



Hosted Microsoft Exchange 2013 Service

Getting Started Guide

Welcome to IEDGE.

Thank you for choosing IEDGE as your email service provider!

We're glad you've decided to join our community, and we're excited to help you get started with your Hosted Microsoft Exchange 2013 service.

The objective of this guide is to help you setup your Exchange 2013 account on your computer and mobile device.

This guide will contain the following tutorials:

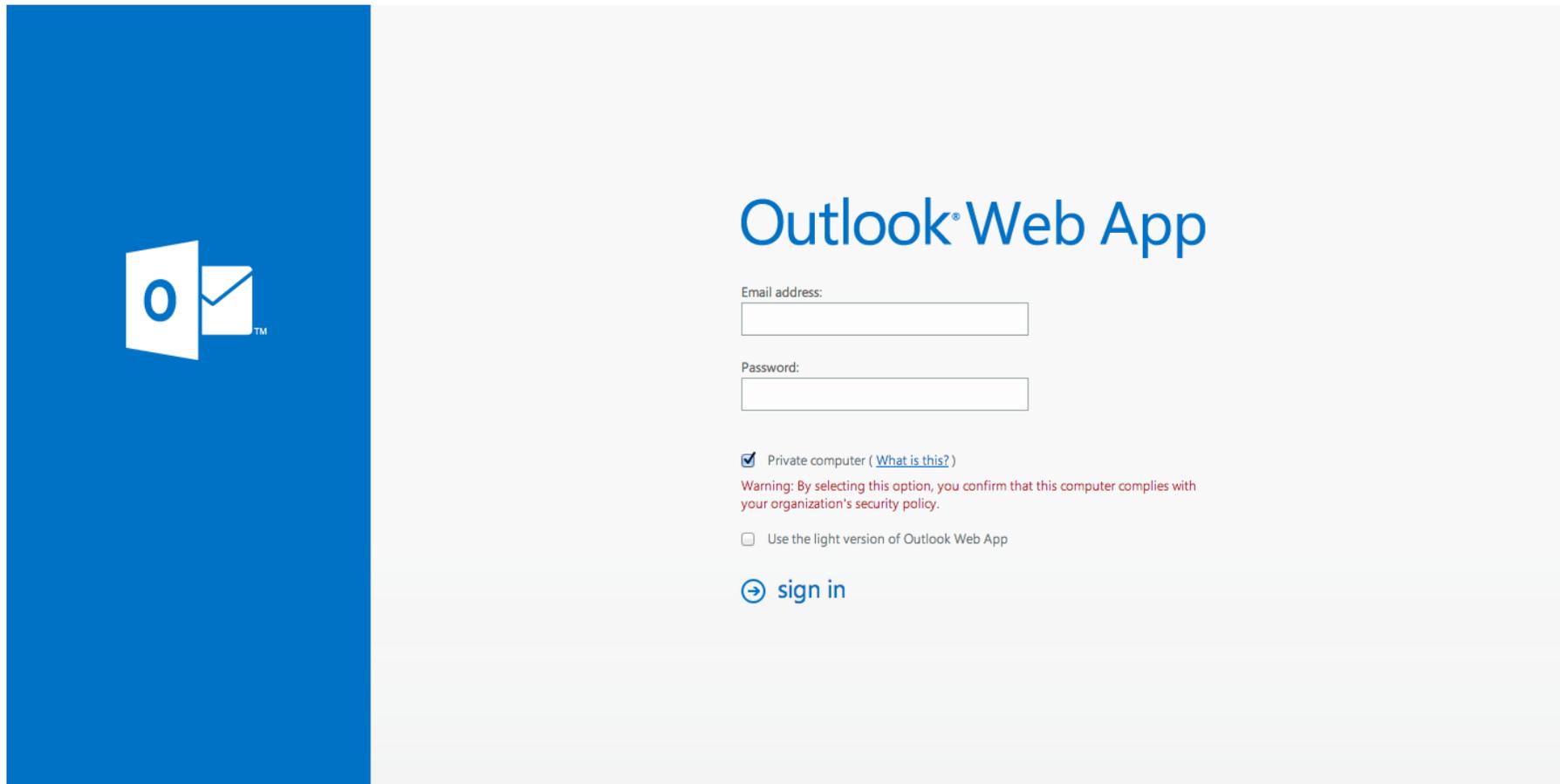
- Logging in your account the first time
- Setup Exchange 2013 on your mobile device (iPhone/iPad)
- Setup Exchange 2013 on your mobile device (Android)
- Setup Exchange 2013 on your mobile device (Blackberry 10)
- Setup Exchange 2013 on Microsoft Outlook 2010/2013
- Modify DNS Records for External Domain Names

Need Assistance?

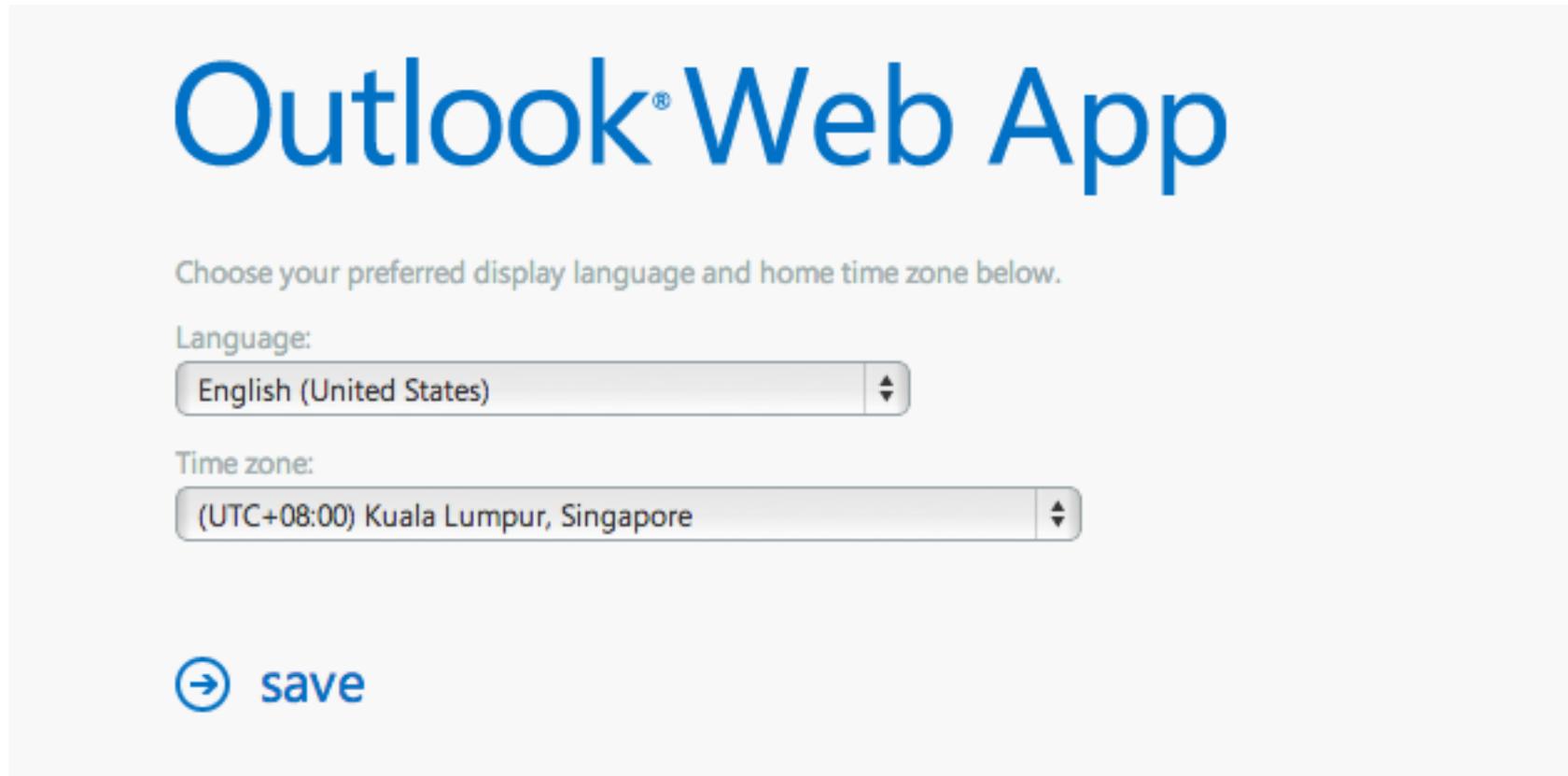
If at anytime you have any questions or require any assistance with setting up your account, please feel free to send us an email to service@iedgecorp.com

Logging in your account the first time

1. Go to <https://secure.iedgmail.com> and login to Outlook Web App (OWA) with your email address and password.



2. After you login, you'll be asked to configure your language and time zone settings. Select your language and time zone from the dropdown list, then click on the **Save** button.



Outlook® Web App

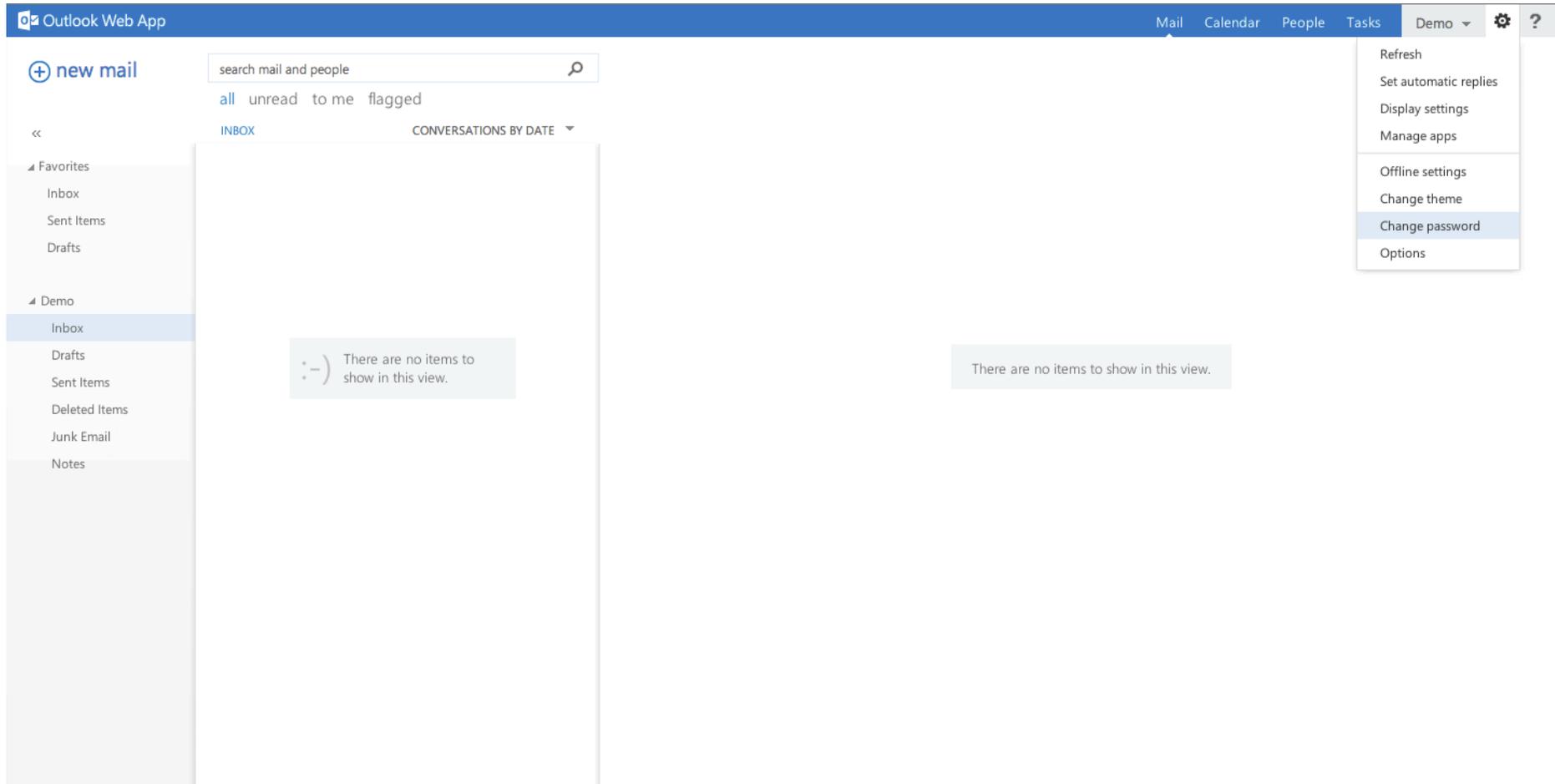
Choose your preferred display language and home time zone below.

Language:

Time zone:

 save

- Next, we'll proceed to change your default password. Click on the **Settings** icon on the top right hand corner of OWA, and then click on **Change password**.



4. Enter your current and new password into the textbox, then click on the **Save** button. After saving your new password, you'll be redirected to the login page. Enter your email address and new password to login to OWA again.

change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

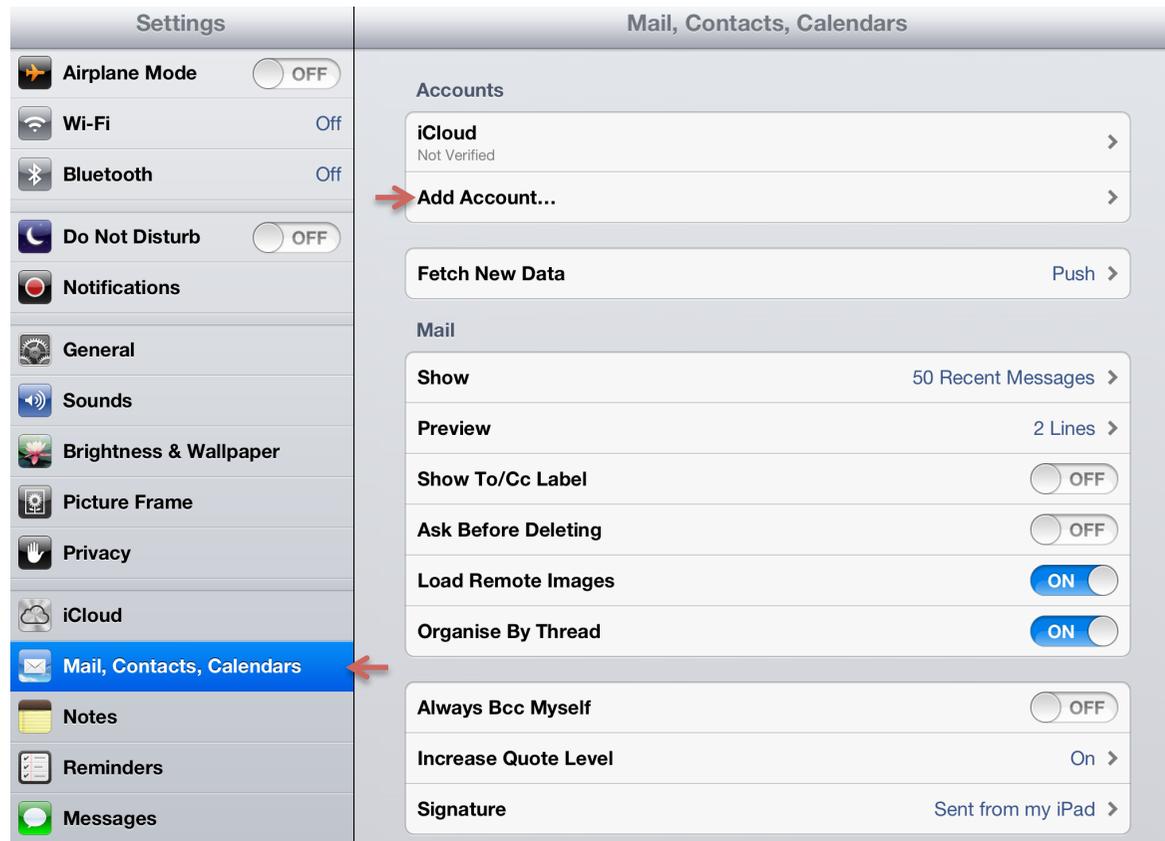
Domain\user name:	<input type="text" value="S05\demo_iedgecorp.cor"/>
Current password:	<input type="password"/>
New password:	<input type="password"/>
Confirm new password:	<input type="password"/>

save

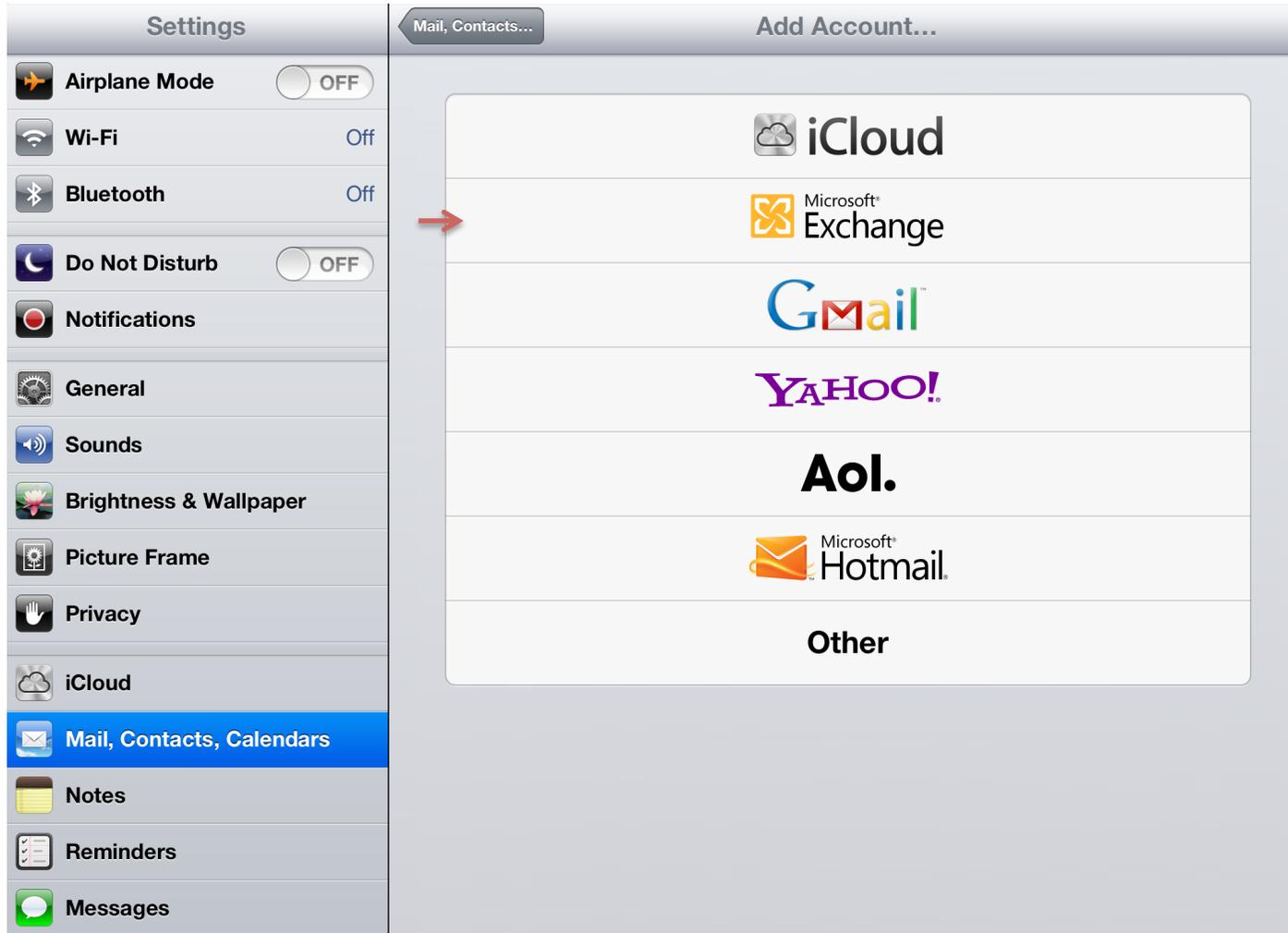
5. Congratulations! You're done with the setup of your Exchange 2013 account and may start using it right away.

Setup Exchange 2013 on your mobile device (iPhone/iPad)

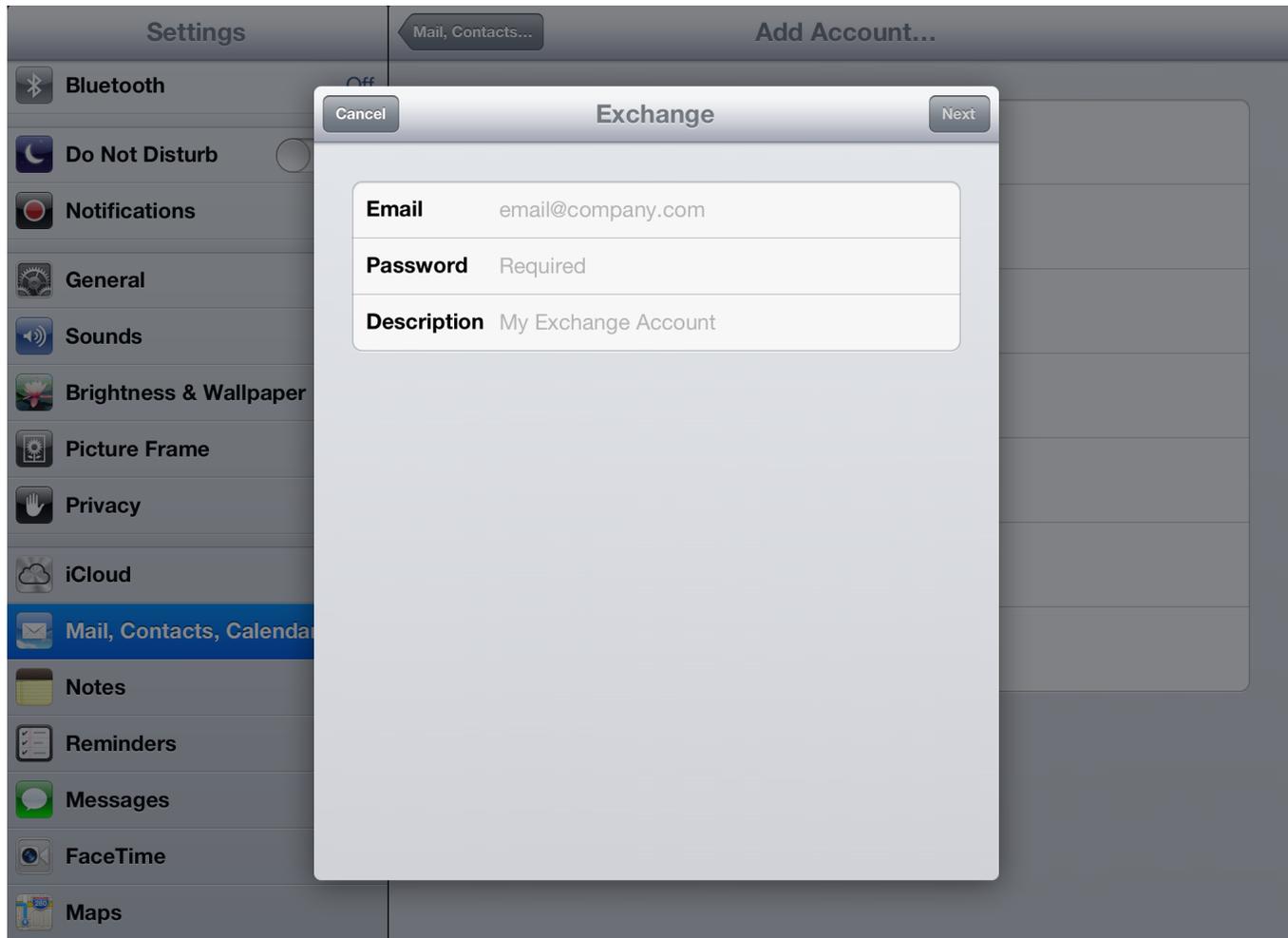
1. Go to **Settings** -> **Mails, Contacts, Calendars** -> **Add Account** on your iPhone/iPad.



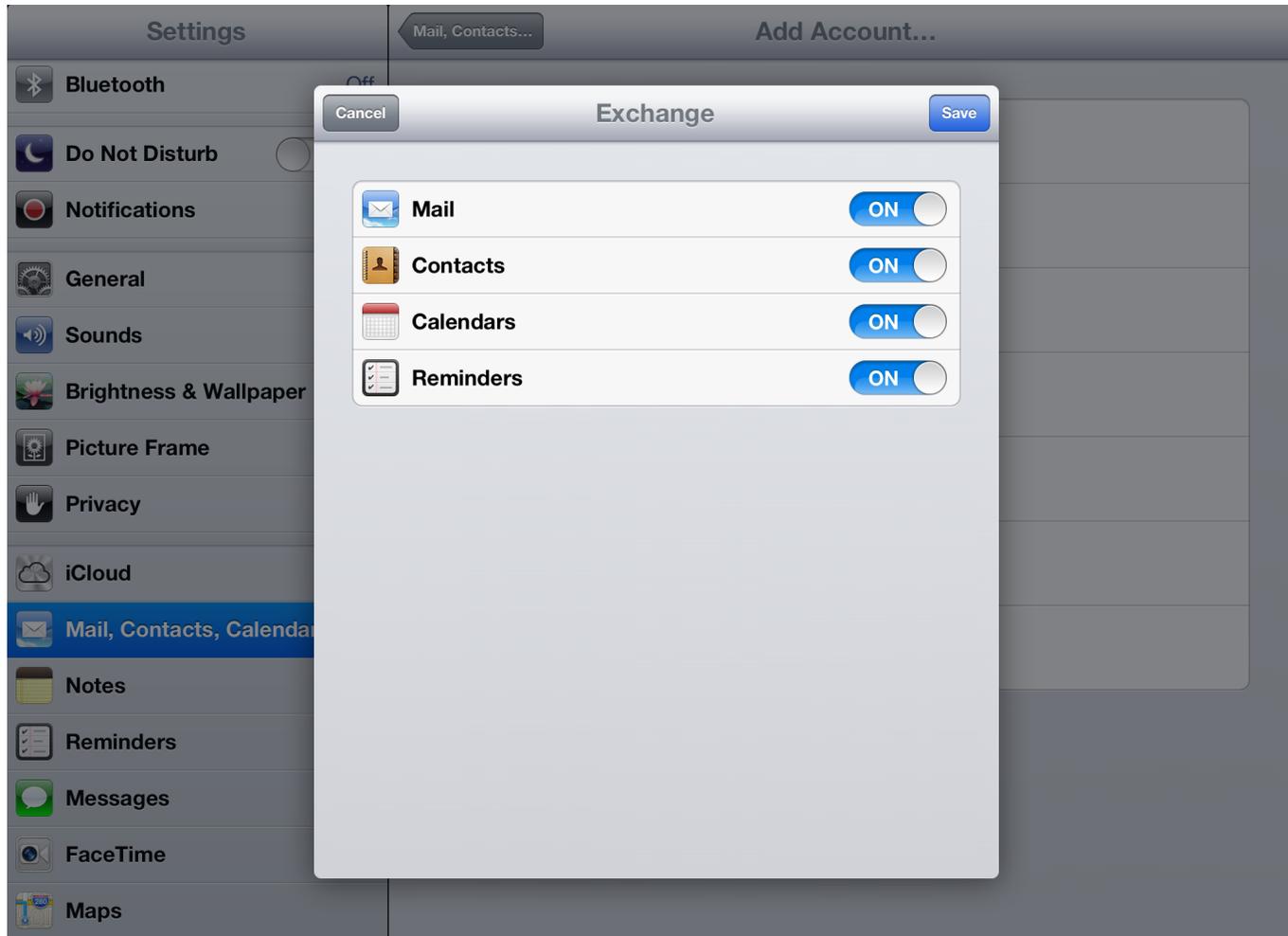
2. Select Microsoft Exchange



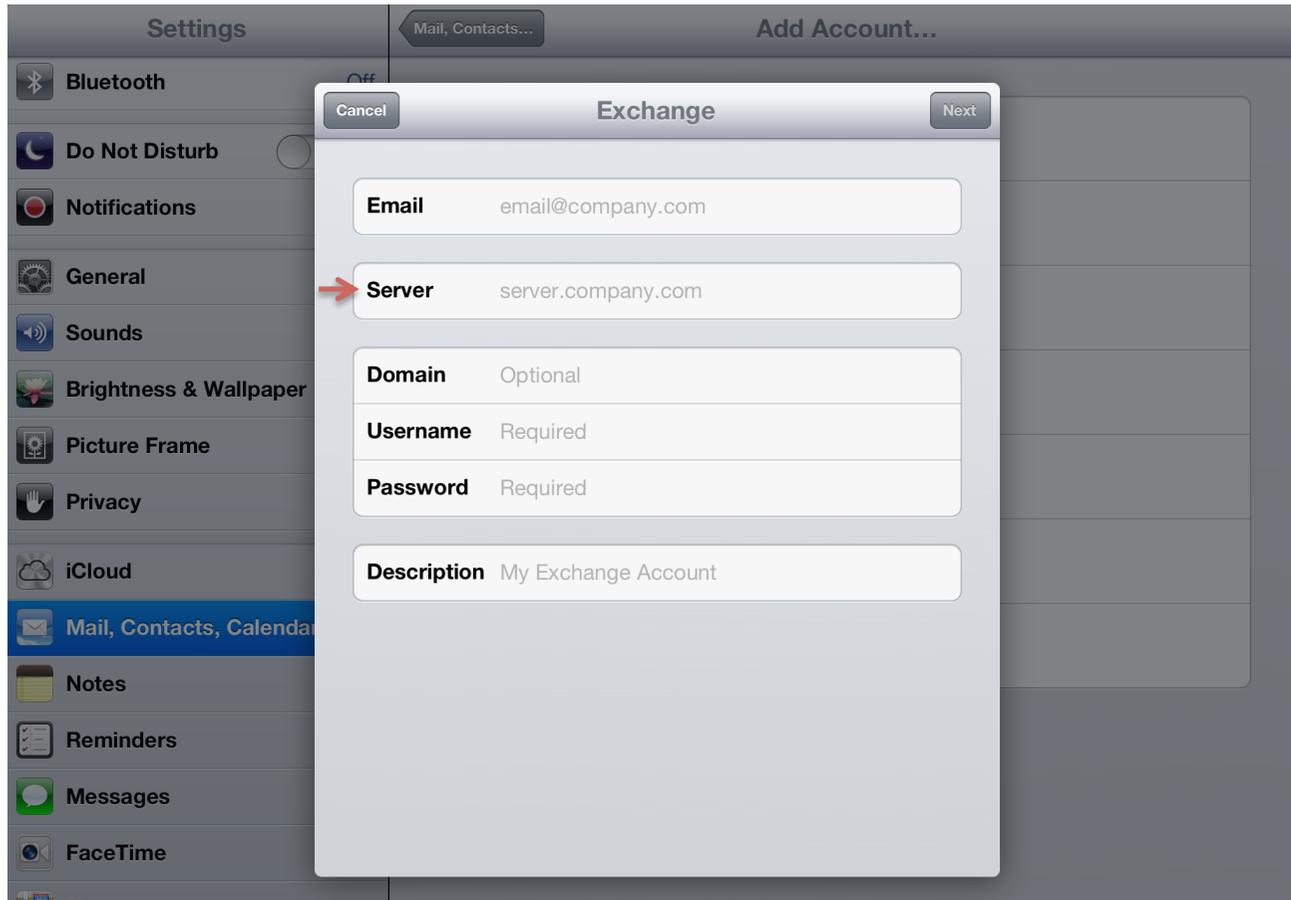
3. Enter your email address, password and description, then click on **Next**.



4. Your iPhone/iPad will attempt to do an auto configuration of your Exchange 2013 account. If the configuration is successful, you should see the following screen. Turn on the items you wish to sync and click **Save** to complete your setup.

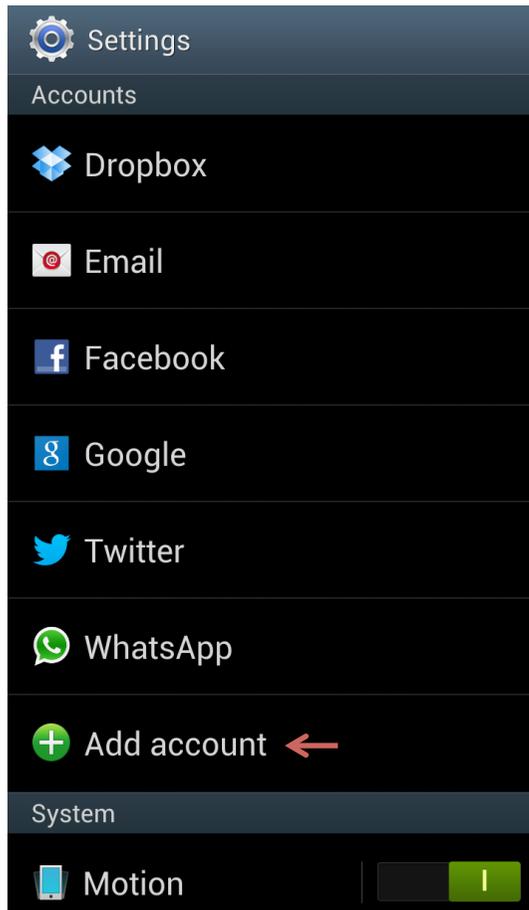


5. If for any reason your iPhone/iPad is unable to perform an auto configuration, you will see the following screen below. Please enter **secure.iedgemail.com** as the Server. Fill in the rest of the fields with the account information you receive from us. Once done, click on **Save** to complete your setup.

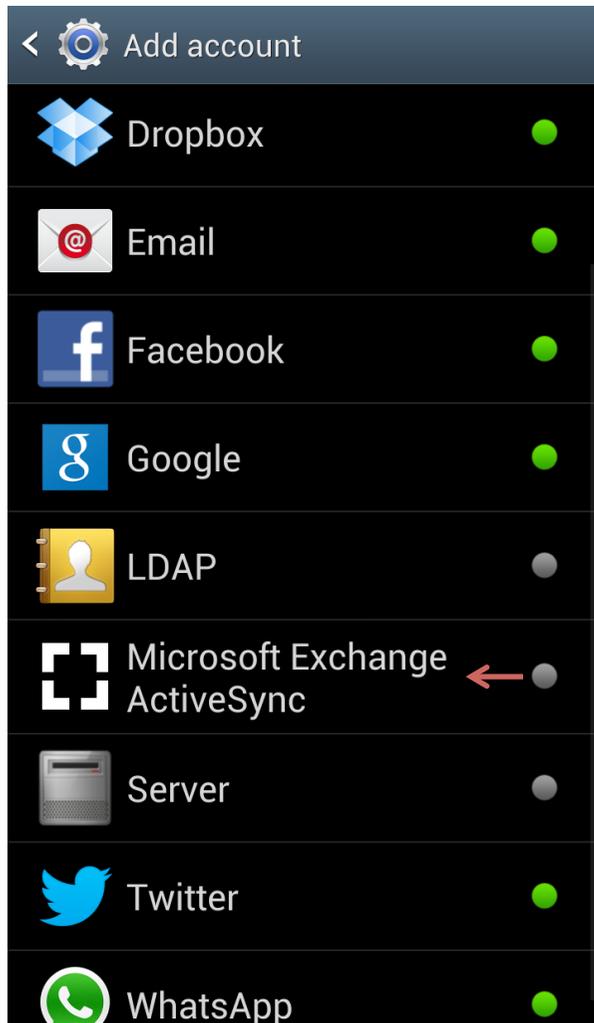


Setup Exchange 2013 on your mobile device (Android)

1. Go to your device **Settings** and click on **Add account** under the Accounts category.



2. Select **Microsoft Exchange ActiveSync**.



3. Enter your email address and password, then click on **Next**.

<  Add an Exchange account

Configure exchange account in a few steps

account@example.com

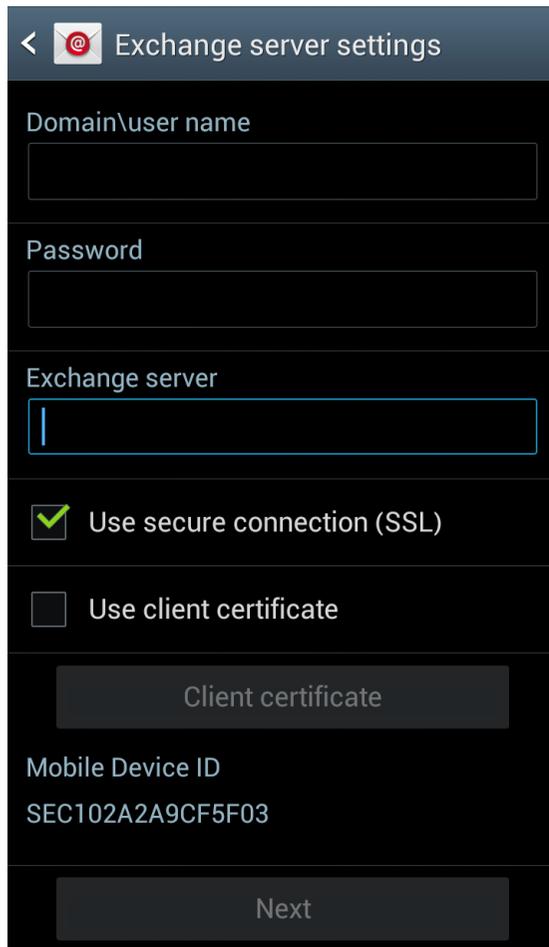
Password

Show password

Send email from this account by default

Manual setup Next

4. Configure the other Exchange server settings. The Domain\Username setting can be found in the account information you receive from us. It should look something like S05\your_username. The Exchange server setting is **secure.iedgemail.com**. Make sure **Use secure connection (SSL)** is selected. Once done, click on **Next**.



The screenshot shows a mobile application interface for configuring Exchange server settings. The title bar at the top left features a back arrow and an '@' icon, followed by the text 'Exchange server settings'. Below the title bar, there are several input fields and checkboxes. The 'Domain\user name' field is empty. The 'Password' field is also empty. The 'Exchange server' field is empty and has a blue border. Below these fields, there are two checkboxes: 'Use secure connection (SSL)' which is checked with a green checkmark, and 'Use client certificate' which is unchecked. Below the checkboxes, there is a greyed-out button labeled 'Client certificate'. At the bottom of the screen, there is a greyed-out button labeled 'Next'. The 'Mobile Device ID' is displayed as 'SEC102A2A9CF5F03'.

< @ Exchange server settings

Domain\user name

Password

Exchange server

Use secure connection (SSL)

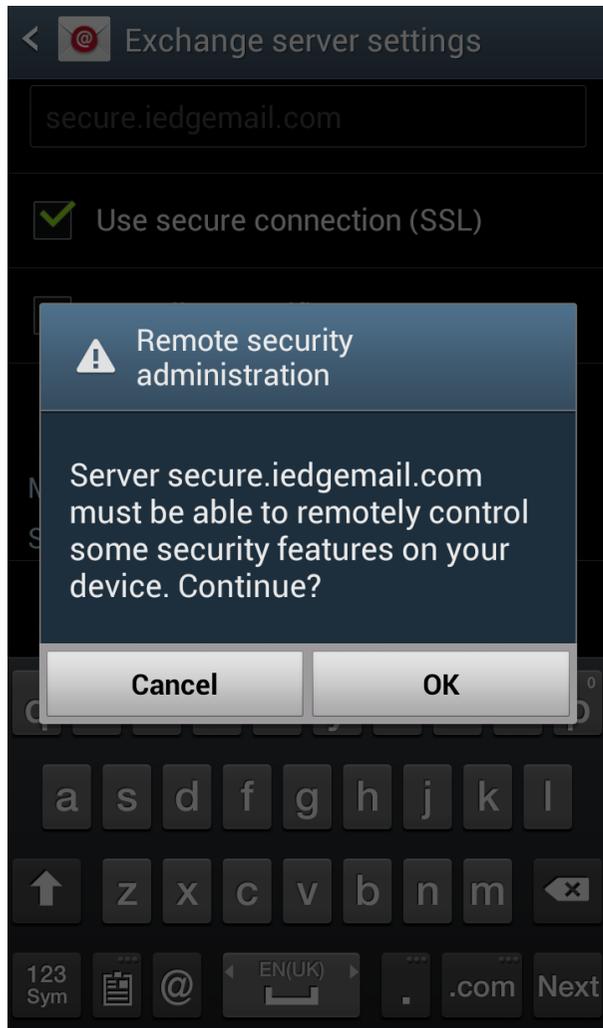
Use client certificate

Client certificate

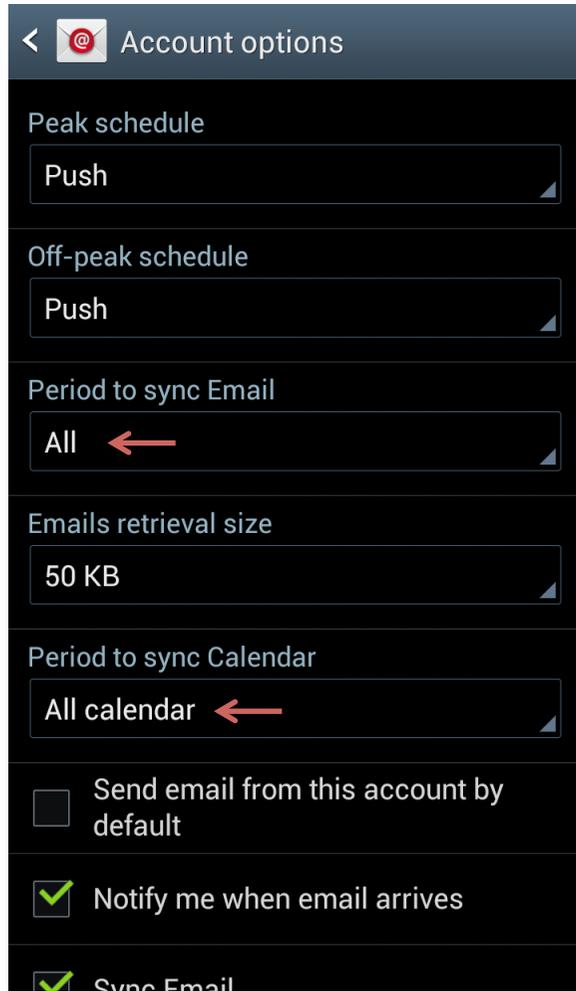
Mobile Device ID
SEC102A2A9CF5F03

Next

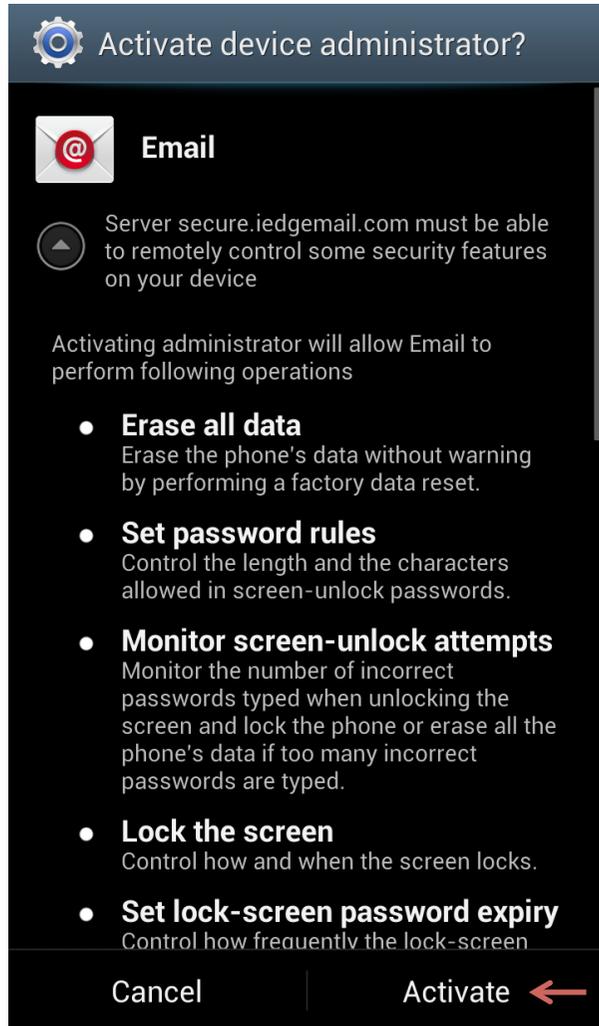
5. Click on **OK** to acknowledge the Remote Security Administration message.



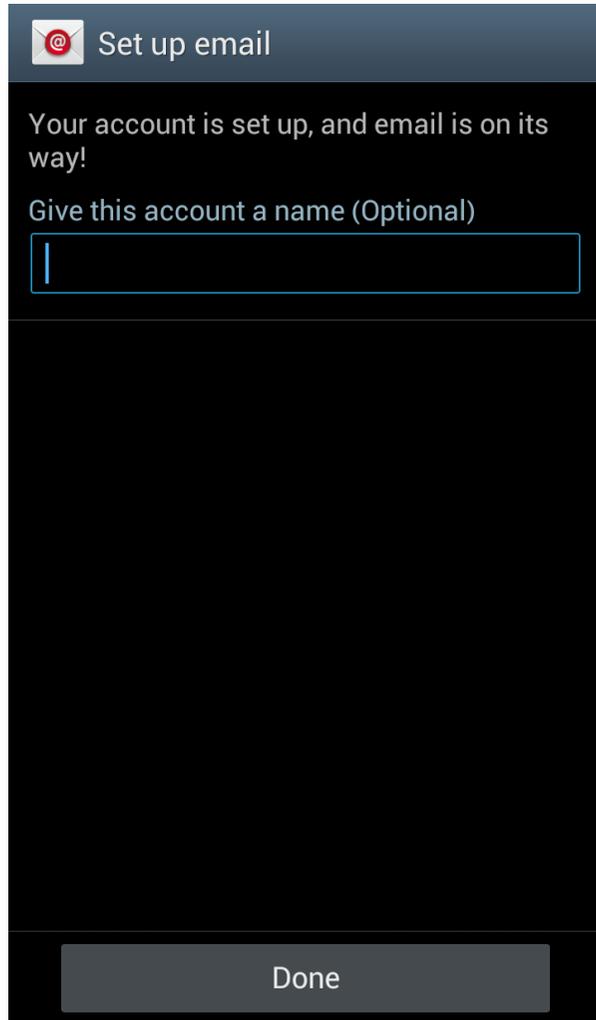
6. Configure your Account options preference, then click on **Next**. You may wish to consider selecting **All** for Period to sync Email and **All calendar** for Period to sync Calendar. This will ensure all your emails and calendar items are sync to your device.



7. Click on the **Activate** button to activate the device administrator.



8. Lastly, enter a name/description for your account (for your own reference) to complete the setup.



Set up email

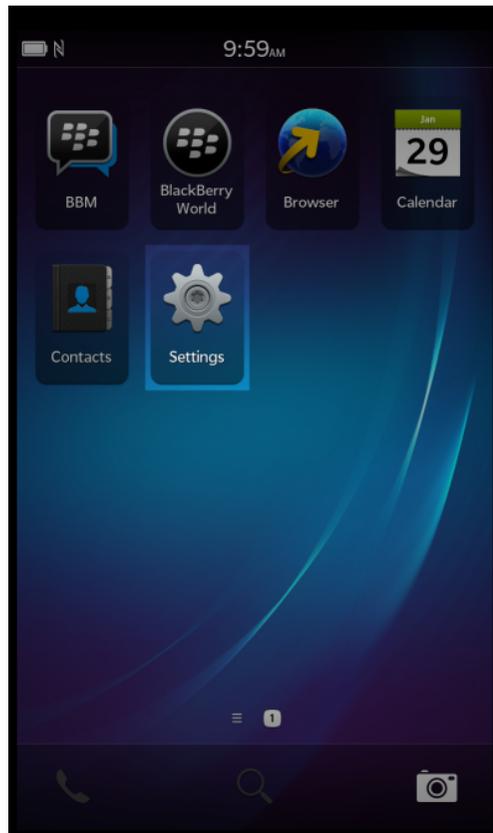
Your account is set up, and email is on its way!

Give this account a name (Optional)

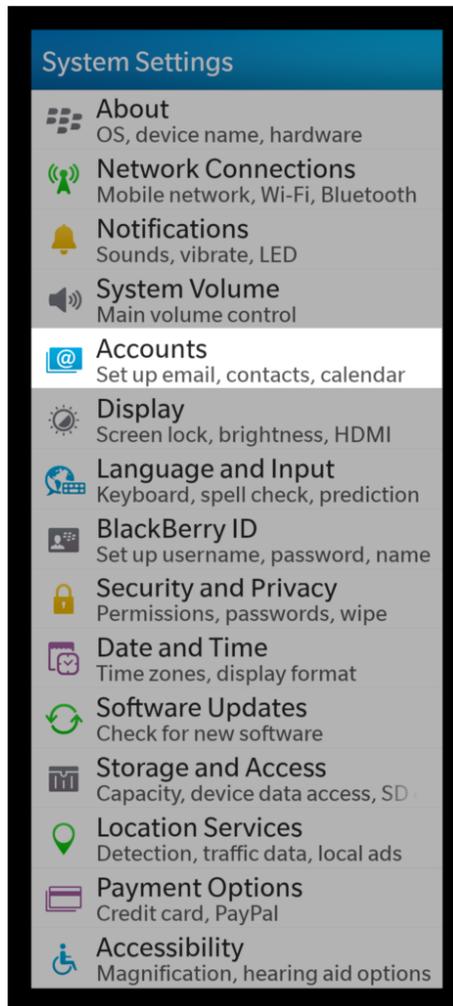
Done

Setup Exchange 2013 on your mobile device (Blackberry 10)

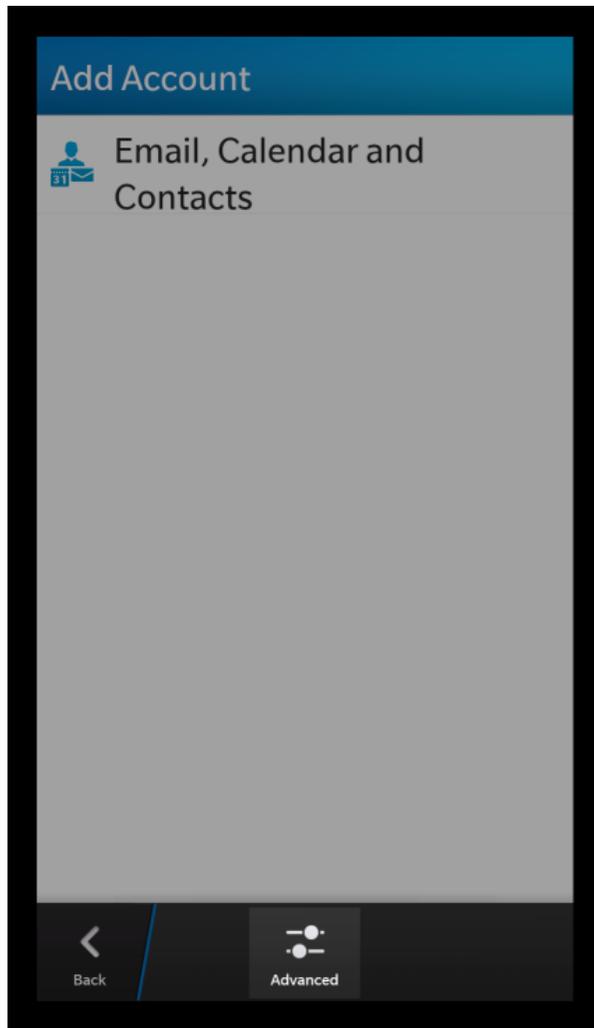
1. Go to your Blackberry 10's home screen, click on **Settings**.



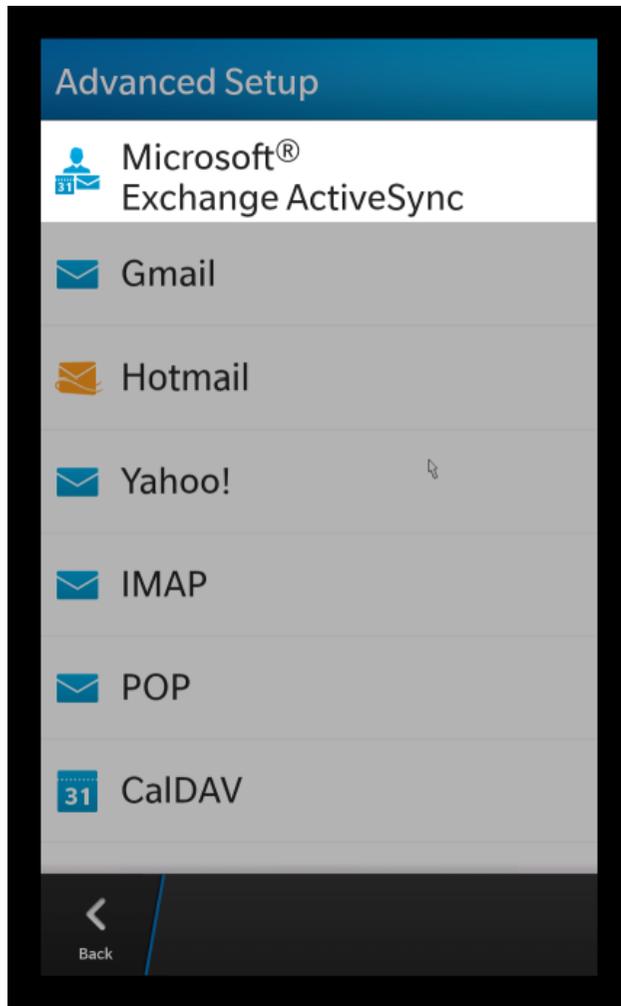
2. Click on **Accounts**.



3. Scroll down and click on **Advanced**.



4. Select **Microsoft Exchange ActiveSync**.



5. Enter a Description of your account (for your own reference). The Domain is **S05**, and the Username, Email Address & Password can be found in the account information you receive from us. The Server Address is **secure.iedgmail.com**. Leave the other fields as default. Once done, click on **Next**.

Dismiss Add Account Next

Microsoft® Exchange ActiveSync

* Required Fields

Description
Enter your description here

Domain
S05

Username *
your_username

Email Address *
name@yourcompany.com

Password *

Server Address *
secure.iedgmail.com

Port *
443

Use SSL On

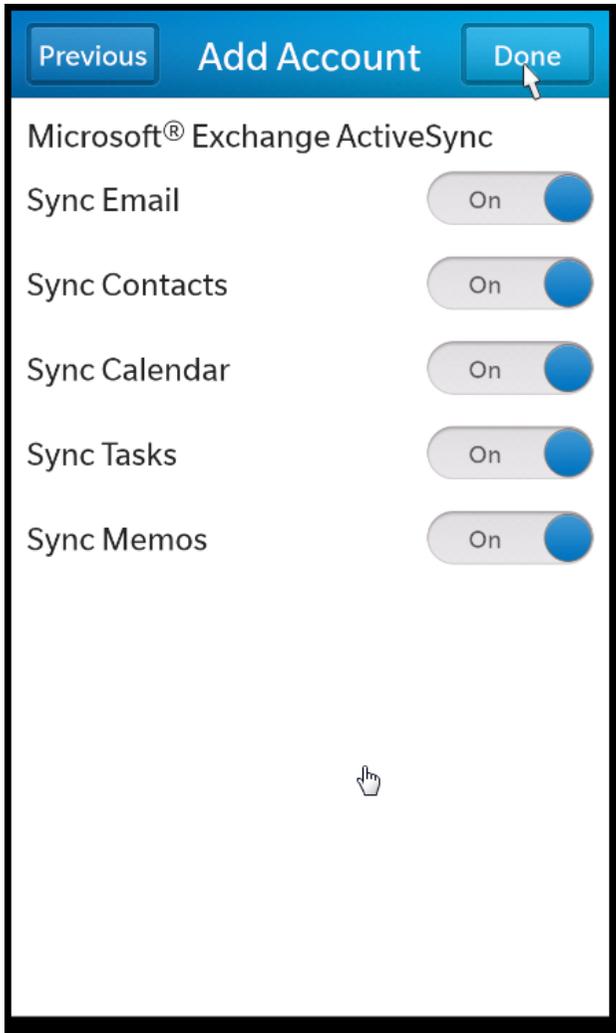
Use VPN Off

Push On

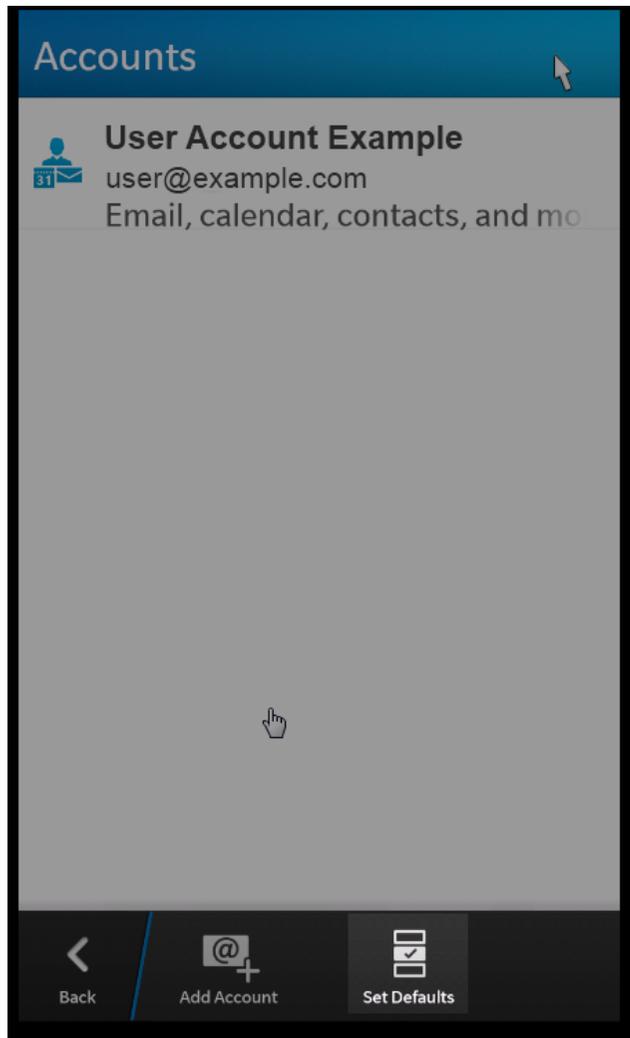
Sync Interval
Manual

Sync Timeframe
30 Days

6. Select the items you wish to sync and click on **Done**. We recommend not to select **Memos** as it might cause sync issues.



7. If you have multiple accounts, you may select which one is considered to be the default account by clicking on **Set Default**.



8. Set both the default email accounts and default calendar while sending meeting invites.

Select Default Accounts

Email Address

User Account Example - user@example.

Select the default account to use for sending email.

Calendar

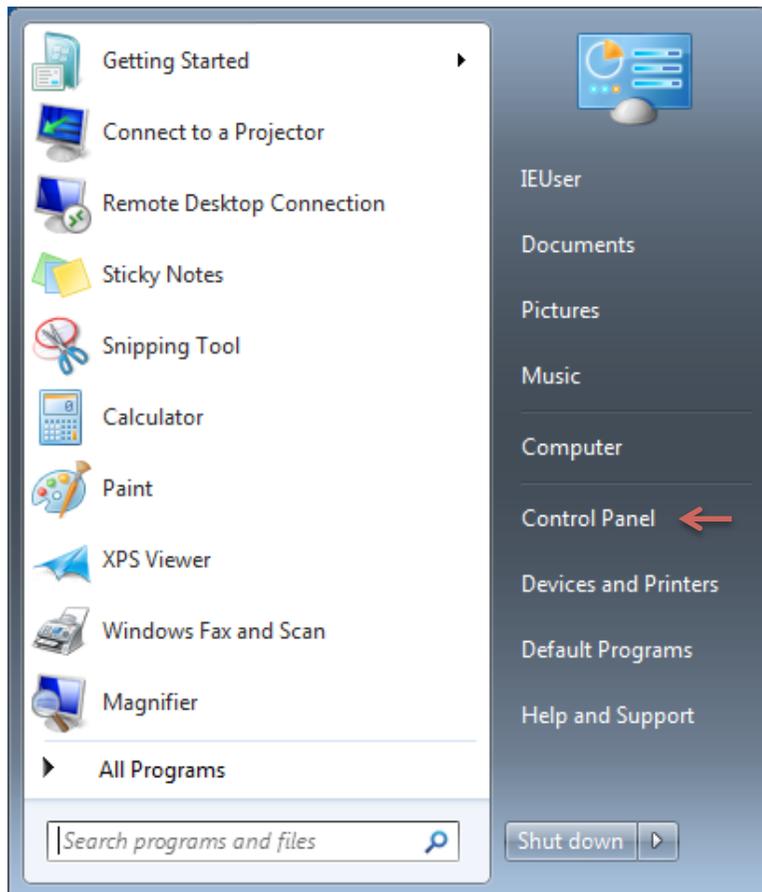
User Account Example- Calendar

Select the default account to use for sending event invitations.

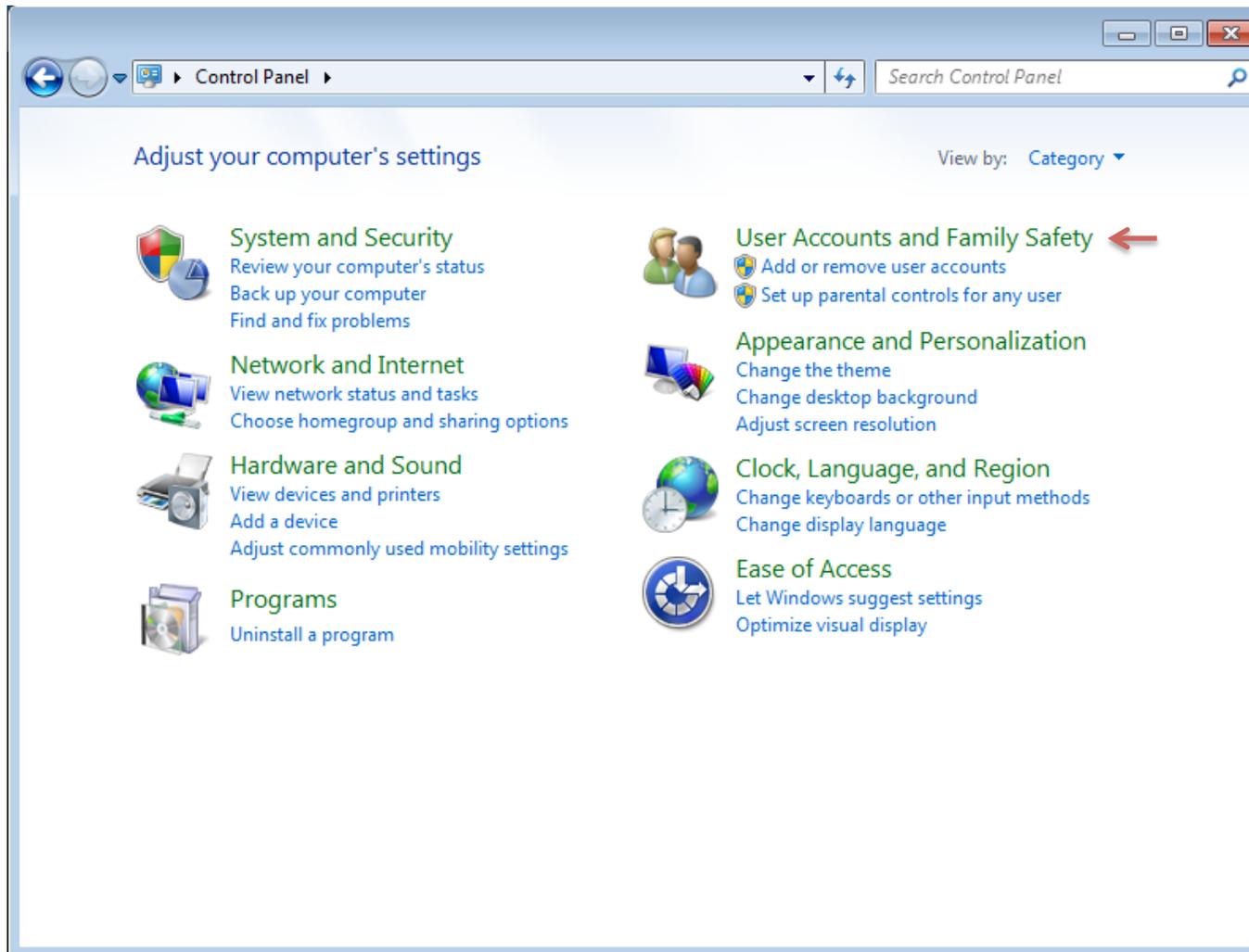
Back

Setup Exchange 2013 on Microsoft Outlook 2010/2013

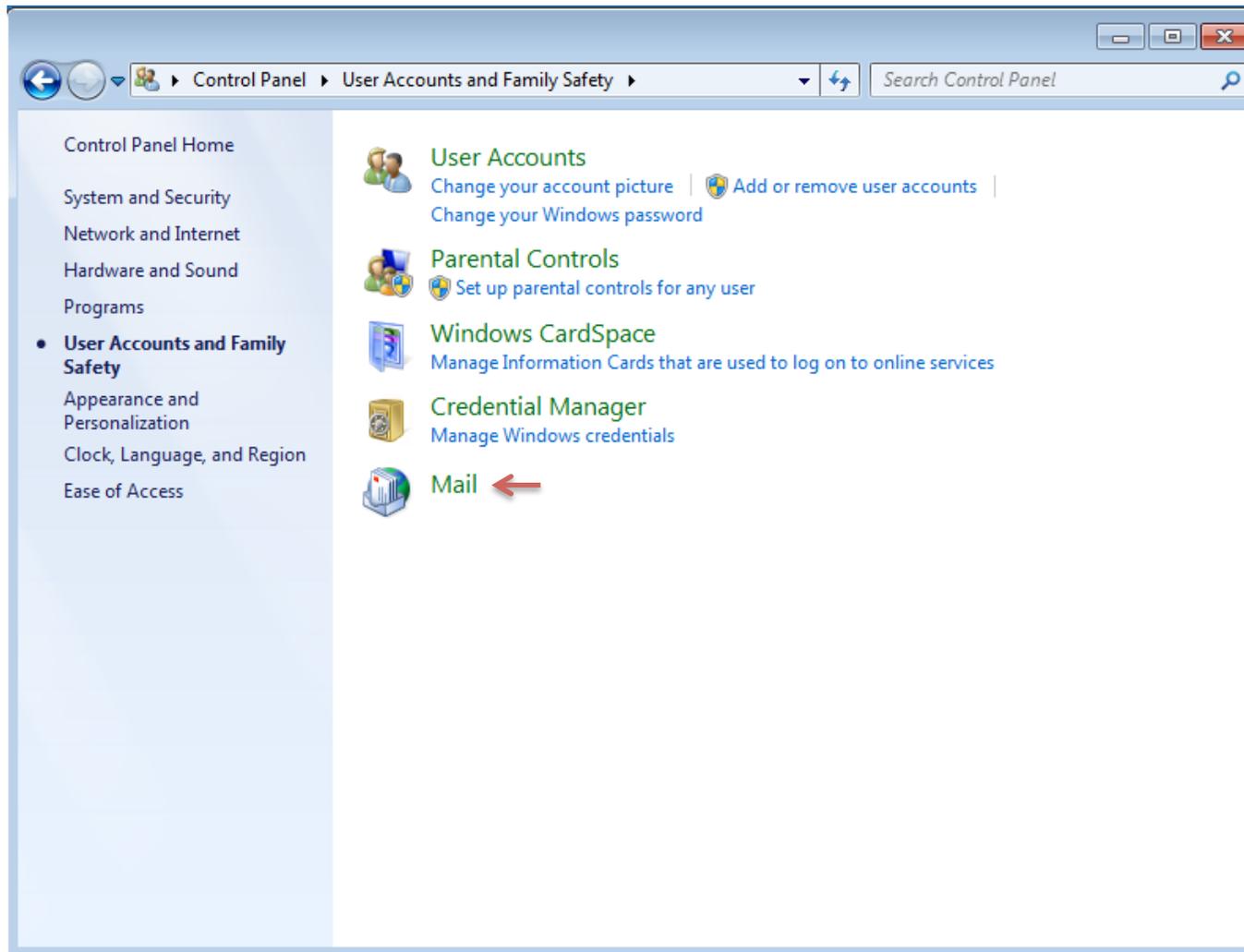
1. Go to **Start -> Control Panel** on your desktop.



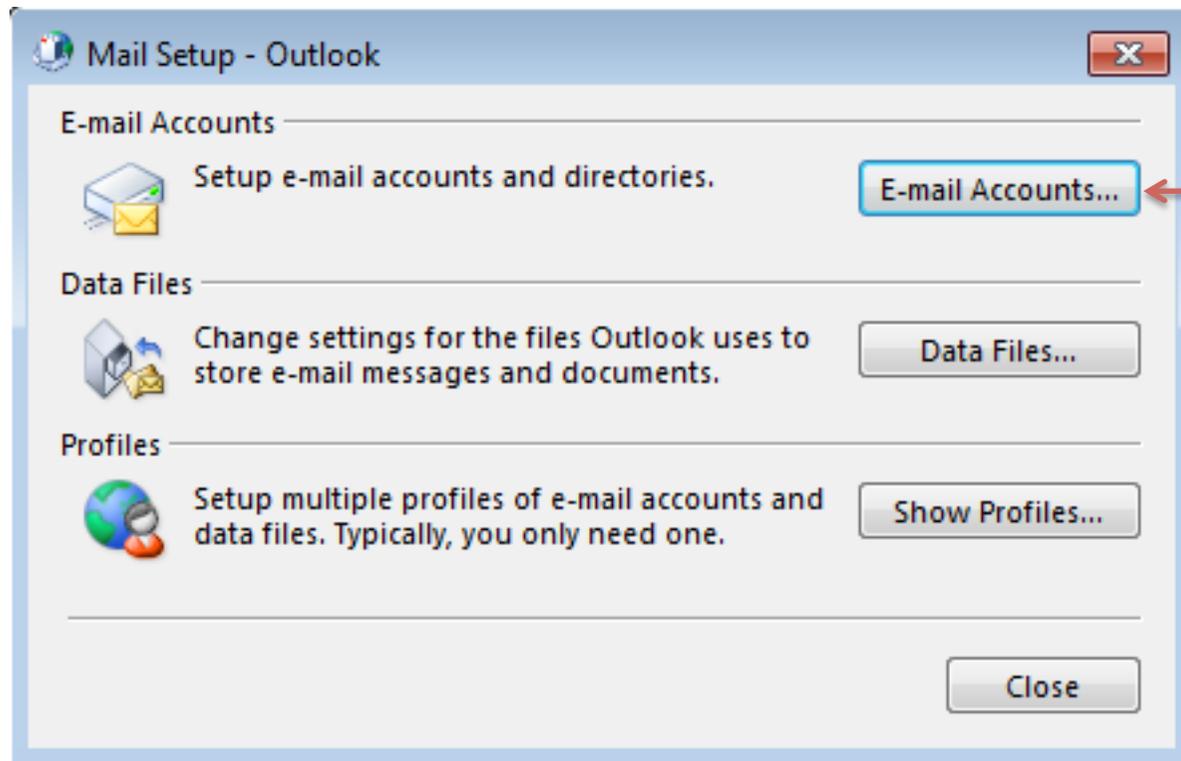
2. Click on **User Accounts and Family Safety**.



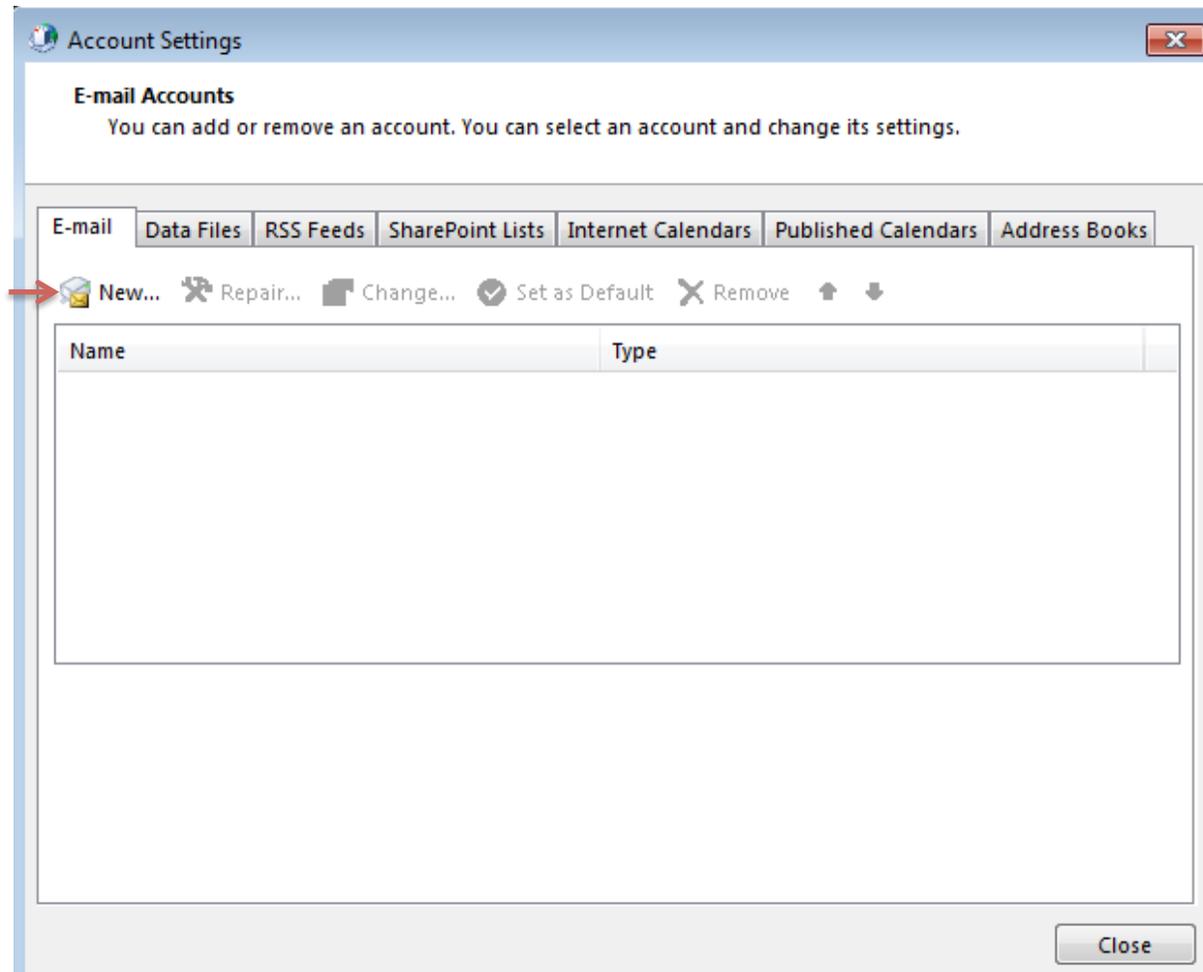
3. Click on **Mail**.



4. Click on **E-mail Accounts**.



5. Click on **New**.



6. Enter your account information into the textboxes and then click on **Next**.

Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

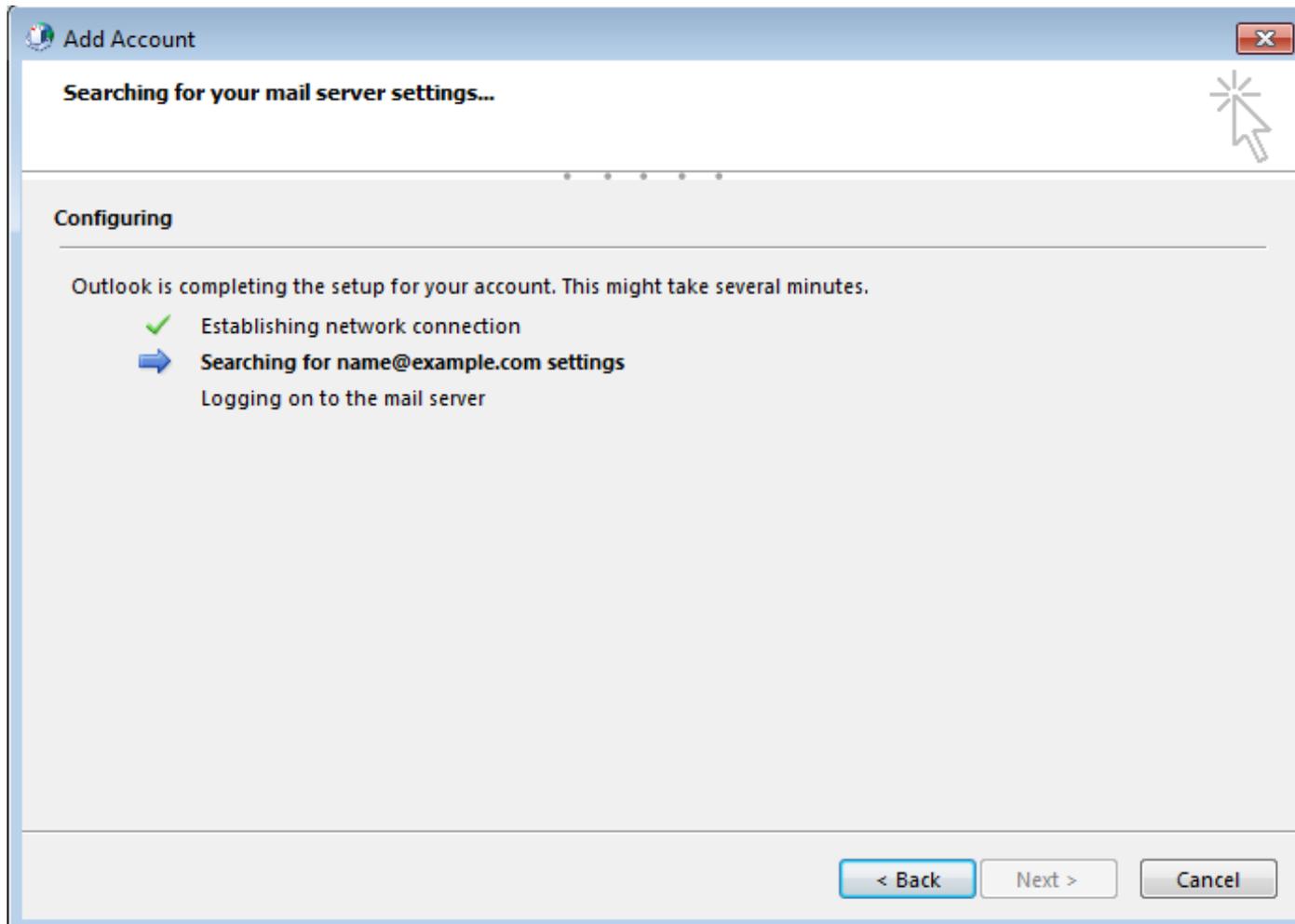
Password:

Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back **Next >** Cancel

7. Outlook will attempt to setup your Exchange account. Once completed, click on **Finish** and then open your Outlook software.



Modify DNS Records for External Domain Names

If your domain name is hosted with an external DNS provider, you need to make the following DNS changes to direct your domain name's mail flow to our Exchange mail servers. Depending on your DNS provider's configuration, it may take up to 24 hours for the changes to take effect.

1. Modify the MX records

Remove any existing MX records and add the following 2 new MX records:

mx1.iedgmail.com

mx2.iedgmail.com

Note: Set the priority of both MX records to a value of 10

2. Modify the TXT record

Remove the existing TXT record and add the following new TXT record:

v=spf1 include:spf.iedgmail.com -all

3. Create a new A record

Create an A record called *autodiscover.example.com* and point it to the IP address *199.244.76.155*

Note: Please replace *example.com* with your actual domain name.