Domain Settings

Help Documentation

Domain Settings

General Settings

This settings page is only available to domain administrators.

Domain administrators will use this section to adjust any general domain settings. To access this section, click the Settings icon . Then expand the Domain Settings folder and click General Settings in the navigation pane. The general settings will load in the content pane and the following tabs will be available:

Logout URL

By default, when users log out of SmarterMail, they're taken back to the standard log in screen. However, if the system administrator allows it, domain administrators can set a special page to load when users log out of webmail. This page be any page the domain administrator desires. For example, perhaps company management wants users redirected to an Intranet page, or some other company-specific page, to appear when users log out. The domain administrator simply clicks the Override System Settings check box and adds in the specific URL in the Logout URL text box, then checks the Enabled box. Now, once a user logs out they are redirected to that page in their browser.

Login Display

Small businesses using SmarterMail on their own servers, or even companies using SmarterMail from their hosting provider, will benefit from the ability to customize the SmarterMail login page to add a company logo, provide additional branding text, or simply adjust the default □Login to SmarterMail□ text to be more in line with an overall brand message. Note: This tab will only be visible if the system administrator has enabled Login Display Customization for the domain. Furthermore, if the system administrator allows a domain to override the custom login display and the domain administrator does not enable customization for their domain, users will see the default SmarterMail login screen, regardless of whether the system administrator has enabled a custom login display for the system.

Use this tab to adjust the SmarterMail login display settings:

- • Custom Help URL - Entering a full URL in this field will add a custom button to the Help menu that users can access in the SmarterMail interface. Administrators can link to a variety of things, including server-specific instructions for syncing, help resources, contact information, etc.

- • Enabled - Check this box to enable the custom help URL in the Help menu.
- • Custom Help Text - The hyperlink text for the custom URL in the Help menu.

• Custom Login Text - Use this field to adjust the default "Log into SmarterMail" text with something more in line with an overall brand message.

• Enabled - Check this box to enable the Custom Login Text.
• Company Logo - Click on Choose File to upload a company logo. Uploading a logo using this upload control will host the image publicly on the server and enter the tag in the HTML section. Note: Uploading an image here alone will NOT display the image on the login screen. The HTML must be entered in the Login Page HTML section. This upload control can be used by those who don't have their logo publicly hosted or who wish the image source to point back to their mail server. Furthermore, regardless of the image uploaded, the image's source URL will remain the same; only one image may be hosted at a time.
• Enable custom login page HTML - Check this box to enable the ability to use HTML to further modify the login screen to add additional text or adjust the layout. This is used in conjunction with the Login Page HTML section below.
• Login Page HTML - Enter the custom HTML that will be used to further modify the login screen (in-line custom CSS can be used as well). Note: To include white space around the company logo, the div id "companyinfo" must be included. In addition, domain administrators cannot enter scripts as this is considered to be unsafe code. System administrators do not have this limitation.

The following options are available in the content pane toolbar:

• Save - Saves the custom login display settings.
• Preview - Opens a new popup window displaying what the current settings render on the login screen. If this window remains open, live changes can be seen as settings are adjusted.

Sharing

When a user adds a member from the Global Address List as an attendee on a calendar appointment, SmarterMail can alert the user of any potential scheduling conflicts. In addition, the user can view an Availability window to review the times that their attendee is free/busy. The following setting impacts whether the calendar availability of GAL members is shown in the calendar conflicts and availability window:

• Enable public availability for all users - This setting is enabled by default and will allow users on the domain to review scheduling conflicts and availability for members in the Global Address List. When unchecked, domain users☐ scheduling information will not be displayed in the appointment window.

Mailing Lists

Mailing Lists are a great way to allow users to communicate with a number of different individuals via a single email address. Unlike an Alias , a mailing list allows people to subscribe to, or unsubscribe from, email communications. In addition, mailing lists can be public or private, be replied to by all users or managed by a single list administrator and more.

Use this tab to specify the following mailing list settings:

- • Webmail URL - The URL for the SmarterMail login page. Note: URLs should include the http:// prefix. For example: http://mail.example.com/
- • Enable - Select this option to override the server's configured hostname for use in mailing list communications.
- • Deletion Bounce Threshold - The number of times a message to a specific subscriber may bounce before the subscriber is automatically removed from the mailing list. For example, if someone mis-types their email address, it is not efficient to continue attempting to send an email to that address. By default, the threshold is set to 5.
- • Enable - Select this option to enable the deletion bounce threshold. By default, this setting is enabled.

Global Address List

The Global Address List (GAL) is basically a listing of all users who have accounts for your particular email domain. A GAL is extremely important for companies that have a number of employees as it is a central repository for information about everyone. In addition, it integrates with SmarterMail's Contacts feature and provides a listing of email addresses that users can then use for creating Events, emailing co-workers, sharing calendars and contacts, and much more. From a domain administrator's perspective, the following options are available:

- • Enable mailing lists in the Global Address List - Checking this box means that any list that is created will appear as a contact in the Global Address List. In turn, that means anyone with access to the GAL will be able to see and/or possibly send emails to the list.
- • Enable aliases in the Global Address List - Checking this box means that any aliases that are created will also appear in the GAL. By default this is checked, but domain administrators may want to exclude aliases from appearing in the GAL as they could be used to send emails to customers or to important contacts, or for a number of other reasons.

Users

This settings page is only available to domain administrators.

An email user account represents a person's actual mailbox and email address. For example, jdoe@example.com. User accounts can receive email, send email, and login to the Webmail interface in addition to using the other features of SmarterMail. This includes things like calendaring, creating and sharing contacts, creating and managing tasks using SmarterMail's live chat and much more.

To view a list of users on a domain, click the settings icon . Then expand the Domain Settings folder and click Users in the navigation pane. A list of users will load in the content pane.

Adding a new user and editing an existing user are essentially the same process, and they both deal with the same settings. To create a new user, simply click on the New button in the content pane toolbar. To edit a user's settings, select the desired user and click Edit in the content pane toolbar. You can also double-click on a user to open their settings. Regardless of the method used, he user settings will load and the following tabs will be available:

User

Use this tab to specify the following user-based settings:

• 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 corportate logins. For information on Active Directory integration, visit the SmarterTools Knowledge Base .

• Active Directory Username - The Active Directory username to authenticate against when Active Diretory is used for the Authentication Mode. Note: This feature is only displayed if Active Directory is used as the Authentication Mode.

• Domain - The Domain to authenticate against when Active Diretory is used for the Authentication Mode. Note: This feature is only displayed if Active Directory is used as the Authentication Mode.

• New Password - The password for the user to login to Smartermail. Note: This feature is only displayed if SmarterMail is used as the Authentication Mode.

• Confirm Password - The password confirmation for the user to login to Smartermail. Note: This feature is only displayed if SmarterMail is used as the Authentication Mode.

• Display Name - The friendly name that is displayed on outgoing messages.

• 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.

• Time Zone - The time zone to use for marking the sending and receiving date and time.

• Backup Email Address - This is a backup email address that can be used for password recovery information should a user forget their mailbox credentials.

• 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.

• 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.

• 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 is set in the Default User Settings .

• Enable domain administrator access - Select this option to allow the user to edit domain settings.

• Disable password changes - Select this option to prevent the user from changing the login password.

• Enable ActiveSync - Select this option to add Exchange ActiveSync to a mailbox.

• Show in Global Address List - Select this option to add the user to the Global Address List. Use this option on accounts that are tied to real people as opposed to addresses used by departments, such as support@example.com.

• Enable POP retrieval - Select this option to allow users to download email via POP from other email accounts. For example, if a user has a second email address that they monitor, enabling this option allows the user to set up POP Message Retrieval for that address and download email sent to that address into their SmarterTools mailbox. Note: POP retrival will take the mail from the original mail server and download it into SmarterMail, thereby deleting the message from the original mailbox.

• Enable IMAP retrieval - Select this option to allow users to download email via IMAP from other email accounts. For example, if a user has a second email address that they monitor, enabling this option allows the user to set up IMAP Message Retrieval for that address and download email sent to that address into their SmarterTools mailbox. Note: IMAP retrival will

take the mail from the original mail server and download it into SmarterMail, but it leaves a copy of the message in the original mailbox.

• Enable SMTP Accounts - Select 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 an anti-spam measure that rejects the initial incoming message from an uncrecognized email address and waits for the sending mail server to attempt to resend the message before it's allowed to be delivered. While effective, this can also lead to a delay in message receipt. 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.

• Enable outgoing mail signing - Selecting this option means outgoing messages will be signed via DKIM and/or DomainKeys.

Webmail

Use this tab to specify the following Webmail settings:

• Initial Page on Login - The page users will see upon logging in to SmarterMail. Users can either go directly to their Inbox or go to the My Today Page.

• Display Format - To specify the default format used for displaying messages, select the appropriate option from the list.

• HTML - This option will display messages and their HTML content, if present in the email. This content can include stylistic elements such as special fonts or colors, as well as hyperlinks, images and other formatting elements.

• Text - This option will only display text, without any special formatting. While it is less interesting (no fonts, images, etc), it is also much more secure and is faster to view than HTML.

• Sort Messages by - The order in which messages are displayed. By default, messages are displayed by date in descending in order.

• 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 regularly be 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 will not be removed until the folder is purged.

• Mark as deleted and hide - Flags the message for deletion and hides it from view, but it 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.

• Preview Pane - To specify where the preview pane displays in the webmail interface for users, select the appropriate option from the list. By default, the preview pane appears at the bottom of the content pane. 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.

• Disable image in preview pane - Select this option to prevent images from appearing when users view messages in the preview pane. You may want to select this to enable messages to load faster. Note: By selecting this option, images will still appear when a messages is opened outside of the Preview Pane.

• Enable reminder popup window - Selecting this option means that any reminders will display in popup windows. If a user's browser has a popup blocker, the email server URL may need to be added to allow reminder popups to display. This is enabled by default.

• Enable sounds - Select this option to enable sounds in webmail, such as when a new chat message is received.

• Enable new message notifications - Select this option to display a temporary notification in the webmail interface when a new email message is received. This notification will display no matter which section of the interface is selected and generally appears in the lower part of your screen.

• Disable reminders for appointments and tasks - Select this option to disable all reminders for appointments and tasks for users.

• Mark messages downloaded by POP3 as read - Select this option to mark messages as read on the server when downloaded in the client by POP3.

• Mark messages sent to junk as read - Select this option to mark messages as read on the server when marked as spam.

• Show HTML hyperlinks when printing - Select this option to add link URLs in parenthesis to the right of the hyperlinks when printing email messages.

Compose

Use this tab to specify the following settings for the Compose window that opens when a users begin writing emails:

• 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 message encoding for most parts of the world.

• Compose Font - To specify the default font and font size for emails, select the appropriate option from the list.

• Spell Check Dictionary - To specify the default dictionary to use for spell-checking emails, select the appropriate option from the list. SmarterMail offers dictionaries for over 17 different languages. If the user is unsure, they can select the option to use the same spell check dictionary that matches the language they selected when they logged in to SmarterMail.

• Forwarding 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.

• Auto Save Frequency - To specify how frequently SmarterMail saves a draft of a message a user is writing, select the appropriate option from the list. The default setting is 2 minutes.

• Reply Header Type - To specify the header type, select the appropriate option from the list. Note: For most users, basic headers will be sufficient. Basic headers include From, To, and Subject headings whereas the full header includes MIME type filter restrictions, etc.

• Compose Format - To specify whether new messages are composed in HTML or plain text, select the appropriate option from the list.

• Reply Text Indicator - This sets the character that is appended to the beginning of each line of an original message when that message is replied to.

• Include previous replies in reply - Select this option to embed the text of the original message in a message reply. This includes text from messages in reply threads.

• Enable sent items folder - Select this option to save all outgoing messages in the Sent Items folder. Note: If you send many messages, you may need to delete items from this folder regularly.

• Enable read receipts by default - Select this option to create read receipts for all outgoing messages. Domain administrators should be careful when enabling this and only do so if required for business or compliance or regulatory requirements.

• Enable trusted sender for webmail recipients - Select this option to add the email addresses that users send mail to through webmail to their trusted senders list. This means that any email from these addresses is automatically trusted by SmarterMail and will avoid any spam filters.

• Disable X-Originating_IP header in messages - Select this option to remove the user's IP

address from the X-Originating_IP header when sending messages via webmail. Some people prefer that their IP address isn't included in the header of emails that are sent out as they feel it is a potential security risk.

• Warn about common email mistakes prior to sending - Enabling this means that SmarterMail will quickly review any message sent to check for items like missing attachments. This includes times when the work "attachment" is used in the body or subject of the message, but an attachment is not being sent with the email message.

• Automatically check spelling prior to sending - Enabling this means SmarterMail will quickly review any message sent to check for spelling and grammar issues when sending via webmail.

Forwarding Use this tab to set up SmarterMail to forward received messages to another email account. This is a way to send copies of emails to an outside entity, or to a separate email address the user prefers to check.

• Forwarding Address - The email address to which messages will be forwarded.

• Delete messages when forwarded - Select this option to automatically delete messages from the user's SmarterMail inbox after those messages are forwarded.

Groups

This feature is only available in SmarterMail Enterprise edition.

User Groups are used to specify permissions for shared items and for the Global Address List. To specify which groups the user belongs to, select the appropriate groups. Note: Only domain administrators can assign users to groups. If the domain administrator has not defined any groups within the User Groups settings page, no groups will be available.

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 to ensure users don't send out massive amounts of email through out the day, thereby possibly getting the domain blacklisted. Use this tab to edit the following throttling settings:

• Outgoing Messages per Hour - The number of messages sent by the domain per hour. By default, the number of outgoing messages is 5,000.

• Outgoing Bandwidth per Hour - The total number of MBs sent by the user per hour. By default, the outgoing bandwidth is 100MB.

• Throttling Action - When using either message or bandwidth throttling, adminsitrators can 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.

Plus Addressing

Plus addressing is a feature of SmarterMail that allows the user to automatically filter incoming email without creating content filtering rules first. Plus addressing also allows users to use special email addresses if they do not want to give out their real email 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 address user+technewsletter@example.com. When the newsletter is delivered, it will automatically be routed to the Technewsletter folder. If the folder does not exist, it will be created automatically. Note: For plus addressing to work, it is important that the folder name appears AFTER the username, but BEFORE the domain name. So the format should be: username+foldername@domain .

- Action - The action SmarterMail should take when a plus-addressed email is received.

- Move to folder - If the target folder exists, the incoming message will be placed into it. If the folder does not exist, it will be created. No more than 10 folders can be auto-created in this method during a six hour period to prevent abuse.
- Move to folder (if it exists) - If the target folder exists, the incoming message will be placed into it. Otherwise, the email will get placed in the inbox.
- Leave in Inbox - Drops the message in to your inbox.
- Enable plus addressing - Select this checkbox to enable plus addressing.

Service Access

This tab indicates a user's access to POP, IMAP, SMTP and webmail services. Limiting services such as POP, IMAP and SMTP access means that users are not able to connect their email accounts to extenral email clients, etc.

- Enable POP aaccess - Select this option to allow the user to download mail using POP3.
- Enable IMAP access - Select this option to allow the user to download mail using IMAP.
- Enable incoming SMTP Access - Select this option to allow users to receive email from external domains.
- Enable outgoing SMTP access - Select this option to allow users to send email to external domains.
- Enable webmail access - Select this option to allow users to login to SmarterMail from the webmail interface.
- Enable XMPP access - Select 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.

Email Aliases

This settings page is only available to domain administrators.

An email alias is essentially a forwarding email address that can be used to forward messages to a single address or multiple email addresses. Aliases are most commonly used for departments or groups of individuals, like a small team of people working on a project or task.

For example, in a working environment with multiple email addresses, the office may want to make a central email address that distributes messages to all personnel. The alias workplace@example.com can be made for messages to be sent and then distributed to all of the employees.

To view a list of email aliases for the domain, click the settings icon . Then expand the Domain Settings folder and click Aliases in the navigation pane. A list of existing aliases will appear in the content pane.

To create a new email alias, click New in the content pane toolbar. To edit an existing email alias, select it and then click Edit in the content pane toolbar. Whether creating a new alias or editing an existing one, the settings for these will appear in a modal pop-up and the following options will be available:

> • Alias Name - The name of the alias. This name will be used to create the email alias address. For example, if you named the alias "info" and the domain was "example.com," the email alias address would be info@example.com.
> • Email Address (one per line) - Type the full email address(es) of the user(s) who should receive the messages sent to this alias.
> • Include all domain users - Select this option to include all domain users automatically in the alias. Note: This option does not override the email addresses listed in the Email Address box. If selected, all domain users will be included in addition to the users entered in the Email Address box.
> • Enable in Live Chat (XMPP) - Select this to allow the alias to appear as a contact in live chat. Enabling aliases for live chat means that instant messages can be sent to the alias from within webmail as well as when using third-party chat clients.
> • Show in Global Address List - Select this to display the alias in the Global Address List.
> • Internal only - Select this option to only allow emails to be received from addresses within the alias□ domain.

Note: Even though an alias acts as an email address, users cannot login to an alias like they do a standard email address since no email is ever actually stored for the alias. Emails are just sent to the list of addresses provided for the alias.

A Note About Catch-All Aliases

A catch-all alias is simply that: an alias that catches all email sent to a domain that doesn't correspond to an actual account. Catch-all aliases can be useful as long as they are monitored and kept clear of unwanted email. However, due to the nature of email and the amount of spam that is sent every day, a catch-all can become a burden to email systems and to domain administrators. Therefore, it is suggested that they be used sparingly, or not at all if it can be avoided.

Chat History Search

This settings page is only available to domain administrators.

A major advantage of SmarterMail is that it stores all chats, regardless of whether the chats occur within the webmail interface, using a third-party client or a combination of both. Domain adminstrators have the ability to perform custom searches by date range, by the users involved in the chat conversations, by specific keywords or phrases used during a chat or a combination of all of these variables. Note: Chat history search is configured by the system administrator. For more information, see the Features area of the All Domains page of SmarterMail Help.

The options available when performing a chat history search are as follows:

• Date Range - The date range you want to use for your search. You can either type in the date or click on the calendar icon and use SmarterMail's calendar control to select your start and end date.
• User 1 - The username or email address of the person who originated the chat.
• User 2 - The username or email address of the person who was the recipient of the chat.
• Text - Any word or phrase that was used during a chat. For example, "2012 sales numbers" or "product ID 33489".

Trusted Senders

This settings page is only available to domain administrators.

This setting allows domain administrators to list specific email addresses (such as jsmith@example.com) or domains (such as example.com) that will be exempted from spam filtering for all users of the domain. This can prevent mail from friends, business associates, and mailing lists from being blocked and lets the system know that these messages come from a trusted source.

To view the trusted senders list for the domain, click the settings icon . Then expand the Domain Settings folder and click Trusted Senders in the navigation pane. A list of trusted senders will load in the content pane and the following options will be available in the content pane toolbar:

> • New - Creates a new trusted sender.
>
> • Edit - Edits an existing trusted sender.
>
> • Delete - Permanently deletes the selected trusted sender(s).

To add a trusted sender to the list, simply click the New button and add each address or domain in the modal window. Each separate entry should appear on a new line in the text box.

Signatures

This settings page is only available to domain administrators.

An email signature is a block of text automatically appended at the bottom of an email message. Signatures may contain the sender's name, address, phone number, disclaimer, or other contact information.

Businesses that want to ensure a consistent company appearance may require employees to follow a specific signature format. Instead of allowing the users to define their own signatures, the domain administrator can create a domain-wide signature that all employees must use. Depending on the signature configurations set up by the domain administrator, users may or may not be able to override the default signature.

To access the signature settings for a domain, click the settings icon . Then expand the Domain Settings folder and click Signatures in the navigation pane. The signature settings will load in the content pane and the following tabs will be available:

Mappings

Use this tab to assign a signature to specific domains. To allow users the ability to create and use their own signatures, select the Enable users to override checkbox. Note: If this setting is disabled, users must use the domain-wide signature.

Signatures

Use this tab to create or edit signatures. To create a new signature, click Add in the content pane toolbar and complete the appropriate fields. To edit an existing signature, select the desired signature and click Edit in the content pane toolbar.

Whether you add or edit a signature, the signature creation window appears. Here, you can create signatures using a full HTML editor that allows domain administrators to add in stylized text, links to websites, images and even icons linked to social media outlets. In addition, the signature can incorporate variables so that a generic template can be created for all users of the domain. The available variables are listed by clicking the Variables dropdown in the text box's toolbar.

Notification Profiles

This settings page is only available to domain administrators.

SmarterMail users can create Events that allow them to select criteria and apply specific actions when the criteria are met. One of the actions is to receive email notifications when an event is triggered. For example, users can receive notifications when a task is due or system administrators can receive notifications when the disk space for a domain reaches a certain percentage. Notification profiles determine how those messages are sent.

Although users can set up their own notification profiles, some organizations may find it beneficial to create a notification profile that applies to all domain administrators. You can use this page to do so.

To view a list of notification profiles, click the settings icon . Then expand the Domain Settings folder and click Notification Profiles in the navigation pane. Your notification profiles will load in the content pane.

The following columns are available:

- Checkbox - Use these boxes to select multiple profiles. Notification profiles must be selected before choosing an action from the content pane toolbar.
- Notification Profile Name - The friendly name of the profile.
- Type - The types of notification enabled for the selected profile.

The following options are available from the content pane toolbar:

- New - Creates a new notification profile.
- Edit - Edits an existing notification profile.
- Delete - Permanently deletes the selected notification profile(s).

To view a specific notification profile, simply double-click the appropriate profile. Alternatively, you can select the profile and click on the Edit button. Regardless of how you open the profile, it will load as a modal window in the content pane.

Creating a Notification Profile

Creating a notification profile is very simple. Just click on the New button, and a new modal window will open with the following options:

- Notification Profile Name - The name you set for the profile.
- Email Address(es) - The email address(es) to which notifications are sent. More than one email address can be added to this field, they just need to be separated with a comma.
- Enabled - Checking this box will enable email notifications.

• SMS Email Address(es) - Sometimes domain administrators will want notifications sent to their mobile devices via text message. Here you'll input the mobile device email address to which notifications are sent.

• Enabled - Checking this box will enable SMS notifications.

• Enable reminders for all domain administrators - Checking this box will display reminders for tasks and appointments in a popup window in webmail.

Use of Notification Profiles

As mentioned, notification profiles are primarily used in conjunction with Events. When a new event is created, users have the ability to select a notification profile to use when that event fires. If more than one notification profile is availble, each will be listed and users will need to make sure they've selected the proper profile to use with that event.

Domain Shared Resources

This settings page is only available to domain administrators.

SmarterMail allows domain administrators to create shared resources for all users of a specific domain. For example, calendars that can be used for tracking a department's vacation schedule or company holidays. In addition, this is where domain administrators set up calendar items that are used for shared conference room scheduling.

The following columns are available:

• Checkbox - Use these boxes to select multiple resources. A resource must be selected before choosing an action from the content pane toolbar.

• Resource - The friendly name of the resource.

• Type - The types of resource created.

• Number of Permissions - When a resource is created, a domain adminstrator can enable specific permissions for users or groups. This column displays how many permissions were set. The number displayed will correspond to the number of permissions added. Therefore, if the resource is shared with a group (alias), then only 1 will display, but if a resource is shared with multiple individuals, the total humber of individuals will be displayed.

Adding a Shared Resource

Adding a shared resource is a fairly straigtforward process. Simply click New in the content pane to open the add resource window. The following options are available:

• Name - The name of the resource. Note: If this resource is a conference room it is best to name the resource the same as the room designation. For example, South Conference Room or Main

Hall.

> • Type - The type of resource being added. For now, only Calendar is available.
>
> • Resource is a conference room - Select this checkbox to designate the resource as a conference room.

Other Options

Apart from creating a new shared resource, domain administrators have the ability to do the following:

> • Edit - Editing a resource allows admins to change the permissions assigned to the resource. For example, adding or removing users, groups, etc.
>
> • Delete - Deletes the resource and any associated permissions. A deleted resource simply reverts to "None" in any associated appointments.
>
> • Rename - Simply changes the name of the resource in the appointment dropdown and on any associated appointments.

Adding a Conference Room

When you add a shared resource as a conference room anyone with permissions to access the conference room will be able to add it to any event that they create. SmarterMail will check for availability and, if any conflicts are found, they will be displayed in the event creation window. Event coordinators will then have to select a new day and/or time in order to clear up the conflict. NOTE: Unlike actual shared calendars, shared conference rooms will NOT show up as an available shared calendar for users outside of creating new events.

Filtering

Domain Folder Auto-clean

This settings page is only available to domain administrators.

Setting up auto-clean rules for folders is a simple, yet effective, way to limit how much of the domain's disk space is taken up by users' Junk E-Mail, Sent Items, and Deleted Items folders. By placing limits on the size of these folders, or by automaticlly deleting mail older than X number of days, you can help ensure that your domain disk space does not fill up unnecessarily. In addition, if you want to set a size limit on a folder for users, their messages are deleted in the order that they were received so that older messages get deleted first.

To access the folder auto-clean settings, click the settings icon . Then expand the Domain Settings and Filtering folders and click Folder Auto-Clean in the navigation pane. The folder auto-clean settings will load in the content pane and the following tabs will be available:

Options

Use this tab to specify the following options:

• Use default auto-clean settings - Select this option to adopt the auto-clean policy set by your email host or domain administrator.

• Override auto-clean settings for this account - Select this option to override the settings set by your administrator. Any changes you make will not be affected if the administrator changes their policy, unless they disable user overrides.

• Enable users to override auto-clean settings - Select this option to allow users to create their own auto-clean policies.

Folder Settings

If you are using the default auto-clean settings set up by your administrator, they will appear on this tab. If you chose to override the settings, you can click Add Rule in the content pane toolbar to create your own auto-clean policies based upon size or date.

These options will be visible if size is chosen:

• Folder Size Before Auto-clean - The maximum size of the folder. Once the folder reaches this size, the auto-clean process is started and older messages (messages that were received the longest time ago) are deleted.

• Folder Size After Auto-clean - The goal size of the folder. When auto-cleaning, SmarterMail will delete older messages until the folder reaches this size. Note: This number should aways be lower than the "before" number.

• Enable auto-clean for this folder - Select this box to activate auto-cleaning of the selected folder.

These options will be visible if date is chosen:

• Mail Age - The maximum number of days mail will stay in the selected folder before deletion.

• Enable auto-clean for this folder - Select this box to activate auto-cleaning of the selected folder.

Domain Content Filtering

This settings page is only available to domain administrators.

Domain content filtering allows you to create the same types of content filters as you can on the user level, but the filters added will be applied to all members of a domain. The evaluation of domain

content filters happens before the evaluation of account-specific content filters. For more information about how to add a content filter, refer Content Filtering .

Note: Be aware that many users will prefer to set their own content filtering. You may want to minimize filtering at the domain level to only filter items that affect the entire domain.

Spam Filtering

This settings page is only available to domain administrators.

SmarterMail includes many advanced antispam measures that will help protect your users from unwanted email. The system administrator has probably already set up some default spam options. Domain administrators can further modify these settings as well as set up rules for Content Filtering and Domain Auto-cleaning .

To view the spam filtering settings for your domain, click the settings icon . First expand Domain Settings, then expand the Filtering section and click Spam Filtering in the navigation pane. The spam filtering settings will load in the content pane and the following tabs will be available:

Options

Use this tab to set the following spam filtering options for the domain:

- Use default spam settings - Choose this option to accept the default spam options provided by your system administrator. The settings will be displayed for your reference.
- Override spam settings for this domain - Select this option to customize the way spam is handled. Spam check weights and actions will become overridable by end users. More information about the types of actions allowed can be found below.

Actions

When you override the spam options set by your system administrator, you can choose the actions that are taken when email comes in that has a low, medium, or high probability of being spam. For each spam level, choose the action you wish to have taken. If you choose to add text to the subject line of messages, type the text in the box below the action drop down.

Current Weights

Each type of spam check has an associated weight that factors into the spam probability of a message. When an email comes in, all of the checks listed are run, and for each check that the message fails, the weight is added to the overall score of the email. The thresholds for each spam probability are examined, and the email is placed into the appropriate category.

Mailing Lists

Mailing Lists

This settings page is only available to domain administrators.

Mailing Lists are a great way to allow users to communicate with a number of different individuals via a single email address. For example, many companies use mailing lists to email newsletters, promotional offers, or information about product updates to subscribers. Unlike an Alias , a mailing list allows people to subscribe to, or unsubscribe from, email communications. In addition, mailing lists can be public or private, be replied to by all users or managed by a single list administrator and more. NOTE: SmarterMail can accommodate mailing lists of up to 75,000 subscribers. Anything greater than that should be managed by a third-party mailing list service provider such as Constant Contact or MailChimp.

Using a mailing list is as simple as sending a standard email: the allowed posters simply send an email to the list address, which takes the form of the list name appended to the domain name. For example, if you create a mailing list called "newsletter" you send a message to newsletter@example.com. If there are other requirements, such as a password, etc. those need to be taken into account as well. For more information, see Creating a New Mailing List .

By default, when a subscriber reads a mailing list message, the From field in the subscriber's inbox will display the email address of the individual that sent the mailing list message; the To field will display the list name or mailing list email address; and the Reply To field will display the mailing list email address or the email address of the individual that sent the message, depending on the list settings. Note: Domain administrators and mailing list moderators can customize the From, To, and Reply To fields by editing the mailing list settings.

To view the mailing lists for your domain, click the settings icon . Then expand the Domain Settings and Mailing Lists folders and click Mailing Lists in the navigation pane. A list of the mailing lists for the domain will load in the content pane.

In general, the following columns are available:

- Checkbox - Use these boxes to select multiple mailing lists. Mailing lists must be selected before choosing an action from the actions toolbar.
- List Name - The name of the mailing list.
- Moderator - The "owner" of the mailing list.
- Description - A brief summary of the mailing list.
- Subscribers - The number of people currently subscribed to the mailing list.

• Digest Subscribers - The number of subscribers that receive a digest of mailing list postings. Users can either subscribe to the mailing list and receive each email sent to the list or to the digest, in which case they receive a summary of all messages sent to the list over a specific period of time. Users can not subscribe to both.

The following actions are available from the content pane toolbar:

• New - Clicking this button will allow the domain administrator to create a new mailing list.
• Edit - Clicking this button will allow the domain administrator to edit an existing mailing list's settings.
• Delete - Clicking this button will allow the domain administrator to delete an existing mailing list.
• Send Digest - Clicking this button will allow the domain administrator to send a digest of mailing list postings.

Variables

Mailing Lists support the use of the following variables. These can be used in the body or subject line of emails that are sent to the mailing list subscribers and also in the footer, header and subscriber System Messages . Though similar to Subscriber Fields in format, these variables need no additional configuration. Simply enter the variable below to display its associated information. Variables will always follow this format: #Variable#

• #UnsubscribeLink# - An unsubscribe variable is included to allow users to unsubscribe from the mailing list with a URL. Note: This URL can also be given friendly hyperlink text (rather than linking the URL) by modifying the Friendly Unsubscribe setting when configuring or modifying a mailing list. For more information, see Creating a New Mailing List .
• #Recipient# - The email address of the subscriber who was sent the message.
• #Sender# - The email address of the user sending the message.
• #DomainDateNow# - The current date (in shorthand) according to the domain's new user time zone defaults found in User Defaults. Ex: 07/13/2015.
• #DomainTimeNow# - The current time according to the domain's new user time zone defaults found in User Defaults. Displayed in 24-hour format.
• #DomainDateTimeNow# - The current date and time according to the domain's new user time zone defaults found in User Defaults. Disaplyed in shorthand and 24-hour format.
• #DomainDayNow# - The current date (date alone, without month and year) according to the domain's new user time zone defaults found in User Defaults. Ex: 13.
• #DomainMonthNow# - The current month (in numeric value) according to the domain's new user time zone defaults found in User Defaults. Ex: 07.
• #DomainYearNow# - The current year according to the domain's new user time zone defaults

found in User Defaults. Ex: 2015.

• #DomainDayNameNow# - The current day of the week according to the domain's new user time zone defaults found in User Defaults. Ex: Monday.

• #DomainMonthNameNow# - The current month (by its name) according to the domain's new user time zone defaults found in User Defaults. Ex: July.

• #ModeratorDateNow# - The current date (in shorthand) according to the Moderator's time zone. Ex: 07/13/2015.

• #ModeratorTimeNow# - The current time according to the Moderator's time zone. Displayed in 24-hour format.

• #ModeratorDateTimeNow# - The current date and time according to the Moderator's time zone. Disaplyed in shorthand and 24-hour format.

• #ModeratorDayNow# - The current date (date alone, without month and year) according to the Moderator's time zone. Ex: 13.

• #ModeratorMonthNow# - The current month (in numeric value) according to the Moderator's time zone. Ex: 07.

• #ModeratorYearNow# - The current year according to the Moderator's time zone. Ex: 2015.

• #ModeratorDayNameNow# - The current day of the week according to the Moderator's time zone. Ex: Monday.

• #ModeratorMonthNameNow# - The current month (by its name) according to the Moderator's time zone. Ex: July.

• #ServerDateNow# - The current date (in shorthand) according to the server's system time zone. Ex: 07/13/2015.

• #ServerTimeNow# - The current time according to the server's system time zone. Displayed in 24-hour format.

• #ServerDateTimeNow# - The current date and time according to the server's system time zone. Disaplyed in shorthand and 24-hour format.

• #ServerDayNow# - The current date (date alone, without month and year) according to the server's system time zone. Ex: 13.

• #ServerMonthNow# - The current month (in numeric value) according to the server's system time zone. Ex: 07.

• #ServerYearNow# - The current year according to the server's system time zone. Ex: 2015.

• #ServerDayNameNow# - The current day of the week according to the server's system time zone. Ex: Monday.

• #ServerMonthNameNow# - The current month (by its name) according to the server's system time zone. Ex: July.

Create a New Mailing List

This settings page is only available to domain administrators.

To view the mailing lists for a specific domain, click the settings icon . Then expand the Domain Settings and Mailing Lists folders and click Mailing Lists in the navigation pane. To create a new mailing list, click the New button in the content pane toolbar. You can also edit an existing mailing list by selecting the desired mailing list and clicking the Edit button in the content pane toolbar.

List Settings

Use this tab to edit the following mailing list settings:

- Name - Essentially, the "username" for the mailing list. SmarterMail will use the name to create the actual email address that will be associated with the mailing list.
- Moderator - The "owner" of the mailing list. This person will actively manage the mailing list, posts to the list and any replies. The moderator must be an active email user for the domain.
- Password -To restrict subscribers from sending emails to a mailing list, type a password in this field. Note: To send emails to a mailing list that is password protected, you add the password to the subject line of the email, enclosed by brackets and colons. For example, [:password:] Attention all subscribers.

- Enabled - Check this box to enable password protection for this mailing list.
- Allowed Posters - An email that is sent to the mailing list (and therefore to its subscribers) is considered to be "posted". Use this field to specify who has access to post to the list.

- Anyone - Setting the list to "anyone" means that anyone can email the list, regardless of whether they are subscribed to the list or not. In turn, this sends an email to all members. Note: This setting can cause abuse if it is not closely monitored. Therefore, it is recommended to restrict the allowed posters to 'subcribers only', at the very least. For larger lists, allowing Moderator Only is a better idea and will cause less issues.
- Subscribers Only - Setting the list to "subscribers only" allows the list subscribers, and only the list subscribers, to send and receive posts. The moderator will still be permitted to post. This can cause abuse issues as well if you have an active list, so using Subscribers Only should only be used for smaller lists or for digest mode only.
- Moderators Only - If the moderator is set as the post option, the moderator is the only one who can post to the list. This means that no one else, not even list subscribers, will be able to post.
- Subject Prefix - The optional text that will appear in the subject line. SmarterTools recommends using a subject prefix for discussion lists to help subscribers easily filter through posts. For example, add a "List- " or "Discussion -" prefix so that users know that the message is posted to an email list. Recipients can then create filters to move those messages to a specific folder or manage them in some other way.

• Enabled - Check this box to enable the subject prefix for this mailing list.

• List To Address - The email address that will display in the To field when a subscriber receives a mailing list message. Setting this to List Address means that the email address associated with the list will display as the To: address when recipients receive the message.

• List From Address - The email address that will display in the From field when a subscriber receives a mailing list message. By default this is set to List Address.

• List Reply To Address - The email address that will display in the Reply To field when a subscriber receives a mailing list message. When a subscriber hits 'Reply' to the message, this address will receive the reply. If a subscriber hits 'Reply All' all list recipients will receive the reply. By default this is set to List Address

• Max Message Size - The maximum number of KBs a message can be. If the message exceeds this size, it will not be posted. By default, the max message size is unlimited.

• Friendly Unsubscribe - The text entered here will be hyperlinked when using the Unsubscribe variable . Without this setting enabled, the unsubscribe link will hyperlink the full URL.

• Enabled - Check this box to enable the friendly text for the unsubscribe URL.

• Disable Mailing List - Check this box to disable the mailing list.

• Description - A brief summary of the mailing list.

Options

Use this tab to enable or disable the following mailing list options:

• Enable Digest Mode - Digest mode is a way to aggregate all postings to a list so that subscribers can receive a single, periodical email instead of individual replies to the list. This is especially useful for very active lists or lists with a larger number of subscribers. For more information, see the Digest Settings tab.

• Enable Header - Select this option to append header text to the beginning of the mailing list message. Note: To edit the header text, click the System Messages tab and edit the appropriate system message.

• Enable Footer - Select this option to append footer text to the end of the mailing list message. Note: To edit the footer text, click the System Messages tab and edit the appropriate system message.

• Send Subscribe Email - Select this option to automatically send an email to new subscribers confirming their subscription to the list. Note: This is not an opt-in message, only a confirmation email.

• Send Unsubscribe Email - Select this option to automatically send an email response to unsubscribe requests.

• Enable Poster Whitelist - Select this option to allow whitelisted email addresses to post to the

mailing list.

• Enable SUBSCRIBE Command - Select this option to allow people to subscribe to the mailing list by emailing a listserv command to the command address. For more information, refer to Listserv Commands . Note: If this option is disabled, only list administrators can add new subscribers to the mailing list.

• Enable LIST Command - Select this option to allow people to receive a list of the mailing list subscribers by emailing a listerv command to the command address. For more information, refer to Listserv Commands . Note: It is recommended that you leave this option disabled, as people or automated systems could use the user list for malicious purposes.

• Enable Unsubscribe from Subject - Select this option to allow subscribers to unsubscribe from the mailing list by sending an email to the list with the word "unsubscribe" in the subject line. It is recommended that you usually keep this option enabled, as it will reduce complaints of abuse by giving subscribers a way to quickly opt-out of the mailing list.

• Enable Double Opt-In - Select this option to automatically send an email to new subscribers that requires them to confirm that they are subscribing to the list by clicking on an activation link. Using double opt-in is a good way to confirm subscriptions to the list and to help reduce abuse complaints.

• Disable List Error Replies - Select this option to prevent the system from automatically replying to incorrect listserv commands.

Digest Settings

To reduce the number of emails mailing list subscribers receive, domain administrators can allow subscribers to sign up for digest mode or normal mode. Essentially, digest mode condenses all the messages sent to the list into a single email that is sent to subscribers on a monthly, biweekly, weekly, daily, or other defined basis. Use this tab to edit the following digest settings:

• Last Sent - The date and time a digest email was sent to subscribers.

• Subject - The subject line for the digest email.

• Trigger Type - The frequency of the digest emails.

• Digest Format - The format (HTML, text, etc.) in which digest emails are sent.

• Disable non-text attachments in digest - Select this option to remove non-text attachments from the digest email.

• Enable Header - Select this option to append header text to the beginning of the mailing list message. Note: To edit the header text, click the System Messages tab and edit the approrpriate system message.

• Enable Separator - Select this option to place a separator between messages in a digest email.

• Enable Footer - Select this option to append footer text to the end of the mailing list message.

Note: To edit the footer text, click the System Messages tab and edit the appropriate system message.

System Messages

Use this tab to edit system messages for mailing lists. Some system messages, such as headers and footers, are viewable by list subscribers. Other messages are only viewable when emailing listserv commands to the mailing list username. These messages are noted below, and more information is available to system administrators in their section of the SmarterMail help documentation. Note: This tab is not visible if you are creating a new mailing list. Variables can be used in the footer, header and subscribe system messages. For more information on variables, see Mailing Lists .

Mailing List System Messages

• digestfooter - This is the footer that is displayed when digest emails are sent to digest list subscribers.

• digestheader - This is the header that is displayed when digest emails are sent to digets list subscribers.

• digestseparator - This is the character set (e.g., dashes) that will be used to separate messages within digest emails.

• disabledlistemail - This message is returned when a user attempts to post to a list that is no longer active.

• doubleoptin - This message is sent to subcribers to verify their subscription request when your mailing list utilized a double opt-in subscription model (recommended).

• doubleopinreply - This message is sent to subscribers notifying them that they were successfully subscribed to the list when the double opt-in subscription model is used.

• faildtosetdigestmode - LISTSERV COMMAND ONLY. This message is returned when the list command attempts to set digest mode but digest mode is not enabled for the specific list.

• failedtosetstandardmode - LISTSERV COMMAND ONLY. This message is returned when the list command tries to set the mode for a subscriber that is not actually subscribed to the list.

• footer - This is the footer (information at the very bottom of the message) that is displayed o, messages that are sent to list subscribers.

• header - This is the header (informatin at the very top of the message) that is displayed on messages that are sent to list subscribers.

• help - LISTSERV COMMAND ONLY. This can be used to return information about the list, such as its creation date, last updated date, etc. or any other information the domain or list owner wants returned.

• helpmessage - LISTSERV COMMAND ONLY. This is the default message that is returned when a listserv command is sent to the mailing list username but the command is not

recognized. By default it returns information on how to properly format commands.

• insufficientpostingpermissionemail - This email is sent to posters that do not have the proper permission to post to the list. For example, this is returned to list subscribers who reply to the list but only moderators are allowed to post.

• invalidlistpasswordemail - When a list is password-protected, this message is returned when a person posting to the list provides the incorrect information.

• listcommandresponse - LISTSERV COMMAND ONLY. This returns a list of subscribers for a partiular list. This requires the LIST command to be set.

• listoflists - LISTSERV COMMAND ONLY. This reutrns a list of the mailing lists for a particular domain. This requires the LIST command to be set.

• maxmessagesizeexceededemail - This is returned when a message posted to a list is larger than the maximum size set for messages.

• nolistcommand - LISTSERV COMMAND ONLY. This is returned when a particular list is set to not allow a list of subscribers to be returned. That is, the LIST command is not enabled for that list.

• privatelist - This is returned when anyone tries to subscribe to the list but the list doesn't allow for automatic subscriptions. Instead, the list owner will need to add the subscriber manually.

• setdigestmode - LISTSERV COMMAND ONLY. This is returned when the list command sets the disget mode for a subscriber.

• setstandardmode - LISTSERV COMMAND ONLY. This is returned when the list command sets the standard mode (one email per list post) for a subscriber.

• subscribe - This is sent to a list subscriber when they subscribe to a specific list.

• unsubscribeemail - This is sent to a user when they unsubscribe from a specific list.

Subscribers

This settings page is only available to domain administrators.

Individuals that sign up to receive messages from the mailing lists are called subscribers. To view a list of the mailing list subscribers, click the settings icon . Then expand the Domain Settings and Mailing Lists folders and click Subscribers in the navigation pane. A list of subscribers will load in the content pane.
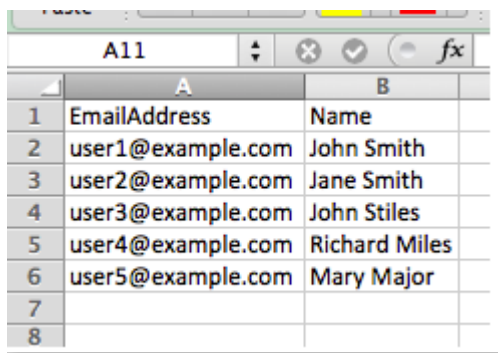
In general, the following columns are available:

• Checkbox - Use these boxes to select multiple subscribers. Subscribers must be selected before choosing an action from the actions toolbar.

• Email Address - The email address of the subscriber.

• Bounces - The number of bounced messages to the subscriber. If an email address has a large

number of bounces, that could be an indication that the subscriber is no longer active and that the email address should be removed from the list of subscribers.

The following actions are available from the content pane toolbar:

- New - Allows you to add a new subscriber.
- Edit - Allows you to edit subscriber details.
- Delete - Allows you to delete a subscriber.
- Search - Allows you to search for a specific subscriber by email address or by any defined subscriber fields.
- Upload - Allows you to upload a list of subscribers to the mailing list. Note: Only .csv files can be uploaded. At a bare minimum, the .csv file must contain a column named "EmailAddress". Any additional columns in the .csv file will be added to the Subscriber Fields for the corresponding subscriber/email address. See example below:• Download - Allows you to download the list of subscribers as a text file.

For step-by-step instructions on adding subscribers to a mailing list, please refer to the KB article How To - Add Subscribers to Mailing Lists. To edit an existing subscriber's details, select the desired subscriber from the list and click Edit in the content pane toolbar.

Note: Individuals that opted to receive the digest mode will not be included in the Subscribers list. To view a list of digest subscribers, click the settings icon . Then expand the Domain Settings and Mailing Lists folders and click Mailing Lists in the navigation pane. Select the desired mailing list and click Edit. Then click Subscribers in the content pane toolbar and click Digest Subscribers .

Subscriber Fields

This settings page is only available to domain administrators.

Use subscriber fields to create custom fields to gather and manage information about subscribers. Subscriber fields are also used as variables in mailing list messages and can be used to include personal information about the subscriber when conducting a mail merge. For example, if you'd like your messages to be sent out with the subscriber's first name in the message greeting (ex. "Hello

John,"), you'd first create the Subscriber Field then add it to each subscriber. To create or manage Subscriber Fields, click the Settings icon . Then expand the Domain Settings and Mailing Lists folders and click Subscriber Fields in the navigation pane.

In general, the following options are available from the content pane toolbar:

> • New - Adds a new Subscriber Field
> • Edit - Allows changes to be made to the selected Subscriber Field.
> • Delete - Remove the selected Subscriber Field(s).

Adding a New Subscriber Field

To add a new Subscriber Field, click the New button. A modal window will display the following options:

> • Name - The name of the Subscriber Field. Note: The text entered here is used as the variable when sending subscriber fields in mailing list messages.
> • Default Value - Enter the text that should be automatically entered for current subscribers. Once the field is created, subscribers can be individually modified to change the value. Note: If a default value is not included, and the subscriber does not have their field configured, the variable will be removed from the message, leaving a blank space in its location.

Using Subscriber Fields in Messages

A Subscriber Field can be used in mailing list messages as a type of custom variable. To enter Subscriber Fields as variables, the name of the field must be enclosed with a #. For example, if a Subscriber Field was created for "Customer Name", you would enter #Customer Name# in your message.

Advanced Settings

Domain Aliases

This settings page is only available to domain administrators.

A domain alias is bascially an alternate domain name for one that already exists in SmarterMail. For example, if the domain 'example.com' is in SmarterMail and has the user 'user@example.com' added to it, by adding a domain alias for 'example.net', emails sent to 'user@example.net' will be delivered to 'user@example.com'. That means that emails sent to either domain will end up in the same mailbox.

There are a few reasons why a domain alias is used. One is for branding purposes. If you have multiple extensions for an exsiting domain, using a domain alias for each extension means that you won't miss any emails if people send to one of your other domains. It is important to note that you

must own each domain you're using in order to create domain aliases. In addition, messages cannot be retrieved with a domain alias email address unless the domain is properly registered at a domain registrar.

To view a list of domain aliases, click the settings icon . Then expand the Domain Settings and Advanced Settings folders and click then select Domain Aliases in the navigation pane.

To create a new domain alias, click New in the content pane toolbar. The domain alias settings will load in the content pane and the following options will be available:

- Name - The name of the domain alias. The name will be used to create the domain alias email address. For example, if the name of the alias is "example2," the domain alias email address will be user@example2.com.
- Points To - The domain the alias redirects to.
- Verify MX record in DNS before add - Select this option to check that the mail exchange record for the domain is pointing to the server. Note: This option is only available to system administrators and prevents users from "hijacking" mail from valid domains. For example if this check were not in place a user could add a domain alias of example.com. Then, any mail sent from the server to "anything@example.com" would go to the domain with the example.com domain alias, rather than to the actual domain.

Mail Signing

This settings page is only available to domain administrators.

Mail signing protocols, such as DomainKeys and DKIM signing, verify the authenticity of a message and can be used to protect users from phishing schemes or spam attacks.

To edit the mail signing settings, click the settings icon . Then expand the Domain Settings and Advanced Settings folders and click Mail Signing in the navigation pane.

Options

Use this tab to edit the following options:

- Enable DomainKey Signing - Select this option to authenticate email with DomainKeys headers.
- Enable DKIM Signing - Select this option to to authenticate email with DKIM headers.

Certificate

Use this tab to edit the following settings:

• Selector - Type any identifier you like in this field. It is recommended the key is changed once every 12 months.

• Key Size - The size of the key. Remember, the larger the key, the stronger it is.

DomainKeys Signing

Use this tab to specify how closely you want the system to monitor messages in transit.

• nofws - This is the default and will allow basic in-transit changes to messages.

• Simple - This is more strict and will not allow as many in-transit changes to messages.

DKIM Signing

Use this tab to specify how closely you want the system to monitor messages in transit.

• Body Canonicalization - The method used to monitor in-transit changes to the body of a message.

• Header Canonicalization - The method used to monitor in-transit changes to the header of a message.

• Hash Algorithm - The method used to verify the DKIM signature.

• Header Field Signing - The header fields included in the hash algorithm. This is further defined by header fields.

• Header Fields - The header fields included in the hash algorithm.

Import LDAP Users

This feature is only available to domain administrators running SmarterMail Enterprise.

The Lightweight Directory Access Protocol (LDAP) is an Internet protocol that email servers and other programs use to connect to, and look up information from, a server. In SmarterMail, LDAP is most commonly used for integrating SmarterMail with Microsoft's Active Directory.

In order for domain administrators to add new SmarterMail users via the LDAP protocol they simply need to type the LDAP binding string in the LDAP Binding String field.

Note: LDAP integration will only function if SmarterMail is on the same domain as the LDAP server you are trying to connect to.

User Groups

This feature is only available to domain administrators running SmarterMail Enterprise.

User groups are used to give permissions to specific subsets of users on the domain to access shared resources. For example, if a business wanted to make it easy for members of its sales department to

share their calendars with other team members, the domain administrator would create a user group for all the sales department employees.

By default, there are permanent user groups that cannot be edited:

- Everyone - All users on the domain belong to this group automatically.
- Administrators - All users that are marked as domain administrators for this domain belong to this group.

To view the user groups for the domain, click the settings icon . Then expand the Domain Settings and Advanced Settings folders and click User Groups in the navigation pane. A list of user groups will load in the content pane and the following options will be available in the content pane toolbar:

- New - Creates a new user group.
- Edit - Edits the members of the selected user group.
- Delete - Permanently deletes the selected user group(s).

Creating a User Group

To create a user group, simply click the New button, and a modal window will pop up with the following options:

- Name - The friendly name of the user group.
- Username - The individual users you want to add to the user group. To select multiple users, simply hold down the CTRL key (for Windows) or the Command key (for OSX) and click on each user to add. Note: Only actual users are available for addition to user groups. Alisases are not.

Default User Settings

This settings page is only available to domain administrators.

For domains that have a large number of users, it can be time consuming to have to make a change to user permissions and then make sure each user has the same change applied to their mailbox. Additionally, if changes need to be made to a select few users, that can be difficult as well.

With Default User Settings, domain administrators can create a template for their users so that they only have to make the change in one location, and then Propagate User Settings to each user on the domain, or to a select few users. This makes changing settings quick and easy and ensures each user has the exact same permissions and settings applied. In addition, making a change to Default User Settings doesn't automatically propagate, so a change to default settings does not change users that are already in place for the domain.

The default user settings are identical to those found when adding a single user. For more information on these settings, refer to the help page that outlines setting up new Users .

User Propagation

This settings page is only available to domain administrators.

Use this section to apply global Default User Settings to some or all of the users on a domain. To access user progagation, click the settings icon . Then expand the Domain Settings and Advanced Settings folders and click user Propagation in the navigation pane. The default user settings will load in the content pane so that you can select which settings you want propagated to each user. For more information on these settings, refer to Users .

To apply some or all of the default settings to some or all of users on the domain, select the appropriate settings and click Propagate Now .