



VA Exchange Company Admin Notes

Company Admin Control Panel: <https://exchange.virtualarchitects.com/CloudPanel> [<https://exchange.virtualarchitects.com/CloudPanel>]

OWA: <https://exchange.virtualarchitects.com/owa> [<https://exchange.virtualarchitects.com/owa>]

Password Resets

To reset a user's password:

1. Log into the Exchange Admin control panel
 - You must be configured as a Company Admin
 - Use your normal e-mail credentials
2. Click **Users** in the left menu
3. **Select the checkbox** next to the user you want to reset
4. Click **Modify** → **Reset Password**

Distribution Lists

VA Exchange hosting plans include several Distribution Lists (Groups) at **no extra charge**.

Distribution Lists are not like mailboxes and you don't log in to them. **They are just e-mail aliases that point to one or more recipients.**

We generally create a DL `all-users` to make it easier to communicate with all your users, but you can certainly delete it if you want. It has to be **manually maintained**...

In the control panel, just click on **Exchange** → **Distribution Groups** → **Add New**, then **specify the alias address and add some Members**.

⚠ If you select **Hidden...**, the DL **will not show in the GAL** (Global Address List). Most of the time, this is not what you want.

⚠ If you need **outside senders** to be able to send to the DL, and you probably do, be sure to select `Senders inside and outside of my organization can send to this group`.

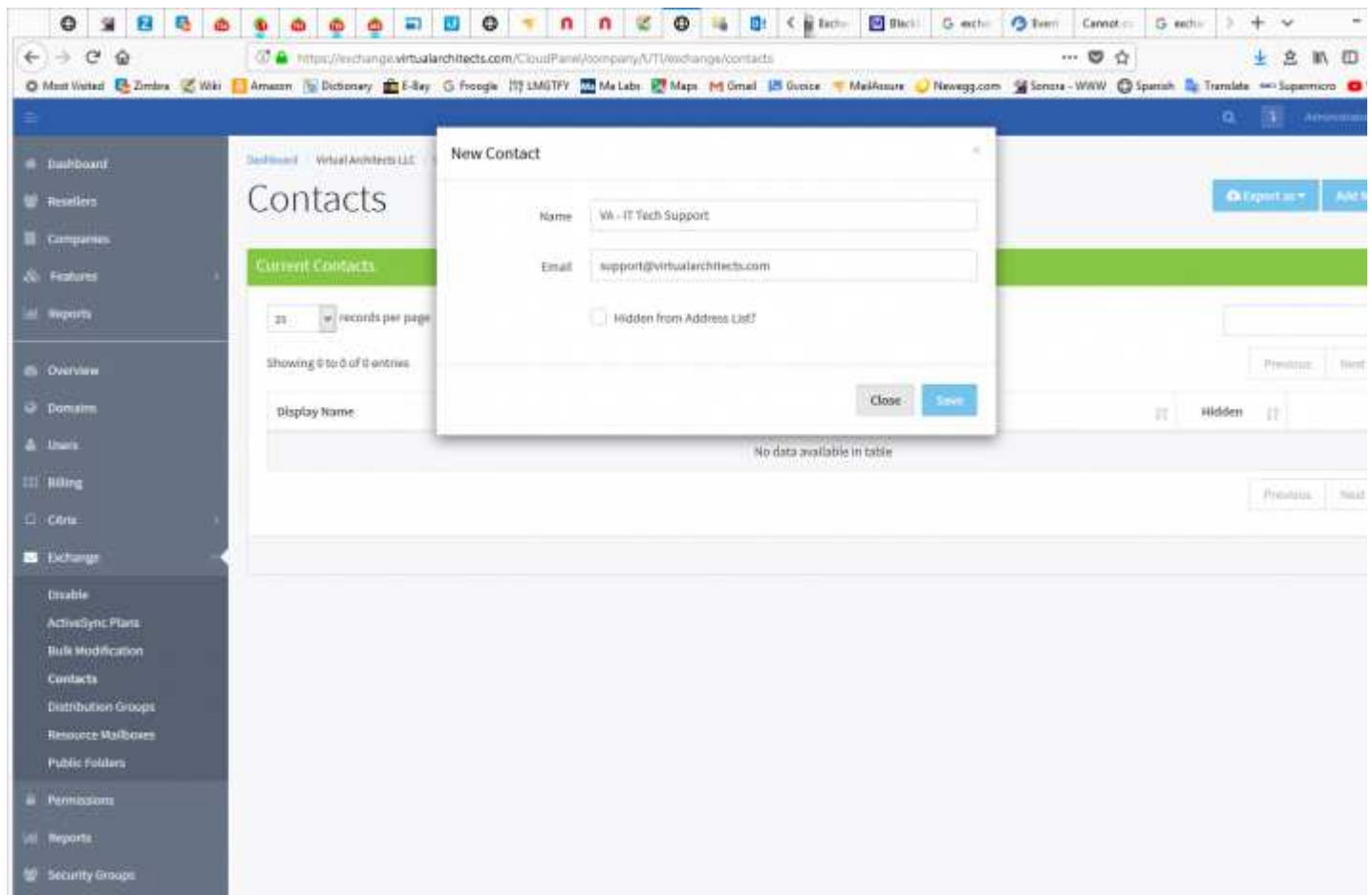
GAL Contacts

Create a GAL Contact

⚠ GAL Contacts are **visible to all users**.

1. Log into the Exchange Admin control panel
 - You must be configured as a Company Admin
 - Use your normal e-mail credentials

2. Click **Exchange** → **Contacts** in the left menu
3. To add a contact, click **Add New**
 - For the new contact to be visible to all users, do not select **Hidden...**



Using GAL Contacts

📌 Outlook Web App (OWA) is shown here, but the process is **similar in Outlook**.

1. Log into OWA (or just use Outlook)
2. Click **New Mail**
3. Click **To:**
4. **Search or expand** the contacts list
5. If you expanded the list, click **All Contacts**
6. Double-click the contact to use it

