



## USER GUIDES

### CCP USER GUIDE

**INTRODUCTION:** The following guide will teach you all you need to know about using CCP so you can carry out some tasks yourself, saving time from creating a ticket and awaiting our response. It will include how to add a user, change a password, give full access and many more.

**SYSTEM REQUIREMENTS:** Most Internet browsers will work, but we always recommend using Internet Explorer

#### WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- An Internet connection
- Browser and CCP login details

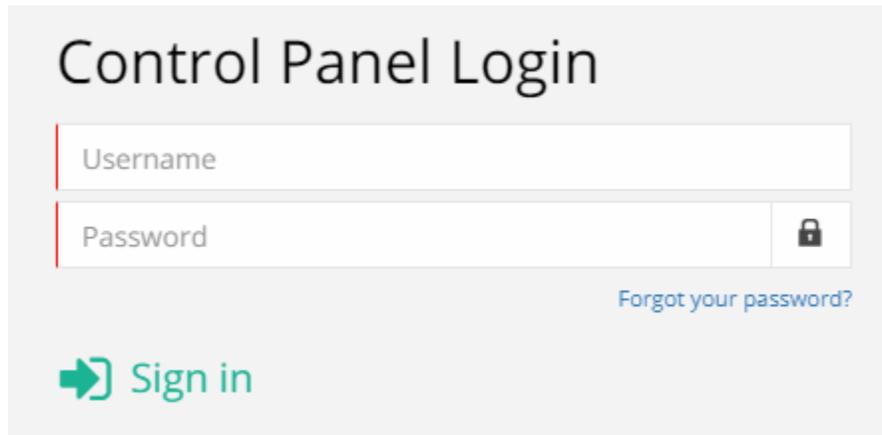
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## SIGNING IN TO CCP

Firstly, the website you need to go to is <https://ccp.it-logik.com>.

You will be displayed with a login page as below:

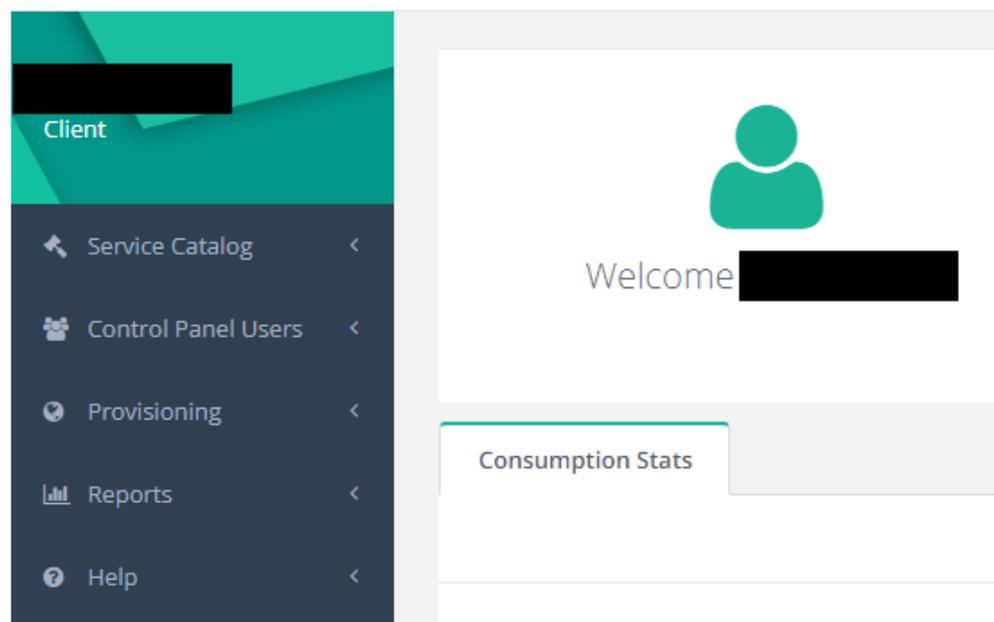


The image shows a login form titled "Control Panel Login". It features two input fields: "Username" and "Password". The "Password" field has a lock icon on the right. Below the fields is a link that says "Forgot your password?". At the bottom left, there is a green arrow icon followed by the text "Sign in".

Your username here will not be your email address but it will refer to the company. If you are unsure of your username, please do let us know and we will be happy to confirm for you.

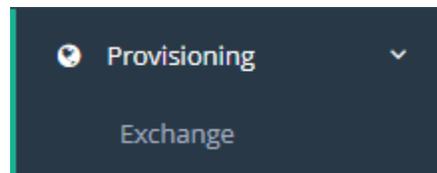
Similarly, if you are unsure of your password, please do let us know and we can get this reset for you.

Once signed in, you will have a panel on the left pane which will allow you to go through different things:



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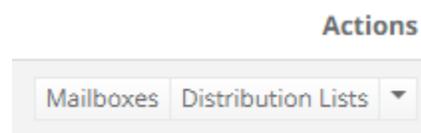
Everything you will need to do regarding mailboxes and distribution lists will be under the “Provisioning” tab. Please click on this and then go to “Exchange”.



You will be displayed with the following bar:

Organization Name	Provider	Total Mailboxes	Total Mail Domains	OWA Access	Actions
[REDACTED]		14	1	OWA	Mailboxes Distribution Lists ▾

Your main focus will be on the two options at the end under “Actions”.



Please see below for changes you can make within CCP or click [here](#) to go back to the contents page.

## CHANGES FOR MAILBOXES

You can make various changes in the **Mailboxes** option. Please see below for a list of common things you can do with CCP regarding mailboxes.

## CREATING A MAILBOX

Please do note that creating a mailbox will incur a monthly charge. If you are unsure of the costs, please do give us a call on 020 3740 1060 and we can confirm for you.

You will first need to click on the **Create Mailbox** option at the top.



+ Create Mailbox ▾

You will get a pop-up like the below:

Create Mailbox

Mailbox Type: User Mailbox

New User  Use Existing User

Mailbox Name: Mailbox Name

Password:  [Generate Password](#)

Confirm Password:

Select Offering: I'll choose my own offering

Mailbox Size (MB): 50  Unlimited

Incoming Message Size (MB): Server Default

Outgoing Message Size (MB): Server Default

Prohibit Send at (MB): Server Default

Issue Warning at (MB): Server Default

Maximum Recipients: Server Default

Protocols:  IMAP  POP  OWA/HTTP  MAPI

Hide from Address Book:  Yes

You can leave the settings under **Mailbox Type** as default.

The **Mailbox Name** will be what you want the mailbox to be called. Rather than typing out the full address, you just need to type in the part before the domain i.e. if you wanted it to be "test@test.com" you would simply enter "test".

You have the option to create a password yourself or generate one. Clicking on "**Generate Password**" will automatically create a password that meets security requirements. To see it, simply click on the padlock on the right hand side.

Password	<input type="password" value="?V74eFyfqn"/>	
	<b>Medium</b>	
	<input type="button" value="Generate Password"/>	
Confirm Password	<input type="password" value="....."/>	

It's always best to double check the passwords are the same in the confirmation.

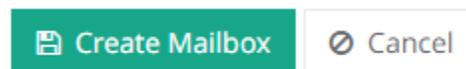
**Select Offering** can be left as default.

**Mailbox Size** can usually be unlimited.

If you are unsure what **Protocols** to use, please do let us know and we'll be happy to assist but usually they can be left as default.

Selecting **Hide From Address Book** will mean no-one else in the company can see that mailbox. It won't auto-fill when you type the mailbox address, nor can you see it in the company address book.

When you are happy with everything, scroll down and press "**Click Mailbox**".



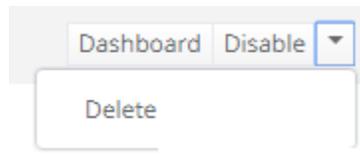
Please allow a few seconds for the change to propagate. Once done, it will return you to the list of all your mailboxes.

If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## DELETING A MAILBOX

If you no longer need a mailbox, you *can* delete it if no-one else requires access to it. We would advise that you backup all the emails within it before you do this. If you would like assistance with this, please do let us know and we can do it for you. Otherwise, it's pretty simple.

All you have to do is go to the list of users' mailboxes and click on the arrow next to **Disable**.



This will give you the option to delete. If you click on it, you will have to confirm and then it will be deleted.

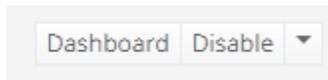
**We cannot recover a mailbox once it is deleted. For this reason, please ensure you have all you need from the mailbox prior to doing this.**

If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

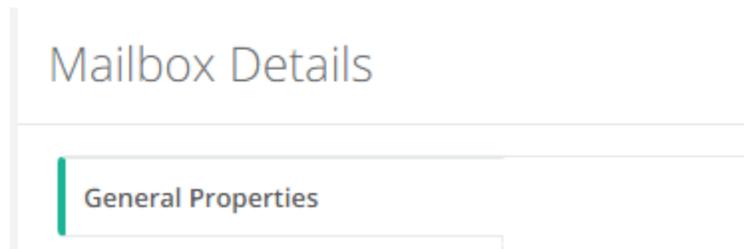
## CHANGING DISPLAY NAMES

You can change the display name of a mailbox by doing the below:

Firstly, find the mailbox and then click on “**Dashboard**”.



Scroll down and make sure you are on the **General Properties** under **Mailbox Details**.



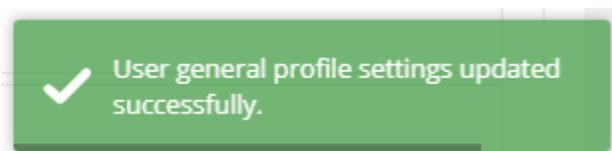
You will get a bunch of different text boxes you can fill out with relevant information for the user. Feel free to do this if you'd like but it's not necessary. Users can change this themselves through owa.it-logik.com.

The box we are looking for to change the display name is aptly named **Display Name**.

Username	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Display Name	<input type="text" value="test"/>	<input type="text" value="Initials"/>
Office Location	<input type="text"/>	
Address	<input type="text"/>	

Once you make the change here, click **Save** at the bottom.

**Please allow the change to propagate via the green pop-up at the top before moving on. It may also take a few minutes for the change to take place on Outlook.**



If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

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## CHANGE A PASSWORD

You can change a user's password through the same dashboard. For such a useful feature, it's hidden away quite nicely and can be easily overlooked.

On the top of the dashboard where the user's name and mailbox are displayed, simply look to the right of it and you will see, in tiny letters, "**Change Password**".



Change Password

All you have to do is click on it and a little box will appear. From here, you simply need to conjure up a new password, hit **Save** and allow the change to save.

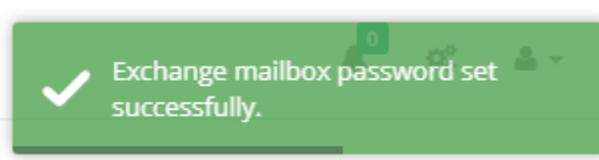
Change Password

Password

Confirm Password

Save

Please allow the change to propagate via the green pop-up at the top before moving on.



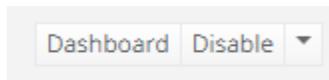
We would normally advise testing new mailbox passwords by going to [owa.it-logik.com](http://owa.it-logik.com) and signing in.

If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## ACCESS TO DISTRIBUTION LISTS:

There are two ways you can give access to distribution lists. As we are currently sticking to the Mailbox option, we will do it through the mailbox itself.

Firstly, find the mailbox you would like to add or remove from a distribution list and click on "Dashboard".



Then go to the **Membership** tab under **Mailbox Details**.

### Mailbox Details

General Properties

Advanced Properties

Email Addresses

Membership

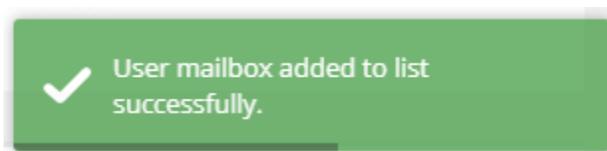
You will then be presented with a list of all your distribution lists.

Show Distribution Lists  All  Members Only

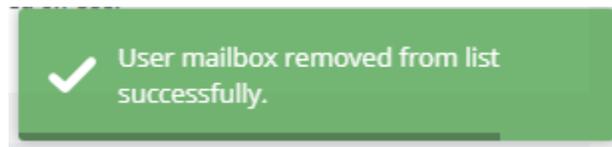
List Name	Membership
[REDACTED]	<input type="checkbox"/>
[REDACTED]	<input type="checkbox"/>
[REDACTED]	<input type="checkbox"/>

Simply click on the box under **Membership** for any distribution lists you **want** the user to have. Once you're happy with the selection, please click on **Save** at the bottom. You can also remove their membership by unchecking any boxes.

**Please allow the change to propagate via the green pop-up at the top before moving on.**



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## FULL ACCESS PERMISSIONS

In order to give full access permissions, you need to go to the mailbox that the user is requesting access to. For example, if Z wanted access to Y's mailbox, you would go to Y's dashboard.

Once you are at their dashboard, please go to the **Full Access Permissions** tab under **Mailbox Details**.

### Mailbox Details

General Properties

Advanced Properties

Email Addresses

Membership

Send On Behalf

Full Access Permissions

You will be displayed with the below:

With Access Granted + Select Users

---

Save

From here, click on "**Select Users**". You should get pop-up as below:

Search Q

Username	Email Address	Allow Auto Mount
<input type="checkbox"/>	[REDACTED]	<input type="checkbox"/>

If you have a lot of users or to save time, you can search for the user you want to *give* permission to. Simply click on the checkbox next to the username once you find the user.

You may notice there's a second checkbox titled **Allow Auto Mount** which becomes available when you select a user.

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Username	Email Address	Allow Auto Mount
<input checked="" type="checkbox"/>	[REDACTED]	<input checked="" type="checkbox"/>

What this does is automatically add the mailbox to the user's Outlook once they close and reopen Outlook. If you would like them to manually open the mailbox, please uncheck this box. Once done, scroll down and click on **Add** and then **Select Users** once more to confirm your selection.

**Add**

[REDACTED]

**Select Users**

Cancel

You can also remove full access permissions from a user by simply clicking on the little **x** next to their name.

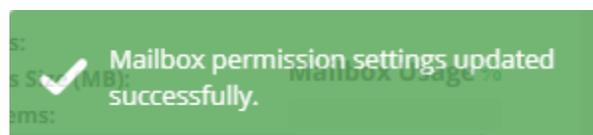
With Access Granted

**+ Select Users**

[REDACTED] **x**

Click **Save** when you're happy for the change to take effect.

Please allow the change to propagate via the green pop-up at the top before moving on.



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## SEND AS PERMISSIONS

Send As permissions allow you to send an email from another mailbox as if you were the user. To do this, like Full Access Permissions, you will need to go to the mailbox the user is requesting permission to send from. For example, if Z wants to send as Y, you need to go to Y's dashboard.

Once in the dashboard, please go to the **Send As Permissions** tab under **Mailbox Details**. From here, you can grant and remove permissions. To add, simply click on the **Select Users** button. You will get a popup like the one shown below:

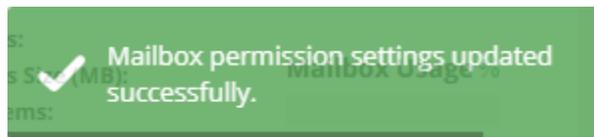
From here, either search for the user or scroll to them and click in the little checkbox by their name. Then scroll down to the bottom and click on **Add** and then **Select Users** once more.

You can also remove a user's send as permissions by clicking on the little **x** next to their name.

When you're happy with the changes, hit **Save**.

**Please allow the change to propagate via the green pop-up at the top before moving on.**

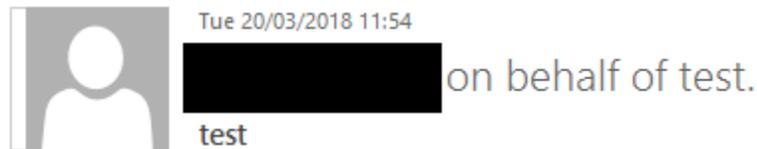
For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)



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## SEND ON BEHALF PERMISSIONS

Send on Behalf similar to Send As but instead of sending as the user it displays as the below:



If you would like to do this, please go to the **Send On Behalf** tab under **Mailbox Details**.

Membership

Send On Behalf

Full Access Permissions

From here, you can grant and remove permissions. To add, simply click on the **Select Users** button. You will get a popup like the one shown below:

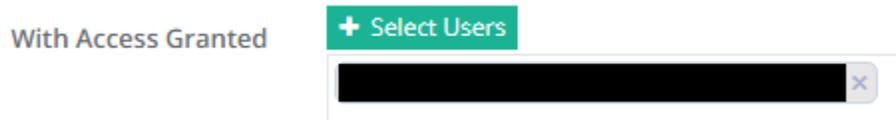
 A screenshot of a search interface. At the top is a search bar with the placeholder text 'Search' and a green search icon on the right. Below the search bar is a table with two columns: 'Username' and 'Email Address'. The first row of the table has a small checkbox on the left, followed by a black redaction box covering the 'Username' and 'Email Address' fields.

From here, either search for the user or scroll to them and click in the little checkbox by their name. Then scroll down to the bottom and click on **Add** and then **Select Users** once more.

 A screenshot of a 'With Access Granted' popup. At the top left is the text 'With Access Granted'. To its right is a green button with a plus sign and the text '+ Select Users'. Below this is a list of users, with the first name redacted by a black box and a small 'x' icon to its right. At the bottom left is a green button with a plus sign and the text '+ Add'. At the bottom right are two buttons: a green button with a checkmark and the text 'Select Users', and a grey button with a circle and slash and the text 'Cancel'.

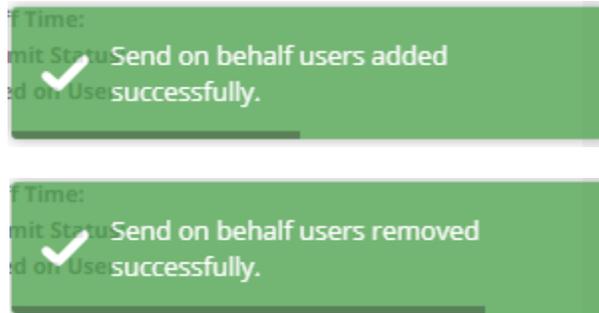
You can also remove a user's send as permissions by clicking on the little **x** next to their name.

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When you're happy with the changes, please click on **Save**.

**Please allow the change to propagate via the green pop-up at the top before moving on.**



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## FORWARDING

Forwarding allows you to forward the user's mail on to another mailbox. You can only set forward to one email address at a time so if you would like to forward to multiple users it is best to [create a distribution list](#).

Firstly, go to the dashboard of the user whose emails you would like to forward. Once there, go to the **Forwarding** tab under **Mailbox Details**.

Rejected Senders

Forwarding

Automatic Reply

You will be displayed with the below:

Enable Forwarding  Yes

Deliver to Mailbox and Forward  Yes

Forwarding Address

[+ Add Forwarding Address](#)

Simply click on the "Yes" checkbox to enable forwarding and you should be able to click on **Add Forwarding Address**. You will be displayed with a pop-up as below:

Search

Select Users

Recipient Type

Select Organization

Username	Email Address

Simply select on the user you would like to forward to and then scroll down to "Select User".

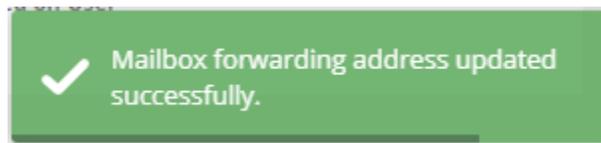
You will notice there is another checkbox titled "Deliver to Mailbox and Forward". If this is checked, any emails received will stay in the inbox of the mailbox as well as be forwarded on to the selected

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user. If this is unchecked, the emails will simply be forwarded on to the selected user with no copy in the original mailbox.

Click **Save** when you're happy with all the changes.

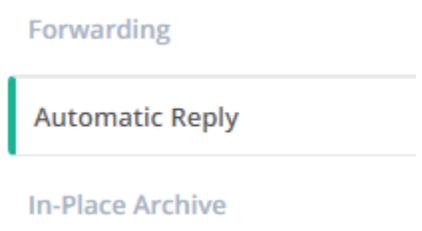
**Please allow the change to propagate via the green pop-up at the top before moving on.**



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## AUTOMATIC REPLIES

You can also set automatic replies for users from CCP. To do this, once again, please go to the dashboard of the user and navigate to the **Automatic Reply** tab under **Mailbox Details**.



You will be displayed with the below:

Enable Automatic Reply  Yes

### Internal Message Settings

Send replies only during this time period  Yes

Start Time

End Time

Internal Message

**B** *I* U ABC | Paragraph | Font Family | Font Size

HTML

Path: p

### External Message Settings

Send outside organization  Yes

External Message Options

- Send replies to all external senders
- Send replies only to senders in my Contacts list

External Message

**B** *I* U ABC | Paragraph | Font Family | Font Size

HTML

Path: p

You can have a different message for internal staff as well as external contacts if you would like. Simply click on the **Enable Automatic Reply** checkbox and type in what you would like the response to be.

If you would like it to be for a limited amount of time, please click on the **Send replies only during this time period** checkbox and select the date and time period.

Send replies only during this time period  Yes

Start Time	<input type="text"/>	00:00:00	<input type="text"/>
End Time	<input type="text"/>	00:00:00	<input type="text"/>

You can also change how you'd like to set automatic replies for external emails.

Send outside organization  Yes

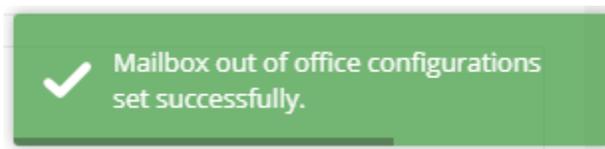
External Message Options

- Send replies to all external senders
- Send replies only to senders in my Contacts list

Ensure the **Yes** checkbox is enabled to send automatic responses to senders outside of your organization. You can change the setting too for only responding to senders that are in your contacts list or you can send a response to anyone who emails in.

When you are happy, click **Save** at the bottom and allow up to 15 minutes for this change to propagate.

**Please allow the change to propagate via the green pop-up at the top before moving on.**



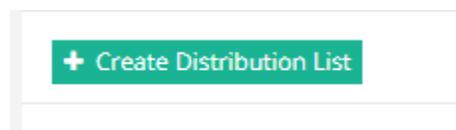
If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## CHANGES FOR DISTRIBUTION LISTS

You can make a few changes in the **Distribution Lists** option. Distribution lists allow you to send an email to multiple recipients without having to type out their individual email addresses. Please see below for a list of common things you can do with CCP regarding mailboxes.

## CREATING A DISTRIBUTION LIST

To create a distribution list, simply start by clicking on the **Create Distribution List** button on the top left of the displayed page.



You will receive a pop-up. The first two options are ones you can leave as default.

Group Type     Distribution     Security  
 Display Name     New List     Existing List

The first change you need to make is the name of the list. The top empty bar is simply what will call it. The email address is what you want the email address to be.

Name of the list

Email Address    Name of the list    @    [Redacted]

For example, you could name it "Marketing" but have the email address be "marketingteam" instead of just "marketing".

You can disregard the **"All Senders are Authenticated"** option and move on to the administrators.

**All Senders are Authenticated**  Yes

**Add List Administrators** [+ Select Users](#)

**Add List Members** [+ Select Users](#)

Normally, we will keep the administrators as one of the authorised contacts. You can select multiple people but we generally keep it to one.

The members are everyone you want to receive emails from this distribution list. So, going back to the example, if it were called “marketing”, I would add anyone from the marketing team to the list.

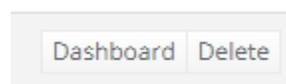
For both the administrators and members, simply click on **Select Users** and go through the users as appropriate. Once happy, scroll down, click **Add** and then click **Select Users** once more.

Once all that’s done, please click on **Create Distribution List** and allow a few seconds for the list to create. Feel free to test it once it’s done to confirm it’s working.

If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## DELETING A DISTRIBUTION LIST

If you no longer need a distribution list, you can delete it. All you have to do is go to the **Distribution Lists** page where they are all listed and click on **Delete**. It will ask you to confirm if you are happy to proceed.

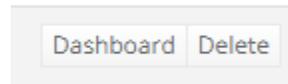


Once done, it will delete the distribution list. As it’s not an active mailbox, there’s nothing you need to back up.

If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## EDITING MEMBERS

Once a distribution list is created, you can edit the members. This means you can remove them or add them as required. To do this, simply click on **Dashboard** for the distribution list you would like to edit the members of.



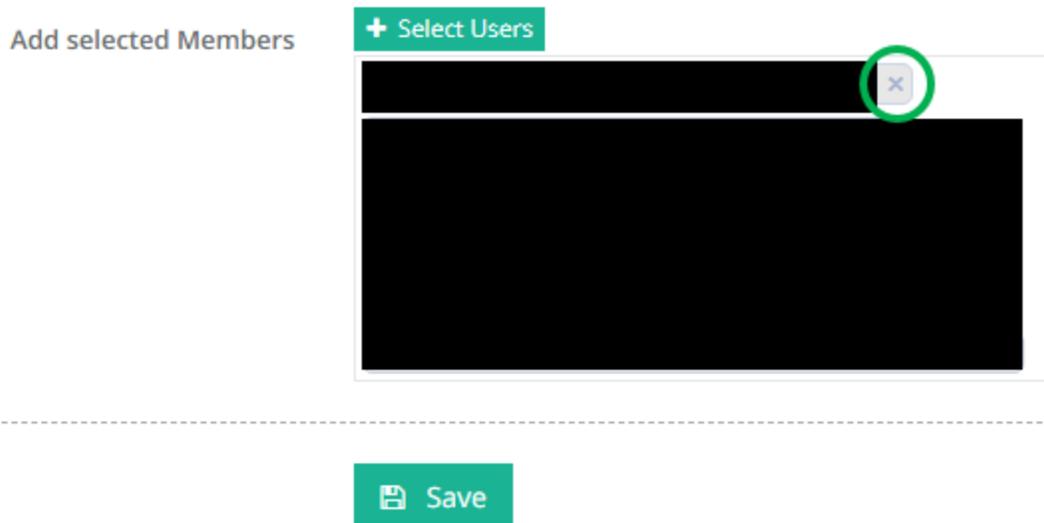
Once there, click on the **Members** tab under **Distribution List Details**.

### Advanced Properties

Members

Administrator

You will be displayed with a list of all the users within that distribution list.



To remove anyone, simply click on the **x** next to their name. To add someone, simply click on **Select Users**. You can search for users or go through the list and add multiple at once.

Select Users

Recipient Type

Username	Email Address
[Redacted]	

When you're happy with the selection, please click **Add** and then **Select Users** at the bottom.

It will close the pop-up and take you back to the members page. Please click **Save** to confirm any changes made.

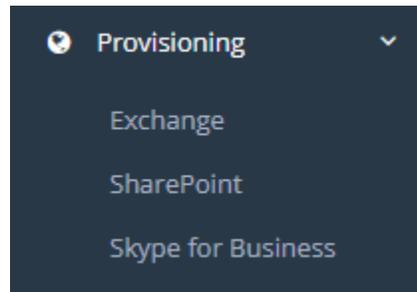
**Please allow the change to propagate via the green pop-up at the top before moving on.**



If you would like to see what else you can do with CCP, please click [here](#) to go back to the contents page.

## SKYPE FOR BUSINESS

We also offer the ability to have company Skype for Business accounts. You may see this under your “Provisioning” tab. This section will show you how to administrate this.



When you click on “Skype for Business” in the provisioning tab, there will be two options for you to click on; Skype Users and SIP Domains. The option you want to use is Skype Users.

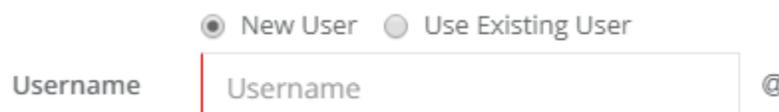


## CREATING A NEW SKYPE FOR BUSINESS USER

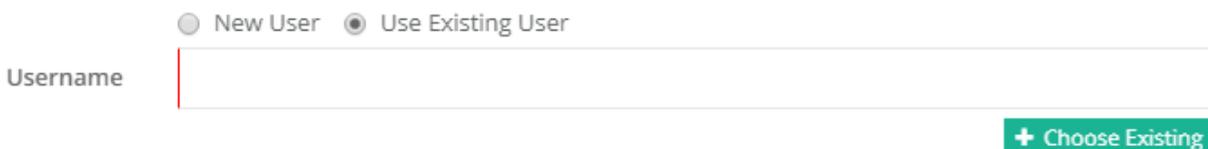
Once you’re at the list of your Skype users, you can create a new user by clicking the “Create Skype User” option at the top of your page.



The first option you want to check is whether you want to create from an existing user or a new user. What this will allow you to do is create a Skype account for an existing staff member who has a live mailbox.



“Use Existing User” is the standard option we use.



If you click on “Choose Existing” it will give you a popup showing you your current mailboxes (without a Skype for Business account) and allow you to use them.

Username	Email Address
● [REDACTED]	[REDACTED]

Once you have selected your user, you can fill out the account details like the name and location of the user. This can all be done later too.

Username	First Name	Last Name
Display Name	Display Name	Initials
Office Location		
Address		
	City	Zip Code
	United States ▼	
	Alabama ▼	

When you're happy, scroll to the bottom and select “Create Skype User”.

 Create Skype User
 

⊘ Cancel

You should then see it in the list of your users.

**Important Note:** When you create a new Skype user from an existing user, it creates what is known as a “SIP Address”. This is used for communication. This will be a primary address and thus you may see two primary addresses on a mailbox when you check the “Email Addresses” tab. This is normal.

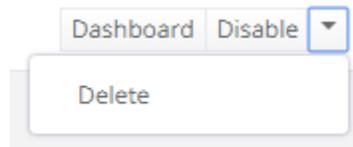
It should also be noted that a SIP cannot be changed and thus if you would like to change their Skype login, you will need to delete and recreate the Skype account after making the appropriate changes to the mailbox. If you have any trouble doing this, please do let us know.

Please see below for changes you can make within CCP or click [here](#) to go back to the contents page.

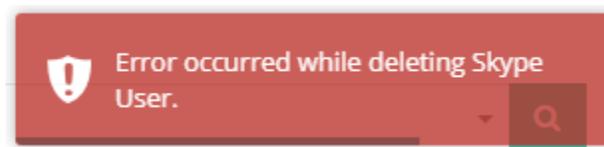
For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)

## DELETING A SKYPE USER

To delete a user, go to the list of your Skype users. When there, click on the arrow next to Disable and you should see Delete.



You may encounter an error when deleting a Skype user.



If this happens, you may have to wait 24 hours before trying again. It should then work after the 24 hours have passed.

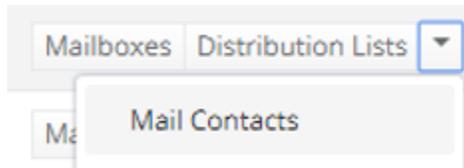
Please see below for changes you can make within CCP or click [here](#) to go back to the contents page.

## CREATING CONTACTS

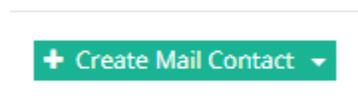
Creating contacts can be a useful way to add external users to distribution lists and forwarding. It's a slightly different setup to how you do everything else though.

Firstly, go to "Provisioning" and then "Exchange".

Then click on the little drop down arrow next to "Distribution Lists" and select "Mail Contacts".



Click on "Create Mail Contact".



Enter the details as required and then click "Save":

Contact Name	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
External Email Address	<input type="text"/>
Internal Email Address	<input type="text"/>  

Hidden from Address List	<input type="checkbox"/> Yes
Maximum Recipients	10 <input checked="" type="checkbox"/> Unlimited
Maximum Receive Size(MB)	10 <input checked="" type="checkbox"/> Unlimited

Note: they do not need an internal email address if you would rather they not have one.

Please see below for changes you can make within CCP or click [here](#) to go back to the contents page.