Add or Remove a Mailbox for Exchange 2013

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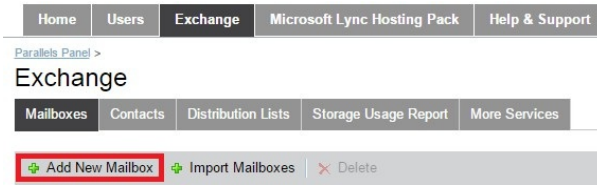
You can create new Hosted Exchange mailboxes through the legacy Control Panel, though a spare mailbox license is needed in order to create a new mailbox.

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**

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.

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

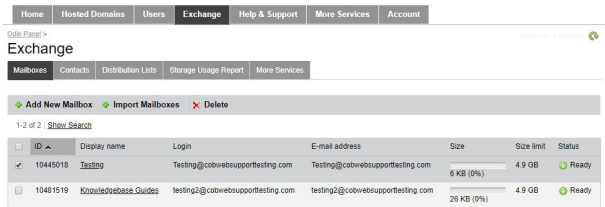
Please ensure you double-check the mailboxes being removed, as although they can be restored there will be a charge for doing so.

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**



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.