Welcome to your MailCore Pro Account

MailCore Pro is a powerful collection of email and collaboration tools that add enterprise-level features to regular group email.

The following guide will take you through the MX records (these are common to MailCore), the Control Panel and setting up SSL where applicable.

Please refer to separate set up instructions for specific platforms. If you have any queries please contact us at **support@verygoodemail.com**

Upgrading existing MailCore accounts

Simply use the 'Upgrade' button provided on the Control Panel interface for the specific account you wish to upgrade.

Changing your MX records

In order to redirect your emails to us you need to change your current MX records to:

10   a.mx.verygoodemail.com
20   b.mx.verygoodemail.com

Please be aware that it might take up to 72 hours before your DNS changes fully propagate.

Available generic domains for use with MailCore Pro

	Non-SSL	**SSL**
Web access	mail.mailcorepro.net	mail.overssl.net
Calendars	cal.mailcorepro.net	cal.overssl.net
Contacts	dav.mailcorepro.net	dav.overssl.net
Inbound email	mail.mailcorepro.net	mail.overssl.net
Outbound email	mail.mailcorepro.net	mail.overssl.net

Branding

If you wish to support SSL you will either have to use the overssl.net domain as is, or alternatively:

• Select a subdomain to replace mail.overssl.net - this will give you your own branding on the web interface. This is Free of Charge.

• Set up a domain for SSL and provide us with a wildcard certificate (or multiple subdomain certificates covering the required subdomains). We'll provide you with a dedicated IP, and also set up **webmail.yourdomain** for access to existing webmail and control panel over SSL.

If you don't wish to support SSL at this stage, simply set up your own DNS (e.g. mail.yourcompany.net) to point to one or both of these IP addresses:

85.119.249.68
85.119.249.100

Please let us know if you've done this by emailing provisioning@verygoodemail.com so we can set up some branding for you.

Control Panel

A new option has been added to the Partner Control Panel when viewing the 'Add New Account' screen that enables you to choose between the existing MailCore service and the new MailCore Pro solution.

Selecting 'MailCore Pro' from the drop-down menu will reveal the following screen options.

Accounts   Settings   Spam Digest   Quota Alerts   Stats   Support   Partner Area   MessageBunker Panel   Logout   Help

Search   Add

Add New Account

Please complete this form to add a new account. Every account must contain at least one mailbox. Click 'Help' for further information on the fields here.

Choose account type:

| IMAP/POP3 MailCore account | SMTP Forwarding Gateway account | Zimbra account |

Account Type   MailCore Pro ▾

Your Reference   [   ]

┌─ Primary mailbox ──────────────────────────────────────┐
If the account is to have it's own unique domain, click 'New Domain' to add it.
We recommend naming the first mailbox of a domain 'postmaster'.

Email Address   [   ] @ [demo.apm-internet.net ▾] [New Domain]

☐ Create primary mailbox without collaboration tools.

Password   [   ]   [Password generator]

Confirm Password [   ]
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┌─ Account settings ─────────────────────────────────────┐
Default Anti-Spam Setting   [▯────────────] (Disabled)

Default Anti-Virus Setting   [On ▾]

Quota   Per mailbox

Email Lifespan   [30] Days *(0 - 9999)* ❓

Spam Lifespan   [10] Days

Max Mailboxes   [20] ❓

Max Advanced Mailboxes   [20] ❓

Max Aliases   [88]

Max Domains   [20]

IMAP Access   Enabled

☑ Jump to account settings after creation
└──┘

[Add] [Reset] [Close]

Advanced, or Basic?

In order to provide some flexibility for Partners when quoting for larger implementations we are offering two versions of MailCore Pro that may be offered together as a 'hybrid' solution - with 'Advanced' being the default.

The following table illustrates the differences between the two:

	MailCore Pro Advanced	MailCore Pro Basic
Shared Calendars	Yes	No
Shared Files	Yes	No
Shared Contacts	Yes	No
Shared Reminders	Yes	No
Shared Notes	Yes	No
Storage Quota (more if required)	50GB (25GB email, 25GB file storage)	1GB
Spam Protection	Yes	Yes
Virus Protection	Yes	Yes
White/Black Lists	Yes	Yes
Control Panel	Yes	Yes
Outbound SMTP	Yes	Yes
SSL	Available	
RRP	£3.00	£1.00

Appendix: Migrating email using MessageBunker

Note - migration not required where the account is an upgrade from an existing MailCore account.

If you are moving your email account(s) from one system to another, then MessageBunker provides the most seamless way of accomplishing this with no loss of email functionality at any time. Here's how you do it...

1. Backup your existing email account(s) with MessageBunker.

2. Set up your email account(s) on your new system, and configure your mail clients to point to the new system in addition to the old, and send their outbound mail using the new system.

3. Arrange for your MX records to be changed (if necessary) to point to your new system.

4. Wait 24 hours after stage 3 to ensure that all incoming emails come into the new system.

5. Make a note of the date & time, and reconfigure MessageBunker to backup from your new system.

6. Using MessageBunker, Time Travel to the date & time you noted in step 5, and for each email account, restore to your new system.

7. Remove the configuration in your mail clients for the old system.

8. Remove the old email system.

This method can be particularly effective when migrating from an in-house Exchange server to a hosted Exchange or Zimbra platform as, due to the limited performance of your broadband connection, stage 1 could take several days, whereas the restore process will only take minutes from MessageBunker to your new system, thereby dramatically reducing any downtime.

General

As always, the support team are available to help where required - please contact them - preferably using email as this automatically creates a Support Ticket.

email: support@verygoodemail.com

Phone: +44 (0)1442 927470

Standard support hours 09:00 to 17:30 Monday – Friday.