



Managing Users

Help Documentation

Managing Users

This settings page is only available to Domain Administrators.

The Users section is where a Domain Administrator can add, view and modify the user accounts on their domain, where each account represents a person's actual mailbox and email address (ex: jdoe@example.com). Domain Administrators can modify basic configuration options for a user, including their password method, features they can access, reply-to addresses, webmail preferences and more.

For a better understanding of the actions that can be performed in the Users section, see the Users Overview page.

To access the list of users on your domain, log in to SmarterMail as a Domain Administrator and click on the Domain Settings icon . Then click on Accounts in the navigation pane. The Users tab will load by default.

Adding Users

Adding a new user and editing an existing user both deal with the same settings. To create a new user, simply click on the New button. The following initial options will be available:

- **Username** - The identifier the user uses to login to SmarterMail. This is the portion of the email address that comes before the domain name. For example, the "jdoe" part of jdoe@example.com.
- **Authentication Mode** - The authentication method used to login to SmarterMail. By default, SmarterMail will use its included username/password authentication. However, SmarterMail can also be integrated with customers using Microsoft Windows Active Directory for their corporate logins. For information on Active Directory integration, visit the SmarterTools Knowledge Base .
- **Active Directory Username** - If Active Directory is selected for the Authentication Mode, this field will appear. Enter the Active Directory username to authenticate against for Active Directory authentication.
- **Domain** - If Active Directory is selected for the Authentication Mode, this field will appear. Enter the Domain to authenticate against for Active Directory authentication.
- **Password** - If SmarterMail is selected for the Authentication mode, this field will appear. Enter the password this user will use to log into their account.
- **Confirm Password** - If SmarterMail is selected for the Authentication mode, this field will appear. Confirm the password this user will use to log into their account.

- Force password change at next login - Enable this setting to require the user to set a new password the first time they log in to the SmarterMail web interface.

After the initial creation of a new user, and when editing an existing user, the following options will be available:

Account

- Username - The identifier the user uses to login to SmarterMail. To change an account's username, click on the Actions (...) button and then Rename .
- User Status - Domain administrators can change the status on a mailbox to limit a user's access as needed. For example, if a user leaves the company, either voluntarily or not, a domain administrator can suspend the account pending further review by company management.

Options include:

- Enabled - The mailbox is in use by the user.
- Disabled and allow mail - The mailbox continues to receive email but the user is unable to access their mailbox.
- Disabled and don't allow mail - The mailbox no longer accepts incoming messages and the user is unable to access their mailbox.
- Display Name - The friendly name that is displayed on outgoing messages.
- Authentication Mode - The authentication method used to login: SmarterMail or Active Directory. To change a user's password when using SmarterMail verification, click on the Actions (...) button and then Change Password . When using Active Directory, changes to a user's password must be done in the directory itself.
- Active Directory Username - If Active Directory is selected for the Authentication Mode, this field will appear. Enter or adjust the Active Directory username to authenticate against for Active Directory authentication.
- Domain - If Active Directory is selected for the Authentication Mode, this field will appear. Enter or adjust the Domain to authenticate against for Active Directory authentication.
- Mailbox Size Limit - The maximum size of the mailbox. By default, the maximum mailbox size is 100 MBs. However, domain administrators can change this to whatever they like to correspond to company limits. For unlimited disk space, type in 0.
- Domain Administrator - Toggle the slider to the right to make this user one of the Domain Administrators for the domain, which allows the user to create new users and edit domain-wide settings.

Exchange Synchronization

This feature is only available when using SmarterMail Enterprise.

- Enable EAS - Toggle the slider if EAS is enabled for the domain and if you want the User to be able to connect a mobile client using EAS.
- Enable MAPI/EWS - Toggle the slider if MAPI/EWS is enabled for the domain and if you want the User to be able to connect to Microsoft Outlook and other email clients using MAPI and/or EWS. (NOTE: if ONLY MAPI or EWS is needed for a domain, both protocols will still be available once the slider is active.)

User

- Time Zone - The time zone to use for marking the sending and receiving date and time.
- Reply-to Email Address - The email address used in the reply-to header of messages sent through webmail. This address will be used by receiving email clients when replying to a message.
- Recovery Email Address - The email address to which password reset instructions will be sent if the user forgets their account password. This address should be separate from the SmarterMail account, such as a Gmail or Yahoo! address, or even the default email address of a Domain Administrator. Note: The backup email address can only be used if the System Administrator has enabled password retrieval for the login page. If the account is protected by 2-Step Authentication, this address may also be used to retrieve the 2-Step verification code.
- Plus Addressing - Plus addressing allows users to automatically sort incoming email without creating content filtering rules first. A major benefit of plus addressing is that it allows users to generate special email addresses if they do not want to give out their real address. For example, if user@example.com needs to provide a valid email address to sign up for a newsletter, he can sign up for the newsletter using the following address: user+technewsletter@example.com. When the newsletter is delivered, it can automatically be routed to the Technewsletter folder. If the folder does not already exist, it can be created automatically. Note: For plus addressing to work, the plus (+) sign is required AFTER the username but BEFORE the domain name. For example, username+foldername@domain.com).
- Disabled - Select this option to turn off plus addressing for the account.
- Move to Folder - If the target folder already exists, the incoming message will be placed into it. If the folder does not exist, it will be created automatically. Note: To prevent abuse, no more than 10 folders can be auto-created in this method during a six hour period.
- Move to Folder (If Exists) - If the target folder already exists, the incoming message will be placed into it. If the folder does not exist, the email will be placed in the Inbox.
- Leave in Inbox - The incoming message will be placed in the Inbox.
- Calendar Auto-Clean - SmarterMail allows domain administrators to keep users' past calendar events from cluttering up calendar views. By default, this is set to Domain Default, which

follows the policy set by the Administrator for the domain. However, you can adjust this policy per user, as needed.

- **Disable password changes** - Select this option to prevent the user from changing the login password. This setting overrides the password expiration found in Security settings. A user's password will not expire or be required to be changed if this setting is enabled.
- **Show in Global Address List** - This setting is enabled by default and allows the user account to be displayed in the Global Address List, which is found in the Contact section. This option is useful for only displaying accounts that are tied to real people as opposed to addresses used by departments, such as support@example.com. Note: This option is only available when using SmarterMail Enterprise.
- **Enable External SMTP Accounts** - Enable this option to allow users to send email from a third-party mail server account right from within SmarterMail. For example, if a user has a second email address that they regularly use, enabling this option would allow the user to set up an SMTP Account for that address and choose which account to send from when composing new messages.
- **Disable greylisting** - Greylisting is a spam prevention method that temporarily rejects any email from an unrecognized sender. Though effective, greylisting can lead to a delay in email delivery for a user. Domain administrators can disable greylisting on a user-by-user basis as needed, while allowing it for other mailboxes. Note: This setting will only be visible if greylisting has been enabled for the server. --%>

Temporary Password

This feature is only available to System Administrators.

This feature allows System Administrators who are managing/impersonating the domain to create an additional, temporary user password in order to troubleshoot account issues. Creating a temporary password, rather than impersonating the account, may be required when it's necessary to log into a user's email or IM client where impersonation is not available. In addition, administrators will find that some behavior in webmail may be slightly different depending if an account is impersonated or logged in directly. For example, when you impersonate a user, the Domain Admin's settings always show, even if you're impersonating a user that isn't a Domain Admin. For a clear idea of the options available to the user, an administrator may wish to log in directly instead.

- **Generate** - Click on Generate to create a temporary password. Only one temporary password may be created at a time, and on creation, will be available for 24 hours. Extend the time remaining or revoke the password by clicking on the corresponding button. Choosing to extend the password will add 24 more hours to the remaining time. Note: Creating and using a temporary password does not disable the user's standard account password or impact their ability to log in or access webmail.

Webmail

- Delete Action - To specify the action performed on deleted messages, select the appropriate action from the list.
- Move to Deleted Items folder - Deleted items will appear in the deleted items folder, which will need to be regularly emptied.
- Auto Purge Folder - Permanently deletes the message. Note: When deleted messages are purged, the action is final. You will not be able to retrieve these messages later.
- Mark as Deleted - Flags the message for deletion, but it does not move messages to the Deleted Items folder and messages remain until the folder is purged.
- Mark as Deleted and Hide - Flags the messages for deletion and hides them from view, but they will not be removed until the folder is purged. Note: Be careful to monitor your disk space usage when using this option, as it may fill up with what appears to be a small number of messages.
- Text Encoding - To specify the character set used in messages composed through the Web interface, select the appropriate option from the list. By default, SmarterMails sets the encoding to Western European (ISO). However, SmarterMail supports encoding for over 35 different text formats, thereby supporting encoding for most parts of the world.
- Compose Font - Specify the default font for emails by selecting an option from the list.
- Compose Size - Specify the default font size for emails by selecting an option from the list.
- Preview Pane - To specify where the preview pane displays in the webmail interface, select the appropriate option from the list: Right, Bottom or None. By default, the preview pane appears to the right of the messages list. Disabling the Preview Pane means only a list of messages appears in the content pane and each message will need to be opened separately in order to view their contents.
- Search Language Indexer - The language that the Lucene indexer will index against. In most cases, Generic Indexer is the best selection as it incorporates English and common umlauts. However, if the user views the interface in certain languages, such as Chinese, Japanese, or Korean, this setting should specify the language for better indexing results.
- Request read receipts by default - Select this option to automatically request read receipts for all outgoing messages sent via webmail. When this setting is enabled, all outgoing messages that are sent via webmail will request that the recipient(s) send a read receipt when the message has been read. If the read receipt is sent by the recipient(s), the user will receive a message from the system administrator confirming that the message has been read. Note: Users should be careful when enabling this feature and should only do so if required for business or compliance or regulatory requirements.
- Request delivery receipts by default - Select this option to automatically receive delivery

receipts for all outgoing messages sent via webmail and email clients. When this setting is enabled, the user will receive a message from the system administrator stating the status of their outgoing message. Note: Users should be careful when enabling this feature and should only do so if required for business or compliance or regulatory requirements.

- Use sent items for autocomplete (webmail only) - SmarterMail's auto-complete feature allows users to quickly select an email address from a dropdown list when filling in the To, Cc and Bcc fields while composing an email or when adding Attendees to a calendar appointment. Select this option to automatically add the To, Cc and Bcc addresses of all outgoing messages delivered via webmail to the autocomplete list.
- Mark messages downloaded by POP as read - Select this option to mark all messages that are downloaded via a POP3 connection as read.
- Allow Inline Images - Enable this option to automatically display all in-line remote content when an email is viewed. (Remote content is considered to be any image, video, animated gif, etc. that has an external source and is contained in the message.) When this is enabled, the user will not have to manually display the remote content on emails they receive; it will be visible automatically. Note: Emails from trusted domains and senders will always display remote content automatically.

Forwarding

If this card is not displayed, your domain has not been permitted to utilize automated forwarding. To display these options, a system administrator must enable the Automated Forwarding feature for your domain.

- Enable Automated Forwarding - Select this option to allow the user to utilize the automated forwarding feature and to display the forwarding settings. If this setting is disabled, the Forwarding card will not be displayed in the user's Account settings.
- Forwarding Address - The email address to which messages sent to the mailbox will be automatically forwarded. Note: Messages routed to other email folders via content filters or plus addressing will also be forwarded to this address.
- Forward Method - To specify the method by which messages are forwarded, select the appropriate option from the list.
 - Normal - Includes original content, including font styles from original message, as part of the new message.
 - Text - Inserts the plain text version of the original message into the new message. This is useful if you want to exclude links, fonts or other formatting.
 - Embed as Attachment - Attaches the original message to the new message as an attachment. The message will not appear in the body of your message.

- Delete messages when forwarded - Select this option to delete messages from the SmarterMail mailbox after they are forwarded.

User Groups

This feature is only available when using SmarterMail Enterprise.

User Groups are used to give a specific subset of users on the domain permission to access shared resources. Use this card to add the user to any existing Groups that have been configured for the domain.

Throttling

Throttling limits the number of messages sent per hour and/or the amount of bandwidth used per hour to send messages. Domain administrators can use this feature on a per user basis to either delay or reject messages that exceed their desired limits, thereby ensuring users don't send out massive amounts of email throughout the day that can possibly get the domain blacklisted.

Note: For each threshold and action, you'll see "(Default = X)" which indicates the throttling policy that's put in place by the system administrator for the ENTIRE domain. It's important to consider the domain's throttling limits when modifying a specific user's limits. For example, if you set the user's throttling limit to the domain max, and that user sends that many messages in an hour, the WHOLE domain would be throttled. This means that outgoing messages from all users on the domain would either be delayed or rejected, depending on the domain's throttling action.

- Outgoing Messages per Hour (0 = Unlimited) (Default = 5000) - The number of messages sent by the user per hour.
- Message Throttling Action (Default = None) - Select an action for SmarterMail to take once the particular thorttling level is reached. Of course, administrators can elect to do nothing at all, or they can either Delay or Reject messages until the amount of mail being sent falls beneath the throttling limit that is set.
- Outgoing Bandwidth per Hour (0 = Unlimited) (Default = 100) - The total number of MBs sent by the user per hour.
- Bandwidth Throttling Action (Default = None) - Select an action for SmarterMail to take once the particular thorttling level is reached. Of course, administrators can elect to do nothing at all, or they can either Delay or Reject messages until the amount of bandwidth being used falls beneath the throttling limit that is set.

Service Access

This card can be used to adjust a user's access to the standard protocols that SmarterMail utilizes. For example, you can limit services like POP, IMAP and SMTP so that specific users are not able to

connect their email accounts to external email clients. The following services can be managed for each user:

- Webmail - Enable this option to allow users to log into SmarterMail from the webmail interface.
- POP - Enable this option to allow the user to download mail to an email client using POP3.
- IMAP - Enable this option to allow the user to create a two-way email sync between SmarterMail and an email client using IMAP.
- Incoming SMTP - Enable this option to allow users to receive email from external domains.
- Outgoing SMTP - Enable this option to allow users to send email to external domains.
- Chat (XMPP) (Enterprise Only) - Enable this option to allow users to set up third-party chat clients like Adium, Pidgin and Windows Live Messenger for use with SmarterMail's live chat features. This setting is only available when using SmarterMail Enterprise.