



# Manage

Help Documentation

## Manage

### Email Users

An email user account represents a person's actual mailbox. User accounts can receive email, send email, and log in to the web mail interface.

#### Managing Users

As a domain administrator, you can manage email accounts from the Email Users page in the Settings menu.

**Add User** - Clicking this button will let you add a new email user. More information about adding users can be found in the topic [Adding a User Account](#) .

**Edit a User** - Edit an account by clicking on the username of the account in the table.

**Deleting a User** - To delete an account, click on the delete link next to the user's name. Note: Deletions are permanent, and once a user is deleted, the mail cannot be retrieved from it.

### Adding a User Account

To begin adding a user account, click on **Add User** from the Email Users page. When you do so, you will be presented with a page that contains the items below, separated into tabs for easy editing. When the items are set to the values you want, click on the **Save** button to finish adding the user.

**Note:** Many of these values, especially those in **Display Settings** and **Compose Settings**, can be left at the defaults when adding a new user account, as they are better set by the user. They are included in the **Add User** page so you may edit them if you wish, however.

#### Mailbox

**Username** - The email address (e.g. "user" in user@domain.com).

**Password** - Enter a password for the email account.

**Confirm Password** - In order to ensure you typed the new password correctly, enter it again in this space.

**Display Name** - Enter the name of the person using the email account.

**Reply-to address** - Enter an alternate reply address you wish to use. This will be the default reply to address for mail sent from this account.

Time Zone - Choose the time zone that you wish to use in SmarterMail. Daylight Saving Time is automatically managed by SmarterMail.

Mailbox size - This box allows you to set the maximum mailbox size for the account you are adding.

Disable this user - This will completely disable this user, but the account is not deleted. The user will not be able to log in, send or receive email for this account until you reactivate it.

Domain administrator - If this option is checked, the user will have full domain administrator privileges, including the ability to add and edit users.

Lock password - This option 'locks' the password for end users. If this option is checked the user will not be able to change their password.

Hide from Global Address List (Enterprise Edition Only) - Enabling this option will remove the user account from the Global Address List. Use this option on accounts that are not tied to real people, like support@example.com.

## Forwarding

Forwarding address - If you wish to send copies of all incoming mail to a different email address, enter it here. For example, if your mobile phone has an email account and you will be away from your computer, enter the mobile phone's email address here to receive the emails on it. You can only forward to a single email address. If you need to send to multiple addresses, have your domain administrator create a user alias for you.

Forwarding exclusions - If you wish to limit what emails are sent as forwards, you may choose to do so with this option to avoid forwarding spam.

Delete message on forward - Check this box to delete the message from the inbox of the original email account after forwarding it to the new email address.

## Display

Sort messages by - When viewing the messages in a folder, they will be sorted according to the option chosen in this drop down. By default, messages are sorted by date in descending order.

Enhanced Message List - SmarterMail offers two methods of viewing your Inbox and other email folders. With the Enhanced Message Listing disabled, it will act in a fashion similar to what you are used to with previous versions of SmarterMail. Enabling Enhanced will result in a more responsive message list that uses AJAX for easy sorting and paging, but may not work as well on older computers, or on certain browsers like Opera, Safari, or IE for Macs.

**Message Preview** - If this option is turned on, a small magnifying glass icon will appear next to each message in your Inbox and other mail folders. Hovering over that icon will pop up a preview of the message, similar to a tool tip. This is very useful if you get a lot of email and typically just scan it, but can add a bit of load time to the page. Frequently, it is worth the trade-off.

**Messages per Page** - When viewing the messages in a folder, this option lets you customize how many emails will appear per page.

**Auto Refresh Rate** - If this box has something besides Never chosen, the page that shows messages in a folder will automatically refresh after the chosen number of minutes.

**Display Format** - While you can choose to view a message in plain text or HTML while reading it, this option will allow you to choose the default viewing method.

- **HTML** - This option will display HTML content, if present in the email. This content can include stylistic elements, like fonts or colors, as well as hyperlinks and other formatting elements.
- **Plain Text** - This option will only display text. While it is less interesting (no fonts, images, etc), it is also much more secure and is faster to view than HTML.

**Delete Action** - Choose what happens to messages when they are deleted. The options are outlined below. For more information about deleted items, refer to the topic [Deleting Messages](#) .

- **Move to Deleted Items folder** - Deleted items will appear in the deleted items folder, which will need to regularly be emptied.
- **Auto-Purge Folder** - Remove the message and get rid of any other email messages that are marked for deletion.
- **Mark as deleted** - Does not actually delete the message. Flags the message for deletion, and it will not get removed until the folder is purged.
- **Mark as deleted and hide** - Does the same thing as "Mark as deleted" above. 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.

**Enable hover bar in tables** - In some browsers, the hover bar may take up too many resources.

Disabling this option will still allow you to click on rows to edit items and view email, but will not show the hover bar. This option has no effect if you are using the AJAX message listing.

## Compose

**Spell Check Dictionary** - Choose from any of the dictionaries that the administrator has installed on the server, or choose to auto-detect which dictionary to use from your browser's language setting.

Compose Format - Choose the method of email composing that you would like to use.

- HTML - Use this option if you wish to add stylistic elements to your emails
- Plain Text - Use this for a simple method of email editing. You will not be able to change colors or fonts, but your emails will generally be much smaller and readable on more email clients

Text Encoding - Choose the encoding that you wish to use for outgoing messages. Encodings define what character sets are used in messages you compose through the web interface.

Compose Window Size - Choose the edit window size from this drop down that best works with your browser. Recommended is small for resolutions smaller than or equal to 800x600, medium for 1024x768, and large for resolutions equal to or higher than 1280x1024.

Forwarding Method - There are several methods by which a message can be forwarded. Please see the list below to understand each of them.

- Normal - Includes original content, including font styles from original message, as part of the new message.
- Plain text only - Inserts the plain text version of the original message into the new message. This is useful if you want to exclude links or fonts.
- Embed as attachment - Attaches the original message to the new one. The message will not appear in the body of your message.

Reply Header Type - Choose whether to include a shortened basic header in your replies, or the full header instead. For most users, basic headers will be sufficient.

Reply Text Indicator - If your compose method is plain text, this character will get added to each line of the original message in order to distinguish it.

Include previous replies in reply - If checked, the message you are replying to will get embedded in the new message.

Save copy of replies in Sent Items folder - If checked, all messages you send from the web interface will get saved in the Sent Items folder. If you send many messages, you may need to regularly delete items from the sent items folder.

Signature - Add text to this area for a 'signature' that will display at the bottom of each email message that is composed in the web interface.

## Groups

This feature is available in Enterprise Edition only
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Check all of the user groups that this user belongs to. These groups are used for permissions in shared objects and the Global Address List.

Two user groups are pre-defined. These are "Everyone" which contains every user in the domain, and "Administrators" which contain all users marked as domain administrators for the domain.

## Plus Addressing

Plus Addressing is a feature that allows you to automatically filter incoming email into folders without pre-creating the folders or filters to deal with them. A detailed description of this feature can be found in the topic [Using Plus Addressing](#).

Plus Addressing Enabled - Check this box to turn on this feature. If this feature is disabled, the email will NOT be accepted.

Action - When a plus addressed email comes in, SmarterMail can act on it in several ways. See the list below for a description of each:

- 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 into your Inbox.

## Email Aliases

A user alias represents a forward to an actual email account. The sole purpose of a user alias is to forward email to other accounts. Aliases may not send mail, and may not log into the web mail.

### Managing Aliases

As a domain administrator, you can manage email aliases from the Email Aliases page in the Settings menu.

Add Alias - Similarly to adding a user, clicking this button will allow you to add a new user alias. More information about adding aliases can be found in the topic [Adding a User Alias](#).

Set Catch-All - A Catch-All is a special option set for a single alias. The alias assigned the catch-all will receive all email for a domain that is not targeted to an existing user or alias. Using a catch-all is usually not advised, as it gives spammers the idea that the email addresses are valid, and you may receive more spam as a result.

Edit an Alias - Edit an alias by clicking on the name of the alias in the table.

Deleting an Alias - To delete an alias, click on the delete link next to the alias name.

## Adding a User Alias

A user alias is an email address that forwards messages to a list of email addresses. 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.

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 begin adding a user alias, click on Add Alias from the Email Aliases page. After you fill out the fields on the page, click on Save to finish adding the alias.

Alias Name - Enter the name of the alias.

Emails - Enter the full email addresses of the users who should receive the mail sent to the alias.

Note: For more information on using the alias as a catch-all, see the topic [Using a Catch-All](#) .

## Mailing Lists

Mailing lists are a good way to send a message or series of messages to many people at once. Some people use mailing lists for newsletters, while others use them for product updates or discussion groups. A mailing list is similar to a user alias, but has much more functionality. Some advantages of mailing lists are shown below.

- Subscribers can enroll or remove themselves from the list automatically through email list serv commands.
- You can restrict the email addresses that are allowed to post to the list.
- You can automatically add headers and footers to emails sent to the list.
- Digest mode is available, which will send those subscribers summaries of all list emails for a period of time in a single message.

For more information about Mailing Lists, see the help topics in the [Mailing Lists \(List Serv\)](#) section.

Note: You may or may not see the mailing list options depending on the settings made by your administrator.

## User Groups

This feature is available in Enterprise Edition only

User groups are used to give specific roles or permissions to specific subsets of users on the domain.

By default, SmarterMail starts with the two user groups below:

- 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.

User groups are used when setting up permissions to shared resources.