

How to add contacts in Exchange accounts?

Summary

This article provides a summary on how to add new contacts for Exchange accounts in MachPanel.

Applies To

This article applies to MachPanel all versions.

Pre-Requisites:

Before you can manage services of Exchange you need to Integrate Exchange With MachPanel Control Panel. Please review the below KB article:

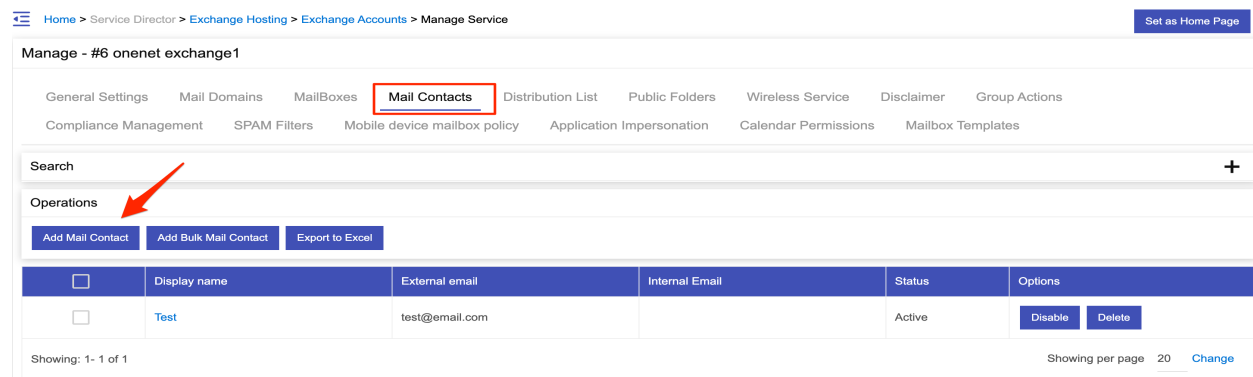
<http://kb.machsol.com/Knowledgebase/Article/50264>

Adding Contacts:

Mail contacts are listed in exchange Global Address List (GAL) and visible in OWA. Click on the mail contact name to manage advanced properties. When a mail contact is disabled it no longer shows in GAL.

You can manage hosting services for Exchange by clicking on the Service Management link from the following path: **Home >> Service Director >> Exchange Hosting >> Exchange Accounts.**

Select **Mail Contacts** tab and click on **Add Mail Contact** button to add a contact.



The screenshot displays the MachPanel interface for managing Exchange accounts. The breadcrumb navigation at the top reads: Home > Service Director > Exchange Hosting > Exchange Accounts > Manage Service. A 'Set as Home Page' button is located in the top right corner. Below the breadcrumb, the title 'Manage - #6 onenet exchange1' is shown. A horizontal menu contains several tabs: General Settings, Mail Domains, MailBoxes, Mail Contacts (highlighted with a red box), Distribution List, Public Folders, Wireless Service, Disclaimer, Group Actions, Compliance Management, SPAM Filters, Mobile device mailbox policy, Application Impersonation, Calendar Permissions, and Mailbox Templates. Below the menu is a search bar with a '+' icon. Under the 'Operations' section, there are three buttons: 'Add Mail Contact' (highlighted with a red arrow), 'Add Bulk Mail Contact', and 'Export to Excel'. Below the buttons is a table with the following columns: Display name, External email, Internal Email, Status, and Options. The table contains one row with the following data: Display name: Test, External email: test@email.com, Internal Email: (empty), Status: Active, Options: Disable, Delete. At the bottom left, it says 'Showing: 1- 1 of 1'. At the bottom right, it says 'Showing per page 20 Change'.

Display name	External email	Internal Email	Status	Options
Test	test@email.com		Active	Disable Delete

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You can also add/delete/enable/disable bulk mail contacts. See the snapshot below:

The 'Add Mail Contact' form includes the following fields and options:

- *Display name:** Text input field.
- *External email:** Text input field. A note states: "This could be same as your primary SMTP Email, All mail sent to this contact will be delivered to this Email Address."
- Set as Primary Email Address:** A checked checkbox.
- SIP Address:** Text input field.
- Phone number:** Text input field.
- Hide from Exchange Address Lists:** An unchecked checkbox.
- Managed by:** A dropdown menu currently showing "-- Not Set --".
- Optional Fields:** A blue bar with a "+" icon to expand more options.
- Buttons:** "Add Mail Contact" and "Cancel".

To hide/show "Set as Primary Email Address" option navigate to path: **Home >> Service Director >> Exchange Hosting >> Server Groups**.

Select **General Settings** tab as shown below:

The 'General Settings' tab for 'Exchange Server Groups' contains the following settings:

- Hide Custom Mailbox size option from Add/Edit Mailbox and Group Actions:** Checked checkbox.
- Show "Set as Primary Email" option in Contact Add/Edit:** Checked checkbox (highlighted with a red box).
- Booking Requests default setting for new mailbox:** Radio buttons for "Use customized setting to accept or decline booking requests" (selected) and "Accept or decline booking requests automatically".
- No of days to keep Mail Flow logs:** A numeric input field set to 30.
- Buttons:** "Save".

Add Bulk Contacts:

To add bulk contact click **Add Bulk Mail Contact** button and provide CSV as shown below:

The 'Add Bulk Mail Contact' interface includes the following elements:

- Navigation Tabs:** General Settings, Mail Domains, MailBoxes, **Mail Contacts** (selected), Distribution List, Public Folders, Wireless Service, Disclaimer, Group Actions, Compliance Management, SPAM Filters, Mobile device mailbox policy, Application Impersonation, Calendar Permissions, Mailbox Templates.
- Instructions:** "Use this interface to create multiple exchange mail contacts. Provide a comma separated list (.csv) of mail contacts that you wish to setup for the selected organization. Fields upto HideFromAddressLists are mandatory rest optional."
- CSV file to import:** A section with "Select file" and "Sample CSV file" buttons.
- Buttons:** "Add Bulk Mail Contact" and "Cancel".

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MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55686/How-to-add-contacts-in-Exchange-...>