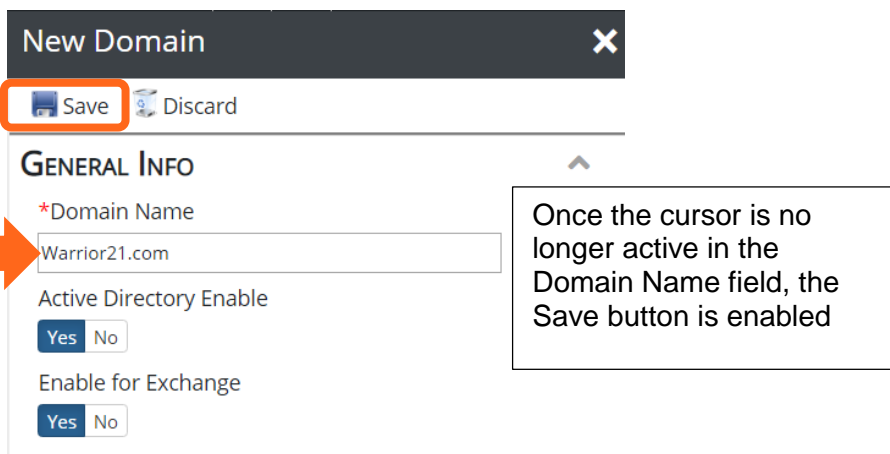


## Adding a Domain to your Company:

To add an additional domain to your company, click Domains and click **Add**:



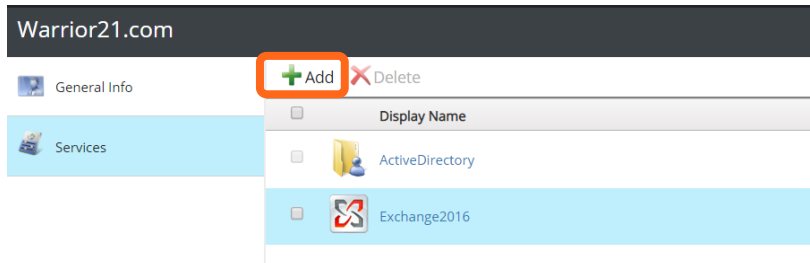
Type the domain name (Exchange should be enabled) and click Save:



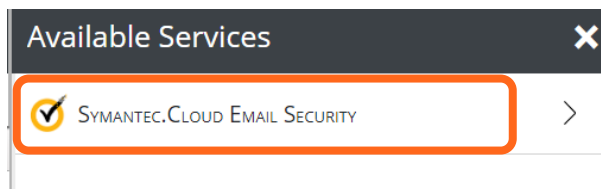


**Important:** In order to successfully add Symantec Email Security, the domain must have a TXT record in place of "FusionValidate"

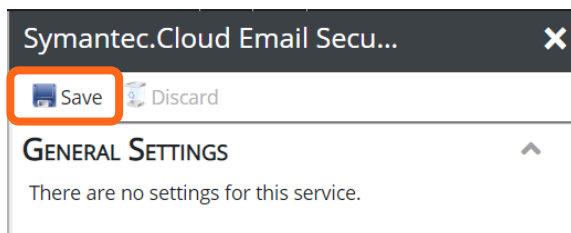
To Add the Symantec Email security service, with Services selected, Click Add:



Click Symantec.Cloud Email Security:

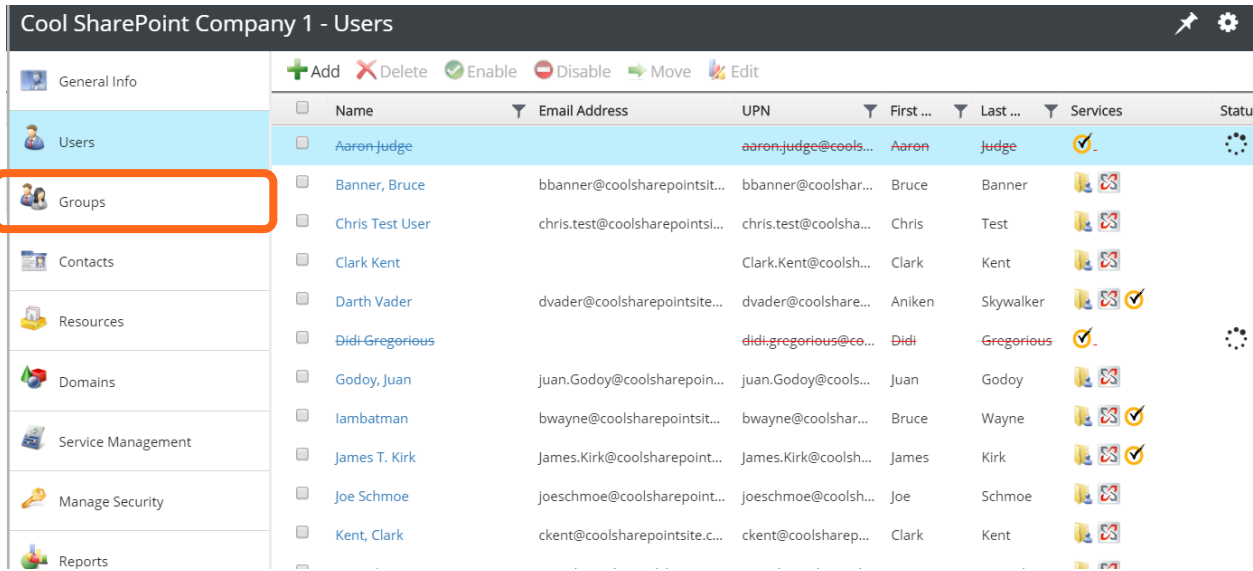


Click Save:



## Adding a Distribution List:

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

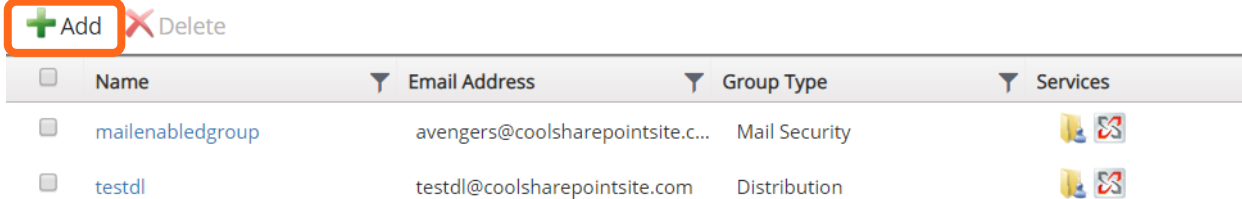


Cool SharePoint Company 1 - Users

General Info | + Add | X Delete | Enable | Disable | Move | Edit

Name	Email Address	UPN	First ...	Last ...	Services	Statu
Aaron Judge		aaron.judge@cools...	Aaron	Judge	✓	
Banner, Bruce	bbanner@coolsharepointsit...	bbanner@coolshar...	Bruce	Banner		
Chris Test User	chris.test@coolsharepointsi...	chris.test@coolsha...	Chris	Test		
Clark Kent		Clark.Kent@coolsh...	Clark	Kent		
Darth Vader	dvader@coolsharepointsite...	dvader@coolshare...	Aniken	Skywalker		
Didi Gregorious		didi.gregorious@co...	Didi	Gregorious	✓	
Godoy, Juan	juan.Godoy@coolsharepoin...	Juan.Godoy@cools...	Juan	Godoy		
Iambatman	bwayne@coolsharepointsit...	bwayne@coolshar...	Bruce	Wayne		
James T. Kirk	James.Kirk@coolsharepoint...	James.Kirk@coolsh...	James	Kirk		
Joe Schmoe	joeschmoe@coolsharepoint...	joeschmoe@coolsh...	Joe	Schmoe		
Kent, Clark	ckent@coolsharepointsite.c...	ckent@coolsharep...	Clark	Kent		

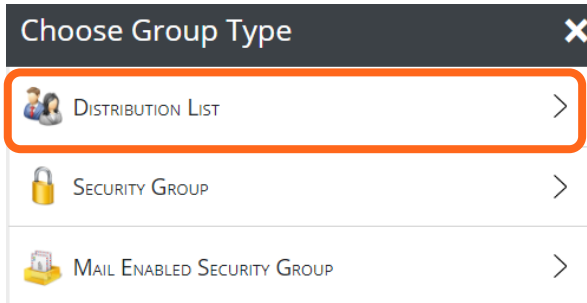
Click Add:



+ Add | X Delete

Name	Email Address	Group Type	Services
mailenabledgroup	avengers@coolsharepointsite.c...	Mail Security	
testdl	testdl@coolsharepointsite.com	Distribution	

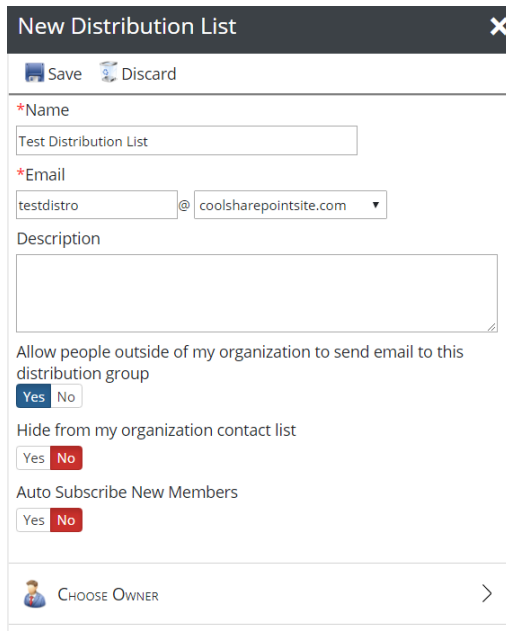
Click Distribution List:



Choose Group Type

- DISTRIBUTION LIST
- SECURITY GROUP
- MAIL ENABLED SECURITY GROUP

Type the distribution list Name and Email address. You can also select options and an owner as applicable:



**New Distribution List** [Close]

Save Discard

**\*Name**  
Test Distribution List

**\*Email**  
testdistro @ coolsharepointsite.com

Description

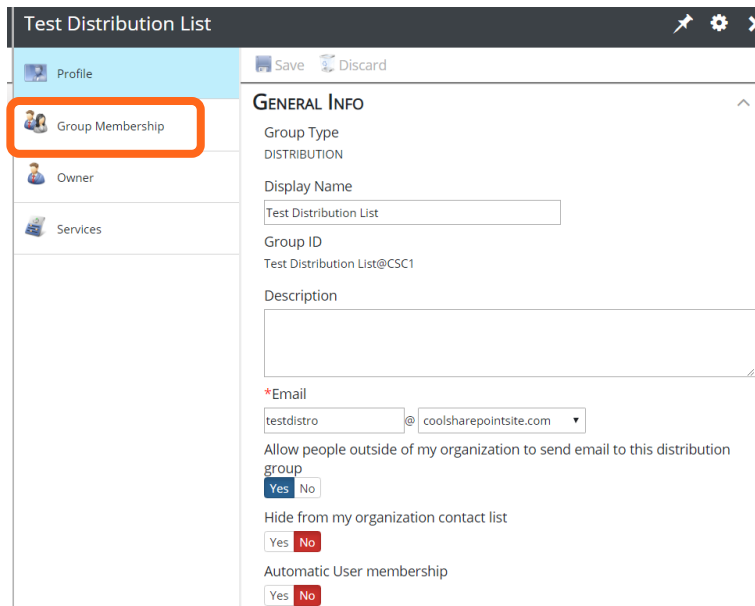
Allow people outside of my organization to send email to this distribution group  
 Yes  No

Hide from my organization contact list  
 Yes  No

Auto Subscribe New Members  
 Yes  No

CHOOSE OWNER >

To add members to the distribution list, click Group Membership:



**Test Distribution List** [Share] [Settings] [Close]

Profile

**Group Membership**

Owner

Services

**GENERAL INFO**

Group Type  
DISTRIBUTION

Display Name  
Test Distribution List

Group ID  
Test Distribution List@CSC1

Description

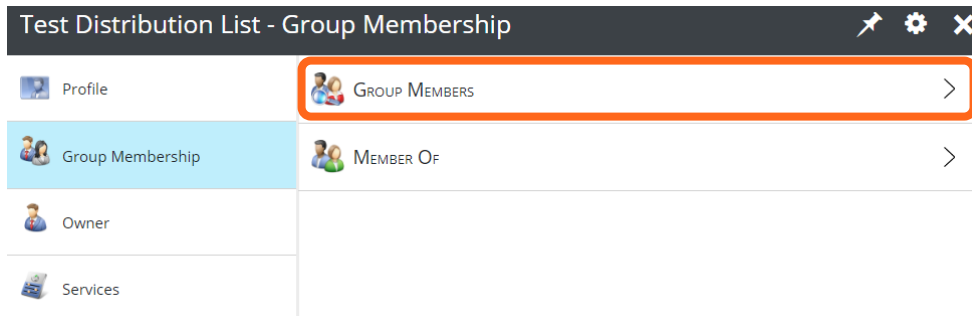
**\*Email**  
testdistro @ coolsharepointsite.com

Allow people outside of my organization to send email to this distribution group  
 Yes  No

Hide from my organization contact list  
 Yes  No

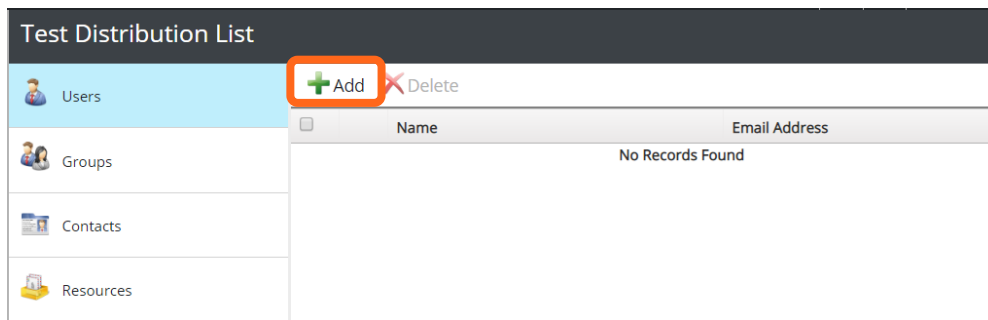
Automatic User membership  
 Yes  No

Click Group Members:



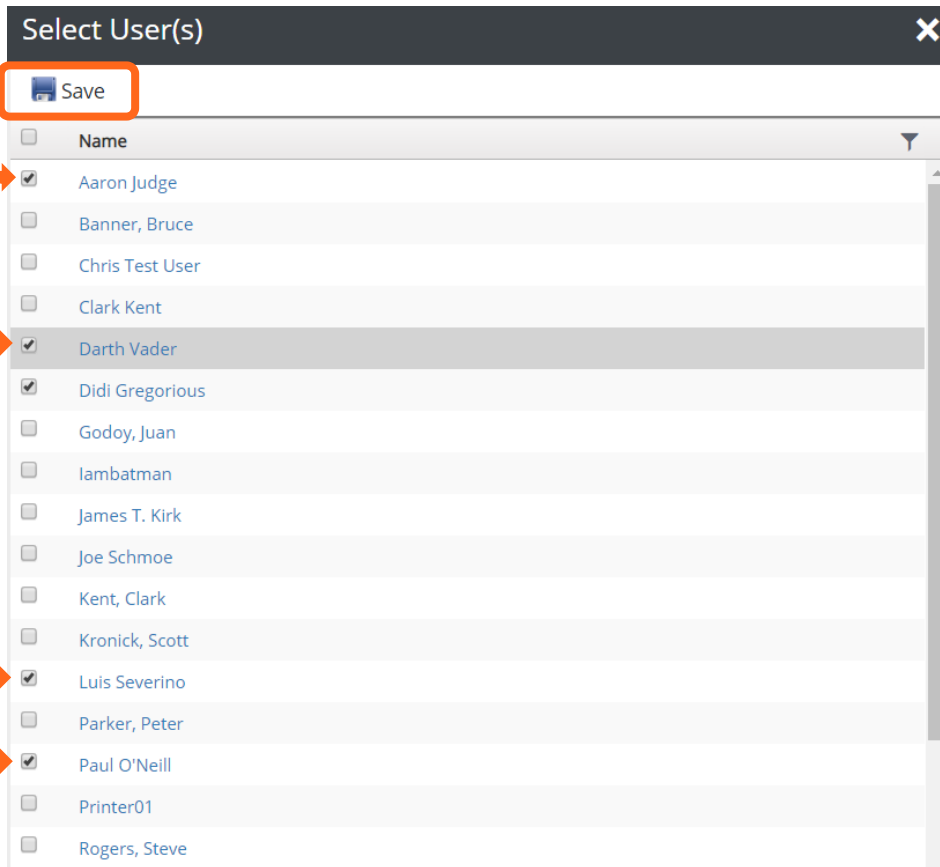
The screenshot shows a window titled "Test Distribution List - Group Membership". On the left is a sidebar with menu items: Profile, Group Membership, Owner, and Services. The "Group Membership" item is highlighted in light blue. The main content area shows two items: "GROUP MEMBERS" (with a group icon and a right arrow) and "MEMBER OF" (with a person icon and a right arrow). The "GROUP MEMBERS" item is highlighted with an orange border.

Click Add:



The screenshot shows a window titled "Test Distribution List". On the left is a sidebar with menu items: Users, Groups, Contacts, and Resources. The "Users" item is highlighted in light blue. The main content area has a header with a checkbox, "Name", and "Email Address". Below the header, it says "No Records Found". In the top right of the main area, there are two buttons: "+ Add" (highlighted with an orange border) and "X Delete".

Select users and click Save:

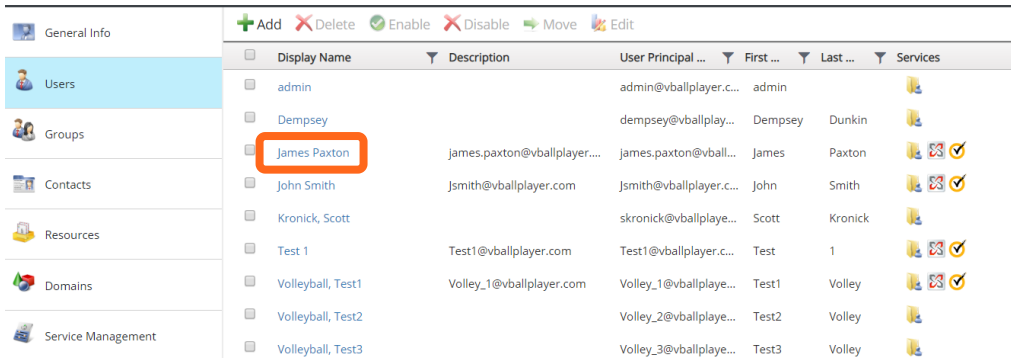


The screenshot shows a dialog box titled "Select User(s)" with a close button (X) in the top right corner. Below the title bar, there is a "Save" button with a floppy disk icon, which is highlighted by an orange rectangular box. Below the "Save" button is a list of users with checkboxes next to their names. The following users have their checkboxes checked: Aaron Judge, DARTH Vader, Didi Gregorious, Luis Severino, and Paul O'Neill. Orange arrows point to each of these checked checkboxes. The rest of the users in the list have unchecked checkboxes.

Name	Selected
Aaron Judge	Yes
Banner, Bruce	No
Chris Test User	No
Clark Kent	No
DARTH Vader	Yes
Didi Gregorious	Yes
Godoy, Juan	No
Iambatman	No
James T. Kirk	No
Joe Schmoe	No
Kent, Clark	No
Kronick, Scott	No
Luis Severino	Yes
Parker, Peter	No
Paul O'Neill	Yes
Printer01	No
Rogers, Steve	No

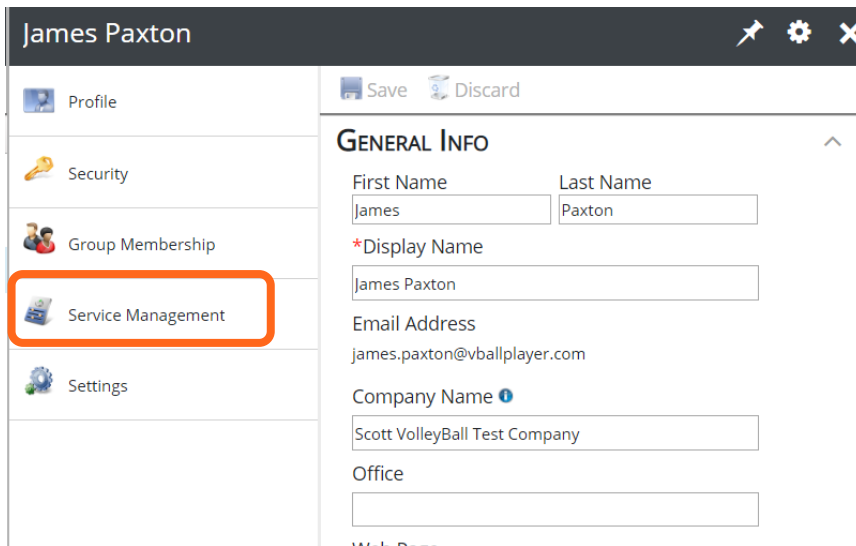
## How to Forward an Email address:

Select the user to forward:



Display Name	Description	User Principal ...	First ...	Last ...	Services
admin		admin@vballplayer.c...	admin		
Dempsey		dempsey@vballplay...	Dempsey	Dunkin	
<b>James Paxton</b>	james.paxton@vballplayer....	james.paxton@vball...	James	Paxton	
John Smith	jsmith@vballplayer.com	jsmith@vballplayer.c...	John	Smith	
Kronick, Scott		skronick@vballplaye...	Scott	Kronick	
Test 1	Test1@vballplayer.com	Test1@vballplayer.c...	Test	1	
Volleyball, Test1	Volley_1@vballplayer.com	Volley_1@vballplaye...	Test1	Volley	
Volleyball, Test2		Volley_2@vballplaye...	Test2	Volley	
Volleyball, Test3		Volley_3@vballplaye...	Test3	Volley	

Select Service Management:



James Paxton

Profile | Security | Group Membership | **Service Management** | Settings

Save | Discard

### GENERAL INFO

First Name: James | Last Name: Paxton

\*Display Name: James Paxton

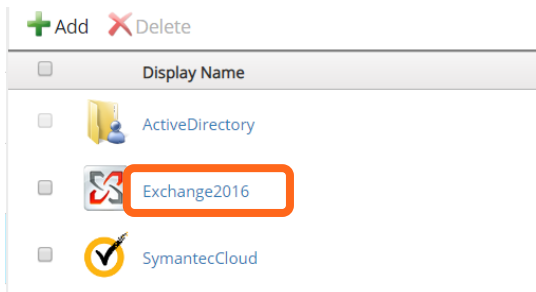
Email Address: james.paxton@vballplayer.com

Company Name: Scott VolleyBall Test Company

Office:

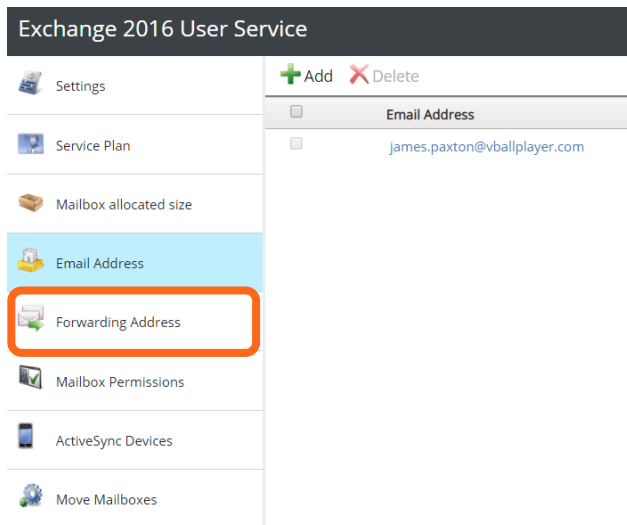
Web Page:

Select Exchange2016:

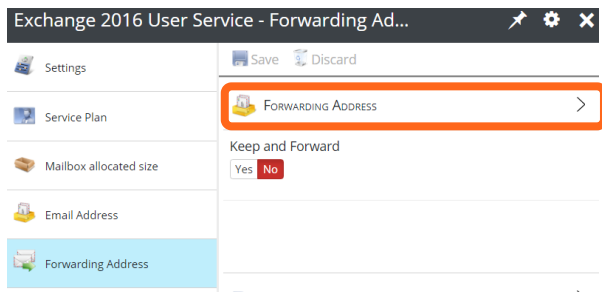


Display Name
ActiveDirectory
<b>Exchange2016</b>
SymantecCloud

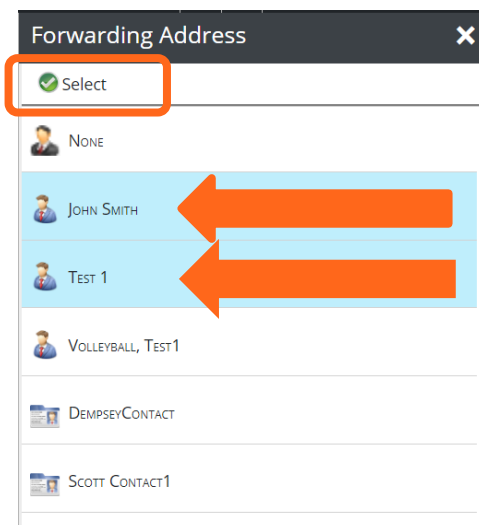
Click Forwarding Address:



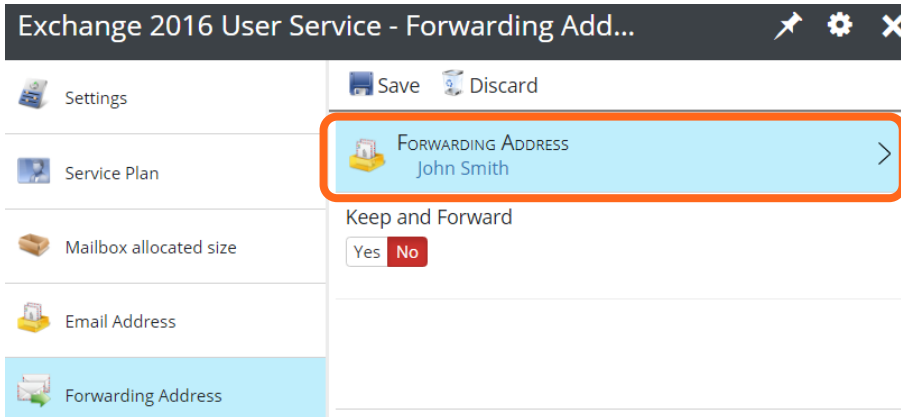
Click Forwarding Address:



Select the Contact(s) to forward to and click Select:

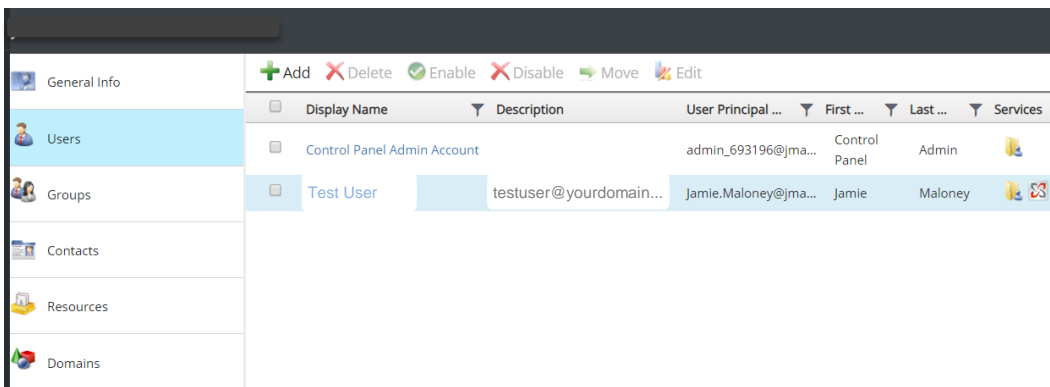


The email address is forwarded:

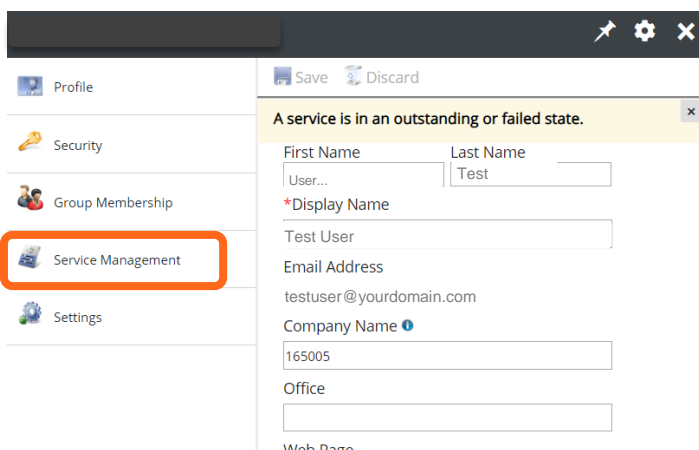


## Upgrading/Downgrading Mailbox Type

To change the type of mailbox, select the user to upgrade/downgrade:

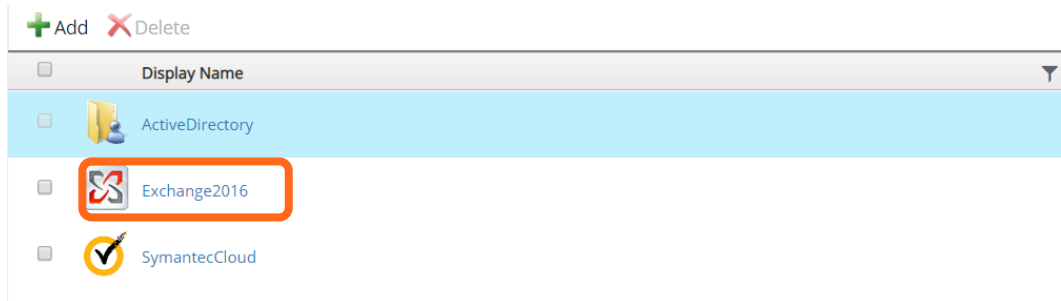


Click Service Management:

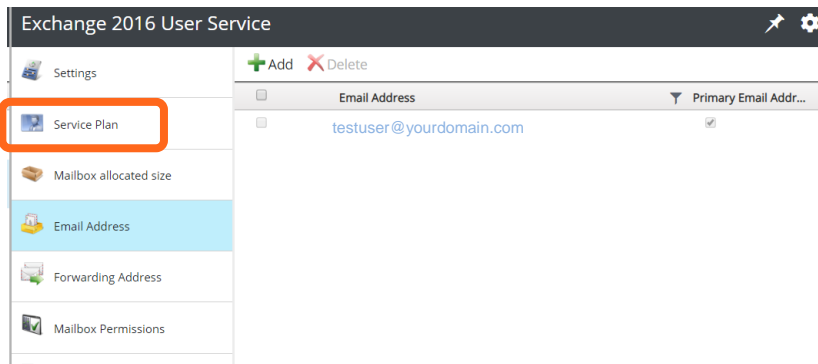




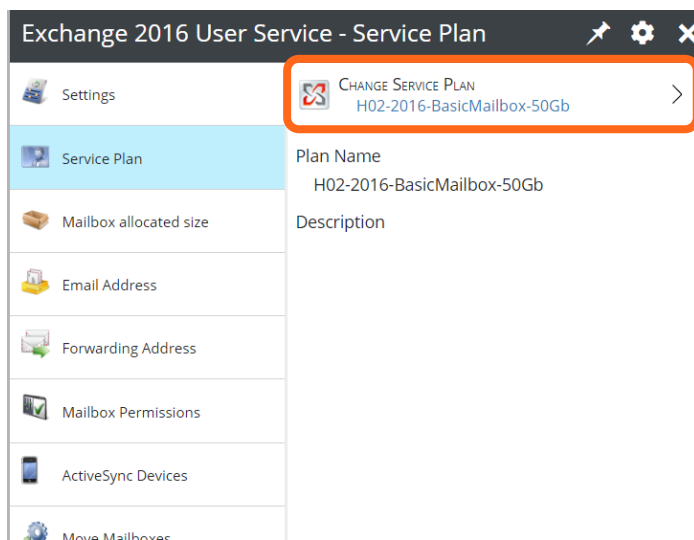
Click Exchange2016:



Click Service Plan:






Click Change Service Plan:





Select the new mailbox type:

Available Plans ✕

-  H02-COMplete MAILBOX >
-  H02-2016-BASICMAILBOX-ACTIVESYNC-50GB >
-  H02-2016-BASICMAILBOX-25GB >

Click Save:

Plan Settings ✕

 Save  Discard

Plan Name  
H02-Complete Mailbox

Description