MessageOne
Be prepared.

EMS User Manual

MessageOne EMS User Manual

EMS Support Email: **support@messageone.com** EMS Activation or Emergencies Call: **888-367-0777** or **512-652-4500**   1

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Introduction

Welcome to the MessageOne Emergency Messaging System (EMS). EMS is a high-availability standby messaging system that ensures continuous flow of a company's business email in the event of an unexpected disruption of the primary email system. If a disruption should occur, users will gain access to company email via a secure web browser-based interface. Users will be able to send and receive email through this interface until normal service can be restored to the company's primary email system.

This guide will show users how to log on, send, and receive email during a service outage or emergency. To set up EMS for the first time, please refer to the **EMS User Setup Guide**, available from the EMS administrator.

Chapter 1: Logging On to EMS

If the company's EMS administrator advises that the company's email system has been disrupted, log on to EMS to continue using company email. If an email is partially written when the primary email system is disrupted, MessageOne recommends that the user copy the text into a file so that he or she can paste it into a new message once logged on to EMS. To log on, follow these steps:

1. After receiving an email with the EMS URL from the administrator, click the embedded link to log on. Otherwise, open a browser and type **http://ems.messageone.com** (or the URL the EMS administrator includes for use) in the address box. The screen should look like Figure 1.1.

Figure 1.1 EMS Main Login Screen

2. Type the work email address into the "Username" box.
3. Type the password selected for EMS during initial profile set up into the "Password" box. See the **EMS User Setup Guide** for information about setting up a profile.
   NOTE: EMS can generate a new password and send it to the external email addresses and messaging devices previously configured in a user's EMS profile (supported messaging devices include SMS-capable mobile phones and text pagers). For information on how to reset a password, read **Chapter 3: Resetting Forgotten Passwords**.
4. Successfully logging on will open the main screen with a big red "Email" button, shown below in Figure 1.2.

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Figure 1.2 EMS Main Screen (EMS Active)

NOTE: If the administrator hasn't yet activated EMS, the main screen will look like Figure 1.3, below. User cannot access email through EMS until an administrator completes the activation process. Users can, however, update their notification options, home address, emergency contact list, and EMS password. To learn more about updating the EMS profile, please refer to the **EMS User Setup Guide**, available from the EMS administrator.

Figure 1.3 EMS Main Screen (EMS Inactive)

Chapter 2: Using EMS Web mail

EMS Web mail may be familiar to anyone who has used any of the popular Web mail sites, such as Hotmail, Yahoo! and MSN. The following sections cover the basics of using the EMS Web mail system.

Viewing the Inbox
1. Click **EMAIL** to access the Inbox, as shown in Figure 2.1 below.
2. The Inbox lists all the messages that were received by EMS from the point when the company's primary email system was disrupted, or, if the company has completed a partial activation, from the time that EMS was activated for the individual. By default, messages are sorted in reverse chronological order, with the newest messages at the top of the list. To change this sort order, follow these steps:
   a. Click **From** to sort alphabetically by the first letter of the sender's name.
   b. Click **Subject** to sort alphabetically by the first letter of the message subject.
   c. Click **Date** to sort chronologically.
   d. Click **Size** to sort by message size.
   Click the column heading again to toggle the sort display.
   NOTE: Boldface type indicates that the message has not yet been read.

Figure 2.1 EMS Web Mail Inbox Screen

Viewing a Message
To open any item, click the linked subject line. The message will appear, as shown in Figure 2.2 below.

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Figure 2.2 Viewing a Message in EMS

From an email message, click the appropriate button or link to accomplish the following actions:
- Reply to the sender
- Reply to all email addresses on the message
- Forward the message
- Print the message
- Compose a new message
- Delete the message
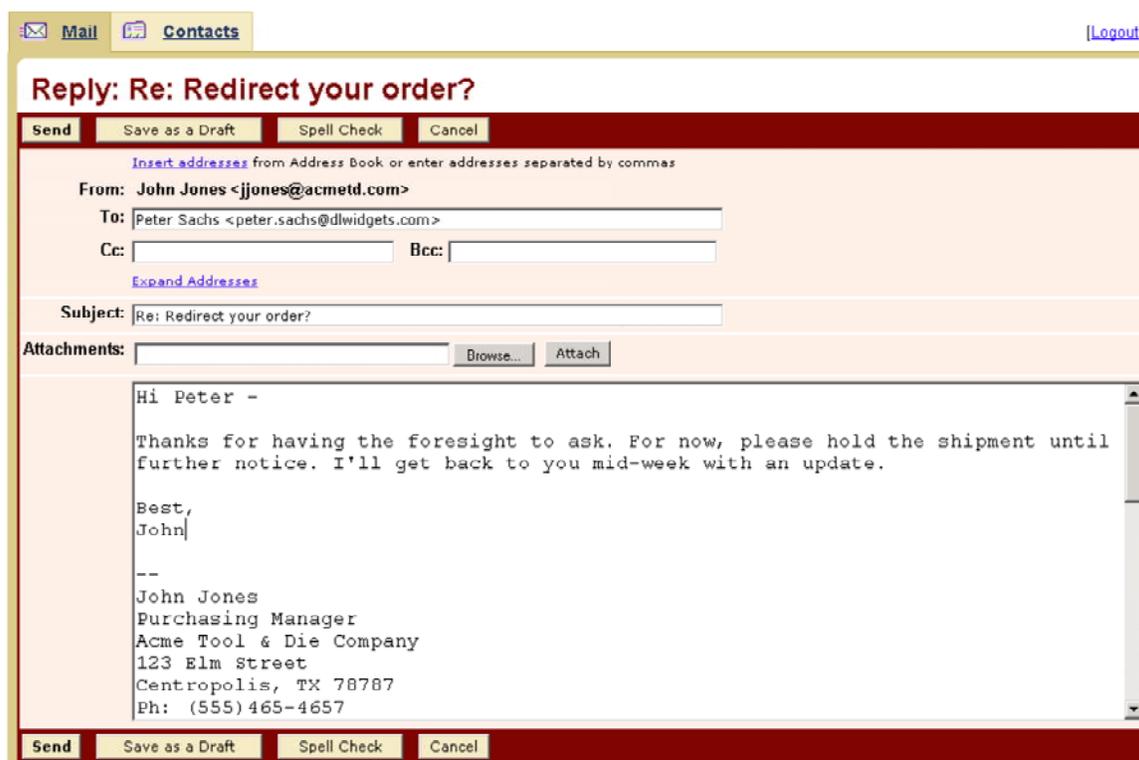- Go to previous or next message (if applicable)
- Return to the Inbox

Replying to Messages
1. Click **Reply** to compose a response. The body of the message will be copied into the text box and the cursor will be placed above it.
2. Type a reply as shown below in Figure 2.3 and click **Send**.
3. After the reply is successfully sent, the Inbox screen will reappear. A copy of the email will be placed in the "Sent Mail" folder. If this is the first sent message, a new "Sent" folder will appear in the Folders panel on the left side of the screen. Figure 2.4 shows the placement of the new folder.

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Forwarding Messages

1. Click the **Forward** button to send a message to a new recipient. The body of the message will be copied into the text box and the cursor will be placed above it.
2. Type the email address(es) into the "To" box, or click **Insert Addresses** and select the email address(es) of the recipients from the list. See the **Inserting Addresses Using the EMS Address Book** section later in this chapter for more information.
3. Type a message if desired and click **Send**.
4. After the forwarded email is successfully sent, the Inbox will reappear. A copy of the email will be placed in the "Sent" folder.

Figure 2.3 Composing Reply in EMS

Figure 2.4 EMS Inbox Screen with "Sent" Folder

Composing New Messages
1. Click **Compose** to open an empty email form, shown in Figure 2.5 below.
2. To manually enter email address(es):
   a. Type an email address in to "To" box. At least one recipient is required.
   b. To send a copy of the email to another recipient, enter the email address in the "Cc" box.
   c. To send a hidden or "blind" copy of the email to a recipient, enter the email address in the "Bcc" box. Each "Bcc" recipient is invisible to all of the other recipients of the message, including other "Bcc" recipients.

   NOTE: For multiple recipients, separate each address with either a comma or a semi-colon.
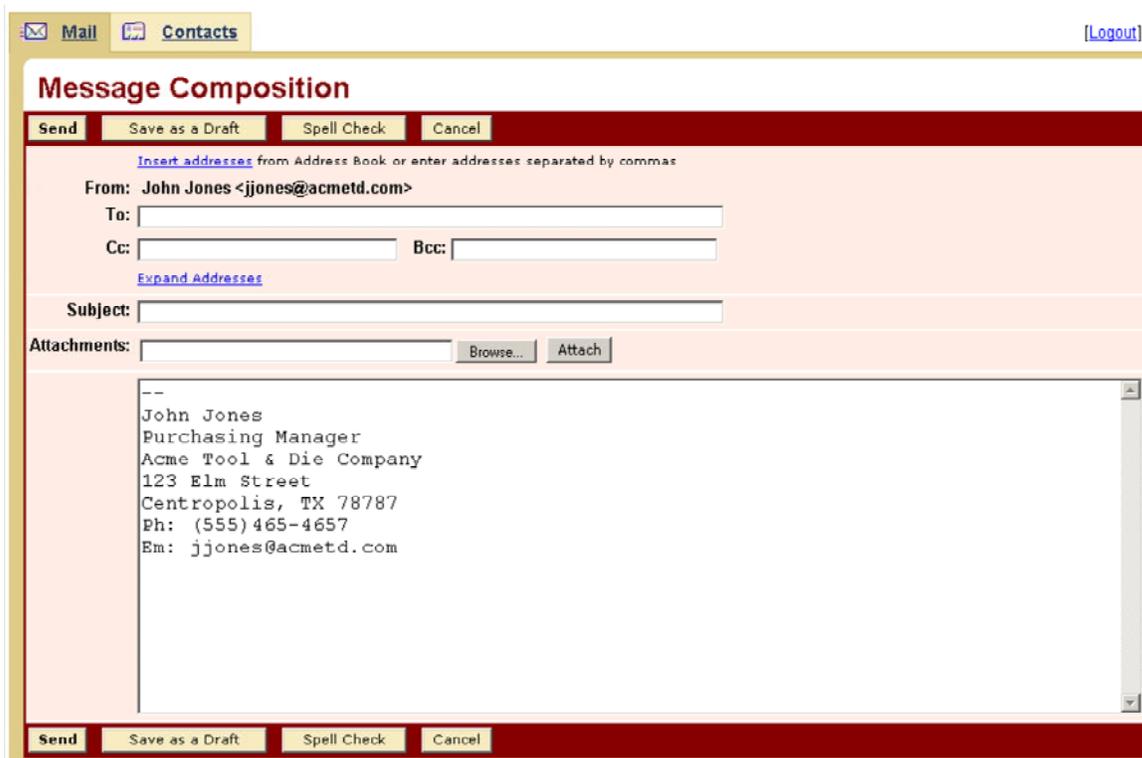
   OR

   Enter email addresses using the **Insert Addresses** feature, as described in the next section.
3. Type a subject title into the "Subject" box.
4. If necessary, insert attachments. To learn how to insert attachments, read the **Attaching Files to Messages** section later in this chapter.
5. Type a message into the text box.
   NOTE: If EMS Web mail is configured to automatically insert a signature, it will be copied into the text box. To learn how to automatically add a signature to messages, please read **Creating a Customized Signature** later in this section.
6. Verify that the recipient email addresses and the text are correct and click **Send**.

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Figure 2.5 Composing a New Message

Inserting Addresses Using the EMS Address Book

The EMS Address book should contain a complete list of employee's contact information, and depending on the company's primary email system, may contain a list of each user's personal contacts' information. If the company uses Microsoft Exchange as their primary email system, personal contacts should be regularly synchronized with EMS so that they will appear in the appropriate user's EMS Address Book in the event of activation. If the primary email system is Lotus Notes with iNotes, each user will need to manually synchronize personal contacts with the local address book on a regular basis in order for them to appear in the EMS Address Book.

1. Click **Insert Addresses** to open the Addresses screen, as shown in Figure 2.6 below.
2. Type a name into the "Find" box, select the contact type from the drop-down menu and click **Search**. All matching names will appear in the window on the left.
   NOTE: Select "Global Address List" from the drop-down menu to view company contacts or "My Contacts" to view personal contacts.
   OR
   Scroll through the list of names.
   NOTE: Only the first 100 names will be displayed. Users must search for names if they're not listed.
3. Click the user's name to highlight it.
4. Click the **To**, **Cc**, or **Bcc** button to add the contact as the appropriate type of recipient.
5. When the recipient list is complete, click **OK** to insert it into the appropriate recipient boxes on the message, as shown below in Figure 2.7.

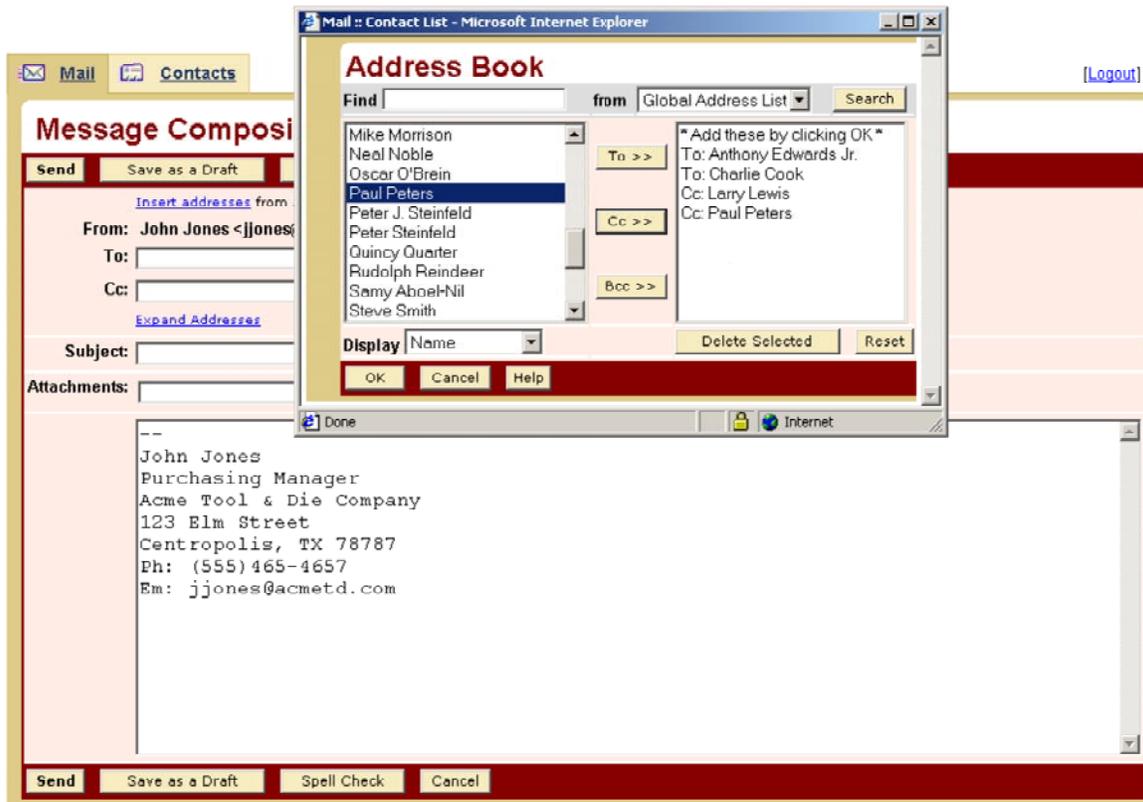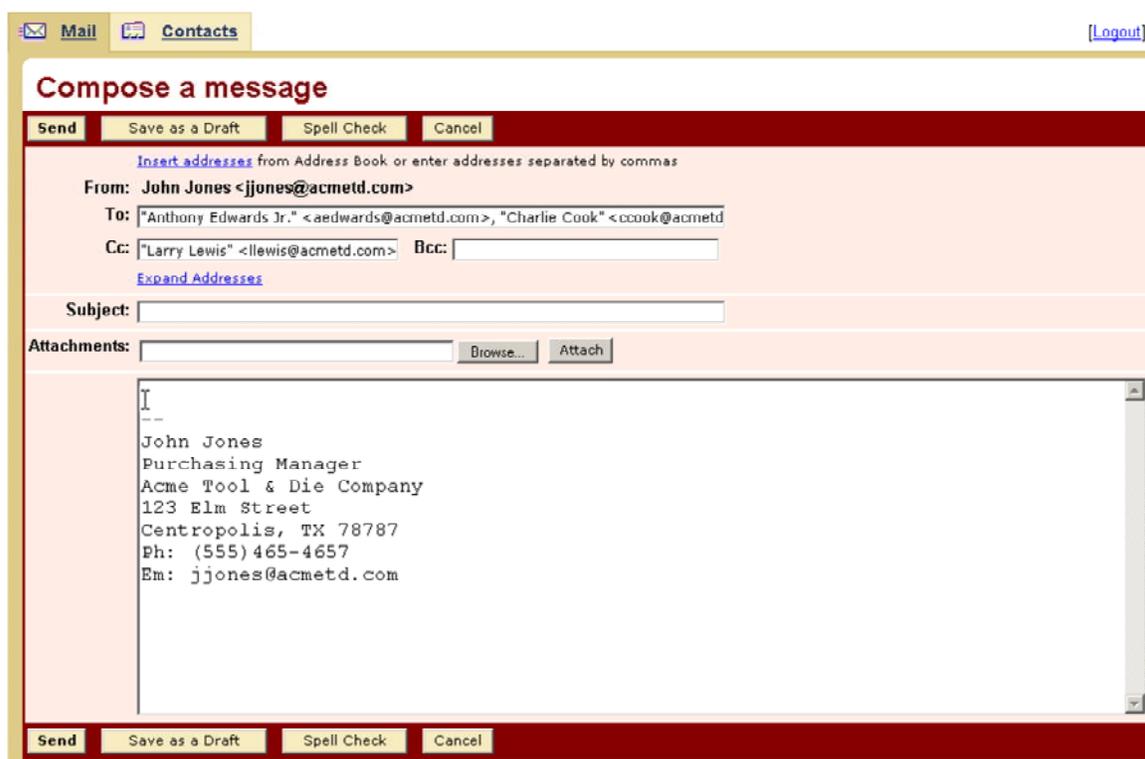**Figure 2.6** Inserting Addresses from Address Book

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Figure 2.7 Composition Screen with Addresses

Attaching Files to Messages
1. Add a file as an attachment by using one of the following methods:
   a. Click **Browse** to select a file, as shown in Figure 2.8 below.
   b. When the correct file is located, click to highlight it and then click **Open**. The path to that filename will appear in the "Attachments" box.

   OR

   a. Type or paste the full path to the filename into the "Attachments" box, as shown in Figure 2.9 below.
2. Click **Attach**. Depending on the size of the file, it may take a few moments for the screen to refresh and show the attachment.

Figure 2.8 Using the Browse Panel to Select Attachment

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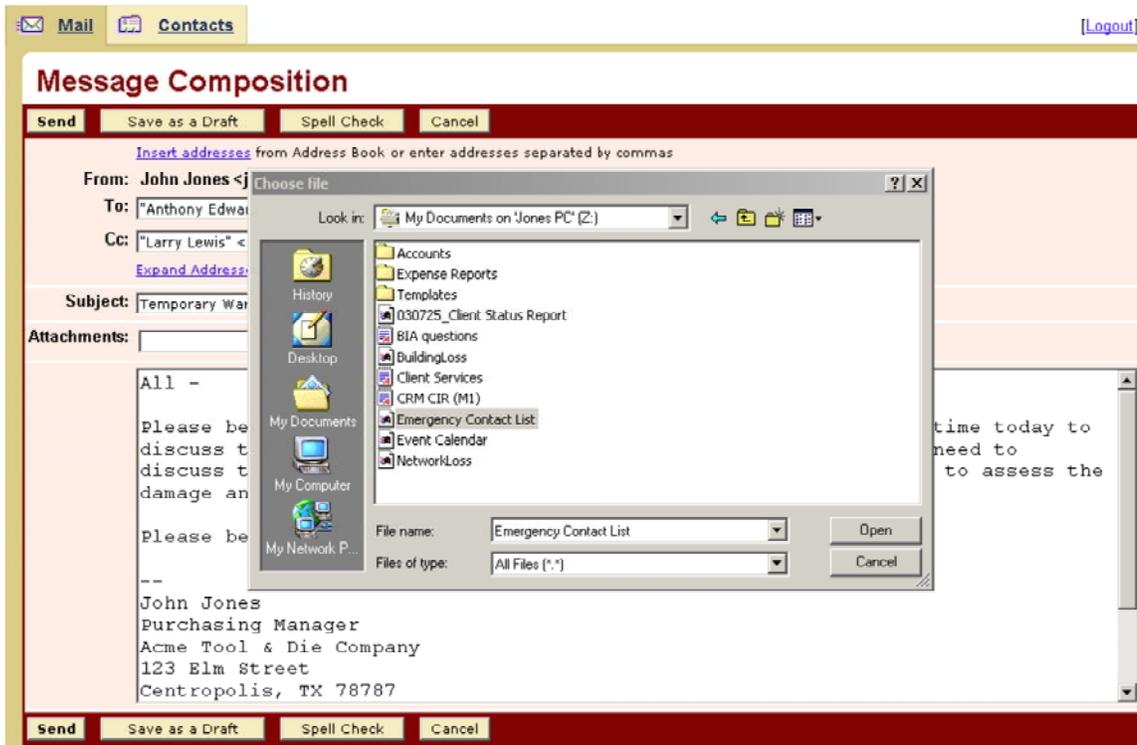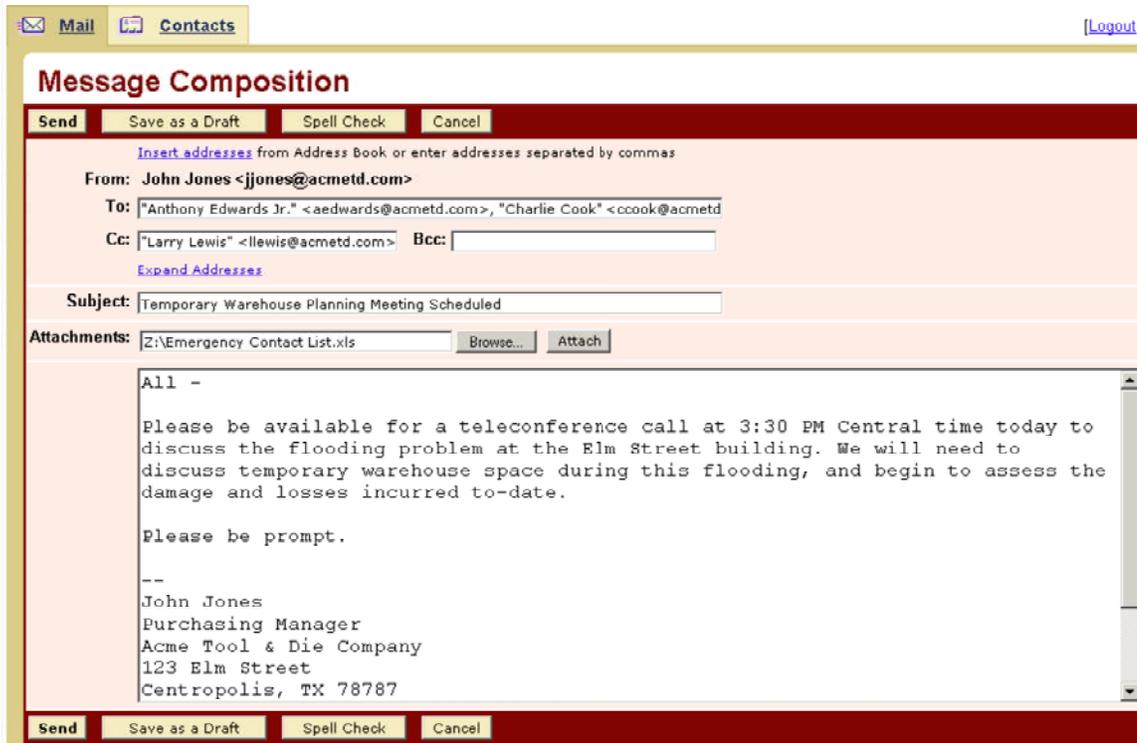
Figure 2.9 Composition Window Showing Attachment Name

NOTE: To add more attachments, repeat the steps above until all desired files have been attached. To remove a file, click the checkbox preceding the file's name and then click **Remove Selected**.

Deleting Messages
Follow these steps to delete items from a list of messages.
1. Click on the folder that contains the messages to be deleted (Inbox, Drafts, or Sent).
2. Check the boxes next to the messages to be deleted, as shown in Figure 2.10 below.
3. Click **Delete**.

Figure 2.10 Selecting Files for Deletion

To delete a message after reading it, click the **Delete** button as shown in Figure 2.11 below.

Figure 2.11 Deleting a Message After Reading
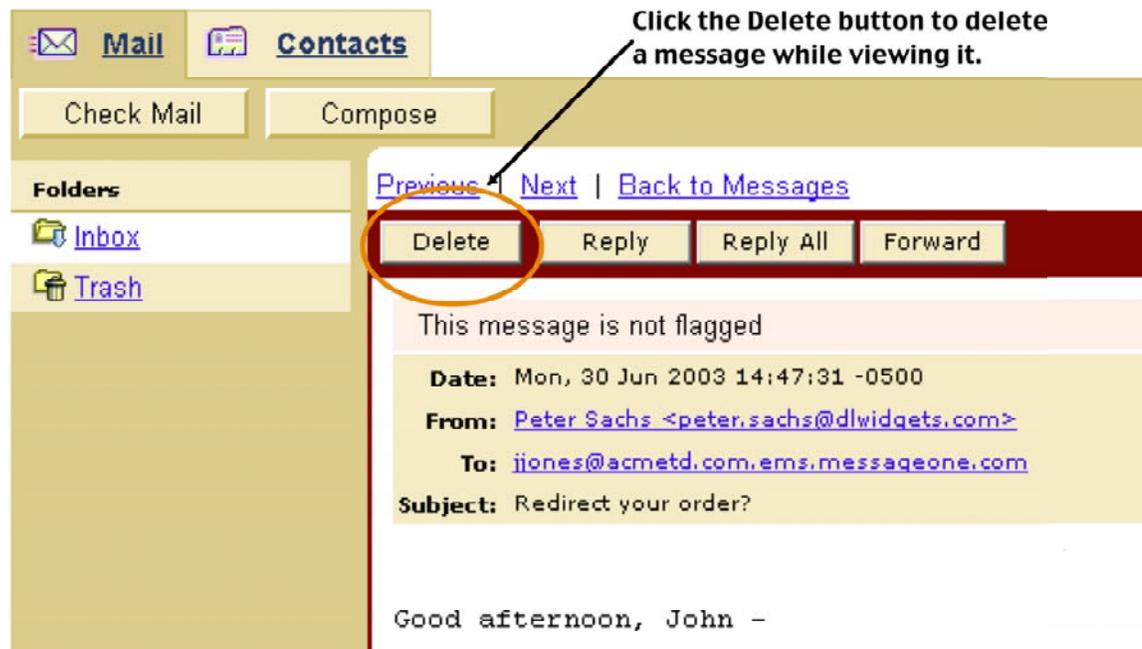
NOTE: Although deleted messages are removed from view, they are actually archived for potential regulatory compliance requirements. Click the **Trash** folder to view deleted items.

Create a Customized Signature
To have a standard signature included at the bottom of each outgoing email, follow these steps:
1. Click **Mail Options** in the upper-right corner of any folder view.
2. Click **Personal Information**.
3. Click **Edit Your Identities**.
4. Type or paste a signature into the text box and check either of the formatting boxes that are relevant.
5. Click **Change**.

Logging Off
To log out of EMS, click the **Logout** button or link on every screen in EMS Web mail. EMS will automatically log users out after an extended period of inactivity.

Chapter 3: Advanced Features of EMS
EMS contains both the Web mail functionality described in Chapter 2 and a variety of supporting features, described in this chapter.

Resetting a Forgotten Password
Because there likely will be a delay between the time the EMS account is set up and any disruption of the primary email system, it is critical that users keep their profiles up-to-date with notification information. For the following steps to work, each user will need to have alternate notification information in their EMS profile. Please refer to the **EMS User Setup Guide**, available from an EMS administrator.

To reset a lost password:
1. Open a browser and type **http://ems.messageone.com** in the address box.
2. Click **Forgot your password?** as shown in Figure 3.1 below.

Figure 3.1 Main Logon Screen
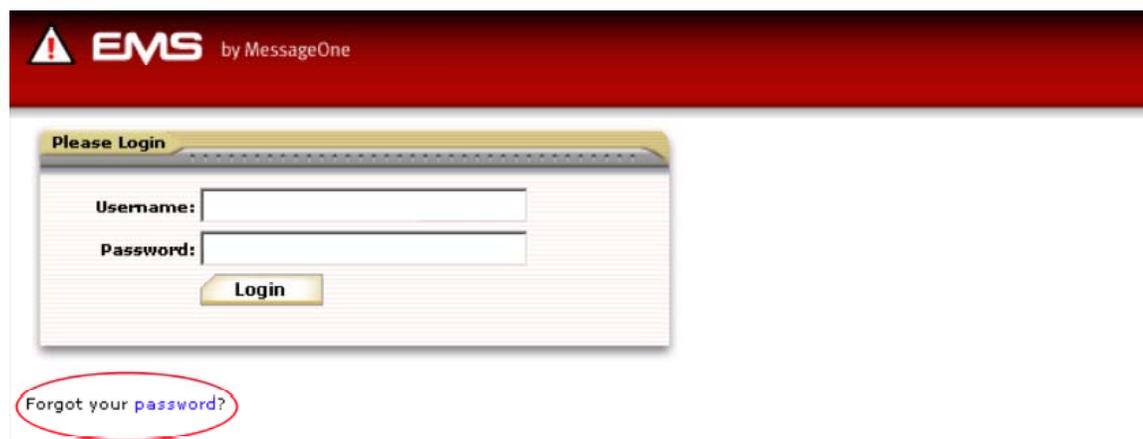
3. On the "Forgot Password" page, type the work email address into the "Email Address" box, as shown in Figure 2.2 below, and click **Submit**. The

screen will refresh to the logon page. In a few moments, a new password
will be sent to all the notification channels identified in the profile
and to the work email address.
4. Type the work email address in the "Username" box.
5. Type or paste the new password into the "Password" box.
6. Click **Login**. When prompted, change the password to be more memorable and
secure.

Figure 3.2 Forgotten Password
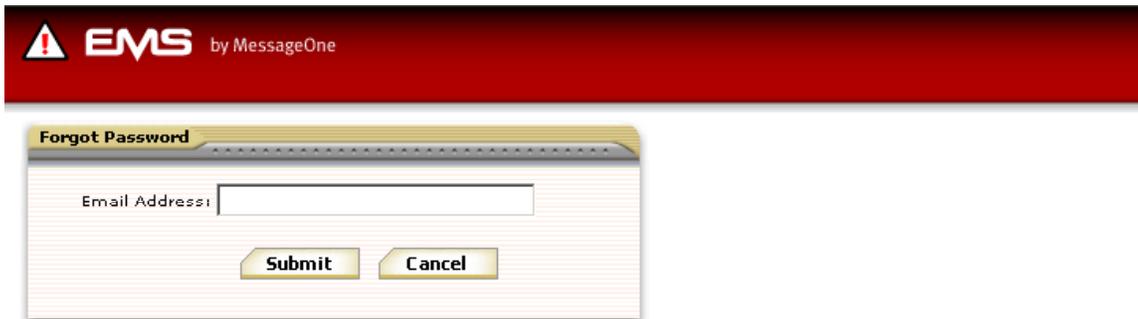
Selecting a New Password

After receiving a new password from the EMS system, or just as a periodic
security measure, it is recommended that users replace their existing password
with a new one.
1. Click **Change Password** on the main EMS screen. The work email address
should be listed as the "Username" on the "Change Password" screen.
2. Type an easily remembered but secure new password in the "New Password"
box, as shown below in Figure 3.3. If the company has a password policy,
such as minimum password complexity guidelines, please create an EMS
password that complies.
3. Re-type the same password in the "Confirm Password" box.
4. Click **Submit**. When the new password has been accepted, the main EMS screen
will reappear.

Figure 3.3 Selecting New Password
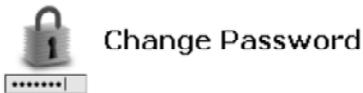
Logging Out of EMS

To log out of EMS, simply click **Logout.** As shown in Figure 3.1, it is located in the EMS banner at the top of every screen.

Figure 3.4 Logout Button in Banner

Updating Personal Information in EMS

Please refer to the **User Setup Guide** for complete instructions on how to maintain an up-to-date profile, including:

- Notification methods (personal email, SMS pager or phone, supported wireless device, etc.)
- Home address
- Emergency contacts
- A memorable and secure password

Each of these functions is available from the main EMS screen (shown in Figure 4.1 below), regardless of whether EMS Web mail has been activated.

Figure 3.5 EMS Main Screen

EMS is not Active

The Emergency Messaging System for Acme TD is not active at this time. In the event of a disaster or mail system outage you can use this web site to access your corporate mailbox from any web-enabled location.

Use the links below to update your personal information and notification options.

Notification Options   Home Address   Emergency Contacts   Change Password

Frequently Asked Questions

Q: When I logged into EMS I couldn't find my email. Where is it?

A: Until the company's primary email system is disrupted and an EMS administrator activates EMS Web mail, users will be unable to get email from EMS. Check email through the regular work email account.

Q: I can get into my work email using EMS Web mail, but I can't find my personal folders or saved email. Where is it?

A: EMS provides continuity in the event of a disruption to the primary email system. In other words, users can continue sending and receiving email using their work email addresses, and all email activity during an outage will be reflected in their work mailboxes once the primary email system is up and running again. EMS doesn't keep a copy of pre-existing email or folders.

Q: Will I be able to include attachments in emails sent through EMS?

A: Yes, EMS will accept attachments.

Q: I have an extensive list of contacts in my Outlook Contacts folder at work. Will they be available to me if EMS is activated?

A: EMS preserves and updates each user's contacts automatically, provided that they are stored in Outlook's **Contacts** folder on the company's Exchange server. If the user creates any contact lists that are stored on the user's computer, EMS will not be able to preserve them. If EMS is ever activated, all of the contacts stored in the **Contacts** folder in Exchange will be available.

Q: I have an extensive list of contacts in my Lotus Notes address book at work. Will they be available to me if EMS is activated?

A: If the primary email system is Lotus Notes with iNotes, users can manually synchronize personal contacts with the local address book on a regular basis. EMS will retrieve contacts stored in the iNotes-enabled email file located on the server but not from the address book stored on the user's computer. If EMS is ever activated, the most recent list of Contacts on the company's Notes server will be available. This capability currently requires use of iNotes.

Q: I have a question or a problem that isn't addressed here. Who should I go to for help?

A: Please direct any questions or problems to the company's EMS administrator. The EMS administrator is usually the person who sent this document.