HGC SUPERHUB HOSTED EXCHANGE SMART PANEL 2013 USER GUIDE

V2015.12

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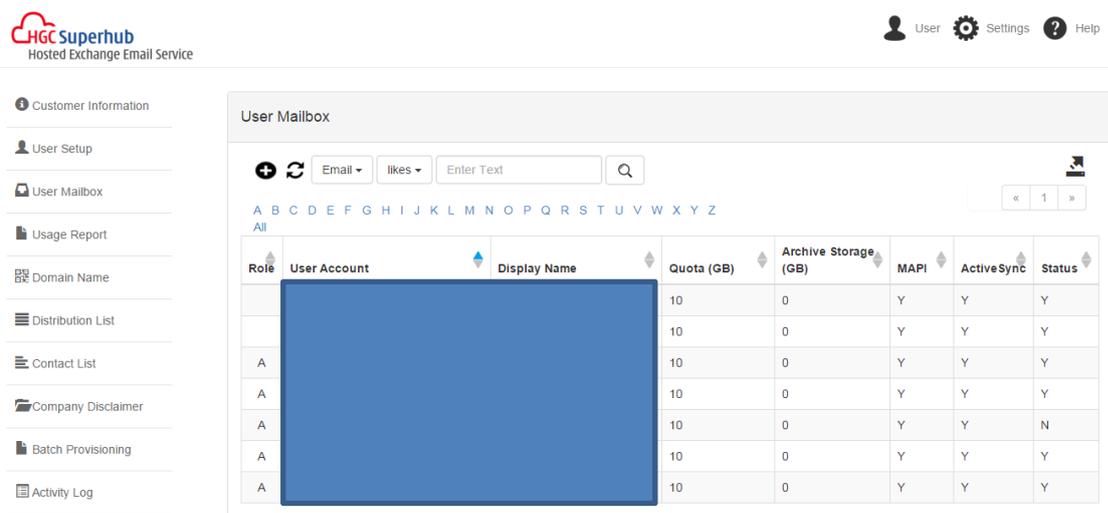# 1.   Login to Smart Panel 2013

Go to http://cp.hgcbizmail13.com, type your username and password and click "Log In"

Note: The Smart Panel 2013 is designed to work with multiple browser versions but we can only guarantee it works perfectly on below browsers:

- Internet Explorer 11
- Chrome ver. 47.0.2526
- Firefox is not supported.

You will see page below after login.

2. Customer Information

2.1 Company Information

This page will display the circuit number for your company.

Only designated admin users are granted access to this Smart Panel 2013.

Company Information				
Company Name				
BBB				
Company Address				
Enter Text				
Billing Address				
Enter Text				

Contact Name	Email Address	Title	Business Phone	Role
No record found				

2.2 User Setup

User may create standard mailbox setting (storage size and features) for new users to be created in the smart panel.

The entire features are as follow (On = Enable, OFF = Disable):

a. MAPI: For user using Outlook or Entourage client to sync calendar, personal contact, messages with the server.

b. ActiveSync: For mobile user using mobile device(s) to sync calendar, personal contacts, messages with the server.

c. OWA: Outlook Web Access, able to access email using any bowser.

d. POP3: Enable the server to fetch email from external, 3rd party, POP3 server on a per-user/per-account basis.

e. IMAP4: Allow an e-mail client to access e-mail on a remote mail server.

f. Hide from Address Book: Hide the user account from global address list.

g. SCL Threshold of Junk Message: Anti Spam filter rating of specified value will be considered junk mail (details please refer to session 2.4)

h. SCL Threshold of Reject Message: Anti Spam filter rating of specified value will drop the message (details please refer to session 2.4).

* Archive mailbox is not included in existing service offering.

User Setup	
Mailbox Storage (GB)	10
Achive Mailbox Storage (GB)	0
MAPI	ON
ActiveSync	ON
OWA	ON
POP3	ON
IMAP4	ON
Archive	OFF
Hide From Address Book	OFF
SCL Threshold of Junk Message (0-9)	7
SCL Threshold of Reject Message(0-9)	8

Save

2.3 User Mailbox

Display all users and subscription summary.

Role: Admin users will be marked with an "A"

User Account: Email address created

Display Name: Name displayed for the mailbox

Quota (GB): Storage Quota

Archive Storage (GB): Archive mailbox is not included in existing service offering.

MAPI/ ActiveSync: Y = Enable, N = Disable

Status: Y = Normal, N = Suspended

Left click on **User Account** and you can find below options:
a) Profile: User Profile setting
b) Reset Password: Password reset
c) Email Address: Alias setting
d) Quota: Storage quota
e) Delivery Option: email send/ receive options
f) Spam: Spam Confidence Level (SCL) setting
g) Advanced: Advanced setting
h) Delete Mailbox: Delete the selected mailbox

2.3.1 Profile

You can edit user information in this page.

* Account status: Normal / Suspended

2.3.2 Reset Password

You can reset user password for individual user.

2.3.3 Email Address

You can modify the email address of a selected user by adding alias to existing email address.

Alias is an alternative email address to the primary one. You can set up alias with various user names and domain names (if applicable).

2.3.4 Quota

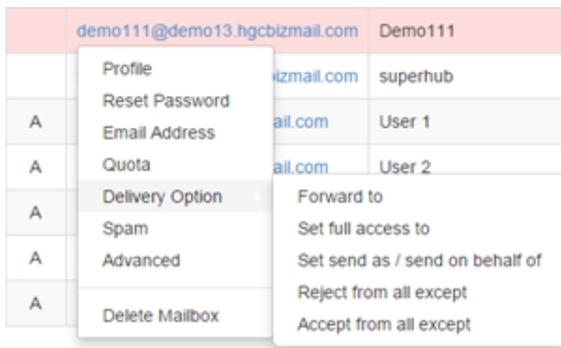You can modify the quota limit(s) of a selected user.

* Archive mailbox is not included in existing service offering.

2.3.5 Delivery Option

Forward to - You can setup a forwarding rule to forward message to specific user(s) in Address List.


Note: When auto forwarding is enabled, the recipient may receive duplicated emails if the sender is using our service.

Set full access to - You can add permission of full control access to specific user(s) on your Address List.

This permission allows a delegate to open a user's mailbox and access the contents of the mailbox. However, assigning the Full Access permission doesn't allow the delegate to send mail from the mailbox. You have to assign the delegate the Send As or the Send on Behalf permission to send mail. If you assign the Full Access permission to access a mailbox that is hidden from address lists, the delegate won't be able to open the mailbox.

Set send as/ send on behalf of - You can add permission of send as/ send on behalf for specific user(s) on your address list.
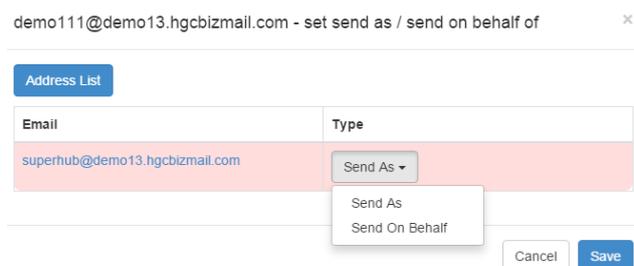
Send As: This permission allows delegates to use the mailbox to send messages. After this permission is assigned to a delegate, any message that the delegate sends from the mailbox will appear to have been sent by the mailbox owner. However, this permission doesn't allow a delegate to sign in to the user's mailbox. It only allows users to open the mailbox. If this permission is assigned to a group, a message sent by the delegate will appear to have been sent by the group.

Send on Behalf: This permission also allows a delegate to use the mailbox to send messages. After this permission is assigned to a delegate, the From address in any message sent by the delegate indicates that the message was sent by the delegate on behalf of the mailbox owner.
The Send on Behalf permission isn't available when configuring permissions for shared mailboxes.

Reject from all except: Block all emails except from the selected mailbox account or contact.

Accept from all except: Accept all email except from the selected mailbox account or contact. Applicable to internal email address only.

2.3.6   Spam

You can move messages to junk-mail folder or even reject the message for selected user if the SCL value is greater than or equal to a special value.

When an email message goes through spam filtering it is assigned a spam score. That score is mapped to an individual Spam Confidence Level (SCL) value and stamped in the X-header of the message. The higher the SCL, the more likely the message is a spam.

2.3.7   Advanced Settings

You can suspend account by changing the Status and enable/disable features.

2.3.8 Delete Mailbox

You can delete the selected mailbox.

2.4 Usage Report

This page shows the usage status of the number of mailboxes, mailbox size and numbers of MAPI and ActiveSync enabled.

Usage Report

Item Name	Usage
Email	115 / 115
Mailbox Size	2300 / 2300 (GB)
Archive Mailbox Size	0 / 0 (GB)
MAPI	20 / 20
ActiveSync	20 / 20

2.5 Domain Name

You can set your default domain here. (For add-on domain name, please contact our support service.)

Domain Name

Domain Name	Domain Type
.com	Authoritative
bom (Default)	Authoritative

2.6 Distribution List

You can create, delete and modify distribution group(s).

2.6.1 Distribution Group

Adding a new distribution group

Adding member(s) to distribution group.
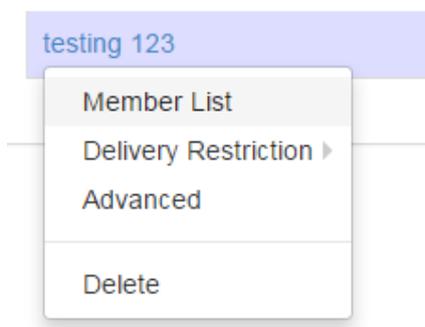
2.6.2 Delivery Restriction

You can setup whitelist (*Reject from all except*) and blacklist (*Accept from all except*). You can also moderate a message when it is sent to the selected distribution group (Set approval).

Reject from all except: Block all emails except from the selected mailbox account or contact.
Accept from all except: Accept all email except from the selected mailbox account or contact.
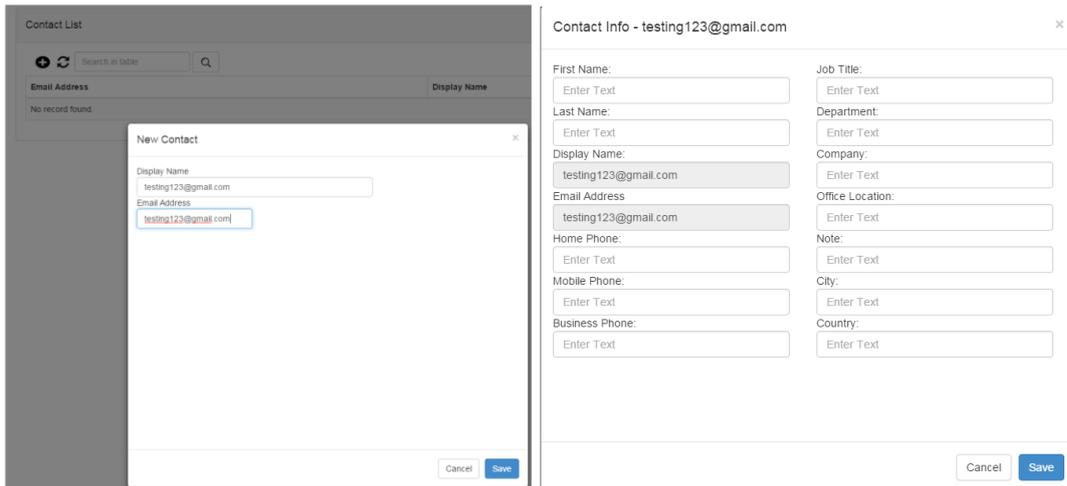Only can apply to internal email address.
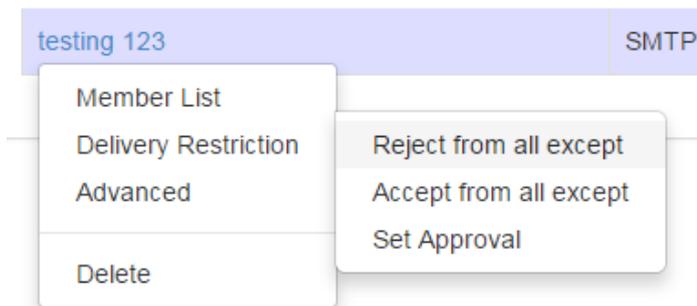
2.6.3 Advanced

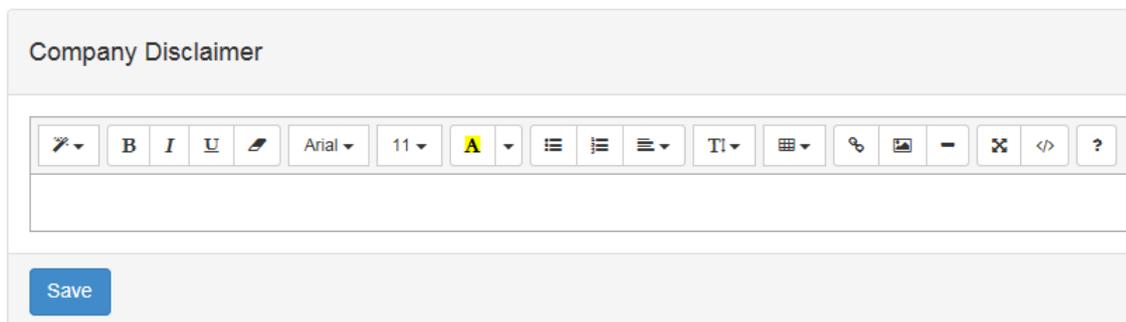You can hide this selected distribution group from the address book.
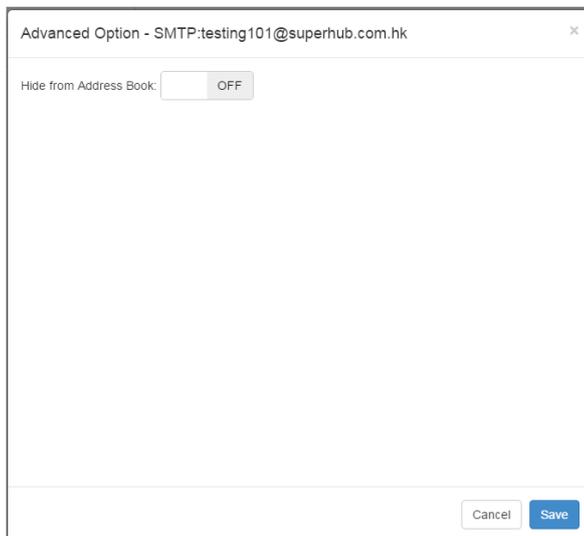
3. Contact List

You can create/delete email contacts that are not in your organization (e.g.: xxx@hotmail.com). This contact list is searchable for all mailbox users.
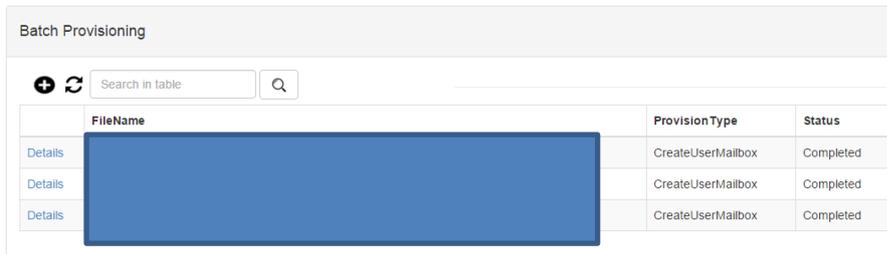

4. Company Disclaimer
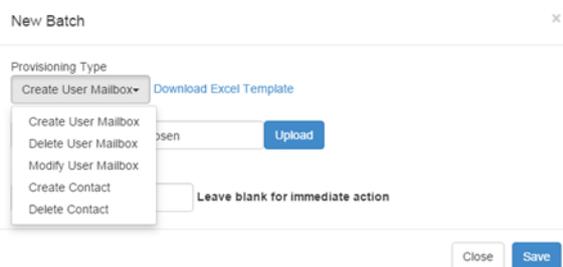
Input the company disclaimer needed in the text box.

5. Batch Provisioning

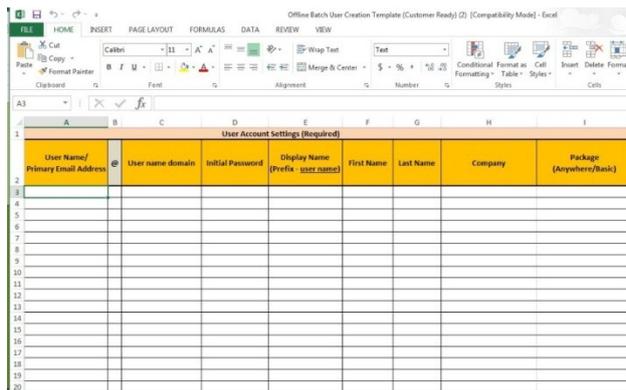Click ⊕ to create batch provisioning.

In **Provisioning type**, select **Create User Mailbox**.

Click on **Download Excel Template** link to download the provisioning template.

You can use this template to prepare a batch user creation job offline. You can then save this template and click **Upload** to proceed.

Note: The template for Batch provisioning between 2010/2013 are different although the columns may look the same. It is advised to use the "Download template" function in the CP 2013 to use for 2013 batch provisioning

Provision Schedule:

Create a new Batch Provisioning job and select the date and time in the dialogue below or leave the box blank for instant provisioning.
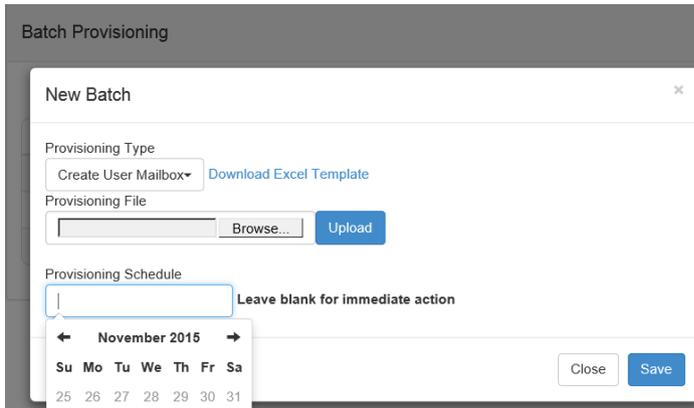
6. Activity Log

This page shows the administrator access log. The available action types are as follows:

DeleteUser
CreateDistribution
CreateContact
CreateUser
EditContact
EditUser
AddEmailAddress
SetAsPrimary
SetMailboxQuota
SetArchiveQuota
SetQuota
SetForwardingAddress
SetEmailPermission
SetAdvancedSettings
SetSpam
SetDefaultDomain
ResetPassword
SaveDefaultSettings
DeleteEmailAddress
DeleteDistributionGroup
DeleteContact
RemoveEmailPermission

7. Export user list

Click to export user list.

Click "Save" to export the user list. And click "download" the csv file.

Role : A = Admin

MAPI/ ActiveSync: Y = Enable, N = Disable

Status: Normal / Suspended

8. Get Help and Support

We are glad to assist you with any enquiry or issue on the setup and use of service. Please contact our Support team via phone at 3160 3160.