

Helpful Information

There are a few key things to consider - and tasks to perform - when transferring a school's existing internet service to Exa Education. Here are some tips to ensure that the migration is as smooth as it possibly can be for both you and your school.

PSTN Installation

The general lead time for the installation of a PSTN line is 14 working days, however there are various factors which can cause this to be extended. As a result, we always recommend that if a PSTN line is required for a school, the order for this is placed as soon as possible - even if they do not require their Exa Education internet service to be live in the very near future.

Connectivity

In order to ensure that a school does not experience any disruption to its internet service, we always advise that - if possible - you allow a period of time long enough for the migration to have both their existing service and their Exa Education connection running concurrently for a period. This allows for a seamless changeover.

Hardware Installation

Draytek Vigor Router

The installation of a school's router is actually a straightforward process, and is simply a case of placing it in a secure area before connecting it to the ethernet cable. As a general guide, the following tips are advisable for installing the router in an optimum position:

- Ensure it is located in a well-ventilated area without anything placed on it. This prevents it from overheating and potentially breaking or malfunctioning.
- Plug the router into the building's master socket (this is the point where the telephone line enters the school and where the broadband signal is at its strongest). If possible, do not use an extension cable to connect the router to the socket.

Website Hosting

- **For .co.uk and sch.uk domains.** In order to transfer a school's domain to Exa Education, simply contact their existing provider and request that they change its tag to EXA (all capitals). This only needs to be done on the day you require the transfer to take place.

- **For .school and .com domains.** To transfer one of these domains, you must obtain an authorisation code from the school's existing registrar. This is valid for one month, and needs to be provided at the point of order as it is needed to transfer the domain to Exa Education. After we have placed the order for the domain using this auth code, an automated email will be sent from us to the website's administrator contact requesting that they confirm their acceptance of the transfer. Once this has been done, the transfer will be completed.
- Please ensure that you have placed the order for the domain to be hosted by Exa Education, and have received confirmation that it has been set up, before you request the transfer. This will allow the school's website to carry on working seamlessly without any interruption.
- If you would like a preview of the school's website to be set up in advance so that you can see what is being created, simply request this feature on the domain's order form and this will be done for you.

Email

We provide a management tool with all email services. ESA (Email Self Administration) allows you to have complete control over a school's email accounts. The web-based portal enables you to create and delete email addresses, change passwords, set auto-responders and even adjust the sensitivity of the spam filter.

A school can access their mail accounts through popular clients such as Outlook and Apple Mail or, if they do not wish to use separate email software, our own webmail system.

Setting up a school's email accounts:

- You will receive the username and password for the school's ESA control panel in the introductory details document sent to you by our Customer Care Team. Once you have received this, you will be able to log into the account and create any email accounts they need.
- If there is a large number of accounts, and you would like us to set them up for you, simply email a list of those required, along with their passwords, to support@exa.net.uk and we will do this on your behalf.

If you do not have passwords, a unique password will be generated for each user which can then be changed upon their initial login. Please ensure that you record these generated passwords as, due to data protection, we are unable to do so.

When setting up the email service, you can assign the role of ESA administrator to a person of your choice. This administrator will then be able to change existing passwords, delete old accounts, or create new ones, when necessary.

Please note that on initial setup of the email service, we will automatically create a user account named 'Spam', to which or we will deliver all mail that is assigned a high spam score by our mail filters.

Accessing a school's email accounts:

- If a school is using our webmail system, they can access their email account by visiting <http://webmail.exa-networks.co.uk> and entering their email address and password.
- If a school is using an alternative mail client, such as Outlook or Apple Mail, they can access their account by using their full email address as the username, and the password you used to create the account. In this case, you will also need to change the incoming mail server to either pop.exa-networks.co.uk or imap.exa-networks.co.uk.
- If the school's internet connection is provided by Exa Education, you will need to change the outgoing mail server to smtp.exa-networks.co.uk.
- If the school's internet connection is provided by another Internet Service Provider, you will need to use their outgoing mail server details. These can be acquired by contacting them.

