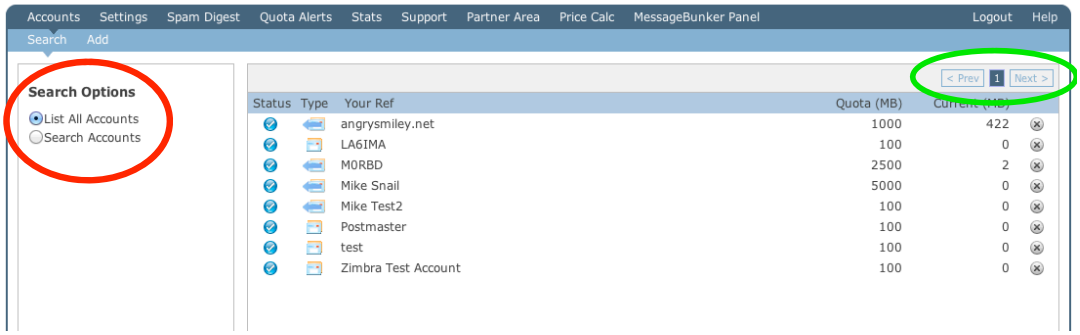
A quick guide to your Partner Control Panel

This document is designed to give a quick overview of the Control Panel, along with some of the features and tools it contains. For specific service set up instructions please refer to the relevant documents available on the Partner Portal.

Accounts > Search

By default the “Search Options” function displays your accounts - with a maximum of 25 instances displayed per page. You browse between page using the pagination tabs (marked green).



Account listings explained

Status: By default when an account is enabled a blue icon is displayed. To suspend an account simply click on the blue icon.

Status Icons: Enabled Disabled

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Type: Displays account type it's either a standard IMAP/POP3 account, or an SMTP forwarding account.

Type Icons: IMAP/POP3 SMTP forwarding

Your Ref: The reference you have given to this account (see creating an account, account settings).

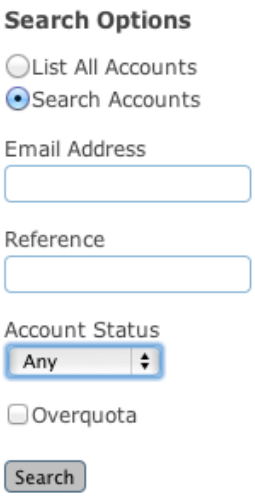
Quota (MB): This is the total account quota which is evenly distributed between the account mailboxes.

Current (MB): Displays current account quota usage - when an account goes over quota the digits under this section turn red.

Delete Account button/icon: Clicking this icon with bring up dialogue on whether you want to remove an account or not.

Specific Account Search:

Selecting the "Search Accounts" allows you to search for an account/or an mailbox using specified key word/criteria.



Email Address: Type parts, or whole email address - this will return any matching account(s).

Reference: Search on Reference/Account name - this will return any matching account(s).

Account Status: You can also search by status - valid options here are:

Any = (both active/suspended), Normal and Suspended.

If the **Overquota** tickbox is selected - only accounts that are overquota will be returned.

Adding Accounts

Please refer to the following documents for details of how to add and administer different types of account:

- APM0044 SMTP Forwarding procedure
- APM0177 Zimbra setup Procedure
- APM0184 Partner Control Panel - Setting Up IMAP and POP3

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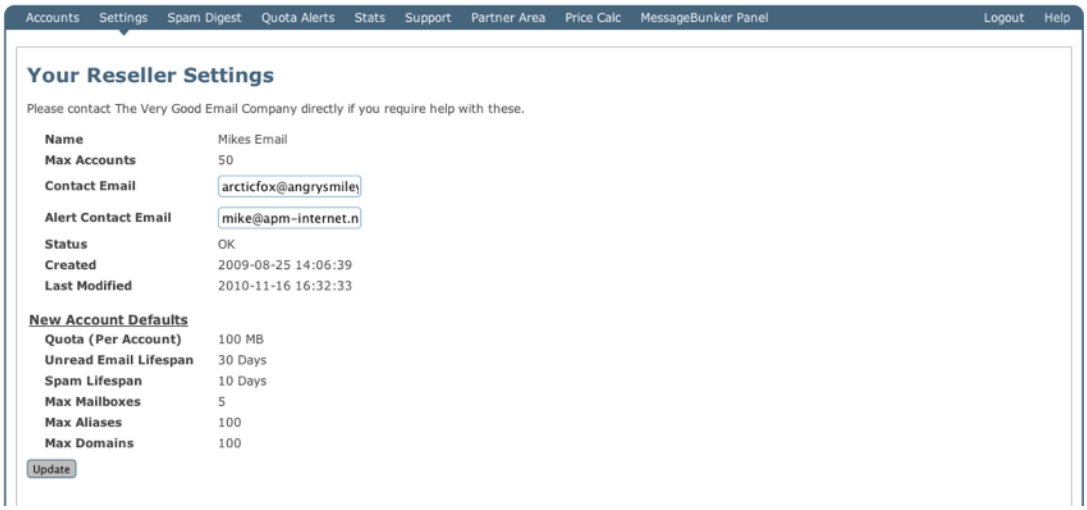
Settings



Most of the the “Reseller Settings” are setup during account creation and are not user editable (*they can be changed upon request).*

Name: Your company name.
Max Accounts: Max mailboxes.

Contact Email: Your contact email address.
Alert Contact Email: Email address you want us to send system alerts to.

The two entries above can be changed by yourself.

Status: The status of your account.
Created: When your account was added to our system.
Last Modified: Last time your account was modified by us.

New Account Details are defaults that will apply to each new account you create under your reseller account (defaults shown above).

Quota: Total quota applied between all the account mailboxes.
Email Lifespan: Lifespan of unread emails under the Inbox:
POP3 - includes all emails
IMAP - includes all emails not responded to
SMTP - includes all emails
Spam Lifespan: Lifespan of email in the spam folder
Max Mailboxes: Initial amount of mailboxes allowed for the account
Max Aliases: Max Aliases this account can create.

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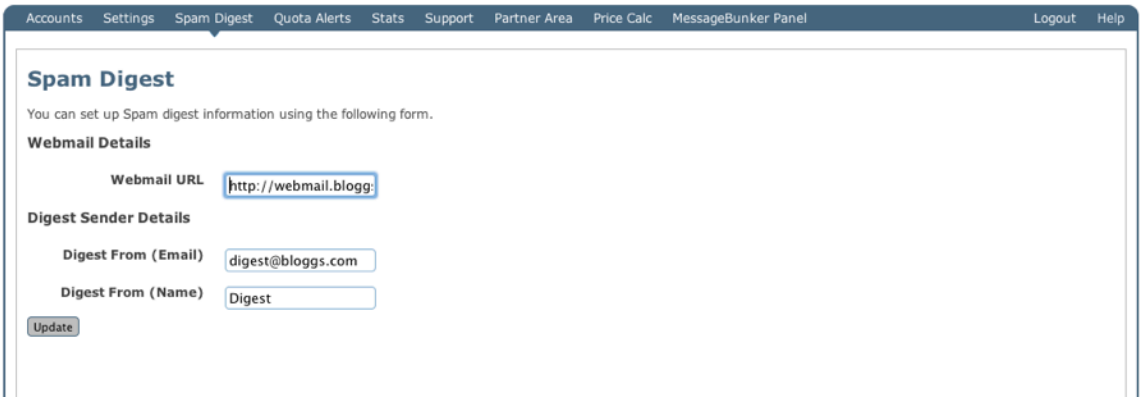
Max Domains: Max Domains a new account can create.

The above defaults can be altered during and after account setup.

Spam Digest



In this section you can control some content in the daily digest your end users will receive (those who have enabled this feature).

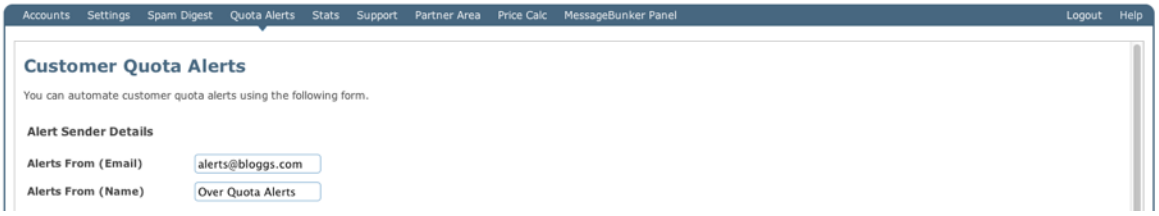
Webmail URL: The webmail URL used to access the Quarantine folder

Digest Sender Details

Digest From (Email) : Sets the email address these messages will be sent as.
Digest From (Name): Sets the name of the sender.

Quota Alerts.

This section allows you to configure the quota alerts your customers will receive



Alerts From (Email): The email address the alerts are sent from
Alerts From (Name): The name of the sender

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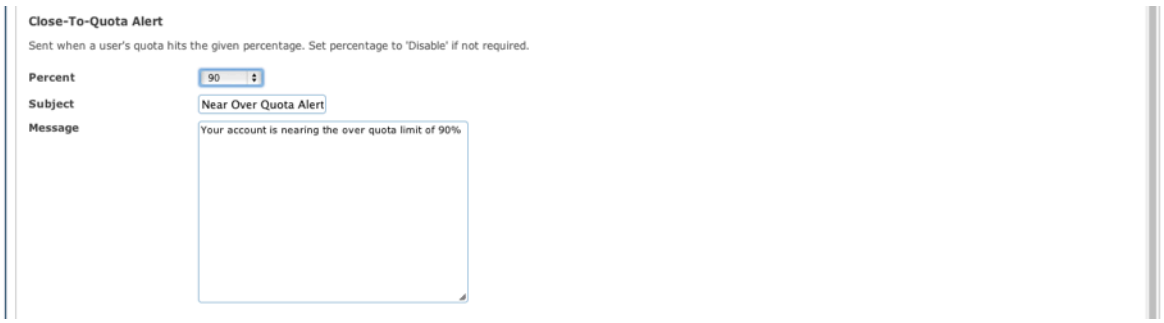
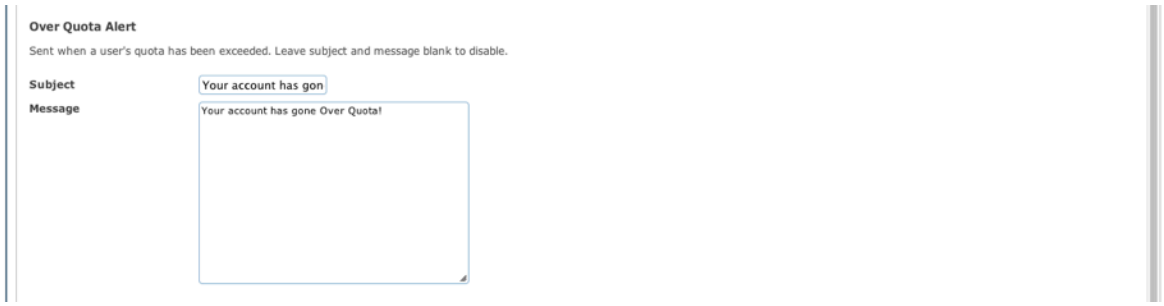
Close-To-Quota Alert



Percent: Decides when to send a close to quota alert - options here are “Disabled” and 10-90% (in 10% increments), 95% and 99%.

Subject and Message: The subject and message when an account is near over quota.

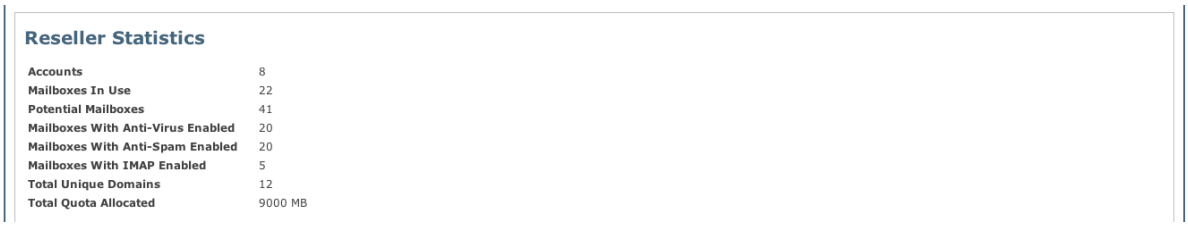


Over Quota Alert

Subject and Message: The subject and message when an account is near over quota.

Reseller Statistics

This section sums up your current reseller account usage:



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Support

This section takes you to a statistics page. Use your Postmaster login/password in order to access.

Partner Portal

partner.verygoodemail.com

Your one-stop-shop for information on services, support tools and collateral, billing information, pricing tool and control panels.

Your login and password details (e.g. postmaster@domain) are the same as those for your Partner Control Panel. Once logged in you'll have access to add fellow users and give them their own logins and passwords (if not already done).

Price Calc: The Reseller Pricing Calculator allows you to calculate how much different accounts/services offered by The Very Good Email Company will cost you.

Variables such as Partner Discount are unique to your account - and are pre-populated for you. If you need more information regarding this then please contact partner@verygoodemail.com

MessageBunker Panel

Please see ***APM0182 MessageBunker Partner Control Panel*** document for more info on how to use this feature.

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