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Hosted Exchange Quick Setup Guide
It's as simple as 1, 2, 3…

This hosted Exchange setup guide provides you with easy to follow instructions on how to setup your new account and add mailboxes for each user, as well as how to download and configure your free copy of Microsoft Outlook or Entourage.

1 Create A Mailbox For Each User

Log into your new control panel at https://cp.mindshiftonline.com/login using the email address and password included in the welcome email you should have already received. You can use your online control panel to add, change or delete users or mailboxes, or to change other company settings.

A. Once logged into your control panel, click the dark gray **Manage Users** button (you may also click the 'Users' menu item in the 'My Settings' section).

> **Manage Users**

B. Next, select **add MS Exchange users** from **Actions for [your company name].**

> Add MS Exchange 📧 Users: Single (recommended) | Multiple

Please Note: If you have **NOT** already selected a mindSHIFT Online hosted Exchange package, you will be prompted to select a package at this time.
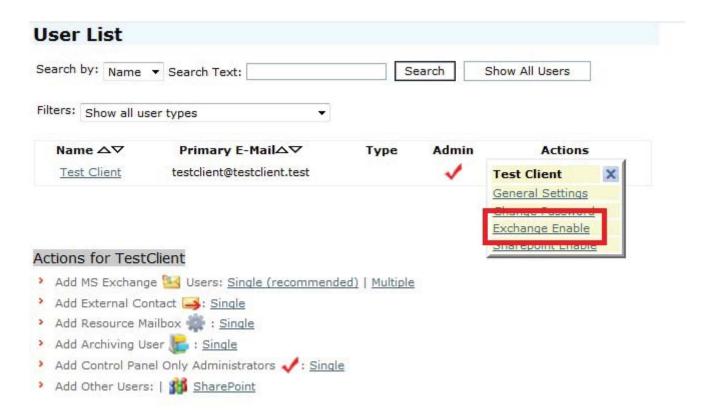
Create A Mailbox For Each User (continued)

C. After you've selected a package, you can now add users one at a time or in groups of up to five. You can also create Control Panel Only Administrator accounts - users that have Administrator privileges but do not have a fully functional email account.

When creating a new user, enter information in the required fields for each new user, noted with an asterisk (*). All other fields are optional.

Please Note: Will you be the only user of mindSHIFT Online's email service? If so, you will still need to enable a mailbox for yourself. You have a couple of options:

a. Create a new mailbox containing your domain name in the email address. To do this, please follow the steps listed above.

b. Exchange enable the email address you used during the signup process. To do this please take the following steps:
   1.   Click **'Users'** from your control panel.
   2.   Click the **'Actions'** dropdown from the menu.
   3.   Click **'Exchange enable'**.

User List

Search by: Name ▼ Search Text: [   ] [Search] [Show All Users]

Filters: Show all user types ▼

Name △▽	Primary E-Mail△▽	Type	Admin	Actions
Test Client	testclient@testclient.test		✓	**Test Client** ✕

General Settings

~~Change Password~~

Exchange Enable

~~SharePoint Enable~~

Actions for TestClient

> Add MS Exchange 📧 Users: Single (recommended) | Multiple
> Add External Contact 📩: Single
> Add Resource Mailbox ⚙ : Single
> Add Archiving User 📁 : Single
> Add Control Panel Only Administrators ✓ : Single
> Add Other Users: | 🏢 SharePoint

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2 Start Receiving Email*

Are you using your own domain?
Please continue following the instructions below on how to redirect your email.

Are you using a mindshiftonline.com temporary domain?
Please skip to Section 3 on page 4

Now that your mailboxes have been setup, you will need to change your Mail Exchanger (MX) record to redirect your incoming emails to your new mailbox(s) on the mindshiftonline.com email server. All incoming emails will then be delivered to your new mailbox.

First, you will need to contact the company from whom you purchased your company domain (for example: godaddy.com). This could be a domain registrar or a web hosting company.

Redirect Email

To redirect your email to mindSHIFT Online's email server, you will need to change your Mail (MX) record. All incoming emails will then be delivered to your new mailbox.

A. First, you will need to contact the company from whom you purchased your company domain (for example: godaddy.com). This could be a domain registrar or a web hosting company. Most domain registrar or web hosting companies will allow you to change your MX records through their domain management console.

B. The McAfee Premium Spam Filtering Service is included with your hosted Exchange service. You will need to provide the following information regarding your MX Records:

- *Priority 10:_____.inbound10.mxlogic.net*
- *Priority 10:_____.inbound10.mxlogicmx.net*

Note: Replace the "_____" with your domain including the ".com" or other TLD.

More detailed information on changing your MX record can be found in section A, document number 3 in the custom support center. The answer center can be easily accessed from within your control panel. Click on the **Help** button in the left hand navigation and then the **Custom Support Center** button.

C. If you plan to use Microsoft Outlook 2007 as your email client, you must now enable the connection between your new mailbox on the mindSHIFT Online hosted Exchange 2010 server using Outlook's auto-discover feature. To enable the connection, you will need to create a special DNS record, called a CNAME record, which you should set up for your domain and point it to our server. A CNAME is a nickname which enables you to access your email in your Outlook 2007 or 2010 client. You can create your CNAME record within your control panel created for you by your domain registrar. If you are unable to do this, please contact your DNS provider and request the following subdomain: autodiscover.yourdomain.com. Please note: It is important to rename the subdomain using this exact syntax.

D. Point the CNAME record for **[autodiscover.yourdomain.com]** to: **"unified.myoutlookonline.com"**

Our technical support staff is available to assist you 24x7. Feel free to call us at 855-535-7262.

***Please Note:** Should you wish to **FORWARD** email from an existing account to your new mailbox rather than redirecting your email, please visit our **Custom Support Center** for additional instructions. Click on the **Help** button in the left hand navigation.

3 Install Outlook or Entourage

A. If you would like to download your free copy of Outlook (for Windows) or Entourage (for Mac) or Outlook 2011 (for Mac) please login to the control panel and from the left hand menu choose Help > Outlook/Entourage Download.

B. Finally, our Outlook Auto Setup Tool can create a new Outlook profile for each of your new mailboxes. The use of this tool is a quick way to provide the necessary user information to the email server. This tool can be downloaded once and used multiple times. Download our Outlook Auto Setup Tool at: http://www.mindshiftonline.com/tools/OLSetupV5.exe

Remember: You can always access a more detailed set of setup instructions from within your control panel by clicking on the Help button on the left hand navigation. Our Technical Support Team is also here 24x7x365 to walk you through the setup process or answer any questions you may have. We can be reached by phone at 855-535-7262, by email at support@mindshift.com or by Live Chat.