



## Hosted Microsoft Exchange Server From GreenAppX

### FAQ

#### What is Microsoft Exchange?

Microsoft Exchange is an email server that is used by over 50% of businesses in the United States. The reason for its popularity is that Exchange is very scalable, secure, reliable, and functional. Exchange allows your employees to collaborate as a team and share contacts, calendars, email, tasks and notes. Additionally, Exchange allows you to use as many computers as you would like...and the information in Outlook is the same on every one! The Message Center Exchange service allows you to plug in different methods of mobile access to retrieve your information from your mobile device. Access your information everywhere, anytime, anyway.

#### How is Exchange different than a POP3 Mail?

POP3 provides access to email service on a provider's network, downloaded and stored locally on your computer. Since it is now stored locally, a hard drive failure or theft of a laptop can result in a loss of data. With Hosted Microsoft Exchange from GreenAppX, a mirror copy of your mailbox is stored on our server. Securely backed up to redundant data facilities, your email is always available, from multiple devices anywhere in the world.

#### What is needed to get Exchange service started?

Your company will need to own a domain (*yourcompanyname.com*). This can be done through a number of hosting services that will charge you an annual fee to do this for you. Do a search online for the best value.

You will need to provide your domain hosting company with the proper configurations, directing your email to our Exchange Server. Don't worry, we provide the necessary information to do this as well.

You will need a list of all usernames that will be using Exchange ([username@yourcompany.com](mailto:username@yourcompany.com)) each one of these will need their own mailbox.

#### Will Outlook look any different?

Outlook will look and operate exactly the same.

**Can I use more than one Outlook client on my account?**

Absolutely! You are able to have as many Outlook clients as you would like and every one will be synchronized automatically and always be up to date!

**Will we lose any email during the migration to GreenAppX?**

We have a method of migrating from your current server (either Exchange or POP) that will ensure you never miss one email.

**Do I have access to Active Directory?**

Due to security reasons Active Directory is not available

**How do I add or delete users on our Hosted Exchange Account?**

GreenAppX provides a Services Management Console with every account. This is accessible from any web browser at any time. As administrator of the account, you can add/remove/edit users and reset passwords.

**Is SalesForce or Act! compatible with Exchange?**

Both SalesForce and Act! have Outlook plug-ins for Microsoft Exchange.

**Can I add/remove GoodLink and/or BlackBerry service anytime?**

With our web-based Services Management Console, you have the ability to add or delete optional BlackBerry or GoodLink mobility services at any time.

**How many people can have administrator privileges in the Control Panel?**

The Services Management Console, allows you to assign admin privileges to as many people as you would like. In the user's profile, simply check the box that says "grant admin privileges". That's it!

**Does Exchange allow us to share information?**

Absolutely! With Full Access accounts you are able to share contacts, calendars, emails, and tasks with your team.

### **Is migrating to Hosted Microsoft Exchange difficult?**

There are three different ways to transfer your existing email service to Hosted Microsoft Exchange from GreenAppX. And we help you every step of the way with easy-to-use guides, downloads and customer support.

- Brand new Domain and Mail Service
- Migrating from an existing Microsoft Exchange Service
- Migrating from a POP mail account

Easy step-by-step guides as well as Outlook and Entourage mail clients are available on your Services Management Console

### **Is the connection secure?**

Our technology partner has a digital certificate to the connection that allows a full SSL connection (the same encryption used for online banking) from Outlook to the server. This is even more secure than having the server in your own building.