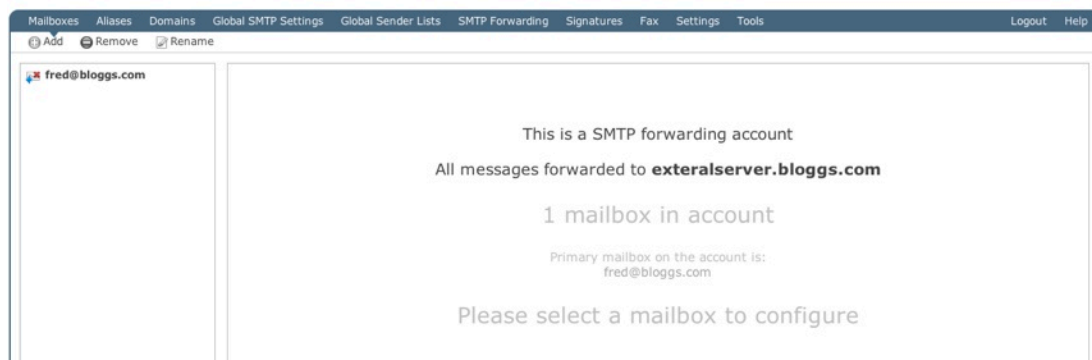




A quick guide to the User Control Panel (for Partners)

After logging in you will see the following - default view is your current mailbox listing.



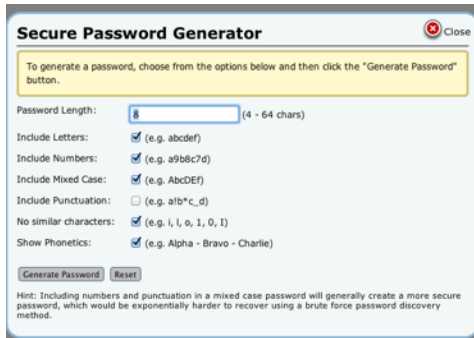
Adding a new mailbox (Mailboxes - Add).

Add Mailbox

| | | | |
|---|--|---|---|
| Email Address | <input type="text" value="fredir"/> | @ | <input type="text" value="bloggs.com"/> |
| Mailbox Password | <input type="password" value="....."/> | <input type="button" value="Password generator"/> | |
| Confirm Password | <input type="password" value="....."/> | | |
| <input type="button" value="Add"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/> | | | |

Email Address: The email address has to be entered in **user@domain** form - the user part is entered in the text field. Select the domain from the drop down (Additional domains can be added under “Domains”).

Mailbox Password/Confirm Password: The account password - either of your choice, or generated automatically by pressing the “Password generator” button. The following window should appear:



The image shows a 'Secure Password Generator' dialog box. It has a title bar with a 'Close' button. Below the title bar is a yellow instruction box: 'To generate a password, choose from the options below and then click the "Generate Password" button.' The main area contains several options: 'Password Length:' with a text box containing '8' and '(4 - 64 chars)'; 'Include Letters:' with a checked checkbox and '(e.g. abcdef)'; 'Include Numbers:' with a checked checkbox and '(e.g. a9b8c7d)'; 'Include Mixed Case:' with a checked checkbox and '(e.g. AbcDEF)'; 'Include Punctuation:' with an unchecked checkbox and '(e.g. a!b*c_d)'; 'No similar characters:' with a checked checkbox and '(e.g. i, l, o, 1, 0, I)'; and 'Show Phonetics:' with a checked checkbox and '(e.g. Alpha - Bravo - Charlie)'. At the bottom are 'Generate Password' and 'Reset' buttons. A hint at the very bottom states: 'Hint: Including numbers and punctuation in a mixed case password will generally create a more secure password, which would be exponentially harder to recover using a brute force password discovery method.'

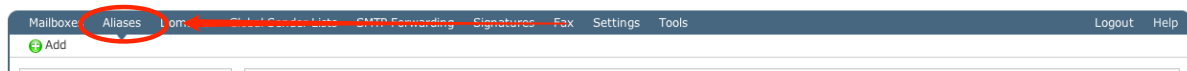
Here you can set several options with regard to password generation, selecting the “Generate Password” button will open a dialogue inside the existing window (as seen below).

Double click your option and select on “Copy to form” which will populate the “Password” box in the main window and close this pop-up.



The image shows the same 'Secure Password Generator' dialog box, but now it has a 'Password' field at the top containing 'RSkGAJcR' and a 'Copy to form' button. Below this is a 'Phonetic Pronunciation' field containing 'ROMEO - SIERRA - kilo - GOLF - ALPHA - Juliet - charlie - ROMEO'. The rest of the dialog box, including the options and buttons, remains the same as in the previous image.

Adding a new alias.



From the menu select “Aliases” - “Add”. The following window will appear:

Add New Alias

The 'Add New Alias' form includes a checkbox for 'Add multiple aliases'. The 'Email Address' field contains 'postmaster' and a dropdown menu shows 'bloggs.com'. Below this, the 'Available addresses' list contains 'fred@bloggs.com'. Between the lists are 'add >>' and '<< remove' buttons. The 'Alias destination' field is empty. At the bottom are 'Add', 'Reset', and 'Close' buttons.

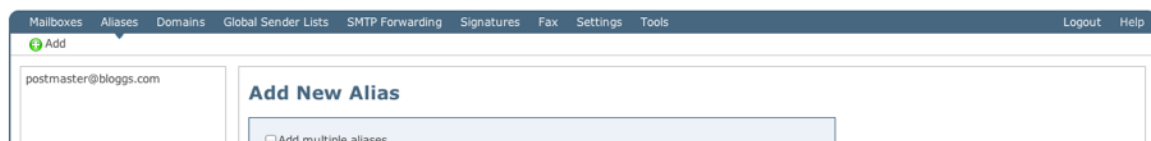
Email Address: Type in the username part in the text field and select the domain from the drop-down list.

Available address: Shows the list of available email addresses which can be added to the alias.

Add >>/<< Remove: Adds/Removes email address from the alias.

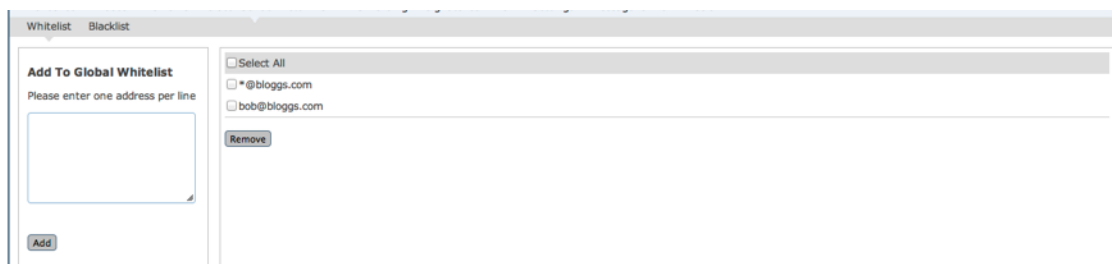
Alias destination: Email address added to this alias.

When you are happy with your selection select “Add” - the new alias will be displayed in the list of aliases (shown below).



Domains: To add a new domain - select “Domains” and add the new domain in the text box and select “Add”.

Global Sender Lists: is a black/white list function that applies to all mailboxes under your account.



The screenshot shows the 'Whitelist' tab of the Global Sender Lists interface. On the left, there is a section titled 'Add To Global Whitelist' with a text box for entering addresses and an 'Add' button. On the right, there is a list of entries with checkboxes for selection. The entries are '*@bloggs.com' and 'bob@bloggs.com'. A 'Remove' button is located below the list.

Whitelist / Blacklists: Click to select list accordingly.

The same procedure applies whether adding/removing entries to both the whitelist and blacklist. The procedure using the whitelist is described below.

Add To Global Whitelist: Put the entries you want to whitelist in the text box. You can whitelist individual email address, or whole domains, using a wildcard by typing in *@domain.

To remove an entry - mark the individual entry, or select all by ticking the "Select All" option, and press the "Remove" button.

SMTP Forwarding (Gateway Account)

Note: This feature cannot be enabled/disabled by the end user. However Partners can manage this using the control Panel under SMTP forwarding - making it available to the customer.



The screenshot shows the 'SMTP Forwarding' configuration page. It includes a navigation bar with links like Mailboxes, Aliases, Domains, Global SMTP Settings, Global Sender Lists, SMTP Forwarding, Signatures, Fax, Settings, Tools, Logout, and Help. The main content area has fields for 'Forward to' (with a value of 'externalserver'), 'Max Concurrent Connections' (with a value of '5'), and 'Apply To' (with a checked checkbox for 'fred@bloggs.com'). An 'Apply' button is at the bottom.

Forward to: The destination server we will forward the messages to via SMTP.

Max Concurrent Connections: Max number of connections we will open to the remote server.

Apply To: Which account the SMTP forwarding will apply to.

Auto Signatures

The end user can specify their own company/account wide signatures which can be attached to every outbound email from their account.



Add these signature to all outbound emails - tick-box enables global signatures.

Plan Text Signature: The signature that is attached to all plain text emails.



HTML Signature: The signature that will be attached to all HTML formatted emails.

Fax: The fax feature will only apply to numbers that have previously been added by the Partner.



Fax - Settings; the default view lists the accounts numbers - by selecting a number you can edit additional settings for that number.

Fax settings for 08723529082

Inbound

| | |
|-------------------|--|
| Receiving status | Enabled |
| Receiving address | <input type="text" value="fred@bloggs.com"/> |
| Format | <input type="button" value="PDF Format"/> |
| History | 0 faxes received. |

Received status: Displays whether the number is active, or not.

Receiving address: Destination email address(es) - to receive to multiple address simply separate any additional address with a comma.

Format: The format faxes will be received in - options here are PDF (default) and TIFF.

History: History of previously received faxes.

Outbound

| | |
|--------------------|---|
| Sending status | Enabled |
| Sending credits | 1 |
| Authorised senders | <div><input type="text"/> <div><div>fred@bloggs.com</div><div>Add</div></div><div><div>Remove</div></div></div> |
| History | 0 faxes sent. |

restrictions: **Open**

Sending status: Whether sending is enabled.

Sending credits: Amount of sending credits available (this has to be added by the Partner).

Authorised senders: The list of authorised senders which can send using this account.

History: The history of sent faxes.

Restrictions: Outbound restrictions placed on the account (default Open).

Account Settings:

| | |
|--|-----------------------------------|
| Account Settings | |
| Your Reference | Fred Bloggs |
| Current Quota Usage | 0 KBytes (0% of quota) |
| Account Quota | 100 MB |
| Maximum Mailboxes For This Account | 5 |
| Maximum Domains For This Account | 100 |
| Maximum Aliases For This Account | 100 |
| Default Spam Sensitivity Setting For New Mailboxes | <input type="range"/> 5 (Highest) |
| Default Virus Settings For New Mailboxes | Enabled |

The first options are only editable by the Partner:

Default Spam Sensitivity For New Mailboxes:

This slider decides the Anti-Spam level. It ranges from 1 to 5 where 1 is the lowest level of protection. Level 5 is Level 4 + IP reputation.

We recommend using at least level 4 and whitelisting to filter out spam.

Default Anti-Virus Settings: Defines whether this account will have anti-virus enabled by default.

| | |
|--|--------------------------------------|
| Default Max Mail Age | <input type="text" value="30"/> Days |
| Default Max Spam Age | <input type="text" value="10"/> Days |
| IP addresses permitted to send without authorisation | <input type="text"/> |
| IMAP Access | Enabled |
| Created On | 2012-09-04 15:11:27 |
| Last Modified | 2012-10-15 14:29:18 |
| <input type="button" value="Update"/> | |

Default Mail Age: The duration any unread emails will stay in the inbox before being purged.

Default Spam Age: The duration any unread spam emails will stay in the inbox before purged.

If SMTP Forwarding is enabled for the account the following option will also be visible:

IP addresses permitted to send without authorisation: Use this option if you would like to smart-host through the service and your server does not support authentication. A maximum of two IP addresses can be specified using the Control Panel.

IMAP Access: Whether to enable IMAP access for the mailboxes. We recommend having this enabled (default is Off/POP3).

Created On / Last Modified: Account creation and modification dates.

A collection of utilities geared towards helping diagnosing issues with your account.

The screenshot shows the 'Tools' section of the Partner Control Panel. The 'Mailbox sizes' tool is selected. It displays a table of mailbox sizes for the account 'fred@bloggs.com'. The table has two columns: 'Mailbox' and 'Size / Status'. The data shows that the total mailbox size is 0 KB, and the 'Inbox' and 'Spam' folders are also 0 KB. A 'Notes' box explains that the total mailbox size is shown in bold next to the email address and that clicking an arrow next to the email address will view the breakdown of mailbox usage by folder.

| Mailbox | Size / Status |
|------------------------|---------------|
| fred@bloggs.com | 0 KB |
| Inbox | 0 KB |
| Spam | 0 KB |

Mailbox sizes will display the actual realtime account/mailbox disk usage split down to individual folders.

The screenshot shows the 'Send test spam/virus' tool. It provides instructions on how to use the tool to test spam filters and anti-virus systems. It offers two options: 'A 'spam' email' which contains a GTUBE code, and 'An 'infected' email' which contains an EICAR test code. A form allows the user to select the type of test (Spam or Infected) and the email address (fred@bloggs.com), and then click the 'Test' button.

Choose Between:

- A 'spam' email - This contains the GTUBE code, used to test spam filters
- An 'infected' email - This contains the EICAR Test Code used to test anti-virus systems - [not a real virus!](#)

Send a email to

Send test spam/virus allows sending a spam/virus test to select local mailbox - useful for testing filter settings.

The screenshot shows the 'Send test email' tool. It provides instructions on how to use the tool to test email delivery. A form allows the user to enter an email address (fred@bloggs.com) and click the 'Test' button.

Send an email to

Send test email allows sending a test email to selected local account.

The screenshot displays the 'Tools' sidebar on the left with four buttons: 'Mailbox sizes', 'Send test spam/virus', 'Send test email', and 'Firewalling test'. The 'Firewalling test' button is highlighted. The main content area is titled 'Firewalling test' and contains the following text: 'This test makes sure your firewall is open on port 25 (where all filtered email is delivered to). To attempt a connection from this server to your mail server click the 'Test' button.' Below this text is a form with the label 'Attempt a connection to:' followed by the text 'externalserver.bloggs.com' and a 'Test' button.

Fire-wallling test If you are using SMTP forwarding then you can test whether your server only allows connections from our network.