

# SYNAQ Cloud Mail

## Set-up Guide



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## 1. DNS Records

Once the Reseller has successfully provisioned their Client on Cloud Mail via the SOLID Portal, the following DNS records must be updated in order for them to receive and send mail with no issues.

### 1.1. MX Records

Please make sure that the Time To Live (TTL) on a domain is set to 600 seconds or 10 minutes. Then use the following MX records when setting up clients to receive mail on the SYNAQ environment:

- MX 10 securemail-mx1.synaq.com.
- MX 20 securemail-mx2.synaq.com.

### 1.2. SPF Records

Please ensure that the TTL (Time to live) on a domain is set to 600 seconds or 10 minutes. Then update your current SPF with the following TXT record:

- v=spf1 include:\_spf-cloudmail.synaq.com -all (Hard Fail)

Please Note: Include any 3<sup>rd</sup> party applications that will send mail using your email accounts on different services other than SYNAQ.

## 2. Setting up Mail Client

Once you have the users email credentials you can then setup their mail client to connect to our servers. They will then be able to send and receive mail. The 2 most common mail clients is Outlook and Mac Mail. The following will provide guidelines on setting up those 2.

### 2.1. Outlook

Outlook is mostly used on Windows machines and there will be software that you will need to install so you can link the Zimbra environment to the Outlook application.





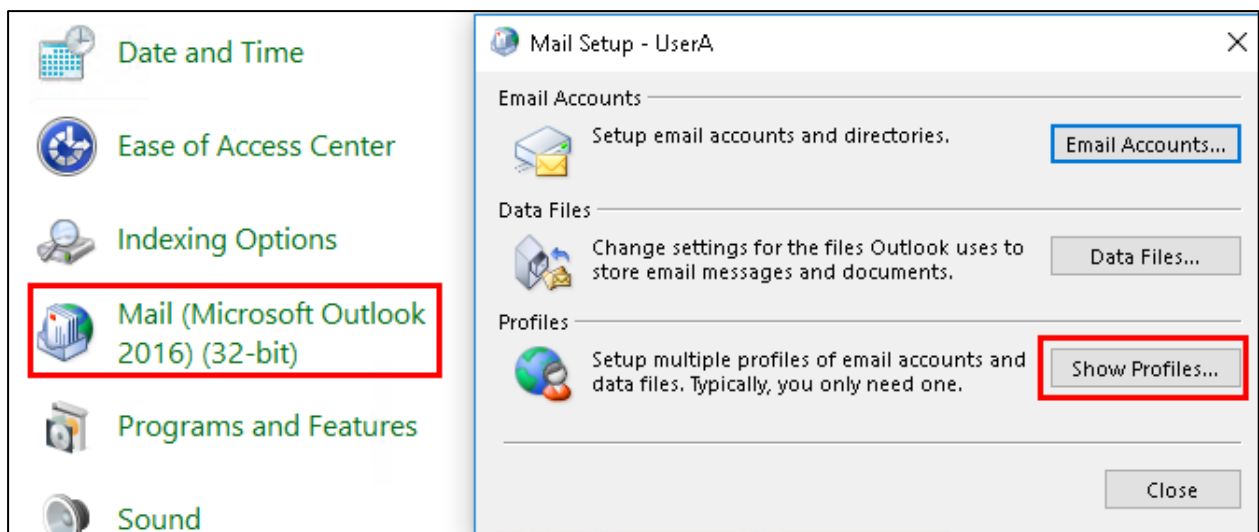
Visit the following URL and download the latest version of the Zimbra Connector for Outlook:

<https://www.zimbra.com/downloads/zimbra-connector-for-outlook/>

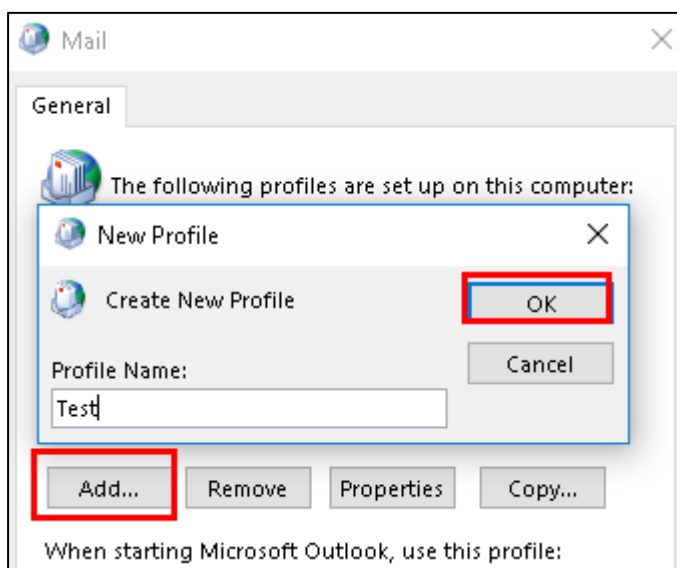
Please Note: Download the correct version of the software as its needs to be the same bit version as your Outlook installation. i.e. Outlook 64bit will require the 64bit of the ZCO to be installed.

Once installed use the following guideline to setup your account:

- Open Mail in the Control Panel and Click on “Show Profile”.

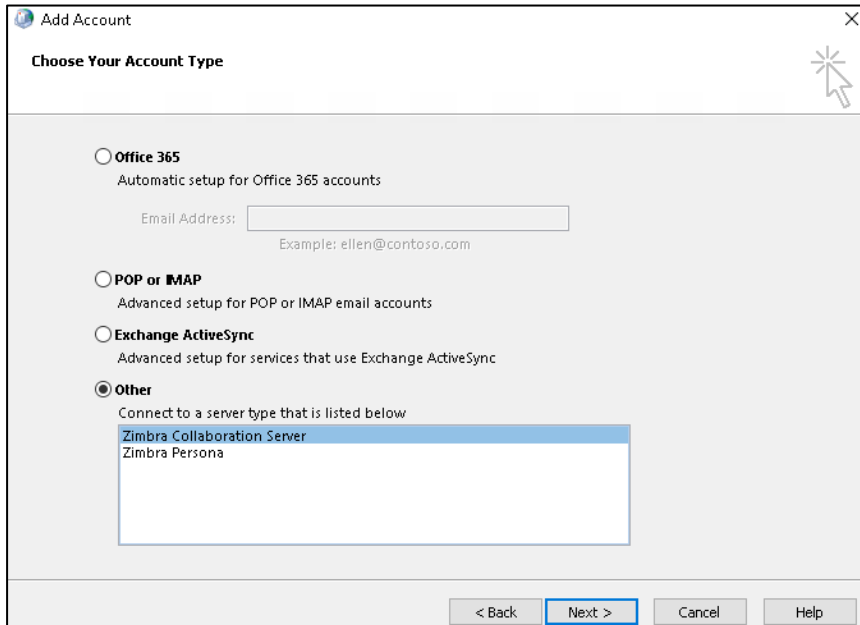


- Click “Add” to create a new profile.

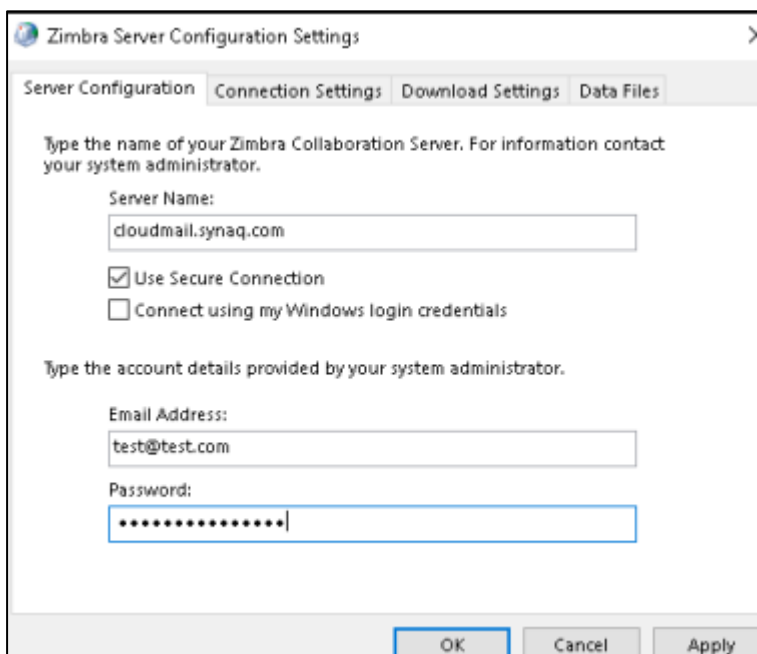




- Choose option “Manual Setup” and pick the option “other” to allow you to use the “Zimbra Collaboration Server” setup



- Click on “Next” to go the next popup allowing you to input the Email Credentials of that user.



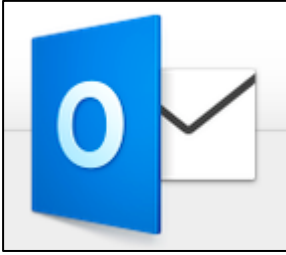
- Click on “Apply” and make sure to set that profile as default.



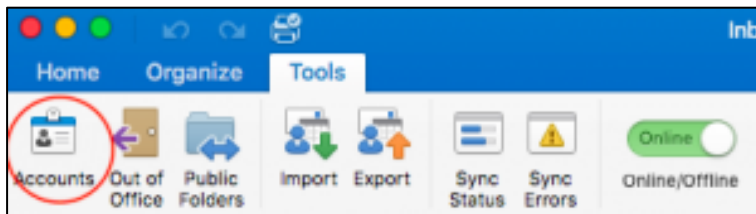


## 2.2. How to configure Exchange mailbox in Outlook 2016 for Mac

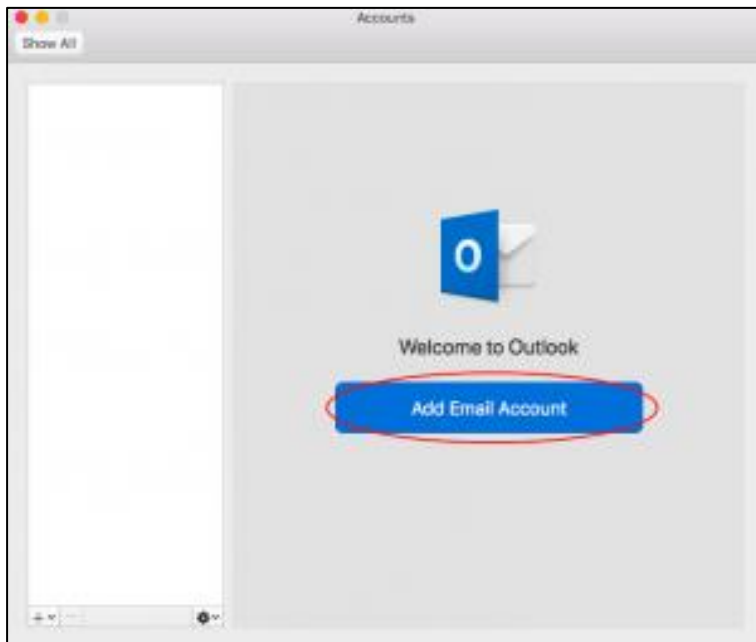
- Open Outlook 2016



- Follow 'Tools' > 'Accounts'



- Click on 'Add Email Account'.



- For method choose 'Username and Password':
  1. Your email address is automatically filled in
  2. For 'DOMAIN\username or Email' type your address again





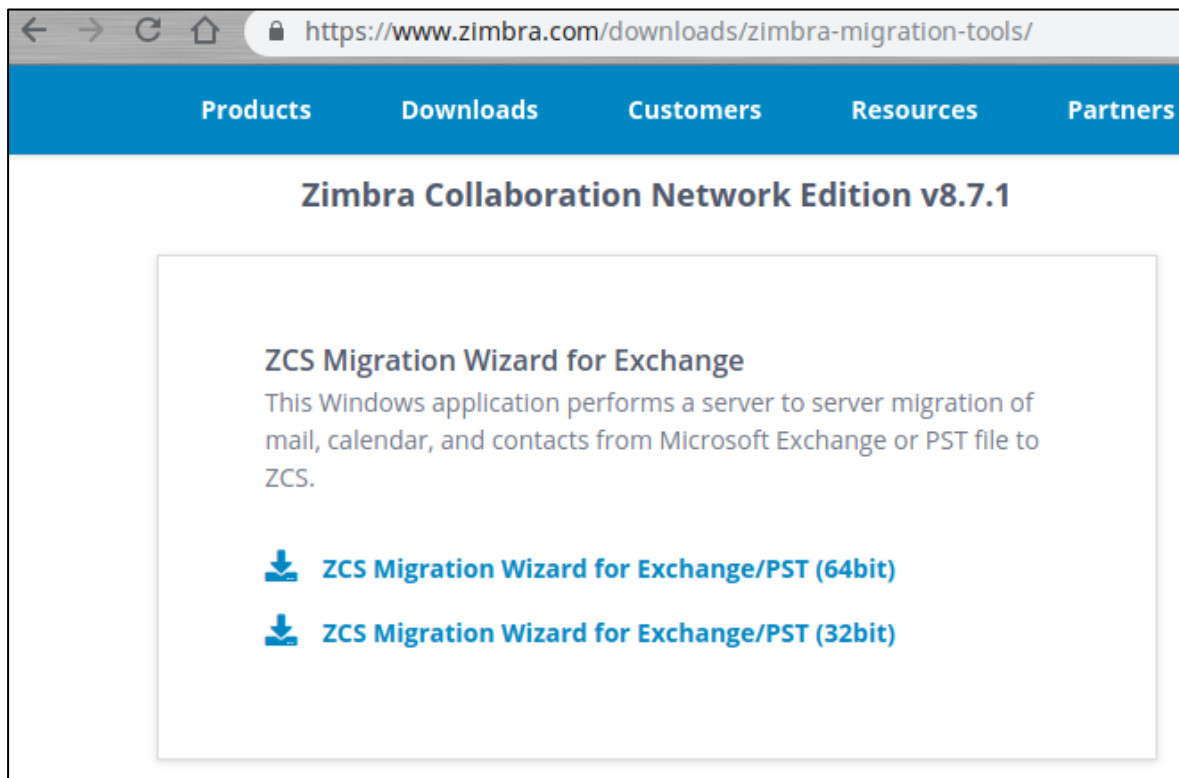
3. Type your password
  4. Enter the Exchange server address: <https://cloudmail.synaq.com/ews/Exchange.aspx>
  5. Click on 'Add Account'
- Your mailbox is ready. Click on 'Done' to finish the setup.

Please Note: You will need to enable EWS on the Zimbra Admin Portal to use the Exchange function for Mac (Log a ticket with support to enable this for you)

### 3. Migration Toolkit for Zimbra

If you require to upload any old PST files into a users' mailbox then you will require the use of the Migration Toolkit (Must have Outlook installed).

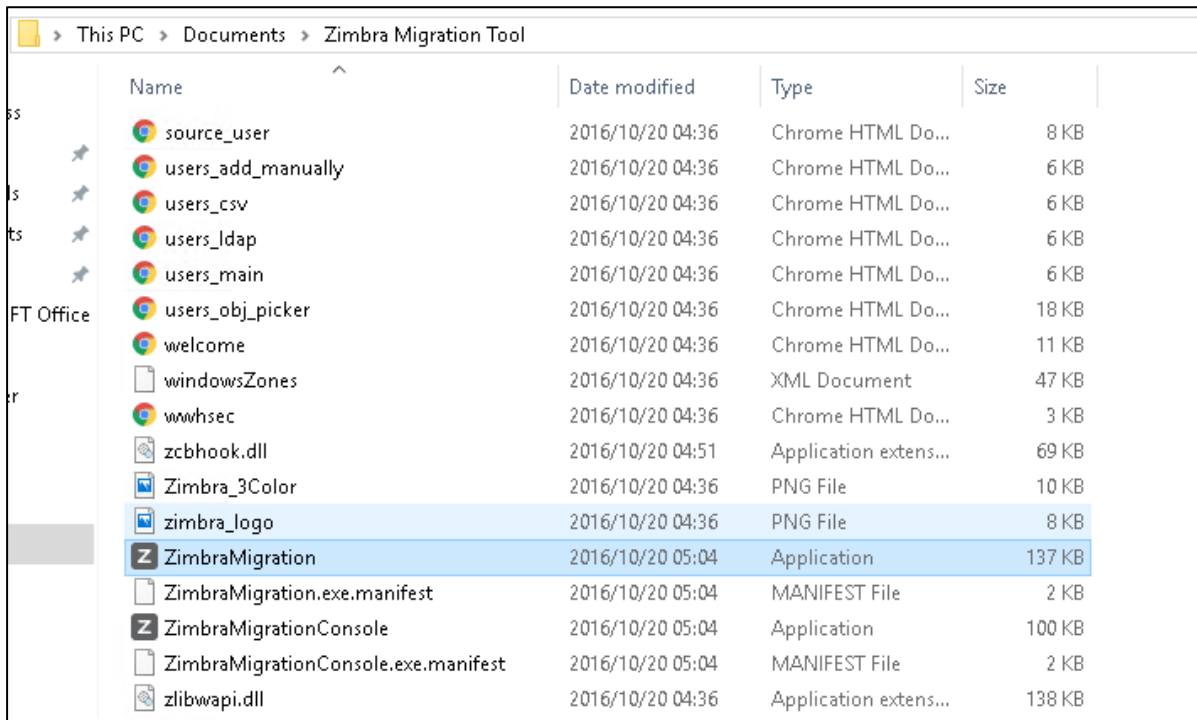
Download the software from the following URL link: <https://www.zimbra.com/downloads/zimbra-migration-tools/>. Choose either 32bit or 64bit depending on your installation.





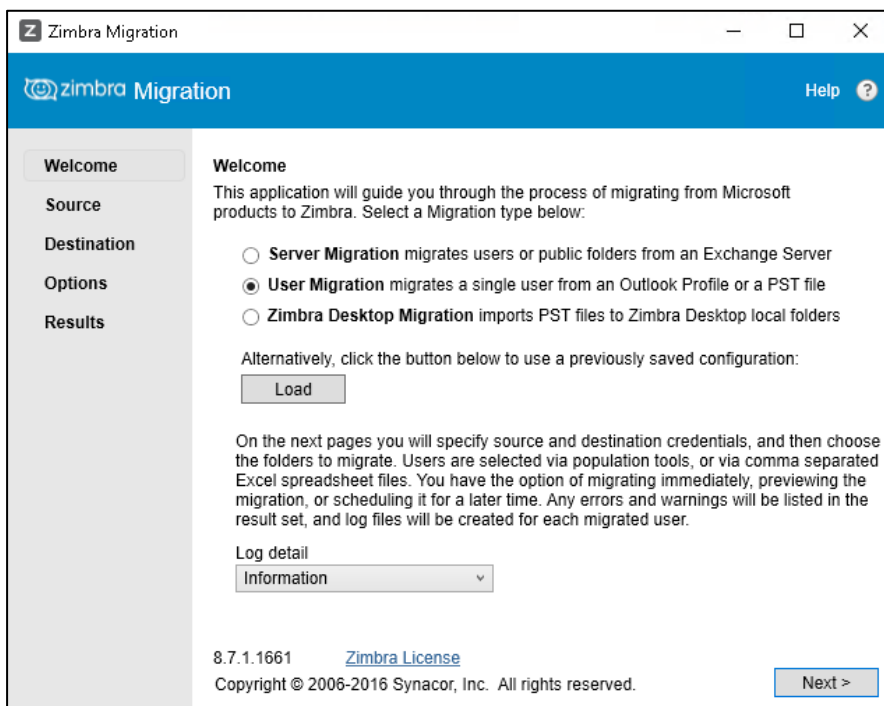
Once downloaded you will find it's saved in a zip file and extract that to another folder.

Open the application “Zimbra Migration” seen in the below screenshot:



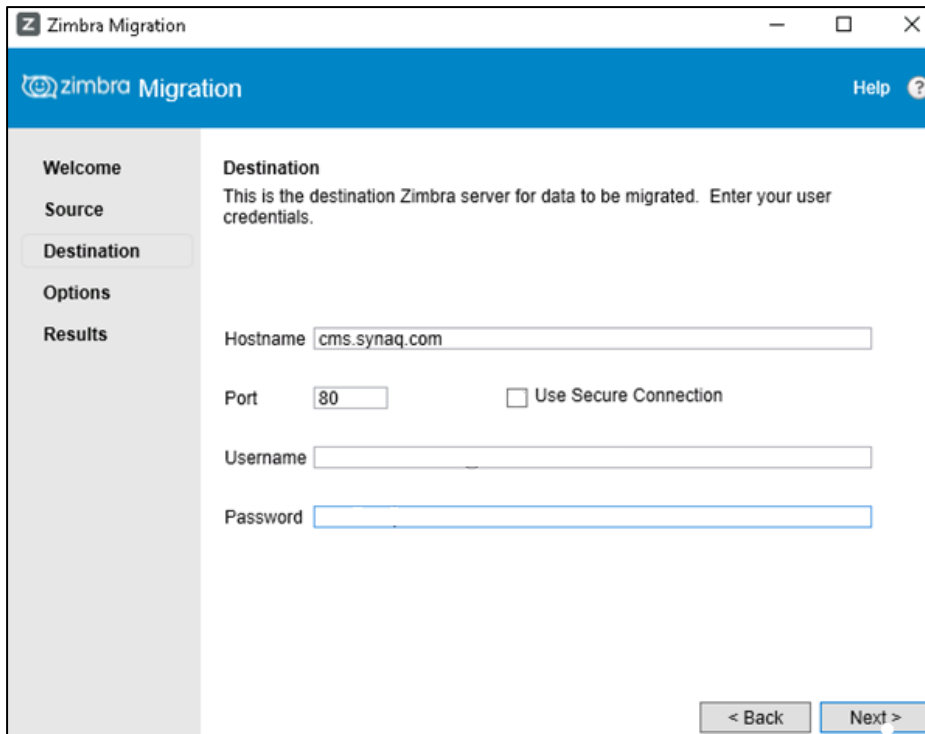
Once the application is open, use the following guidelines to upload your PST.

- Choose option “User Migration” and click “next”

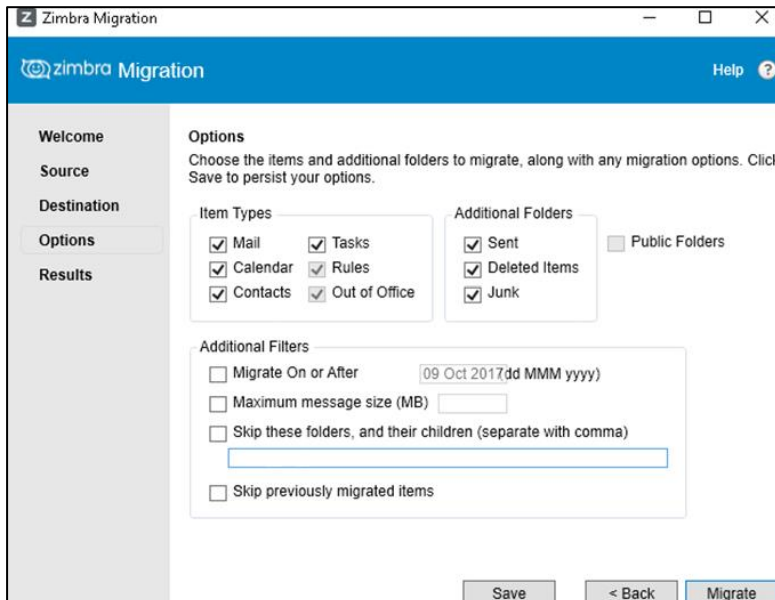




- Enter the host name with port 80 and the login credentials of that user on Cloud Mail.



- In the final step, you must choose which folders need to be uploaded. Once those have been ticked off click on “Migrate” and the upload will start.



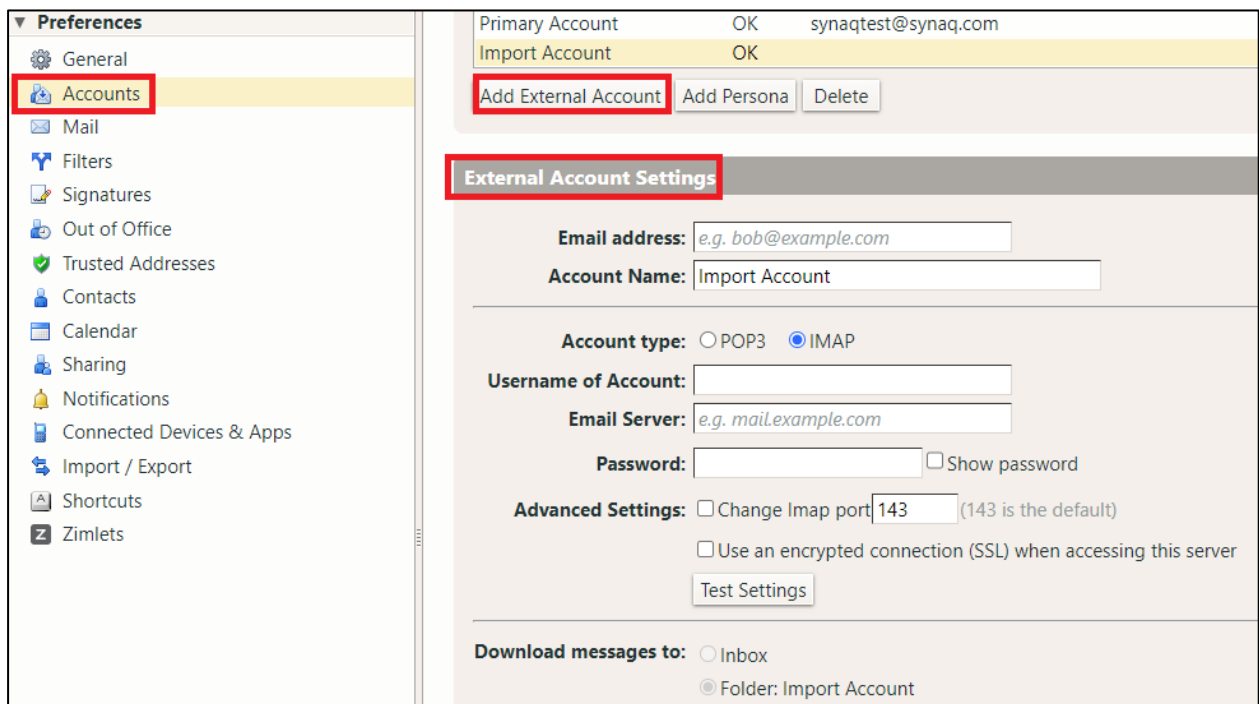





## 4. IMAP Import Process

This process is in place for user that are moving from an older environment into the SYNAQ Cloud Mail service. Below are the steps that one will follow to set up an external account for the purpose of importing those mails into their new mailbox:

1. Go to the **Preferences>Accounts** page.
2. Click **Add External Account**. The account name **New External Account** displays in the Account Name column and in the **External Account Settings>Account Name** text box. You can change this.



The screenshot shows the 'Preferences' window with the 'Accounts' section selected. A table lists existing accounts: 'Primary Account' (OK, synaqttest@synaq.com) and 'Import Account' (OK). Below the table are buttons for 'Add External Account', 'Add Persona', and 'Delete'. The 'External Account Settings' section is highlighted, containing the following fields and options:

- Email address:**
- Account Name:**
- Account type:**  POP3  IMAP
- Username of Account:**
- Email Server:**
- Password:**   Show password
- Advanced Settings:**
  - Change Imap port  (143 is the default)
  - Use an encrypted connection (SSL) when accessing this server
- Test Settings** button
- Download messages to:**  Inbox  Folder: Import Account

3. In the **External Account Settings** section, enter the email address of the external account.
4. In **Account Name** text box, enter a descriptive word to identify this account. This is used to identify the external account.
5. Select the type of account **IMAP**.





6. In the **Username of Account** text box, enter the name associated with this email account. Sometimes your username is the part of your email address before the @ and other times it is your full email address.
7. In the **Email Server** text box, enter the name for your external account's server.
8. In the **Password** text box, enter the password you use to sign-in to this external account. To see that the password you typed is correct, select **Show password**.

### External Account Settings

**Email address:**

**Account Name:**

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**Account type:**  POP3  IMAP

**Username of Account:**

**Email Server:**

**Password:**   Show password

**Advanced Settings:**  Change Imap port  (143 is the default)

Use an encrypted connection (SSL) when accessing this server

9. If your service provider uses a different port than the default, change it in the **Advanced Settings** area. If you use a secure connection, enable **Use an encrypted connection (SSL) when accessing this server**.

Your provider should let you know if they do not use a standard IMAP (143) or POP (110) port.

10. Click **Test Settings**. The information is verified.

### Test Settings

Account	Status
Import Account	Success





11. Mails will now be downloaded into folder called “Import Account” as it is based on the name given for the external account.
12. Configure the **From** name, reply to address and signatures settings for messages you send.
  - Type the name that should appear in the **From** field of your outgoing email messages (for example, John). This is the name that is shown before your email address.
  - To direct replies to email messages from this persona to a name and address different from that which you configured in **From**, select **Set the “Reply-to” field of email messages to**. Enter the name in the text box.
  - To associate a signature with the persona, select **Signature**.
13. Click **Save**.

