

# **Intra Communication Solution**

## **-Email Domain Administrator Manual**

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## 1. Purpose

It guides domain administrator to know the function and usage of Intra Communication Solution – Enterprise Email Administrator Manual.

## 2. Extension

For all domain administrator using Intra Communication Solution – Enterprise Email.

## 3. Abbreviation

Abbreviation	Name

## 4. Noun Definition

Noun	Definition

## 5. Product Introduction











### 5.1. Product Brief Introduction

Intra Communication Solution is a new mail service system created by USA Intra Corp. It provides a full range of Email application services which meet the growing demand for companies. Not only does Intra Communication Solution achieve the level of safety and stability in performance, but also become more comprehensive in functions. It fits enterprise users' needs-“co-ordination in office, effective management”.

### 5.2. Product Function

Domain management platform is the management of a certain mail in mail system. The platform is operated by the domain administrator. Authorized mailbox can also enter this platform and do operation.

Domain management platform divides to following modules according to functions: login, logout, send notification mail to all, mail user management, mail system settings, address book management, group management, business mail follow up, information management and privilege setting.

-  Login: Identify users who login the platform in domain management platform.
-  Logout: Log out from domain management platform safely.
-  Send notification mail to all: Send mails to every mailbox in same domain. It is often used to notify or bulletin etc.
-  Mail user management: Users can add, delete, modify and suspend/ open mail accounts in the same domain, while they can import or export, check mail accounts etc.
-  Mail System Settings: It includes mail system parameter setting, login page setting, logo/banner setting, filter setting, etc.
-  Address Book Management: Manage the public address book.
-  Group Management: It includes mailbox division management, create/modify/delete mail group, etc.
-  Business mail follow up: It provides mail tracking and monitoring.
-  Information Management: The management of mail information and contact information are available.
-  Privilege Setting: Modify administrator password, authorize mail accounts and modify privilege.

### 5.3. Operation Environment

Operating System Requirements: no

Browser Requirements: IE5.5 or above; or Firefox

## 6. Administrator Operation Description

### 6.1. User Login

#### 6.1.1. Administrator Login

The mail administrator login the mailbox by default using the domain name. The login page of mail system user is shown as below:



Picture 1

Click “Administrator Login” to enter the domain administrator login entrance, as shown in below picture:



Picture 2

**【User Name】** The default name is the domain bound by the mail system such as OnlineNIC Inc.. You can login by authorized mail account, such as [admin@domain.com](#);

**【Password】** Corresponding login password:

**【Login】** Click this button, the system can be simulated to identify the user name and password. If the verification is passed, the system will automatically enter the domain management platform. If the user name and password are incorrect, the current page will show: Login failed and note possible reasons for login failure, as shown in below picture:



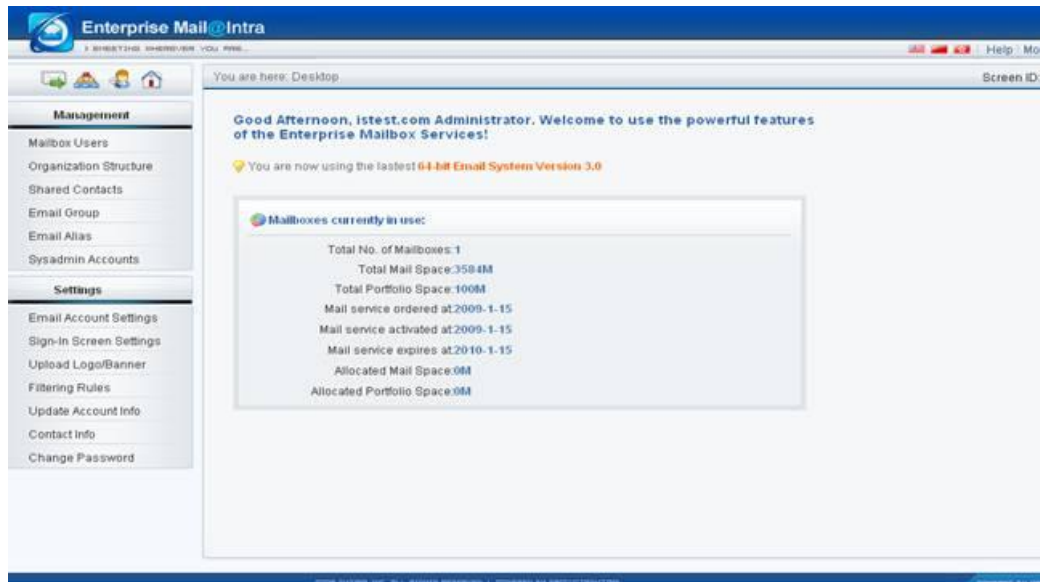
Picture 3

Attention::

1. Another login manner: Input URL: <http://Your Server IP/domain> in browser;
2. If you choose to let system remember user name and password, others can also access your domain management platform via this machine. For the sake of security, we recommend that you do not choose this service to prevent others to access your management platform and cause loss.

## 6.1.2. Main Control Interface

### 6.1.2.1. Desktop



Picture 4

### 6.1.2.2. Interface Description

The content is on the left side of domain management platform is function list which lists the function operation links of domain management platform. The specific operation field is on the right side of domain management platform. Desktop shows the domain administrator' s welcome information and the status of current mail system.

There are five icons on the upper left side of domain management platform: send notification to all domains, mailbox user management, mailbox import and export, mailbox user inquiry and desktop. The details are as follows:

**【Send Notification to All Domains】:** It provides administrators with the function to send notification to all domains. The notification will be sent to all users' mailboxes of this enterprise mail system;

**【Manage Mailbox User】:** Add, delete, modify and suspend/open mail accounts, distribute them between the mailbox groups, etc;

**【Import and Export Mailbox】 :** Import or export mail accounts in bulk;

**【Search Mailbox User】:** Check mailbox according to their belonged group, user name, mailbox name, mail status, mail space, briefcase space, creating time, etc.

**【Desktop】:** Return to desktop.

The relevant functions of the setting field are shown at the bottom of icon button, as follows:

**【Set Mail System Parameter】:** Set: the alert value of mailbox space, auto-disconnection time, whether to save new email or not, whether to cc to themselves or not, the mail number in every page. The setting will be saved as the initial setting for all new users. After opening this service, its parameter setting will be subjected to the user platform. It will not be affected by the parameter setting of the domain management platform.

**【Login Page Setting】:** It provides the function of login page style, and set welcome word in login interface:

**【Upload Logo/Banner】:** It provide the function for the domain administrator to upload their owner company' s logo/ banner

**【Set Filter】:** It includes black list/ white list setting, and the filter of mail system level:

**【Manage Address Book】:** It provides to add, delete, modify, check, import and export address book;

**【Manage Group】:** It provides the function to add, delete, and modify name / member/privilege;

**【Track Business mail】:** It provides mail tracking that the administrator can effectively track the sending and receiving mail status in this mail system;

**【Update Account Info】:** It provides the function to modify the information of current mail system;;

**【Contact Info】:** It provides the function to manage mailbox contacts;

**【Change Password】:** It provides the function to modify administrator' s password;

**【Systemadmin accounts】:** It provides the function to authorize the privilege of domain manage

platform and privilege limitation to some mail accounts.

### 6.1.2.3. Operation Description

Click the link on the left frame of domain management platform page, and enter the corresponding page for the corresponding functional operation.

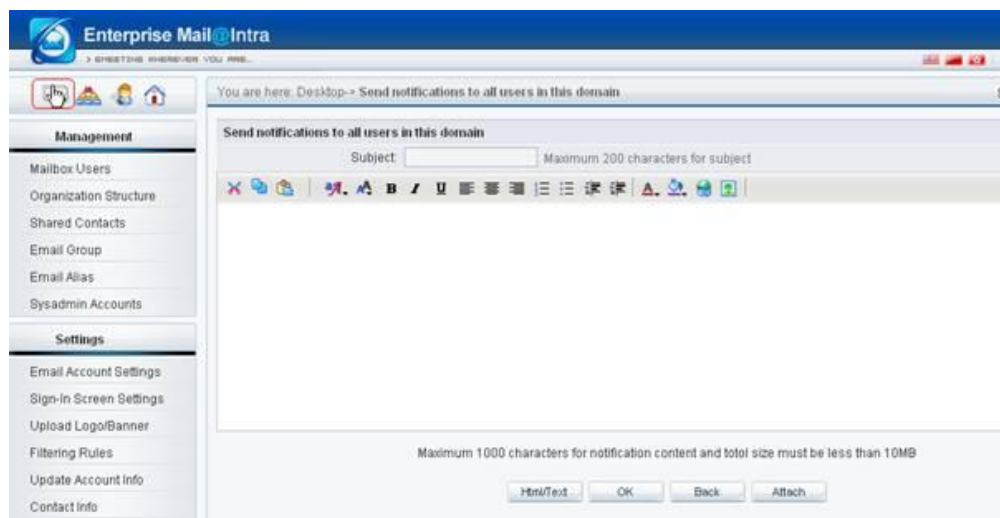
#### Attention:

If the prompt box “Sorry, you login overtime. Please login again!” comes out when you are operating, that means that you have signed in overtime. Please login again!

## 6.2. The Function of Domain Management Platform

### 6.2.1. Send Notification to All Domains

It provides administrator with the function to send notification to all domains. The notification will be sent to all users’ mailboxes under this enterprise mailbox, as shown in below picture:



Picture 5

Operating Method:

- 1) Click **【Sent Notification to All Domains】** (the red region in above picture);
- 2) Input the subject of the notification to all domains; input the content of the notification to all domains in content box;
- 3) Click button **【Switch Edition Status】** , then you can switch the format between text and HTML;
- 4) Click button **【Add Attachment】** , then you could add attachment in the notification to all domain. It size can not exceed 10M (The actual size should be set by administrator);



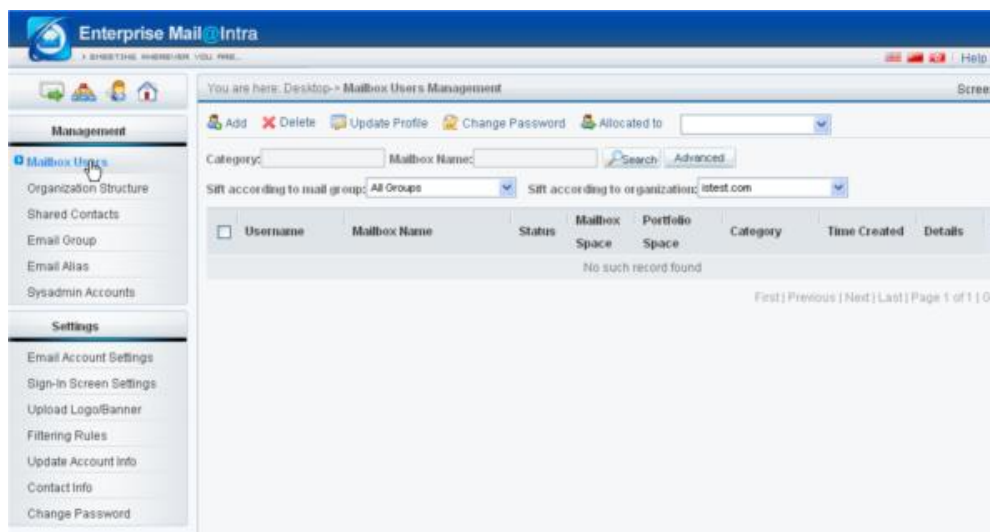
5) Click button **【Confirm】** to send the mail.

**Attention:**

The subject of notification can not be more than 200 characters, and its content can not be more than 1000 character. It supports two formats text and HTML.

## 6.2.2. Mailbox User Management

All mailboxes in mail system are listed in mailbox user management list. Domain administrator can add, delete, and modify mailboxes, which includes adding mailbox user, deleting mailbox user, modifying the setting of mailbox user, modifying mailbox password, group setting and etc. The information displayed in list is: user name, mailbox name, status, mailbox space, briefcase space, creating time and group, as shown in below picture;

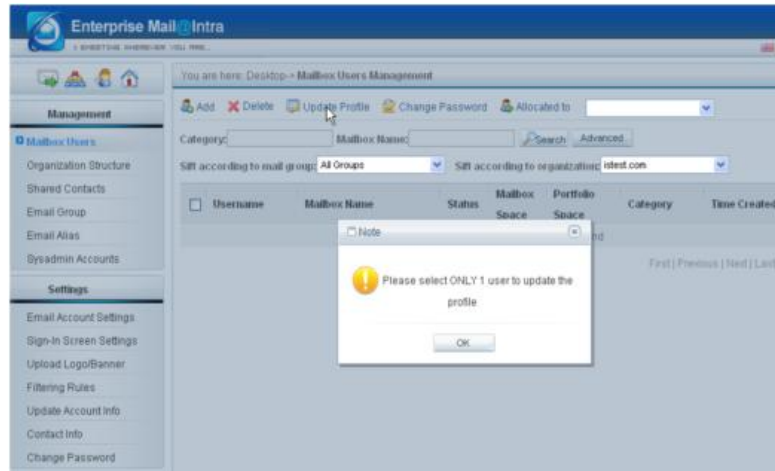


Picture 6

**Attention:**

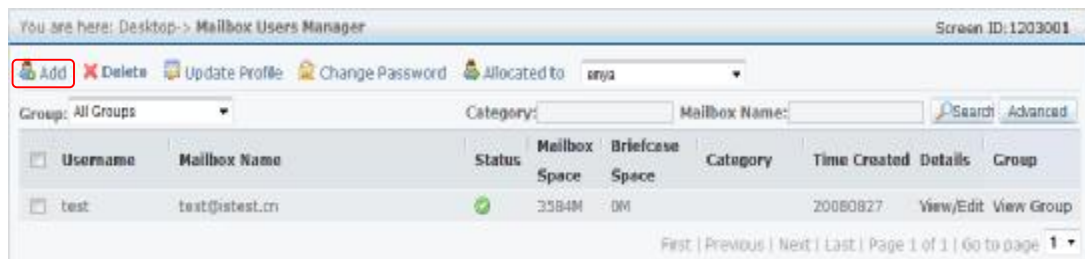
The mailbox user list is sorted by mailboxes name as default.

When you do the operations of deleting, modifying setting, modifying password and checking group, do not choose to mailbox and click relevant button directly, the system will pop up a box, as shown in below picture:



Picture 7

1. Add mailbox user



Picture 8

The button of adding mailbox user is shown as above. Please click it and enter the page to add user, as shown in below picture:

Picture 9

Operating Method:

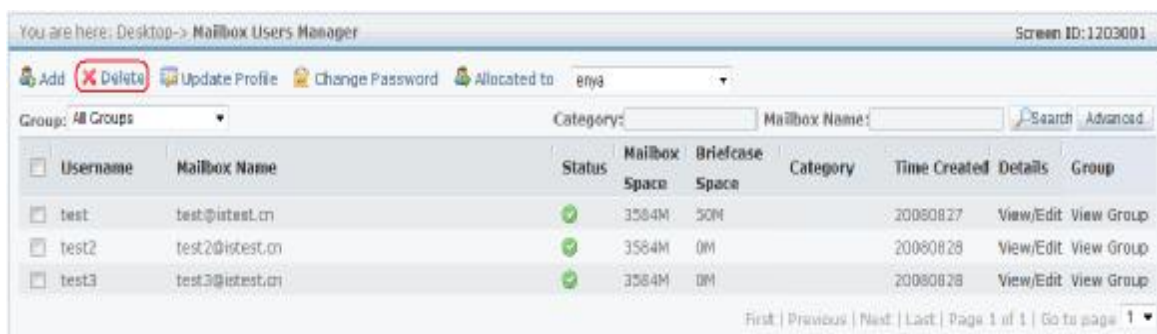
- 1) Click button **【Add】** in the page of mailbox user management;
- 2) The basic items is required: mailbox name, user name, password, confirm password, mailbox space, briefcase space. Click **【Confirm】** to finish the process. Click **【Return】** to return the page of mailbox user management.

Attention:

- 1) When you fill out the mailbox name and mail space, you will be noted that the remaining number of available mail accounts and the value of remaining space;
- 2) If the allocated space of mail system is 0M, the system will pop up a notice: the mailbox space is used up when you add mailbox user;
- 3) If the briefcase function is not opened, its default space is 0M;
- 4) For certain types of mails, the mailbox space does not to be filled out, and its default value is certain value;
- 5) Affiliated groups are considered to be no group as default. You can select their group via drop-down menu.

2. Delete Mailbox User

Domain administrator can delete the mailbox in its mail system.



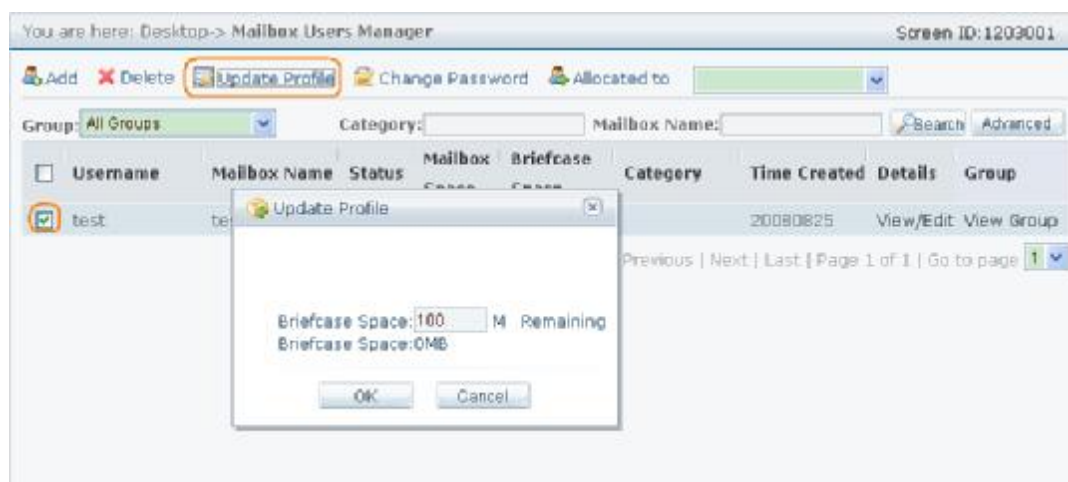
Picture 10

Operating Method:

- 1) Tick the mailbox you want to delete in mailbox user list, and then click button **【Delete】**;
- 2) The system will note whether it is deleted or not. Click button **【confirm】**, and then this account will be deleted completely from mailbox user list;
- 3) Click **【Cancel】** to cancel the deletion operation and return the page of mailbox user list.

### 3. Modify Configuration

The administrator of mail system can modify the configuration of mailbox. The page of configuration modification is as follows:



Picture 11

Operating Method:

- 1) Tick the mailbox which needed to modify its configuration in mailbox user list, and then click button **【Modify Configuration】** ;
- 2) Modify mailbox space or briefcase space according to your need, and then click **【Confirm】** ;

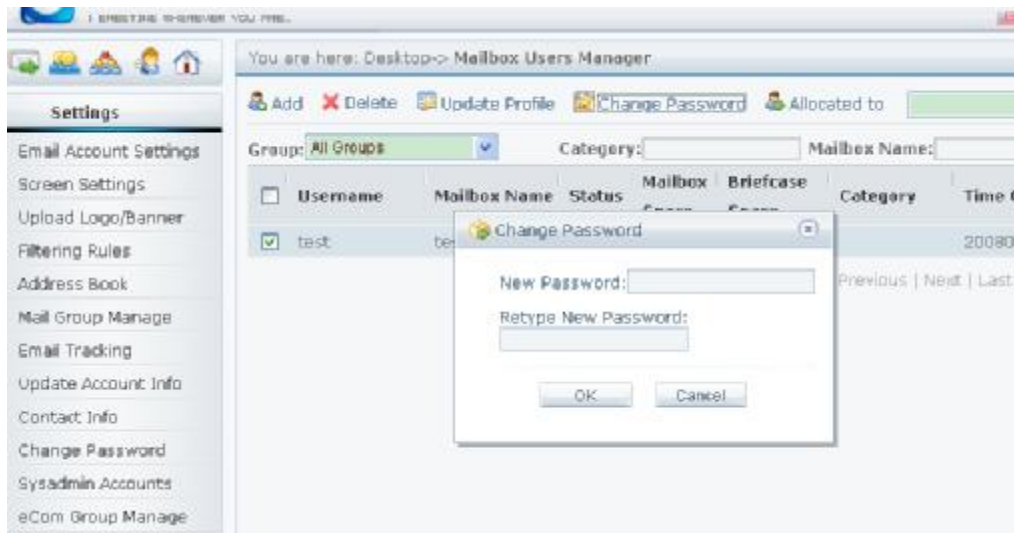
- 3) Click button **【Cancel】** to cancel the operation, and then return the page of mailbox page list.

**Attention:**

The added size of mailbox space and briefcase space does not exceed the size of mailbox remaining space and briefcase remaining space. Otherwise, the system will give the corresponding notes. In addition, the modified mailbox space and briefcase space is not less than the used space.

#### 4. Modify Password

Mail system administrator can modify the password of mail account. Its page is shown in below picture:



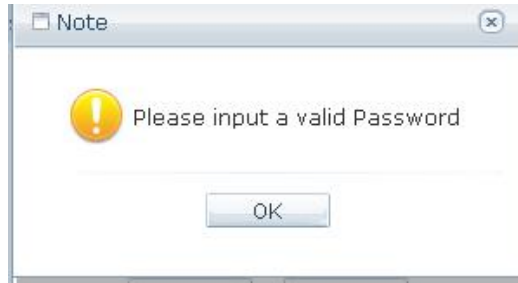
Picture 12

**Operating Method:**

- 1) Select the account you want to modify in mailbox user list, and then click button **【Modify Password】** ;
- 2) Input new password and confirm new password, and then click **【Confirm】**;
- 3) Click **【Cancel】** to cancel the operation of password modification, and then return mailbox user list.

**Attention:**

The inputted password must be same within 6-36 characters. It is composed by letters, figures and “.” . Otherwise, the system will show corresponding note: the password does not meet the norms! It is displayed as follows:



Picture 13

5. Set mailbox group

Mailbox can be assigned freely in different groups; the page is shown as follows:



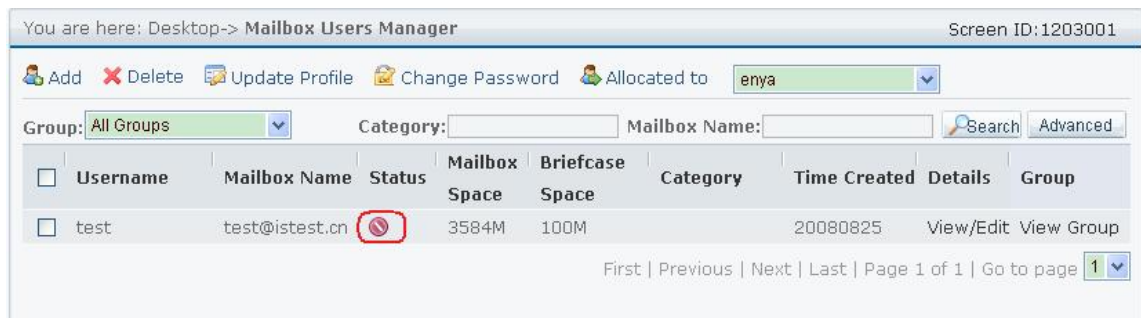
Picture 14

Operating Method:

- 1) Select mailbox you want to set in mailbox user list:
- 2) Click **【Assign to】**, select the group in drop-down items and then click **【Assign to】** to finish the process. If the same user want to be added to several groups, it can be assigned many times..

6. Modify mailbox status

Domain administrator can change the status of any mailbox, as shown in below picture:



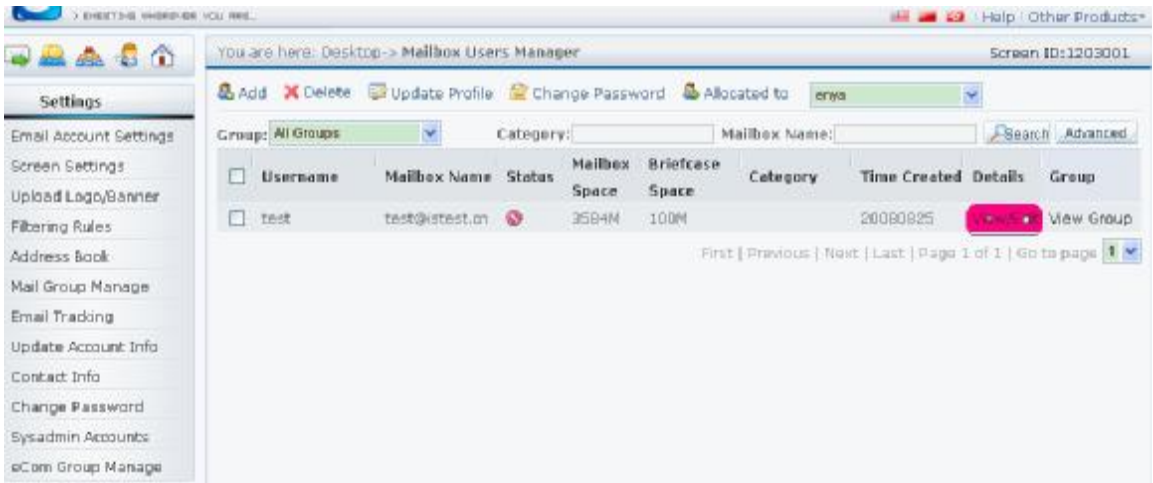
Picture 15

Operating Method:

Click the icon of mailbox status in mailbox user list, swift suspended or open status. The red

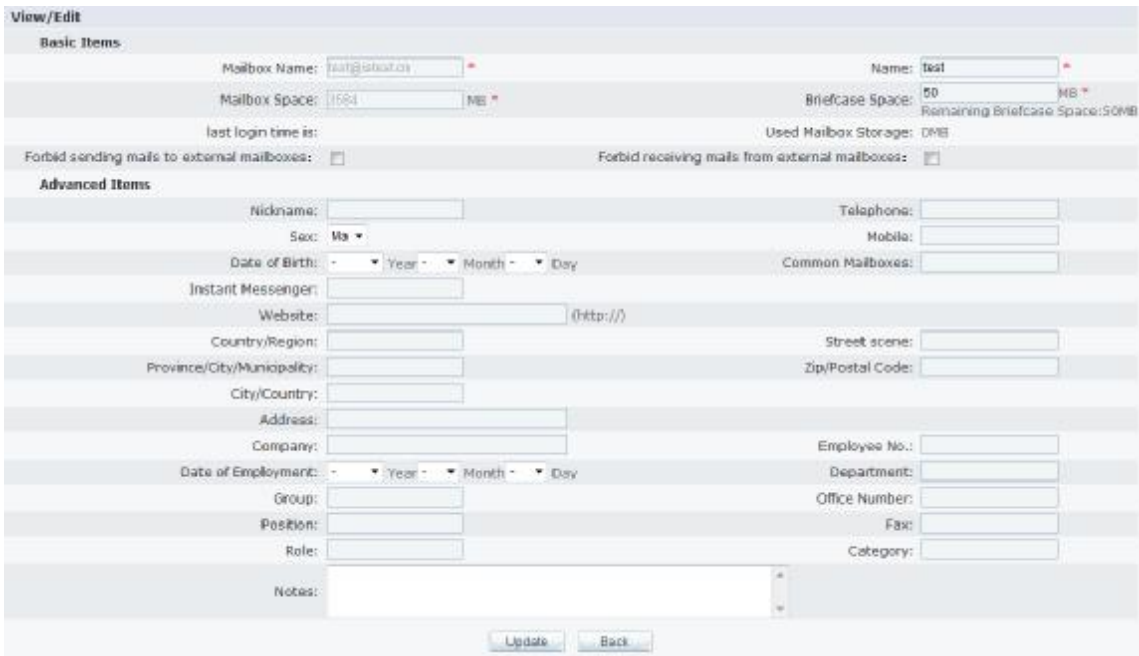
is suspended status, and the green is open status.

7. Check mailbox information



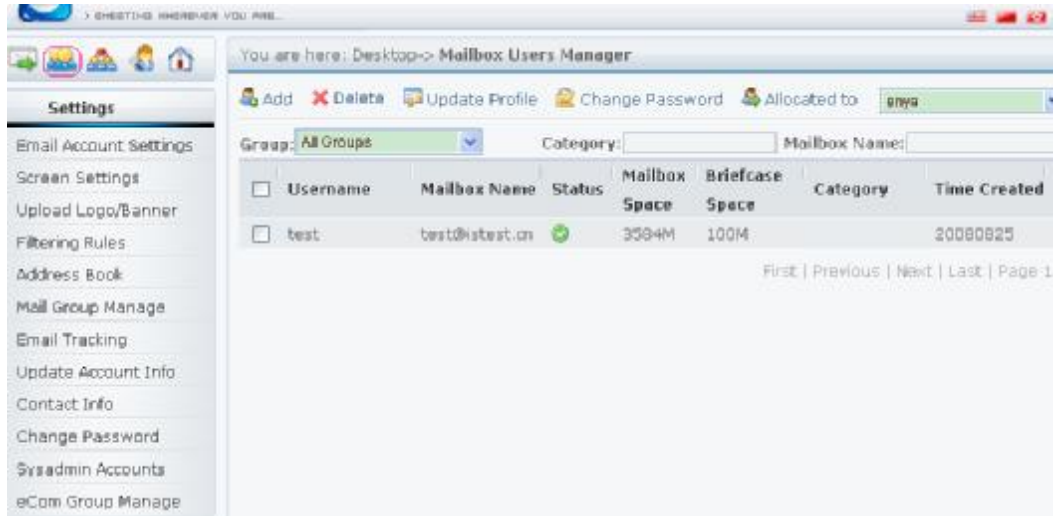
Picture 16

Mailbox administrator can check and modify the details of every mailbox. Its page is as follows:



Picture 17

Click Modify, modify successfully, and then bounce to mailbox user list, as shown in below picture:

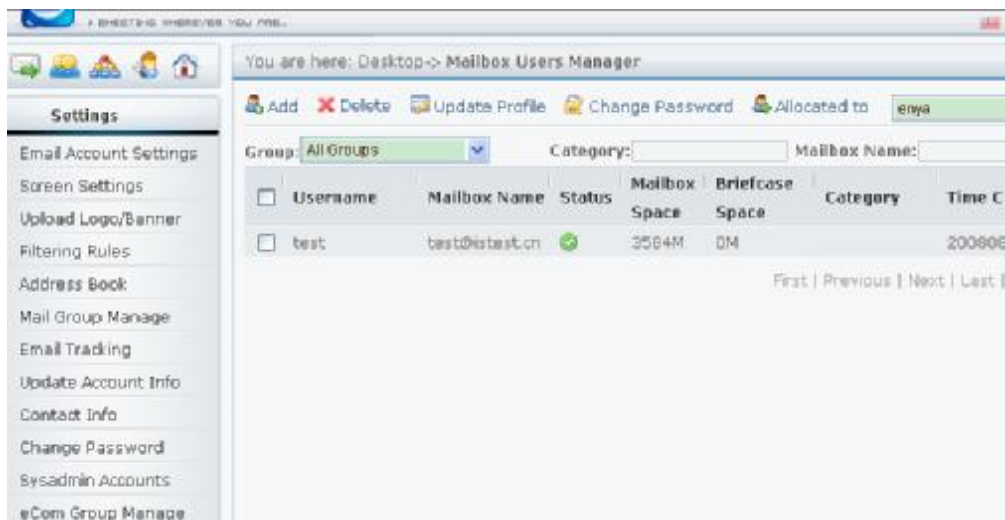


Picture 18

Operation Method:

- 1) Click link **【Check/ Modify】** of the mailbox in mailbox user list;
- 2) Enter page Check/ Modify, modify mailbox information and then click **【Modify】**; after modifying successfully, the system will automatically return to the page of mailbox user list.
- 3) Click **【Return】** to return the page of mailbox user list.

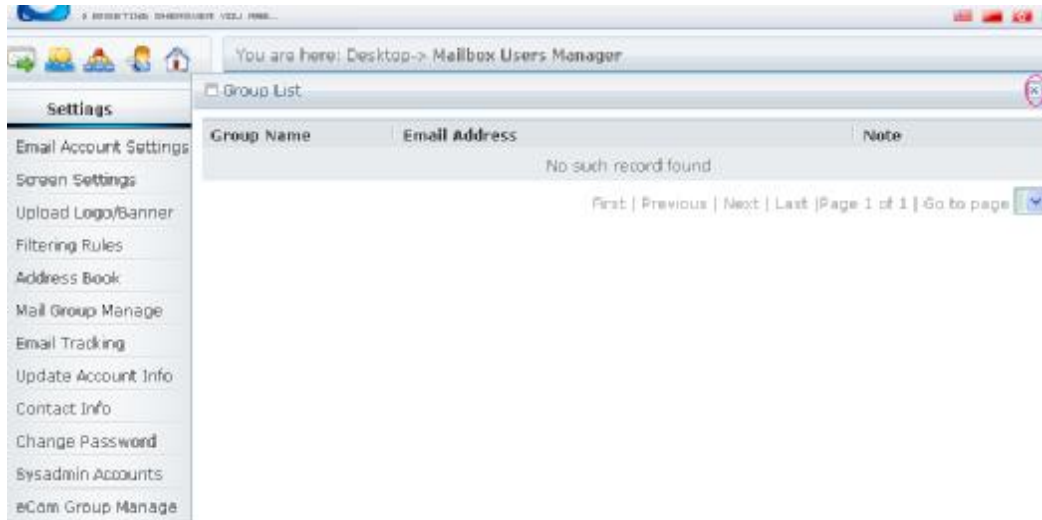
8. Check group information



Picture 19

Domain administrator can check the group information of every mailbox. That means to check which group the users belong to. Its page is as follows;





Picture 20

Operating Method:

- 1) Click the link **【Check Group】** in the page of mailbox user list;
- 2) Enter the page “check group”. The system will show all group lists which the mailbox belongs to:
- 3) Click button “Close” to finish the process and return to the page of mailbox user list.

### 6.2.3. Import and Export Mailbox

Administrator can create or download mailbox users in bulk via importing and exporting mailbox.



Picture 21

As below picture, users can export mailboxes in bulk via uploading .xls file. The interface will show a template download link. Click “download template” to open or save a Excel form with .xls in current

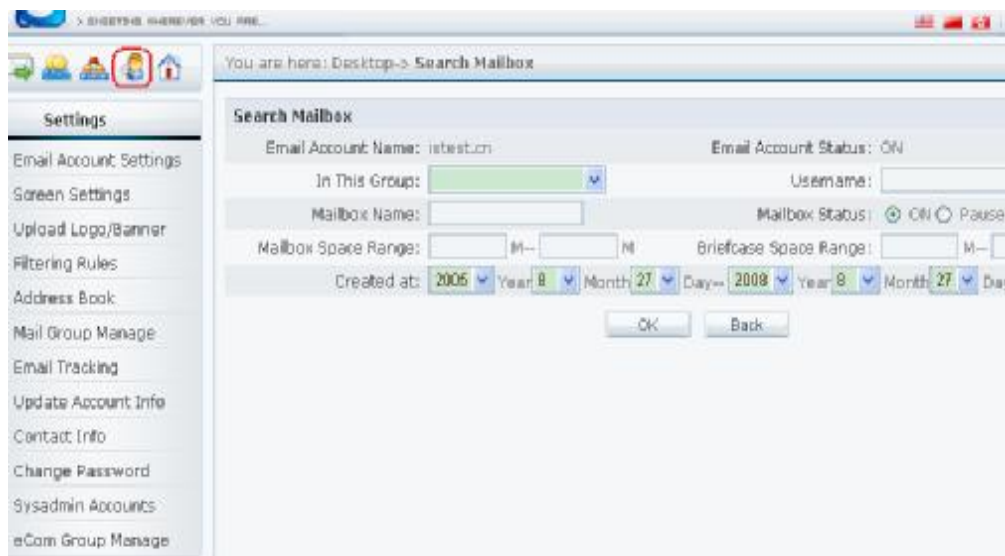
page. This form includes user's information: mailbox name, user name, password, mailbox space, briefcase space, add public address book, department, telephone, and mobile. When users fill out the form and export it to mailbox, the process is finished.

1. The default user name is mailbox name;
2. The default password is 111111;
3. The default space of mailbox is 20. For certain type of mailbox, the mail space is certain value, no matter what you input;
4. The default value of internet briefcase is 0M;
5. The default value of adding public address book is "Y" which means "add";
6. The default value of other item is empty;
7. The parts of user information is divided as " ; " ;
8. 500 mailboxes can be imported for one time.

Export: Exporting users refers to export all users in the domain. The exported format is a .xls file. The parameter of exporting is as same as the parameter of importing. If the result of exporting is more than one file, it will be packaged to a compressed file.

#### 6.2.4. Search Mailbox User

Mailbox administrator can search the mailbox according to mail group, group name, mailbox name, mailbox status, mailbox space, briefcase space, creating time, and etc.



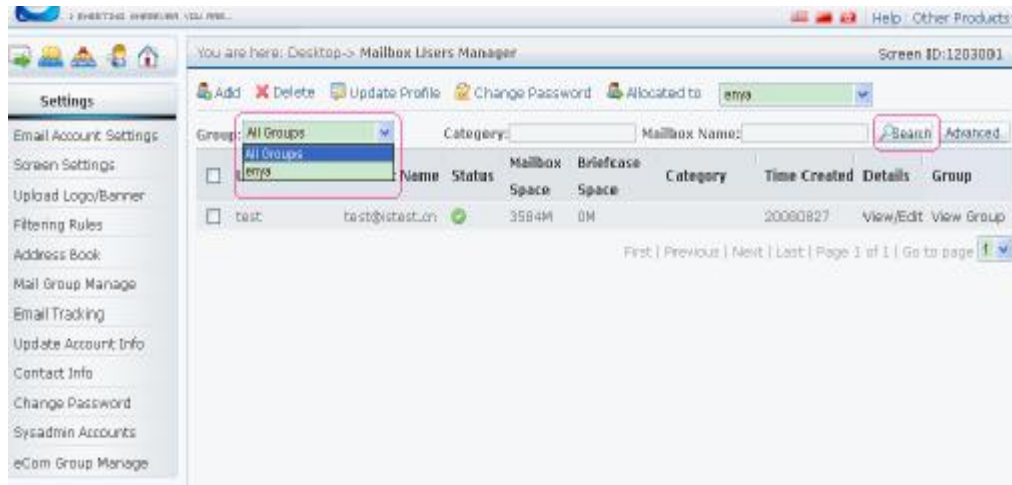
Picture 22

Operating Method:

- 1) As shown in above picture, mailbox administrator input corresponding search condition according to his needs in the page of mailbox search, and then click button **【Confirm】** ;

2) The inquiry result will be listed in mailbox user list.

In addition, the administrator can select and search the mailbox in **【Mailbox User Management】** according to group name, mailbox name, as shown in below picture:



Picture 23

Operating Method:

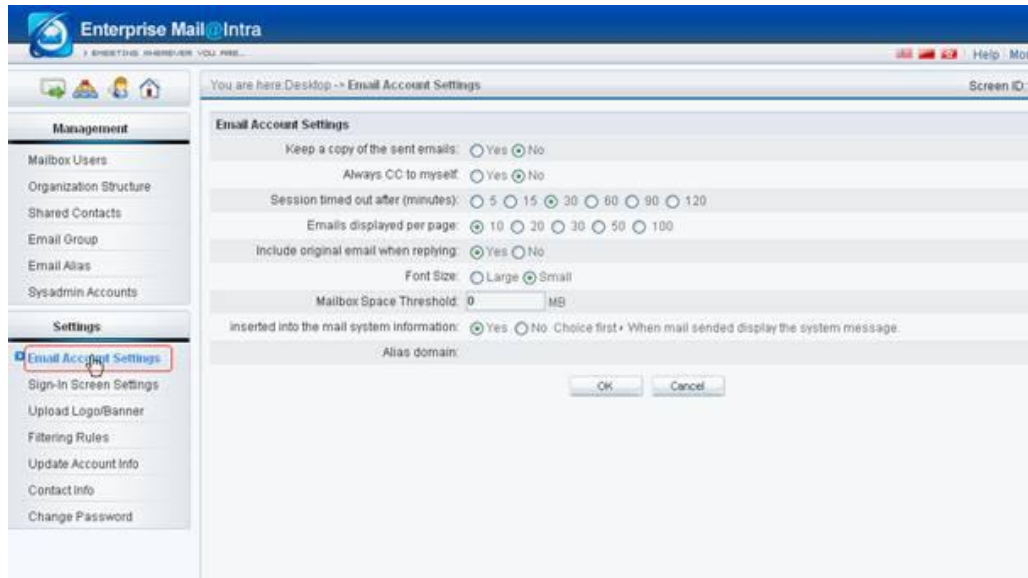
- 1) Select the group behind **【By Group List】**, then the mailbox which meets the condition will be listed out;
- 2) Input mailbox name in **【Mailbox Name】**, click **【Search】**, and then the mailbox which meets the condition will be listed out;
- 3) Click **【Advanced Search】** to enter mailbox inquiry page—picture 24. This page supports more inquiry conditions;

**Attention:**

Mailbox name search supports vague inquiry. For example, please input “test”, click button **【Search】**, then all mailboxes with name “test” will be listed out.

### 6.2.5. Set Mail System Parameter

Mail system administrator can set the default parameter of mailbox under the mail system in Mail System Parameter Setting. The details are as follows:



Picture 24

Operating Method:

- 1) Mail system administrator made the parameters setting of the mail system parameter according to his need. Click button **【Confirm】** to take effect;
- 2) Click **【Resume】** to return to the preservation of the parameters which is set previously.

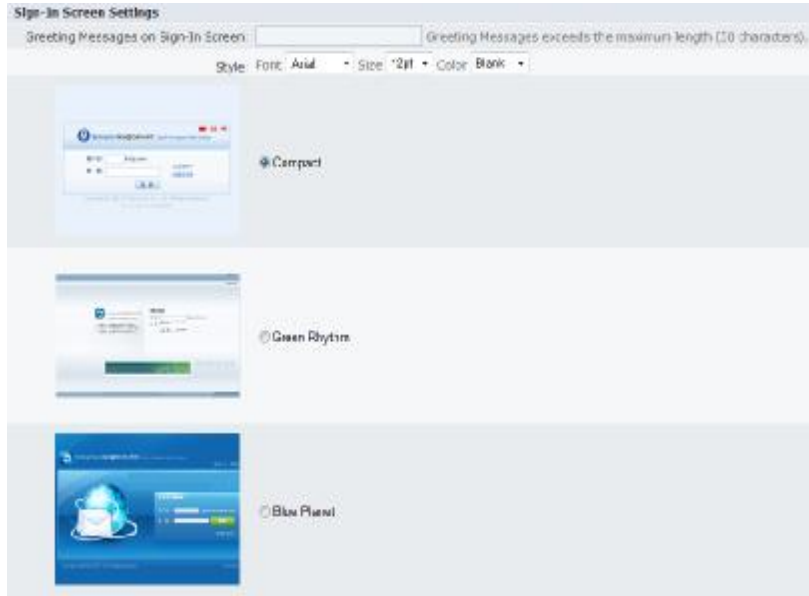
**Attention:**

The modification to mail parameters which is made by mail system administrator only takes effect to the new-creation mailbox. After the mailbox has been created, the parameters setting should be in accordance to the user's setting on their panel and gain no influence from the setting of domain management panel.

Besides the item whether inserting the system information when user sends the mail, this item only can be set by domain administrator. After the setting has been made; the setting of all users in the domain will be updated at the same time and will be kept in the same with the domain parameters setting any time.

### 6.2.6. Set Login Page

Mailbox administrator can set login page and set welcome speech in login interface, as shown in below picture:



Picture 25

Operating Method: :

- 1) Login interface setting page, and then input welcome speech (not more than 50 characters) in welcome speech inputting box;
- 2) Select the interface you like, and then click **【Confirm】** to finish the process.

### 6.2.7. Upload logo/banner

Mail system administrator can upload relevant logo/banner of his company, as shown in below picture:



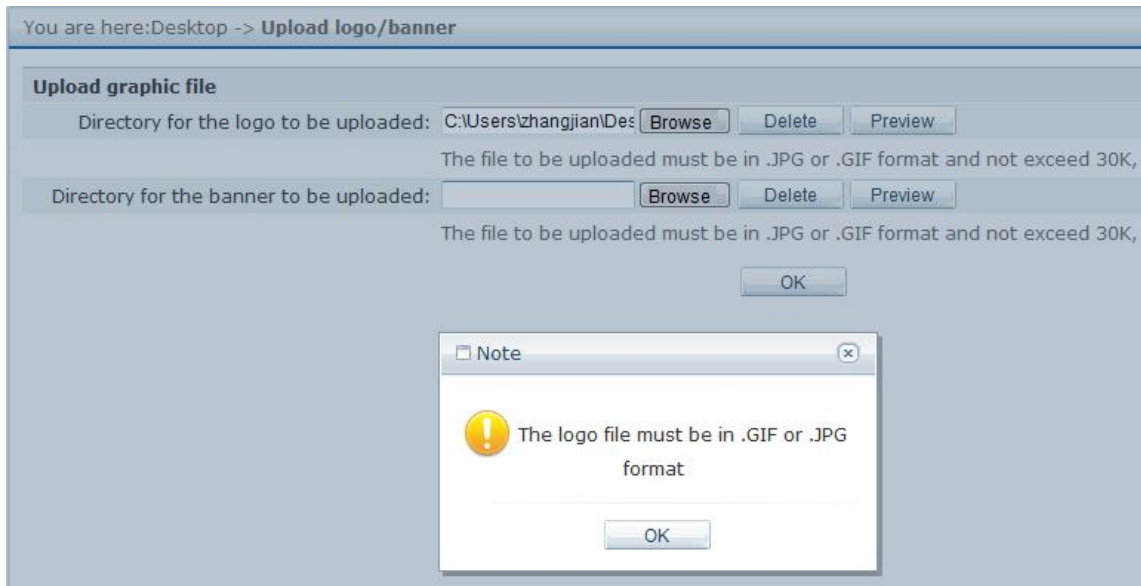
Picture 26

Operating Method:

Mail system administrator click【Browser】to select logo/banner that he want to upload, and then click【Confirm】 to finish the process.:

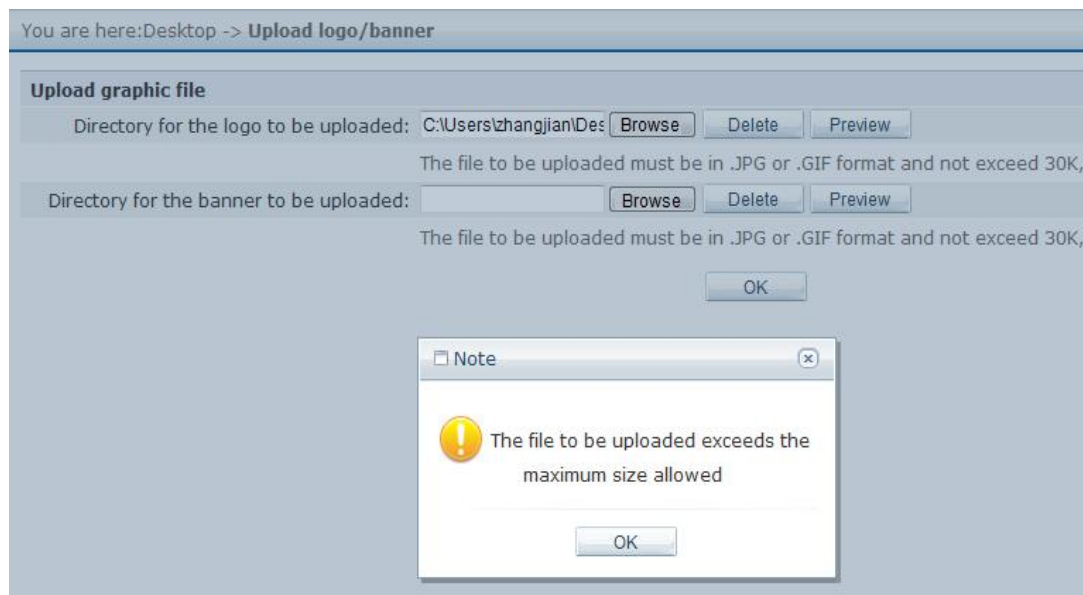
**Attention:**

- 1) Only the logo/banner with .jpg or.gif format can be accepted. Otherwise the system will show corresponding notes, as shown in below picture:



Picture 27

- 2) The size of logo/banner which wants to upload can not exceed 30K. Otherwise, the system will show the note, as shown in below picture:



Picture 28

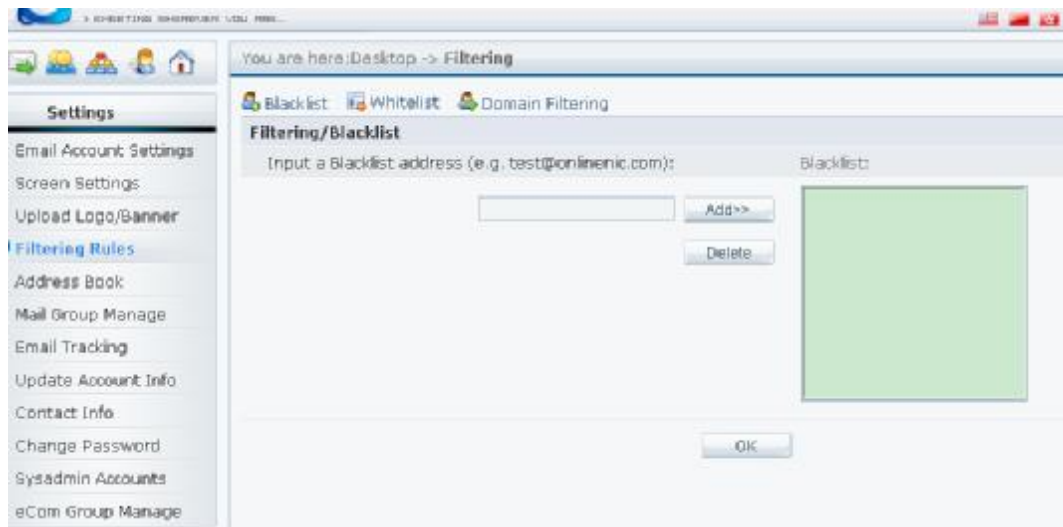
- 3) The new login interface setting will take effect when you login next time.

## 6.2.8. Set Filter

Filter setting includes black list/ white list and domain filter setting. The emails which are added to black list or domain filter by mail system administrator will be filtered directly and not enter to users' mailbox. Thus the administrator should be very careful to set black list and domain filter. In addition, the priority of white list is higher than black list.

### 1. Black/ white list setting

Black list and white list setting will prevent or allow the emails from some special mail addresses, as shown in below picture:



Picture 29

Operating Method:

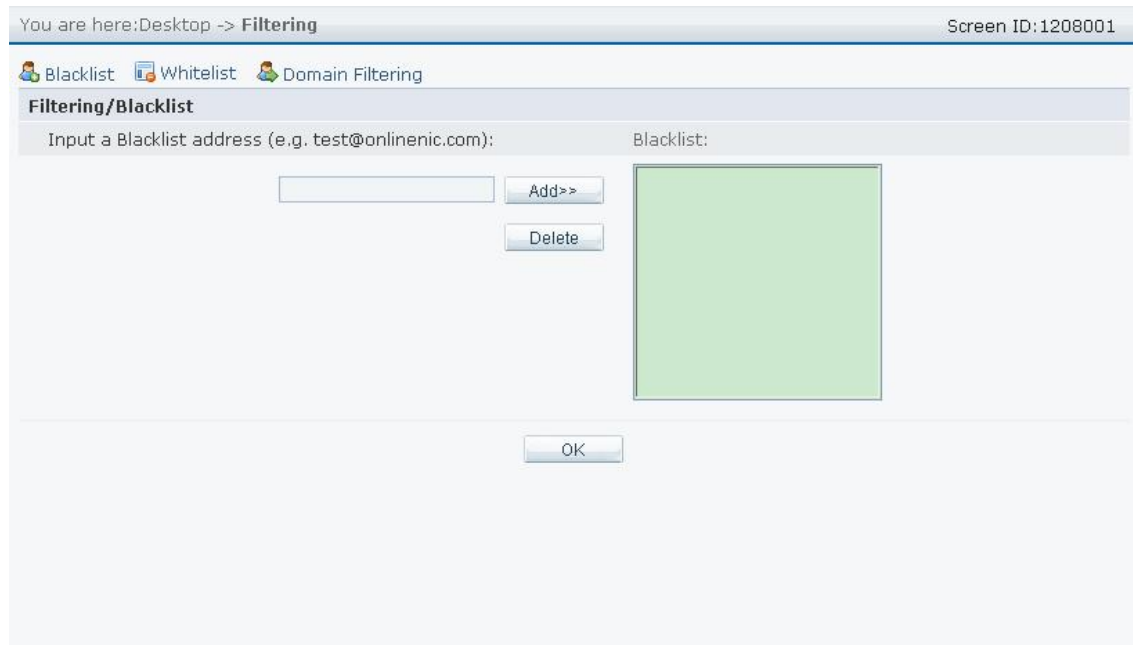
- 1) Add email address on the left side of inputting box, click **【Add】**, then this email address will be added to black list and white list on the right side;
- 2) Select email address on the right side, click **【Delete】**, then this email address will be deleted from black list or white list.;
- 3) Click **【Confirm】** to take the operation effect:

**Attention::**

- 1) Only clicking **【Confirm】** can make the previous operation to be save and take effect;
- 2) The mailbox in the domain can not receive the mails from the mail address which is filtered by black list;
- 3) The email in white list will not be restricted by black list setting.

### 2. Domain filter

The domain filter setting of mail system can prevent the emails from some domain mail system. The details are as follows



Picture 30

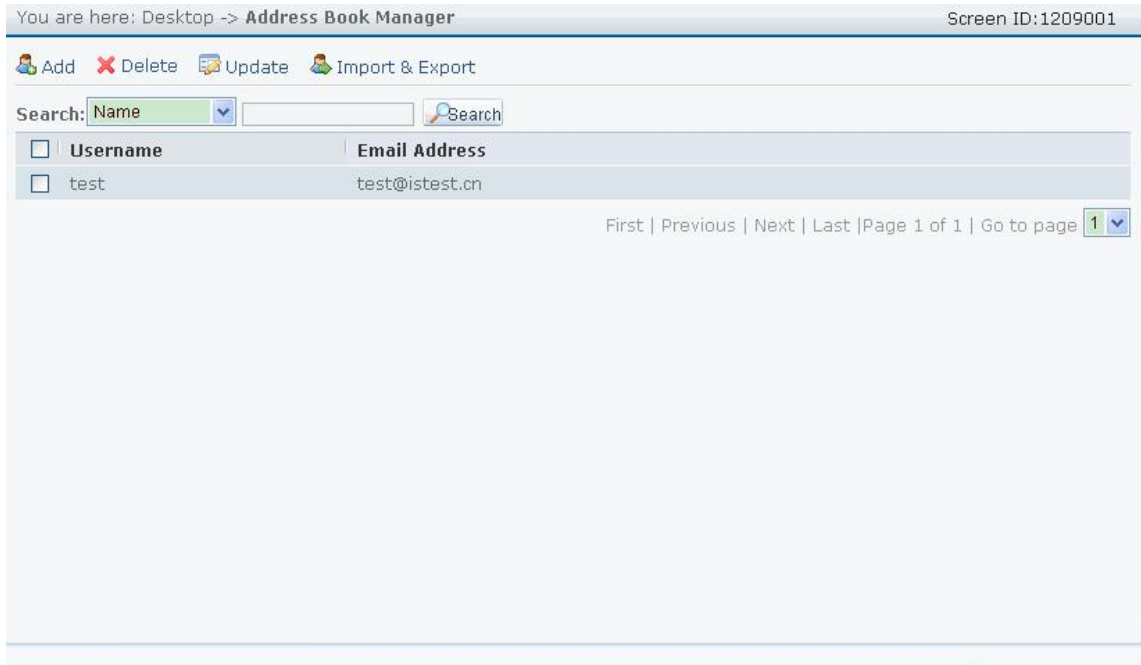
Operating Method:

- 1) Add a domain on the left side of inputting box, click **【Add】**, the domain will be added to domain filter list on the right side;
- 2) Select the domain on the right side, click **【Delete】**, the domain will be deleted from domain filter list;
- 3) Click **【Confirm】** to make the operation to take effect.

### 6.2.9. Manage Address Book

Administrator can set the shared email address book through address book management which provides the functions to add, delete, modify, search, import and export. It is easy for administrator's unified management. Meanwhile, the mailbox users of this mail system can share this public address book.





Picture 31

1. Add address book

Click the link **【Add】** in the interface of address book, the system will show the page to add address book;

The screenshot shows the 'Add Contact' form. At the top, it says 'You are here: Desktop -> Address Book Manager -> Add Contact' and 'Screen ID:1209002'. The form is titled 'Add Contact' and is divided into two sections: 'Brief Info' and 'Detailed Info'. In the 'Brief Info' section, there are two required fields: 'Name' and 'Email Address', both marked with a red asterisk. The 'Detailed Info' section contains several fields: 'Employee No.', 'Department', 'Position', 'Sex' (a dropdown menu currently set to 'Male'), 'Telephone', 'Fax', 'Mobile', 'Instant Message', 'Date of Birth' (with a calendar icon), 'Address', 'Group', 'Date of Employment' (with a calendar icon), and 'Note'. At the bottom of the form, there are two buttons: 'OK' and 'Back'.

Picture 32

Operating method:

- 1) Input the details of contacts in inputting box;
- 2) Click **【Confirm】** to add this address to shared address book in this mail system;
- 3) Click **【Return】** to return address book without operation.

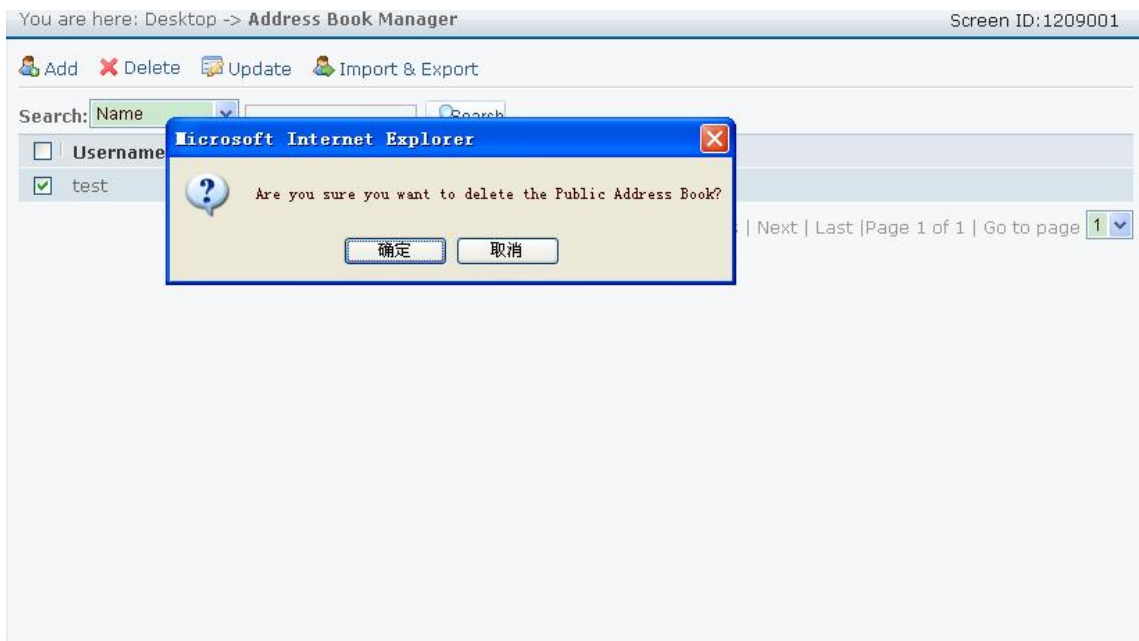
**Attention:**

**【Name】 and 【Email Address】 are required; the other items are optional.**

## 2. Delete address book

Operating Method:

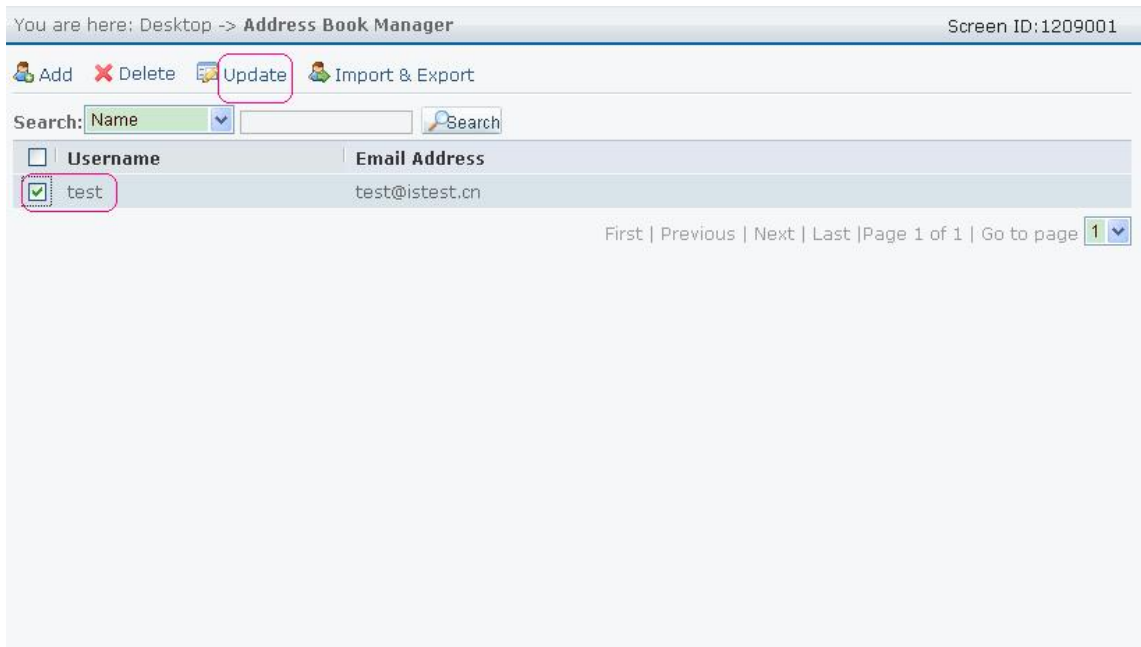
- 1) Select the contacts you want to delete on the left box, click the link **【delete】** , and then pop up a note box:



Picture 33

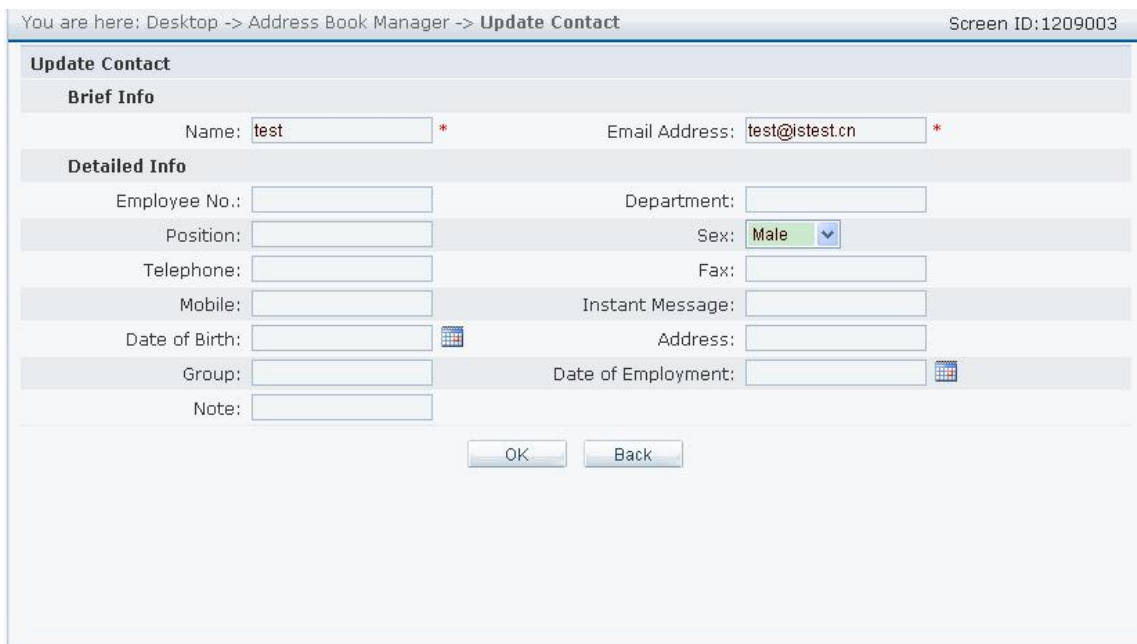
- 2) Click **【Confirm】** , the contact that is deleted will not be in shared address book, but this mailbox will still in mail system user management list.

## 3. Modify address book



Picture 34

Select the contact which you want to modify on the left box, click link **【Modify】** , and then enter the page to modify contact information:



Picture 35

Operating Method:

- 1) Modify the detailed information of the contact on the inputting box; “Birthday” and “The date of entering the enterprise” is in the form of calendar icon, as shown in

below picture:

You are here: Desktop -> Address Book Manager -> Update Contact Screen ID:1209003

### Update Contact

**Brief Info**

Name:  \* Last Year      Email Address:  \* Last Month

**Detailed Info**

Employee No.:       Department:

Position:       Sex:  ▼

Telephone:       Fax:

Mobile:       Instant Message:

Date of Birth:        Address:

Date of Employment:

July, 2007

<<   Today   >>

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	1	2	3	4	5	6	7
27	8	9	10	11	12	13	14
28	15	16	17	18	19	20	21
29	22	23	24	25	26	27	28
30	29	30	31	1	2	3	4
31	5	6	7	8	9	10	11

Select date

Drag Calendar

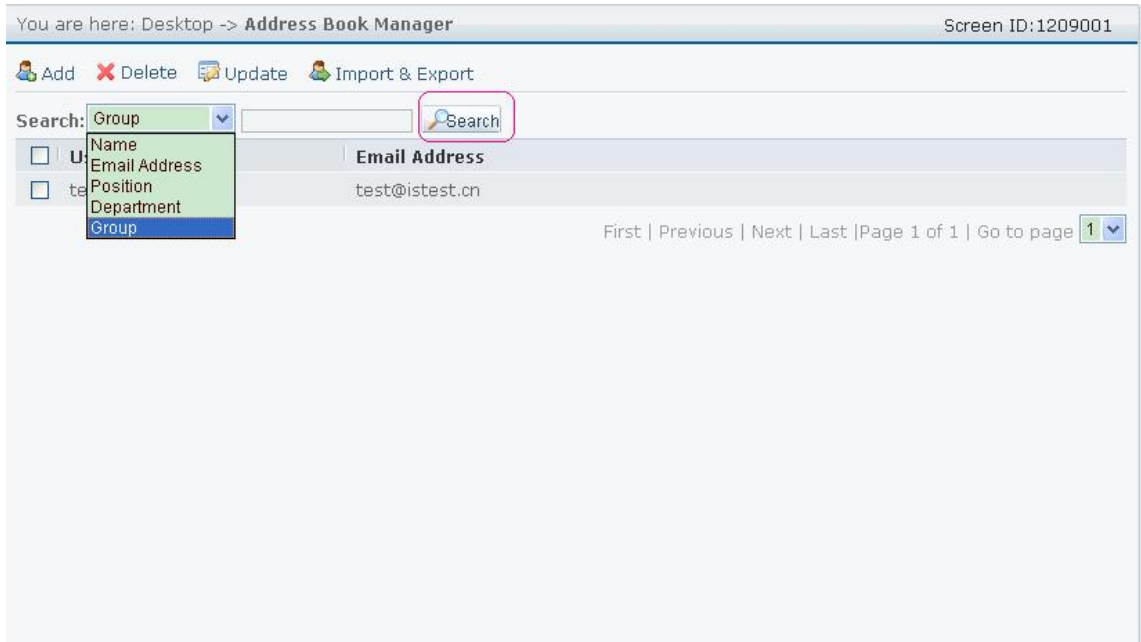
Picture 36

- 2) Click **【Confirm】**, save the modified information in the shared mail address book, and then return to the page of address book list:
- 3) Click **【Return】** to return address book list without operation.

**Attention:**

**【Name】** and **【Email Address】** are required; the other items are optional.

4. Search address book

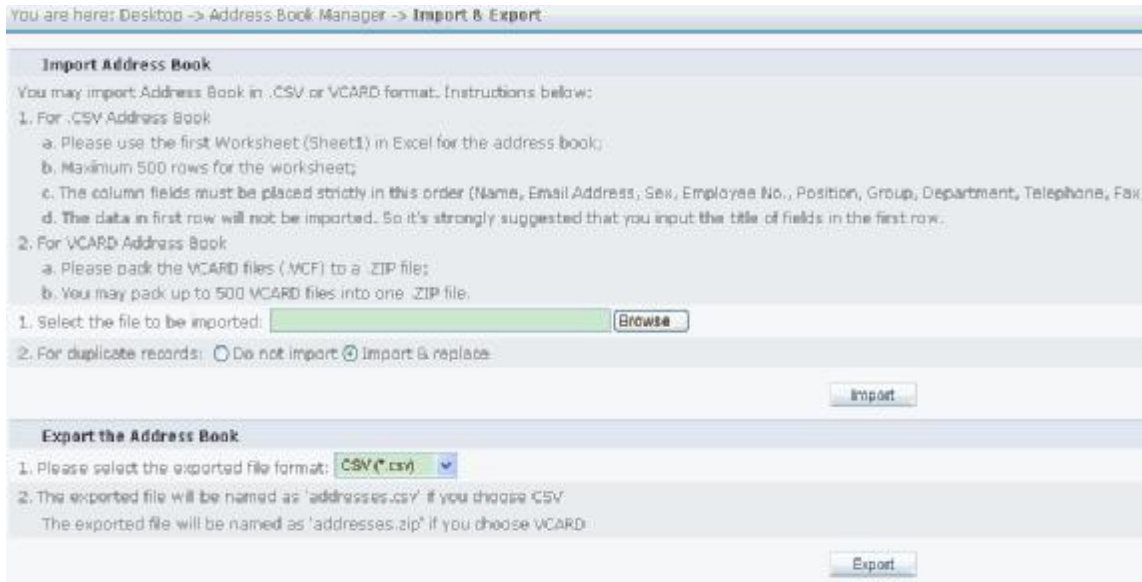


Picture 37

Operation Method:

- 1) Select inquiry condition on the left box: name, Email address, position, department and group; input corresponding content on the right side of inputting box;
  - 2) Click【Search】to search the contact which meets the conditions in mail system address book;
5. Import and export address book

Click link 【Import and Export】to enter operation interface which provides the importing and exporting functions in the address book of outlook or other mail receiving tools, as shown in below picture:



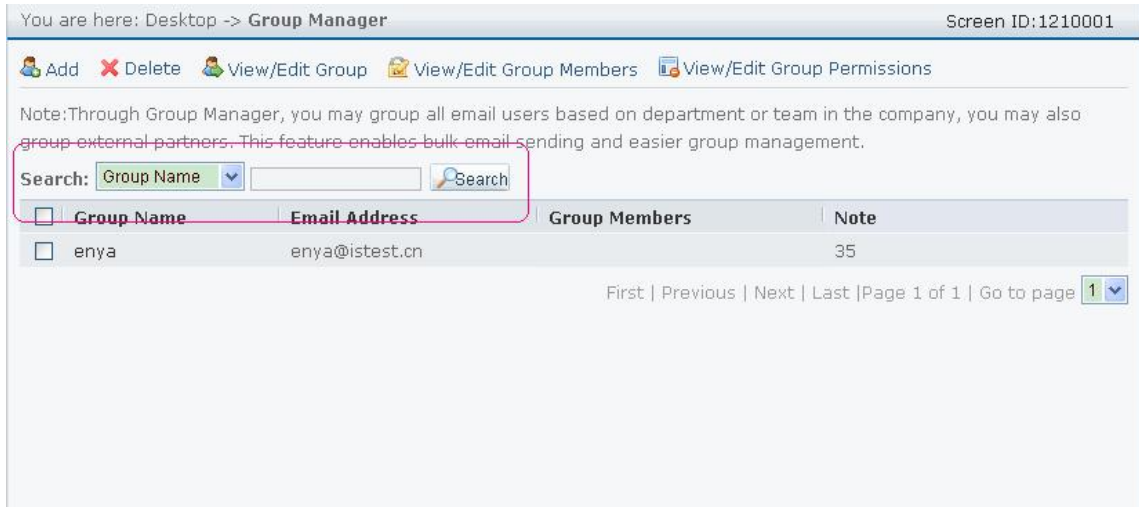
Picture 38

Operation Method:

- 1) Click button **【Browse】** to select the address book you want to import; the same order will not be imported or covered;
- 2) Click button **【Begin to Import】** to import the address book with the format of CSV or VCARD;
- 3) Select the file with the format CSV or VCARD, then click button **【Begin to Export】** to export shared address book in enterprise mail system. The files can be open or saved in hard disk at once.

### 6.2.10. Manage Group

Group management authorizes administrators to add and delete group, modify name/ member/ privilege and etc. The main aim is to facilitate to manage divided group and send mail in bulk including to add and delete groups, check/edit groups, check / edit group members, and etc. The interface is shown as follows:



Picture 39

## 1. Search group

It provides vague search to group name or mail address.

Operation Method:

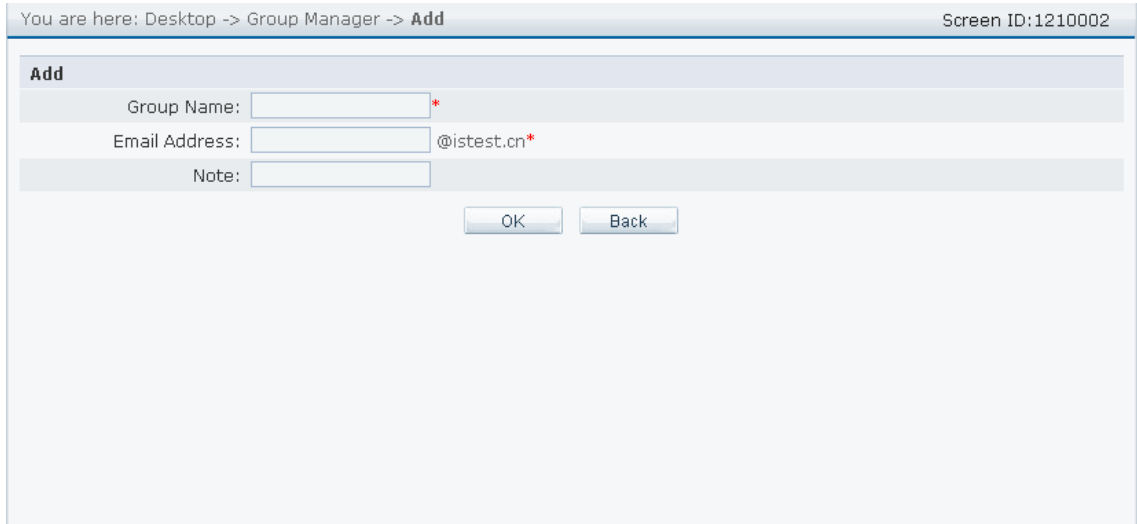
- 1) Select the category on the right side of drop-down box: group name or mail address;
- 2) Input some parts or all parts of the group name/ mail address you want to search in the inputting box;
- 3) Click button **【Search】** to search all group lists with inputted condition.

**Attention:**

Group search supports vague inquiry. If you input "a", click button **【Search】**, all groups including all groups' name /email addresses with "a" will be displayed.

## 2. Add group

Click link **【Add】** at upper side of group management to enter the page of group management:



Picture 40

Operation Method:

- 1) Input group name in the inputting box on the right side of **【Group Name】** ; input mail address in the inputting box on the right side of **【Mail Address】**; input the explanation in the inputting box on the right side of **【Explanation】** ;
- 2) Click button**【Confirm】**to this group to the mail system; click button**【Return】**to cancel the operation.

**Attention:**

The mail address can not be the same as the existing mail address and the name of the group is also unique.

### 3. Delete group

Operation Method:

Select the group that you want to delete in the optional box on the left side of group management, click link **【Delete】** , and the pop up note:



Picture6.1-40

Click **【Confirm】** to delete selected group.

### 4. Check/ edit group

Select the group which you want to check/ edit in optional box on the left bar of group



management, click【Check/ Edit Group Info】 to enter the interface of group information modification.

You are here: Desktop -> Group Manager -> View/Edit Group Info Screen ID:1210003

**View/Edit Email List**

Group Name:

Email Address: @istest.cn

Note:

Picture 41

Operation Method:

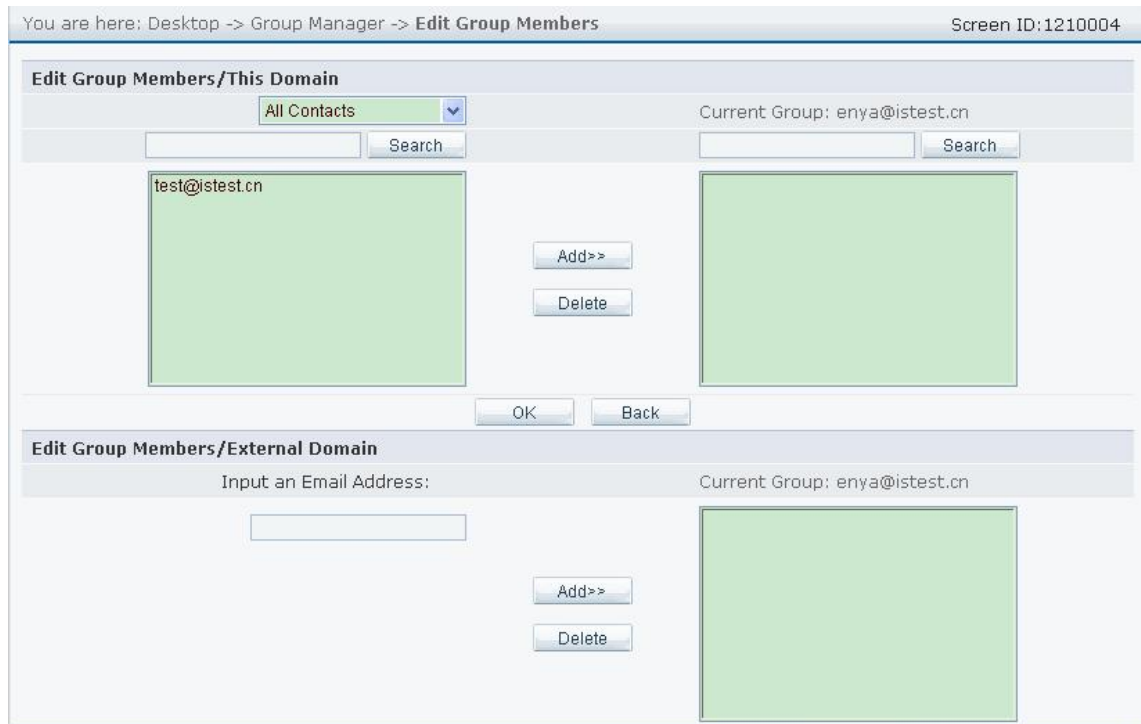
- 1) Input group name in the inputting box on the right side of **【Group Name】**, input address in the inputting on the right side of **【Mail Address】**, input explanation in the inputting box on he right side of **【Explanation】** ;
- 2) Click button **【Confirm】** to add this group to mail system, and then click **【Return】** to cancel the operation.

**Attention:**

- 1) The mail address can not be the same as the existing mail address and the group name must be unique;
- 2) When you select several groups to modify, the system will note: only one group is available each time.

#### 5. Check/ edit group member

Select the group you want to modify in the optional box on the left side of group management, and click **【Edit Group Members】** to enter the page to check or edit group member:



Picture 42

Operation Method:

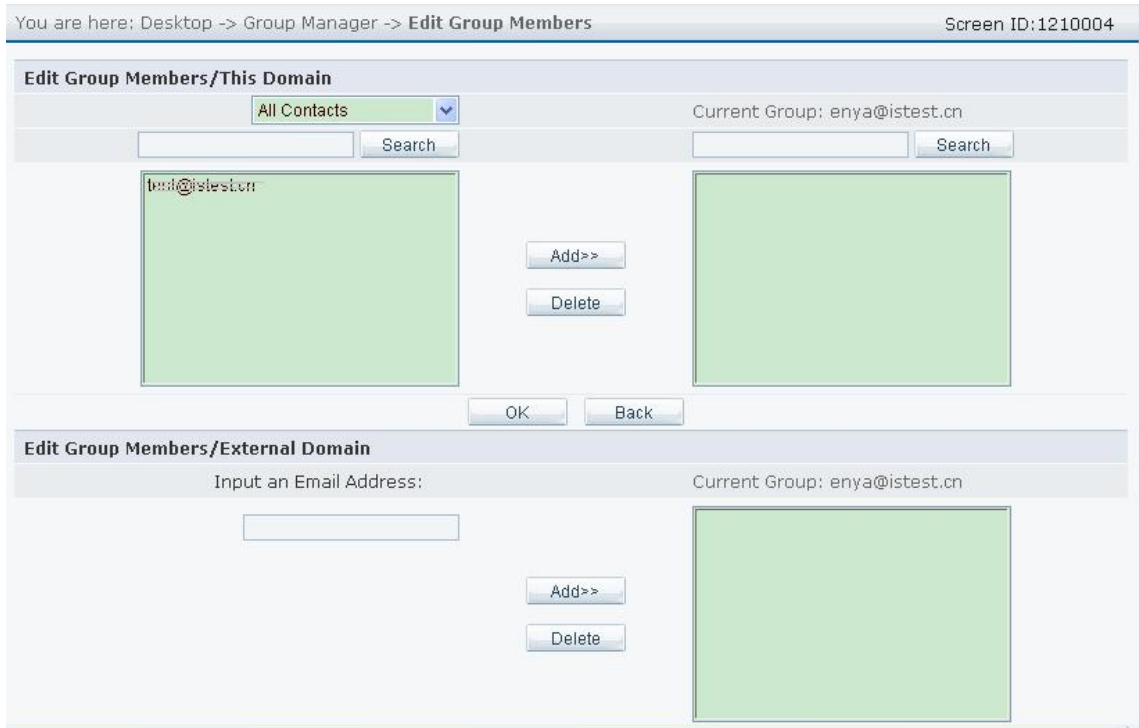
- 1) Select the email address you want to add on the upper left side and click button **【Bottom】** to add this email to current group on the right box;
- 2) Select the email address you want to delete on the upper right side and click button **【Delete】** to delete the email from this group;
- 3) Input complete Email address to do adding or deleting operation when editing group member out of domain;
- 4) Click buttons**【Confirm】**in domain or out of domain to edit group member successfully; click **【Return】** to cancel the operation, and return to the page of group management;
- 5) Search emails through search bar.

**Attention:**

- 1) **When you select several groups to modify members, the system will note: only one group is available each time.**
- 2) **Click buttons **【Confirm】** on upper and bottom sides to confirm members separately in domain and out of domain. Please be careful to use it.**

#### 6. Check and edit group privilege

Manage the privilege of the user of mail system. Only the authorized users can send mails in bulk. Please select the group the user wants to modify in optional box on the right page of group management, and click **【Edit Group Members】** to enter the page of group member modification:



Picture 43

Operation Method:

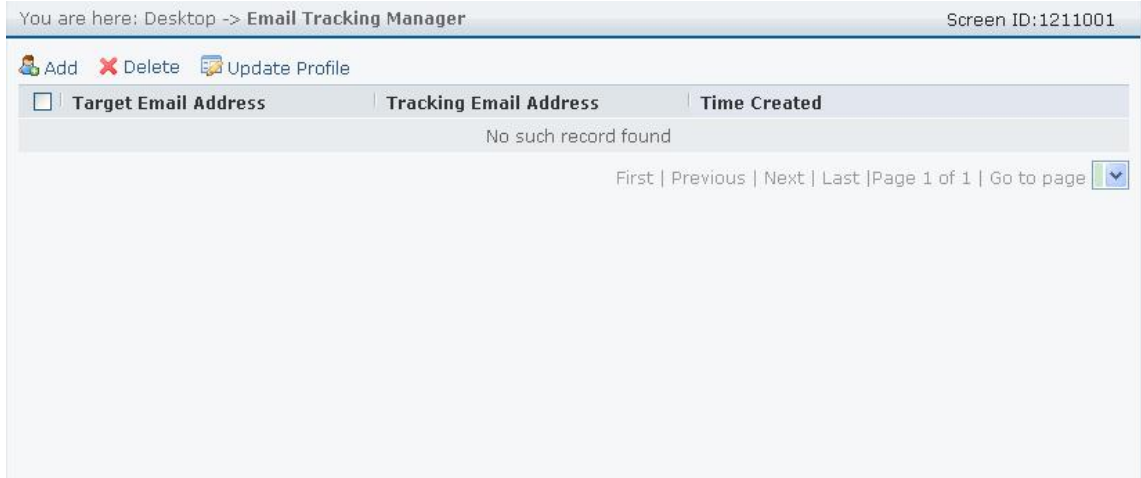
- 1) Select the email address of member on the left side of the box, click button **【Add】** to add email address to the right side of the box;
- 2) Select the mail address that you want to delete its privilege on the right box of the upper side of interface, and then click button **【Delete】** to delete this mail address from this privilege group;
- 3) Add or delete privilege through inputting complete email address when the member privilege outside domain is authorized the privilege;
- 4) Click the top and bottom **【Confirm】** in the inner and outside domains to edit group members successfully. Click **【Return】** to cancel the operation and return to the page of group management;
- 5) Search the email address by the right and left searching bar .

Attention:

- 1) The two button **【Confirm】** on the top and bottom are used to respectively determine the members in domain or outside domain. Please use it carefully
- 2) If the administrator does not select any person, the system confirms all members have the privilege by default, which means that all members have right to send mails to this group. The administrator needs to add members if he wants to limit the members.

### 6.2.11. Track Business Mail

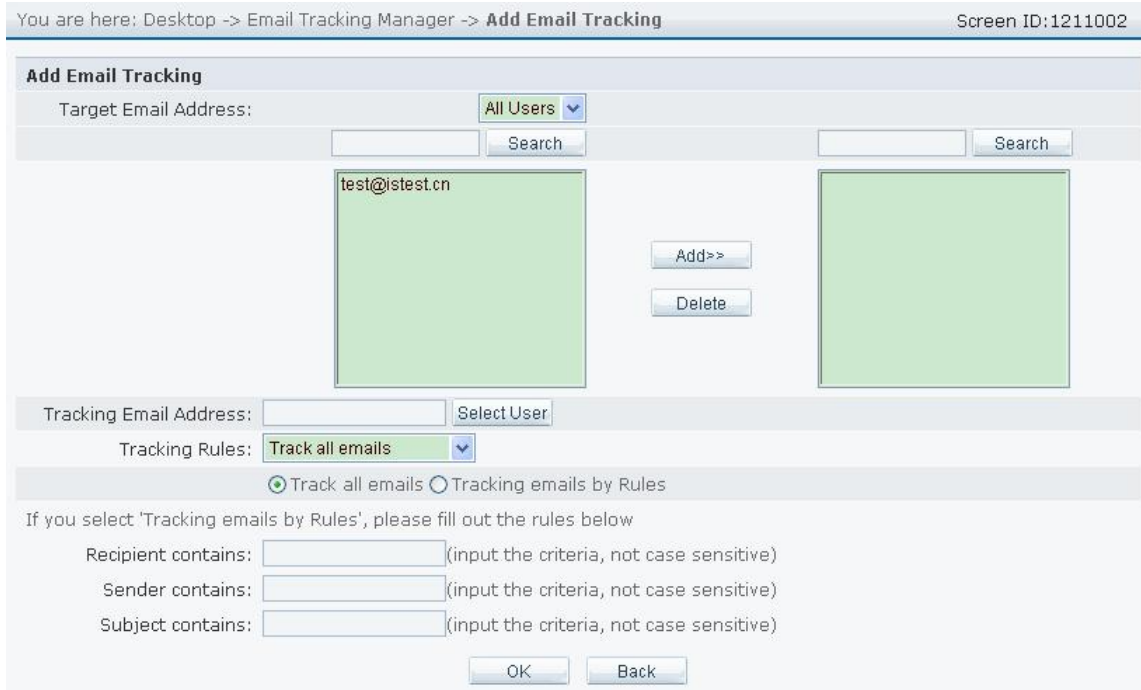
Business mail tracking provides the function to track mails. Administrator can effectively track the sending and receiving situation. The special mail will be cc to receiver. The mail will not be displayed to sender and original receiver, which will not affect the original email. The picture is shown as follows



Picture 44

#### 1. Add business mail tracking

Click button **【Add】** to enter the page of business mail tracking:



Picture 45

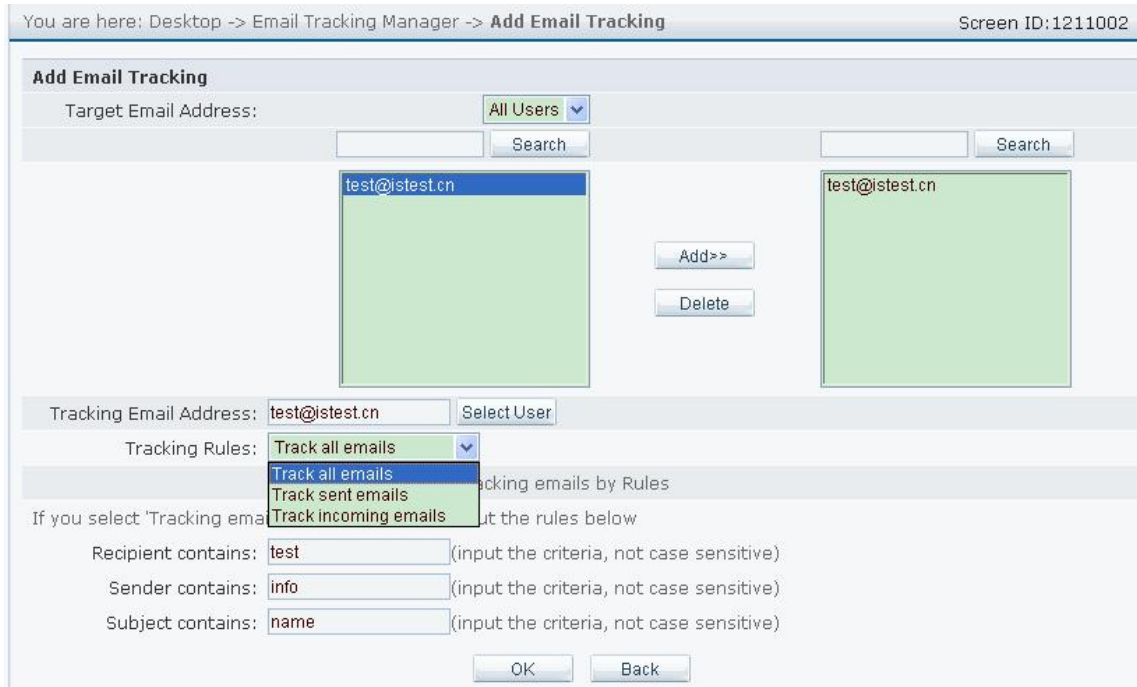
Operation Method:

- 1) Select the tracking target on the left box, click **【Add】** to add the tracking target, press “Ctrl” to select several target one time; click **【delete】** to delete the targets.
- 2) Click button **【Select User】** on the right side of **【Track Mail Address】** to select the user in the domain, and then enter below interface:



Picture 46

- 3) Select tracking condition: track all mails, track sent mail, track received mail.
- 4) Select the mail rule to track all or track in box;
- 5) If you select to the mail of tracking rule, please input our receiver tracking condition in **【Characters are Includes in Receiver】**, and then input subject tracking condition in **【Characters are Includes in Subject】**; click **【ok】** to finish the process; click **【Return】** to return the page of mail tracking.



Picture 47

**Attention:**

- 1) The tracking mail address must belong to its mail system;
- 2) In step 4, if you select to track all mails the setting is finished; if you select to track regular mails, please follow step 5.

2. Delete business mail tracking

Operation Method:

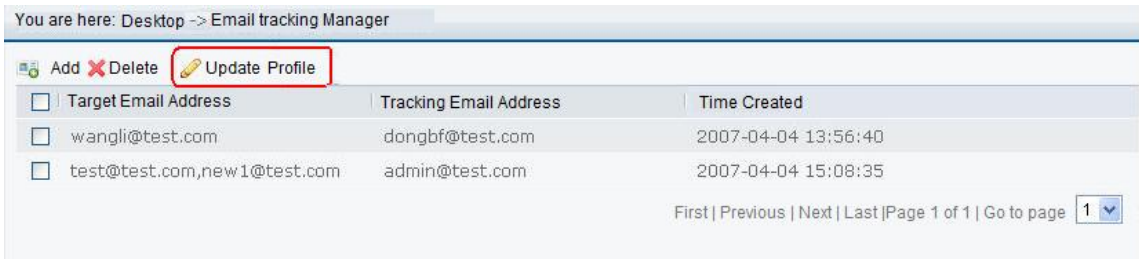
- 1) Select the records of business mail tracking you want to delete on the left side of optional box, click link **【Delete】**, an then pop up note



Picture 48

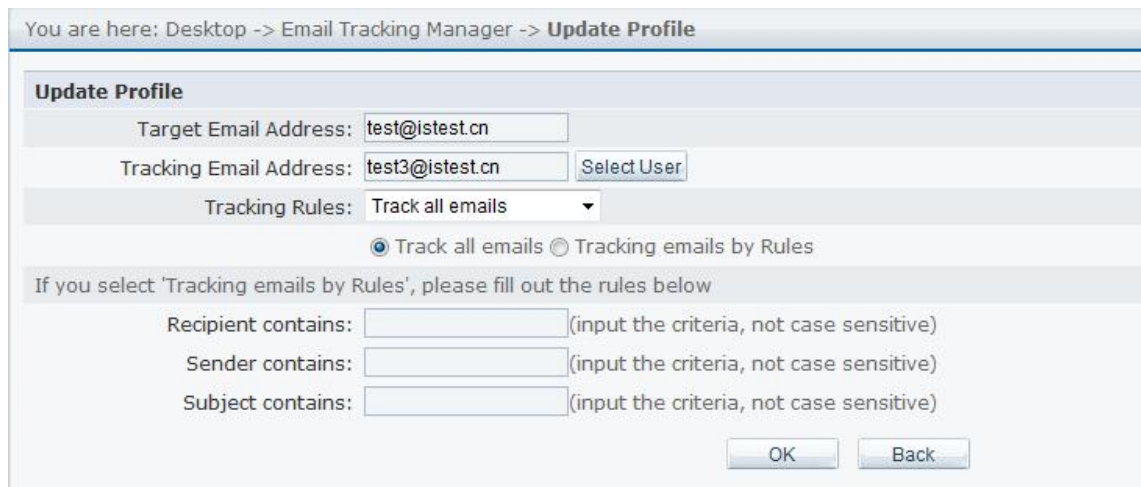
- 2) Click **【Yes】** to delete the records of business mail tracking.

3. Modify business mail tracking



Picture 49

Select the records of business mail track you want to modify, click **【Modify Configuration】** to enter the page of business mail tracking modification:



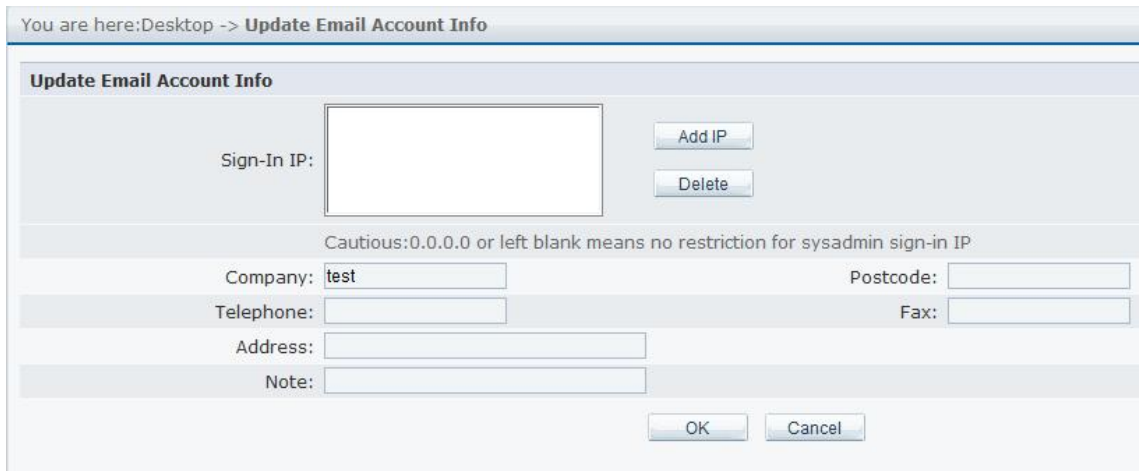
Picture 50

Operation Method:

- 1) Select tractor in **【Target Mail Address】** ;
- 2) If you select mail to track regular mails, please input tracking condition;;
- 3) Click**【Confirm】** to finish the process; click**【Return】**to cancel the operation and return to main Interface.

### 6.2.12. Modify Mail System

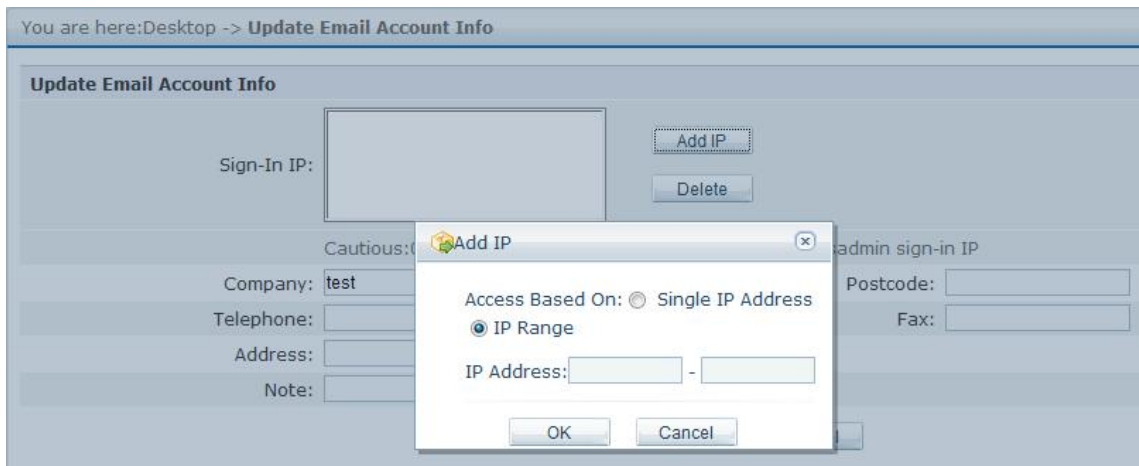
“Mail System” refers to the parts of information in login page including company name, zip code, etc. Mail system administrator can modify the details of his mail system, as shown in below picture:



Picture 51

Operation Method:

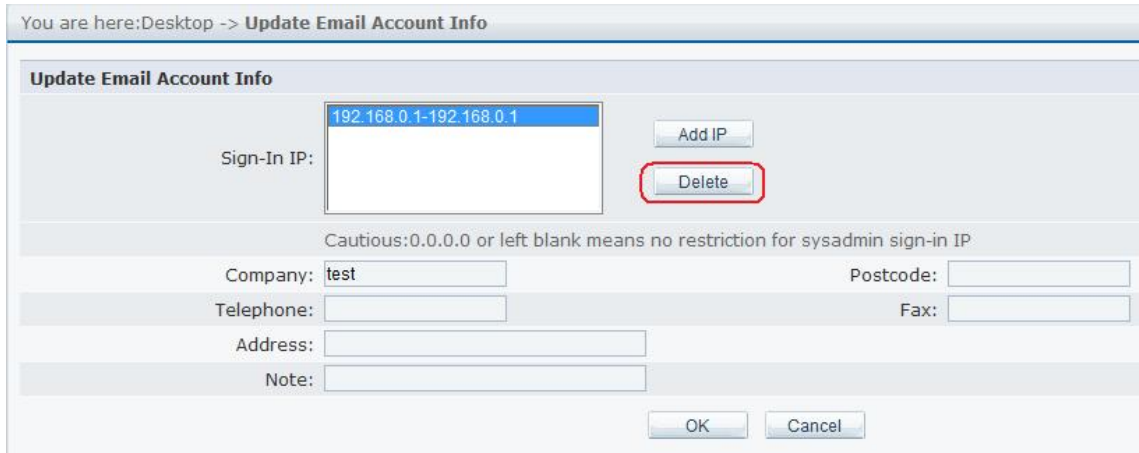
- 1) Click link **【Update Email Account Info】** on the left side of homepage, and enter to the page of administrator information modification for mail system;
- 2) Click **【Add IP】** to input login IP which is restricted to login, as shown in below picture:



Picture 52

- 3) Delete IP: Select the IP you want to delete; press “Ctrl” plus IP addresses if you want to delete more; click the button “Delete” to delete this IP, as shown in below picture:





Picture 53

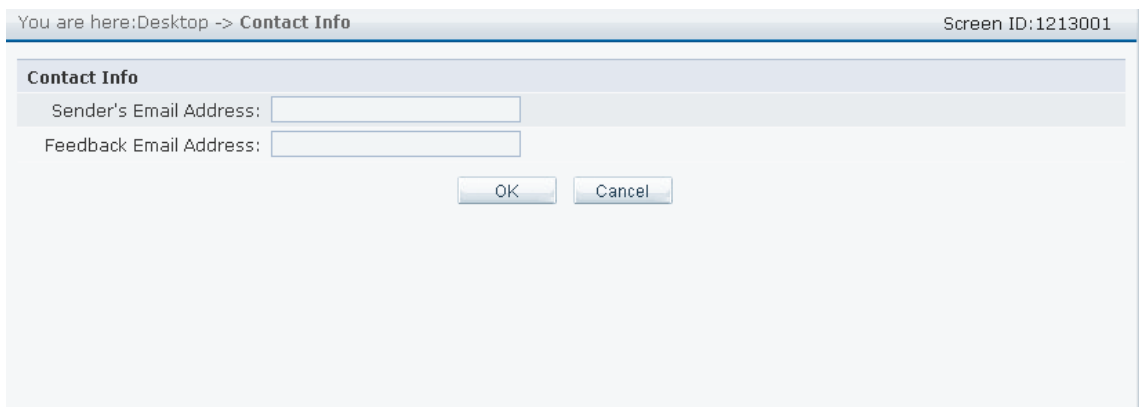
- 4) Modify the information and click button **【Confirm】** to finish the process.

**Attention:**

There is nothing limitation for Login IP 0.0.0.0. If you set it to another IP, the system will only allow this IP to login. For example, if the IP addresses are set to 192.168.10.11—192.168.10.22, the system will only allow these IP addresses to login.

### 6.2.13. Mail System Contact Information

Click **【Contact Info】** to enter the setting interface of mail system contact information. The function of “Send notification to all” allows the administrator to send the notification to all domains. Administrator can send the suggestion about the mail system to the suggestion mailbox, as shown in below picture:



Picture 54

**Operation Method:**

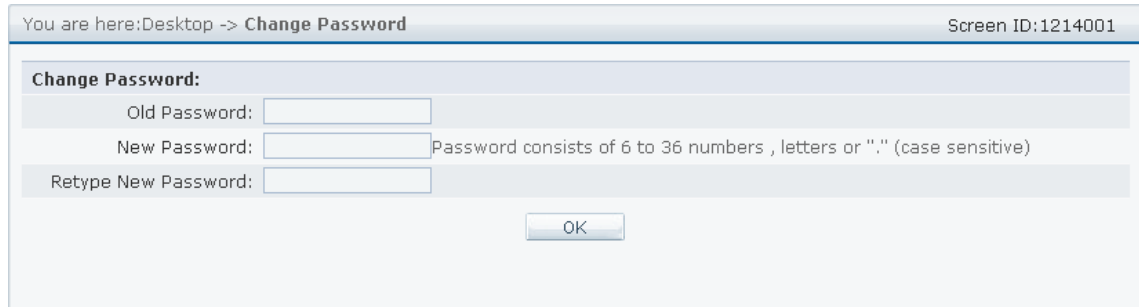
Input email addresses for notification receivers in all domains, and then click button **【Confirm】** to finish the process;

**Attention:**

The information you input should meet Email format.

## 6.2.14. Modify Administrator' s password

Mail system administrator can modify administrator' s password, as shown in below picture:



The screenshot shows a 'Change Password' dialog box. The title bar indicates the current location is 'Desktop' and the screen ID is '1214001'. The dialog contains three input fields: 'Old Password:', 'New Password:', and 'Retype New Password:'. A note next to the 'New Password:' field states 'Password consists of 6 to 36 numbers , letters or \".\" (case sensitive)'. An 'OK' button is located at the bottom center.

Picture 55

Operation Method:

- 1) Click link **【Change Password】** on the left side of homepage to enter the page of password modification;
- 2) Input original password one time and new password two times, and then click button **【Ok】** .

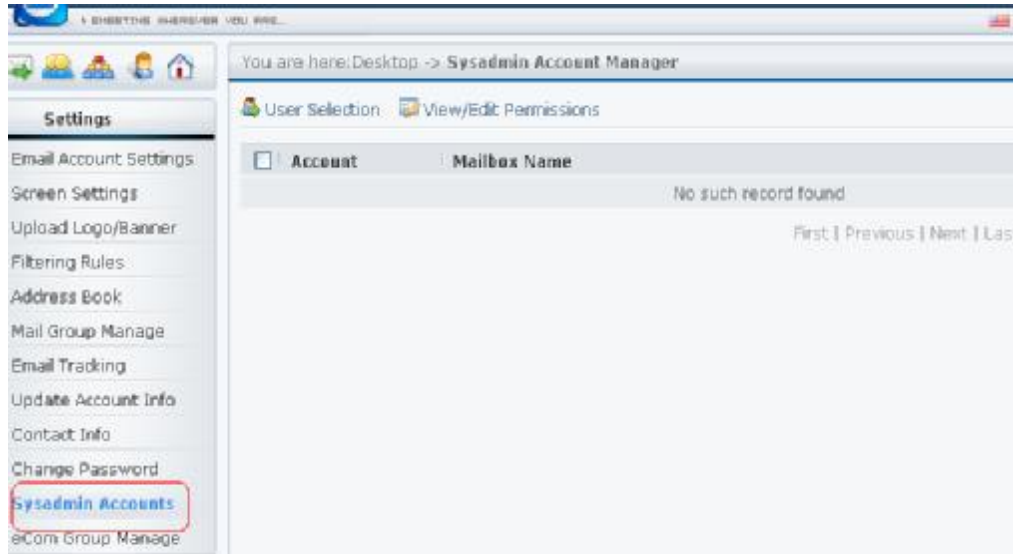
**Attention:**

- 1) The password should be 6—36 characters, number, letters or “. ” . It is different for the capitals and small letters you input;
- 2) The new password you input tow times must be same. Otherwise, you will be informed by corresponding note.

## 6.2.15. Manage Administrator Account

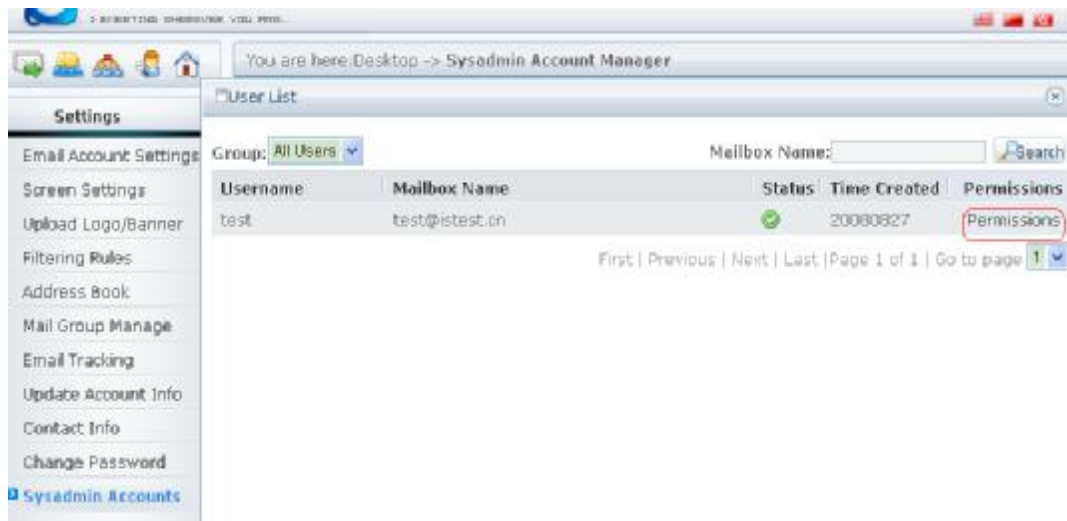
1. User selection

Mail system administrator can select some users and authorize them some privileges, as shown in below picture:



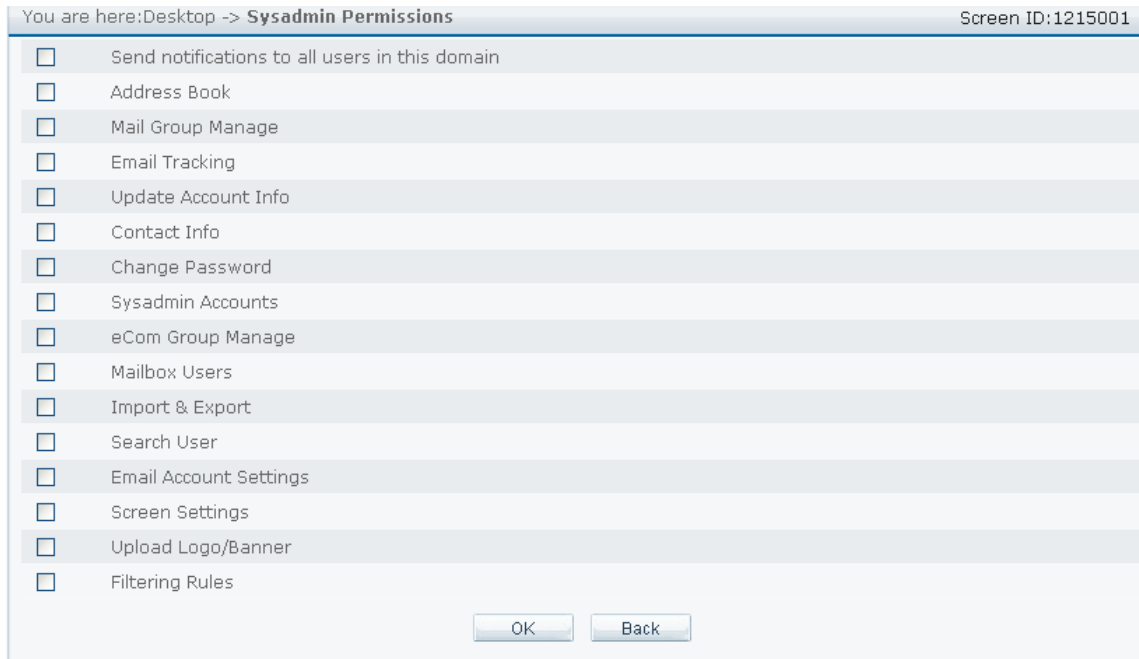
Picture 56

Click button “User Selection” to enter below interface;



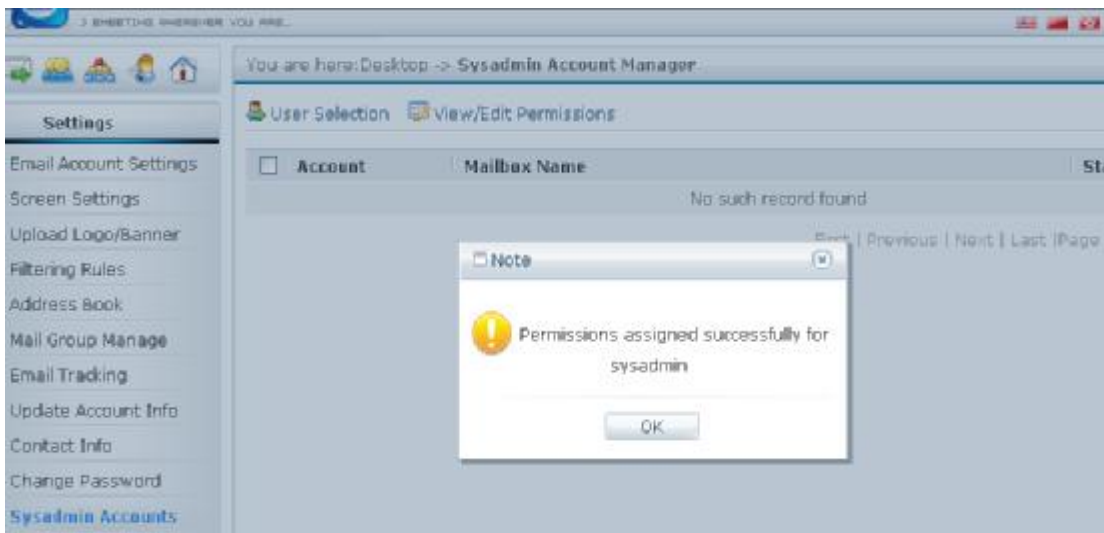
Picture 57

Administrator can select users and authorize them some management privilege. Then click button “Authorize” in above user list to enter below picture.



Picture 58

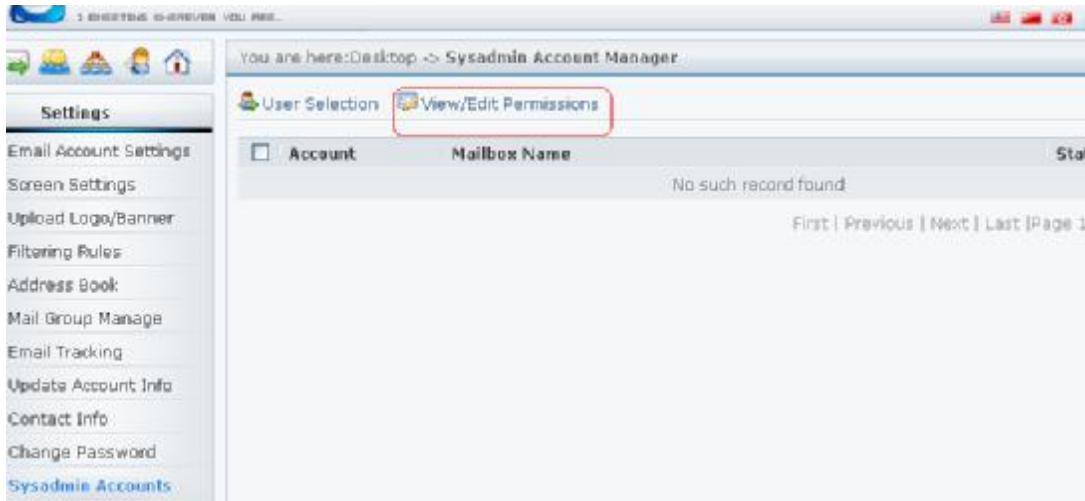
Select the privilege and click button “Confirm”, the system will note: Administrator authorizes successfully.” The users can login the administrator control panel through their mail account to do the management which is authorized by administrator.



Picture 59

## 2. Check/ Modify privilege

Mail system administrator can check/ modify the authorized management privilege for mailbox, as shown in below picture:

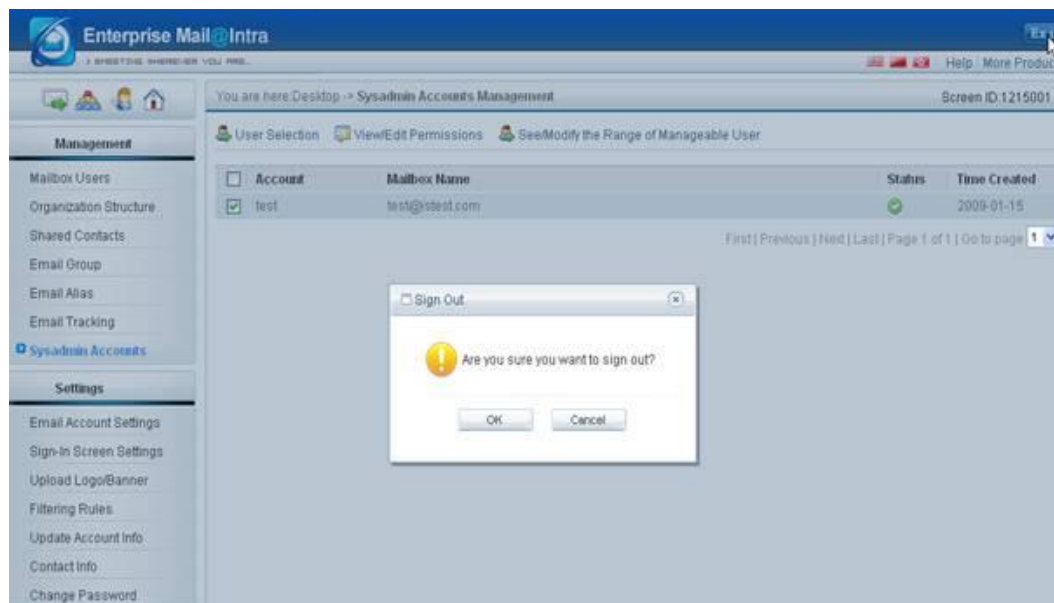


Operation Method:

- 1) Tick the mail account that you want to modify its privilege in the page of administrator account management, and then click button **【Check/ modify privilege】** ;
- 2) Modify the privilege for the mail account, and then click **【Confirm】** to finish the process;
- 3) Click button **【Return】** to cancel the operation, and return to the page of administrator account management.

## 6.2.16. Logout

Click button **【Logout】** on the upper right side of homepage to logout mail system, as shown in below picture.



Picture 60

Operation Method:

- 1) Click button **【Return】** on the upper right side of homepage;
- 2) Click button **【Confirm】** to logout mail system;
- 3) Click button **【Cancel】** to cancel this operation.

## 7. Technical Support

If you met any questions while using Intra Email Solution V3.0, please contact OnlineNIC Inc. directly and gain technical support.

## 8. FAQ

### ÿ Mail system login interface can not be displayed

Input URL : <http://mail.domain.com> (domain.com is the domain of your mail system) in IE browser, and can not login.

- l Check the internet connection;
- l Check the resolution for the domain of this mail system.

### ÿ Mail system administrator can not login

Input the administrator' s login password, ID verification failed, and then the system will show relevant note. The reasons are as follows:

- l The account ID or password is incorrect;
- l This mail system has been suspended;
- l This mail system has been expired;
- l This mail system has been restricted to IP login, please login with appointed IP address.

### ÿ The parameter setting of mail system is invalid.

The parameter setting of mail system is a module for the parameter setting of mailbox. After administrator finished the process, the parameter setting takes effect for new mailbox which uses the parameter setting of mail system by default. The later parameter setting should take the modification on user platform as standard, and is not affected by the parameter setting in domain management panel.

Except of the insert of system information option, this section only could be set by domain administrator or system administrator. After domain administrator have this option set, all the configuration in domain users get refreshed, and in accordance with domain parameter anytime.

### ÿ Address book can not export

The format of imported address book must be standard csv/vcard. If the format does not meet the rule, it may cause that some characters can not be imported.

<Over>