

Add or Remove a Mailbox for Exchange 2013

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You can create new Hosted Exchange mailboxes through the legacy Control Panel, though a spare mailbox license is needed in order to create a new mailbox.

Create a Mailbox

1. Log in to the Control Panel with your reseller account (<https://controlpanel.hostedservices.com>) and then log in as the relevant customer.



2. Select the **Exchange** tab

3. Select **Add New Mailbox**.

4. Select **New Service User**

Add New Mailbox

Select if you want to create mailbox under new Service User or based on existing one

Service User New Service User
 Existing Service User

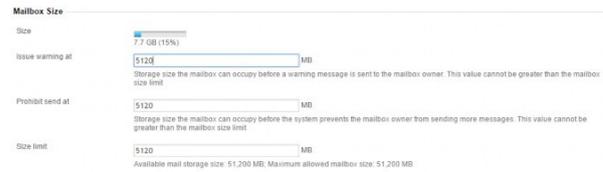
Next >>

Cancel

5. Fill in the requested Information

User Photo	You can set the profile picture for the user by uploading it here, this will appear in Outlook and OWA after a delay.
Display Name	This is how the mailbox will appear in the Global Address List and in the 'From' field of any email.
Login	This will be the username of the mailbox for login purposes.
Password	Enter then password for the mailbox here, obeying the length and complexity requirements detailed below. Do not click generate new password unless you want a computer generated password.

6. Set the size limits of the mailbox and tick the mailbox access protocols you wish to be available, 100GB max limit.



The screenshot shows a 'Mailbox Size' configuration form. It includes a progress bar for 'Size' at 7.7 GB (15%). Below are three input fields: 'Issue warning at' (5120 MB), 'Prohibit send at' (5120 MB), and 'Size limit' (5120 MB). Each field has a small explanatory text below it. At the bottom, it states 'Available mail storage size: 51,200 MB; Maximum allowed mailbox size: 51,200 MB'.

7. Click **Finish**

This completes the creation of a new mailbox - it can take up to **4 Hours** before the mailbox will be able to receive external emails, but should be able to send fairly quickly.

Remove a Mailbox

Please ensure you double-check the mailboxes being removed, as although they can be restored there will be a charge for doing so.

1. Log in to the Control Panel with your reseller account (<https://controlpanel.hostedservices.com>) and then log in as the relevant customer.

2. Select the **Exchange** tab

3. Tick the mailbox to be removed

4. Select **Delete**



The screenshot shows the 'Exchange' section of a control panel. It has tabs for 'Mailboxes', 'Contacts', 'Distribution Lists', 'Storage Usage Report', and 'More Services'. Below the tabs is a table with columns: ID, Display name, Login, E-mail address, Size, Size limit, and Status. Two mailboxes are listed: one with ID 10445018 and another with ID 10481519. The first mailbox is checked, and the 'Delete' button is highlighted.

ID	Display name	Login	E-mail address	Size	Size limit	Status
<input checked="" type="checkbox"/>	10445018	Testing	Testing@cobwebsupporttesting.com	6 KB (0%)	4.9 GB	Ready
<input type="checkbox"/>	10481519	Knowledgebase Guides	testing2@cobwebsupporttesting.com	29 KB (0%)	4.9 GB	Ready

5. You should now receive a confirmation message. If you're happy that the correct mailbox has been selected, click **OK**.

This will NOT remove the mailbox licence from your billing. In order to do this you will need to follow the 'Cancelling a Resource' article that can be found on our knowledgebase.

