



# BX Console Handbook

Email-as-a-Service

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## 1.0 – What is BX Console?

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BX Console is a web-based application that provides centralized access for all users to quickly set up and manage your company's email accounts (mailboxes) and access other BELxpress services.

This guide is designed to help you get the job done efficiently. Let's get started!

## 1.1 – Log In to BX Console (formerly known as BXadmin)

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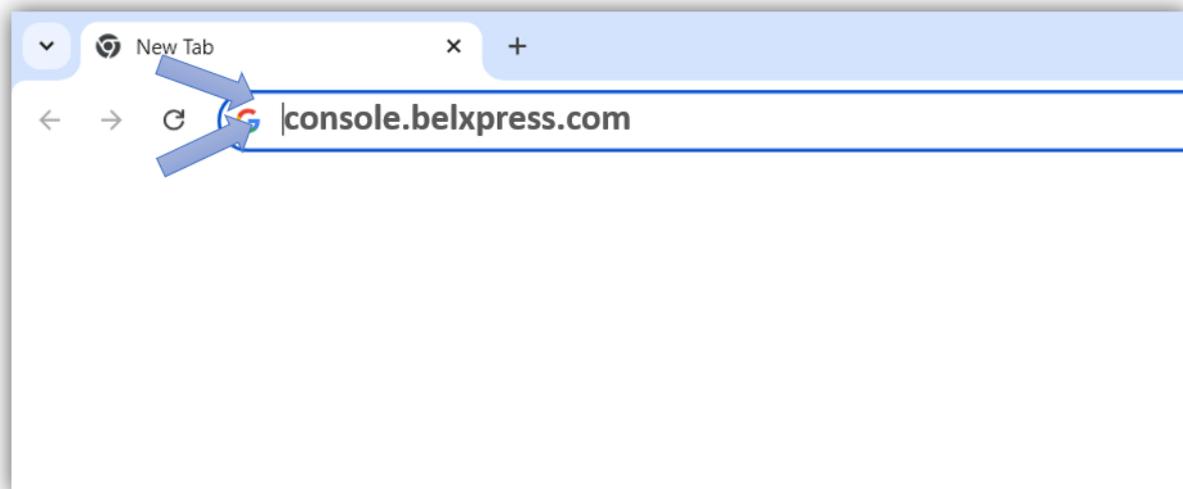
### 1.1.1 Open Your Web Browser

Open your preferred browser, such as one of the following:



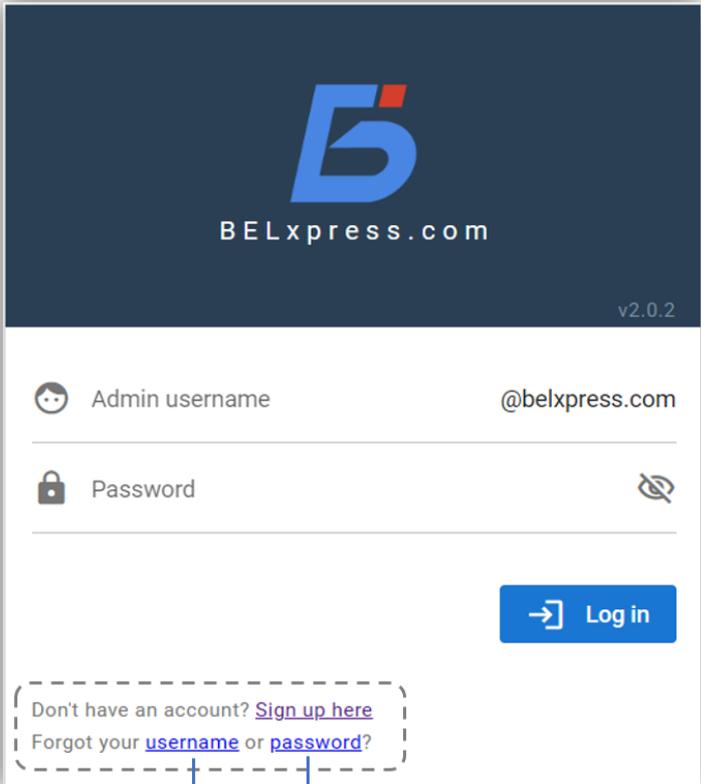
### 1.1.2 Access BX Console

In the browser's address bar (usually located at the top), not the search box, type the URL: **console.belxpress.com**. Refer to the example below for guidance.



### 1.1.3 Log-in

Enter your username to log in to your BX Console account. If you've forgotten your username or password, click “Forgot Username” or “Forgot Password” at the bottom to retrieve your username or reset your password. Don't have an account? Click “**Sign up here**” to create one.



→ Forgot password  
→ Forgot username

## 2.0 – BX Console: Cheat Sheet!

We understand you're busy, so we've created this cheat sheet to help you get started in just 5 minutes. Managing your company's emails has never been easier. For a quick start, visit the **Quick Guide** menu or refer to Appendix A for an overall understanding. The **Quick Guide** offers more details based on the cheat sheet.

**2** Have you registered your domain name?

**Domain Registered ?**

**NO**

**Register Domain**

1) Choose a domain registrar  
2) Search for your desired domain name  
3) Purchase and register the domain

**IMPORTANT:** Set nameservers to:

- ns1.belxpress.com
- ns2.belxpress.com

**Add Domain**

Add domain, choose plan:

- **Unlimited Storage:** Never worry about running out of space.
- **Unlimited Mailbox:** Perfect for large teams and big savings.

**Add Mailbox**

- Change Password
- Delete email account
- Set auto-reply message
- Set forwarding list

**Manage Mailbox**

**YES**

**Add Domain**

**Add Mailbox**

**Manage Mailbox**

**IMPORTANT**

**Using a 3<sup>rd</sup> party DNS?**

- Set your MX record to our hostname.
- Configure 'SPF' in your DNS.

Click "Show Settings" icon on your domain for instructions. For more details, see the "Domain List" section.

**1**

My Account

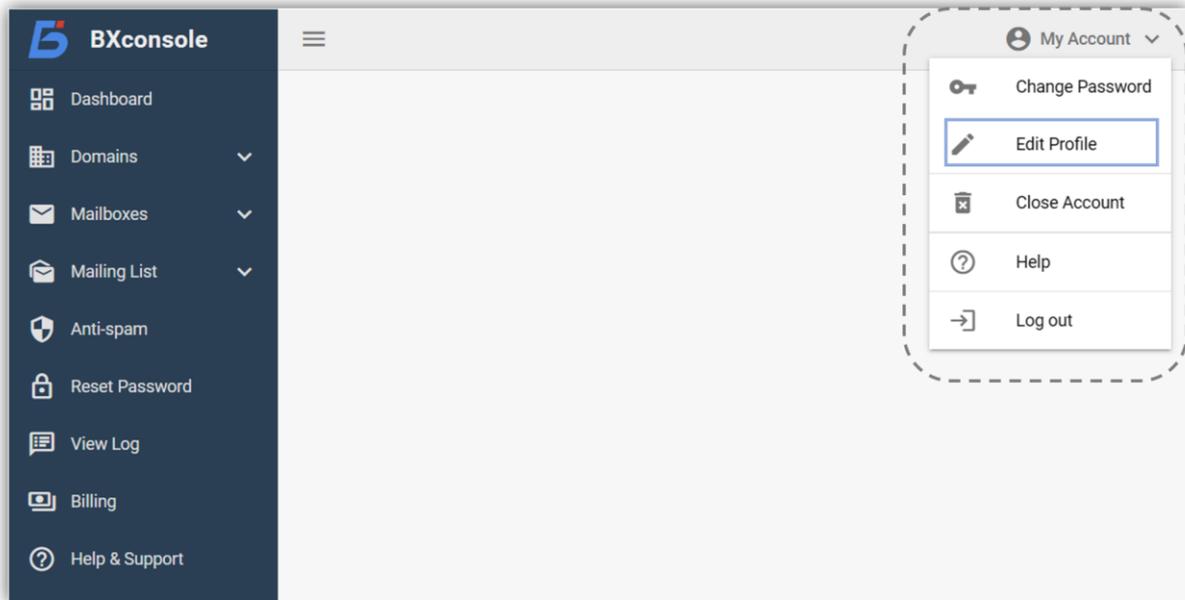
- Change Password
- Edit Profile
- Close Account
- Handbook
- Log out

Set password recovery email

Need help?  
support@belxpress.com

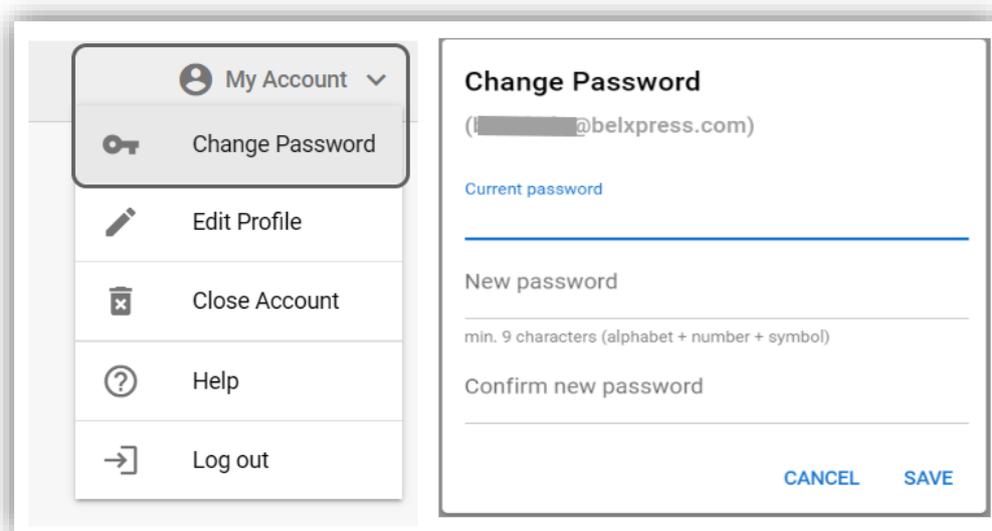
### 3.0 – My Account: Edit Profile

If this is your first time logging in, please update your password recovery email by clicking “**Edit Profile**” in the “**My Account**” menu located at the top-right corner. It’s crucial to ensure you provide a valid email address.



### 3.1 – My Account: Changing BX Console log-in password

If you want to change your log-in password, you can do so here. This is the only way to update your BX Console password, accessible via “**My Account**” (top-right corner).



**Note:** Your password must be at least 9 characters long. For added security, use a mix of letters (a-z), numbers (0-9), and allowed symbols like ~!@#\$%^&()-\_+=?.\*

## 4.0 – Getting Started: Domain

What is a Domain?

In the digital world, a "domain" or "domain name" represents a unique identifier for an organization, service, product, or individual on the Internet, such as "belxpress.com", "google.com", or "wikipedia.org". It can also be a country-level domain like "bel.sg", "bel.com.my", or "bel.vn", among others.

### First Step: Adding Your Business Email Domain

The initial step is to add your domain for your business email. This only needs to be done once. If you've already added your domain, proceed to the sections on adding a mailbox or creating a mailing list.

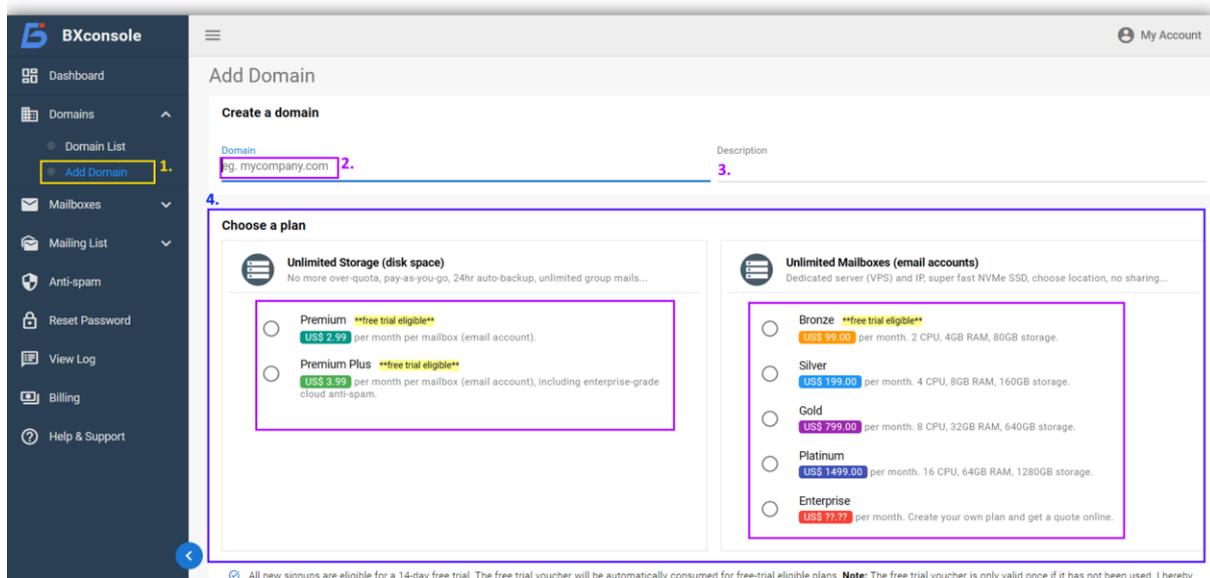
**Note:** BELxpress is not a domain registrar. To set up your business email, you must register your domain with a legitimate registrar and point (set) your domain's nameservers to BELxpress (**ns1.belxpress.com** and **ns2.belxpress.com**). If you need assistance with domain registration, please reach out to us at [support@belxpress.com](mailto:support@belxpress.com).

## 4.1 – Add Your Business Email Domain

To add a domain, select the "Add Domain" option under the "Domains" menu. Enter your domain and a description (e.g., your company or website name).

Next, choose the plan that best suits your needs. Whether you require a large number of email accounts or seamless, stress-free email services, BELxpress offers two customizable plans designed for optimal cost savings:

- **Unlimited Storage:** Hassle-free, zero-configuration, no more over-quota worries!
- **Unlimited Mailbox:** Dedicated server (VPS) with no sharing, allowing unlimited email accounts. Choose the region closest to you for optimal performance.



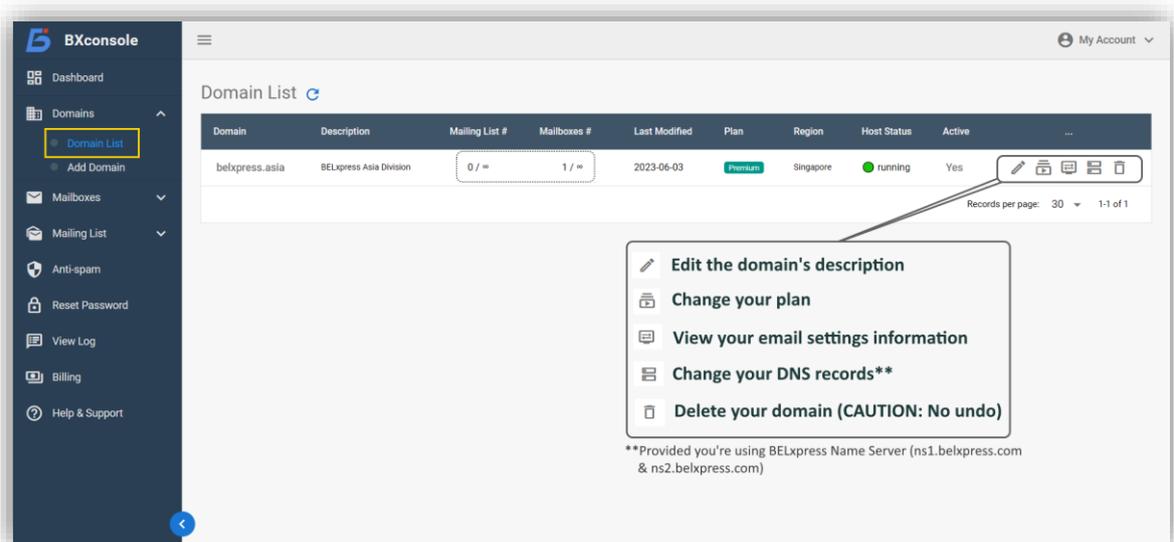
## 4.2 – Domain List (list all your domains)

The “**Domain List**” menu (Domains | Domain List on the side menu) provides useful information and management options. Here, you can view email configuration settings for your domain, manage DNS records\*\*, change your plan, and update your domain’s description.

**\*\*NOTE:** Please note that if you're using a third-party DNS, you won't be able to manage your DNS settings in BX Console.

### Tips:

- Click on your domain name to directly manage your mailbox (via the Manage Mailbox menu). This is particularly helpful if you have multiple domains.
- To use (or migrate to) our name server (DNS), set (or update) your domain’s name server to:
  - **ns1.belxpress.com**
  - **ns2.belxpress.com**
- To change your name server, log in as the domain administrator on your registrar’s website (e.g., GoDaddy) and update the name server settings. If you need help, please contact us at [support@belxpress.com](mailto:support@belxpress.com).
- If you’re using BELxpress’s name servers, you’re all set—no further action is needed.



### IMPORTANT:

If you're using a third-party DNS:

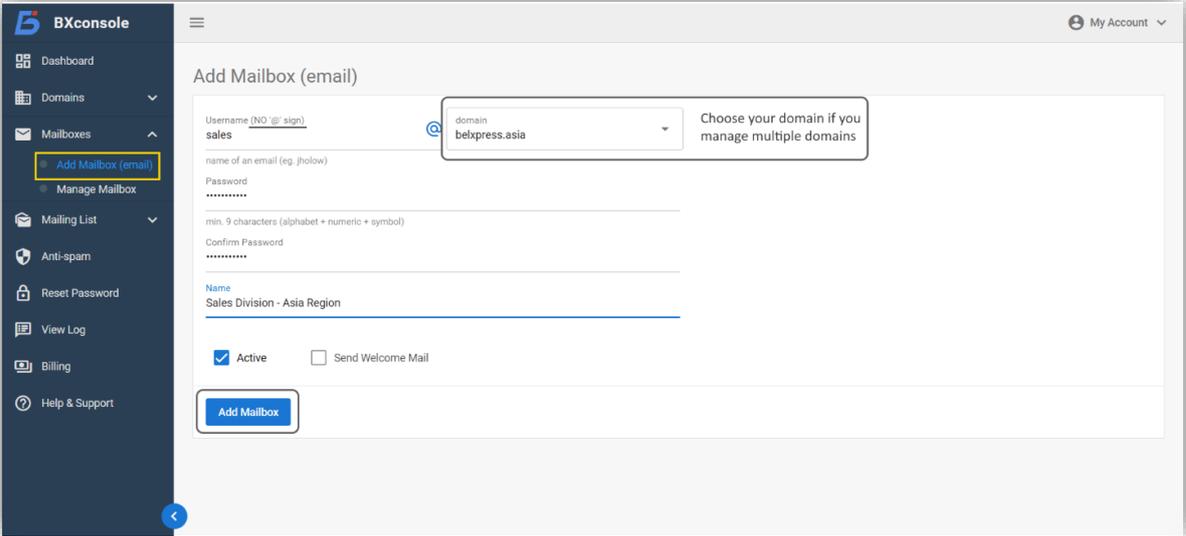
- 1) To receive emails, configure your MX record with our hostname. Click "Show Settings" icon (next to your domain) for instructions.
- 2) To ensure email security, you **must** configure SPF in your DNS TXT record. Click the "DNS" icon to view the default settings.
- 3) For enhanced email security (DKIM and DMARC), click the "DNS" icon, and copy the DKIM and DMARC settings to your third-party DNS TXT records.

**Tip:** If you're not familiar with DNS, we strongly recommend using our free DNS service. It simplifies email configuration and can also be used for other online services, such as your website or in-house settings. It's a fully-featured DNS service.

## 5.0 – Add New Mailbox (email)

Creating a new email account in BX Console is quick and straightforward. Simply navigate to the "Mailboxes" section in the side menu, then click on "Add Mailbox (email)." Enter the details for your new email account and click the "Add Mailbox" button at the bottom to complete the process.

**Note:** Your password must be at least 9 characters long. For added security, use a mix of letters (a-z), numbers (0-9), and allowed symbols like ~!@#\$\$%^&()-\_+=?.\*

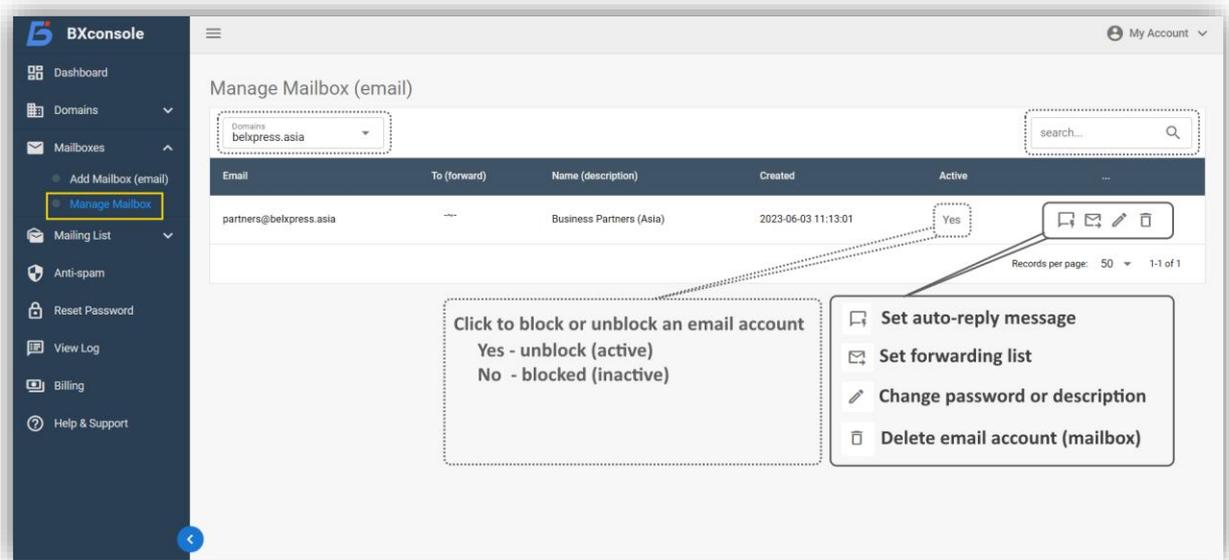


The screenshot shows the 'Add Mailbox (email)' form in the BX Console interface. The left sidebar contains a navigation menu with 'Add Mailbox (email)' highlighted. The main form area includes the following fields and options:

- Username (NO '@' sign):** A text input field containing 'sales'.
- domain:** A dropdown menu showing 'belxpress.asia'.
- Choose your domain if you manage multiple domains:** A note next to the domain dropdown.
- name of an email (eg. j.holow):** A text input field.
- Password:** A text input field with a strength indicator 'min. 9 characters (alphabet + numeric + symbol)'.
- Confirm Password:** A text input field.
- Name:** A text input field containing 'Sales Division - Asia Region'.
- Active:** A checked checkbox.
- Send Welcome Mail:** An unchecked checkbox.
- Add Mailbox:** A blue button at the bottom of the form.

## 5.1 – Manage Email Accounts (mailboxes)

To manage your existing email accounts—whether you need to change an email's password, update the account name, set up a forwarding list, enable auto-reply messages, or delete an email account—go to the "Mailboxes" section and select "Manage Mailbox" from the side menu (see below).



### 5.1.1 Auto-reply message

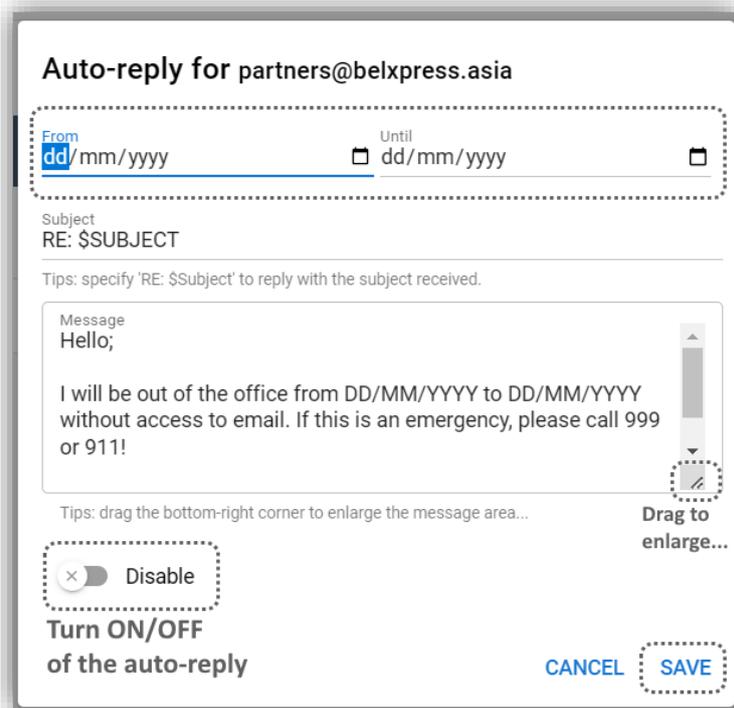
As an email administrator, you can easily set an auto-reply message for any email account. This setting will override any auto-reply configured by the user in BELxpress WebMail.

For example, if an employee leaves the company, you may need to keep their email account active for a certain period, especially for roles like sales. In such cases, you can set an auto-reply to inform senders to contact the new point of contact.

To set up an auto-reply message:

- Click the "auto-reply" icon.
- Set the start and end dates.
- Leave the subject as "\$SUBJECT" (this will automatically populate with the original email's subject).
- Write your auto-reply message.
- Enable the auto-reply service.
- Save the settings.

**Tip:** The auto-reply feature will automatically disable itself once it expires. However, administrators have the option to manually enable or disable the auto-reply at any time.



### 5.1.2 Email Forwarding

Email forwarding automatically redirects incoming emails from one email address to another. When enabled, all messages sent to the original address will be forwarded to the specified recipient(s).

To set up email forwarding:

- Click the forwarding icon on the desired email account.
- Enter each recipient email address on a separate line.
- Save the list.

**Tip:** You can also use email forwarding to create a group mail (similar to a mailing list) by specifying multiple recipients. A copy of the incoming email will be kept in the original account.

**Forward** partners@belxpress.asia

To:  
bd@belxpress.com  
sales@belxpress.com

Clear the list

Enter addresses line-by-line...

Note: one entry per line

drag to enlarge...

CANCEL SAVE

### 5.1.3 Editing an email account

As an email administrator, you can modify email account settings by editing the account. This includes changing the password, name, description, and activation status (block or unblock).

**Note:** Only active (Active: YES) accounts can send and receive emails.

**Tip:** To update the account name without changing the password, leave the password field empty.

**Edit** partners@belxpress.asia

New Password

Leave password empty if unchanged.

Confirm Password

Name  
Business Partners (Asia)

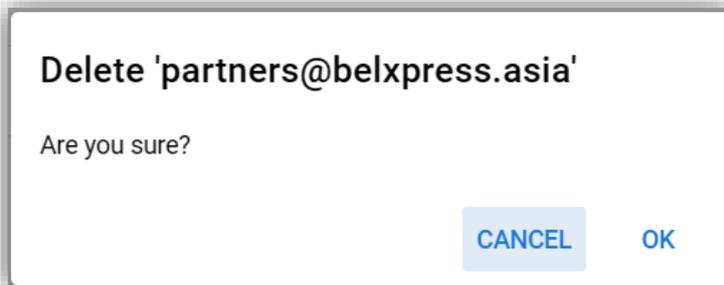
Active

CANCEL SAVE

### 5.1.4 Delete email account (mailbox)

As an email administrator, you can delete any email account at any time.

**Tip:** Accidentally deleted email accounts can be recovered by recreating the same email account within 24 hours.



**CAUTION:** For email accounts deleted more than 24 hours ago, recovery is possible but not guaranteed. Data recovery may be limited. Contact our support team for assistance.

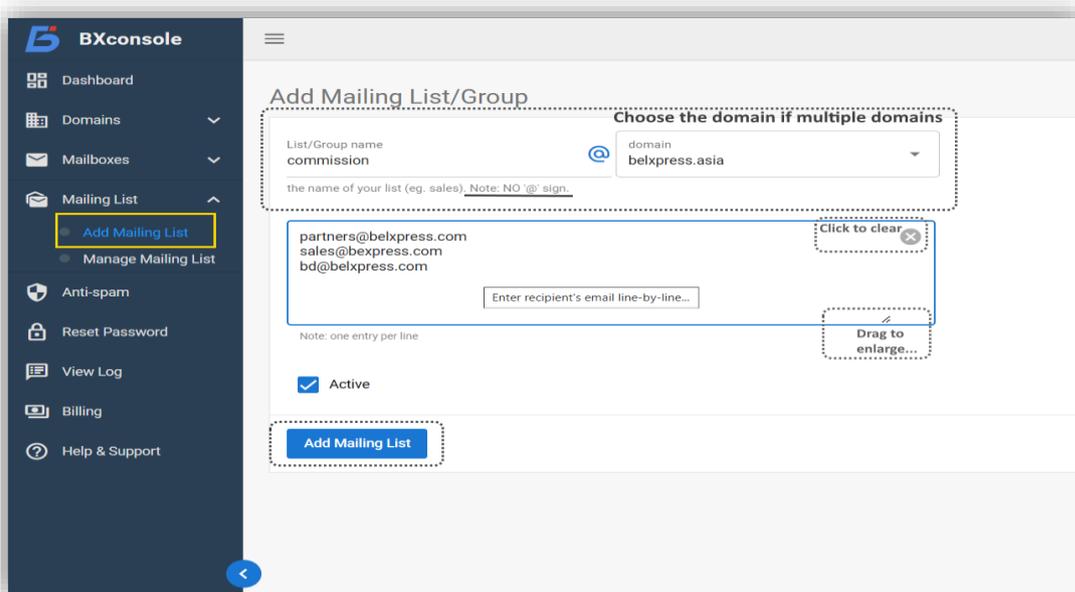
## 6.0 – Mailing List (Group Mail, Alias, Mailing Group)

In business, there's often a need to send the same email to multiple recipients simultaneously. Traditionally, this would require manually adding each recipient in the TO or CC field every time.

However, when you need to regularly email a group of people, a mailing list (also known as a group mail, alias, or mailing group) becomes invaluable.

**Note:** A mailing list (group mail) acts as an alias. It does not store incoming mail and cannot be used to log in to retrieve emails.

**CAUTION:** Do NOT add the mailing list address itself as a recipient within the list! This can cause a loop, leading to an overwhelming flood of emails to all recipients.

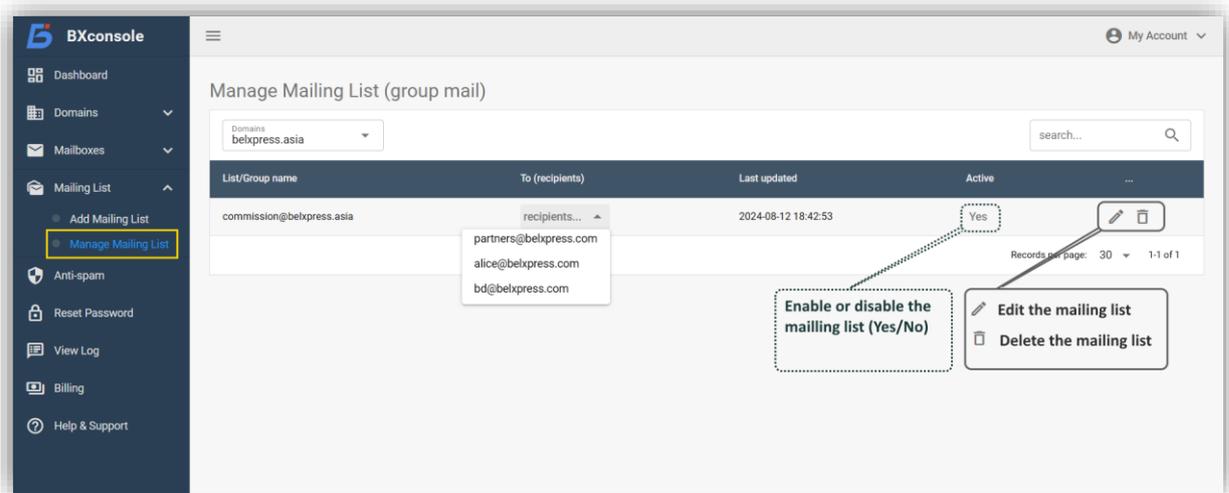


## 6.1 Manage Mailing List

To manage your business's mailing lists, go to the "Manage List" sub-menu (see below). BX Console made handling mailing lists a breeze. A mailing list/group can be enabled or disabled temporarily by setting the Active status of the list.

To manage your business's mailing lists, navigate to the "**Manage List**" sub-menu (see below). BX Console makes handling mailing lists simple and efficient. You can easily enable or disable a mailing list by adjusting its Active status.

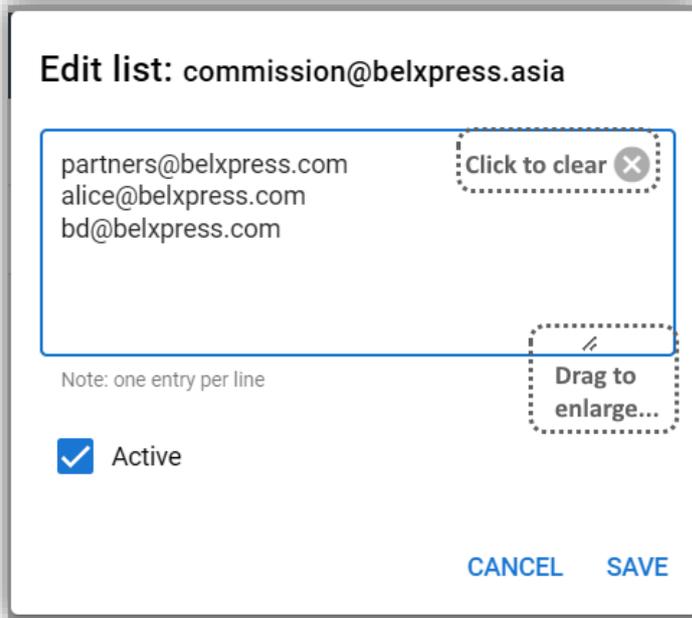
**Tip:** Regularly removing invalid recipients from the list can help improve system performance.



### 6.1.1 Edit mailing list

Editing a mailing list is straightforward. Click on the edit icon next to the mailing list, where you can add, remove, or modify recipients.

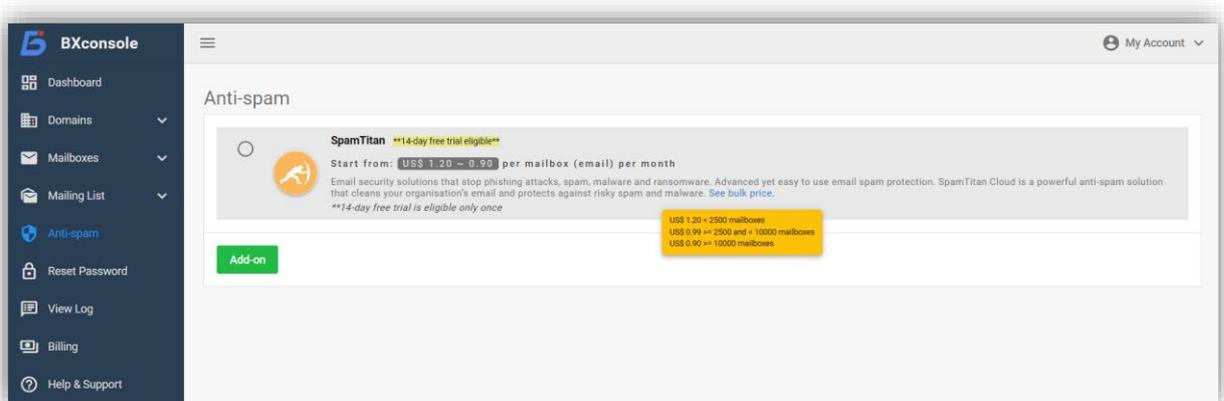
**Note:** Enter one email address per line in the recipient list—no commas or semicolons. You can clear the list, copy and paste addresses, and drag to enlarge the input area as needed.



## 7.0 – Anti-Spam Add On

Strengthen your email security with SpamTitan, an award-winning cloud-based anti-spam and anti-malware solution. You can easily add this protection to your BELxpress plan. If you're subscribed to Premium Plus, SpamTitan is already included at no extra cost (a significant savings).

**Tip:** Click to view bulk pricing options!



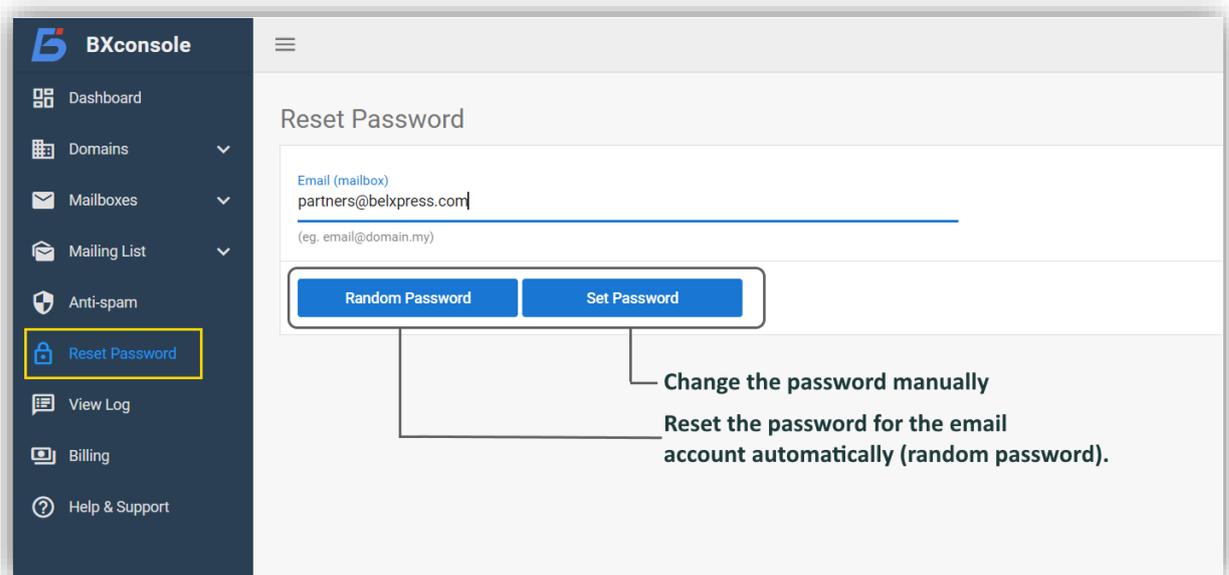
**Note:** Access to SpamTitan requires a separate log-in. You can find your log-in details (URL, username, password) under Domain List by clicking the “Show Settings” icon next to the domain. While daily log-ins to SpamTitan aren’t necessary, it’s advisable to monitor the quarantine pool more frequently during the first few weeks after deployment.

## 8.0 – Reset Password

In a large organization, email administrators often need to reset or change user passwords. BX Console streamlines this process, offering a quick and efficient way to manage email account passwords.

Common Scenarios:

- 1) **Compromised Account:** If an email account is compromised, you can immediately suspend access by selecting the "Random Password" option.
- 2) **Employee Termination:** When an employee is terminated, you can swiftly suspend their email access to prevent potential misuse or deletion of important emails.
- 3) **Forgotten Password:** For security reasons, passwords cannot be retrieved—only reset.



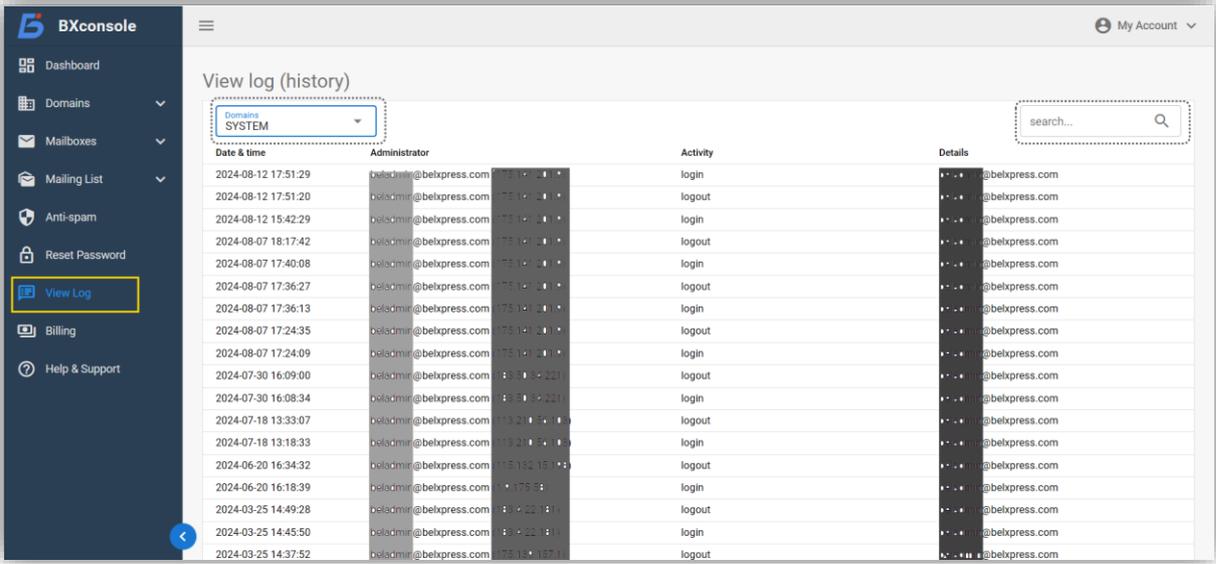
**Tip:** To temporarily block access to an email account, use the "Random Password" option. This generates a highly secure, complex password, replacing the current one.

**Note:** Please remember, as an administrator, you cannot change your BX Console login password here. To do that, go to "My Account" and select "**Change Password.**"

## 9.0 – View Log

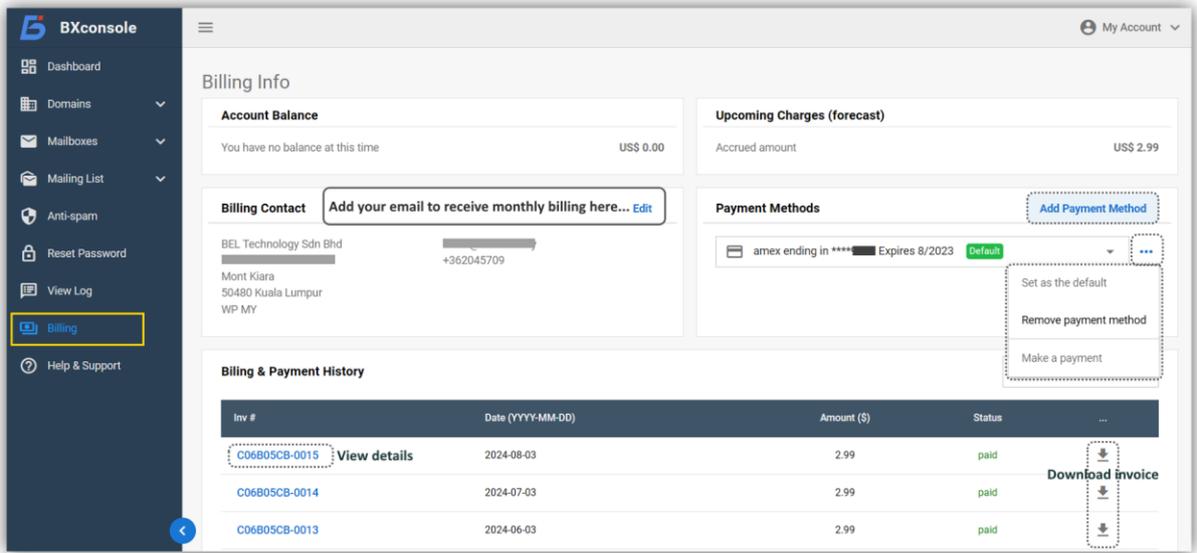
BX Console keeps a detailed record of all major activities performed by administrators. You can easily search through the history by date, time, activity type, and specific details.

**Tips:** You can adjust the number of log entries displayed per page using the option at the bottom-right corner of the View Log screen.



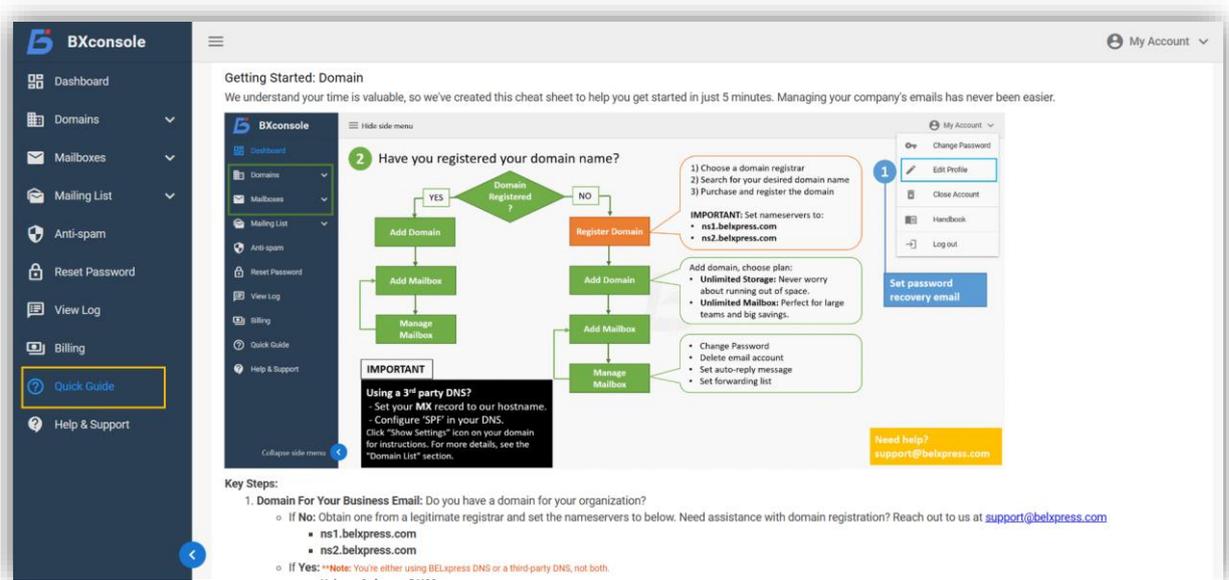
## 10.0 – Billing

Access your billing and payment history by selecting the Billing option from the side menu. Ensure that you've added an email address to receive your monthly billing statements. You can also download past invoices or click on a billing number to view detailed information.



## 11.0 – Quick Guide

We know your time is important, so we've designed a quick guide to help you get started right away. The Quick Guide provides further details based on the cheat sheet. Refer to the “Key Steps” and “Quick Tips” for a clear understanding. If you need assistance, please reach out to us at [support@belxpress.com](mailto:support@belxpress.com); we are more than happy to help.



## 12.0 – Log out

Finally, always remember to log out of your BX Console when you're done.

**Note:** For security reasons, each BX Console session is limited to 120 minutes. After this time, you'll need to log out and log back in to continue.

## Appendix A – BX Console: At A Glance!

We know your time is valuable, so we've designed BX Console to get you up and running in no time! Managing your company's emails has never been easier. Take just 5 minutes to review the image below—you might even want to print it out for quick reference. It's everything you need to know about BX Console, all in one place!

The screenshot shows the BX Console interface. On the left is a dark blue sidebar with the BXconsole logo and a list of menu items: Dashboard, Domains, Mailboxes, Mailing List, Anti-spam, Reset Password, View Log, Billing, Quick Guide, and Help & Support. A 'Hide side menu' button is at the top of the sidebar, and a 'Collapse side menu' button is at the bottom. The main content area has three sections: Domains, Mailboxes, and Mailing List, each with a callout box explaining its features. On the right, there is a 'My Account' dropdown menu with options: Change Password, Edit Profile, Close Account, Handbook, and Log out. A black callout box below the account menu says 'Set password recovery email!'. At the bottom, four callout boxes provide additional details: 1. Anti-spam: 'Add cloud-based anti-spam and anti-malware protection to safeguard your business email. Additionally, monitor and track all incoming mail.' 2. Reset Password: 'Quickly reset the password for an email account. Select "Random Reset" to immediately block access while still allowing incoming mail to be received.' 3. View Log: 'Access a comprehensive record of all activities performed within the BX console.' 4. Billing: 'Manage payment methods (credit/debit card), view monthly invoices and receipts, and set up email notifications for billing. Update your billing address, name, and contact information.'

**Domains:**  
Start by adding your business email domain here and selecting the most suitable plan (one-time setup). You can also manage your email domains in this section. Options include editing the domain description, changing the plan, viewing email settings for apps like Outlook, Thunderbird, and Mac Mail, manage your DNS, or deleting the domain.

**Mailboxes:**  
After adding your business domain, create email accounts (mailboxes) by selecting "Add Mailbox." You can also manage existing accounts here (Manage Mailboxes), including changing passwords, setting Forwarding lists blocking accounts, setting auto-reply message, and deleting accounts.

**Mailing List:**  
A mailing list, also known as "group mail," "mail group," or "alias," allows you to create groups for related users or departments. You can add as many mailing lists as needed – there are no limits, no hidden costs, and it's completely free of charge.

**Anti-spam:** Add cloud-based anti-spam and anti-malware protection to safeguard your business email. Additionally, monitor and track all incoming mail.

**Reset Password:** Quickly reset the password for an email account. Select "Random Reset" to immediately block access while still allowing incoming mail to be received.

**View Log:** Access a comprehensive record of all activities performed within the BX console.

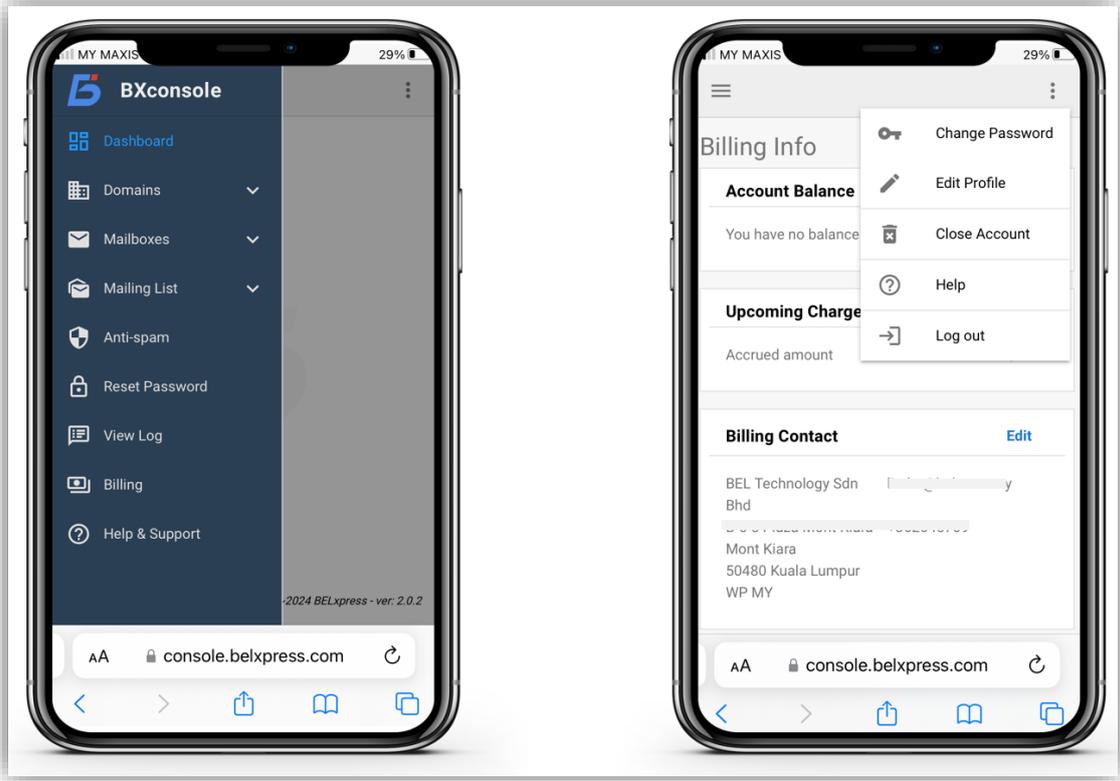
**Billing:** Manage payment methods (credit/debit card), view monthly invoices and receipts, and set up email notifications for billing. Update your billing address, name, and contact information.

**My Account:** Change Password, Edit Profile, Close Account, Handbook, Log out

**Set password recovery email!**

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**Tips:** BX Console is a responsive WebApp, optimized for use on smartphones as well.



*Thank you for reading! If you've found any errors, please report them to [support@belxpress.com](mailto:support@belxpress.com).*