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Distributor Control Center

Private Label/Channel

Administrators

Version 2.6.3
Everyone.net

Distributor Control Center	1
1 The Distributor Control Center	4
1.1 Introduction	4
1.2 Accessing the Distributor Control Center	4
2 DNS Instructions and Settings	5
2.1 Setting up MX and CNAMEs	5
2.2 Confirming DNS Update	5
3 Manage Clients	6
3.1 Searching for a Client	6
3.1.1 Search by Client ID	6
3.1.2 Search by Email Domain	6
3.1.3 Multiple Client Search (Client ID only)	6
3.1.4 Searching with a Wildcard	6
3.2 Search Results	7
3.3 Actions	7
3.3.1 Entering the Control Center	7
3.3.2 Edit Password & Offer	7
3.3.3 Limit Users & Aliases	8
3.3.4 Delete Client	9
4 Create New Clients	10
4.1 Entering Email Domain	10
4.2 Web Mail Hostnames	10
4.2.1 Private Label Web Mail Hostname	10
4.2.2 Co-branded Web Mail Hostname	11
4.2.3 ERRORS	11
4.3 Passwords	11
4.4 Offers	11
4.5 Set-up	12
5 Manage Client Default Settings	12
5.1 Classic Interface Layout	13
5.2 Text & Links	14
5.2.1 Enter your site name	14
5.2.2 Enter the page title	14
5.2.3 Enter the address your services will link back to	15
5.2.4 Create your outgoing email promotional signature	15
5.2.5 Create your login page message	16
5.2.6 Create your welcome page message	16
5.2.7 Create your copyright message	17
5.2.8 Help Link	18
5.3 Classic Interface Colors & Fonts	18
5.3.1 Select a Font Setting	18
5.3.2 Selecting Colors for Text Links and Navigations Bars	18
5.3.3 Selecting Bar and Bar Font Colors	19
5.4 Images & Background	20
5.4.1 Display your logo	20
5.4.2 Display your login logo	20
5.4.3 Large logo background color	21
5.4.4 Display your Classic Interface logo	21
5.4.5 Customize the Classic interface background	22

5.4.6	Stationery.....	23
5.5	Classic Interface Navigation Buttons	24
5.6	Welcome Letter.....	24
5.7	Quota Warning Letter	25
5.7.1	Email Quota Warning Letter	25
5.7.2	One_storage Quota Warning Letter	25
5.7.3	How to create quota letter	25
5.8	Report Spam.....	26
5.9	Web Mail Preferences	26
5.9.1	New set-up.....	27
5.10	Calendar.....	27
5.11	FedEx Office	27
5.12	One_mobile Remote Wipe	28
6	Edit Privacy Policy.....	28
7	Update Control Center Logo.....	28
8	One_sync	29
9	User Alerts	29
9.1.1	Setting the Alert	29
9.1.2	Disabling the alert.....	29
9.1.3	Notify more than one person	29
10	Alias Administrator Email Address	30
11	Process Accounts.....	30
11.1	Validate Batch Process Records	30
11.1.1	Adjusting files for errors.....	31
11.2	Batch Process Accounts	31
11.2.1	Import.....	31
11.2.2	Update Passwords	31
11.2.3	Deleting Users	31
11.2.4	Do not encrypt passwords	32
12	Encryption Services.....	32
13	Support	32
13.1	On-line Information	32
13.2	Contacting Support	32

1 The Distributor Control Center

1.1 Introduction

Welcome to your Everyone.net Distributor Control Center (DCC). This is the web-based administrative tool you can use to manage your domains.

Some features are not available without assistance from Everyone.net support. Certain conditions may apply.

1.2 Accessing the Distributor Control Center

Everyone.net will send you your DCC ID, User Name and Password. Keep this information in a safe place. To log in:

1. Go to **<http://distributor.everyone.net>**
2. Enter your:
 - a. Client ID (DCC ID)
 - b. User Name
 - c. Password

2 DNS Instructions and Settings

In order to allow Everyone.net to host the email service for the domain you selected, a simple update to the DNS file for this domain needs to be completed and confirmed. This update will not affect any existing website hosting service as it only involves pointing the MX record for this domain to Everyone.net.

Note: For customized settings please follow the instructions provided by your sales account manager.

2.1 Setting up MX and CNAMEs

DNS entries must be in place before you will be able to access Web Mail and send/receive messages. The DNS entries will include 2 MX records and may include several CNAMEs.

Note: The server names provided here are exact. Please do not change them.

The MX record should always be in this form:

```
example.org. IN MX 0 sitemail.everyone.net.  
example.org. IN MX 5 sitemail2.everyone.net.
```

This will point all mail for this domain to Everyone.net and allow Everyone.net to host your email service. This MX updates to your DNS file will yield an email service for user@example.org.

The CNAME is optional and will always be in this form:

For Private Label Web Mail Hostname (optional):
webmail.example.org. IN CNAME siteurl.everyone.net.

If offering POP/SMTP and IMAP servers (optional):

```
pop.example.org. IN CNAME pop.everyone.net.  
smtp.example.org. IN CNAME smtp.everyone.net.  
imap.example.org. IN CNAME imap.everyone.net.
```

If your users require a single sub-domain to access the POP, IMAP, SMTP, and web mail features, please use this DNS setting:

```
mail.example.org. IN CNAME shared-svc1.everyone.net.
```

2.2 Confirming DNS Update

The system automatically checks the DNS settings as you try to set up/launch a new client. If the DNS check passes, we launch the email service automatically and services become live.

If the DNS check fails we still launch the service, however you do not have full access to all features. Therefore, you will not be able to use some of the Web Mail features. The system will continue to automatically check the DNS settings for this account on a daily basis until the DNS has been confirmed.

To bypass the DNS check, please send an email to [Technical Support](#) with the Subject "Bypass DNS: <client ID>".

If users need to be created first, you can create the users after the domain has been created (Section 4). If a large number of users need to be created, please see Section 8.

3 Manage Clients

- [Manage Clients](#)

View, edit, and delete existing client accounts.

Managing your clients can easily be done through the Manage Client section of your Distributor Control Center (DCC). In this section you can search for clients, enter their Control Center, Edit their Control Center Password, Offers, Limit Users & Aliases, and Delete the client.

Search & Manage Clients

PLEASE NOTE: The Account Management and Edit User Offering sections within the Client Control Center are now password protected with your distributor login and password.

Search for clients with the following :

For email domain search, you may use "" as a wildcard.*

For client ID search, you may enter multiple client IDs separated by commas.

Show results per page

- Sort results by Client ID
- Sort results alphabetically by Email Domain
- Sort results by Creation Date (most recent ones first)
- Sort results by number of users blocked
- Sort results by number of users

3.1 Searching for a Client

There are several methods which you can use to search for a client. In addition, you may adjust the results per page by the drop down menu.

3.1.1 Search by Client ID

1. Enter the complete client ID into the box
2. Select the results per page
3. Select the Sort Results by
4. Click search

3.1.2 Search by Email Domain

1. Enter the complete email domain into the box
2. Select the results per page
3. Select the Sort Results by
4. Click search

3.1.3 Multiple Client Search (Client ID only)

1. Enter multiple Client IDs separated by commas into the box
2. Select the results per page
3. Select the Sort Results by
4. Click search

3.1.4 Searching with a Wildcard

1. Enter the text before or after the wild card "*" or the wildcard by its self to display all clients.

2. Select the results per page
3. Select the Sort Results by
4. Click search

Example: *.com will display all domains ending in .com

3.2 Search Results

The results will display in several columns, and the order will depend on the sorting you selected during the search.

- Client ID
 - The account number associated to the domain that Everyone.net uses to identify the account.
- Date Created
 - The date where this domain was created in the Everyone.net system.
- Email Domain
 - The 'primary' domain name associated to the ClientID.
- Users
 - The exact number of email addresses usernames in the system.
 - Aliases are not counted here.
- Blocked Users
 - A count to see how many users have been blocked from sending mail.
 - This feature was introduced due to spam effectiveness issues, and an increasing number of false positives and/or negatives that were stopped.
- Actions
 - Please see the sections below.

3.3 Actions

3.3.1 Entering the Control Center

There are two methods to log into the client's Control Center.

While logged into your DCC:

Search for the Client

Click on the Enter Control Center under Actions

Using the Control Center login:

Go to <http://mailcontrolcenter.com/> (this link is also found on the home page when you log into the DCC)

Enter the Client ID (Not the DCC ID but the ID found under Client ID in the Manage Client page)

Enter the Client's Password (Not the DCC password)

3.3.2 Edit Password & Offer

You may edit the Control Center password and client offers for the domain from your Distributor Control Center.

To edit the password or account offer for a client, click "Edit Password & Offer" next to the account on the Manage Clients screen.

You may update the password for this account. If you do not want to change the password, simply leave the fields blank.

Edit Password & Offer

Client ID: c1653749
Email Domain: @emailsample.net

Change the client's Control Center password:

New Password

Enter New Password Again

You can also update the packages assigned to the client. Select the offer you want. The package list will look almost the same as the Offering section during the client creation process.

Offering

Each mailbox created for the new client will have the default configuration chosen below.

	<u>ID</u> ▲	<u>one mail (MB)</u>	<u>one archive (days)</u>	<u>one storage (MB)</u>	<u>one sync</u>	<u>one mobile</u>	<u>Encryption</u>	<u>Price*</u>
<input type="radio"/>	16592	250	5	10				\$0.00
<input type="radio"/>	16594	500	5	10				\$0.00
<input type="radio"/>	16596	1000	5	10				\$0.00
<input type="radio"/>	16598	2000	5	10				\$0.00
<input type="radio"/>	16600	5000	5	10				\$0.00
<input type="radio"/>	16602	10000	7	10				\$0.00
<input type="radio"/>	16604	10000	365	5000	Yes	Yes		\$0.00
<input type="radio"/>	16606	10000	2555	5000	Yes	Yes		\$0.00
<input type="radio"/>	16609	20000	365	5000	Yes	Yes		\$0.00
<input type="radio"/>	16611	20000	2555	5000	Yes	Yes		\$0.00
<input type="radio"/>	16613	10000	365	5000	Yes	Yes	Yes	\$0.00
<input type="radio"/>	16616	20000	365	5000	Yes	Yes	Yes	\$0.00
<input type="radio"/>	16618	20000	2555	5000	Yes	Yes	Yes	\$0.00

* Price is per mailbox per month.

Once you have submitted this, you should see a “changes successful” wording in red on the page.

Please note that you can only change the Control Center password from the Distributor Control Center. To change end user passwords, please log into the Control Center for the domain.

3.3.3 Limit Users & Aliases

In this section you can manage the number of users and aliases which can be created in the Control Center for your client. This is especially useful when allowing your clients to administrate their account via the Control Center.

To limit users and/or aliases, begin by clicking “Limit Users & Aliases” next to the account on the Manage Clients screen.

Enter your preferences for the client in the screen shown below and click “Submit”.

[Distributor Control Center Home](#) > [Manage Clients](#) > Limit Users & Aliases

Limit Users & Aliases

Client ID: c123456
Email Domain: @domain.com

Maximum Number of Users:
(zero means no maximum)

Maximum Number of Aliases:
(zero means no maximum)

User and Alias Limit page

As noted, the number 0 indicates unlimited number of users or aliases can be created.

3.3.4 Delete Client

3.3.4.1 Recovery a Deleted Client

Deleting a client is a permanent action and cannot be undone by you. Under certain circumstances, complete data recovery may be possible up to seven (7) days after deletion. Everyone.net charges a non-refundable \$5.00 per user fee. This will recover the client, but will not recover mail that was attempted for delivery during the period it was deleted.

3.3.4.2 Deletion Process

To delete a client, click Delete Client on the Manage Clients page.

Confirm the client deletion by clicking the “Submit” button on the following page.

[Distributor Control Center Home](#) > [Manage Clients](#) > Delete Client

Delete Client

If you delete the following client, ALL user mailboxes of their email service will be deleted. THIS OPERATION IS PERMANENT AND CANNOT BE UNDONE.

If you wish to delete this client click SUBMIT below. Click [cancel](#) to go back.

Delete:
Client ID: c123456
Email Domain: @domain.com

Delete Client page

4 Create New Clients

- [Create New Clients](#)

Create a new client account.

This section will provide you with instructions on how to create new clients. Before you create a client account you will need to have the following information available.

- Domain Name
- Web Mail Hostname (Co-branded or Private Label)
- Password
- Account offer

4.1 Entering Email Domain

This is the domain which will accept mail for the new email service. For example, your new client's domain name is example.org. You will enter example.org into Email Domain field. Thus users will receive mail at username@example.org

Email Domain *(required)*

This is the domain which will accept mail for the new email service. For example if you enter *foobar.com* below, users will receive mail at *username@foobar.com*.

4.2 Web Mail Hostnames

The Web Mail hostname is where users of the new email service access their mail via the web. You must choose from one of two types: private label or co-branded Web Mail. In this section we will describe the differences between these two and set up.

Web Mail Hostname *(required)*

The Web Mail hostname is where users of the new email service access their mail via the web. It can be one of two types: private label or co-branded.

- A private label Web Mail hostname requires you to create a suitable CNAME record *before* submitting this form. Refer to the DCC release notes for details.
- A co-branded Web Mail hostname takes the form *yourchoice.mail.everyone.net*, where *yourchoice* is substituted with a name of your choosing. The co-branded Web Mail hostname option does not require you to setup a CNAME record. If you use this option, you must enter the full hostname, including ".mail.everyone.net".

http://

4.2.1 Private Label Web Mail Hostname

A private label Web Mail hostname requires you to create a suitable CNAME record before submitting this form. Thus if your new client example.org has requested to use webmail.example.org as their Web Mail URL, then <http://webmail.example.org> requires the CNAME to be entered in this form:

webmail.example.org. IN CNAME siteurl.everyone.net

Note: For customized settings please follow the instructions provided by your sales account manager.

Note: See Section 2.1 for other customized DNS settings.

4.2.2 Co-branded Web Mail Hostname

A co-branded Web Mail hostname takes the form yourchoice.mail.everyone.net, where your choice is substituted with a name of your choosing. Thus, for your new client example.org, their Web Mail can be accessed via exampleorg.mail.everyone.net.

The co-branded Web Mail hostname option does not require you to setup a CNAME record. If you use this option, you must enter the full hostname, including ".mail.everyone.net".

4.2.3 ERRORS

If you happen to encounter of any sort, please contact support. There may be times when a domain has previously been set-up with Everyone.net, and we suggest stopping at this point, and contacting support.

4.3 Passwords

In this field you will enter the password for the new client's Control Center. This password must be at least six characters in length. A random password will be generated for the client should you leave the field blank.

Password

The password for the new client. If left blank, a random password will be generated for you.

Enter Password Again

Note: Be sure to record and track the password you choose for each client if you designate one.

4.4 Offers

The offerings list displays bundled features which are designated for your clients. The offer you give this client will be the default configuration given to each mailbox created. Please keep in mind that this is the client level offering, you can always change the offering per mailbox at the Control Center level.

Offering

Each mailbox created for the new client will have the default configuration chosen below.

	ID ▲	one_mail (MB)	one_archive (days)	one_storage (MB)	one_sync	one_mobile	Encryption	Price*
<input type="radio"/>	16592	250	5	10				\$0.00
<input type="radio"/>	16594	500	5	10				\$0.00
<input type="radio"/>	16596	1000	5	10				\$0.00
<input type="radio"/>	16598	2000	5	10				\$0.00
<input type="radio"/>	16600	5000	5	10				\$0.00
<input type="radio"/>	16602	10000	7	10				\$0.00
<input type="radio"/>	16604	10000	365	5000	Yes	Yes		\$0.00
<input type="radio"/>	16606	10000	2555	5000	Yes	Yes		\$0.00
<input type="radio"/>	16609	20000	365	5000	Yes	Yes		\$0.00
<input type="radio"/>	16611	20000	2555	5000	Yes	Yes		\$0.00
<input type="radio"/>	16613	10000	365	5000	Yes	Yes	Yes	\$0.00
<input type="radio"/>	16616	20000	365	5000	Yes	Yes	Yes	\$0.00
<input type="radio"/>	16618	20000	2555	5000	Yes	Yes	Yes	\$0.00

* Price is per month

4.5 Set-up

Once you are finished with the selections, be sure to submit this. If you encounter any errors, please make sure you have entered everything in correctly. If an error persists, please contact support.

5 Manage Client Default Settings

- [Manage Client Default Settings](#)

Manage the default email settings for newly created clients (this will not affect existing clients).

You can customize components viewable to your clients including your privacy policy and logo from this section. Please keep in mind that these changes will only affect new clients. Existing clients will maintain their original settings.

Note: If you plan on having Everyone.net support provide batch processing accounts, please make sure to change your defaults first so the users created will inherit the defaults.

5.1 Classic Interface Layout

- [Classic Interface Layout](#)

Select the default layout for the Classic Web Mail interface.

There are several layouts you can choose for Web Mail. These templates include the email service and email service login pages.

To select a Template for Classic Web Mail:

1. Select a template by marking the radio button below the desired template
2. Click on Preview to view the changes (Please note that selecting Preview will override any customizations you have made)
3. Click on Finish when done

To select a Template for the Web Mail login page:

1. Select a template by marking the radio button below the desired login page template
2. Click on Preview to view the changes (Please note that selecting Preview will override any customizations you have made)

Layout

Classic Interface Template

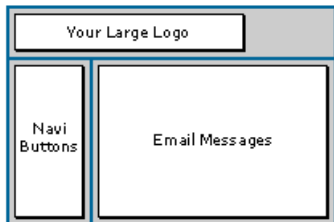
Select a default template for your service pages. Blue lines represent frames.



Two Frames, Centered



No Frames, Centered



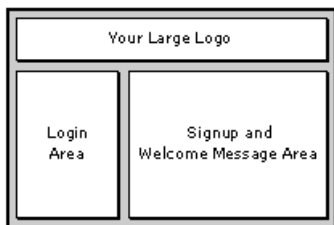
Three Frames, Left



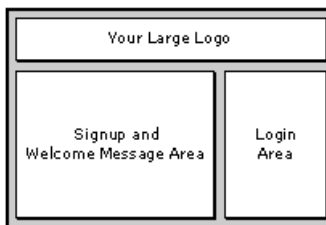
Three Frames, Centered

Service Login Template

Select a template for your service login page.



Large Logo: Centered Left



Large Logo: Centered Right

5.2 Text & Links

- [Text & Links](#)

Create the default welcome message and the email promotional signature for outgoing messages.

Here you can modify, create, and edit the default settings for your clients. When you create a new account the domain will have these default settings, which can be individually modified in their Control Center.

5.2.1 Enter your site name

Enter your site name

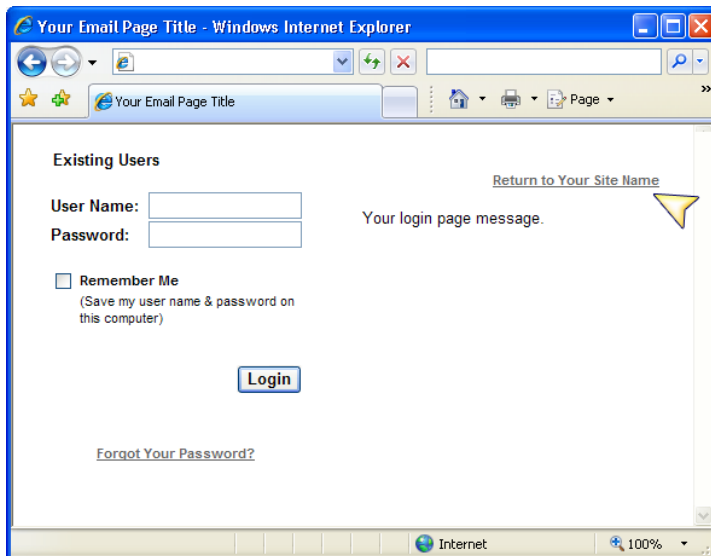
This is the name of your site that will show up in the copy on your service pages.

Everyone.net

(e.g. Your Company.com)

The site name will appear on the service pages for the accounts. These pages include the Web Mail login and Logout page.

Below you will find a screen shot of the area where the site name is displayed in Web Mail. This is highlighted by the arrow.



5.2.2 Enter the page title

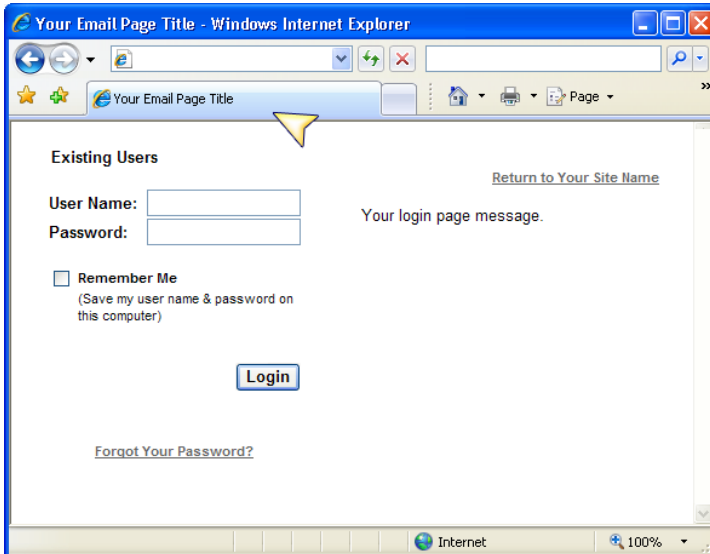
The text you enter here will be displayed in the browser title bar.

Enter the page title

This is displayed in the browser title bar. The browser title bar is the dark blue bar that appears at the top of most browsers.

Web Mail Landing Page
(e.g. Your Company Name - Visitor Services)

Below you will find a screen shot of the area where the site name is displayed in Web Mail. This is highlighted by the arrow.



5.2.3 Enter the address your services will link back to

The logo and any "Home" links will link to a web address (URL) you enter here. Your users will be taken to this URL when they click on these links.

Enter the address your services will link back to

This is the web address (URL) that your logo and any "Home" links will link to and where your users will be taken when they logout of the service.

www.everyone.net
(e.g. http://www.yourdomain.com)

5.2.4 Create your outgoing email promotional signature

You can create an email promotional signature that will be appended to all outgoing email messages sent by your end users. Please keep in mind that HTML is **not** allowed.

Create your outgoing email promotional signature

Create the email promotional signature that will be appended outgoing email messages. **HTML** is not allowed.

THIS DOES NOT WORK

Unfortunately, this feature is not available in the Private Label Service.

5.2.5 Create your login page message

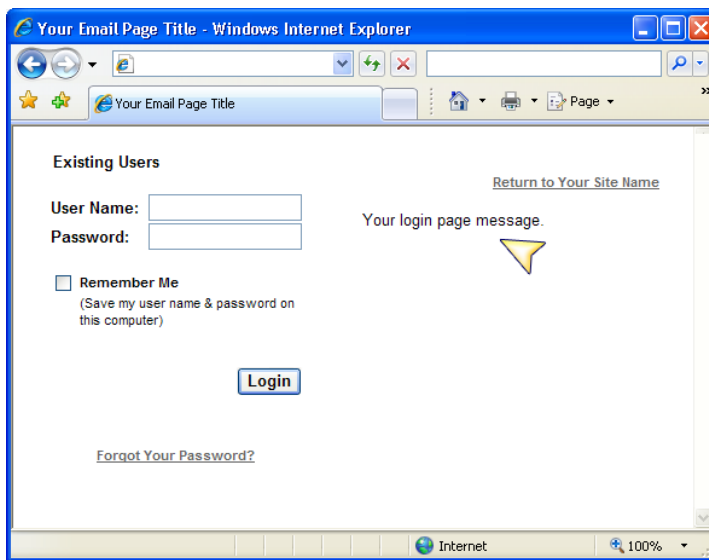
You can create a message that will appear on the login page. Please keep in mind that basic HTML is allowed.

Create your login page message

Create the message that will appear on the login page. **HTML** is allowed. No ads, third party endorsements, or links to outside your domain.

Log-in HERE

Below you will find a screen shot of the area where the site name is displayed in Web Mail. This is highlighted by the arrow.



5.2.6 Create your welcome page message

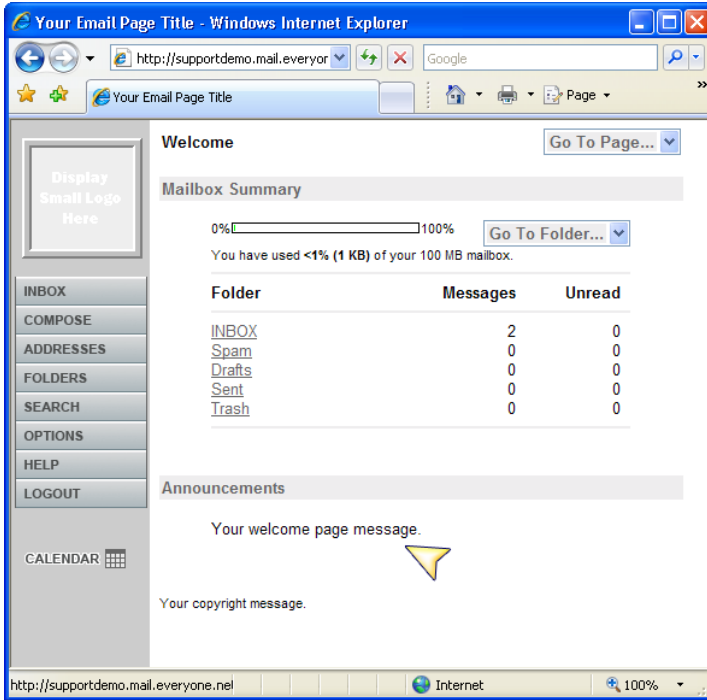
You can create a message that will be displayed on your welcome page. Please keep in mind that HTML is allowed.

Create your welcome page message

Create the message that will be displayed on your welcome page. **HTML** is allowed. No ads, third party endorsements, or links to outside your domain.

WELCOME

Below you will find a screen shot of the area where the site name is displayed in Web Mail. This is highlighted by the arrow.



5.2.7 Create your copyright message

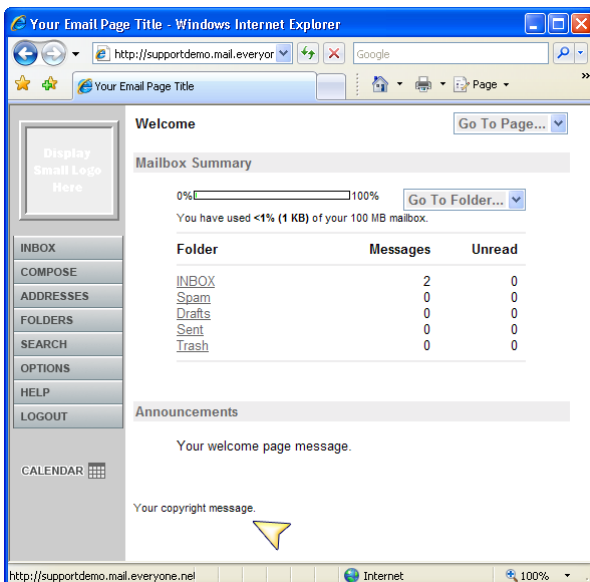
You can create a copyright message that is displayed at the bottom of all pages in Web Mail. HTML is allowed. Please keep in mind that the Rich Web Mail interface will enforce on line of text as the maximum height.

Create your copyright message

Create the copyright message that is displayed at the bottom of all pages. HTML is allowed. Approximately 1 line of text will fit in the footer area.

Copyright.

Below you will find a screen shot of the area where the site name is displayed in Web Mail, by the arrow.



5.2.8 Help Link

The help link in web mail can be adjusted here.

Specify the behavior of the Webmail 'Help' link.


- Link to the default help document.
- Link to the URL:
- Do not show 'Help' link.**
 1. The default is to link to an Everyone.net page with some information
 2. The second option is to create your own page, and specify where this points to via an HTTP link.
 3. The last option is to not have a help link.

5.3 Classic Interface Colors & Fonts

This feature will allow you to select the default colors and fonts for the Classic Web Mail interface only.

5.3.1 Select a Font Setting

To select a font setting:

1. Select the Font Style from the drop down menu
2. Select the Font Size, the default size is 10pt
3. Select the Font Color by either entering the hexadecimal color code or selecting a color from the palette. 
4. Click Submit to save your changes.

Choose Font Settings

Font Style

Verdana, Arial, Helvetica, sans-serif 

Font Size

Default 


Font Color

#000000 

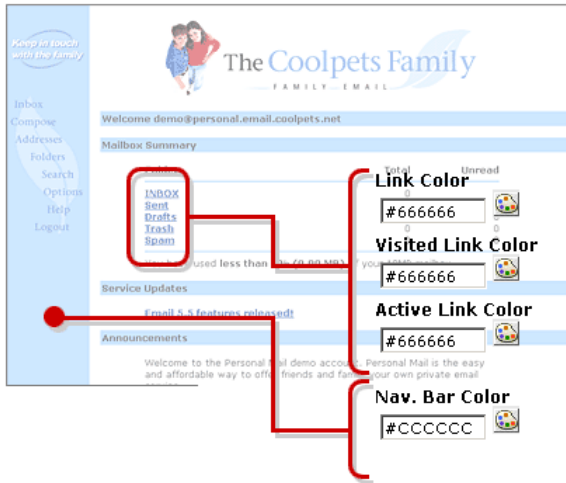
5.3.2 Selecting Colors for Text Links and Navigations Bars

The Link Color contains three different settings, link color, visited link color, and active link color. All which can be customized to be the same or different color.

To change text links and navigation bar colors:

1. Select the Font Color by either entering the hexadecimal value or selecting a color from the palette. 
2. Click Submit to save your changes.


Choose Text Links and Navigation Bar Colors



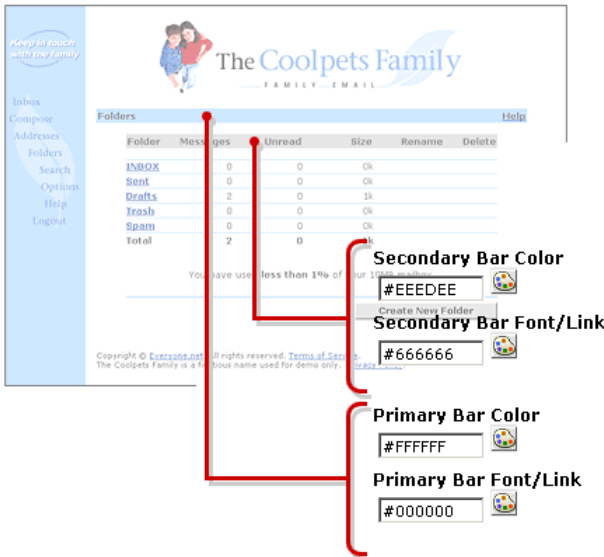
5.3.3 Selecting Bar and Bar Font Colors

Here you can change the bar and bar font colors for both the primary and secondary bars.

To change primary and secondary bar and font colors:

1. Select the Font Color by either entering the hexadecimal value or selecting a color from the palette. 
2. Click Submit to save your changes.

Choose Primary and Secondary Bar Colors



5.4 Images & Background

- [Images & Background](#)

Specify the logos and a custom background for the Web Mail interface and upload background stationery that end users can choose from to enhance their email messages.

In this section you can specify the logos and customize the background for Web Mail. You can also upload background stationery that end users can choose from to enhance their email messages.

5.4.1 Display your logo

Your Logo appears on the pages of your DCC, and in the Mail Control Centers for all domains.

Display your logo

Don't display your logo

Upload your logo

Enter your logo URL

(e.g. http://www.yourdomain.com/images/your_banner.gif)

5.4.2 Display your login logo

When you upload your logo, it will appear at the top of the email login page and at the top of the webmail. Please keep in mind that it must be a GIF image no larger than 450 X 105 (width X height) pixels. The logo will only be displayed when using the Classic Web Mail interface.

Display your login logo

This image will appear at the top of the email login page and at the top of the four frame email templates. It must be a GIF image no larger than 450 X 105 (width X height) pixels. No ads, third party endorsements, or links to outside your domain.

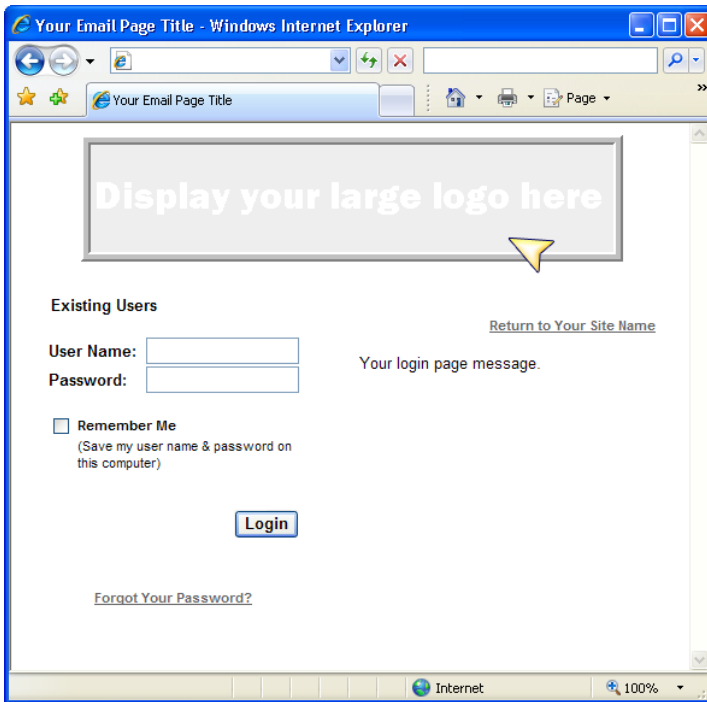
Don't display your login logo

Upload your login logo


Enter your login logo URL

(e.g. http://www.yourdomain.com/images/your_banner.gif)

This is where the logo will appear in web mail.



5.4.3 Large logo background color

If your large logo is smaller than 450 x 105 pixels or has a transparent background, you can select a large logo background color. You can select the Font Color by either entering the hexadecimal color code or selecting a color from the palette.  The background color will only be displayed when using the Classic Web Mail interface.

Large logo background color

Choose a large logo background color if your large logo is smaller than 450 X 105 pixels or has a transparent background.



5.4.4 Display your Classic Interface logo

You can upload a small logo on the top left corner of your service pages. This must be a GIF image no larger than 100 X 100 (width X height) pixels. The logo will only be displayed when using the Classic Web Mail interface.

Display your Classic Interface logo

This image will appear in the top left corner of the Classic interface. It must be an image no larger than 100 X 100 (width X height) pixels.

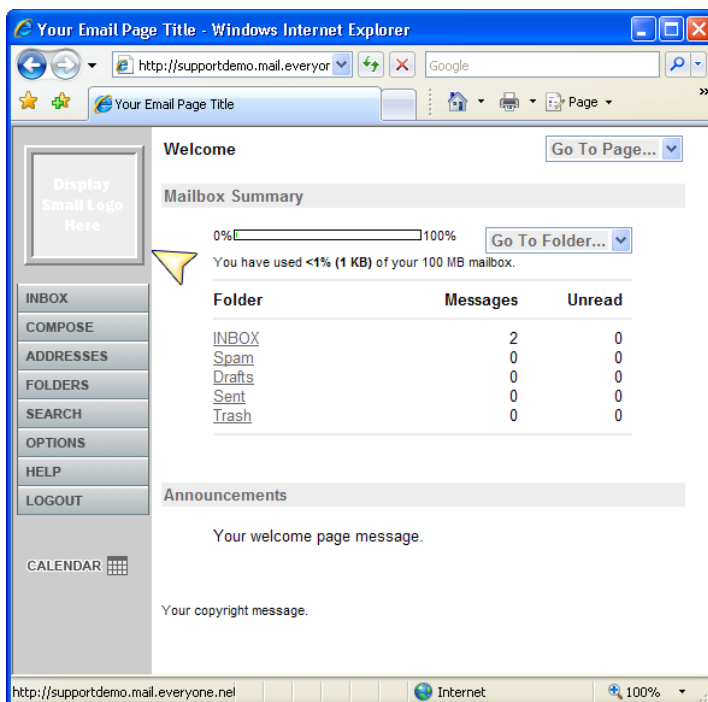
Don't display your classic logo

Upload your classic logo

Enter your classic logo URL

(e.g. http://www.yourdomain.com/images/your_banner.gif)

Below you will find a screen shot of the Distributor Control Center and the area where the small logo is displayed in Web Mail.



5.4.5 Customize the Classic interface background

You can create and upload a GIF image that would become the background for Web Mail. You can also select a background color instead of an image by entering the hexadecimal value or selecting a color from the palette. If you have uploaded a background image you can also clear this by selecting a background color.

Customize the Classic interface background

Upload an image for your background

- OR -

Select the background color of your service pages.

If you have uploaded a background image, you can clear it by selecting a background color instead.

5.4.6 Stationery

Stationery is a background image your end-users can use to enhance their messages. There are no limits on the amount you may offer.

Stationery

Stationery is a background image your end-users can use to enhance their messages. You may offer as many different styles as you would like. You will get the best results by using light colors and keeping the image size small. Use an image editor to increase the intensity of the image and reduce the color depth. Stationery images must be smaller than 100K.

Add Stationery:

1. Upload a GIF image:

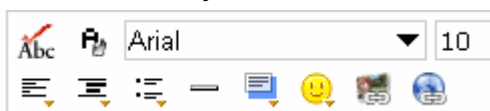
2. Enter a name:

We recommend using light colors and keeping the image size small for best results. Also, please keep in mind that stationery images must be smaller than 100K.

To add Stationery:

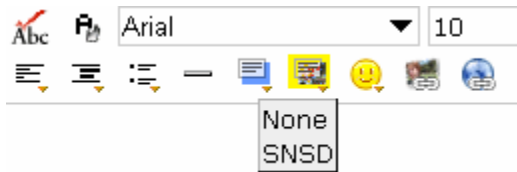
1. Browse or enter the location of the image
2. Enter the name of the image
3. Click Submit

5.4.6.1 Stationery not available



An icon is not available in between the Background Color palette and the Emoticons.

5.4.6.2 Stationery available



The Stationery drop down is available once one has been uploaded, with the name set from above.

5.5 Classic Interface Navigation Buttons

- [Classic Interface Navigation Buttons](#)

Select the set of navigation buttons for the Classic Web Mail interface from the ones we created, or upload your own buttons.

You can select or upload your own navigation buttons for the Web Mail interface. We offer you a variety of buttons style choices for any backgrounds. Please keep in mind that this process may take several minutes for the changes to appear. This large logo will only be displayed when using the Classic Web Mail interface.

To select a button style:

1. Click on the radio button next to the style of your choice
2. Click Submit

To upload your own buttons:

First ensure that your own buttons are 110X24 (width x height) pixel GIF images.

1. Browse or enter the location of the image
2. Do the same for any additional buttons you will be changing
3. Click Submit

5.6 Welcome Letter

- [Welcome Letter](#)

Edit the welcome letter that is sent to all new end-users.

You can create a welcome email message that greets new end-users of your email service. This will appear as their first email message in their Inbox. Please keep in mind that this message will go to all new end users across all of your domains.

To create a welcome letter:

1. Enter the From address, this must be an email address within your service.
2. Enter the Subject
3. Enter your message
4. If sending the email in HTML format, check the box next to Send email in HTML format.
5. Click on Submit to save your changes

Note: You can preview your letter by clicking on the Preview Letter link.

Welcome Letter

The welcome letter is an email message that greets new end-users of your email services. It appears as the first email message in their InBox.

Yes, send the welcome letter below to all new end-users.

From:

Subject:

Message:

Send email in HTML format
(please enter HTML directly into the Message textarea)

[\[PREVIEW Letter\]](#)

It is important that you always SUBMIT after you are done.

5.7 Quota Warning Letter

5.7.1 Email Quota Warning Letter

- [Email Quota Warning Letter](#)

Edit the Quota Warning Letter that is sent to notify end-users that their mailbox quotas are near capacity.

You can notify your end users when their mailbox quotas are near capacity. This email will be generated automatically.

5.7.2 One_storage Quota Warning Letter

- [one_storage Quota Warning Letter](#)

Edit the Quota Warning Letter that is sent to notify end-users that their one_storage quotas are near capacity.

You can notify end-users when their one_storage service is near capacity. This email will be generated automatically.

5.7.3 How to create quota letter

To create a quota warning letter:

1. Enter the From address, this must be an email address within your service.
2. Enter the Subject
3. Enter your message
4. If sending the email in HTML format, check the box next to Send email in HTML format.
5. Click on Submit to save your changes

Note: You can preview your letter by clicking on the Preview Letter link.

Quota Warning Letter

The quota warning letter is an email message that informs all of your end-users they are close to reaching their mailbox quota amount.

- Use the system default mailbox quota warning email (recommended)
- Do not send a warning email
- Use my warning email below:

From:

Subject:

Message:

Send email in HTML format.

[\[PREVIEW Letter\]](#)

It is important that you always SUBMIT after you are done.

5.8 Report Spam

- [Report Spam](#)

Enable or disable external spam reporting.

When enabled, the feature is indicated by this button in the rich web:



However, In favor of using this feature, we ask that users wanting to report false negatives follow the process indicated here: <http://helpdesk.everyone.net/kb.cgi?view=263&lang=en>

1. Web Mail:
 - a. Save the message in a specified folder so we can review.
2. Email Client
 - a. The message is preferably needs to be saved as a *.EML file. If not, one of the other formats will work
 - b. The message requires the full email header in order for us to process.
 - c. If there are multiple messages, they need to be put in a ZIP file.

5.9 Web Mail Preferences

- [Web Mail Preferences](#)

Specify the default preferences that new clients will give to their users.

From within this page you can specify the following default preferences for new clients.

- Default Time Zone
- Default Time Format
- Default Date Format
- Action to be taken after moving or deleting a message

- Action to be taken after sending a message
- Text Editor: using rich or plain text editor
- Chose the default Rich Text Editor (RTE) settings: font and size
- Auto Complete: enable or disable
- Forwarding Mode: Attachment or Inline
- Webmail Interface enable or disable
- Calendar Free/Busy enable or disable

Please note these settings can be overridden from within the Control Center.

5.9.1 New set-up

We highly recommend that when you first on board as a customer, that all these web mail preferences be preset before any onboarding are done. Once users have been allocated, Everyone.net cannot make global changes to existing users. You, the admin, will need to instruct users to make these changes, or use our XRC service to change these.

5.10 Calendar

- [Calendar](#)

Specify if the calendar is enabled or disabled when a new client is created.

In this section you can enable or disable calendar for all of your new clients using this feature. Select the radio button next to enable or disable to set your preference.

Note: To enable Calendar for your client, please select a client or end user offer with this feature.

[Distributor Control Center Home](#) > [Client Default Settings](#) > Calendar

Calendar

New clients will inherit the following default Calendar Option.

All users can access the Web Calendar when this feature is enabled.

Enabled
 Disabled

5.11 FedEx Office

- [FedEx Office](#)

Specify if the Print to Fedex Office option is enabled or disabled when a new client is created.

This feature is no longer globally offered. This feature should now be disabled for all users. If it is not, and this section does not appear, please contact support so we can review this.

5.12 One_mobile Remote Wipe

- [one_mobile Remote Wipe](#)

Specify if end users may initiate a Remote Wipe command when a new client is created.

This feature allows admins the ability to even let end-users remote wipe their mobile devices:

one_mobile Remote Wipe

New clients will inherit the following value for enabling the remote wipe feature for their users:

- Allow end-users to Remote Wipe their one_mobile devices.
- Do not allow end-users to Remote Wipe their one_mobile devices.

NOTE: When a user or admin does a remote wipe, the next time the device connects to the internet, it will factory reset their mobile device.

6 Edit Privacy Policy

- [Edit Privacy Policy](#)

Edit your privacy policy that clients see in your control center.

You can have your own Privacy Policy for your clients. In this section you can create HTML content which will appear when your clients click on the 'Privacy Policy' link displayed on each page of their control center.

This feature is disabled by default. However you can leave this blank if you do not want the link to appear.

7 Update Control Center Logo

- [Update Control Center Logo](#)

Update the logo image that clients see in your control center.

You can further customize your service, by adding your own logo to the Control Center. This image must be a GIF image no larger than 450 X 105 (width X height) pixels.

To add the Control Center Logo:

1. Enter the URL the image will link to or upload an image.
2. Click Submit.

Please note: It may take several minutes for this change to appear.

8 One_sync

- [one_sync](#)

Download the latest version of one_sync.

This section is available if any of your offers have one_sync enabled. You can download the one_sync program. As denoted, one_sync is only compatible with MS Outlook 2003 and 2007.

9 User Alerts

[User Alerts](#)

Send an email alert whenever a user's status/password has changed.

This feature is an automated notification to a **single** email address. You simply enable the alert, and set the email address. Any users that are blocked can have a notification sent to an admin address to be alerted prior to the customer asking about it.

9.1.1 Setting the Alert

Alerts are now set when an admin suspends a user or an account is blocked from sending email. In addition, an additional optional setting is to denote if a user changes their password.

Checking at least one box is essential for enabling this alert.

[User Alerts](#)

Send an email alert whenever a user's status/password has changed.

User Alerts

Select which status notifications you would like to receive. Send Notifications about your users when:

Suspended or blocked from sending email

Password Changed

Email address:

Once checked, you will be prompted to enter an email address.

NOTE: As previously indicated this will only take a single email address.

Once the address is entered and submitted, you will be notified indicating the setting has been updated.

9.1.2 Disabling the alert

If you no longer want to receive such alerts, simply uncheck the box(es), and submit. This will disable the notifications.

9.1.3 Notify more than one person

Per this feature, you can only have a single email address in this alert. The solution here is to create an email alias. The email alias will be the address you send to. You can then modify the alias itself to add/remove people.

10 Alias Administrator Email Address

- [Alias Administrator Email Address](#)

Bounce messages from invalid alias recipients will be directed to this email address if no alias administrator is specified in the Control Center for each domain.

Per issues regarding spam and how aliases are handled, we have a feature that allows bounced messages from invalid recipients of an alias to go back to an administrator address. On this level, it would be someone in your organization.

Note: This tool can be over-ridden by an individual Control Center setting of the same nature.

11 Process Accounts

Our support engineers can help you administer your user accounts via file uploads. Via this process, Everyone.net will import and delete batches from files provided by you. These files must be ASCII or UTF-8 encoded and follows the specified data format guide available via link on the DCC home page. [Batch Process Accounts: Data Format](#).

In addition, we are able to batch upload domains for you as well.

Upon receipt of an appropriate batch file, this process may take 2-3 business days to complete.

Note: *Please make sure you set your client default settings in Section 5 so your domains and end-users will inherit all features you set.*

11.1 Validate Batch Process Records

- [Validate Batch Process Records](#)

Validate the files to be used to batch process accounts.

Prior to running the Batch Process, validating the files first will help with ruling out any errors, hence short cutting any errors later on. Follow the on-screen prompts to upload the file. Please make sure to adhere to the file format as indicated. It is important to validate first, otherwise fixing an error later on may be more problematic.

Validate Batch Process Records

Validate files used for importing, deleting and updating passwords for accounts in batches via file upload. Files must be ASCII or UTF-8 encoded and follow the specified [file format](#). (Update passwords uses the same format as account import).

Import:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>
Update Passwords:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>
Delete:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>

11.1.1 Adjusting files for errors

In the validation steps, make sure to correct any errors from the original file you uploaded compared to the errors stated on screen. Each error is specific and has a correlation to the Error Log section in the file format guide.

Once all errors are corrected, repeat the validation process until no errors are left.

If you are unable to find the issues, please contact support.

11.2 Batch Process Accounts

- [Batch Process Accounts](#)

Administer your user accounts in batches via file upload.

Once the file passes the validation process with no errors, again, it is important to make sure that all errors are corrected in the validation stage prior to running this process.

Batch Process Accounts

Import, delete and update passwords for accounts in batches via file upload. Files must be ASCII or UTF-8 encoded and follow the specified [file format](#). (Update passwords uses the same format as account import).

Import:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>	<input type="checkbox"/> Do not encrypt passwords.
Update Passwords:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>	<input type="checkbox"/> Do not encrypt passwords.
Delete:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload"/>	

No batches have been uploaded or run.

11.2.1 Import

The primary function of this tool is to upload domains and users.

11.2.1.1 Domains

Please check the import file format for domains. Domains must be created first before any users can be created.

11.2.1.2 Users

If you have followed the steps in the validation section, importing the users will not be an issue.

11.2.2 Update Passwords

As an admin, you can mass update user passwords. We do not recommend using this feature unless you want to make your user base change their passwords.

11.2.3 Deleting Users

If you decide to delete a user after batch processing, you cannot immediately run the batch process again in hopes to re-import. Users deleted will fall under our standard user deletion policy and can still be recovered through the Control Center for that domain. The user will need to be manually created, and cannot be batched. This is important to ensure you make sure you have the data validated before batch processing.

11.2.4 Do not encrypt passwords

Although we do not recommend using this, at times it is used for migration purposes. As part of a compliance feature, we encrypt all our passwords. If a user updates their password, it will be encrypted.

12 Encryption Services

Everyone.net utilizes the Proofpoint Encryption service if available. This would be listed as part of an offer. There is no setting require for Encryption services. It is simply enabled on an offer.

For more specific information on the encryption service, please see this guide:
http://www.everyone.net/pdf/encryption_guide.pdf

13 Support

13.1 On-line Information

You will find a lot of useful information in our knowledgebase which will help you to support your end users.

http://www.everyone.net/support/online_guides.html
<http://helpdesk.everyone.net/>

In addition, for any global issues we see, we update our Service Status page on current events located at: <http://www.everyone.net/main/scripts/status.cgi>

13.2 Contacting Support

In a standard package your service offers both phone and email admin support. Only the administrator(s) for the distributor account may contact support for escalations. When contacting support via email or phone, please always include or have the following information available:

Your Name (you may be asked to supply your phone number and email address)
DCC ID
Client ID (if applicable)
Email address of account being discussed (if applicable)
Summary of the issue
Copy of error messages (if applicable)
Trace route to Everyone.net (if applicable)

To contact support you may [submit a case](#), send email to support@everyone.net, or call our Technical Support line. The phone number is listed in your DCC Control Center. Support Engineers are available Monday – Friday from 5AM – 5PM PST to answer questions by phone. Email issues are handled 24x7x365.