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**Q. What is the URL format to manage my emails and website?**

A. <https://cp.charter-business.net>

**Q. How do I reset my password from inside the control panel?**

A: After logging in to the Admin user, go to My Account -> Users -> and click on your login name. On the general Tab, click "Edit" under your login / password information and you can change the password.

**Q. How do I reset my password if I cannot log into the control panel?**

A: Go to <https://cp.charter-business.net> and click on "Forget Password?" and go through Step 1 & Step 2.

## Q. How do I access my email?

Go to website <https://exchange.charter-business.net/owa> and enter your email address ( i.e. [joe@yourdomain.com](mailto:joe@yourdomain.com) ) and password for Outlook Web Access.

## Q. How do I change or reset a password for an email account?

Log into your account at <https://cp.charter-business.net/single.html> and select Hosting > Configuration & Administration > Exchange > Mailboxes

Next, select the mailbox you wish to change by clicking on the display name for the mailbox. Then, click the change password button. Type the new password twice in the password and confirm password boxes and click the submit button to confirm changes.

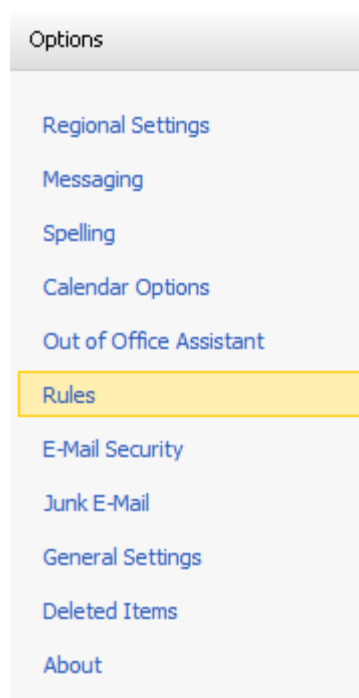
## Q. How do I forward or redirect my messages to a different email address?

A. For all users, from the WebMail interface: (found at <https://exchange.charter-business.net/owa> )

Click “Options” on the top navigation pane.

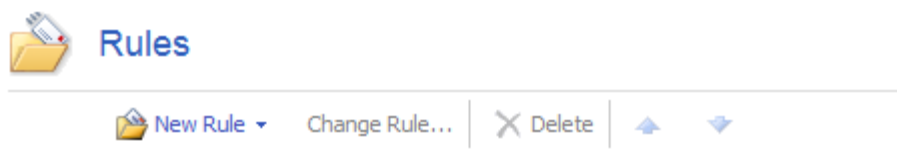


Select “Rules” in the drop down menu.



The page will refresh with several rules-related options.

Select "New Rule":



A new window will open, where you can specify what messages you want forwarded:

## Rule Description

Apply this rule after the message arrives from [people or distribution lists](#) move it to the [specified](#) folder

## After the message arrives

If my name is...

- If the message was sent or received...  
If the message includes specific words...  
If the message is marked with...  
If the message is...  
If the message size or date range...

## Do the following

Forward or redirect...

- Move, copy, or delete...  
Perform other actions...

## Exceptions

In the "Forwarding" section, type the appropriate information in the Forwarding Addresses box.

es

### After the message arrives

If my name is...  
If the message was sent or received...  
If the message includes specific words...  
If the message is marked with...  
If the message is...  
If the message size or date range...

### Do the following

- [Forward or redirect...](#)

Forward the message to people or distribution lists  
 Redirect the message to people or distribution lists  
 Forward the message as an attachment to people or distribution lists

Click the appropriate radio button in the Forwarding Setting section.

Click the Save button at the bottom of the screen.

## Rule Description

Apply this rule after the message arrives  
forward it to [Jean-Luc Picard](#)  
and move it to the [inbox](#) folder

## After the message arrives

- If my name is...
- If the message was sent or received...
- If the message includes specific words...
- If the message is marked with...
- If the message is...
- If the message size or date range...

## Do the following

- Forward or redirect...
- Move, copy, or delete...
- Perform other actions...

## Exceptions

Name:

Forwarding

Save

Cancel

The rule will now appear in your listing of rules:



## Rules

 New Rule ▾

Change Rule...

 Delete



Rule (applied in the order shown)	Actions
<input checked="" type="checkbox"/> Forwarding	
<input checked="" type="checkbox"/> Starship Maintenance	

## **Q. How do I set up an auto-reply message when I'm away from the office?**

A. On your browser go to <https://exchange.charter-business.net/owa>

Log on to your email.

Click "Options" in the top right corner of the tool bar.

Click out of Office Assistant on the left.

Click the radio button "Send Out of Office" auto-replies.

## **Q. How do I access my email remotely?**

The website <https://exchange.charter-business.net/owa> can be accessed from any computer with internet access. Simply go the website and enter your email address ( i.e. [joe@yourdomain.com](mailto:joe@yourdomain.com) ) and password for email access.

## **Q. Are there limits to the number of recipients or size of an email message?**

A. Yes, there limits but for spam purposes we don't publish those limits.

## **Q. How do I get additional Email accounts?**

Each Charter Business package comes with a fixed number of email accounts, though additional email accounts may be added for a nominal monthly fee.

The domain administrator can check the number of available accounts by going to Statistics & Analysis Section and then to resources.

To order additional email accounts, please contact your Charter Business representative.

## **Q. How do I get additional storage and allocate unused storage to users?**

A. Each mailbox has a capacity based upon a package it is part of. You cannot increase the size of your mailbox, but you can upgrade to an Exchange Standard or Professional mailbox in order to get more storage space.

B. You cannot allocate unused spaces to other mailboxes.

## Q. Can I use a third party email client to get my emails?

Yes – please see third party email instructions for details on how to set this up.

## Q. How do I set up my custom email account in Thunderbird, Apple Mail, Entourage, Outlook, etc?

Login to your account at <https://cp.charter-business.net/single.html>

Next, click on the mailbox you wish to set up under its display name. In the mailbox section, click on the view setup info link next to IMAP4 or POP3. A new window will open which displays a walkthrough for email clients such as Thunderbird, Apple Mail, Entourage and Outlook.

**Important:** Please specify the following port settings as you walk through the set up process.

Incoming mail server: 110

Outgoing mail server: 527

## Configuring Mozilla Thunderbird to Connect Mailbox via POP3

Launch Mozilla Thunderbird.

Click **Create a new account**. The **Account Wizard** starts.

Click **Email account** and press **Next >**. Fill out the form that appears:

- In the **Your Name** field, type in your name that will be shown to your e-mail recipients.
- In the **Email Address** field, type in (your full email address).

Click **Next >** to continue the Wizard. Provide the following information about your incoming server:

- Select the **POP** type.
- Type in *exchange.charter-business.net* in the **Incoming Server** field.

Click **Next >** to proceed to the next step of the Wizard. The **User Names** Wizard step is displayed.

Type in (your full email address) in the **Incoming User Name** field.

Click **Next >** to continue. The **Account Name** Wizard step is displayed. Type in the reference name for your account, for example "Work Account" in the **Account Name** field.

Click **Next >** to proceed to the final Wizard step. The summary information is displayed. Check if everything is correct.

Click **Finish** to complete the Wizard. Your POP3 email account is now created.

On the Thunderbird menu, select **Tools > Account Settings** to display the **Account Settings** dialog window.

In the folder list, select the account you just created and click **Server Settings**. The incoming server settings for your account are displayed at the right side of the **Account Settings** window.

Under **Security Settings** select **SSL**.

In the folder list of the **Account Setting** window, click **Outgoing Server (SMTP)**. The Outgoing Server (SMTP) Settings are displayed on the right side of the window. Here you can see all SMTP servers set up on your computer (if there any).

Click **Add**. The **SMTP Server** dialog box is displayed. Fill out the form as follows:

- In the **Description** field (optional), type in a free-form description of your outgoing mail server.
- In the **Server Name** field, type *smtp.charter-business.net*
- Select the **Use name and password** checkbox and enter (*your full email address*) in the **User Name** field.
- Under **Use secure connection** select **TLS**.

Click **OK** to save changes and exit the **SMTP Server** dialog box.

Select your account ('Work Account') in the folder list of the **Account Settings** window. The account settings are displayed on the right side of the window.

From the **Outgoing Server (SMTP)** drop-down list, select the just added SMTP server.

Click **OK** to save your changes and exit the **Account Settings** dialog window. You have just configured your POP3 email account.

On the Thunderbird main window, click on the downward pointing triangle to the right of the **Get Mail** icon. The drop-down list that contains your existing e-mail accounts will open.

Select the account you just configured and you will be prompted to enter the password

Type in your password and select the **Use Password Manager to remember this password checkbox** if necessary.

Click **OK**.

## Configuring Apple Mail 2 to Connect Mailbox via POP3

Open Apple Mail 2.

Click **Mail**, and select **Preferences**.

Click the plus sign (+) at the bottom to add a new account.

Set **Account Type** as POP and fill out the following fields:

- Enter **Account Description**.
- Enter your name in **Full Name** field.
- Enter (*your full email address*) to the **Email Address** field.

Click **Continue**.

Fill out the following fields:

- **Your Name:** type in your name that will be shown to your e-mail recipients in the From: field.
- **Incoming mail server:** *exchange.charter-business.net*
- **User Name:** (*your full email address*)
- **Password:** type in your password.

Click **Continue** twice.

Fill out the following fields:

- **Outgoing mail server:** *smtp.charter-business.net*
- Check the **Use Authentication** checkbox.
- **User Name:** (*your full email address*)
- **Password:** type in your password.

Click **Continue** twice.

Click **Done**.

Click **Server Settings**

Check the **Use Secure Sockets Layer (SSL)** checkbox. Click on **OK**.

Select the **Advanced** sub tab and check the Use **SSL** checkbox.

Close the current window.

Click **Save**.

## Configuring Entourage 2004 to Connect Mailbox via POP3

Open Entourage 2004.

Click **Entourage**, and select **Account Settings**.

Click **New**.

Enter (*your full email address*) to the **E-mail address** field. Click on right arrow (>) twice.

Fill out the following fields:

- Enter your name in **Your Name** field.
- Enter (*your full email address*) in the **Account ID** field.
- Enter your Mailbox Password in the **Password** field.
- Check the **Save password in Mac OS X Keychain** checkbox.
- Enter *exchange.charter-business.net* in the **Incoming mail server** field.
- Set **Incoming mail server type** as **POP**.
- Enter *smtp.charter-business.net* in the **Outgoing mail server** field.

Click on right arrow (>) twice.

Click **Skip**.

Enter name of account to the **Account name** field and click on **Finish**.

Click on the POP3 Account you just created in the Accounts window.

Press **Click here for advanced receiving options**.

Check the **This POP service requires a secure connection (SSL)** checkbox and close the pop-up window.

Press **Click here for advanced receiving options**.

Click on **Server Settings**.

Check the **SMTP service requires secure connection (SSL)** checkbox. Select **Use same settings as receiving mail server** option and then close the pop-up window.

Click **OK**.

Close **Accounts** window.

## Configuring Entourage 2008 to Connect Mailbox via POP3

Open Entourage 2008.

Click **Entourage**, and select **Account Settings**.

Click on **New**.

Set **Account type** as **POP** and click on **OK**.

Fill out the following fields:

- Enter (*your full email address*) to the **Account Name** and **Email Address** field.
- Enter your name in the **Name** field.
- Enter (*your full email address*) in the **Account ID** field.
- Enter your Mailbox Password in the **Password** field.
- Check the **Save password in Mac OS X Keychain** checkbox.
- Enter *exchange.charter-business.net* in the **POP server** field.
- Enter *smtp.charter-business.net* in the **SMTP server** field.

Press **Click here for advanced receiving options**.

Check the **This POP service requires secure connection (SSL)** checkbox and close the pop-up window.

Press **Click here for advanced receiving options**.

Check the **SMTP service requires secure connection (SSL)** checkbox, select **Use same settings as receiving mail server** option and close the pop-up window.

Click **OK**.

Close the **Accounts** window.

## Configuring Microsoft Outlook Express to Connect Mailbox via POP3

Start **Outlook Express**. Choose **Tools > Accounts** from the menu on the top.

Click the **Add** button and choose **Mail**.

**Display Name:** Type your mailbox display name (*your name*) and click **Next**.

**E-mail address:** Type your e-mail address (*your full email address*) and click **Next**.

Choose **My incoming server is a POP3 server** from the dropdown box. Fill in the following mail server information:

- **Incoming mail server:** *exchange.charter-business.net*
- **Outgoing mail server:** *smtp.charter-business.net*
- Click **Next**.

Fill in the following logon information:

- **Account name:** Type your login – *your full email address* (*your full email address*).
- **Password:** Type your mailbox password.
- Click **Next**, then click **Finish**.

Select mail account named *exchange.charter-business.net* and click **Properties** button.

Switch to the **Servers** tab.

In the **Outgoing Mail Server** check **My server requires authentication**.

Switch to the **Advanced** tab.

In the **Server Port Numbers** check **This server requires a secure connection (SSL)**.

Click **OK**.

## Configuring Microsoft Office Outlook 2007 to Connect Mailbox via POP3

Open Outlook.

On the **Tools** menu, click **Account Settings** to display the **Account Settings** window. The **E-mail** tab is opened by default showing all your set up e-mail accounts (if there any).

Click **New**. The **Add New E-mail Account** Wizard starts. You are prompted to **Choose E-mail Service**.

Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**. The **Auto Account Setup** Wizard screen is displayed.

Select the **Manually configure server settings or additional server types** checkbox at the bottom of the Wizard screen, and then click **Next**. You will then be prompted to **Choose E-mail Service**.

Select **Internet E-mail**, and then click **Next**. The **Internet E-mail Settings** window is displayed.

Provide the following information in the available fields:

- **Your Name:** type in your name that will be shown to your e-mail recipients in the From: field.
- **E-mail Address:** *(your full email address)*
- **Account Type:** select **POP3**.
- **Incoming mail server:** *exchange.charter-business.net*
- **Outgoing mail server (SMTP):** *smtp.charter-business.net*
- **User Name:** *(your full email address)* **Password:** type in your password.

Click **More Settings**. The multi-tabbed window is displayed.

Select the **Outgoing Server** tab, and then select the **My outgoing server (SMTP) requires authentication** checkbox. Then click **Use same settings as my incoming mail server**.

Select the **Advanced** tab to display the advanced properties of your e-mail account. Configure them as follows:

- In the drop-down menu located below the **Incoming server (POP3)** field, select **SSL**.
- In the drop-down menu located below the **Outgoing server (SMTP)** field, select **TLS**.

Click **OK** to save your changes.

Click **Test Account Settings** to check that your account is working. If there are any missing or incorrect information, such as your password, you will be prompted to supply it or correct it.

After receiving **Congratulations! All tests completed successfully**, click **Close**

Click **Next**, and then click **Finish**.

## Configuring Mozilla Thunderbird to Connect Mailbox via IMAP

Launch Mozilla Thunderbird

Click **Create a new account**. This will start **Account Wizard**.

Click **Email account** and press **Next >**. Fill out the form that appears:

- In the **Your Name** field, type in your name that will be shown to your e-mail recipients.
- In the **Email Address** field, type in (*your full email address*).

Click **Next >** to continue the Wizard. Provide the following information about your incoming server:

- Select the **IMAP** type.
- Type in *exchange.charter-business.net* in the **Incoming Server** field.

Click **Next >** to proceed to the next step of the Wizard. The **User Names** Wizard step is displayed.

Type in (*your full email address*) in the **Incoming User Name** field.

Click **Next >** to continue. The **Account Name** Wizard step is displayed. Type in the reference name for your account, for example "Work Account" in the **Account Name** field.

Click **Next >** to proceed to the final Wizard step. The summary information is displayed. Check if everything is correct.

Click **Finish** to complete the Wizard. Your IMAP email account is now created.

On the Thunderbird menu, select **Tools > Account Settings**. The **Account Settings** dialog window is displayed.

In the folder list, select the just created account and click **Server Settings**. The incoming server settings for your account are displayed at the right part of the **Account Settings** window.

Under **Security Settings** select **SSL**.

In the folder list of the **Account Setting** window, click **Outgoing Server (SMTP)**. The Outgoing Server (SMTP) Settings are displayed at the right part of the window. Here you can see all SMTP servers set up on your computer (if there any).

Click **Add**. The **SMTP Server** dialog box is displayed. Fill out the form as follows:

- In the **Description** field (optional), type in a free-form description of your outgoing mail server.
- In the **Server Name** field, type *smtp.charter-business.net*.
- Select the **Use name and password** checkbox and enter (*your full email address*) in the **User Name** field.
- Under **Use secure connection** select **TLS**.

Click **OK** to save changes and exit the **SMTP Server** dialog box.

Select your account ('Work Account') in the folder list of the **Account Settings** window. The account settings are displayed at the right part of the window.

From the **Outgoing Server (SMTP)** drop-down list, select the just added SMTP server.

Click **OK** to save your changes and exit the **Account Settings** dialog window. You have just configured your IMAP email account.

On the Thunderbird main window, click on the down-oriented triangle to the right of the **Get Mail** icon. The drop-down list opens contains your existing e-mail accounts will open.

Select the just configured account and you will be prompted to enter the password.

Type in your password and select the **Use Password Manager to remember this password checkbox** if necessary.

Click **OK**.

## Configuring Apple Mail 2 to Connect Mailbox via IMAP4

Open Apple Mail 2.

Click **Mail**, and select **Preferences**.

Click the plus sign (+) at the bottom to add a new account.

Set **Account Type** as IMAP and fill out the following fields:

- Enter **Account Description**.
- Enter your name in **Full Name** field.
- Enter (*your full email address*) to the **Email Address** field.

Click **Continue**.

Fill out the following fields:

- **Your Name:** type in your name that will be shown to your e-mail recipients in the From: field.
- **Incoming mail server:** *exchange.charter-business.net*
- **User Name:** (*your full email address*)
- **Password:** type in your password.

Click **Continue** twice.

Fill out the following fields:

- **Outgoing mail server:** *smtp.charter-business.net*
- Check the **Use Authentication** checkbox.
- **User Name:** (*your full email address*)
- **Password:** type in your password.

Click **Continue** twice.

Click **Done**.

Click **Server Settings**.

Check the **Use Secure Sockets Layer (SSL)** checkbox. Click on **OK**.

Select the **Advanced** sub tab. Check the **Use SSL** checkbox.

Close the current window.

Click **Save**.

## Configuring Entourage 2004 to Connect Mailbox via IMAP4

Open Entourage 2004.

Click **Entourage**, and select **Account Settings**.

Click **New**.

Enter (*your full email address*) to the **E-mail address** field. Click on right arrow (>) twice.

Fill out the following fields:

- Enter your name in **Your Name** field.
- Enter (*your full email address*) to the **Account ID** field.
- Enter your Mailbox Password to the **Password** field.
- Check the **Save password in Mac OS X Keychain** checkbox.
- Enter *exchange.charter-business.net* to the **Incoming mail server** field.
- Set **Incoming mail server type** as **IMAP**.
- Enter *smtp.charter-business.net* to the **Outgoing mail server** field.

Click on right arrow (>) twice.

Click **Skip**.

Enter name of account to the **Account name** field. Click on **Finish**.

Click on just created IMAP Account in Accounts window.

Press **Click here for advanced receiving options**.

Check the **This IMAP service requires a secure connection (SSL)** checkbox. Close the pop-up window.

Press **Click here for advanced receiving options**.

Click on **Server Settings**.

Check the **SMTP service requires secure connection (SSL)** checkbox. Select **Use same settings as receiving mail server** option. Close the pop-up window.

Click **OK**.

Close **Accounts** window.

## Configuring Entourage 2008 to Connect Mailbox via IMAP4

Open Entourage 2008.

Click **Entourage**, and select **Account Settings**.

Click **New**.

Set **Account type** as **IMAP**. Click on **OK**.

Fill out the following fields:

- Enter *(your full email address)* to the **Account Name** and **Email Address** field.
- Enter your name in **Name** field.
- Enter *(your full email address)* to the **Account ID** field.
- Enter your Mailbox Password to the **Password** field.
- Check the **Save password in Mac OS X Keychain** checkbox.
- Enter *exchange.charter-business.net* to the **Incoming mail server** field.
- Enter *smtp.charter-business.net* to the **Outgoing mail server** field.

Press **Click here for advanced receiving options**.

Check the **SMTP service requires secure connection (SSL)** checkbox. Close the pop-up window.

Press **Click here for advanced receiving options**.

Check the **SMTP service requires secure connection (SSL)** checkbox. Select **Use same settings as receiving mail server** option. Close the pop-up window.

Click **OK**.

Close **Accounts** window.

## Configuring Microsoft Outlook Express to Connect Mailbox via IMAP

Start **Outlook Express**. Choose **Tools > Accounts** from the menu on the top.

Click **Add** button and choose **Mail**.

**Display Name:** Type your mailbox display name (*your name*) and click **Next**.

**E-mail address:** Type your e-mail address (*your full email address*) and click **Next**.

Choose **My incoming server is a IMAP server** from the dropdown box. Fill in mail server information:

- **Incoming mail server:** *exchange.charter-business.net*
- **Outgoing mail server:** *smtp.charter-business.net*
- Click **Next**.

Fill in logon information:

- **Account name:** Type your login (*your full email address*) .
- **Password:** Type your mailbox password.
- Click **Next**, then click **Finish**.

Select mail account named *exchange.charter-business.net* and click **Properties** button.

Switch to the **Servers** tab.

In the **Outgoing Mail Server** check **My server requires authentication**.

Switch to the **Advanced** tab.

In the **Server Port Numbers** check both **This server requires a secure connection (SSL)**.

Click **OK**.

## Configuring Microsoft Office Outlook 2007 to Connect Mailbox via IMAP

Open Outlook

On the **Tools** menu, click **Account Settings**. The **Account Settings** window is displayed. The **E-mail** tab is opened by default showing all your set up e-mail accounts (if there any).

Click **New**. The **Add New E-mail Account** Wizard starts. You are prompted to **Choose E-mail Service**.

Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**. The **Auto Account Setup** Wizard screen is displayed.

Select the **Manually configure server settings or additional server types** checkbox at the bottom of the Wizard screen, and then click **Next**. You are prompted to **Choose E-mail Service**.

Select **Internet E-mail**, and then click **Next**. The **Internet E-mail Settings** window is displayed.

Provide the following information in the available fields:

- **Your Name:** type in your name that will be shown to your e-mail recipients in the From: field.
- **E-mail Address:** *(your full email address)*
- **Account Type:** select IMAP.
- **Incoming mail server:** *exchange.charter-business.net*
- **Outgoing mail server (SMTP):** *smtp.charter-business.net*
- **User Name:** *(your full email address)*
- **Password:** type in your password.

Click **More Settings**. The multi-tabbed window is displayed.

Move to the **Outgoing Server** tab, and then select the **My outgoing server (SMTP) requires authentication** checkbox. Then click **Use same settings as my incoming mail server**.

Move to the **Advanced** tab. Advanced properties of your e-mail account are displayed. Configure them as follows:

- In the drop-down menu located below the **Incoming server (IMAP)** field, select **SSL**.
- In the drop-down menu located below the **Outgoing server (SMTP)** field, select **TLS**.

Click **OK** to save your changes.

Click **Test Account Settings** to check that your account is working. If there is missing or incorrect information, such as your password, you are prompted to supply it or correct it.

After receiving **Congratulations! All tests completed successfully**, click **Close**

Click **Next**, and then click **Finish**.