



**GainCloud Systems**

# **Webmail Administrator Guide**

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# Chapter 1

## 1 Introduction

This document provides usage, guidance and documentation related to the Webmail or Mail Manager / Service Administrative Functions. The sections covered in this document are:

- a. *Administrative Functions* – Administration & Management interfaces for the Mail Service including Mailbox and Domain Management.

# Chapter 2

## 2 Administrative Functions

This section covers many commonly used administrative functions. These functions serve day-to-day functionality supported by the Webmail; also known as Mail Manager Service. We have tried to cover most administrative functionalities with prudent details and steps-involved. Also included are illustrations (or screen-shots) of respective pages wherever required.

If you are looking for a specific feature (or documentation) which is currently not covered here please feel free to let us know at [support@gaincloud.com](mailto:support@gaincloud.com).

## 2.1 Cloud Email Administration

Webmail System (also known as Mail Manager Service) supports a Web-based interface for Administration of Enterprise Emails on-the-go. All operations explained in this Admin Guide are accessible via a standard Web-Browser (like Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, etc...). Webmail Administrators are not required to install any special client software to access & manage emails. You can perform all Admin functions (as explained in this Guide) using a Standard Web Browser itself. Most common admin functions related to Webmail are explained in detail in the section below.

Steps to start administering the Webmail System is listed in the following section:

1. Navigate to your Private Cloud Login page and login using your registered Cloud-Admin-Email-Address and Cloud-Admin-SSO-Password.
2. Login to the Cloud and then navigate to the Webmail Home Page, by clicking on the “Mail Manager” link.

**Registered Domains:** Once you login using a Webmail System Administrative Account and navigate to the Webmail Home Page; all registered Email-Domains are listed in the left Domain & User listing pane. Also several administrative functions are available using the top Menu Bar on the Webmail Home Page.

**Mailbox for Administrative Account:** To communicate with your Organization users and to administer your domains; an administrator would also have a mailbox attached to his/her Identity Account. Click on the “Open Mailbox” button on the Webmail Home Page to access your administrative mailbox.



### **Questions: How Many Domains & Administrators Can I Create?**

Your “Organization Cloud” is highly scalable allowing you to define **one or more unique domains** (or sub-domains) from a single interface. Your “Organization Cloud” is also highly flexible allowing you to define **one or more Administrators** to manage your Enterprise Webmail System.

The screenshot shows the GainCloud Webmail administrator interface. At the top, five green callout boxes point to navigation icons: 'Add New Domains' (Home icon), 'Create New User' (Create Domain icon), 'Associate Mailbox' (Create User icon), 'Administer Mailboxes' (Associate Mailbox icon), and 'Administer Existing Domains' (Manage Mailbox icon). A sidebar on the left titled 'My Domain Users:' lists five domains: GAIHCLOUD.COM, TRUSTJMAIL.COM, THECLOUDMAIL.COM, NEW2MAIL.COM, and EVOTRIXCLOUD.COM. A callout box points to this list with the text 'Your Registered Domains Are Listed For Administration'. Below the sidebar, a callout box points to a yellow star icon with the text 'Note "You Are Webmail Administrator" Message'. The main content area includes a 'Welcome, GainCloud Admin' message, account information for 'PREMIUM-USER', and a 'You Are Webmail Administrator' message. There are also sections for 'Webmail Functions' and 'Documentation' with links to various guides.



### Questions: How to know – Am I a Webmail Administrator?

You need to first login into your "Organization Cloud" and then navigate to Webmail Home Page. You will find a note displayed as "You Are Webmail Administrator" just under the welcome message on this Webmail Home Page.

## 2.2 Add a New Domain

You can create & manage multiple Email Domains from a single administrative interface. But, you need to first register a new domain with an internet domain-registry provider & with ICANN such that you can define the ownership & validity of a new domain name. If you already have a domain name that is registered with a domain-registration provider, then you can proceed to add this domain name in your Enterprise Cloud Email System. Follow the steps given below to create/add a new domain to your Cloud Email System:

1. Once you login and navigate to the Webmail Home Page; click on the “Create New” button on the top-menu link.
2. Select the radio button “Create a New Domain” then enter the “New Domain Name” and the “Organization Name” respectively.
3. Make sure to select the Domain Status as “ACTIVE”, then click “Create Now” button.



The screenshot shows the 'GainCloud Webmail' interface. At the top, there is a navigation bar with icons for Home, Create Domain, Create User, Associate Mailbox, Manage Mailbox, and Manage Domain. An arrow labeled '1' points to the 'Create Domain' icon with the text 'Click "Create Domain" To Add A New Domain'. Below the navigation bar, there is a section titled 'My Domain Users:' listing several domains like GAINCLOUD.COM, TRUSTJHIL.COM, etc. To the right, the 'Create A New Email Domain' form is displayed. It contains the following fields and options:

- 'Enter New Domain Name? \*' with the value 'mydomain.com'. An arrow labeled '2' points to this field with the text 'Enter New Domain Name'.
- 'Enter Your Organization Name? \*' with the value 'MYDOMAIN'. An arrow labeled '3' points to this field with the text 'Enter Your CLOUD ORG Code'.
- 'Create A New Active Domain? \*' with radio buttons for 'ACTIVE' (selected) and 'DEACTIVE'.
- 'Default Domain Admin?' with the value 'anas@thecloudmail.com'.
- 'Create New Domain' and 'Cancel' buttons. An arrow labeled '4' points to the 'Create New Domain' button with the text 'Click "Create New Domain" To Create Your New Domain'.



## 2.3 Create New Mailbox for New User via Self-Registration

Every Cloud Identity Account is linked to a unique Cloud Mailbox. Also the provisioning-process (process used to create a new mailbox) is also integrated with your Cloud Account Registration. Thus the easiest way to create a new mailbox is to self-register with your Cloud Service. Follow the steps below to accomplish this:

1. Navigate to your Cloud Landing Page & select the “Register” link from top-service menu.
2. Provide all self-registration inputs like, name, email address, challenge questions, and then click on “Register” button. You will see a confirmation message displaying confirmation of creation of your Cloud Mailbox along with your Identity Account (as shown in the illustration below).

The screenshot shows the 'Trustjini Systems Service Portal' with a 'Self Registration' form. The form includes fields for Organization (Trustjini Systems [TRUSTJINI]), Default Email Domain (trustjini.com), and registration information for the user. The registration information includes First Name (John), Last Name (New User), Login Email Address (johnnewuser@trustjini.com), Country Of Residence (United States), Challenge Question (What is your mothers maiden name?), and Challenge Answer (What is common questions). A confirmation message at the bottom states: 'Message: Your Self Registration request is successfully send. Self Registration: You would receive an activation email at your mentioned account, please follow the instruction in the email to activate the Cloud Service account. You are required to activate the Cloud Service account to complete this registration process. Thank you for registering. Automated Mailbox Provisioning: User Mailbox with email: [johnnewuser@trustjini.com] successfully provisioned to the cloud service!'.

**1 Self Register The New User First**

**2 Make Sure To Register For Your Organization Cloud**

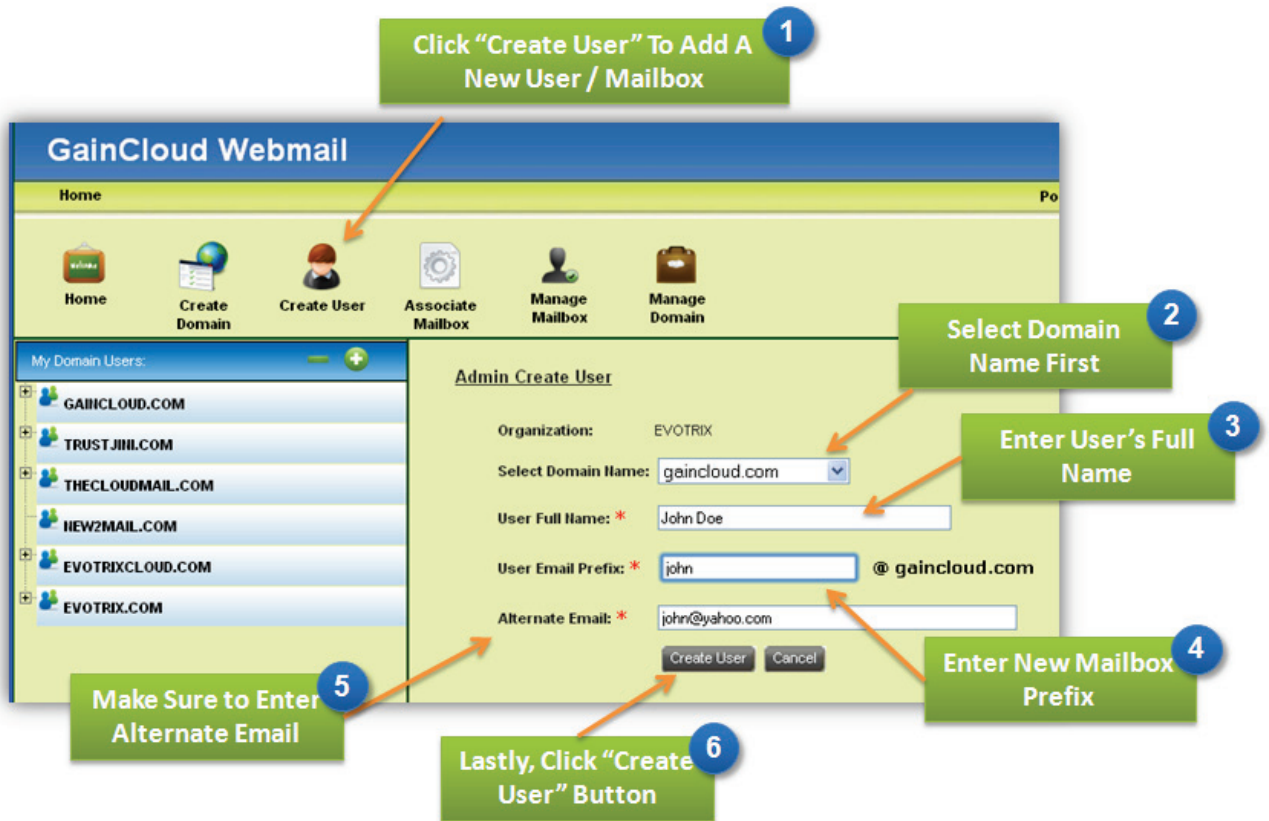
**3 Make Sure To Enter New User's New Email Address**

**4 Note: "Automated Mailbox Provisioning" Will Create New Mailbox For The New User Automatically**

## 2.4 Create New Mailbox for New User via Create-User

To create new user along with new mailbox on your cloud, follow the steps as given below:

1. Click “Create User” in top menu.
2. Select domain name from “Select Domain Name” drop-down list
3. Enter Full Name “First Last” Name
4. Enter User’s New Email Address
5. Enter User’s Alternate Email Address

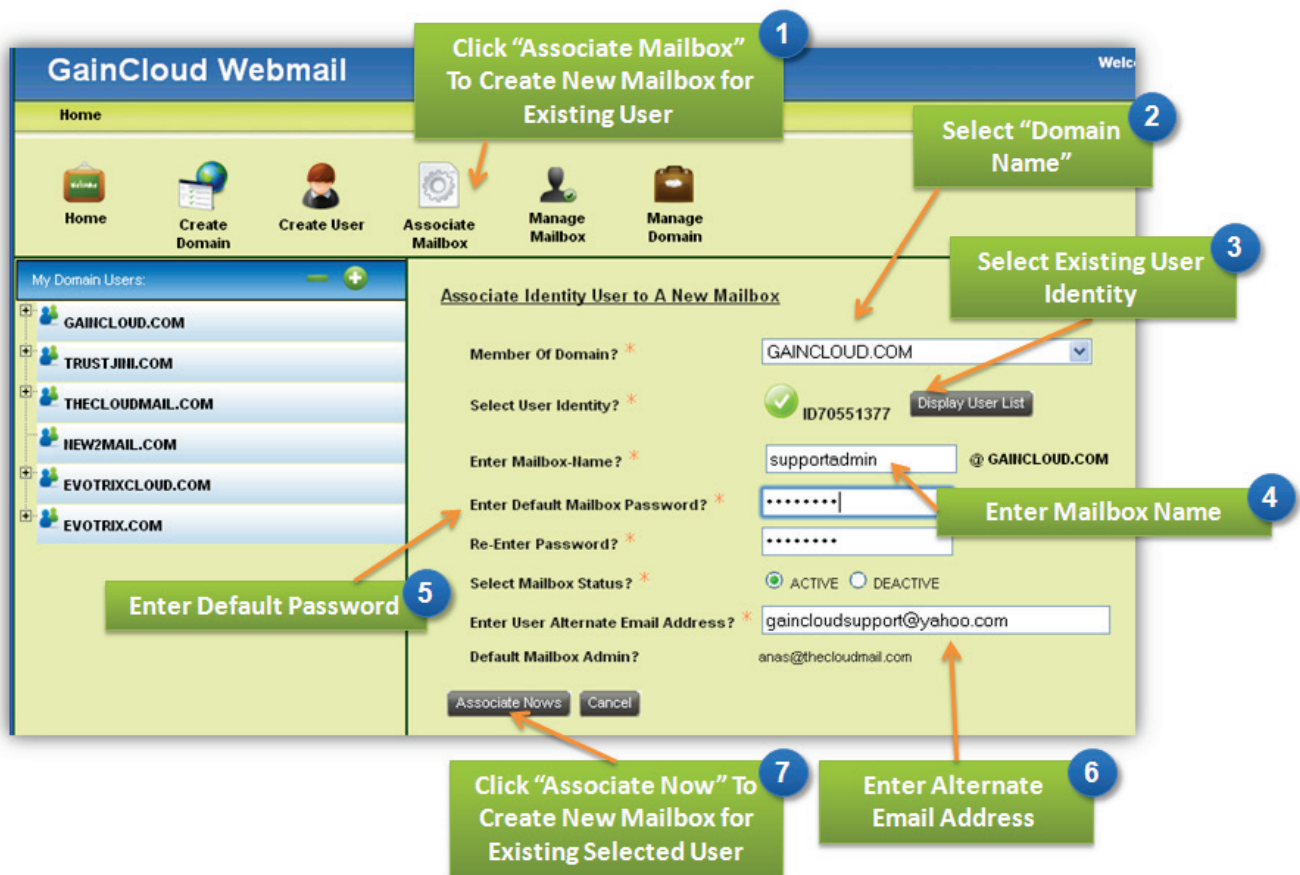


The screenshot shows the GainCloud Webmail Admin interface. The top navigation bar includes icons for Home, Create Domain, Create User, Associate Mailbox, Manage Mailbox, and Manage Domain. The 'Create User' icon is highlighted with a callout box labeled '1' containing the text 'Click "Create User" To Add A New User / Mailbox'. Below the navigation bar is a sidebar titled 'My Domain Users:' listing several domains: GAINCLOUD.COM, TRUSTJINI.COM, THECLOUDMAIL.COM, HEW2MAIL.COM, EVOTRIXCLOUD.COM, and EVOTRIX.COM. The main content area is titled 'Admin Create User' and contains the following form fields: Organization (EVOTRIX), Select Domain Name (a dropdown menu showing 'gaincloud.com'), User Full Name (a text box containing 'John Doe'), User Email Prefix (a text box containing 'john'), and Alternate Email (a text box containing 'john@yahoo.com'). The form also includes 'Create User' and 'Cancel' buttons. Six numbered callout boxes provide instructions: '2' points to the 'Select Domain Name' dropdown with the text 'Select Domain Name First'; '3' points to the 'User Full Name' text box with the text 'Enter User's Full Name'; '4' points to the 'User Email Prefix' text box with the text 'Enter New Mailbox Prefix'; '5' points to the 'Alternate Email' text box with the text 'Make Sure to Enter Alternate Email'; and '6' points to the 'Create User' button with the text 'Lastly, Click "Create User" Button'.

## 2.5 Create New Mailbox for Existing User – Associate Mailbox

Follow the steps given below to create a new email mailbox for an existing Organizational Identity User Account:

1. Navigate to Webmail Home Page & Click on “Create New” button on top-menu link.
2. Select “Create a New Mailbox” radio button.
3. Select the “Email Domain Name” for which you want to create a new mailbox for.
4. Click On “Display User List” and select a Identity User Account from the popup user list.
5. Enter default mailbox password, and an alternate email-address for this user account.
6. Make sure to preset the mailbox account as active, otherwise user will not be able to access this mailbox.
7. Click on “Create Now” button to create the new mailbox for the selected user identity.



The screenshot displays the 'Associate Identity User to A New Mailbox' form in the GainCloud Webmail administrator interface. The form is annotated with seven numbered callouts corresponding to the steps in the text above:

- 1:** Points to the 'Associate Mailbox' button in the top navigation menu.
- 2:** Points to the 'GAINCLOUD.COM' dropdown menu for 'Member Of Domain?'.
- 3:** Points to the 'Display User List' button and the selected user ID 'ID70551377'.
- 4:** Points to the 'supportadmin' input field for 'Enter Mailbox-Name?'.
- 5:** Points to the password input field for 'Enter Default Mailbox Password?'.
- 6:** Points to the 'gaincloudsupport@yahoo.com' input field for 'Enter User Alternate Email Address?'.
- 7:** Points to the 'Associate Now' button at the bottom of the form.

An Email mailbox is always associated with an Identity Account. Your Cloud Identity User Account can be linked to only one mailbox at a time. If you need multiple mailboxes then you need to self register each required email address and create a separate Identity Account for each. On the other hand, if you need to associate an existing Cloud Identity User Account with a new mailbox, then you need to create a new mailbox using the Administrative interface and select the Identity User Account from the user list displayed in the “Display User List” popup window (as shown in the illustration below).

***Warning:*** Remember, if you associate an Identity User Account with a mailbox, the contents of any previous mailboxes associated with this Identity Account will become in-accessible. Please utilize this association feature with care, as you may lose your entire mailbox content, if you are not careful selecting the right user-account from the “Display User List” popup window.

## 2.6 Manage Registered Domains

You can administer your registered Domains from your Webmail System using your administrative privileges. Follow the steps given below to manage your domains:

1. Navigate to Webmail Home Page, and when the registered domain list loads, in the left Domain & User Listing Page; click on the “Domain Name”.
2. Make sure the domain status is set to “ACTIVE”. Also make sure your “Domain Policy” is in “ACCEPT” state (a green check-mark is displayed next to Policy Accepted section) in “Manage Domains” Page. This self certification informs Cloud Service Provider that your usage of Email System is within the United States Laws and Regulatory Compliances (like you don’t use your mailbox for creating SPAM emails).
3. (Optional) Click “Download Domain Membership” to obtain the member list as a CSV file.
4. Click on “Save Changes” button make your changes permanent.

**1** Click "Domain Name" To Edit/Manage Domain

**2** All Internal Domain Information Is Listed

**3** Make Sure Domain Status Is "ACTIVE"

**4** Make Sure "Domain Policy" Is Accepted

**5** (Optional) Click "Download Membership" To Get Member List In A CSV File

**6** Click "Save Changes"

**Manage Domains**

**Domain Profile**

Domain: TRUSTJINI.COM

Domain Status:  This Domain is ACTIVE.

Administrator: ID70551377

**Domain Information**

Domain Org Name: Trustjini Systems

Provisioned Mailboxes: 10

Domain Created On? 04/15/2011

**Administrative Operations**

Domain Status: Do you want to activate / de-activate this domain? De-activating this domain, would disable ability to add new mailboxes; A Dective domain would still continue to receive emails.

ACTIVE  DEACTIVE

Self Certify Domain: Accepting your hosted domain-policy certifies your domain. This is necessary to prevent your domain against attacks.

Policy Accepted?  Domain Hosting Policy Accepted.

Policy Accepted On: 04/15/2011

Policy Statement Please read and accept the domain-policy given below.

Conditions of Use.

The GAINCLOUD Services provided to Customer are non-exclusive, non-transferable, and are for Customers internal business use only. Customers right to use the Cloud Services is conditional upon the following. Customer may not:

(A) transfer to any other person any of its rights to use the Cloud Services;

(B) sell, rent or lease the Cloud Services;

(C) make the Cloud Services available to anyone who is not an Authorized User. An Authorized User is an employee of Customer, or of a person to whom Customer has outsourced services, who is authorized to access the Software as either a named or concurrent user;

(D) create any derivative works based upon the Cloud Services or Documentation;

(E) copy any feature, design or graphic in, or reverse engineer the Software;

(F) access the Cloud Services (i) in order to build a competitive solution or to assist someone

Download Domain Membership: Downloading domain membership creates a TAB-Separated-File (XL or CSV) containing a list of all User-Name and Email-Addresses for this domain.

Download Domain Membership

Save Changes Cancel

## 2.7 Manage Registered User Mailbox

You can administer your registered Domain-Members (Mailboxes) from your Webmail System using your administrative privileges. Follow the steps given below to manage domain-mailboxes:

1. Navigate to Webmail Home Page, and when the registered domain list loads, in the left Domain & User Listing Page; click on the “Plus” Sign next to Domain Name to expand the domain listing. This will expand the domain and list all the member-mailboxes for that domain.
2. Click on a member “Email Address” to load the user’s mailbox details. You will note “Manage Mailbox” page loading with user details.
3. You can modify (increase/decrease) mailbox size and user’s alternate email address. Also make sure the Mailbox-Status is set to “ACTIVE”.
4. Click on “Save Changes” button to make changes permanent.



**1** Click User's "Email Address" To Edit/Manage Mailbox

**2** Make Sure To Have An Alternate Email Address

**3** Increase/Decrease Mailbox Size

**4** Make Sure Mailbox Is Set "ACTIVE"

**5** (Optional) Click "Reset Mailbox Password" To Reset User's SSO Access

**6** Click "Save Changes"

**Manage Mailbox**

**Mailbox Profile**

Mailbox: johndoe@new2mail.com

Associated Identity User: ID61636444

Mailbox Status:  This Mailbox Is Provisioned.

**Profile Information**

Name: johndoe

Alternate Email: serviceadmin@gaincloud.com

Mailbox Size?: 2257690412

Mailbox Forwarding?  Yes, enable mailbox forwarding to following email address:  
Forward To: \_\_\_\_\_

On Vacation?  Yes, enable automatic vacation response  
Email Content: \_\_\_\_\_

**Administrative Operations**

Mailbox Status: Do you want to activate / de-activate this mailbox? De-activating this mailbox, would disable mailbox-owner from login to this mailbox. A Deactive Mailbox would still continue to receive emails.  
 ACTIVE  DEACTIVE

Reset Mailbox Password: Do you want to reset this mailbox password? A mailbox password reset would also trigger password reset for SSO-Identity Account for this user. A new reset password would be emailed to user's alternate email address.  
[Reset Mailbox Password]

Remove This Mailbox: Do you want to remove this mailbox from your Cloud Mail-Domain? This would only remove the user's mailbox, and not the identity-account.  
[Remove Mailbox]

[Save Changes] [Cancel]



## 2.8 Manage Email Forward

To enable email forwarding feature please follow the steps given below:

1. Login to your organization cloud as domain administrator
2. Switch to Webmail Service
3. Then click the “+” sign next to the domain name
4. Once the domain user-list is listed, click on the user’s email address
5. In “Manage Mailbox” page, select/enable the checkbox next to “Mailbox Forwarding?” question
6. Make sure you provide the “Forward To” email address in the text-box section next to mailbox-forwarding. This email address can be any cloud or non-cloud external email account (like Yahoo Email or Google Gmail Account).



The screenshot shows the 'Manage Mailbox' interface. On the left, a list of domain users is shown under 'My Domain Users:'. The user 'john.doe@new2mail.com' is selected. The main panel displays the mailbox profile for 'john.doe@new2mail.com'. The 'Mailbox Profile' section shows the mailbox name, associated identity user, and status. The 'Profile Information' section includes fields for name, alternate email, mailbox size, and mailbox forwarding. The 'Mailbox Forwarding?' checkbox is checked, and the 'Forward To:' field contains an email address. The 'Administrative Operations' section includes options to activate/deactivate the mailbox, reset the password, and remove the mailbox. Callouts 1-4 point to the user selection, the 'Mailbox Forwarding?' checkbox, the 'Forward To:' field, and the 'Save Changes' button, respectively.

**1** Click User’s “Email Address” To Edit/Manage Mailbox

**2** Make Sure To Enable Checkbox for “Mailbox Forwarding” First

**3** Enter An Email Address To Which You Want All Your Email “Copy” To Be Forwarded Automatically

**4** Click “Save Changes”

## 2.9 Manage Vacation Responder

To enable vacation responder following the steps given below:

7. Login to your organization cloud as domain administrator
8. Switch to Webmail Service
9. Then click the “+” sign next to the domain name
10. Once the domain user-list is listed, click on the user’s email address
11. In “Manage Mailbox” page, select/enable the checkbox next to “On Vacation?” question
12. You can also mention a custom email message. This message will be sent as an automatic email response to every incoming email

**1** Click User's "Email Address" To Edit/Manage Mailbox

**2** Make Sure To Enable Checkbox for "On Vacation" First

**3** Optionally Enter A Custom Email Message that would be Auto-Send-Response that you are on Vacation.

**4** Click "Save Changes"

# Chapter 3

## 3 Dictionary of Terms

The following section is a dictionary of terms used in this document.

CSV	Comma Separated Values
HTTP	Hyper Text Transfer Protocol
HTTPS	Hyper Text Transfer Protocol Secured
SSO	Single Sign-On
MB	Mega Byte (1000 byte unit of disc storage)
GB	Giga Byte (1000 MB units make a gigabyte of storage)
URL	Uniform Resource Locator