

EMS User Manual

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Introduction

Welcome to the MessageOne Emergency Messaging System (EMS). EMS is a highavailability 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:

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

/ MessageOne			
Login			
	r MessageOne nes@acmetd.com	/ MessageOne nes@acmetd.com	/ MessageOne nes@acmetd.com

Figure 1.1 EMS Main Login Screen

Forgot your password?

- 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.



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)



Figure 1.2 EMS Main Screen (EMS Active)

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

A ENS by Mes	sageOne				
IN Mail I Conta Check Mail Con	acts mpose			[] Search Mail - Mail O l	Logout) ptions
Folders © inbox Trash	Inbox View: All Delete	Unread Select 💽 Mark as	Messages 1-3 of	3 First Previous Nex	tt Last Move
		<mark>From</mark> Kenneth J. Walker	Subject (Thread) Centropolis Downtown Flooding Update	<u>Date</u> 03:19 : 50 PM	<mark>Size</mark> 978
		Peter Sachs EMS Administration	Redirect your order? Acme Tool & Die EMS system has been activated	02:47:31 PM 01:12:03 PM	1kb 2kb
	Delete	Select 💽 Mark as	Read VK Messages 1-3 of	Move to folder 💌	Move tt Last

Viewing a Message

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



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.

Spell Check rom Address Dook or ent mes@acmetd.com> er.sachs@dlwidgets.com Bc	Cancel er addresses sepa > c:	arated by commas	7		
rom Address Book or ent mes@acmetd.com> er.sachs@dlwidgets.com Bc ' order?	er addresses sepa > <mark>c:</mark>	arated by commas	1		
rer.sachs@dlwidgets.com Bc • order?	> 				
order?	c:		-		
order?					
r order?					
01001.					
	Browse	Attach			
having the fo	resight to	ask. For no	w, please hold f	the shipment u	intil
tice. I'll get	back to y	ou mid-week	with an update.		
Manager					
reet					
s, TX 78787					
no no no st	r - For having the fo notice. I'll get nes ing Manager il & Die Company Street plis, TX 78787 5)465-4657	for having the foresight to notice. I'll get back to y ng Manager ol & Die Company Street olis, TX 78787 5)465-4657	Ter having the foresight to ask. For now notice. I'll get back to you mid-week w ing Manager bl & Die Company Street blis, TX 78787 b) 465-4657	Tor having the foresight to ask. For now, please hold notice. I'll get back to you mid-week with an update. Ing Manager bl & Die Company Street blis, TX 78787 b) 465-4657	Tor having the foresight to ask. For now, please hold the shipment u notice. I'll get back to you mid-week with an update. Ing Manager ol & Die Company Street olis, TX 78787 5)465-4657

Figure 2.3 Composing Reply in EMS

Figure 2.4 EMS	Inbox	Screen	with	"Sent"	Folder
----------------	-------	--------	------	--------	--------

Mail 🗂 Conta	icts			[]	_ogout]
Check Mail Cor	mpose			Search Mail - Mail O	<u>ptions</u>
Folders	Inbox	[
C Sent	View: All ∣	Unread	Messages 1-3 o	f3 First Previous Nex	t Last
Generation International Inter	Delete	Select 💌 Mark a	as Read 🔄 OK	Move to folder 💌	Move
	ম	<u>From</u>	Subject [[hread]	Date	Size
		Kenneth J. Walker	Centropolis Downtown Flooding Update	03:19:50 PM	978
		Peter Sachs	Redirect your order?	02:47:31 PM	1kb
		EMS Administration	Acme Tool & Die EMS system has been activated	01:12:03 PM	2kb
	Delete	Select 💌 Mark a	as Read 🔍 🔽	Move to folder 💌	Move
			Messages 1-3 o	f3 First Previous Nex	t Last
Check Mail Cor	mpose			Search Mail - Mail O	ptions

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**.

Figure 2.5 Composing a New Message

Mail Contacts	[Logout]
Message Composition	
Send Save as a Draft Spell Check Cancel	
Insert addresses from Address Book or enter addresses separated by commas	
To:	
Expand Addresses	
Subject:	
Attachments: Browse Attach	
 John Jones Purchasing Manager Acme Tool & Die Company 123 Elm Street Centropolis, TX 78787 Ph: (555)465-4657 Em: jjones@acmetd.com	×
	v
Send Save as a Draft Spell Check Cancel	

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.
- Type a name into the "Find" box, select the contact type from the dropdown 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.
 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.

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Figure 2.6 Inserting Addresses from Address Book



Figure 2.7 Composition Screen with Addresses

™ <u>Mail</u>	Contacts			(Logout)
Comp	ose a mese	sage		
Send	Save as a Draft	Spell Check	Cancel	
From To Co	Insert addresses fr : John Jones < jjon : "Anthony Edwards : "Larry Lewis" < let	om Address Book or nes@acmetd.com> i Jr." <aedwards@acr wis@acmetd.com></aedwards@acr 	enter addresses separated by commas metd.com>, "Charlie Cook" < ccook@acmetd Bcc:	1
	Expand Addresses			
Subjec	:			
Attachments			Browse Attach	
	I John Jones Purchasing Acme Tool 4 123 Elm Sti Centropolis Ph: (555)4 Em: jjones	Manager & Die Company reet s, TX 78787 65-4657 Gacmetd.com	У	A
				T
Send	Save as a Draft	Spell Check	Cancel	

Attaching Files to Messages

- 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

-0	Mail Mail	Contacts		(Logout)
	Mess	age Comp	osition	
	Send	Save as a Draft	Spell Check Cancel	
		Insert addresses	from Address Book or enter addresses separated by commas	
	Fro	om: John Jones <j< th=""><th>Choose file</th><th><u>1 × 1</u></th></j<>	Choose file	<u>1 × 1</u>
		To: Anthony Edwar	Look in: 🔛 My Documents on 'Jones PC' (Z:) 💿 🗸 🔁 💏 🏢	
	an I	Cc: "Larry Lewis" <		-
		Expand Address	Expense Reports	
	Subje	ect: Temporary War	History Templates	
	Attachmer	nts:	BIA questions	
			Desktop BuildingLoss	
		All -	Client Services	<u> </u>
		Plassa ha	My Documents Emergency Contact List	time today to
		discuss t	Event Calendar	need to
		discuss t	M NetworkLoss	to assess the
		damage an	My Computer	
		Please be	File name: Emergency Contact List 🔽 Open	
			My Network P Files of type: All Files (*,*)	
		John Jones	; Managar	
		Acme Tool	& Die Company	
		123 Elm St	reet	
		Centropoli	.s, TX 78787	-
	Send	Save as a Draft	Spell Check Cancel	

Figure 2.9 Composition Window Showing Attachment Name

Mail Contacts	[Logout]
Message Composition	
Send Save as a Draft Spell Check Cancel	
Insert addresses from Address Book or enter addresses separated by commas From: John Jones <jjones@acmetd.com> To: "Anthony Edwards Jr." <aedwards@acmetd.com>, "Charlie Cook" <ccook@acmetd "larry="" <llewis@acmetd.com="" cc:="" lewis"=""> Bcc: Expand Addresses</ccook@acmetd></aedwards@acmetd.com></jjones@acmetd.com>	
Subject: Temporary Warehouse Planning Meeting Scheduled	
Attachments: Z:\Emergency Contact List.xls Browse Attach	
All - Please be available for a teleconference call at 3:30 PM Central time t discuss the flooding problem at the Elm Street building. We will need t discuss temporary warehouse space during this flooding, and begin to as damage and losses incurred to-date. Please be prompt. John Jones	oday to o sess the
Purchasing Manager Acme Tool & Die Company 123 Elm Street Centropolis, TX 78787 Send Save as a Draft Spell Check Cancel	-

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

Delete	Select 🗾 Mark as	s Read 🔄 ок
N	<u>From</u>	Subject [Thread]
	Kenneth J. Walker	Centropolis Downtown Flooding Update
	Peter Sachs	Redirect your order?
V	EMS Administration	Acme Tool & Die EMS system has been activated
Delete	Select 💌 Mark as	Read 🔽 OK

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





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.

Please Login Username: Password: Login	

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

Leves by MessageOne	
Forgot Password Email Address Submit Cancel	

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

Leves by MessageOne	Logout	
Change Password		
1 Change Password		
User Name:		
New Password:		
Confirm Password:		
Submit Cancel		

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

L ENS by MessageOne	Logout	TOOL & DIE

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











Notification Options

Home Address Emergency Contacts

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.