SherWeb Hosted Exchange 2013

Setup Guide

Welcome!

Thank you for choosing SherWeb as your Hosted Exchange 2013 provider. The objective of this guide is to make the deployment of your hosted services a fast and successful process. It combines all the information required to set up and effectively manage your Hosted Exchange account.

Let's get started!

This guide makes use of hyperlinks to FAQ's found on SherWeb's support website. Please make sure that you have an Internet connection in order to complete the steps required.

In order to prevent permanent or partial data loss, we highly suggest that you carefully read and follow the recommendations and steps outlined in this guide. SherWeb is not responsible in any way for data loss if these steps are not followed. Please refer to our Master Service Agreement (MSA) for further details.

Preparation Checklist

We have created this checklist in order for you to make sure you have all the information and necessary permissions on hand to complete your email setup with SherWeb.

❑ **Control Panel Login**

Make sure that you have access to SherWeb's Control Panel to create mailboxes. Upon signing up, you should have received an email with an admin username (we call it defaultuser@yourdomain.com) and password. If you are missing this information, please contact our customer support team at 1-888-567-6610 or email us at support@sherweb.com.

❑ **DNS Access**

Verify who your DNS provider is and whether or not they have a control panel allowing you to modify your DNS records without their intervention. If your DNS provider does not have a control panel, you will need to communicate with them to make sure that any changes that are to be made are done in accordance with your migration schedule.

❑ **Computer Access**

Skip this step if you intend to have your users backup and configure their own email accounts on their desktops. Otherwise, make sure that you have local or remote login access to your users' workstations in order to setup their Outlook.

Tip: In some situations, users may have archived .pst files within their Outlook/Entourage. If this is the case, please make sure to save these to a portable media device or file server for archival purposes; otherwise, if you intend to import them into Outlook, take note as to where they are stored on the user's computer.

❑ **Mobile Access**

If applicable, you will need to have physical access to the BlackBerry and Mobile ActiveSync devices of your users. If this cannot be done, you will be expected to communicate with them in order to wipe and activate their devices with SherWeb.

❑ **Upgrade Outlook**

For Windows users, determine if you will be upgrading from Outlook 2003 to Outlook 2007, 2010 or 2013, or for Mac users, from Entourage 2004 to Entourage 2008 Exchange Web Services or Outlook 2011 for Mac.

You **MUST** upgrade Outlook 2003 or Entourage 2004 clients in order to use SherWeb's Hosted Exchange 2010 platform. There is no exception or workaround to this requirement. If you realize you need to acquire licenses, we do offer low-cost leased licenses at a fixed price per month. Please contact a SherWeb sales representative if you need further information at sales@sherweb.com; otherwise, you can enable this service via SherWeb's Account Manager.

Mail Setup Strategy

If you have already spoken to a member of our sales team or technical staff, please follow the mail setup type they have recommended to you.

If you have not spoken to anyone, we highly suggest that you follow our mail setup questionnaire below to determine your activation path before proceeding.

General Mail Setup	Split Domain Mail Setup	Staged Mail Setup
You will be hosting all your email mailboxes with SherWeb, changing your MX records to point to our email servers and then setting up, backing up and importing your mailbox data to user's desktops and mobile devices in the course of an evening or weekend. -> Go to General Setup Guide	You will be partially moving some of your email mailboxes to SherWeb's Exchange infrastructure while the remaining mailboxes will stay on your existing email server. -> Go to Split Domain Setup Guide	You will be moving all of your email mailboxes to SherWeb's Exchange infrastructure, but in separate phases due to either time constraints, large amount of mailboxes or data to migrate, or planning difficulties due to mailbox users being geographically spread out. -> Go to Staged Setup Guide

Mail Setup Questionnaire

The goal of this questionnaire is to provide you with insight into the three types of mail setup paths that you can choose when joining SherWeb.

To determine your setup path, please answer the following questions in the order they appear:

1. Do you have the rights to access, add, and change records related to the DNS of your domain name?

    a. If your answer is "No", go to our Split Domain Mail Setup Guide.

    b. If your answer is "Yes", please proceed to the next question.

2. Will all your users be using email with SherWeb or only some?

    a. If your answer is "only some", go to our Split Domain Mail Setup Guide.

    b. If your answer is "Yes" or "all", please proceed to the next question.

3. Are you a new organization without previous email history?

    a. If your answer is "Yes", go to our General Mail Setup Guide.

    b. If your answer is "No", please proceed to the next question.

4. Do you have less than 25 email users?

    a. If your answer is "No", go to our Staged Mail Setup Guide.

    b. If your answer is "Yes", go to our General Mail Setup Guide.