



CHAPTER 3

Global User Account Settings

The settings below can be configured depending on your business email security policy.

Item	Description
 General Settings	Sets general characteristics of this organization, and policies that apply to its users. Changes below are applied to this organization, new suborgs added later, and can optionally be copied to existing sub-orgs.
 DNS Instructions	Insert the following DNS MX records at a higher priority than your current DNS MX records for your domain. (This changes the preferred mail hosts for your domain to the servers of your new email protection service.)
 User Access	Controls whether users may access and/or modify Message Center settings.
 Default User	The following default user settings are copied to new users when they're first added to this organization. You can also reset an existing user to these settings from the user overview page. Associate the default user for a given org with a user address from the org's general settings page. Click an icon to manage settings for this user. Note that user settings override org-level settings. You can also suspend the user, reset settings to the org's default user, delete the user, or add a new user to this organization.
 Notifications	Manage notification messages sent to users in this organization. To change settings, click the Edit link above. To customize message texts, click a link below. (By default, messages include your company name and do not typically need to be customized.)

Item	Description
 Usage Details	Breakdowns of your usage details are available to download for your review, analysis, and use. These monthly statements (posted on the 1st of every month) can be very helpful for extracting the settings and locations of users.
 Password Policies	Sets length, Complexity, maximum age, history and lockouts of User login credentials and enforces user security to comply with business security policies.

Adding Your Users to the System

This is the most important activity that is required to utilize the ScanSafe Email Control service fully.

By default, virus blocking is enabled for all users within your domain (whether registered or not) once your MX records have been changed successfully.

However, the filtering of messages and quarantine services require users to be added to the system.

There are two features that can be used to auto create users. These can be found within “General Settings” mentioned in the previous section and are called:

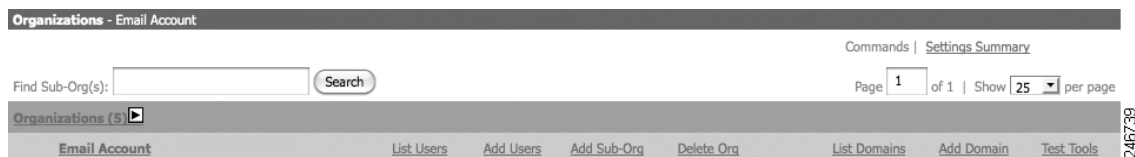
- SmartCreate - Turn on to have user accounts created automatically. Read Help for detail
- SMTP Autocreate - Users are created when an email server accepts the recipient with a 250 code

However, these functions create individual accounts for all users and User Aliases which will be add to your total seat count. Any accounts over the number of users that has been contracted for will be charged at a per user basis. Please contact ScanSafe Support if you have any further questions.

In addition users can be added using the Batch command to import large numbers of users and individual addresses.

Add, Delete, and Move Users

- Step 1** Login to the portal and click the email tab from the top menu bar.
- Step 2** Select “Orgs” from the Orgs and Users sub service menu.
- Step 3** Select the add users link beside the Users Org.



- Step 4** On the Add, Delete, and Move Users page, enter addresses of all users in your domain that should receive filtering.

Separate each address with a comma or line break. Each user should already have an email account on your server.

**Tip**

Easily add several users at once by pasting their addresses from a text user database.

- a. Click Add Users.
- b. Optionally check "Welcome users upon creation."
This sends users a Welcome notification email right away. Otherwise, users are welcomed later, during off-peak hours (for example, early morning in Pacific Standard Time). This notification won't be sent if you chose not to enable Notifications when you initially signed up for service.
- c. Add users to the appropriate place in your organization hierarchy by opening the list at the lower left of the form and selecting the organization with "Users" in its name.

Add Users Form

- Step 1** Enter each user address on its own line.
- Step 2** Optionally select this option.
- Step 3** Choose the third organization from the list-the one with "Users" in its name.
Once user email addresses are entered click add user button. The default user setting will be used as the template settings for any users created. The only exception to this rule is if the users are being created within a custom Org with different settings configured for that Org.

The same steps as above applied when using this interface to move and delete users.

Congratulations! Email Control is now activated for all users entered above.

Using Batch Commands to Add Users

- Step 1** Login to the portal and click the email tab from the top menu bar.
- Step 2** Select "Batch" from the Orgs and Users sub service menu.

Step 3 Enter your commands or upload a text that has been previously written.

Batch Upload

Add, delete, and modify groups of accounts with the batch upload tool. See the [Batch Command Reference Guide](#) or [Batch Summaries](#) for more information.

1. Create File

Create a text file with your batch commands. (see format below)

2. Upload File

Browse...

2.5. Manual Input

Alternately, enter some commands here:

3. Validate

Validate file type and format using the process code.

Validate

4. Process

Enter the process code (presented in red).

rococo
(process code)

Submit job

File format

The file format should be:

- plain text
- one command per line
- all text past a '#' on a line is ignored, as are blank lines

For example:

```
# First we add a user:
adduser user@isp.com
# Now we suspend a different user:
suspenduser user2@isp.com
```

Confirmation

There is no confirmation before making changes. We require that you validate your file and address all errors before you submit the batch information with the process code.

Adding users

Added users will, by default, be welcomed in a nightly batch. If you desire immediate welcome notifications, use the below format, but be aware that your batch job will take significantly longer to process:

```
adduser user\@isp.com, welcome=1
```

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Step 4 If either commands have been entered or a batch file uploaded, the validate button must be pressed to resolve any issues with the file or command entered before submitting.

Step 5 Once validation is successful click the “submit Job” Button.

What Next?

Now that Email Control is working for the users you added in one domain, you should:

- **Add your remaining users:** For users to receive email protection, their email addresses must be added to the service.
- **Configure your firewall** to accept traffic only from the data center. This ensures that spammers can’t bypass the ScanSafe data center and send spam directly to your users.
- **Adjust filter settings and set other policies for users**, such as the types of messages they can receive, their allowed and blocked senders, and more.
- **Explore other features of the Administration Console** for customizing, managing, and monitoring your service.