

# MailStreet 2003 Account Administration Guide

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**MailStreet Support Information**

Web: <http://www.mailstreet.net/ms/support>

Email: [support@devstreet.com](mailto:support@devstreet.com)  
(be sure to include your domain name and MailStreet email address)

Live Chat: [www.mailstreet.net](http://www.mailstreet.net)

Telephone: 1-866-433-8787 (US and Canada only)

## Table of Contents

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Requirements	Page 3
Definitions	Page 3
Creating a New User (Mailbox)	Page 4
Deleting a User	Page 8
Creating a Distribution List (Group)	Page 9
Creating a Company Contact	Page 12
Forwarding Email for a User	Page 14
Adding an Email Alias to a User	Page 16

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## Requirements

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**\*\*\*IMPORTANT\*\*\***

Your user account must be set up as a "company administrator" to use the MailStreet Administration Console.

Link to MailStreet Administration Console:

<http://www.mailstreet2003.net/provisioningconsole>

You may be prompted to install the latest Java runtime. Your browser will tell you if you need to download this software. If you have trouble after downloading the Java runtime, usually rebooting your PC will fix any issues and you should be able to login to the Administration console without issue. You will only need to install the Java runtime once.

## Definitions

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<b>User</b>	A user is equivalent to a mailbox and logs into the MailStreet service with Outlook/Outlook Web Access, etc. to retrieve their email and calendars, etc.
<b>Group</b>	A group contains users and contacts that receive email for the group. This is equivalent to an internal distribution list.
<b>Contact</b>	A contact is an entry in the system that points to an email address outside of the MailStreet service. You can create contacts for email addresses that you want to appear in each company's global address list. Contacts can also be used in forwarding email for users and also in groups.
<b>Email Alias</b>	An Alias is an additional email address for a user. For example <a href="mailto:jdoe@domain.com">jdoe@domain.com</a> could have an alias of <a href="mailto:info@domain.com">info@domain.com</a> that would allow them to receive email from both addresses. Note any user can only have one primary / reply address at a time.

## Creating a New User (Mailbox)

1. Login to the administrator console and right click on the company and hit "Create New" – "User". You will see the New User Wizard. Enter the users first and last name along with the Login for the user. NOTE: Not every login may be available. We recommend using first letter of first name + last name for creating your user names. Hit Next. NOTE: Unfortunately we do have limits (for storage planning reasons) on number of mailboxes you may be able to add. If you reach the limit – contact MailStreet support and we will be happy to increase your quota. This is normally set to +2 mailboxes over your original order.

New User Wizard

Create in: mycustomer.com

Step 1 of 3

First Name: Joe Initials:

Last Name: Smith

Display Name: Smith, Joe

Login Name: jsmith

\*Note: Both your UPN and pre-Windows 2000 compatible name will be generated from your login name based on the Login Name policy set for the Company or Organizational Unit.

Back Next Finish Exit Help

2. Enter the password (5 character minimum) – hit next

New User Wizard  
Create in: mycustomer.com  
Step 2 of 3

Password: \*\*\*\*\*  
Confirm Password: \*\*\*\*\*

Account expires:  Never Expires  
 End of: mm/dd/yyyy

Back Next Finish Exit Help

3. At the confirmation page hit "FINISH"

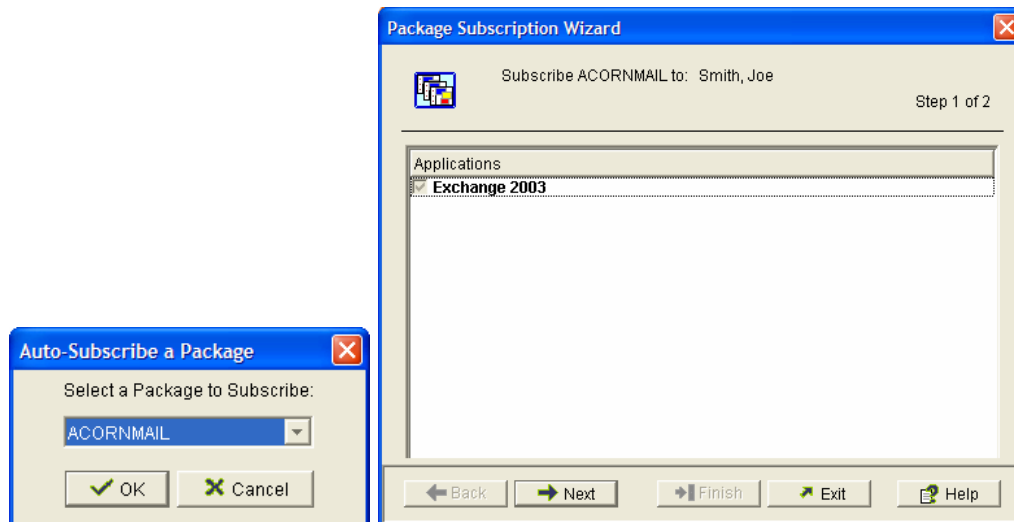
New User Wizard  
Create in: mycustomer.com  
Step 3 of 3

When you click Finish, the following object will be created:

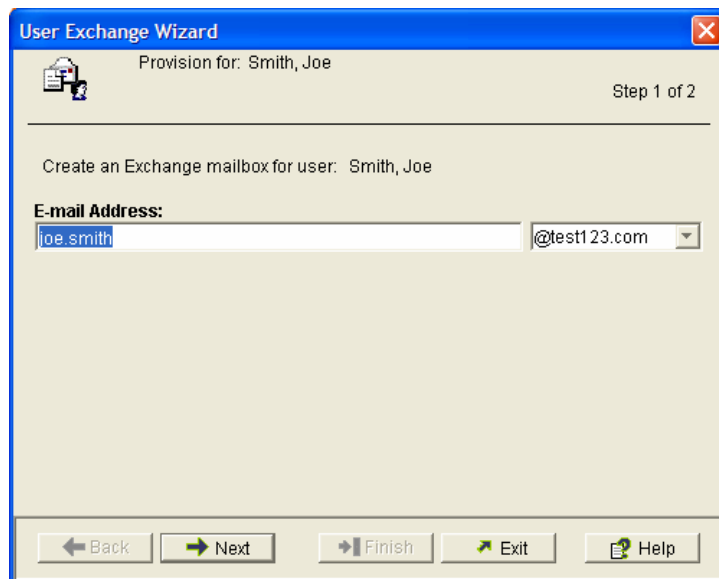
Display Name: Smith, Joe  
Login Name: jsmith  
Account expires: Never

Back Next Finish Exit Help

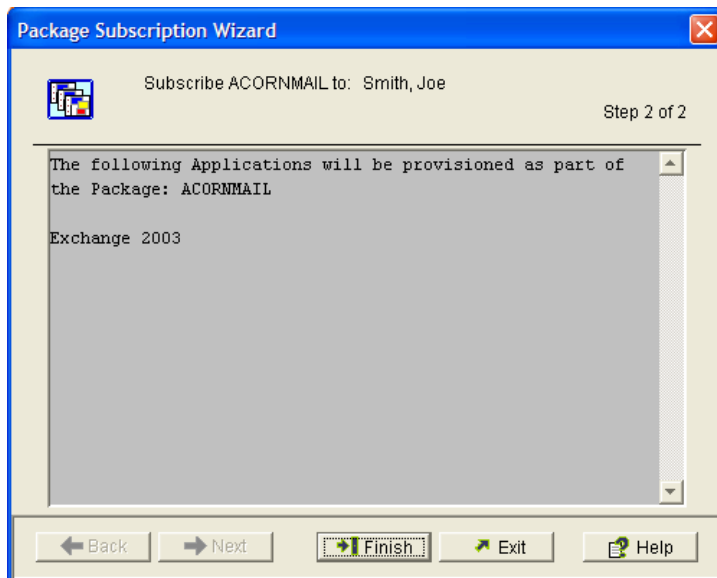
4. **IMPORTANT** - At the Auto-Subscribe to a Package – hit OK You will then start the Package Wizard – hit Next.



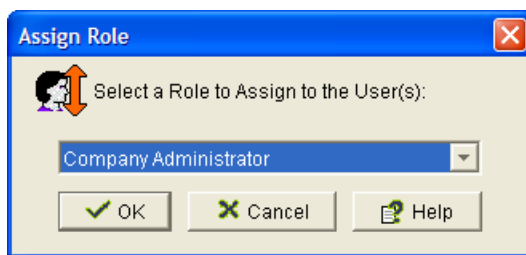
5. Enter the primary email address for the user (you can add other addresses/aliases later – see "Adding an Email Alias to a User" later in this document for more information).



6. Hit Finish and the user is created.



7. **NOTE:** If you want to allow the user to login to the administration console as an administrator for the company you can "Promote" the user to a Company Administrator by clicking on the user and assigning a company administrator. Regular users cannot login to the administration console. This step is optional.

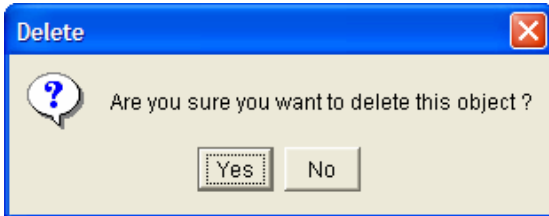


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## Deleting a User

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1. Right click on the user you want to delete and hit "Delete." You will see the confirmation prompt. Click Yes to delete the object. Note: we cannot guarantee 100% recovery off deleted objects.



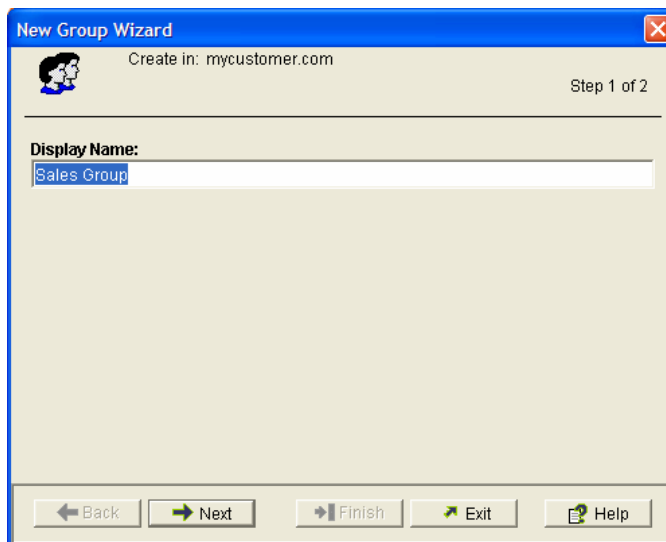
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## Creating a Group

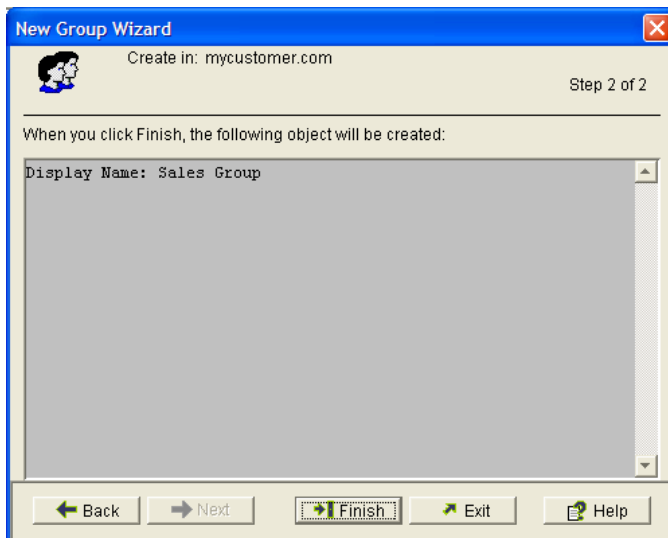
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You can create a group containing Contacts or other users that can act as a distribution list.

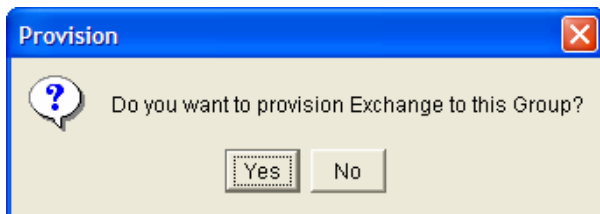
1. Login to the administrator console and right click on the company and hit "Create New" – Group You will be at the new group wizard: Enter the display name for the group (ex: Sales Group, etc.) and hit Next



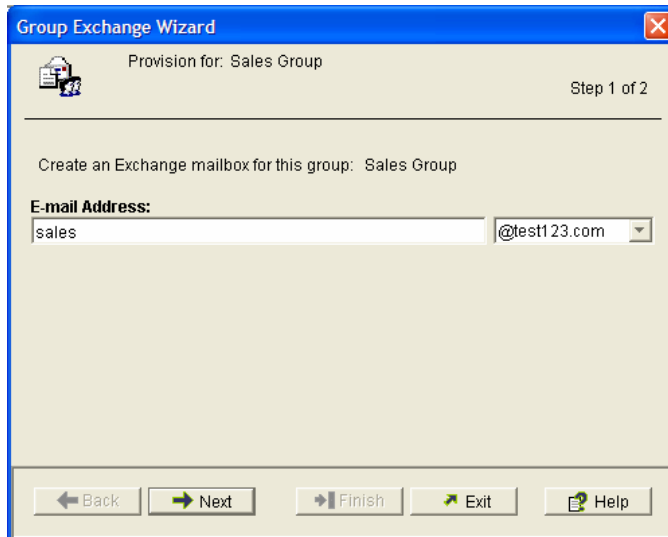
2. Hit finish to complete the first part of the Wizard:



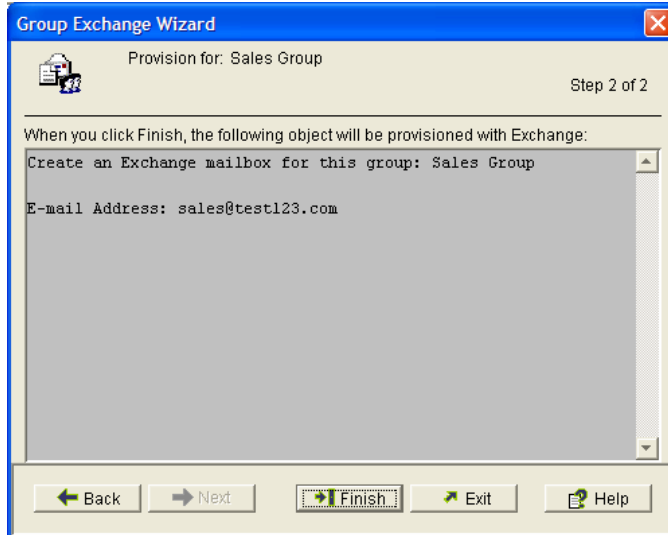
3. IMPORTANT: Hit "YES" to provision and email enable the new group:



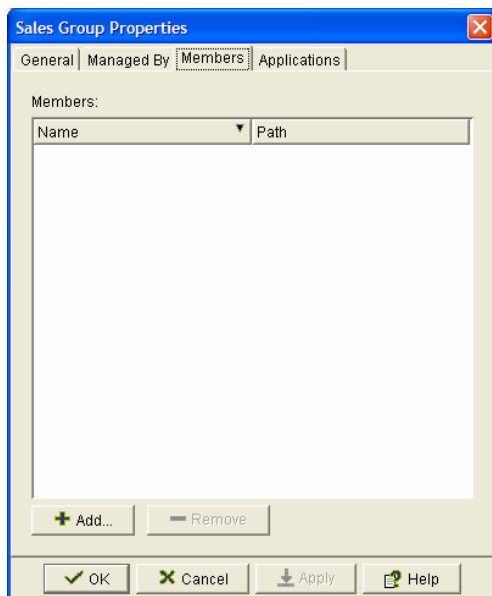
4. Enter the email address for the group: (This is the address that will receive email for the group and distribute it to members of the group.)



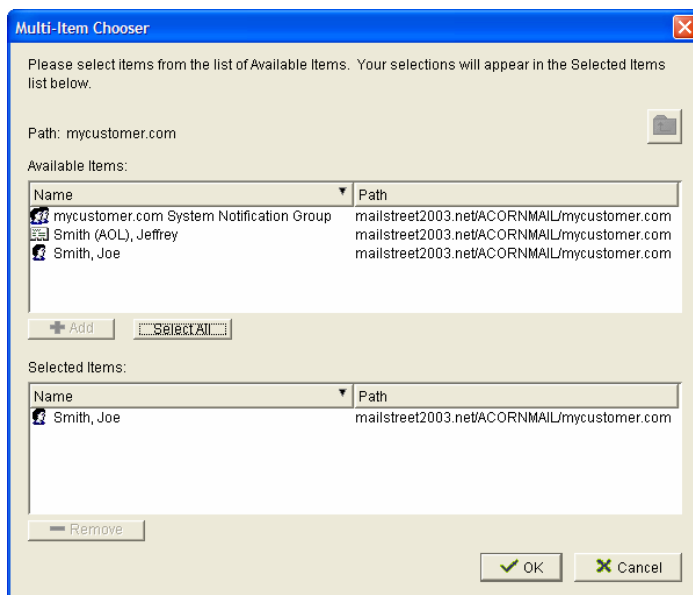
5. Hit "Finish" to complete the wizard.



- Next you must add users or contacts (or other groups) to the group. To do so right click on the new group you created and hit "Properties" and go to the "Members" tab:



- Hit the ADD button to add members to the group. When you are finished adding members hit "OK". Your group is now complete.



## Creating a Company Contact

A Company contact is an address book entry that will show up in your customers' global address book. A contact consists of a Display Name and an external Email address. Contacts are also used in forwarding email to addresses outside of the MailStreet system and in distribution groups.

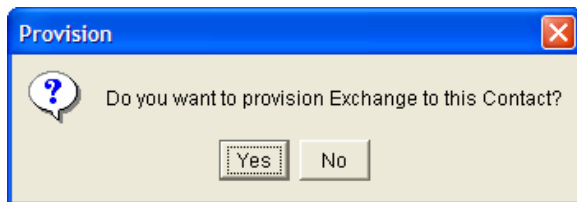
1. Login to the administrator console and right click on the company and hit "Create New" – "Contact" You will be at the new contact wizard. Enter the first and last name for the contact.

The screenshot shows a window titled "New Contact Wizard" with a close button in the top right corner. The window content includes a header area with a small icon, the text "Create in: mycustomer.com", and "Step 1 of 2". Below this are three text input fields: "First Name:" containing "Jeffrey", "Last Name:" containing "Smith (AOL)", and "Display Name:" containing "Smith (AOL), Jeffrey". At the bottom of the window is a row of five buttons: "Back", "Next", "Finish", "Exit", and "Help".

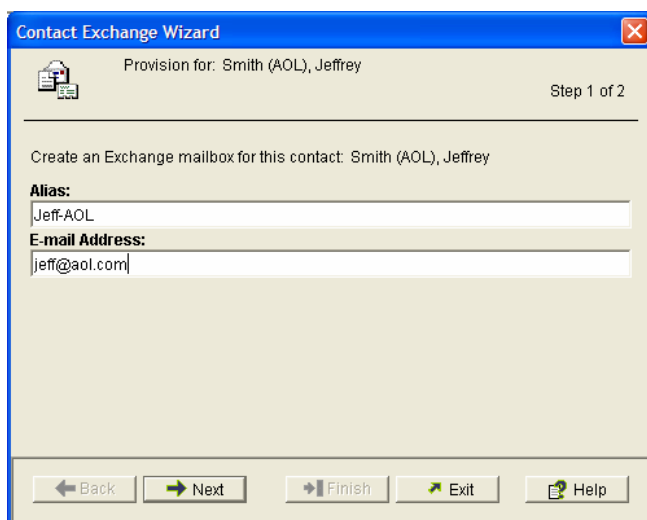
2. At the next step hit "Finish"

The screenshot shows the same "New Contact Wizard" window, now at "Step 2 of 2". The header area remains the same. The main content area contains the text "When you click Finish, the following object will be created:" followed by a text box containing "Display Name: Smith (AOL), Jeffrey". The "Finish" button at the bottom is now highlighted with a dashed border, indicating it is the active or recommended action.

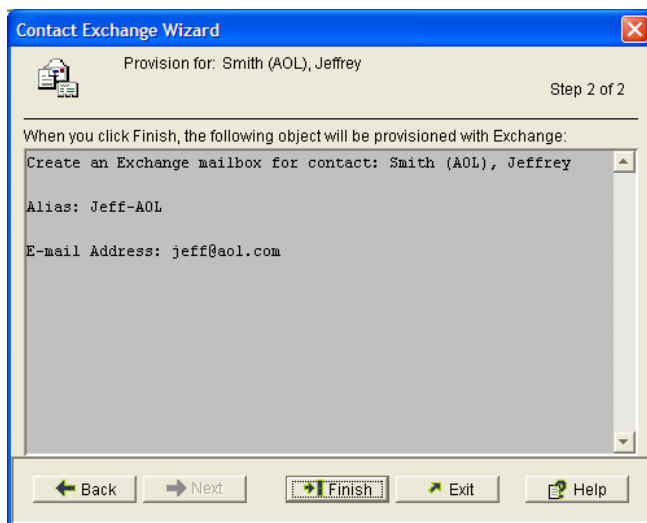
3. IMPORTANT Hit YES When asked: (this will Email enable the contact.)



4. Enter the external email address of the contact along with an alias or friendly name. Hit Next



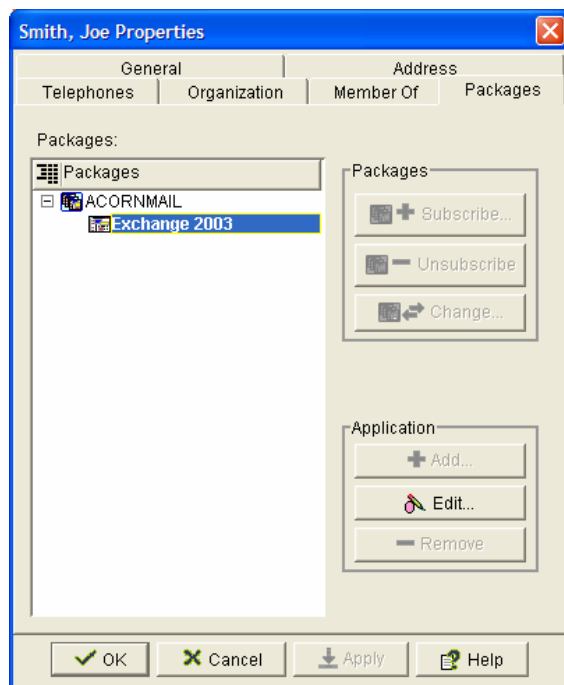
5. At the end of the wizard hit "Finish". The contact has been successfully created and provisioned in the system.



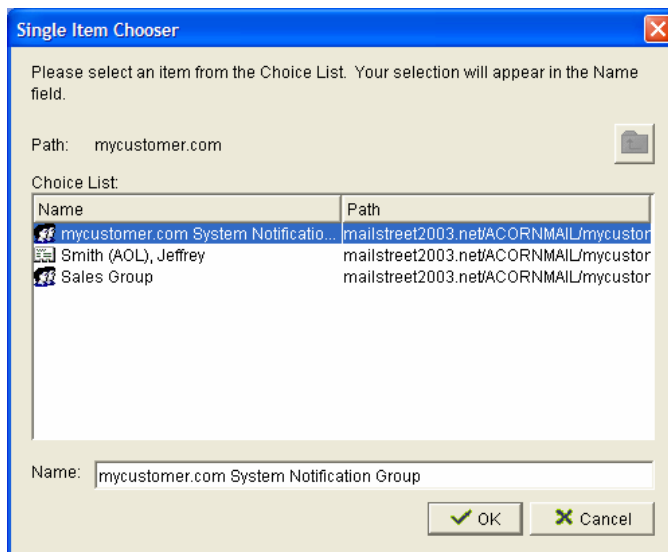
## Forwarding Email for a User

You can forward email for a mailbox to another MailStreet account or to an External (contact) address by setting up an email forward.

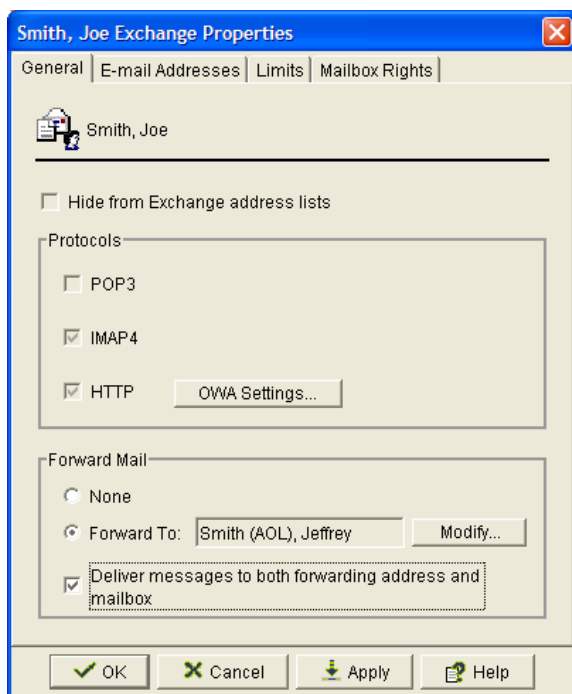
1. Login to the administrator console and right click on the user you want to set up forwarding for, and hit "Provision." From there expand the Package and highlight "Exchange 2003" and hit Edit.



2. On the General tab of the provision window, select the "Forward To:" radio button and then hit "Modify". You will be prompted to choose a user or contact to forward the user's email to. (Note you can also choose to send a copy of email in the users existing mailbox:



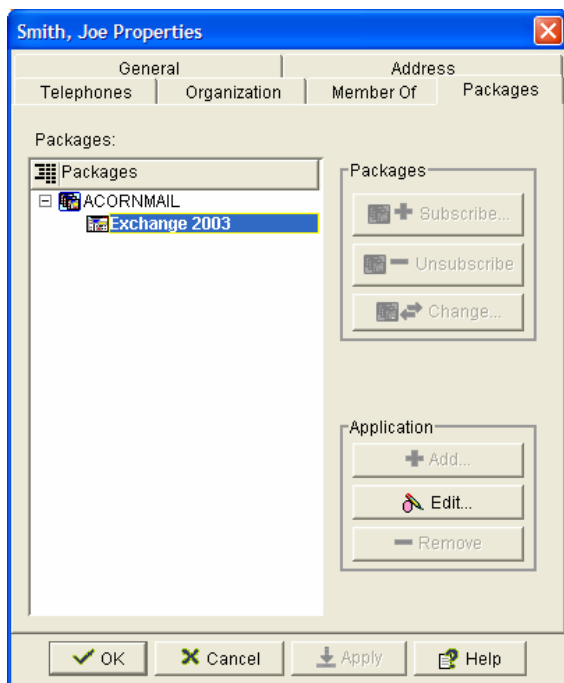
3. When you are done, hit OK. The forward will be set.



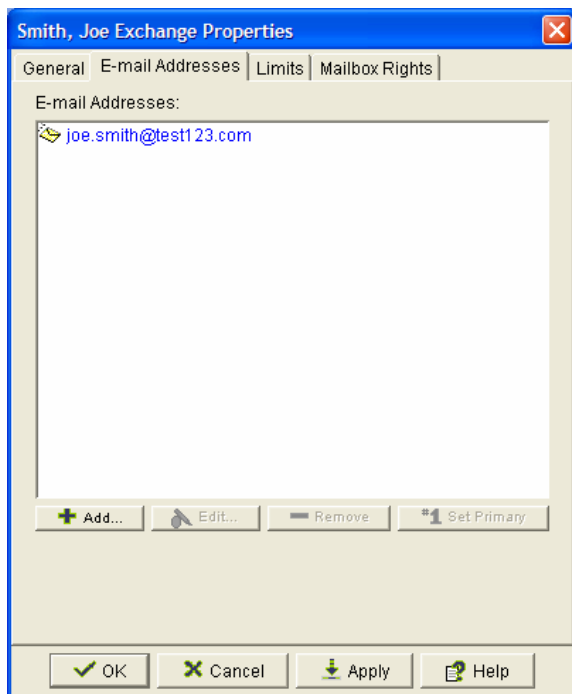
## Adding an Email Alias to a User

You can create unlimited email Aliases (addresses) for a user in the MailStreet system.

1. Login to the administrator console and right click on the user you want to set up forwarding for, and hit "Provision." From there expand the Package and highlight "Exchange 2003" and hit Edit.



2. On the Provision window, hit "Email Addresses"



3. Add the appropriate email addresses for the user. Note: you can set primary on one. The Primary address is the same as the reply address. All email going out will appear as if it came from the reply or primary address. Hit OK and Ok again to close the properties window. The aliases are now complete.