Hosted Exchange Troubleshooting Guide

Thank you for choosing SaskTel Hosted Exchange as your email and collaboration service.

Technical Support is available 24 hours a day/ 7 days a week/ 365 days a year, however; to help you resolve some common issues prior to contacting Support we've included troubleshooting information on the second page of this document.

If your issue is not resolved using these instructions, please have the Administrator contact Hosted Exchange Support.

Support information

The Administrator is the **first level** of support for any end user troubles, and must be the person to place the support call. Placing a support call in this manner is only for technical difficulties related to Hosted Exchange.

Your IT department will still be responsible for your desktop client support.

SaskTel

Your Life. Connected.™

Troubleshooting

At any time, should you encounter a problem with your SaskTel Hosted Exchange service, please attempt any of the following steps to resolve the issue prior to placing a Support Call:

Hosted Exchange Trouble	Troubleshooting	Action to try
Unable to setup Hosted Exchange email on my smartphone	Have you enabled ActiveSync or BlackBerry service on the account?	Refer to page 35 of the SaskTel Hosted Exchange Administrator Guide
How do I add a new user account?	N/A	Refer to page 19 of the SaskTel Hosted Exchange Administrator Guide
Unable to setup email on desktop client (ie.Outlook)	Have you checked your server settings?	Refer to the Reference tab in your Cloud Control portal
Error message appears that username and password are incorrect.	Usernames and passwords are case sensitive.	Verify the correct case is being used and attempt the login again. If still unsuccessful, have Administrator reset the password.
I've forgotten my password.	Is it an End User password?	Administrator refer to page 77 of SaskTel Hosted Exchange Administrator Guide
	Is it an Administrator password?	Administrator contact SaskTel Hosted Exchange Support
Server Connection Error	Are you using Webmail?	Administrator confirm username and password are correct.
	Are you using a mail client?	Administrator ensure mail server and port settings are correct. Refer to Reference tab in Cloud Control portal
Unsure how to manage SPAM and filter settings	Are you familiar with the Quarantine tab in your Cloud Control portal?	Refer to page 84 of the SaskTel Hosted Exchange Administrator Guide

SaskTel

Your Life. Connected.™

Help menus

Help menus are available for each tab of the Cloud Control portal. Please refer to this menu to better understand the functionality within the tab.
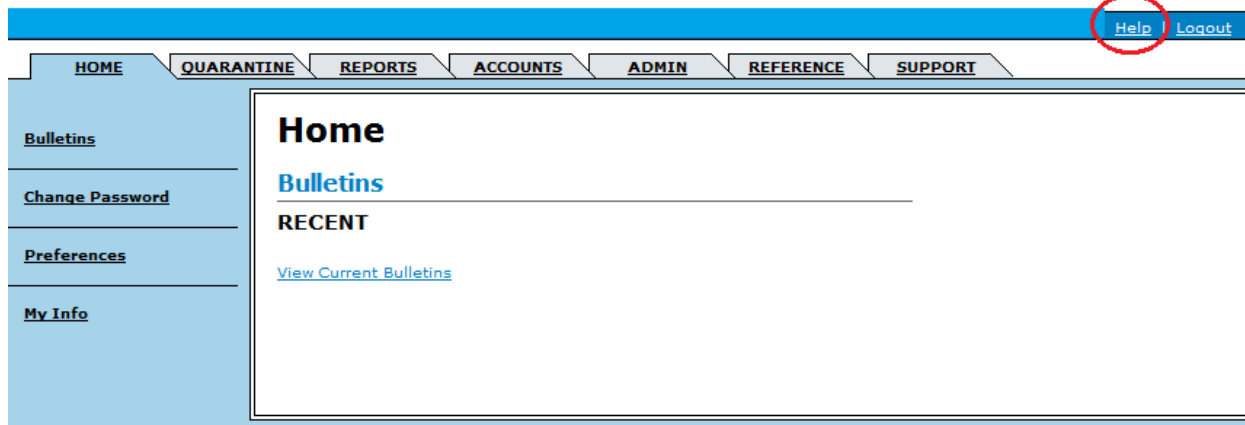
Contacting support

If you are not experiencing any of the above listed troubles or are unable to resolve the issue, follow the next steps to place a Support Call:

- Support is available 24 hours a day 7 days a week 365 days a year.
- The Administrator is the first level of support for any end user troubles, and must be the person to place the support call.

Please ensure you capture the following details prior to placing a Support call as this information is critical in ensuring our Support team can identify the cause of the problem quickly.

1. At what time did the problem occur?
2. Have you experienced this problem before?
     o Was the agent on a call at the time of the problem?
3. Can you reproduce the trouble?
4. Are you using a thick client (such as Outlook) or web access?
5. Are you able to capture a screen shot of the trouble?
6. Is the problem only related to a single user or multiple users?
     o If multiple users, are they in a single location or multiple locations?
7. Were there any other issues immediately before or during the time of the problem?
8. Have you made any changes to your computer network since it was last working?

For Hosted Exchange support, please call toll-free: **1-877-290-5969**.