Exchange Accounts

- Forgot my Password - Exchange Account
- Change my password
- Change Sync Settings - Windows Mail
- Maximum allowed mobile phone partnerships
- Out of Office replies - Set via Webmail
- Add additional mailboxes - Outlook 2013/2016/2019
- Free space in a full mailbox
- Outlook (Windows and Mac) - Recover Deleted Items
- Add an Additional Shared Mailbox in Outlook
- Mail App Always Downloading on Mac? How-To Fix

Forgot my Password - Exchange Account

Currently there is no self service option for a forgotten Hosted Exchange password.

If you have forgotten the password for your Hosted Exchange account you will need to contact Barweb

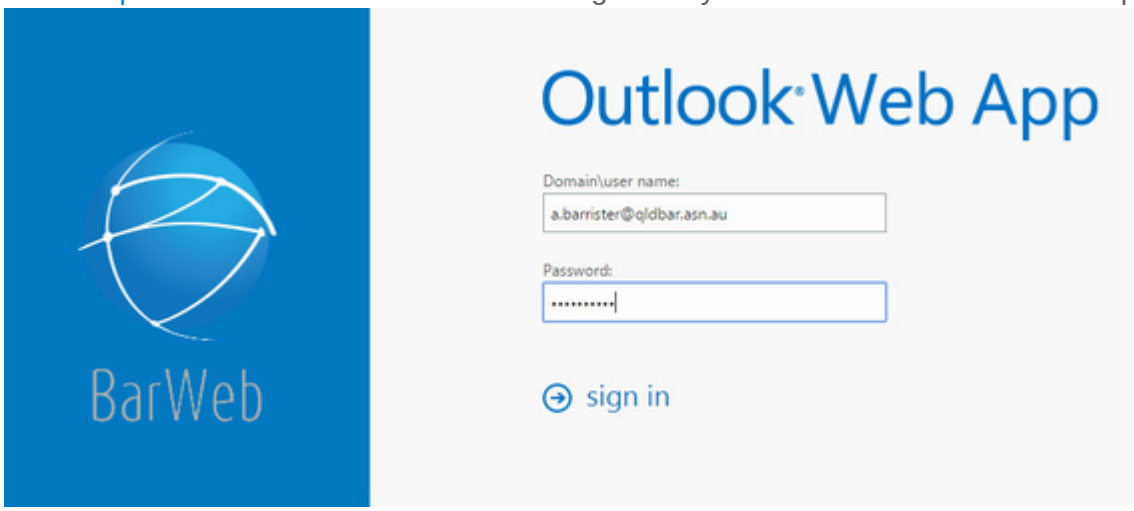
Support

For verification purposes BarWeb staff will call back on a registered number to confirm the request, a

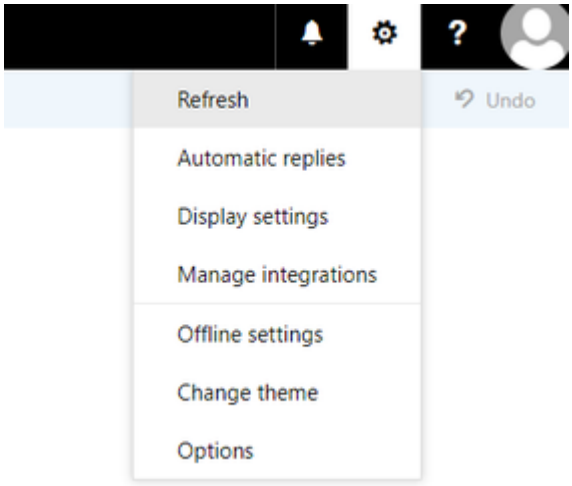
confirmation will also be sent once the password has been reset.

Change my password

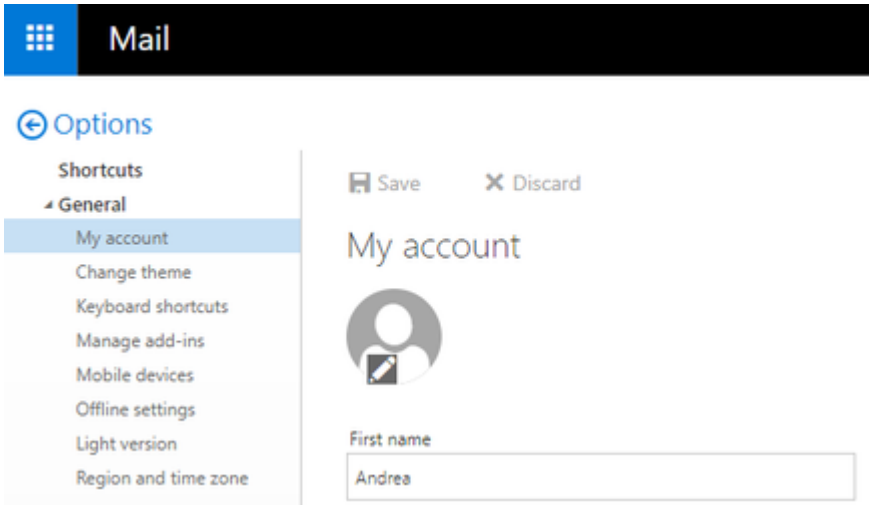
1. Go to https://hex.barweb.com.au/owa and login with your email address and current password



2.


Refresh
Undo
Automatic replies
Display settings
Manage integrations
Offline settings
Change theme
Options

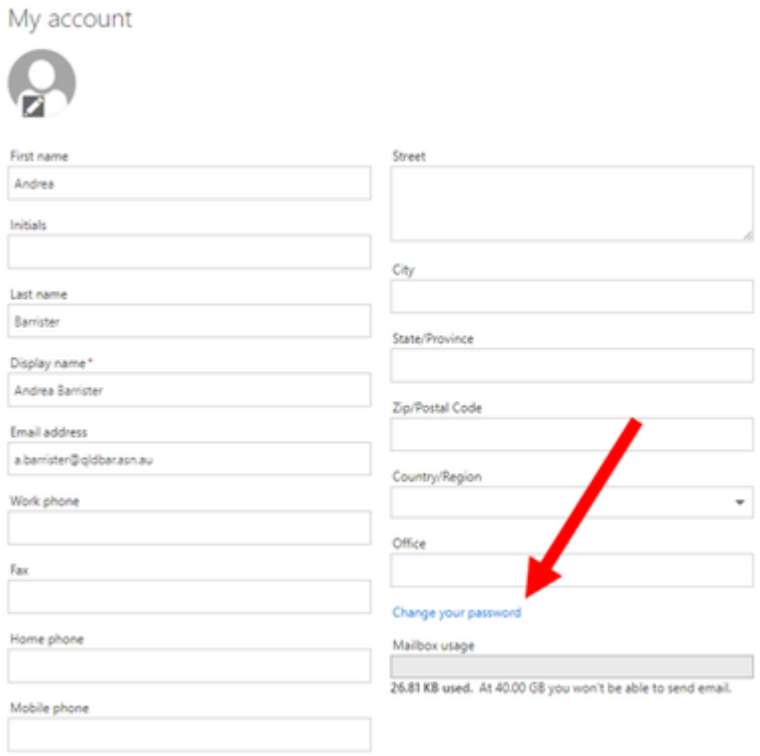
3.



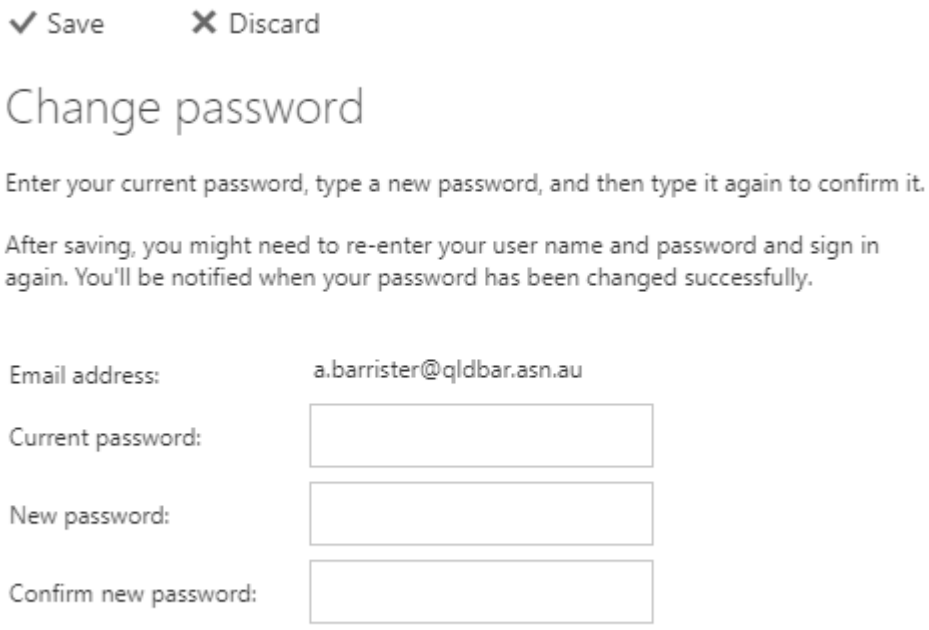
4.

Click on **Change your password**

(You may have to scroll down the page



5. Type in your current password, then a new password and confirm your new password, then click save



Change Sync Settings - Windows Mail

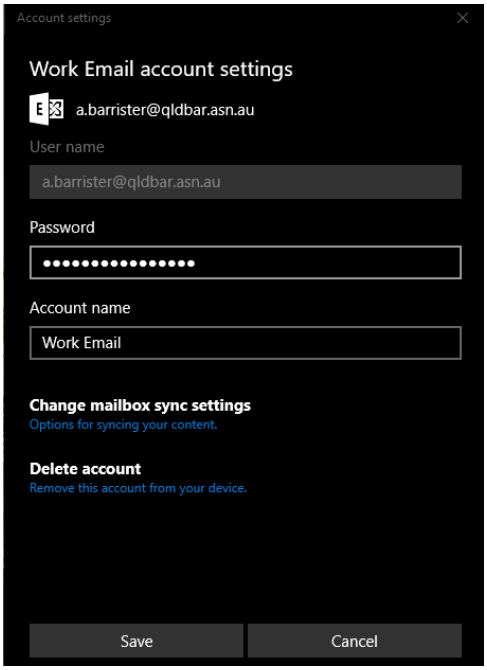
Change Sync Speed

1. Open Windows Mail

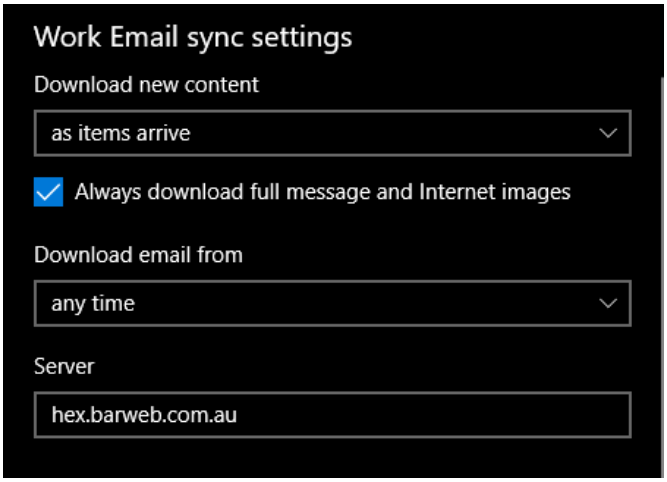
2.

3.

Click **Change mailbox sync settings**



4.

5. 

   Click **Done**

Change amount of email downloaded

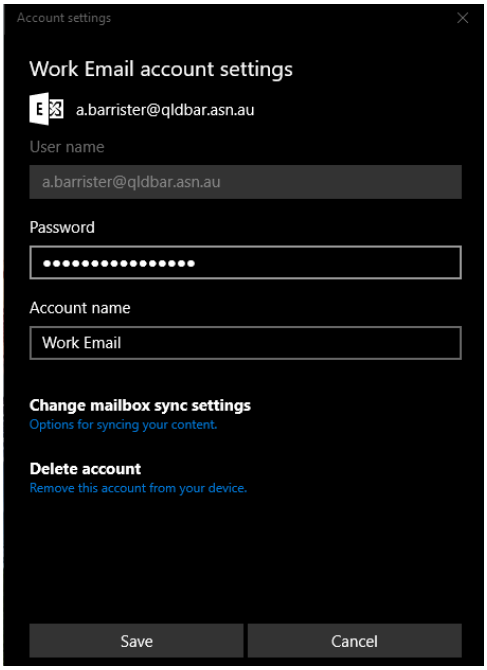
1. Open Windows Mail
2.

   Right click on your account on the left side and select **Account Settings**

3.

   Click

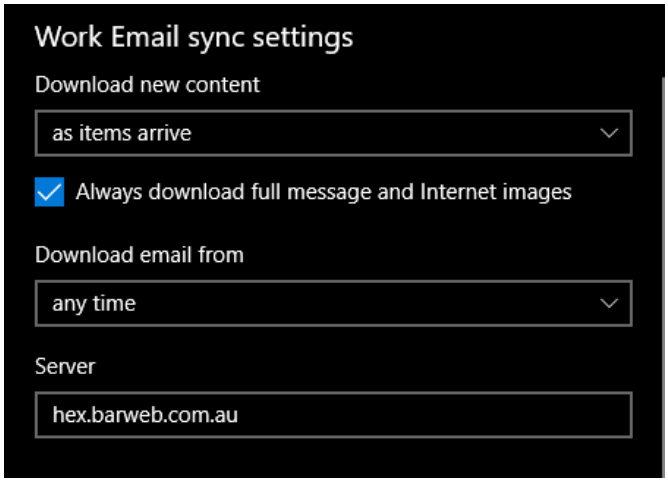
Change mailbox sync settings



4.

Change **Download email from** to "*any time*

"


Work Email sync settings
Download new content
as items arrive
Always download full message and Internet images
Download email from
any time
Server
hex.barweb.com.au

5.

Click **Done**

Maximum allowed mobile phone partnerships

"You have 25 phone partnerships out of the maximum allowed 25 partnerships. After you reach the maximum, you can't create additional partnerships until you delete existing ones from your account."

1. Log into https://hex.barweb.com.au/owa

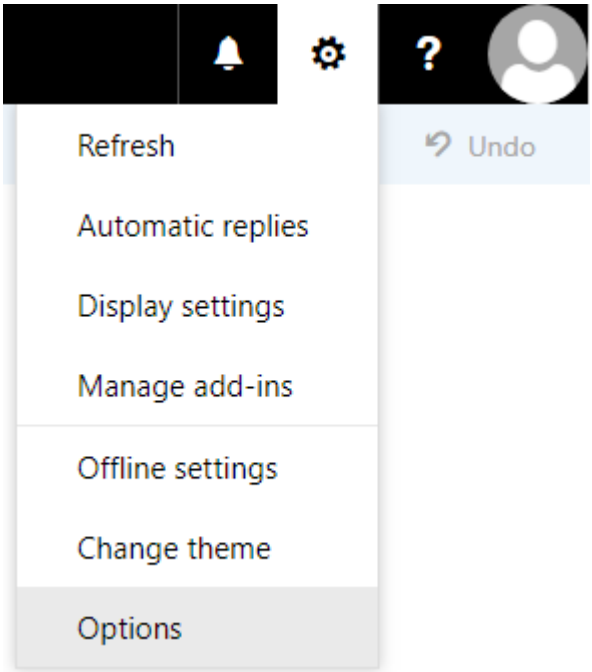
with your email account details.



2.

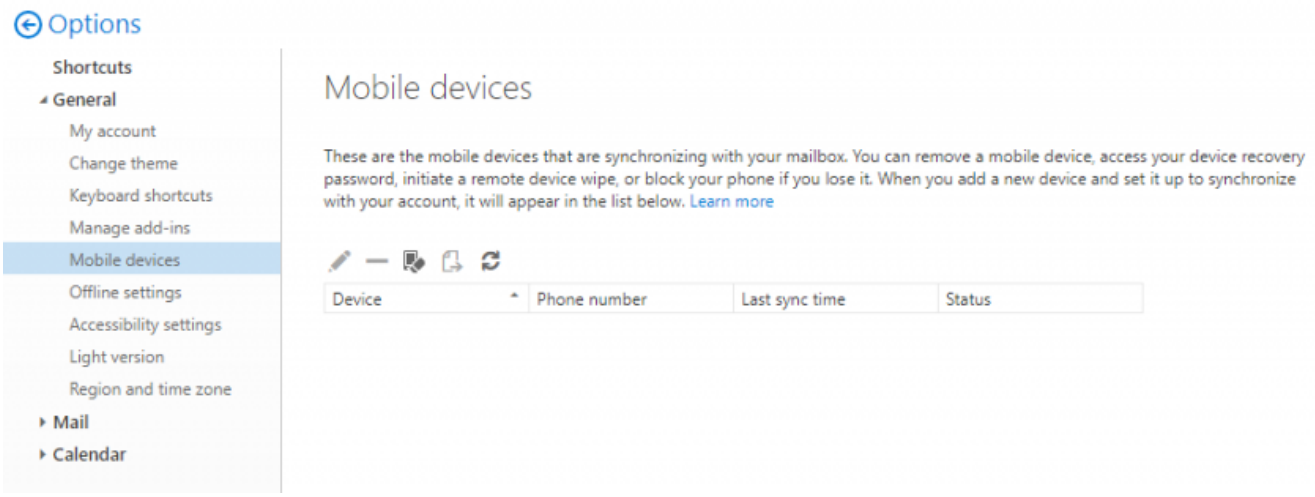
Click the gear icon at the top of the right-hand side of the page and select '**Options**

'.



3.

Click **Mobile Devices** in the left sidebar



4.

should now be able to create new mobile partnerships.

Out of Office replies - Set via Webmail

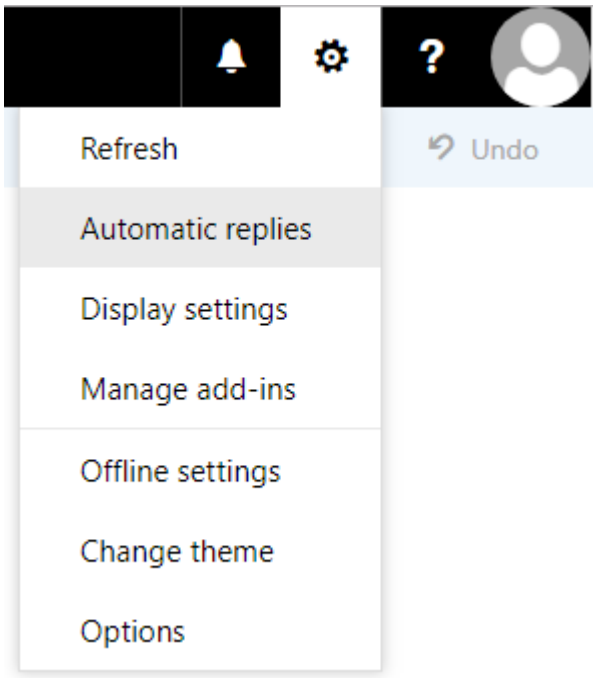
1. Log into https://hex.barweb.com.au/owa with your email account details



2.

Click the **cog icon** at the top right-hand side of the window, then click **Set automatic replies**

.



3.

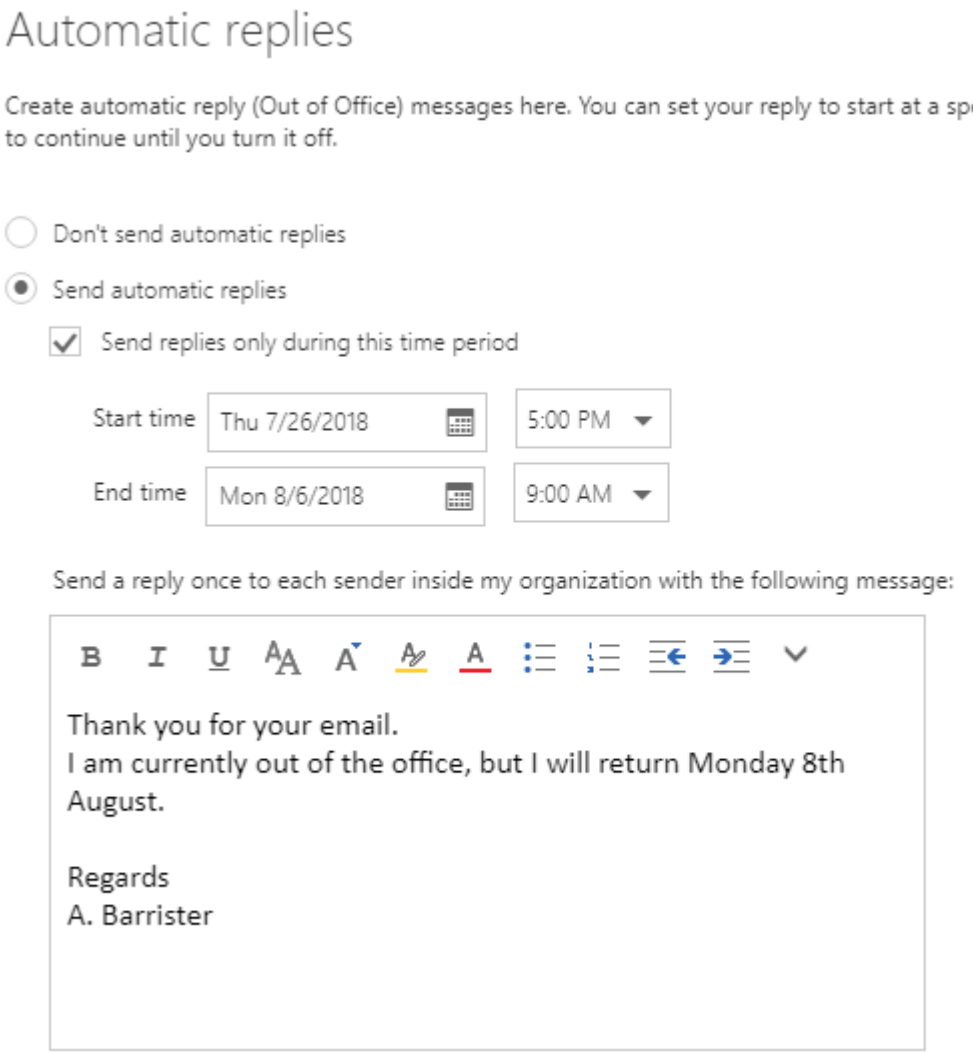
Click **Send automatic replies** to enable automatic replies

1.

If you wish to specify a time period, click **Send replies only during this time period:** and specify the period below.

2.

Fill the text box below with the automatic reply you wish to be sent to *internal email addresses*.



3.

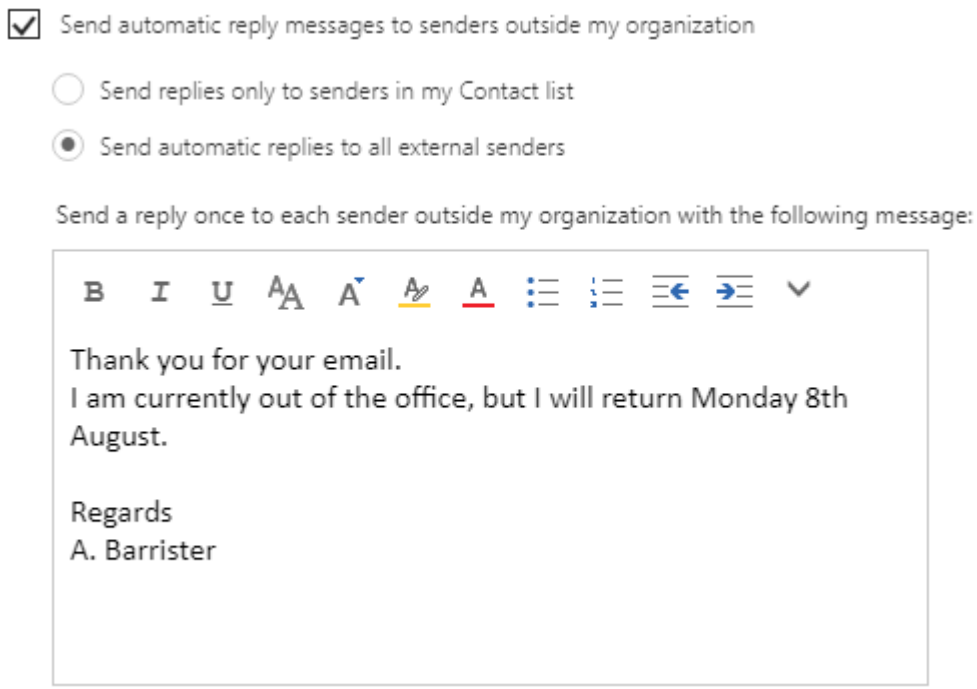
If you only want senders in your contact list to receive automatic replies, click **Send replies only to**

, otherwise click **Send replies to all external senders**.

4.

Fill in the text box below with the automatic reply you wish to be sent to *external email addresses.* If you want the reply to be identical for all senders, copy the text in the *internal* text box and paste it into the *external* text box.Click **Send automatic reply messages to senders outside my organization** to

enable automatic replies to mail received from external email addresses.



5. Click **Save**

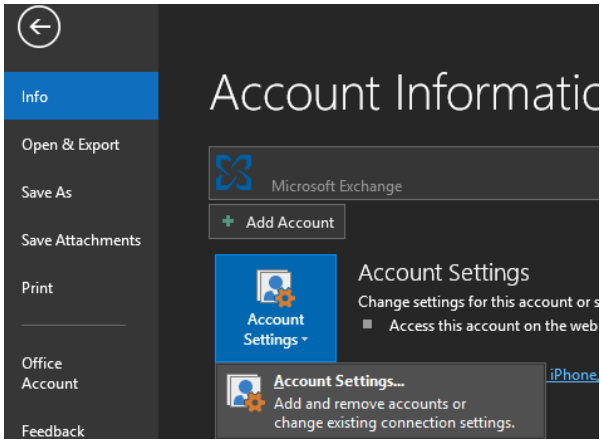
Add additional mailboxes - Outlook 2013/2016/2019

You can only add and open an additional mailbox that you have been granted access to.

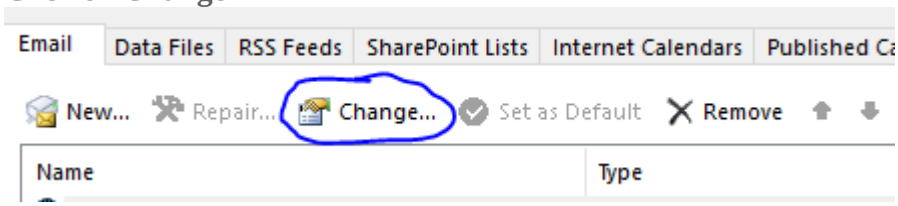
1.

Click on **File**

2.



3. Click on **Change**



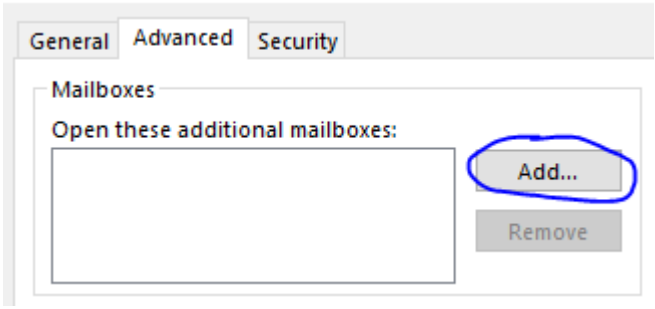
4. Click on **More Settings**



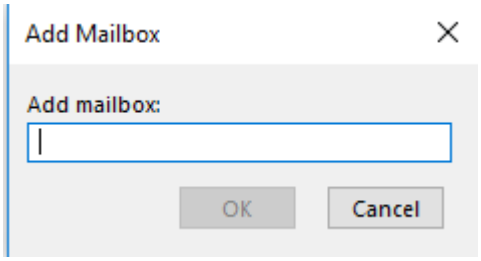
5. Click on the **Advanced** tab

6.

button

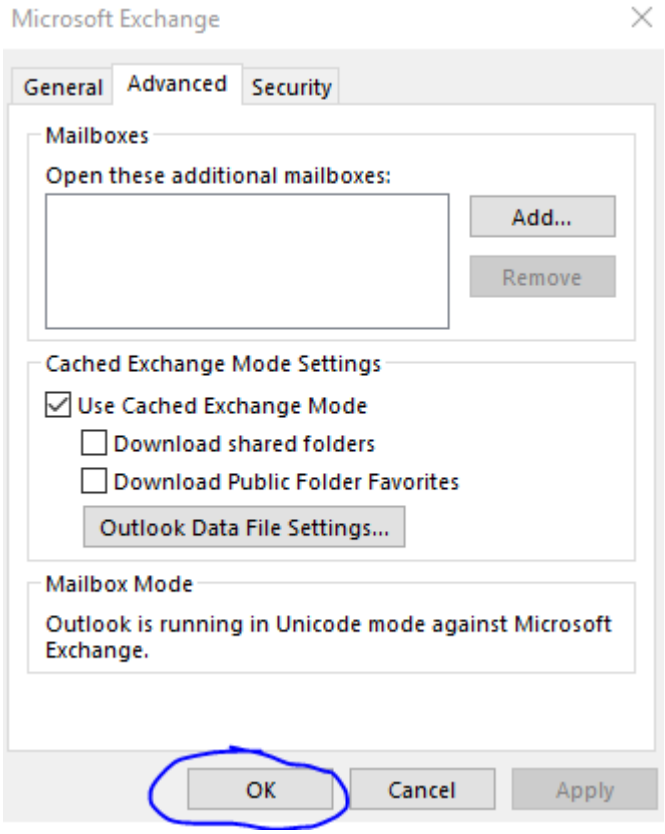

General
Advanced
Security
Mailboxes
Open these additional mailboxes:
Add...
Remove

7.



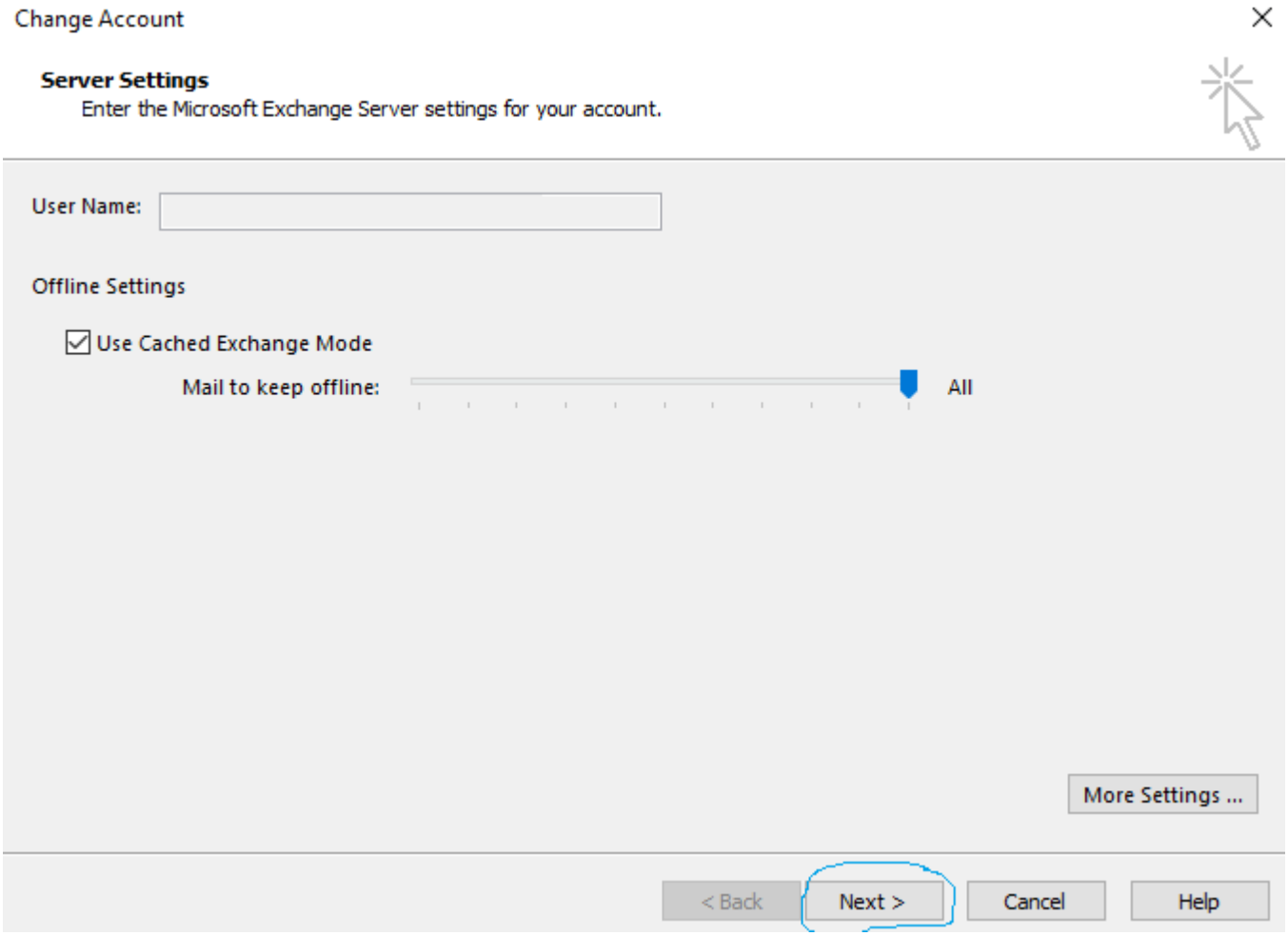
- Repeat Steps 6 and 7 for each additional mailbox required

8. Once all mailboxes have been added, click OK

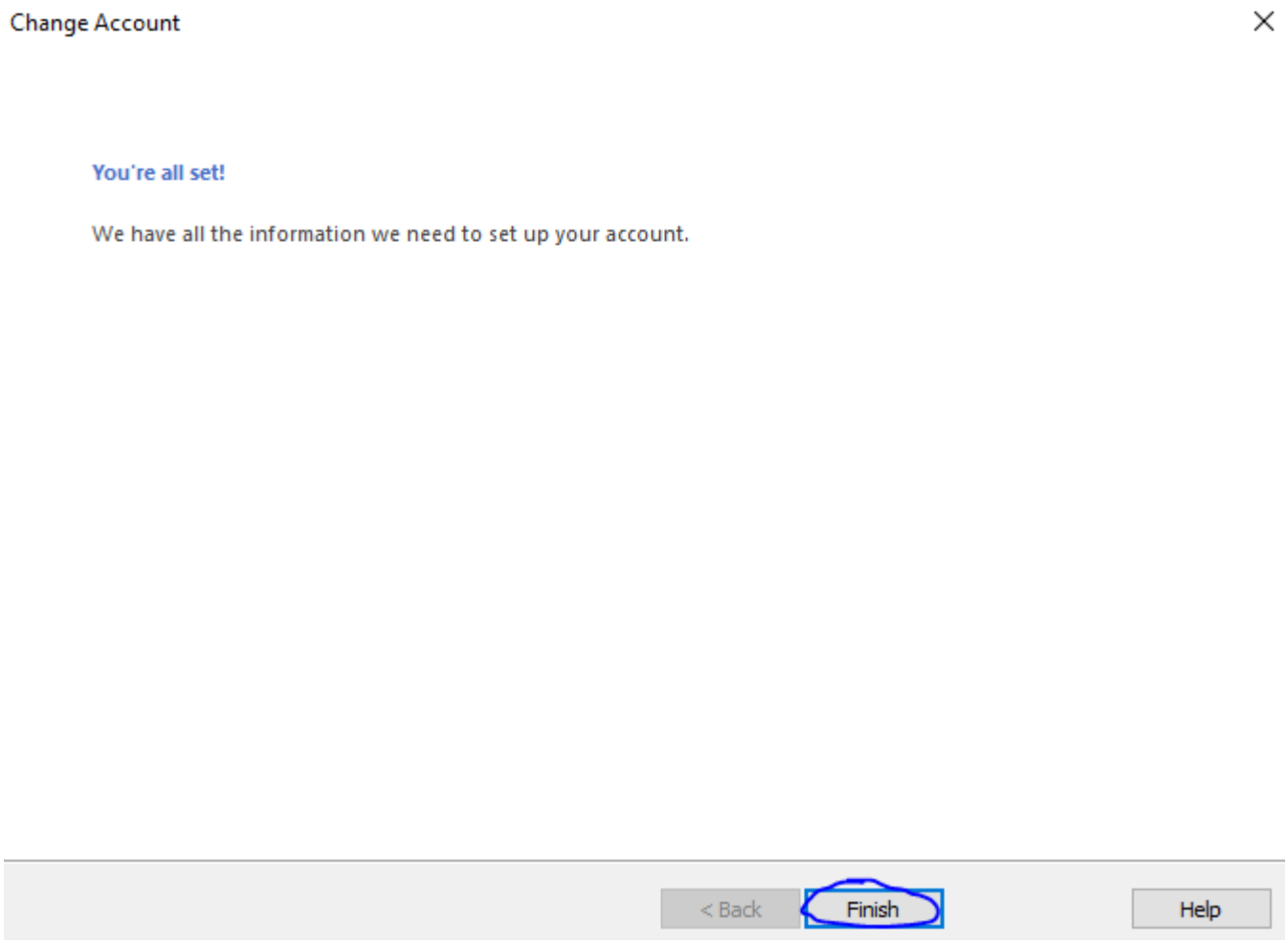


9. Click on

Next


Change Account
Server Settings
Enter the Microsoft Exchange Server settings for your account.
User Name:
Offline Settings
Use Cached Exchange Mode
Mail to keep offline:
All
More Settings ...
< Back
Next >
Cancel
Help

10.

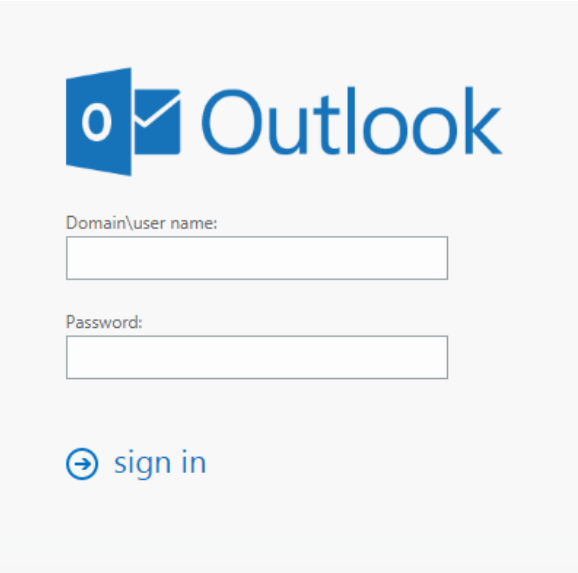

Change Account
You're all set!
We have all the information we need to set up your account.
< Back
Finish
Help

Free space in a full mailbox

Ensure that you have adequate backups of your emails, as once they are deleted from Webmail they

> helpdesk@barweb.com.au

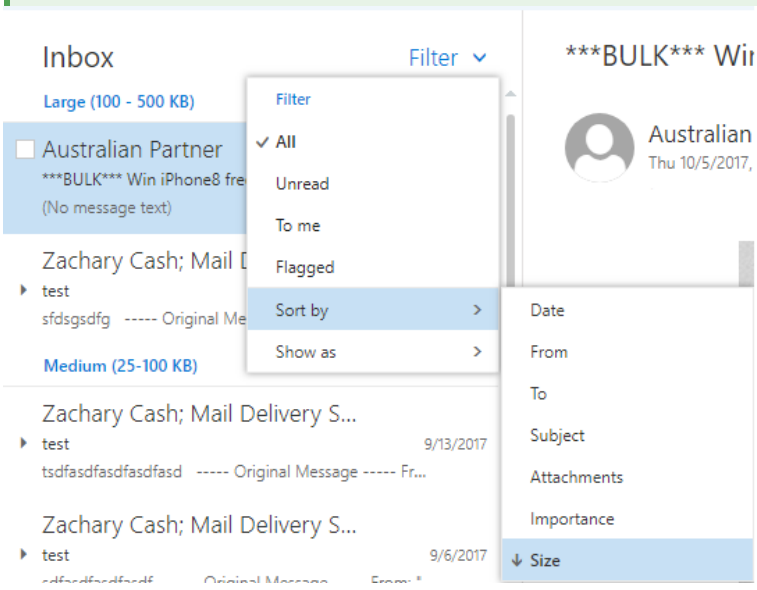
1. Log into Webmail by entering in your email account details here https://hex.barweb.com.au/owa



- Select the check box besides each email you wish to delete.

Click the drop down triangle next to **Filter** above your emails, then select **Sort by**, then

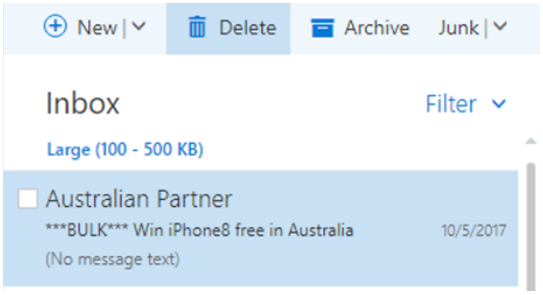
Size to sort your inbox by emails that consume the most space to emails that consume the least.



2.

Click the **Delete**

button at the top of the page after selecting the emails to be deleted.

3. 

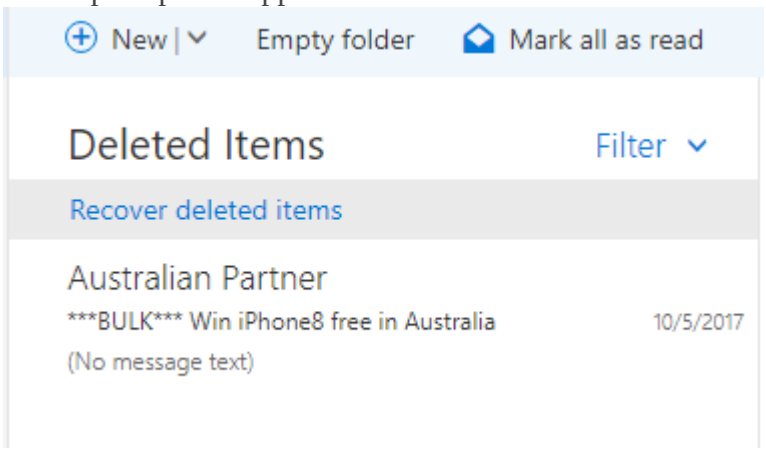
Click **Deleted Items** on the left of the screen.

4.

Click the **Empty** button at the top of the screen to remove all emails, or select the check boxes and

click **Delete** to remove only selected emails, then click **Yes**

on the prompt that appears.



Emails emptied from Trash are deleted permanently.

Outlook (Windows and Mac) - Recover Deleted Items

When you accidentally delete an item from your Outlook mailbox, you can often recover it. The first place to look is the **Deleted Items** or **Trash** folder. Search for the item you want, then right-click it and select **Move** > **Other Folder**. If you can't find it there, the next steps depend on what type of email account you have in Outlook.

If your folder list looks like this, and you see the **Deleted Items** folder, see the steps below to recover deleted email, appointments, events, contacts, and tasks that have been removed from the Deleted Items folder.

If you see the Deleted Items folder, you can recover deleted items.

Image not found or type unknown

If your folder list looks like this, and you see the **Trash** folder, you can move items from the **Trash** folder back into your other folders, but you can't recover items that have been deleted from the Trash folder.

If you see the Trash folder, you're using an IMAP account.

Image not found or type unknown

Need to recover a deleted folder in Outlook 2013, Outlook 2016, or Outlook for Office 365?

You can recover a deleted folder (with all of its messages) if it's still in your Deleted Items folder. Unfortunately, you can't recover a folder that's been permanently deleted. But you can use the steps in this topic to recover messages from the from the folder you deleted.

Recover an item that's no longer in your Deleted Items folder

If you can't find an item in the **Deleted Items** folder, the next place to look is the **Recoverable Items** folder. This is a hidden folder, and it's the place where items are moved when you do one of the following things:

- Delete an item from the **Deleted Items** folder.
- Empty the **Deleted Items** folder.
- Permanently delete an item from the inbox or from another folder by selecting it and pressing **Shift+Delete**.

Watch the video or follow the steps listed below the video to recover items from the **Recoverable Items** folder.

1. In Outlook, go to your email folder list, and then click **Deleted Items**.
   Important: If you don't see the **Deleted Items** folder, but instead see the **Trash** folder, then your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.
2. On the **Home** menu, select **Recover Deleted Items From Server**.
   Select the Deleted Items folder and click Recover Items From Server

   Image not found or type unknown
   Important: If **Recover Deleted Items From Server** isn't there, your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.
3. Select the item or items you want to recover, click **Restore Selected Items**, and then click **OK**.

Select an item to restore and click OK

Image not found or type unknown

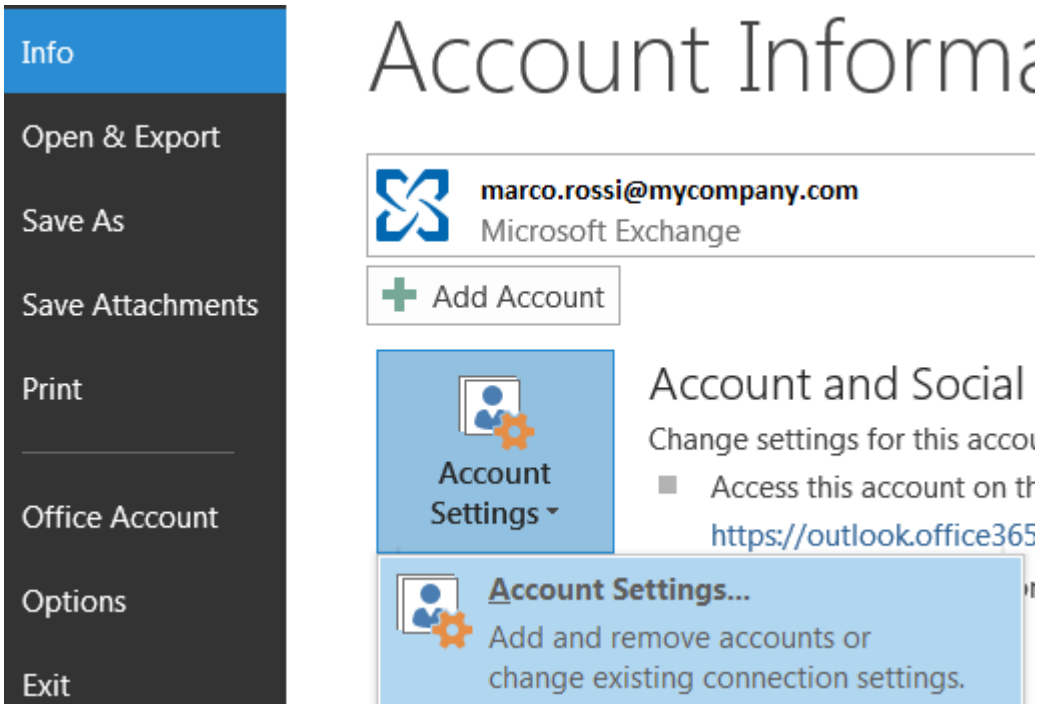
Where do recovered items go? When you recover items from the Recoverable Items folder, they are moved to the **Deleted Items** folder. So after you recover an item, you can find it in your **Deleted Items** folder and then move it to another folder.

Add an Additional Shared Mailbox in Outlook

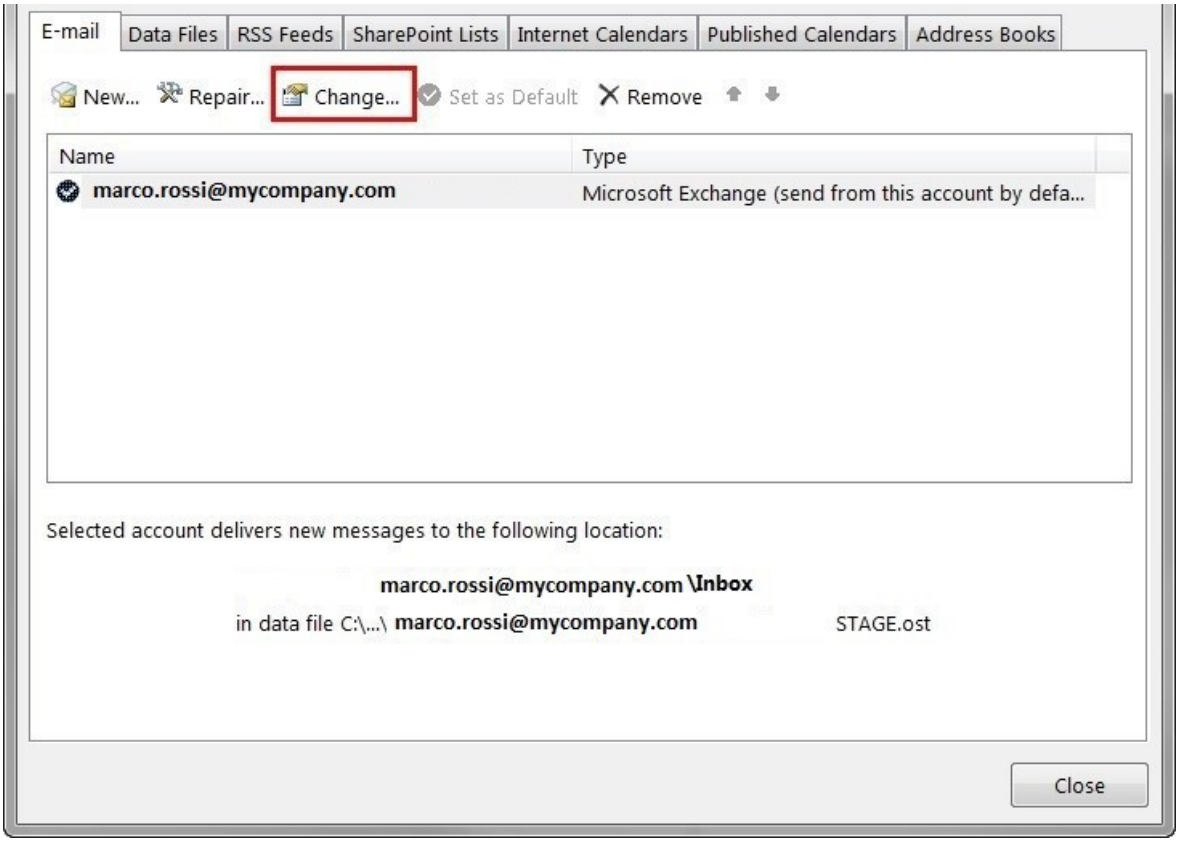
Once your shared mailbox account is ready you can proceed by adding it to your Outlook profile.

You should keep in mind, however, that there are different methods to do this. Depending on the infrastructure Exchange Servers are relying on, a shared mailbox added using a different method than the one shown below might not work as expected, or might produce error messages.

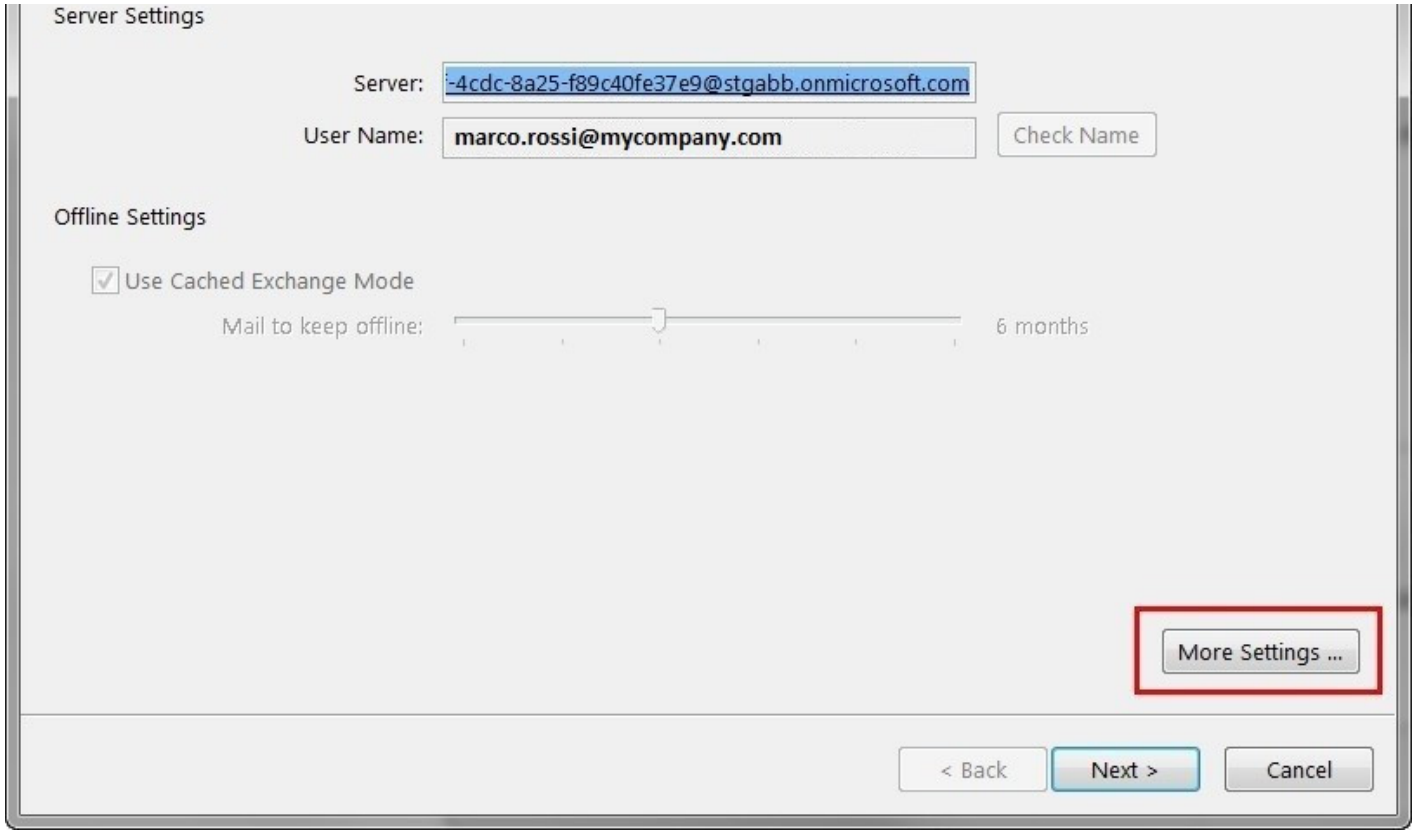
In Outlook, go to **File** > **Account Settings** > **Account Settings**.



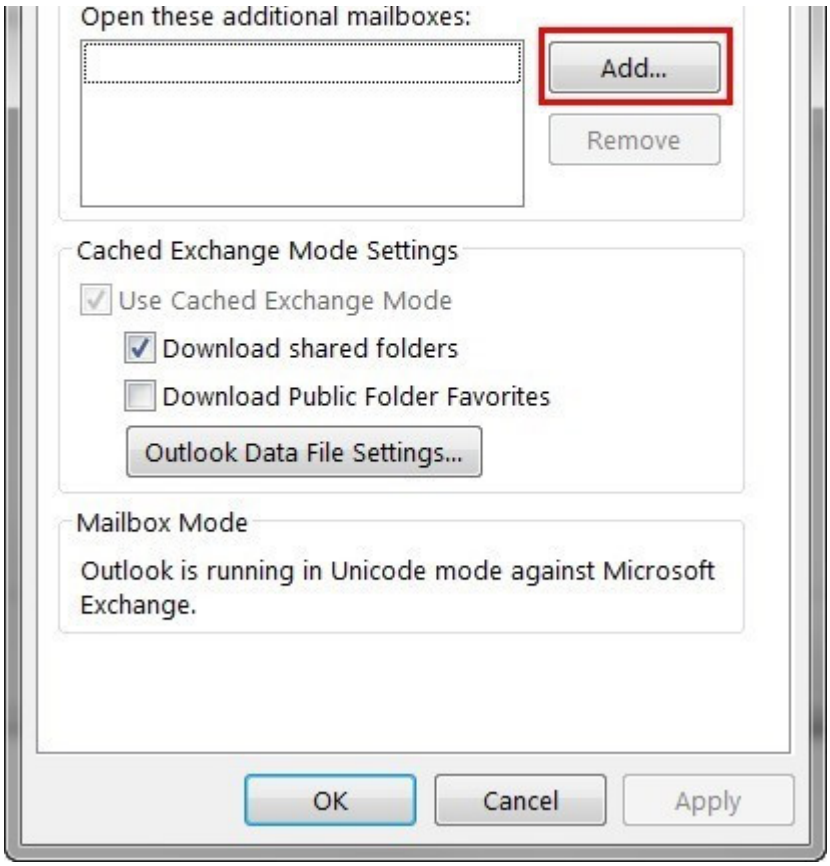
Select your profile and click on Change.



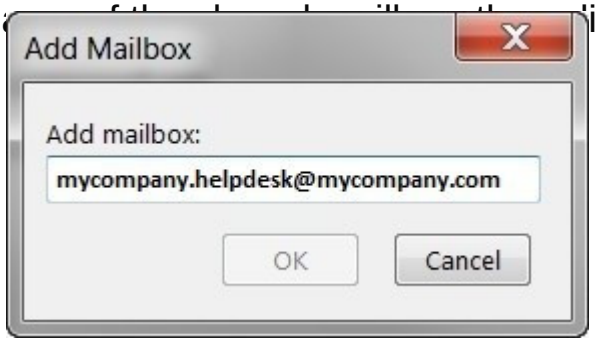
Click on More Settings.



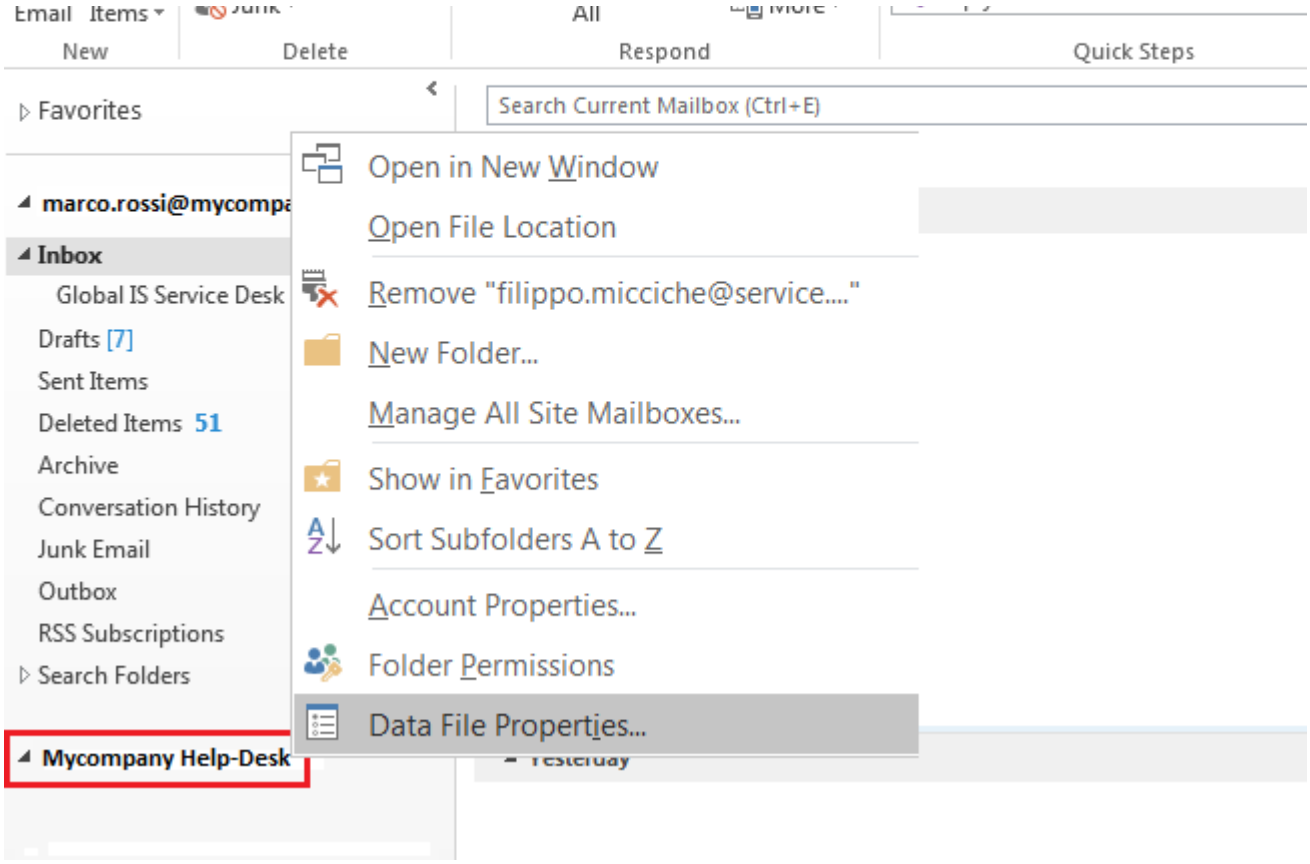
On the Advanced tab, click Add.



Type the email address or n ick OK.



Once configured, the shared mailbox will be automatically available in the left folder pane in Outlook.


Email Items
New
Delete
All
Respond
Quick Steps
Favorites
Search Current Mailbox (Ctrl+E)
marco.rossi@mycompa
Inbox
Global IS Service Desk
Drafts [7]
Sent Items
Deleted Items 51
Archive
Conversation History
Junk Email
Outbox
RSS Subscriptions
Search Folders
Mycompany Help-Desk
Open in New Window
Open File Location
Remove "filippo.micciche@service...."
New Folder...
Manage All Site Mailboxes...
Show in Favorites
Sort Subfolders A to Z
Account Properties...
Folder Permissions
Data File Properties...

Mail App Always Downloading on Mac? How-To Fix

If you start noticing that your Mac's Mail app always downloading and is continuously or frequently showing a message that it's "Downloading Messages," you are not alone.

Both OSX and macOS users report this problem with their Mail app. Luckily, some fixes do the trick and get your Mac's Mail App up and working normally with no more "downloading messages" errors.

- Relaunch the Mail app while holding the Shift key on your keyboard
- Change your mail account's setting for storing the Drafts Mailbox Behaviors to On My Mac
- Take your Mail Account offline temporarily and then take them back online
- Remove the Mail Account and then add it back
- Try rebuilding and reindexing your Mailbox

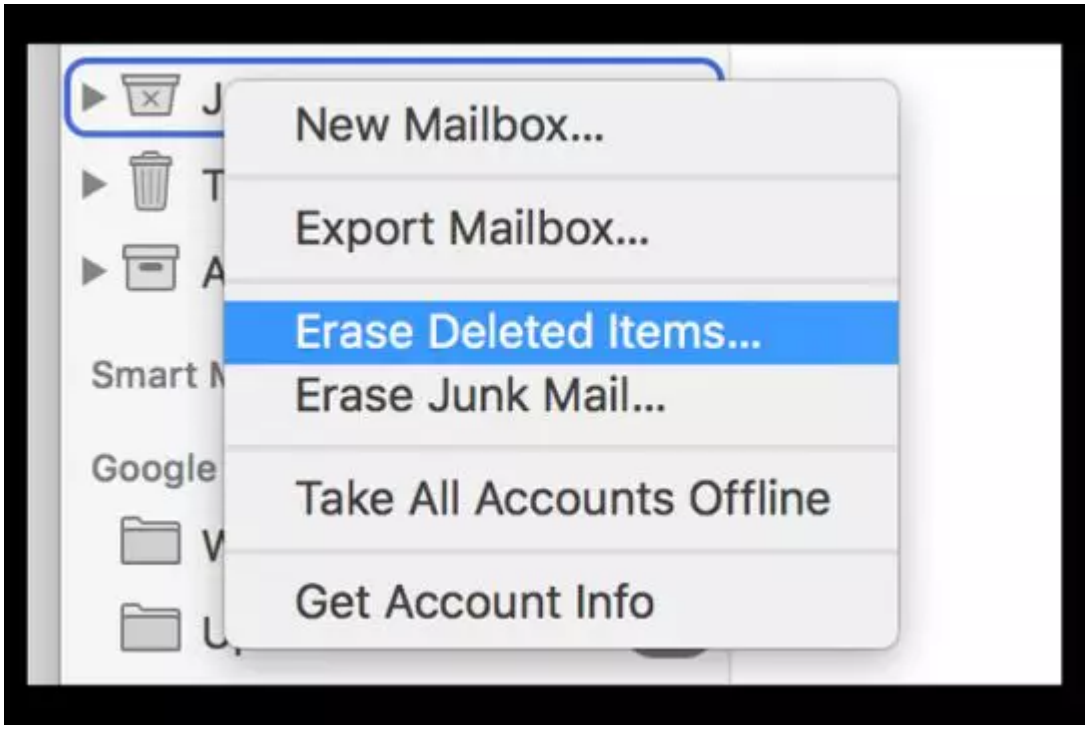
First, if you're observing this downloading message at the bottom left of your Mail app's sidebar and it's only there for a relatively short time, this is normal.

This message means your Mail app is syncing across your various email accounts.

Even though it uses the term downloading it’s actually checking for any syncing between accounts. So, the words of wisdom here are: IGNORE IT.

Mail App Always Downloading: Housekeeping

Before you troubleshoot, perform these steps. These might fix your issue, and if not, they prepare your Mail for fixing.



Prep Tips

1. Delete all messages inside your Deleted Items and Junk (Spam) folders

2. Delete any messages you no longer need from your Inbox and other mailboxes
3. Update to the latest version of Mail, if possible

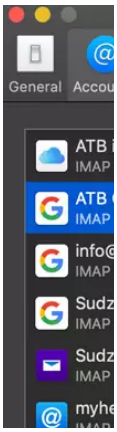
Change Where Email Stores Your Drafts

Quite a few of our readers noted that if they changed the location of where email accounts store their drafts that the Mail App started working normally.

Change Draft Settings for Apple's Mac Mail App

Open Mail
Go to **Apple Menu > Preferences > Accounts**
Select a mail account
Choose the tab **Mailbox Behaviors**

Change **Drafts Mailbox** to **On My Mac** and choose **Drafts** from the drop-down menu options

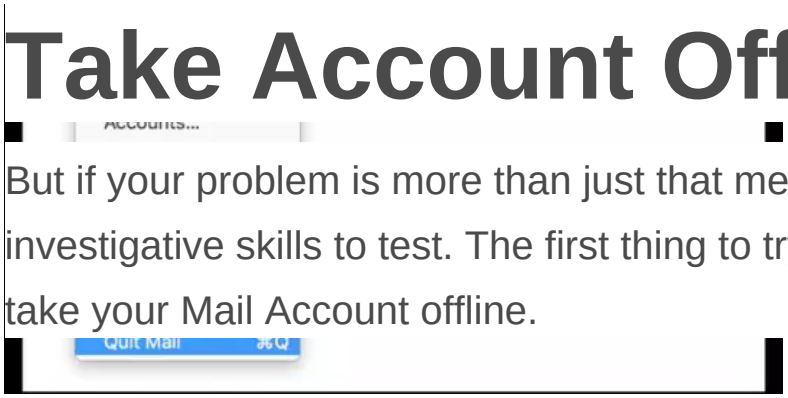


Troubleshoot Mail App Always Downloading

Reload Mail App

Quit the Mail app by select **Mail > Quit Mail**. Then, relaunch the Mail app while holding the Shift key on your keyboard. This action forces Mail to open without displaying any problematic messages.

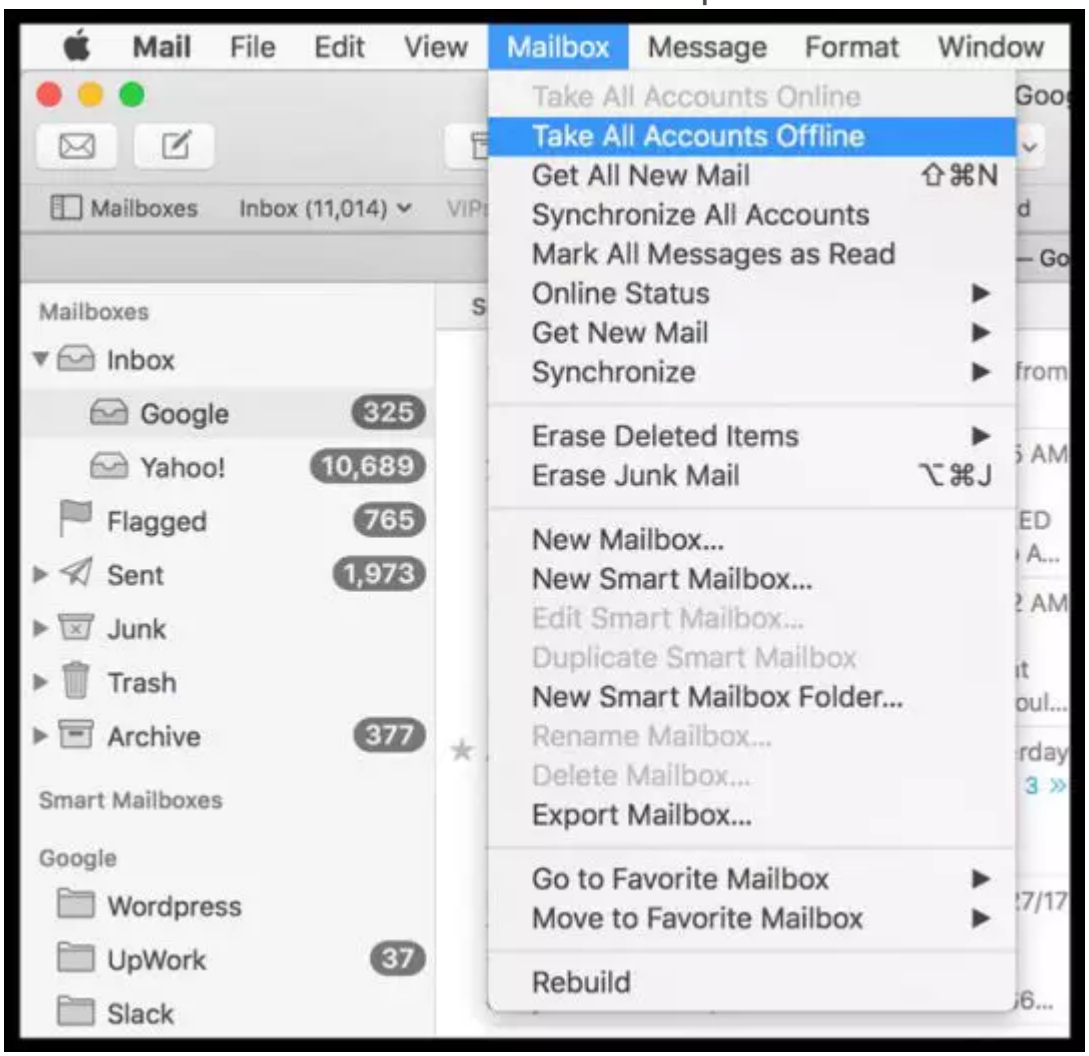
Take Account Offline



But if your problem is more than just that message, you need to put your investigative skills to test. The first thing to try and rectify this situation is to take your Mail Account offline.

With your Mail App open, navigate to the Menu Bar and select Mailbox. From that drop-down menu choose to Take All Accounts Offline.

Once that completes, return to that menu and this time select Take All Accounts Online. See if that solves the problem.



Turn Off and Back On Problematic Account

If not, check and see if this problem is happening on one particular account or all of your mail accounts. If it's only happening on one of your accounts, turn off that account and then add it back in again.

Do this by going to **Mail > Accounts or Apple Menu > System Preferences > Internet Accounts**.

Then from the left pane, select your problematic account and choose the minus sign.

You'll see a message asking if you want to delete this account from all computers using iCloud Keychain (if applicable), select "Turn Off Account."



Once the account is off, turn it back on by selecting the account, now listed as Inactive and tick the box next to Mail (and anything else you want to sync such as Contacts, Calendars, etc.)





Look at Activity Monitor

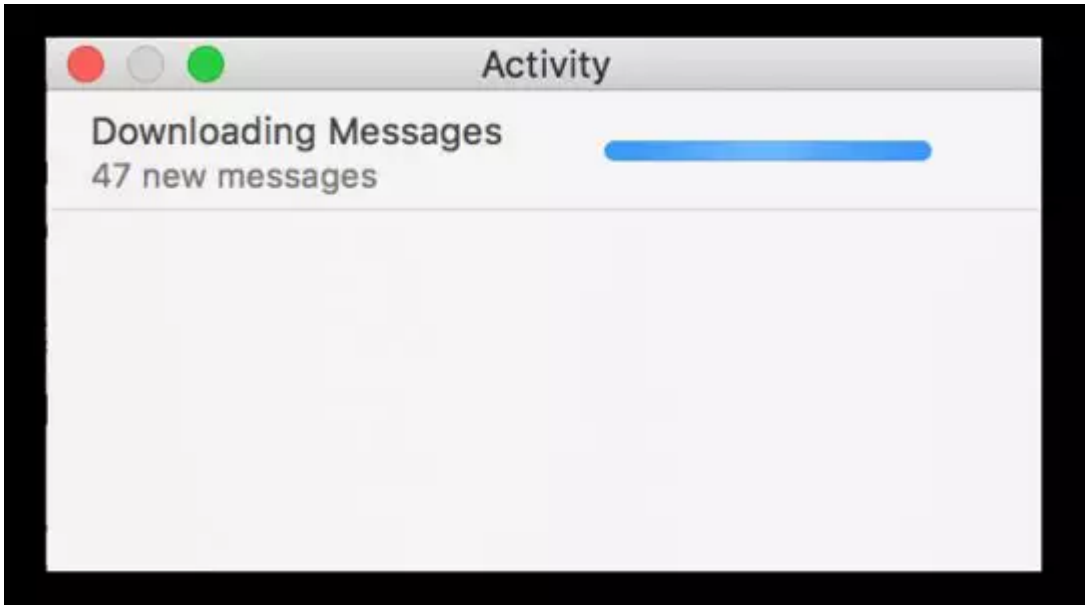




With your Mail app open, start by navigating to the Menu Bar and select Window. In the Window drop-down menu, choose Activity (or press Option+Command+0.)



Selecting Activity shows a small activity monitor that lists any messages currently downloading.



Sometimes, your MacBook pauses a large download to save energy when your MacBook is using battery power. If that's the case, click the button in your Activity Monitor to resume downloading.

Rebuild It

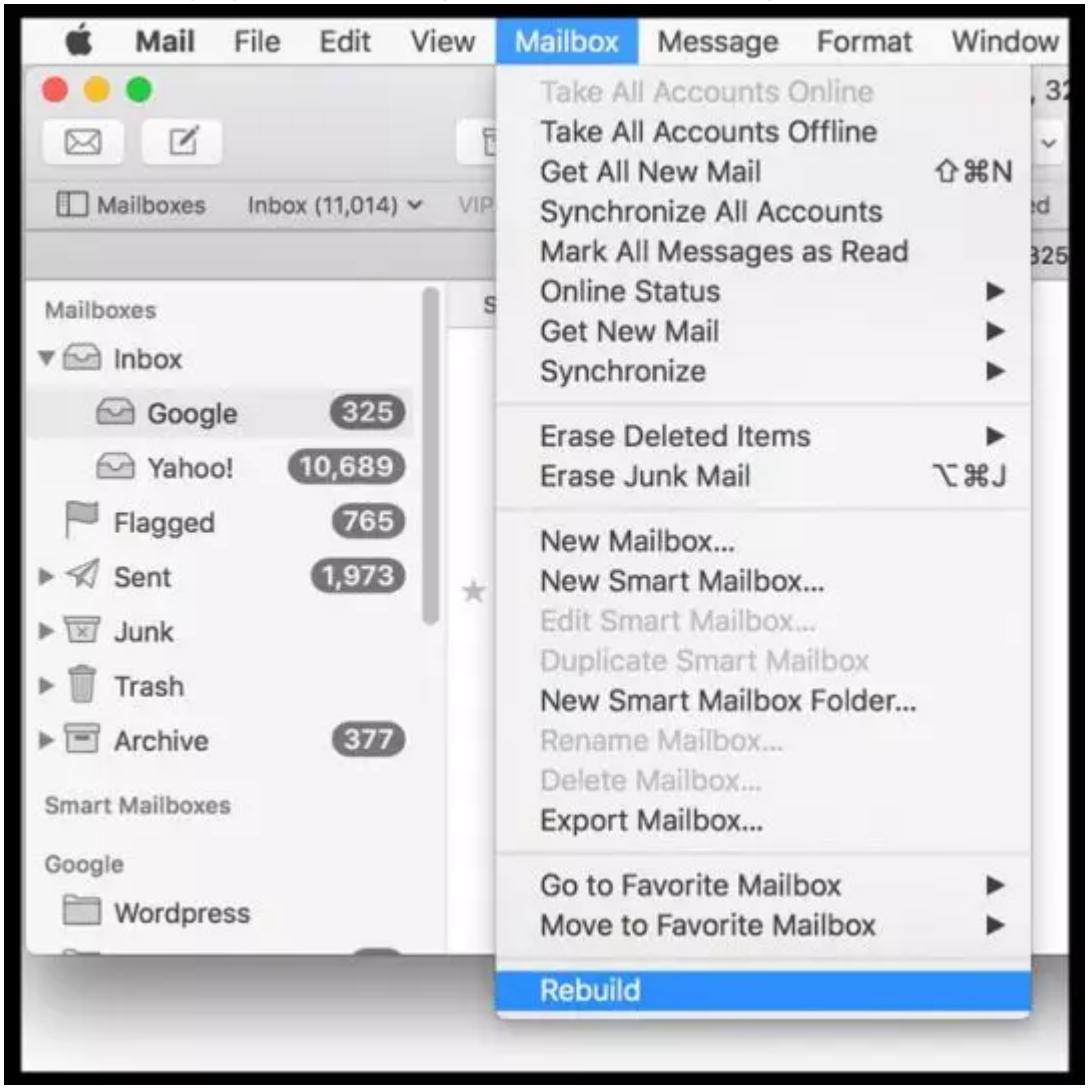
If your problem wasn't a paused download, try rebuilding and reindexing your Mailbox. It's best first to delete any email that in your Trash and your Junk folders BEFORE you rebuild.

Rebuilding a mailbox updates the list of messages it contains. To rebuild:

1. Select a mailbox in the Mail sidebar
2. Choose Mailbox > Rebuild

Rebuilding Mailboxes takes a lot of time and once you start there is no pause or stop button, so proceed with caution.

Additionally, you must repeat these two steps for each one of your Mailboxes.



And when you rebuild mailboxes for IMAP or Exchange accounts, all the messages AND attachments stored locally on your computer are first removed and then downloaded again from your mail servers back to your Mac.

That means you'll use a lot of your network's bandwidth.

ALSO, your mailbox may appear empty until the download is complete–this is normal.

ReIndex Your Mail

Once you rebuild, take a look around your Mail app and mailboxes. If you are still having issues with downloading messages, Mail fails to launch, or any other problems, it's time to try a manual reindexing.

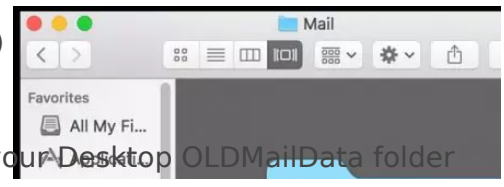
The biggest difference between Reindexing and Rebuilding is that while rebuilding allows users to select individual mailboxes to be rebuilt, reindexing affects ALL Mailboxes.

Reindexing is indeed the nuclear option. It's the last stop when Mail is so unresponsive that it barely works, the search function is not correctly working, or the Mail app won't launch at all. So again, tread with care.

To ReIndex Mac Mail

1. Quit Mail App
2. On your Desktop create a folder named OLDMailData
3. Go to Finder
4. From Finder Menu Bar

- Press and Hold the Shift Key (or Option Key for some Macs)
- Select Go > Library
- Locate the Mail Folder
- Find a folder titled "V" followed by a number (V4 in my example)
- Locate the MailData folder
- Find any file beginning with Envelope Index and move these to your Desktop OLDMailData folder



5. Open the Mail app

1. It builds new Envelope Index files but takes a lot of time

If you have thousands or more messages, reindexing takes time–potentially hours. But this process fixes a lot of Mail App problems, including constant downloading, Mail app not working or responsive, and other message and email problems.

Once your Mail app works correctly, go ahead and delete the copies of the “Envelope Index” files from your Desktop OLDMailData folder by dumping it in the trash.

- Close Mail and go to **User > Library > Mail** to trash this file: **MessageUidsAlreadyDownloaded**
- Don’t store your email drafts on the server! Changing this to save drafts on your Mac and then restarting Mail fixed the problem for me. Go to **Mail App > Preferences > Accounts > Mailbox Behaviours** and change the Drafts Mailbox to **On My Mac**
- Delete all of your email accounts from Apple Mail and then reinstall them manually one-by-one. I did this, and it worked. You must delete ALL of your MAIL ACCOUNTS–not just the ones that have problems. So yeah, this one takes time
- Log into your email account’s web interface (use a browser) and clear all the draft messages there. Then relaunch your Mail app. It looks like it’s worked for my MacBook!
- Not an ideal solution but deleting my email accounts from my iPhone solved the problem for me