



# Email Accounts

Help Documentation

## 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, the 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 corporate logins. For information on Active Directory integration, visit the SmarterTools Knowledge Base .
- **Active Directory Username** - The Active Directory username to authenticate against when Active Directory 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 Directory 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 retrieval 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 retrieval 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 unrecognized 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 word "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, administrators can select an action for SmarterMail to take once the particular throttling 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 external email clients, etc.

- **Enable POP access** - 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.