



# Help for Domain Administrators

Help Documentation

# **Help for Domain Administrators**

## **Email**

### **Email Overview**

SmarterMail has many features that allow you to easily access and manage emails. For more information, see the Email Overview in the Email folder of the Help for Users section of the online help.

### **Message Archive Search**

This feature is only available in SmarterMail Enterprise edition.
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Message archiving is a method of storing all email traffic for a domain in a separate location on the mail server. Typically, this is a feature used for companies that need mail servers in compliance with the Sarbanes-Oxley Act of 2002.

To search the archive, click the Manage button in the main toolbar and click Message Archive Search in the left tree view. System administrators can search for a message by date range, the sender's address, the recipient's address, or the subject.

Domain administrators can also search the archive by clicking the Email button in the main toolbar and clicking Message Archive Search in the left tree view.

For more information on archiving, see Message Archiving .

## **Collaborate**

### **Collaborate Overview**

SmarterMail includes many popular collaboration tools, including contacts, calendars, tasks, and notes. For more information, see the Collaboration folder of the Help for Users section of the online help.

## Workspace

### Workspace Overview

SmarterMail makes it easy to read and manage news feeds with the Workspace. For more information, see the Workspace folder of the Help for Users section of the online help.

## Reports

### Reports Overview

System administrators, domain administrators, and individual users can use real-time mail server statistics, historical summary reporting, and detailed trend analysis at the system, domain, and user levels to understand the performance of their systems. With dozens of pre-defined reports, SmarterMail provides critical statistics that help system and domain administrators monitor their systems.

For more information, see the Reports folder of the Help for Users section of the online help.

## Settings

### My Settings

To edit your personal settings, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the My Settings folder and choose the appropriate settings page. For more information, see the My Settings folder of the Help for Users section of the online help.

## Domain Settings

### General Settings

Domain administrators will use this section to adjust any general domain settings. To access this section, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Domain Settings folder and click General Settings from the left tree view. The general settings will load in the content pane and the following tabs will be available:

**Skin Use this tab to choose a default skin for all of the mailboxes on a specific domain. Note: If the system administrator does not allow users or**

## domain administrators to override the system settings, this tab will not be visible.

- Default Skin - Select the skin you wish to set as the default from the list.
- Enable Users to Override Skin - Select this option to allow users to choose their own mailbox skin.

## 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

Use this tab to specify the following mailing list settings:

- Web Mail 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 enable XXX
- Deletion Bounce Threshold - The number of times a message to a specific subscriber may bounce before the subscriber removed from the mailing list. By default, the threshold is set to 5.
- Enable - Select this option to enable the deletion bounce threshold. By default, this setting is enabled.

## Users

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

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

To edit a user's settings, select the desired user and click Edit in the actions toolbar. 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 log in to SmarterMail.
- Authentication Mode - The authentication method used to log in to SmarterMail.
- Password - The corresponding password used to log in to Smartermail.
- Display Name - The name displayed on outgoing messages.
- Reply-to Email Address - The XXX
- Time Zone - The time zone the used.
- Mailbox Size Limit - The maximum size of the mailbox. By default, the maximum mailbox size is 100 MBs.
- Disable Password Changes - Select this option to prevent XXX.
- Hide from Global Address List - Select this option to remove the user from the Global Address List. Use this option on accounts that are not tied to real people, such as support@example.com.
  
- Enable POP Retrieval - Select this option to allow users to download email from POP mail servers.
- Enable IMAP Retrieval - Select this option to allow users to download email from IMAP mail servers.
- Disable Greylisting - Select this option to disable greylisting.
- Enable Outgoing Mail Signing - Select this option to enable mail signing for outgoing messages.

## Web Mail

Use this tab to specify the following Webmail settings:

- Initial Page on Login - The page users will see upon logging in to SmarterMail.
- Display Format - To specify the default format in which messages are displayed, select the appropriate option from the list.
  
- 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.
- 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.

- Sort Messages by - The order in which messages are displayed. By default, messages are displayed by date in descending in order.
- Auto Refresh Rate - How frequently SmarterMail checks for new messages.
- Items per Page - The number of emails that appear on each page.
- Upcoming Appointments - The number of days that appear in the Upcoming Appointments section of the My Today Page.
- 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 - XXX.
- 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 the placement of the preview pane, select the appropriate option from the list.
- Reports Chard Type - To specify how reports are displayed, select the appropriate option from the list.
- Enable Automatic Preview - Select this option to automatically display the first message of the folder you are viewing.
- Enable automatic mark as read for previewed messages - Select this option to automatically mark previewed messages as read.
- Disable automatic image loading in preview pane - Select this option to prevent images when viewing messages in the preview pane.
- Disable scroll bars in pulldown menus - Select this option to display items in longer menus in a scrollable list.
- Enable popups when reading messages - Select this option to load messages in a popup window when they are double-clicked.
- Enable popups when editing calendars - Select this option to load calendar appointments in a popup window when they are double-clicked.
- Enable popups when editing contacts - Select this option to load contacts in a popup window when they are double-clicked.
- Enable popups when editing notes - Select this option to load notes in a popup window when they are double-clicked.
- Enable popups when editing tasks - Select this option to load tasks in a popup window when

they are double-clicked.

- Enable Automatic Reminder Popup - Select this option to display reminders in popup windows.
- Disable reminders for appointments and tasks - Select this option to disable appointment and task reminders.
- Enable Sounds - Select this option to allow sound throughout SmarterMail.
- Enable Chart Animation - Select this option to enable animation for Silverlight charts.

## Compose

Use this tab to specify the following settings for writing emails:

- Compose Format - To select the default format in which messages are created, select the appropriate option from the list.
- HTML - Use this option if you wish to add stylistic elements to your emails.
- 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.
- Compose Font - To specify the default font and font size for emails, select the appropriate option from the list.
- Text Encoding - To specify the character set used in messages composed through the Web interface, 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.
- 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 or fonts.
- Embed as Attachment - Attaches the original message to the new one. 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 you are writing, select the appropriate option from the list.
- 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.
- Reply Text Indicator - The character appended to the beginning of each line of the original message in a message reply.

- Enable inclusion of previous replies in reply - Select this option to embed the text of the original message in a message reply.
- 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 popup for new messages and replies - Select this option to compose or reply to messages in a new popup window.
- Enable read receipts by default - Select this option to create read receipts for all outgoing messages.
- Enable trusted sender for Webmail recipients - Select this option to add email addresses to which you have sent mail to your trusted senders list.

## **Forwarding Use this tab to set up SmarterMail to forward received messages to another email account.**

- Forwarding Address - The email address to which messages will be forwarded.
- Enable deletion of message on forward - Select this option to automatically delete messages from your SmarterMail inbox after they are forwarded.

## **Groups**

This feature is only available in SmarterMail Enterprise edition.

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. 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.
- Enabled - Check this box to enable throttling for outgoing messages.
- Outgoing Bandwidth per Hour - The total number of MBs sent by the domain per hour. By default, the outgoing bandwidth is 100.
- Enabled - Check this box to enable throttling for bandwidth.



## Plus Addressing

Plus Addressing is a feature of SmarterMail that allows you to automatically filter your incoming email without creating content filtering rules first. For more information, see [Plus Addressing](#) .

- 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 - Check this box to enable plus addressing.

## Service Access

This tab indicates a user's access to POP, IMAP, SMTP and Webmail services.

- 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 Web Mail Access - Select this option to allow users to log in to SmarterMail from the Webmail interface.

## 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** - Click the New icon on the actions toolbar to begin the process of adding a new alias. More information about adding aliases can be found in the topic [Adding a User Alias](#) .

**Edit an Alias** - Edit an alias by clicking on the name of the alias in the table and selecting the Edit icon

from the actions toolbar, or right-click over a selected alias and select Edit , or double click the name of the alias.

Deleting an Alias - To delete an alias, select the alias you would like to delete and then either click the Delete icon from the actions toolbar, or right-click above the alias and select Delete .

## Domain Content Filtering

Domain content filtering allows you to create the same types of content filters as you can in Content Filtering, 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, please refer to the topic 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 filter only items that affect the entire domain.

## Spam Filtering

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.

To view your spam filtering settings, click the Settings button on the main toolbar and click the Settings navigation pane. Then expand the Domain Settings folder and click Spam Filtering in the left tree view.

### 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.

## Signatures

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 button in the main toolbar and then click the Settings navigation pane. Then expand the Domain Settings folder and click Signatures in the left tree view. 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 New in the actions toolbar and complete the appropriate fields. To edit an existing signature, select the desired signature and click Edit in the actions toolbar.

## Notification Profiles

Customize notification profiles for any group on your account. Assign events to your profiles which can utilize any number of notifications such as reminders, SMS, or Email.

To set your profile, click the Settings button on the main toolbar, then select Notification Profiles from the Settings folder tree view.

Adding a Profile - To add a new profile, click the New icon from the actions toolbar.

- Name - This can be any name that will help you recognize this profile.
- Email Address - If you would like a reminder sent to an email, enter it here and check the enable box.
- SMS Email - If you would like a reminder sent as a text message, enter it here and check the enable box.
- Enable Reminders - Check this box if you would like a popup window reminder for Tasks and Appointments.

Once you have completed all boxes to your satisfaction, click the Save icon from the actions toolbar.

Edit a Profile - Editing a profile can be done in three different ways:

- Select the profile that you would like to edit and then click the Edit icon from the actions toolbar, or
- Move your mouse over the profile you want to edit and right-click, then select Edit from the drop down menu, or
- Double-click the profile that you would like to edit

Deleting a Profile - Deleting a profile can be done two different ways:

- Select the profile that you would like to delete and then click the Delete icon from the action toolbar, or
- Move your mouse over the profile you want to delete and right-click, then select Delete from the drop down menu

Searching a Profile - To search your profiles, first click the Search icon from the actions toolbar.

Another toolbar will appear under the actions toolbar with two boxes to populate. The first box asks for the search criteria that you would like to search for. The second box is a drop down list looking for what fields you want to search through—All Fields, Name, and Type.

## [Mailing Lists](#)

## **Mailing Lists**

A mailing list is a collection of names and email addresses used by an individual or an organization to

send messages to multiple recipients. For example, many companies use mailing lists to email newsletters, promotional offers, or information about product updates to subscribers.

To view the mailing lists for your domain, click the Settings in the main toolbar and click the Settings navigation pane. Then expand the Domain Settings and Mailing Lists folders and click Mailing Lists in the left tree view. 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.

The following actions are available from the actions 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.

## **Mailing List Messages**

SmaterMail's mailing list feature combines the functionality of discussion and announcement lists and can be used to send both types of messages. To create a new mailing list message, click Email in the main toolbar and click New Mailing List Message in the left tree view. This will load a new message window, which you can use to compose the new mailing list message.

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.

## Create a New Mailing List

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

### List Settings

Use this tab to edit the following mailing list settings:

- Name - The name of the mailing list. SmarterMail will use the name to create the email address associated to this mailing list.
- Moderator - The "owner" of the mailing list. The moderator must be a user in your 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 must send the password in the subject enclosed by brackets and colons. For example, Subject: [: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 when anyone, regardless of whether they are subscribed to the list or not, sends an email to the list, it will be sent out to all members. Note: This setting can cause abuse if it is not closely monitored.
- 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.
- Moderators Only - If the moderator is set as the post option, only the moderator will be able to post to the list. This means that no one else, not even list subscribers, will be able to post.
- List To Address - The email address that will display in the To field when a subscriber receives a mailing list message.
- List From Address - The email address that will display in the From field when a subscriber receives a mailing list message.
- List Reply To Address - The email address that will display in the Reply To field when a subscriber receives a mailing list message.
- 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 through filter posts.

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

- Enable Digest Mode - Select this option to enable digest mode. For more information, see the Digest Settings tab.
- Enable Replies to List - Select this option to allow subscribers to send replies to the entire mailing list. If this option is disabled, the reply will be sent to the person who posted the original message on the list.
- 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.
- 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 confirmation to new subscribers.
- 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 appropriate 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. Note: This tab is not visible if you are creating a new mailing list.

## Throttling

Throttling allows domain administrators to limit the number of messages and/or how much bandwidth a mailing list can use. Use this tab to edit the following throttling settings:

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



- Enabled - Check this box to enable throttling for outgoing messages.
- Outgoing Bandwidth per Hour - The total number of MBs sent by the mailing list per hour. By default, the outgoing bandwidth is 100.
- Enabled - Check this box to enable throttling for bandwidth.

## Subscribers

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 in the main toolbar and click the Settings navigation pane. Then expand the Domain Settings and Mailing Lists folders and click Subscribers in the left tree view. A list of subscribers 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.
- Email Address - The email address of the subscriber.
- Bounces - The number of bounced messages to the subscriber.

The following actions are available from the actions toolbar:

- New - Clicking this button will allow the domain administrator to add a new subscriber.
- Edit - Clicking this button will allow the domain administrator to edit subscriber details.
- Delete - Clicking this button will allow the domain administrator to delete a subscriber.
- Search - Clicking this button will allow the domain administrator to search for a specific subscriber by email address or by any defined subscriber fields.
- Upload - Clicking this button will allow the domain administrator to upload a list of subscribers to the mailing list. Note: Only CSV files can be uploaded.
- Download - Clicking this button will allow the domain administrator 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 actions 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 button in the main toolbar and then click the Settings navigation pane. Then expand the Domain Settings and Mailing Lists folders and click Mailing Lists in the left tree view. Select the desired mailing list and click Edit. Then click Subscribers in the actions toolbar and click Digest Subscribers .

## Subscriber Fields

Use subscriber fields to create custom fields to gather and manage information about subscribers. Subscriber fields are also used as variables in mailing list templates and can be used to include personal information about the subscriber when conducting a mail merge.

## Templates

Domain administrators can create custom templates to send emails to the mailing list. For example, an organization can build a newsletter template complete with graphics and company information that the marketing department can use to send quarterly newsletters to internal and external customers. Product managers can also create a product update template to keep subscribers updated on the latest information on specific products.

To view the mailing list templates for your domain, click the Settings button in the main toolbar and then click the Settings navigation pane. Then expand the Domain Settings and Mailing Lists folders and click Templates in the left tree view. A list of templates will load in the content pane.

To create a new template, click New in the actions toolbar. To edit an existing template, select the desired template and click Edit in the actions toolbar.

To create a new mailing list message using a template, click the Email button in the main toolbar and click New Mailing List Message in the left tree view. This will open a new mailing list message window that you can use to compose an email to the mailing list. To load a template into the new message, select the appropriate template from the Template field.

## Advanced Settings

### Domain Aliases

A Domain Alias is an alias for a secondary domain name that points to an existing email account on the server under an existing primary domain name.

For example, a full email address requires a user name and a domain name (ex. user@example.com). If you add a domain alias on a secondary domain like "example-alias.com" then not only will "user@example.com" be valid, but the same mailbox will also work with "user@example-alias.com". If an email was sent to both emails then the "user" mailbox would get two copies of the emails.

To get started, click the Settings button on the main toolbar, and then select Domain Aliases under the Filtering folder in the Domain Settings tree view.

Notes:

- Messages cannot be retrieved with a domain alias email address unless the domain is properly registered at a domain registrar.
- The mail exchange (MX) record for the domain being added must already be pointing at the server prior to this process. This 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

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 button in the main toolbar and click the Settings navigation pane. Then expand the Domain Settings and Advanced Settings folders and click Mail Signing in the left tree view.

### 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.

## Domain Folder Auto-Clean

Domain Folder Auto-Clean is a method for limiting how much of your account disk space is used by the Junk E-Mail, Sent Items, and Deleted Items folders. By placing limits on the size of these folders, you can help ensure that your domain accounts do not fill up unnecessarily. Oldest messages will be deleted from the folders first. If you override the auto-clean settings, the settings you choose will trickle down to your users.

To get started, click the Settings button on the main toolbar, and then select Folder Auto Clean under the Filtering folder in the My Settings tree view .

Note: Depending on the policies your administrator has established, you may or may not be able to change the settings on this page.

Note: If auto-clean is active on a folder, messages will get deleted from it eventually, so do not keep messages in that folder if you want to keep them.

## Options

Use default auto-clean settings - Choosing this option will let you adopt the policy of your system administrator. If the administrator changes the policy, yours will automatically change with it. You can see the current policy on the Folders tab when this option is active.

Override auto-clean settings for this account - Choose this option to override the settings. Any changes you make will not be affected if the administrator changes the policy, unless they disable overrides.

Enable users to override auto-clean settings - Enable this to allow end users to declare their own auto clean settings.

## Folder Settings

If you are using the default auto-clean settings set up by your administrator, you will be shown them on this tab.

In the case that you have chosen to override the settings, click the Add Rule icon on the actions toolbar to get started.

Folder - Select the folder you would like to set auto-clean settings for.

Type - This will allow you to choose what rule you want the auto clean to follow, size or date.

Folder size BEFORE auto-clean - Once the folder reaches this size (in megabytes), the auto-clean process is started, and older messages are cleaned.

Folder size AFTER auto-clean - This is the goal size for the auto-clean process. It will try to delete older messages until the folder gets to this size. This number should always be lower than the "before" number.

## Import LDAP Users

This feature is only available in SmarterMail Enterprise edition.

Domain administrators can add new SmarterMail users via the LDAP protocol. To import new users, type the LDAP binding string in the field.

## User Groups

This feature is only available in SmarterMail Enterprise edition.

User groups are used to give permissions to specific subsets of users on the domain to access shared resources. By default, SmarterMail starts with the two user groups below which are considered "special" groups and thus 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.

## Default User Settings

Default user settings apply to all new email users added in your domain. Editing the default settings does not change users that are already in place in your domain.

The default user settings are almost identical to those found when adding a user. For more information on these settings, refer to [Users](#) .

## User Propagation

Domain Administrators have the ability to make changes to their domain and then carry those changes to a specific user, or can implement those changes for all users on their domain.

To get started, click the Settings button on the main toolbar, then select User Propagation from the Advanced Settings tree view.

Once all changes are made to your satisfaction, click the Propagate Now icon from the actions toolbar. This will make all changes for either your use you specified or the entire domain.

## Additional Help Topics

### Listserv commands

Listserv commands allow you to control the list through commands sent in email messages to the cistserv sommand address. By default, the command address for a domain is "STServ@example.com", where example is the name of your domain. However, your system administrator may change this command address.

To send a command, compose an email to the command address with the command in the body of the message. The subject of the message is ignored.

### Available Commands

Note: Any references to listname should be replaced with the list you are trying to use.

Help listname - Replies to the email with the contents of the Help system message for that list.

List - Replies to the email with a list of all available lists.

List listname - Replies to the email with a list of all subscribers for a particular list. Note: This command can be disabled by the domain administrator.

Subscribe listname - Adds your email address to the subscribers list of the mailing list. Note: This command can be disabled by the domain administrator.

Unsubscribe listname - Removes your email address from the subscribers list for the mailing list referenced by listname.

Set mode digest listname - Sets your email address to receive emails in digest mode, which will send all messages for the list combined into one email at regular intervals.

Set mode standard listname - Sets your email address to receive emails in standard mode (the default), which will send messages one at a time to your email account.

## Using a Catch-All

A catch-all alias can be established that can receive all incoming email that goes to invalid email addresses within your domain. You may want to do this, for example, if customers frequently send to accounts that do not really exist. In general, however, use of a catch-all alias is not recommended , as it makes you more prone to harvesting attacks.

To set a catch-all alias, first create an alias in your domain to be the catch-all. Then click the Settings button on the main toolbar and select Alias in the Accounts folder under the Domain Settings tree view. Click the Set Catch-All icon on the action toolbar and choose the alias you wish to use as the catch-all, and click on the Save icon from the actions toolbar.

Note: It is important to never set an auto-responder on an email account that the catch-all forwards to, as it may result in spammers sending more email to your domain. In addition, an increase in bandwidth usage will result. If you do not see the option for adding a catch-all, please contact your system administrator as they may have disabled the option.