

Financial Affairs Microsoft Exchange Continuity of Operations Guide

MessageOne Email Management Services (EMS)

FAQs & Step by Step User Guide

What is MessageOne EMS and how is it used?

- In the event the Financial Affairs Microsoft Exchange Server becomes unavailable for an extended period of time, basic e-mail functions (such as sending and receiving e-mail) will be available to staff using MessageOne EMS. MessageOne EMS is an e-mail continuity service that serves as a secondary email provider for Financial Affairs. MessageOne EMS is invoked as the primary email provider for Financial Affairs when deemed necessary by FA Information Technology and FA Administration.

How will I know that MessageOne EMS has been invoked as my primary email provider?

- MessageOne EMS will send an activation notice to all FA email users through text messages and alternate email addresses. It is important that all of your contact information is up to date so that you receive the notifications. Please go to <https://dell2.messageone.com/wfe/> to update your information.
- If you have never registered with MessageOne EMS, please contact Kirt Warren (kwarren@fa.ua.edu) with FA Information Technology for instructions on how to do so. *It is critical that all FA Exchange users register with MessageOne EMS for business continuity purposes BEFORE there is an outage. Once an outage occurs you will not be able to use MessageOne unless you have registered your account.*

How do I access my email through Message One EMS?

- If the UA network is available, users will be able to access their e-mail through the Microsoft Outlook client as normal. Users will be able to send and receive e-mail and be able to view old e-mail, contacts list and calendar events.
- If the UA network is unavailable, or if you are accessing email via the web, users can login through the MessageOne EMS web interface (<https://dell2.messageone.com/wfe/>). Users can log in using their FA e-mail address and password (setup at the time of user registration). The web interface allows you to send and receive e-mail, view your contacts, and search old e-mail.

How will I know that my e-mail client is back online?

- MessageOne EMS will send email and text notification to all FA email users once the FA Microsoft Exchange 2010 platform has resumed normal operations.

What will happen to my e-mails once my e-mail client is back online?

- All e-mails (before, during and after the outage) will be recovered and available. The amount of time it will take to recover all of the e-mails depends on the severity and length of the outage.

I am a Blackberry user. Will I be able to access my e-mail from my Blackberry?

- If you are using an updated software version on your BlackBerry and you have the MessageOne BlackBerry component installed on your device, you will have access to your e-mail. Blackberry email should function as normal if you are setup properly.

I am an iPhone user. Will I be able to access my e-mail from my iPhone?

- Dell MessageOne has released an iOS app for the iPhone and iPad which can be downloaded for free through the iTunes store. Go to the iTunes Store and search for "Dell Email Management". You may also access Message One e-mail through the web interface by going to <https://dell2.messageone.com/wfe/>. Some iPhone users may actually find the web interface more user-friendly than the MessageOne iOS app.

How can I access Message One e-mail if I'm not a Blackberry or iPhone user?

- Any internet enabled device can use the web interface for Message One e-mail by going to <https://dell2.messageone.com/wfe/>.

Who should I contact for further assistance?

- For additional assistance, you may contact Kirt Warren (kwarren@fa.ua.edu), Charley Burroughs (cburroug@fa.ua.edu) or Mike Largin (mlargin@fa.ua.edu) with FA Information Technology.

MessageOne Email Management Services (EMS) Step by Step Guide

Please follow the steps below after EMS has been activated for Financial Affairs:

- To begin, log into the following site:
<https://dell2.messageone.com/>
** This link will be provided in the notification email and text sent to FA users when MessageOne is activated
- Enter your email address and the password you created when you initially setup your MessageOne account.
 - If you are accessing from a mobile device, please select “**Mobile sign in**” for a mobile friendly interface.
 - It is recommended that you use your MyBama password.
 - Please note the “**Forgot Your Password?**” option located beneath the login box.
- After entering your email address and password, select “**Sign In**”.
- From here, you will be able to view all emails received since EMS was activated, search for older emails, and send new emails.