



USAGE GUIDE

DOMAIN EMAIL MANAGER

Domain Email Manager is the program you can use to add, remove and change email addresses on your business account. This program is very easy to use and there is full online help available, however we have created this guide as a more thorough reference for you – you might like to print it for your records, but please consider the environment before doing so.

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Logging into Domain Email Manager

Domain Email Manager, along with a suite of other useful tools, is accessible via our member services area.

Just go to <http://members.adam.com.au> and log into this site with the primary username and password of your business account. If you don't know the primary username and/or password, please call or email us so we can advise you. Please note that a small administrative fee will apply if you have already requested your primary password within the last six months so it's important that you store your password safely.

Members Area Log In

Username	<input type="text" value="johnson"/>
Password	<input type="password" value="*****"/>
<input type="button" value="Log In"/>	

Once you're logged in, click Domain Email Manager on the left and you'll see a list of the domains that you host with us along with a summary of how many email accounts you have used out of your allowance. If you need to purchase more mailboxes, just call or email us. Extra mailboxes are purchased in blocks of 5.

<p style="background-color: #FFD700; padding: 2px; margin: 0;">Members Information</p> <p style="margin: 0;">Summary Page</p> <p style="margin: 0;">Contact Manager</p> <p style="margin: 0;">Secret Word Manager</p> <p style="margin: 0;">Mailing List Subscriptions</p> <p style="margin: 0;">Quota Notifications</p> <p style="margin: 0;">Customer Feedback</p> <p style="background-color: #FFD700; padding: 2px; margin: 0;">Members Usage</p> <p style="margin: 0;">Usage Graphs</p> <p style="background-color: #FFD700; padding: 2px; margin: 0;">Members Toolbox</p> <p style="margin: 0;">Email Manager</p> <p style="margin: 0;">Domain Email Manager</p> <p style="margin: 0;">Spam Filter Manager</p> <p style="margin: 0;">DNS Manager</p> <p style="margin: 0;">Webspace Manager</p> <p style="margin: 0;">Newsgroup Manager</p>	<p style="text-align: center; color: red; font-weight: bold;">Domain Email Manager</p> <p style="text-align: center; font-size: small; color: blue; text-decoration: underline;">Support/Help Pages</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px 0;"> <p style="font-size: x-small; color: gray;">Please click on the domain you would like to manage</p> </div> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #FFD700;"> <th style="padding: 5px;">Domain Name</th> <th style="padding: 5px;">No. of Users</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">mtb.cruzn.net.au</td> <td style="padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">johnsoncompany.com.au</td> <td style="padding: 5px;">2</td> </tr> <tr> <td style="padding: 5px;">cruzn.net.au</td> <td style="padding: 5px;">4</td> </tr> <tr> <td style="padding: 5px;">briony.com.au</td> <td style="padding: 5px;">1</td> </tr> </tbody> </table> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p style="background-color: #FFD700; padding: 2px; margin: 0;">Mailbox Usage 7 / 20 used</p> <p style="font-size: x-small; color: gray; margin: 0;">Additional mailboxes are \$60 per year, per block of 5.</p> <p style="font-size: x-small; color: gray; margin: 0;">If you need more mailboxes, please email business@adam.com.au and tell us how many extra you would like to purchase</p> </div>	Domain Name	No. of Users	mtb.cruzn.net.au	0	johnsoncompany.com.au	2	cruzn.net.au	4	briony.com.au	1
Domain Name	No. of Users										
mtb.cruzn.net.au	0										
johnsoncompany.com.au	2										
cruzn.net.au	4										
briony.com.au	1										

To manage your users for a particular domain, just click on the domain name from the list. You will then be taken to a list of all the users you currently have configured for that domain. This list will show you the username and the alias for those users. The 'alias' is the part of the email address that comes before the @ symbol, so for an email address fred@johnsoncompany.com.au, 'fred' is the alias and 'johnsoncompany.com.au' is the domain.

Manage email accounts for johnsoncompany.com.au		
Add Mailbox		
Username	Alias	Options
johnsoncompanycomau001	fred sales salesmanager	Modify Remove
johnsoncompanycomau002 Forwarding Active	fred	Modify Remove

Adding a Mailbox/User

If you wish to add a new mailbox/user, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the users you have set up for that domain.

Click the [Add Mailbox](#) link at the top, and you will be presented with a screen that asks you for a password for your new user, as well as up to 5 aliases for that user.

- The username of the new mailbox will be displayed on screen and cannot be changed.
- The password must be between 5 and 12 characters. Only regular numbers and letters are allowed with no special characters such as % and & etc. Also remember that the password is case sensitive.
- An alias is the part of the email address that comes before the @ symbol. Generally you will only want one alias per mailbox (for example, the mailbox owner's name), however in some cases you might want multiple aliases – for example to have a person's name and also their company title (accounts, reception, sales, etc) as an additional address.
- You can also use a special alias called a *wildcard*, signified by an asterisk (*) instead of a name. The wildcard alias will catch mail addressed to anything@yourdomain.com.au, except of course mail specifically intended for another user. For example if “sales” was not a valid email address but you had the wildcard set up on Fred's account, then any email sent to sales@yourdomain.com.au would go to Fred. This can be a good thing in case someone mis-spells your email address, but be careful as it can also cause you to get more junk mail. We generally recommend against having a wildcard.

Create a new mailbox for johnsoncompany.com.au	
Username:	johnsoncompanycomau003
Password:	*****
Confirm Password:	*****
Email Aliases	
Alias 1:	sally
Alias 2:	
Alias 3:	
Alias 4:	
Alias 5:	
<input type="button" value="Add Mailbox"/>	

Just enter all the details into the fields, and press [Add Mailbox](#) at the bottom.

Deleting a Mailbox/User

If you wish to delete a user's mailbox, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the mailboxes you have set up for that domain. Click the [Remove](#) link on the right hand side. You will be asked to confirm you really wish to delete that mailbox.

Confirmation of Mailbox Removal (johnsoncompanycomau003)
Removing this mailbox will mean that it will no longer function.
Are you sure you wish to remove this mailbox?
<input type="button" value="Continue"/>

Just click the [Continue](#) button, and the mailbox for that user will be permanently removed, including any forwarding rules or auto-responders you previously had configured.

Set up Email Forwarding

For each mailbox in your list, you can set up email forwarding, which will divert one user's email to another email address that you specify. This is useful when an employee is on holiday, or perhaps you want to forward an old employee's email to a new staff member.

If you wish to set up email forwarding, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the mailboxes you have set up for that domain.

Click the [Modify](#) link on the right hand side. You will then be presented with a list of modify options.

- :: [Email Forwarding](#) - Forward email to another email address
- :: [Auto Responder](#) - Setup an automatic reply for (i.e. when on vacation)
- :: [Modify Alias](#) - Modify email aliases/addresses for this mailbox
- :: [Change Password](#) - Change the password for this mailbox

Click [Email Forwarding](#) and type in the address where you would like this user's mail to be forwarded. Note this address must already exist, and this address must be managed by Adam Internet – you cannot forward to a Hotmail, Yahoo address etc.

Set new forwarding address for johnsoncompanycomau003 for johnsoncompany.com.au

- If you would like to forward a COPY of the message to another user, just follow the same process but also put an & symbol in front, for example [&email@address.com.au](#) means that the original user still gets their message, but the other user also gets a copy.
- If you would like to forward mail to multiple users, you can do this by leaving a space between the email addresses. So if you forward mail to [fred@address.com.au](#) and [james@address.com.au](#) just with a space in the middle, both Fred and James will receive a copy of the message.

Once you're happy with the forward address, click [Save Email Forward](#). When you look at your list of mailboxes, any mailbox that has mail forwarding set up will have their account displayed with a "Forwarding Active" status.

johnsoncompanycomau003 Forwarding Active	sally	Modify Remove
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Note that when a forwarding is set, if you want to change it you will need to remove it and then add the new one.

Remove Email Forwarding

If you wish to remove an email forwarding, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the users you have set up for that domain. Click the [Modify](#) link on the right hand side, then click [Email Forwarding](#). The system will tell you that forwarding is already in place. You will be asked and ask if you want to remove the existing forwarding.

Confirm Email Forward Removal

Mail is currently being forwarded to:
[fred@johnsoncompany.com.au](#)

If you wish to remove mail forwarding for this mailbox, confirm this action below

Simply click the [Confirm](#) button, and the forwarding will be removed.

Change a User's Alias (Email Address)

An alias is the part of the email address that comes before the @ symbol. Generally you will only want one alias per mailbox (for example, the mailbox owner's name), however in some cases you might want multiple aliases – for example to have a person's name and also their company title (accounts, reception, sales, etc) as an additional address.

If you wish to change a user's alias (add one, remove one, or change one), go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the mailboxes you have set up for that domain.

Click the [Modify](#) link on the right hand side. You will then be presented with a list of modify options.

- :: [Email Forwarding](#) - Forward email to another email address
- :: [Auto Responder](#) - Setup an automatic reply for (i.e. when on vacation)
- :: [Modify Alias](#) - Modify email aliases/addresses for this mailbox
- :: [Change Password](#) - Change the password for this mailbox

Click [Modify Alias](#) and you will see a list of current aliases for that user. Simply make any changes that you need to, and remember that aliases can only contain regular numbers and letters, plus hyphens (-) and fullstops. You cannot have any spaces or special characters such as ,/=/?# etc.

Modify mailbox johnsoncompanycomau003 for johnsoncompany.com.au	
Email Aliases	
Alias 1:	<input type="text" value="sally"/>
Alias 2:	<input type="text" value="sally.smith"/>
Alias 3:	<input type="text" value="accounts"/>
Alias 4:	<input type="text" value="reception"/>
Alias 5:	<input type="text"/>
<input type="button" value="Modify Mailbox"/>	

Once you're happy with the aliases, click [Modify Mailbox](#)

Add an Auto Responder

With an Auto Responder active, anyone sending email to that user will get an automatic response – for example “I’m away on holidays and will be back on 1st January”. The message can be customised to say anything you wish. Each instance of the Auto Responder will send the automatic message only once per original sender, avoiding the system sending “I’m on holiday” messages 50 times to the same person.

If you wish to set up an Auto Responder, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the mailboxes you have set up for that domain.

Click the [Modify](#) link on the right hand side. You will then be presented with a list of modify options.

- ⌘ [Email Forwarding](#) - Forward email to another email address
- ⌘ [Auto Responder](#) - Setup an automatic reply for (i.e. when on vacation)
- ⌘ [Modify Alias](#) - Modify email aliases/addresses for this mailbox
- ⌘ [Change Password](#) - Change the password for this mailbox

Click [Auto Responder](#) and you will be taken to a screen where you need to enter some details.

Create auto responder for
 johnsoncompanycomau003@johnsoncompany.com.au

Your Name:	<input type="text" value="Sally Smith"/>
Email Address:	<input type="text" value="@johnsoncompany.com.au"/>
Start Date:	<input type="text" value="18"/> - <input type="text" value="1"/> - <input type="text" value="2008"/>
End Date:	<input type="text" value="11"/> - <input type="text" value="3"/> - <input type="text" value="2008"/>
Message:	
<pre> Hello, this is Sally's Auto Responder. Thanks for emailing Sally, but she is currently on leave until 11th March 2008 and will respond to your email when she returns. If your matter requires immediate action, you can email our sales manager via sales@johnsoncompany.com.au, or you can contact our office on 08 8123 4567. </pre>	
<input type="button" value="Add Auto Responder"/>	

Simply select the dates to start and end the Auto Responder, type your name and full email address, plus a personal message.

Once you're happy with the Auto Responder, click [Add Auto Responder](#). When you look at the list of your users, any user that has mail forwarding set up will have their account displayed with a “Auto Responder Active” status.

johnsoncompanycomau003 Auto Responder Active	sally	Modify Remove
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Change / Remove an Auto Responder

If you wish to set up an Auto Responder, go to Domain Email Manager and click on the domain you wish to manage. You will see a list of all the mailboxes you have set up for that domain.

Click the Modify link on the right hand side. You will then be presented with a list of modify options.

- :: Email Forwarding - Forward email to another email address
- :: Auto Responder - Setup an automatic reply for (i.e. when on vacation)
- :: Modify Alias - Modify email aliases/addresses for this mailbox
- :: Change Password - Change the password for this mailbox

Click Auto Responder and you will be taken to a screen where you can change your current settings.

Status	INACTIVE
Start Date	2008-01-18 08:30:00
End Date	2008-03-11 17:30:00
Message	
<p>Hello, this is Sally's Auto Responder.</p> <p>Thanks for emailing Sally, but she is currently on leave until 11th March 2008 and will respond to your email when she returns.</p> <p>If your matter requires immediate action, you can email our sales manager via sales@johnsoncompany.com.au, or you can contact our office on 08 8123 4567.</p>	
<input type="button" value="Modify Responder"/> <input type="button" value="Remove Responder"/>	

- If you wish to remove the Auto Responder, click the Remove Responder button at the bottom
- If you wish to make changes, you can change the start date, end date and message text and then click Modify Responder at the bottom. Note that you can only change the autoresponder before it's appointed start time. So if you set an autoresponder to start next Monday, you can make changes until midnight Sunday. But once Monday has arrived and the autoresponder kicks in, you cannot change it, you will need to remove it and re-create it.

Setting up email on your computer

Once you have created your mailboxes within Domain Email Manager, there are a number of ways to you read this email.

- If you want to read your mail from multiple computers, the Adam Internet Webmail system is a great solution as you can read your mail from anywhere, any time. To use this system just go to <http://webmail.adam.com.au> and enter the username and password of your mailbox. Note the first time you use Webmail you will need to go to the preferences area and set up your name and reply address – if you don't do this, any email you send will appear to be from literally "nobody" and people won't be able to reply to you. Also remember not to leave too much mail in there, as your mail quota is 50MB – this is generous, however if you let a few weeks mail pile up then your mailbox will become full.
- If you only want to access your mail from one computer, you can do this is by setting up your mailbox within an email program (eg. Thunderbird, Outlook, Eudora) on your computer. This is generally the best way because email programs on your own machine generally handle large messages much more gracefully. If you have a preferred email program already then you can find the setup guides at <http://www.adam.com.au/support>. If you do not have a preferred program then you might like to get Thunderbird (free) from <http://www.mozilla.com> – once you've got the program and installed it, follow the Thunderbird setup guide at <http://www.adam.com.au/support>

If at any time you get stuck or you have any questions, you can call our helpdesk on (08) 8423 4000 and we'll be happy to assist you.

Please remember that any changes you make in Domain Email Manager (including new accounts) take one hour before they will function as expected.

Thank You!

Thankyou for taking the time to read our guide for Domain Email Manager. If you have any questions or suggestions, please contact us via business@adam.com.au, or telephone (08) 8423 4020.