



The
Very Good Email
Company

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.

The screenshot shows a user interface for managing mailboxes. At the top, there is a navigation bar with links: Mailboxes, Aliases, Domains, Global SMTP Settings, Global Sender Lists, SMTP Forwarding, Signatures, Fax, Settings, and Tools. On the far right, there are Logout and Help links. Below the navigation bar, there are buttons for Add, Remove, and Rename. A list of mailboxes is displayed, with one entry highlighted: fred@bloggs.com. To the right of the list, there is descriptive text: "This is a SMTP forwarding account", "All messages forwarded to **externalserver.bloggs.com**", "1 mailbox in account", and "Primary mailbox on the account is: fred@bloggs.com". At the bottom, a message says "Please select a mailbox to configure".

Adding a new mailbox (Mailboxes - Add).

Add Mailbox

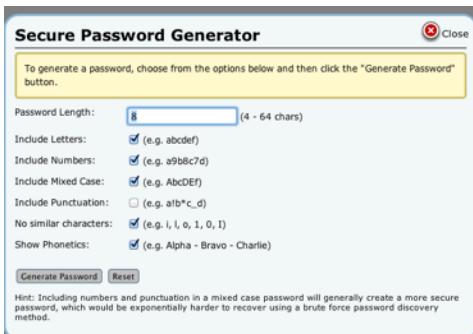
Form fields:

- Email Address:
- Domain:
- Mailbox Password:
- Confirm Password:
- Buttons: Add, Reset, Cancel

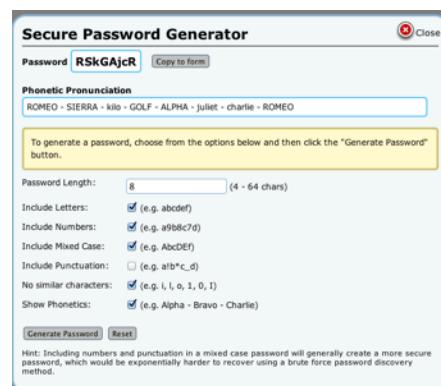
Email Address: The email address has to be entered in **user@domain** form - the user part is entered in the text field. Select the domain from the drop down (Additional domains can be added under “Domains”).

Partner Control Panel: User Control Panel

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:

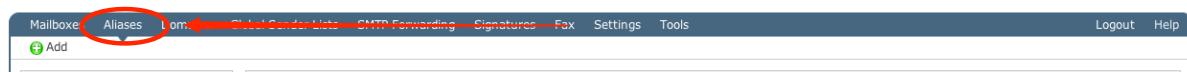


Here you can set several options with regard to password generation, selecting the “Generate Password” button will open a dialogue inside the existing window (as seen below).



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.

Adding a new alias.



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

Partner Control Panel: User Control Panel

Add New Alias

□ Add multiple aliases

Email Address @

Available addresses
fred@bloggs.com

Alias destination

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).

Mailboxes Aliases Domains Global Sender Lists SMTP Forwarding Signatures Fax Settings Tools Logout Help

postmaster@bloggs.com

Add New Alias

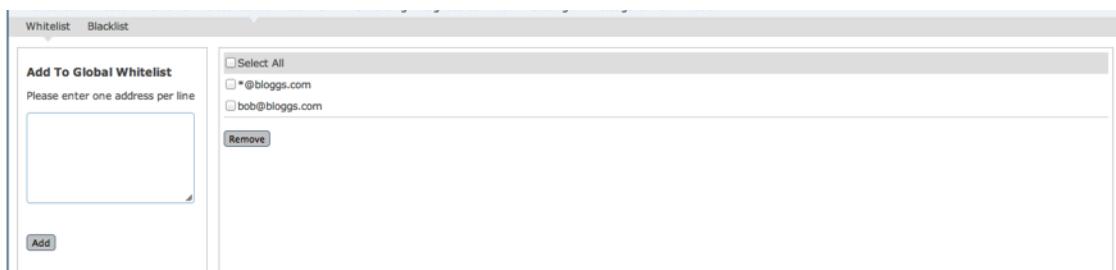
□ Add multiple aliases

Available addresses
fred@bloggs.com

Alias destination

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.



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.



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

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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.

Plain 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.



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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	fred@bloggs.com
Format	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	<table><tbody><tr><td>fred@bloggs.com</td><td>Add</td><td>Remove</td></tr></tbody></table>	fred@bloggs.com	Add	Remove
fred@bloggs.com	Add	Remove		
History	0 faxes sent.			

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:



The screenshot shows the 'Account Settings' page for a user named 'Fred Bloggs'. The page displays the following information:

Setting	Value
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	5 (Highest)
Default Virus Settings For New Mailboxes	Enabled

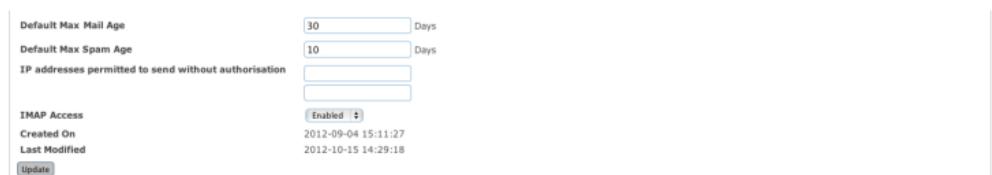
The first options are only editable by the Partner:

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.



The screenshot shows the 'Account Settings' page with the following details:

Setting	Value
Default Max Mail Age	30 Days
Default Max Spam Age	10 Days
IP addresses permitted to send without authorisation	(Two empty text input fields)
IMAP Access	Enabled
Created On	2012-09-04 15:11:27
Last Modified	2012-10-15 14:29:18

Update button is visible at the bottom left.

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 being purged.

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

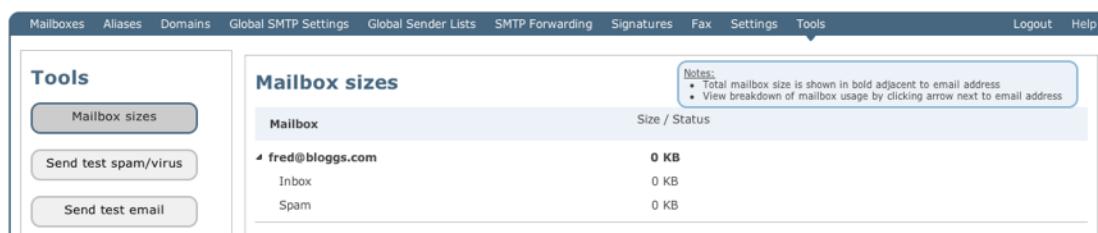
IP addresses permitted to send without authorisation: Use this option if you would like to smart-host through the service and your server does not support authentication. A maximum of two IP addresses can be specified using the Control Panel.

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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.



Mailboxes Aliases Domains Global SMTP Settings Global Sender Lists SMTP Forwarding Signatures Fax Settings Tools Logout Help

Tools

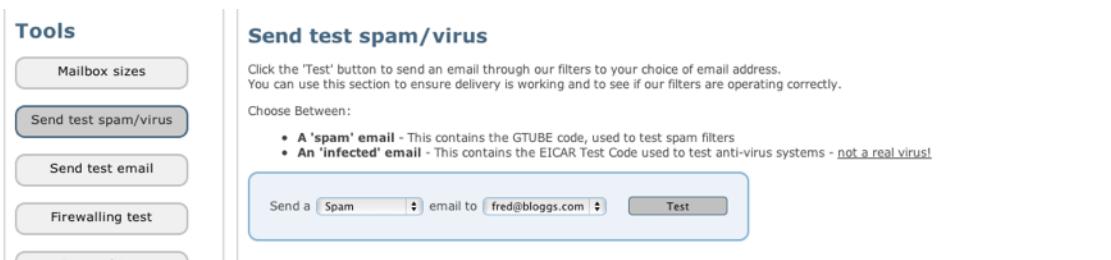
- Mailbox sizes
- Send test spam/virus
- Send test email

Mailbox sizes

Notes:
• Total mailbox size is shown in bold adjacent to email address
• View breakdown of mailbox usage by clicking arrow next to email address

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.



Tools

- Mailbox sizes
- Send test spam/virus
- Send test email
- Firewalling test
- External test

Send test spam/virus

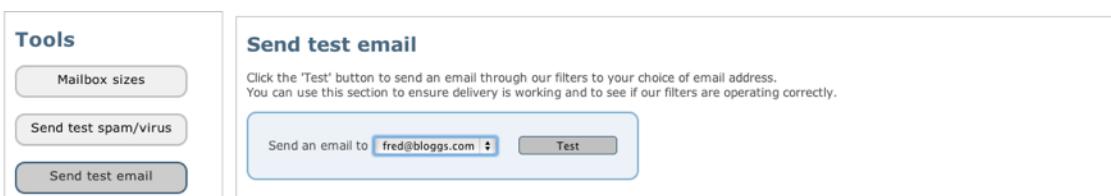
Click the 'Test' button to send an email through our filters to your choice of email address. You can use this section to ensure delivery is working and to see if our filters are operating correctly.

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.



Tools

- Mailbox sizes
- Send test spam/virus
- Send test email

Send test email

Click the 'Test' button to send an email through our filters to your choice of email address. You can use this section to ensure delivery is working and to see if our filters are operating correctly.

Send an email to

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

The screenshot shows a user interface with a sidebar on the left and a main content area on the right.

Tools (Sidebar):

- Mailbox sizes
- Send test spam/virus
- Send test email
- Firewalling test

Firewalling test (Main Content):

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.

Attempt a connection to: **externalserver.bloggs.com**

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