

Hosted Exchange Quick Start Guide

The information provided here is a quick summary of what you will need to do to get going with your Hosted Exchange Service from Workplace2go. For more detailed information, or if you are setting up this service as the account administrator, please see our full interactive online [Guide to Setup Outlook for Exchange](#) located on the Service Management Console (SMC) home page.

1. What you will need to Start:

- o A valid Workplace2go user account
- o Your account must be provisioned for the Hosted Exchange service. Check for Hosted Exchange to be listed under your My Services section of the Service Management Console (SMC). If it is not listed, contact your company's account administrator and request to be added to the service subscription. There may be a delay before you will see the service appear—this is normal.
- o Assistance of your company account administrator. *Migration of an email system is complex—we have provided two comprehensive step-by-step guides on migrating from either an existing Exchange email service or a POP email service that are available on the SMC home page to assist your administrator.*

2. Download and install a licensed copy of Outlook 2007

Your subscription to Hosted Exchange includes not only access to Outlook Web Access (OWA) via the link at your SMC portal, but also a licensed copy of Microsoft Outlook 2007 which you can [download here](#). NOTE: *You may need assistance from your company account administrator for some settings during this installation process.*

3. Check that you are running an updated version of Windows

In Windows XP, click on the Start button, right click on My Computer, then click Properties. Ensure that your system is running at least Service Pack 2 in order to properly operate with Hosted Exchange. If you do need to update your system: open Internet Explorer > Tools > Check for Updates. Run the update wizard until your system is updated and then reboot the system and proceed. See [Vista information](#) online.

4. Test the operation of your Outlook Web Access account

From the SMC home page, click on the Hosted Exchange link under My Services. If your service has been provisioned and is working properly, you will see a new window open with a familiar column of folders on the left side and your messages displayed in the larger right column.

5. If you are migrating email from an existing Exchange account:

If you have email in an existing Microsoft Exchange account, you will want to move your messages. We recommend using our [full interactive online guide](#) (Guide to Setup Outlook for Exchange), or ask your administrator to assist you.

6. If you desire more detailed information, or have difficulties at any time:

Refer to the full information contained in the [Guide to Setup Outlook for Exchange](#), or contact the Workplace2go support team at support@workplace2go.com.

We are pleased to have you as a new customer! Enjoy your new Hosted Exchange Service, and please let us know how we can continue to serve you better!

~The Workplace2go Team