

Upgrading from Web mail to Exchange Professional

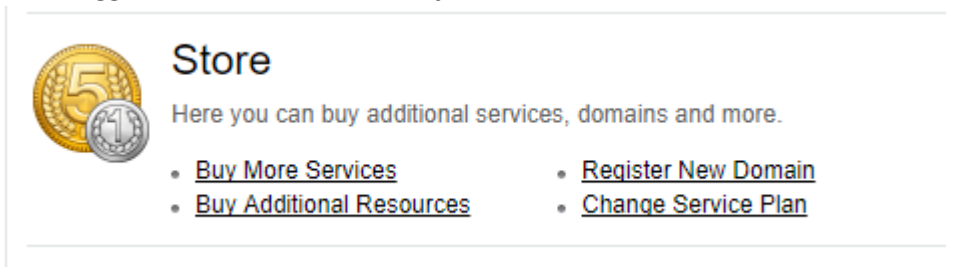
This guide will help users upgrade their mailbox from Webmail to Exchange Professional through the Cobweb control panel.

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Placing an upgrade order for an Exchange mailbox

1. Login to the Cobweb Control Panel using administrator credentials (if unsure of these please contact Support on 0345 223 9000 or support@cobweb.com)
URL: <https://controlpanel.cobweb.com>
2. Once logged in, under Store click **Buy Additional Resources**



3. Select your Hosted Exchange subscription and click **Next**
4. Under **Mailboxes**, enter the amount of Exchange Professional licences you wish to order, and enter the number of Web mailboxes you wish to downgrade, ensuring a minus has been entered before the number, for example -2.

An example is shown below, if you have 2 Web mailboxes, you would need to enter 2 beside **Exchange Professional 2013** and -2 beside **Exchange Web 2013**.

Mailboxes						
<input type="checkbox"/> Exchange Professional 2013	0 Mailbox	<input type="text" value="2"/>	<input type="button" value="+"/> <input type="button" value="-"/>	Mailbox	0.00 GBP	3.78 GBP per Mailbox / 1 month(s)
<input type="checkbox"/> Exchange Web 2013	2 Mailbox	<input type="text" value="-2"/>	<input type="button" value="+"/> <input type="button" value="-"/>	Mailbox	0.00 GBP	2.06 GBP per Mailbox / 1 month(s)

5. Scroll down to the bottom of the page and click **Next**
6. Tick the box to confirm you have read and understood our terms and conditions and click **Next**.

All

I have read and accept the Cobweb Solutions Ltd Terms of Service and Service Supply Agreement [Click here to view](#).

I agree not to resell any services supplied within this agreement without Cobweb's prior written approval.

I also understand that Domain Name registration orders cannot assure availability and are subject to these same Terms and Conditions.

I have read and accept Terms and Conditions. [Print](#)

Back

Next

Cancel

7. Click **Place Order**

Our Support team will approve the order within 1 hour of being placed. Once approved, you will need to enable your mailbox for Exchange and increase your mailbox size limit. To do this follow the steps below

Converting a Web mailbox to Exchange

1. Within the Cobweb Control Panel, click **Exchange** tab along the top of the screen
2. Click on your mailbox which is listed
3. Click the **Edit** button at the bottom of the screen and tick all the boxes listed in the screenshot below

Mailbox Access

Outlook Web App	<input checked="" type="checkbox"/>
Outlook access	<input checked="" type="checkbox"/>
ActiveSync	<input checked="" type="checkbox"/>
IMAP4	<input checked="" type="checkbox"/>
POP3	<input checked="" type="checkbox"/>

Submit

Cancel

Once all boxes have been ticked, click submit.

Your mailbox is now upgraded to Exchange professional.

Increasing mailbox limits

Exchange mailboxes have a limit of 50GB, so the mailbox limit should now be set to reflect this additional space.

1. Within the Cobweb Control Panel, click **Exchange** tab along the top of the screen
2. Click on your mailbox which is listed
3. Click **Limits** tab
4. At the bottom of the page click **Edit**
5. Replicate the settings below which will increase your mailbox size to 50GB. By setting the “issue warning at” slightly lower means you will be notified if your mailbox reaches full capacity before it is totally full.

Mailbox Size

Size	<input type="text" value="1.7 GB (3%)"/>
Issue warning at	<input type="text" value="40,960"/> MB <small>Storage size the mailbox can occupy before a warning message is sent to the mailbox owner. This value cannot be greater than the mailbox size limit</small>
Prohibit send at	<input type="text" value="51,200"/> MB <small>Storage size the mailbox can occupy before the system prevents the mailbox owner from sending more messages. This value cannot be greater than the mailbox size limit</small>
Size limit	<input type="text" value="51,200"/> MB <small>Available mail storage size: 102,400 MB; Maximum allowed mailbox size: 102,400 MB</small>

Now the mailbox has been fully converted from webmail to Exchange, you will need to configure your Outlook profile as Exchange. Please reference the Cobweb knowledgebase below, under Hosted Exchange> 2013

<http://cobwebknowledgebase.knowledgeowl.com/help>