

Cisco WebEx Mail Administrator's Guide

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What Is Cisco WebEx Mail Administration Console?

The Cisco WebEx Mail Administration Console is designed to help Cisco WebEx Mail administrators create and manage customer organizations and email recipients.

With Cisco WebEx Mail Administration Console, you can:

- Create organizations, each with its own primary SMTP domain (This task is for the master account user only.) [More...](#) (on page 10)
- Delegate administrators for your organization [More...](#) (on page 16)
- Add domain aliases for your organization [More...](#) (on page 20)
- Create and manage these email recipients for your organization:
 - users [More...](#) (on page 23)
 - contacts [More...](#) (on page 41)
 - distribution lists [More...](#) (on page 53)
- Create public folders for your organization [More...](#) (on page 62)
- Create address lists for your organization [More...](#) (on page 70)

Note: Different types of administrators can perform different tasks in the console. See [Understanding your role](#) (on page 2).

Obtaining an administrator's account

To obtain...	Contact...
a master account	your Cisco WebEx Mail account manager
a full administrator's account	the master account user, who delegates the first administrator Once you become a full administrator, you can delegate or change administrators.
a "view" administrator's account	a full administrator

Understanding your role

You can access and utilize the console if you are in any of these roles:

- Master account user
- Full administrator
- "View" administrator

Role	Descriptions and main tasks
<p>master account user</p>	<p>A master account user is responsible for creating and deleting organizations using the Cisco WebEx Mail Administration Console. For details, see Creating an organization (on page 10) and Deleting an organization (on page 12).</p> <p>An organization is a unique unit that shares neither its SMTP domain name nor its messaging and collaboration services with other organizations.</p> <p>For example, United Technologies comprises Pratt & Whitney, Sikorsky, and Otis Elevators. You can create a corporate organization with a domain name of <code>ut.com</code>, a Pratt & Whitney organization with a domain name of <code>prattandwhitney.com</code>, a Sikorsky organization with a domain name of <code>sikorsky.com</code>, and an Otis Elevators organization with a domain name of <code>otis.com</code>.</p> <p>Note. Cisco recommends that the master account user only creates organizations and leaves all other administrative work, such as creating user accounts, domain names, and address lists, to a full administrator of the organization.</p>
<p>full administrator</p>	<p>A full administrator manages all aspects of the organization.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ▪ Create user accounts. More... (on page 24) ▪ Create contacts for external users such as contractors and temporary employees. More... (on page 42) ▪ Create distribution lists. More... (on page 54) ▪ Create public folders. More... (on page 62) ▪ Create address lists. More... (on page 70) ▪ Add domain aliases. More... (on page 20) ▪ Delegate administrators. More... (on page 16)
<p>"view" administrator</p>	<p>A "view" administrator can view what has been set up for the organization in the console.</p>

Signing in and out

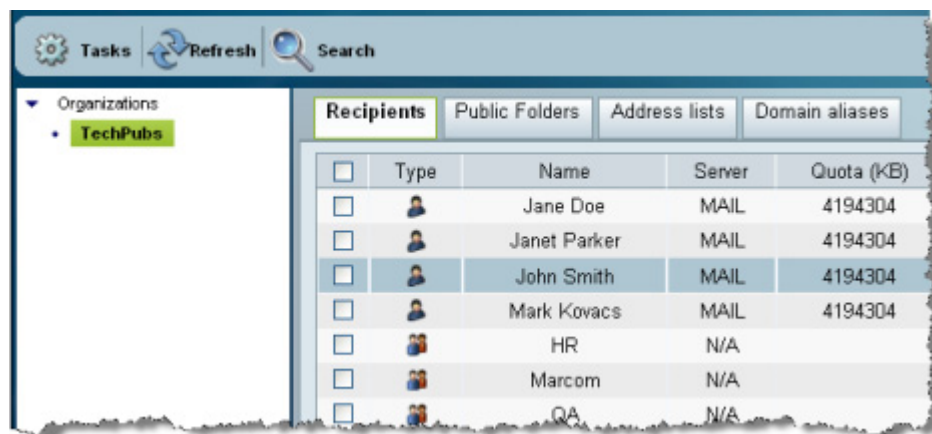
To sign in to and use the Cisco WebEx Mail Administration Console, follow these steps:

- 1 Go to your Cisco WebEx Mail Administration Console website.
- 2 Enter your username, also known as the "user logon name," and password.
- 3 Click **Sign In**.

To sign out, click **Sign Out** on the upper-right portion of the console.




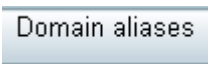
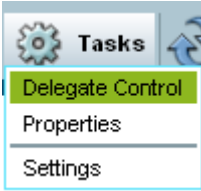
Getting Started with the Cisco WebEx Mail Administration Console

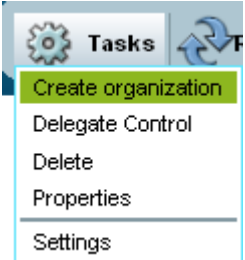
After signing in, you see the Cisco WebEx Mail Administration Console.



This table explains the key features and helps you get started using them.

Tab or button	What you can do with it
---------------	-------------------------

Tab or button	What you can do with it
	<ul style="list-style-type: none"> ▪ Manage user accounts More... (on page 23) <p>Task highlights:</p> <ul style="list-style-type: none"> ▪ Create user accounts More... (on page 24) ▪ Set up additional email addresses for users More... (on page 31) ▪ Allocate mailbox storage quotas for each account More... (on page 36) ▪ Add users to distribution lists More... (on page 33) ▪ Reset account passwords More... (on page 38) ▪ Delete user accounts More... (on page 39) <ul style="list-style-type: none"> ▪ Manage contacts More... (on page 41) <p>Task highlights:</p> <ul style="list-style-type: none"> ▪ Create contacts More... (on page 42) ▪ Add contacts to distribution lists More... (on page 51) ▪ Delete contacts More... (on page 52) <ul style="list-style-type: none"> ▪ Manage distribution lists More... (on page 53) <p>Task highlights:</p> <ul style="list-style-type: none"> ▪ Create distribution lists More... (on page 54) ▪ Add members to a distribution list More... (on page 57) ▪ Add a distribution list to another distribution list More... (on page 58)
	<ul style="list-style-type: none"> ▪ Create public folders More... (on page 62) ▪ Allocate folder storage quotas More... (on page 64)
	<ul style="list-style-type: none"> ▪ Create address lists to filter and organize email recipients More... (on page 70) ▪ Edit address lists More... (on page 72)
	<ul style="list-style-type: none"> ▪ Create domain aliases More... (on page 20) ▪ Delete domain aliases More... (on page 21)
	<ul style="list-style-type: none"> ▪ Delegate full or "view" administrators More... (on page 16) ▪ View who are the current administrators More... (on page 16) ▪ Remove an administrator More... (on page 17)

Tab or button	What you can do with it
	<p><i>For the master account user only</i></p> <ul style="list-style-type: none"> ▪ Create organizations and delegate the first administrator for each organization More... (on page 10) ▪ Edit properties of organizations More... (on page 13)

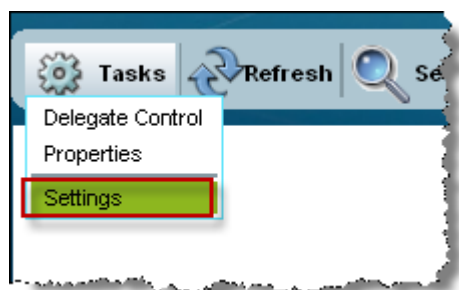
Controlling the number of recipients on the Recipients tab

The default number of recipients you can display on the **Recipients** tab is 100. The maximum number you can display is 2,000.

The limit you set is effective for your current session in the Cisco WebEx Mail Administration Console and is not saved after you sign out.

You can reduce or increase the limit by performing these steps:

- 1 Click **Tasks > Settings**.



- 2 Change the number and then click **OK**.

Note: If there are more recipients in your organization than what can be displayed by the limit, you can search for the rest of the recipients. See [Searching for Recipients](#) (on page 75).

Managing Organizations

	Overview and tasks
	<p>What is an organization</p> <p>An organization is a unique unit that shares neither its SMTP domain name nor its messaging and collaboration services with other organizations. Users within an organization share address books, configuration policies, and collaboration information.</p> <p>What you can do</p> <p>As an administrator, you can:</p> <ul style="list-style-type: none">▪ create an organization (master account user only). More... (on page 10)▪ delete an organization (master account user only). More... (on page 12)▪ modify details of an organization. More... (on page 13)

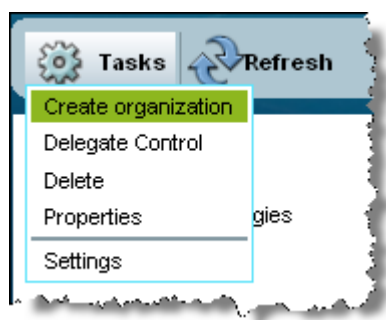
Creating an organization

Master account user only

When creating an organization, you must also delegate a full administrator.

To create an organization:

- 1 Click **Tasks > Create Organization**.



- 2 If this is your first time creating an organization, read the message on the screen.
- 3 Click **Continue**.
- 4 Enter the details of the organization and the full administrator and then click **Create**.

For help in completing the information, see [About the Create Organization Window](#) (on page 11).

About the Create Organization dialog box

How to access this dialog box

Click **Tasks > Create Organization**.

What you can do in this dialog box

You can provide details of the organization that you are creating and delegate a full administrator for the organization.

Options

Option	Description
Organization's details	
Name	the name of the organization Cisco will use this name when contacting your organization.
Internet domain	the organization's unique SMTP domain name Use such format as domainname.com, in which domainname is the organization's SMTP domain name, such as cisco, and com is the top level domain under which your SMTP domain has been registered. Organization creation will fail if you enter an SMTP domain that has been used by another organization using Cisco WebEx Mail. Once you enter the Internet domain name, it appears in the dimmed field, beside the "User logon name" field, in the Full Administrator section.
Street	the organization's street address that you want Cisco to use to contact the organization
City	the city in which the street address is located
Country	the country in which the street address is located
State/Province	the state or province, if in a country other than U.S.A., in which the street address is located
Phone	a phone number that Cisco will use to contact your organization for email-related issues

Option	Description
Fax	a fax number that Cisco will use to contact your organization for email-related issues
Zip/Postal Code	the ZIP or postal code for the street address
Estimated maximum number of users	An estimated number of users will facilitate Cisco's resource allocations for each organization. The number, by no means, limits the organization's usage of Cisco WebEx Mail.
Full Administrator	
First name	the full administrator's first name
Initials	the full administrator's middle name initial
Last name	the full administrator's last name
Display name	the full administrator's name that will be displayed in the organization's address lists
User logon name	the username that the full administrator will use to log in to the Cisco WebEx Mail Administration Console This username also makes up part of the full administrator's email address.
Password	the password that the full administrator will use to log in to the Cisco WebEx Mail Administration Console
Retype password	Confirm the password by typing the password again

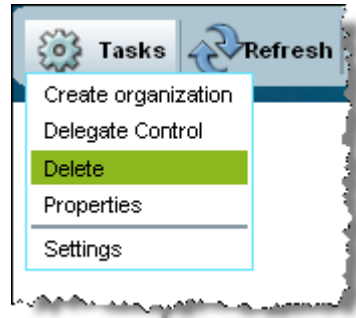
Deleting an organization

Master account user only

To delete an organization, follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

- 2 Click **Tasks > Delete**.

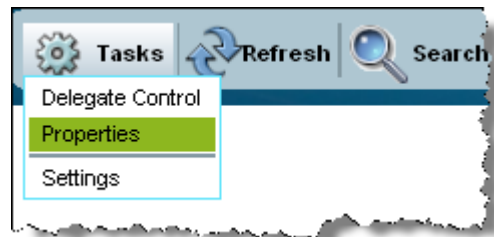


- 3 Click **Yes** in the confirmation message.

Editing properties of an organization

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click **Tasks > Properties**.



- 3 Edit the information, and then click **Apply > OK**.
For help in completing the information, see [About the Create Organization dialog box](#) (on page 11).

Delegating Administrators

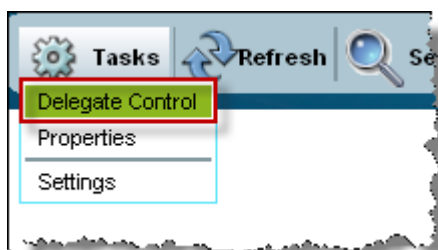
Overview and tasks

There are two types of administrators for each organization that has been set up in the Cisco WebEx Mail Administration Console:

Full administrator—When the master account user is creating an organization, he or she also delegates a full administrator—that is, creates a full administrator's account—for the organization. After an organization has been created, either the master account user or the full administrator can delegate another user as a full administrator at any time. [More...](#) (on page 16)

"View" administrator—Either the master account user or the full administrator can give a user permission to view details and settings of the organization. [More...](#) (on page 16)

Through the Delegate Control option, you can also view the current list of administrators. [More...](#) (on page 16)



Note: An organization can have more than one full administrator and "view" administrator.

Viewing current administrators

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click Task > Delegate Control.

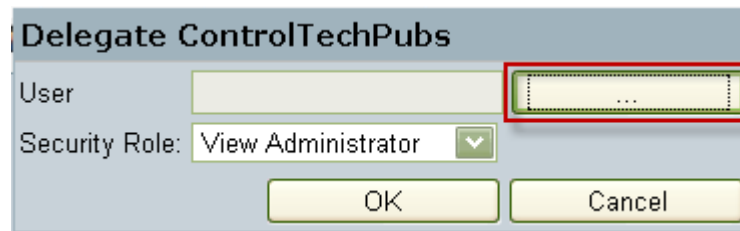
Delegating a full or "view" administrator

As a full administrator, you can

- remove a full or "view" administrator. [More...](#) (on page 17)
- delegate a full or "view" administrator. See the next procedure.

To delegate a full or "view" administrator:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click Task > Delegate Control.
- 3 Click Add.
- 4 Click this button.



- 5 Select the user whom you want to delegate, and then click **OK**.
- 6 Select **Full Administrator** or **View Administrator**, as appropriate, in the Security Role drop-down list, and then click **OK** in the same window.



- 7 Click **Delegate**.

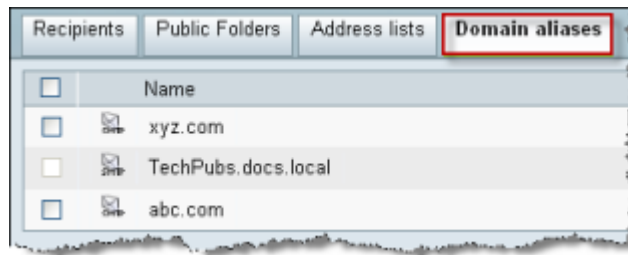
Removing an administrator from the administrators list

As a full administrator, you can remove a full administrator or "view" administrator from the administrators list. Note that doing so does not remove the user's account from Cisco WebEx Mail Administration Console.

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click **Task > Delegate Control**.
- 3 Select the check box next to the name of the administrator whom you want to remove, and then click **Remove**.
- 4 Click **Delegate**.

Managing Domain Aliases



The **Domain Aliases** tab displays the primary domain name and domain aliases. The check box for the primary domain appears grayed out because the primary domain name cannot be deleted.

What it is

You provide the primary domain name when creating an organization. After you finish creating an organization, the **Domain Aliases** tab allows you to assign additional SMTP domains—domain aliases that are considered secondary domains.

If your organization hosts multiple domains, you can assign a user email addresses in the primary and secondary domains and make one of the email addresses primary. Email messages sent to a user's different email addresses will be delivered to the user's primary email address. Replies or new email messages from the user will show the user's primary email address. To learn more, see [Managing email addresses for the user \(Email Address tab\)](#) (on page 31).

Example. Your organization, XYZ.com, is the parent company of two companies—ABC in the U.K. and DEF in New Zealand, respectively. You have set up XYZ.com as the primary domain and would like to allow employees of those two sub-companies to keep their email addresses in the respective domains. To do so, you can create domain aliases for abc.com.uk and def.com.nz and set email addresses with these domain aliases as primary. As a result, those employees will continue receiving email at their old email addresses.

What you can do

- Add a domain alias. [More...](#) (on page 20)
- Delete a domain alias. [More...](#) (on page 21)

Strategy and requirements for using domain aliases

Review these tips before you create domain aliases in the Cisco WebEx Mail Administration Console:

Create aliases before user accounts

Cisco recommends that you create domain aliases *before* creating user accounts. This way, users will automatically be provided with email addresses with the domains that you have created. If you create a domain alias after creating user accounts, those users cannot receive email for the domain alias unless you add email addresses with the domain alias for each of them.

To learn how to add email addresses for a user, see [Managing email addresses for the user \(Email Address tab\)](#) (on page 31).

Register the domain names

Your organization must own the domain names.

Set up MX records

The authoritative DNS server for the domain must have an MX record pointing to the Cisco WebEx Mail server.

Confirm with the provisioning services at Cisco

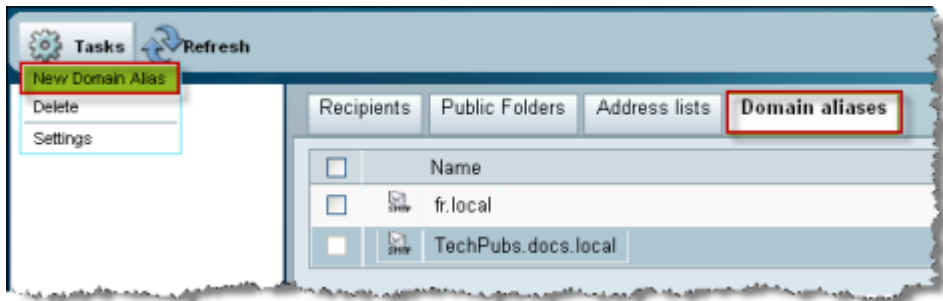
Cisco configures the Cisco WebEx Mail server based on the information your organization provides when purchasing the Cisco WebEx Mail service. The server must be configured to accept the domain names you want to use.

Adding a domain alias

Follow these step:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

- 2 Click the Domain Aliases tab.
- 3 Click Tasks > New domain alias.

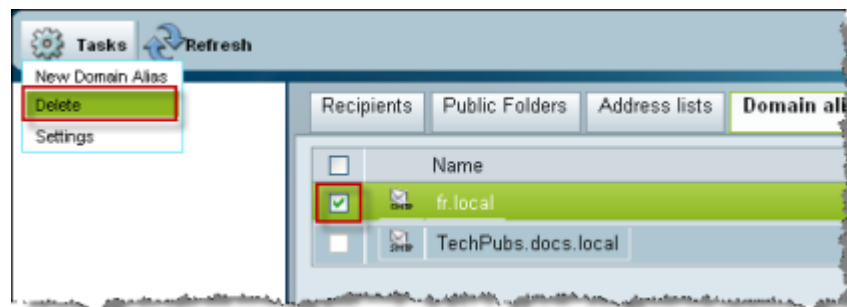


- 4 Enter a domain name and then click OK.

Deleting a domain alias

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the Domain Aliases tab.
- 3 Select the domain alias.
- 4 Click Tasks > Delete.



- 5 Click Yes.


Managing User Accounts

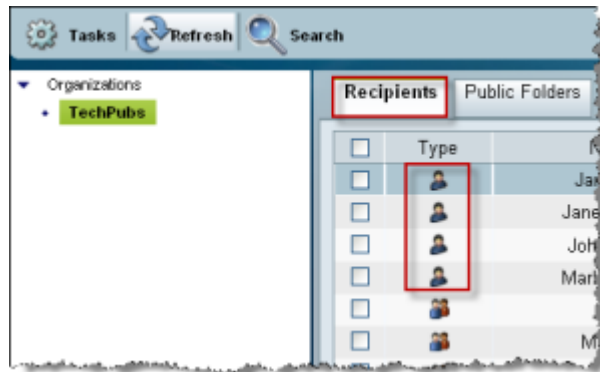
Overview and tasks

What it is

A typical account user uses Microsoft Outlook on the desktop and Webmail for mailbox access over the Internet.

User accounts that you create appear on the **Recipients** tab, denoted by

the symbol .



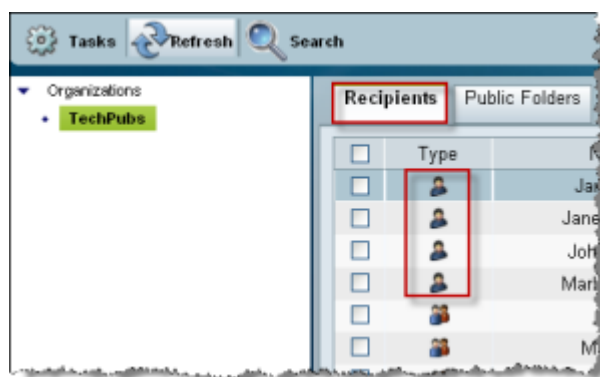
What you can do

- Create user accounts. [More...](#) (on page 24)
- View and modify properties of a user account. [More...](#) (on page 26)
- Delete a user account. [More...](#) (on page 39)
- Reset account passwords. [More...](#) (on page 38)
- Depending on the user's needs, you can also turn on other services such as ActiveSync and Direct Push. [More...](#) (on page 37)

Creating a user account

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the **Recipients** tab.
- 3 Click **Tasks > New user**.



- 4 Enter the information and then click **Create**.
For help in completing the information, see [About the New User window](#) (on page 25).

About the New User dialog box

How to access this dialog box

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Click Tasks > New user.

What you can do in this dialog box

You can provide details about a new user account.

Options

Option	Description
First name	the user's first name
Initials	the user's middle name initial
Last name	the user's last name
Display name	the user's name that will be displayed in the organization's address lists. Examples include [first name last name], [last name, first name], and [last name, first name initial].
User logon name	the username that the user will use to sign in to Cisco WebEx Mail Select a domain name in the drop-down list if there are multiple ones. For more information about domain names, see Managing Domain Aliases (on page 19). This username also automatically populates the Email address prefix box and therefore can be part of the user's email address.
Password	the password that the user will use to log in to the Cisco WebEx Mail
Retype password	Retype the password to confirm it.

Option	Description
<p>User must change password at next logon</p>	<p>Requires that the user change the password at the next login.</p> <p>After the user changes the password, the user is the only person who knows the password.</p> <p>Note. You can change users' passwords at any time. See Resetting a user's password (on page 38).</p>
<p>User cannot change password</p>	<p>Specifies that the user uses only the password set by the administrator</p>
<p>Password never expires</p>	<p>Prevents the password from expiring</p>
<p>Account is disabled</p>	<p>Prevents the user from signing in to the account</p>
<p>Email address prefix</p>	<p>The portion that appears before the @ symbol in the user's email address</p> <p>The primary SMTP domain is automatically appended to form the user's email address.</p> <p>You can change or add email addresses for the user by changing this portion of the email address.</p>

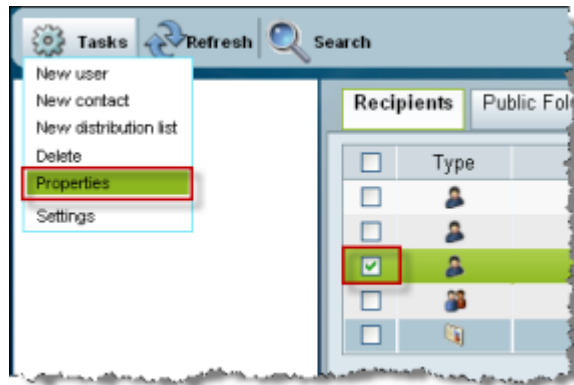
Editing properties of a user account

	<p>Overview and tasks</p>
--	---

Overview and tasks

These are highlights of the tasks you can perform when modifying the properties of a user account:

- Manage email addresses. [More...](#) (on page 31)
- Turn services on and off. [More...](#) (on page 37)
- Add the user to a distribution list. [More...](#) (on page 33)
- Manage mailbox storage quotas. [More...](#) (on page 36)



To view or edit properties of a user account:

- 1) Select the organization.
- 2) Click the **Recipients** tab.
- 3) Select the account by selecting the check box.
- 4) Click **Tasks > Properties**.
- 5) Make your changes, and then click **Apply > OK**.

For help in editing the properties, see [About the User Properties dialog box](#) (on page 28).

About the User Properties dialog box

How to access this dialog box

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Select the account you want to edit.
- 4 Click Tasks > Properties.

What you can do in this dialog box

You can edit details about the user account.

Options

General tab (on page 28)

Account tab (on page 29)

Address tab (on page 30)

Telephones tab (on page 30)

Organization tab (on page 31)

Email Addresses tab (on page 31)

Member Of tab (on page 31)

Quotas tab (on page 31)

Services tab (on page 31)

General tab

This table describes each option on this tab.

Option	Description
First name	the user's first name
Initials	the user's middle name initial
Last name	the user's last name

Option	Description
Display name	the user's name that is displayed in the organization's address lists Examples include [first name last name], [last name, first name], and [last name, first name initial].
Description	description about the user or the user account
Office location	the name or location of the user's office
Telephone number	the phone number that can be used to contact the user
E-mail	the user's primary email address for Cisco WebEx Mail
Web page	a web address that pertains to the user

Account tab

This table describes each option on this tab.

Option	Description
User logon name	the username that the user will use to sign in to Cisco WebEx Mail Select a domain name in the drop-down list if there are multiple ones. For more information about domain names, see Managing Domain Aliases (on page 19).
Account is disabled	Prevents the user from signing in to the account
User must change password at next logon	Requires that the user change the password at the next login. After the user changes the password, the user is the only person who knows the password. Note. You can change users' passwords at any time. See Resetting a user's password (on page 38).
Password never expires	Prevents the password from expiring
User cannot change password	Specifies that the user uses only the password set by the administrator

Address tab

This table describes each option on this tab.

Option	Description
Street	the user's street address
P.O. Box	the user's P.O. Box
City	the city in which the user's street address is located
State/province	the state or province in which the user's street address is located
ZIP/postal code	the ZIP or postal code for the user's address
Country	the country in which the user's street address is located. Select a country in the drop-down list.

Telephones tab

This table describes each option on this tab.

Option	Description
Home	the user's home phone number
Pager	the user's pager number
Mobile	the user's mobile phone number
Fax	the user's fax number
IP phone	the user's IP phone number

Organization tab

This table describes each option on this tab.

Option	Description
Title	the user's title in the company
Department	the name of the user's department
Company	the name of the user's company

Email Addresses tab

This tab allows you to manage email addresses for a user. For details, see [Managing email addresses for a user \(Email Address tab\)](#) (on page 31).

Member Of tab

This tab allows you to add or remove the user to or from a distribution list in the organization. For details, see [Editing a user's membership in a distribution list \(Member Of tab\)](#) (on page 33).

Quotas tab

This tab allows you to manage a user's mailbox storage quota. For details, see [Managing mailbox storage quotas \(Quotas tab\)](#) (on page 36).

Services tab

This tab allows you to turn on or off the services available for the user. For details, see [Turning services on and off \(Services tab\)](#) (on page 37).

Managing email addresses for the user (Email Address tab)

A user can have multiple email addresses, with one being the primary address. Emails sent to a user's different email addresses will be delivered to the user's primary email address.

On the **Email Addresses** tab, you can perform these tasks for the user:

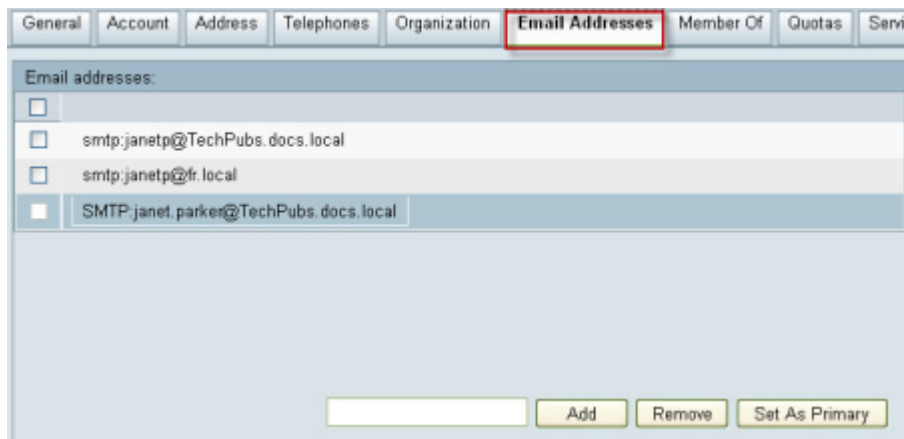
- make an email address primary. [More...](#) (on page 33)
- remove an existing email address. [More...](#) (on page 33)

- add an email address. [More...](#) (on page 32)

Important: The domain for any new email address you are adding must match the organization's primary SMTP domain or one of the organization's domain aliases.

To access the Email Addresses tab:

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Select the account.
- 4 Click **Tasks > Properties**.
- 5 Click the **Email Addresses** tab.



Adding an email address

Follow these steps:

- 1 On the **Email Addresses** tab, type the new email addresses in the text box and then click **Add**.
- 2 Click **Apply**.

Removing an email address

Follow these steps:

- 1 On the **Email Addresses** tab, select the email address and then click **Remove**.
- 2 Click **Apply**.

Making an email address primary

Follow these steps:

- 1 On the **Email Addresses** tab, select the email address and then click **Set As Primary**.
- 2 Click **Apply**.

Editing the user's membership in a distribution list (Member Of tab)

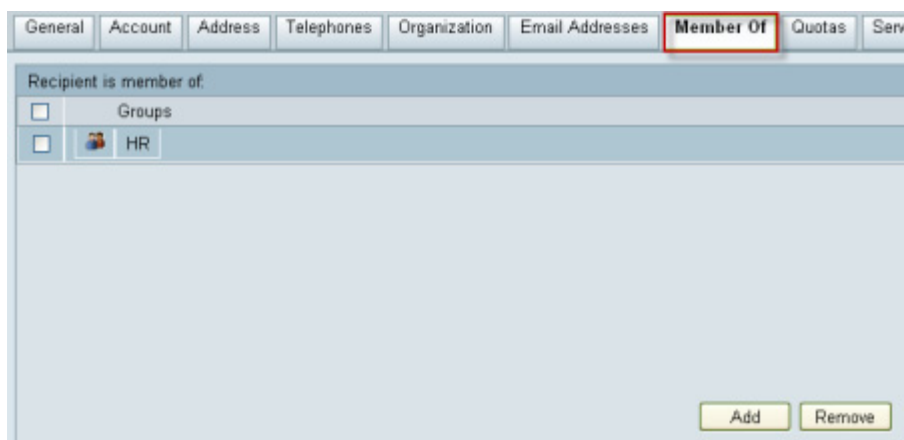
From the **Member Of** tab, you can add the user to a distribution list in the organization. Each member in the distribution list will receive the email messages sent to the distribution list. [More...](#) (on page 34)

If it becomes unnecessary for a user to continue receiving email messages sent to the distribution list, you can remove the user from the list at any time. [More...](#) (on page 35)

Note: Alternatively, you can add a user to a distribution list through the distribution list properties. See [Adding members to the distribution list \(Members tab\)](#) (on page 57).

To access the Member Of tab:

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Select the account by selecting the check box.
- 4 Click **Tasks > Properties**.
- 5 Click the **Member Of** tab.



Adding the user to a distribution list

Follow these steps:

- 1 On the **Member Of** tab, click **Add**.
- 2 Find the distribution list by using one of these methods:
 - Enter the first few letters of the name of the distribution list in the text box, and then click **Find Now**.
 - If you want to see the distribution lists that can be displayed by the limit, click **Find Now**.
You can specify the limit—that is, the number of recipients you want to display on the Recipients tab. For details, see [Controlling the number of recipients on the Recipients tab](#) (on page 7).
- 3 Select the distribution list in the search result area, and then click **OK**.
- 4 Click **Apply**.

Removing the user from a distribution list

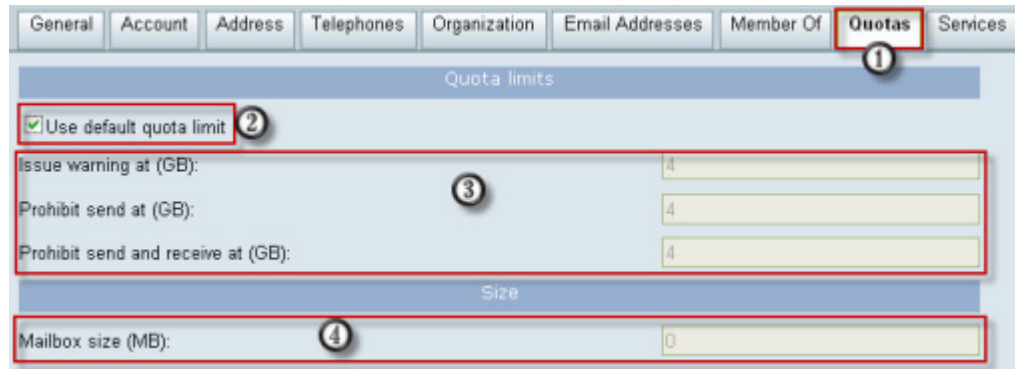
Follow these steps:

- 1 On the **Member Of** tab, select the distribution list you want to remove.
- 2 Click **Remove > Apply**.

Managing mailbox storage quotas (Quotas tab)

On the **Quotas** tab in the User Properties dialog box, you can manage mailbox storage quotas for the user account.

See this section to learn how you can manage storage quotas.



To access the Quotas tab for a user account:

- 1) Select the organization.
- 2) Click the **Recipients** tab.
- 3) Select the account by selecting the check box.
- 4) Click **Tasks > Properties**.
- 5) Click the **Quotas** tab.

2) To allocate the default quotas for the user, select **Use default quota limit**.
If you want to issue quotes on different levels, uncheck this option.

If you want to give the user time to make adjustments, such as deleting email messages, when the mailbox quota is reaching its limit, enter values in gigabytes (GB) in these text boxes and then click **Apply**:

Issue warning at (GB)—The user will receive a warning message when the user's mailbox reaches the limit you specify in this text box.

Prohibit send at (GB)—The user can send no more email messages when the user's mailbox reaches the limit you specify in this text box.

Prohibit send and receive at (GB)—The user can neither send nor receive email messages when the user's mailbox reaches the limit you specify in this text box.

Tips for entering a value:

	<ul style="list-style-type: none"> ▪ You can enter only integers. ▪ The value of Issue warning at (GB) cannot exceed that of Prohibit send at (GB) or Prohibit send and receive at (GB). ▪ The value of Prohibit send at (GB) cannot exceed that of Prohibit send and receive at (GB). ▪ Entering the number 0 (zero) in any of these text boxes means: <ul style="list-style-type: none"> Issue warning at (GB)—The user receives a warning message as soon as the user receives or sends the first email message or creates the first item in the user's mailbox. Prohibit send at (GB)—The user cannot send any more email messages if there is one email message or item in the user's mailbox. Prohibit send and receive at (GB)—The user cannot send or receive any more email messages if there is one email message or item in the user's mailbox.
①	<p>Displays the size of the user mailbox</p> <p>The number changes dynamically.</p>

Turning services on and off (Services tab)

On the **Services** tab in the User Properties dialog box, you control how the user can access email by making certain protocols and applications available or unavailable for the account, including:

- **IMAP**—Unchecking this option causes the user to be unable to access the mailbox through IMAP (Internet Message Access Protocol).
- **Webmail**—Unchecking this option makes the Webmail application unavailable to the user.
- **Enable ActiveSync**—Allows the user to synchronize the mailbox on Microsoft ActiveSync-enabled devices such as iPhone or Motorola Q.
- **Enable Direct Push**—Allows the user to keep the data copied to the mobile devices that are synchronized with the mailbox. To use this option, you must also select **Enable ActiveSync**.

Click **Apply** when you finish making changes on the tab.

To access the Services tab for a user account:

- 1 Select the organization.
- 2 Click the **Recipients** tab.
- 3 Select the account.
- 4 Click **Tasks > Properties**.
- 5 Click the **Services** tab.



Resetting the password for a user account



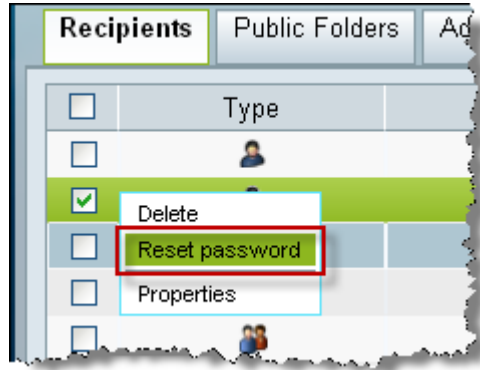
Overview and task

You can reset users' passwords at any time. To do so, you do not have to know users' current passwords, which do not display in the Cisco WebEx Mail Administration Console.

To reset a user's password:

- 1) Select the organization.
- 2) Click the **Recipients** tab.
- 3) Select the user account.
- 4) Right-click anywhere on the highlighted area and then choose **Reset password**.
- 5) Enter a new password in the Password text box.
- 6) Type the new password again in the Retype password text box.
- 7) Click **OK**.

Note. One way of informing the user of the new password is by phone.

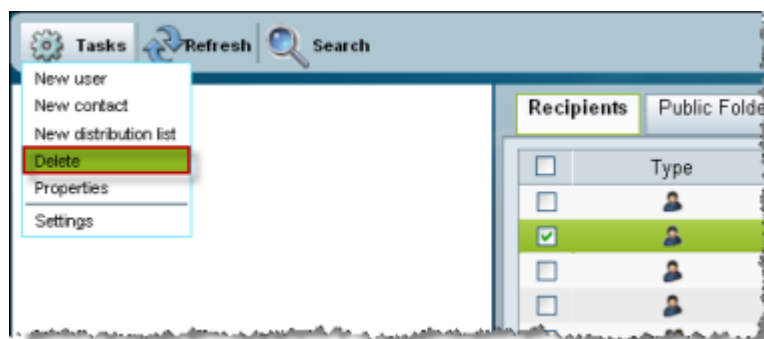


Deleting a user account

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

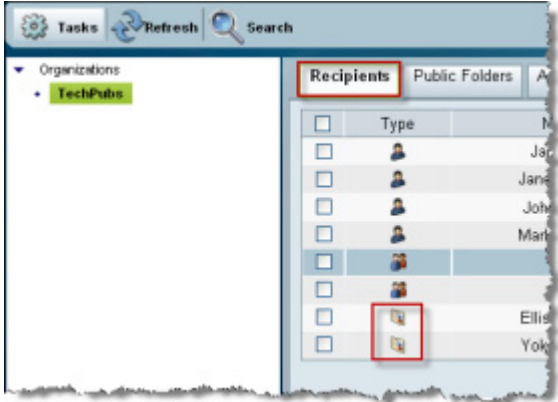

- 2 Click the Recipients tab.
- 3 Select the account.
- 4 Click Tasks > Delete.



- 5 Click Yes.

Managing Contacts

Overview and tasks

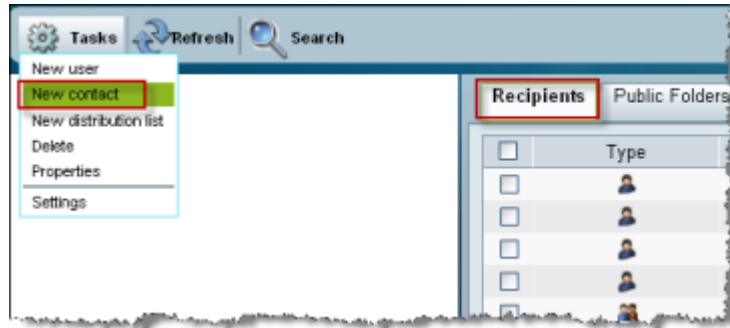
	Overview and tasks
	<p>What it is</p> <p>A contact is an external user whose email address is not in the organization SMTP domain.</p> <p>Unlike users, contacts cannot log in to and use Cisco WebEx Mail. However, contacts get incorporated into the Global Address List; Cisco WebEx Mail users can easily find them in address lists or distribution lists.</p> <p>Contacts that you create appear on the Recipients tab, denoted by the symbol .</p> <p>Example. Ellis Gordon, a contractor, starts to work on a three-month project in the organization tomorrow. You can set her up as a contact. This way, email messages sent to Ellis from the organization's SMTP domain will be forwarded to her email address at xxxxx@yahoo.com.</p> <p>What you can do</p> <ul style="list-style-type: none">▪ Create a contact. More... (on page 42)▪ Edit properties of a contact, such as adding the contact to a distribution list. More... (on page 44)▪ Delete a contact. More... (on page 52)

Creating a contact

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

- 2 Click the Recipients tab.
- 3 Click Tasks > New contact.



- 4 Enter the information and then click OK.
For help in completing the information, see [About the New Contact dialog box](#) (on page 43).

About the New Contact dialog box

How to access this dialog box

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the Recipients tab.
- 3 Click Tasks > New contact.

What you can do in this dialog box

You can provide details of a new contact.

Options

Option	Description
First name	the contact's first name
Initials	the contact's middle name initial
Last name	the contact's last name

Option	Description
Display name	the contact's name that will be displayed in the organization's address lists. Examples include [first name last name], [last name, first name], and [last name, first name initial].
Full name	The contact's full name automatically populates this box based on what you enter for the first name, initials, and last name.
External email address	the email address at which the contact will receive email messages sent from the organization's domain

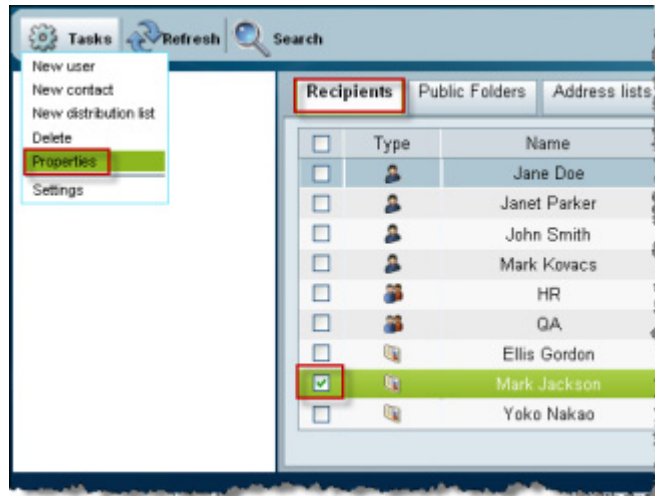
Editing properties of a contact

	Overview and tasks
--	------------------------------------

Overview and tasks

These are highlights of tasks that you can perform when editing the properties of a contact:

- assign the contact additional email addresses within the organization's SMTP domains. [More...](#) (on page 49)
- add or remove the contact to or from a distribution list. [More...](#) (on page 50)



To edit properties of a contact:

- 1) Select the organization.
- 2) Click the **Recipients** tab.
- 3) Select the contact.
- 4) Click **Tasks > Properties**.
- 5) Make your changes and then click **Apply > OK**.

For help in editing the properties, see [About the Contact Properties dialog box](#) (on page 46).

About the Contact Properties dialog box

How to access this dialog box

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Select the contact you want to edit.
- 4 Click Tasks > Properties.

What you can do in this dialog box

You can edit details about the contact.

Options

General tab (on page 46)

Address tab (on page 47)

Telephones tab (on page 48)

Organization tab (on page 48)

Member Of tab (on page 48)

Email Addresses tab (on page 48)

General tab

This table describes each option on this tab.

Option	Description
First name	the contact's first name
Initials	the contact's middle name initial
Last name	the contact's last name
Display name	the contact's name that will be displayed in the organization's address lists. Examples include [first name last name], [last name, first name], and [last name, first name initial].

Option	Description
Description	description about the contact
Office location	the name or location of the contact's office
Telephone number	the phone number that can be used to reach the contact
E-mail	the contact's primary email address
Web page	a web address that pertains to the contact

Address tab

This table describes each option on this tab.

Option	Description
Street	the contact's street address
P.O. Box	the contact's P.O. Box
City	the city in which the contact's street address is located
State/province	the state or province in which the contact's street address is located
ZIP/postal code	the ZIP or postal code for the contact's address
Country	the country in which the contact's street address is located. Select a country in the drop-down list.

Telephones tab

This table describes each option on this tab.

Option	Description
Home	the contact's home phone number
Pager	the contact's pager number
Mobile	the contact's mobile phone number
Fax	the contact's fax number
IP phone	the contact's IP phone number

Organization tab

This table describes each option on this tab.

Option	Description
Title	the contact's title in the company
Department	the name of the contact's department
Company	the name of the contact's company

Member Of tab

This tab allows you to add or remove the contact to or from a distribution list in the organization. For details, see [Editing a contact's membership in a distribution list \(Member Of tab\)](#) (on page 50).

Email Addresses tab

This tab allows you to assign additional email addresses to the contact. For details, see [Managing email addresses for a contact \(Email Addresses tab\)](#) (on page 49).

Managing email addresses for the contact (Email Addresses tab)

You can set up additional email addresses from the organization's SMTP domains for a contact. Emails sent to a contact's different email addresses will be delivered to the same external mailbox, that is—the contact's primary email address.

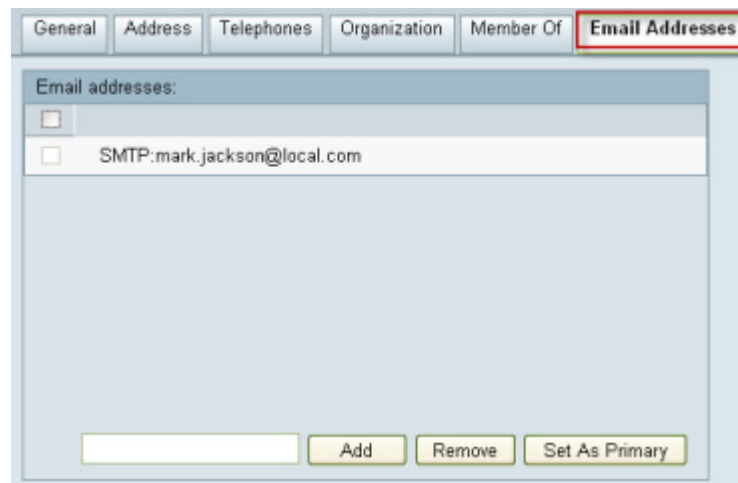
On the **Email Addresses** tab, you can perform these tasks for the contact:

- Add an email address. [More...](#) (on page 32)
- Remove an existing email address. [More...](#) (on page 33)
- Make one of the email addresses primary. [More...](#) (on page 33)

Important: The domain for any new email address you are adding must match the organization's primary SMTP domain or one of the organization's domain aliases.

To access the Email Addresses tab:

- 1 Select the organization.
- 2 Click the **Recipients** tab.
- 3 Select the contact whom you want to view or edit.
- 4 Click **Tasks > Properties**.
- 5 Click the **Email Addresses** tab.



Adding an email address

Follow these steps:

- 1 On the **Email Addresses** tab, type the new email addresses in the text box and then click **Add**.
- 2 Click **Apply**.

Removing an email address

Follow these steps:

- 1 On the **Email Addresses** tab, select the email address and then click **Remove**.
- 2 Click **Apply**.

Making an email address primary

Follow these steps:

- 1 On the **Email Addresses** tab, select the email address and then click **Set As Primary**.
- 2 Click **Apply**.

Editing the contact's membership in a distribution list (Member Of tab)

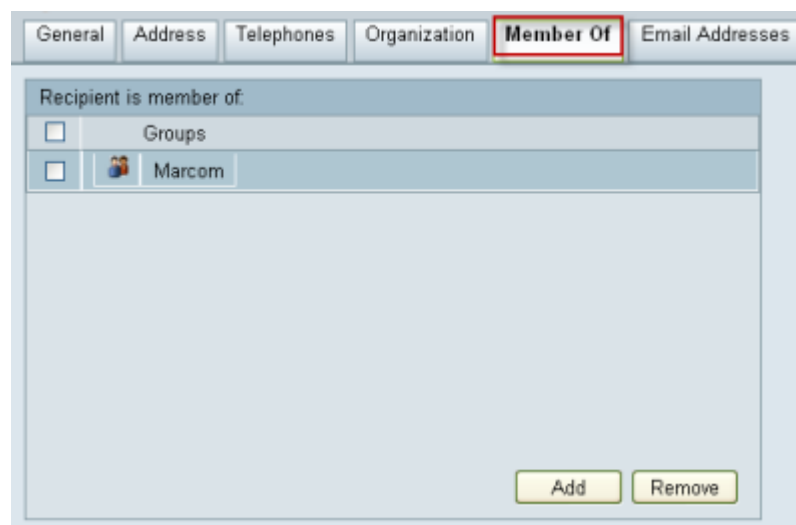
From the **Member Of** tab, you can add the contact to a distribution list in the organization. Each member in the distribution list will receive the email messages sent to the distribution list. [More...](#) (on page 51)

If it becomes unnecessary for a contact to continue receiving email messages sent to the distribution list, you can remove the contact from the list at any time. [More...](#) (on page 52)

Note: Alternatively, you can add a contact to a distribution list through the distribution list's properties. See [Adding members to the distribution list \(Members tab\)](#) (on page 57).

To access the Member Of tab:

- 1 Select the organization.
- 2 Click the Recipients tab.
- 3 Select the contact whom you want to view or edit.
- 4 Click **Tasks > Properties**.
- 5 Click the **Member Of** tab.

**Adding the contact to a distribution list**

Follow these steps:

- 1 On the **Member Of** tab, click **Add**.
- 2 Find the distribution list by using one of these methods:
 - Enter the first few letters of the name of the distribution list in the text box, and then click **Find Now**.
 - If you want to see the distribution lists that can be displayed by the limit, click **Find Now**.

You can specify the limit—that is, the number of recipients you want to display on the Recipients tab. For details, see [Controlling the number of recipients on the Recipients tab](#) (on page 7).

- 3 Select the distribution list in the search result area, and then click **OK**.
- 4 Click **Apply**.

Removing the contact from a distribution list

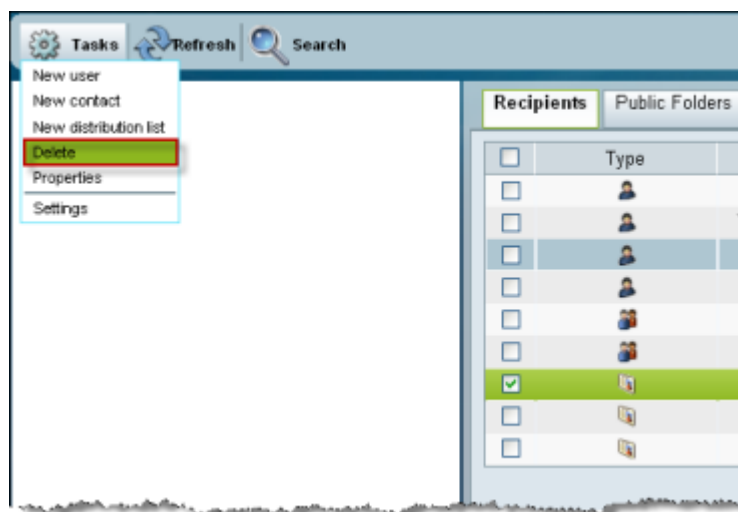
Follow these steps:

- 1 On the **Member Of** tab, select the distribution list you want to remove.
- 2 Click **Remove > Apply**.

Deleting a contact

Follow these steps:

- 1 Select the organization.
- 2 Click the **Recipients** tab.
- 3 Select the contact.
- 4 Click **Tasks > Delete**.



- 5 Click **Yes** in the confirmation message.

Managing Distribution Lists

Overview and tasks

Overview and tasks

A distribution list allows you to send email messages to a group of people, without having to manually find each recipient's email address.

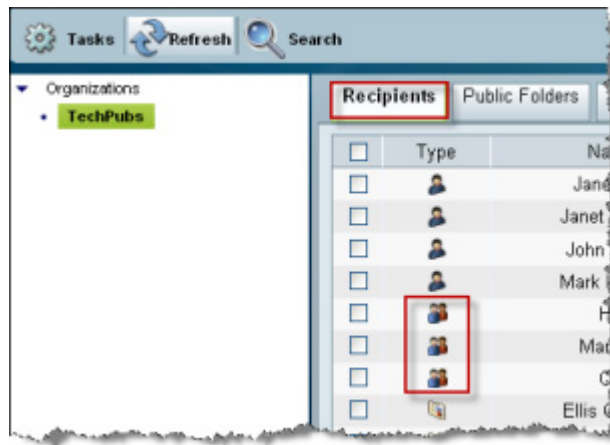
Example. You receive a request to create a distribution list, called Marketing, which includes all members of the marketing team. After you create and add members to the distribution list, each member in the list will receive messages sent to the list.

Distribution lists you create appear on the **Recipients** tab, denoted by the symbol



To manage distribution lists, you can:

- create distribution lists. [More...](#) (on page 54)
- edit the properties of a distribution list, such as editing the name of the list, adding members to the list, and adding the list to another list. [More...](#) (on page 55)
- remove a distribution list. [More...](#) (on page 59)

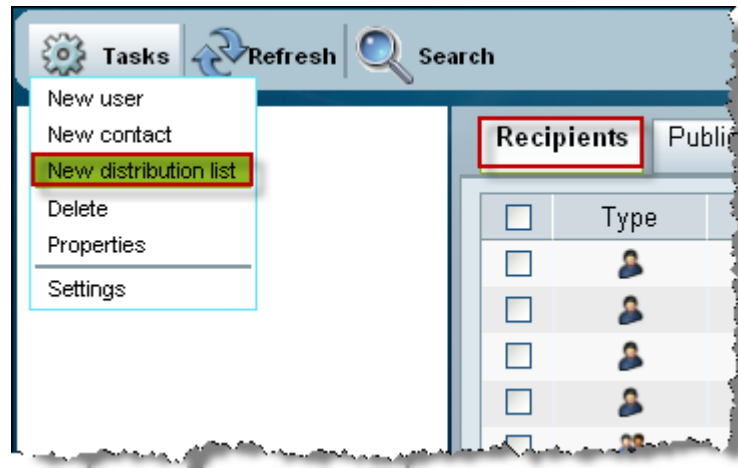


Creating a distribution list

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

- 2 Click the Recipients tab.
- 3 Click Tasks > New distribution list.

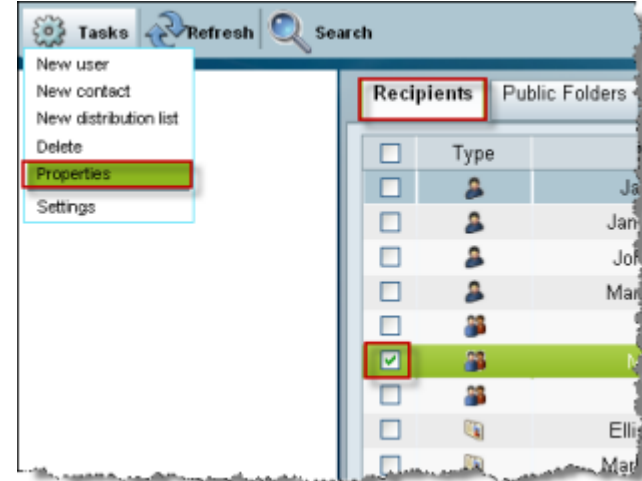
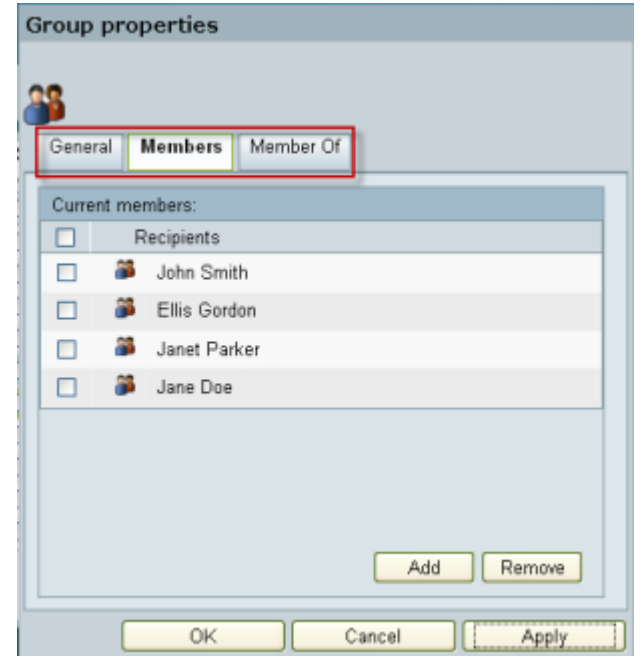


- 4 Enter the name of the distribution list and then click OK.

For help in adding members to this list or adding this list to another list, see [Editing the properties of a distribution list](#) (on page 55).

Editing the properties of a distribution list

Overview and tasks

	Overview and tasks
	<p>You can perform these tasks when editing the properties of a distribution list:</p> <ul style="list-style-type: none"> ▪ Edit the name. More... (on page 57) ▪ Add members. More... (on page 57) ▪ Remove members. More... (on page 58) ▪ Add the distribution list to another list. More... (on page 58)
	<p>To view or edit the properties of a distribution list:</p> <ol style="list-style-type: none"> 1) Select the organization. 2) Click the Recipients tab. 3) Select the distribution list. 4) Click Tasks > Properties. 5) Make your changes on the appropriate tabs and then click Apply > OK.

Editing the name of the distribution list (General tab)

On the **General** tab in the Group Properties dialog box, follow these steps:

- 1 Enter a name at the Display name box.
- 2 Click **Apply**.

Note: You can access the tabs when editing the properties of a distribution list. For more information, see [Editing the properties of a distribution list](#) (on page 55).

Adding members to the distribution list (Members tab)

From the **Members** tab, you can add members to the distribution list. Each member in the distribution list will receive the email messages sent to the distribution list.

Note:

- You can access the tabs when editing the properties of a distribution list. For more information, see [Editing the properties of a distribution list](#) (on page 55).
- Members of a distribution list can include users, contacts, public folders (mail folders only), and other distribution lists.

To add members to the distribution list:

- 1 On the **Members** tab, click **Add**.
- 2 Find members by using one of these methods:
 - Enter the first few letters of a member's name in the text box, and then click **Find Now**.
 - If you want to see the users, contacts, distribution lists, and mail public folders that can be displayed by the limit, click **Find Now**.
You can specify the limit—that is, the number of recipients you want to display on the Recipients tab. For details, see [Controlling the number of recipients on the Recipients tab](#) (on page 7).
- 3 Select members in the search result area, and then click **OK**.
- 4 Click **Apply**.

Removing members from the distribution list (Members tab)

If it becomes unnecessary for a member to continue receiving email messages sent to the distribution list, you can remove the member from the list at any time.

Note:

- You can access the tabs when editing the properties of a distribution list. For more information, see [Editing the properties of a distribution list](#) (on page 55).
- Members of a distribution list can include users, contacts, public folders (mail folders only), and other distribution lists.

To remove a member from the distribution list:

- 1 On the Members tab, select the member and then click Remove.
- 2 Click Apply.

Adding the distribution list to another distribution list (Member Of tab)

Follow these steps:

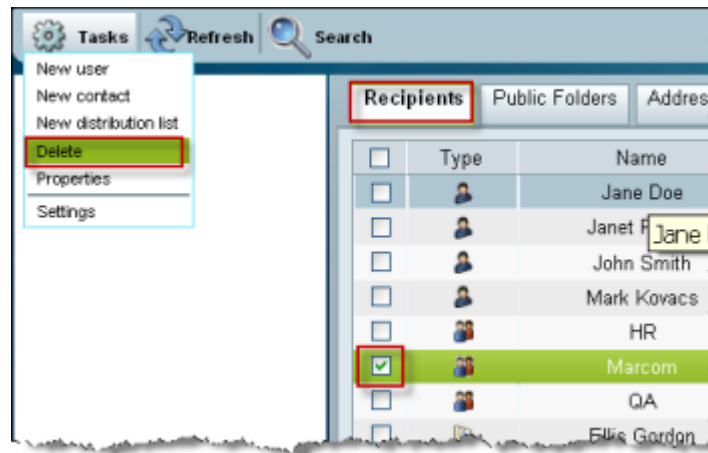
- 1 On the Member Of tab, click Add.
- 2 Find the distribution list by using one of these methods:
 - Enter the first few letters of the name of the distribution list in the text box, and then click Find Now.
 - If you want to see the distribution lists that can be displayed by the limit, click Find Now.
You can specify the limit—that is, the number of recipients you want to display on the Recipients tab. For details, see [Controlling the number of recipients on the Recipients tab](#) (on page 7).
- 3 Select the distribution list in the search result area, and then click OK.
- 4 Click Apply.

Note: You can access the tabs when editing the properties of a distribution list. For more information, see [Editing the properties of a distribution list](#) (on page 55).

Removing a distribution list


Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the **Recipients** tab.
- 3 Select the distribution list.
- 4 Click **Tasks > Delete**.



- 5 Click **Yes** in the confirmation message.

Managing Public Folders

Overview and tasks									
 <table border="1"><thead><tr><th></th><th>Name</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Engineering</td></tr><tr><td><input type="checkbox"/></td><td>News Feed</td></tr><tr><td><input type="checkbox"/></td><td>Project Management</td></tr></tbody></table>		Name	<input type="checkbox"/>	Engineering	<input type="checkbox"/>	News Feed	<input type="checkbox"/>	Project Management	<p>What it is</p> <p>Public folders provide an efficient way of collecting, organizing, and sharing information in your organization.</p> <p>From the Public Folders tab, you can create public folders under the root folder and sub-folders in any top-level folders.</p> <p>What you can do</p> <ul style="list-style-type: none">▪ Read an overview of access permissions for public folders. More... (on page 62)▪ Create public folders. More... (on page 62)▪ Edit properties of public folders. More... (on page 66)▪ Manage folder storage quotas. More... (on page 64)▪ Make available an email address for a public folder so users can send email to the folder at the address. More... (on page 65)
	Name								
<input type="checkbox"/>	Engineering								
<input type="checkbox"/>	News Feed								
<input type="checkbox"/>	Project Management								

About access permissions for public folders

Everyone in your organization can view public folders. However, a regular user must have permission to create public folders or perform certain activities in a public folder.

What you can do

Only the master account user or a full administrator can create public folders under the organization's public folder root. After you create a public folder, you become the owner of the public folder.

As the folder owner, you can:

- create sub-folders
- create, read, modify, and delete all items
- grant or change other people's permission levels to access and use the folder
- grant the *Owner* permission to a non-administrative user

Example. You grant John Smith the *Owner* permission for a public folder *Marketing*. In turn, he can grant other people different levels of permissions to read, create, or modify items or create sub-folders within the *Marketing* folder.

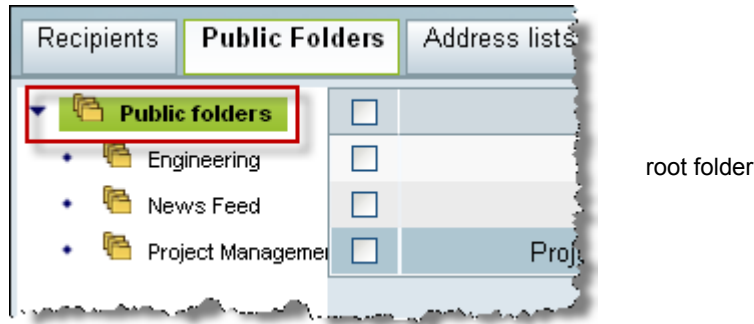
Permission levels and posting information

Levels of permission include *Owner*, *Publishing Editor*, *Editor*, *Publishing Author*, *Author*, *Nonediting Author*, *Reviewer*, *Contributor*, *Custom*, and *None*. To grant or change others' permissions for a public folder or to post information in a public folder, you must do so in Webmail or your email application such as Microsoft Outlook. For details, see the *Cisco WebEx Mail User's Guide*.

Creating a public folder

You can create:

- public folders under the root folder
- sub-folders within any top-level folders.



To create a public folder:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the **Public Folders** tab.
- 3 Click **Tasks > New public folder**.
- 4 Enter the information in the dialog box and then click **OK**.
For help in completing this step, see [About the New Public Folder dialog box](#) (on page 63).

About the New Public Folder dialog box

How to access this dialog box

- 1 Select the organization.
- 2 Click the **Public Folders** tab.
- 3 Click **Tasks > New public folder**.

What you can do in this dialog box

You can provide details about a new public folder.

Options

Option	Description
Folder name	the name of the folder

Option	Description
Description	descriptions of the folder. The maximum length is 120 characters.
Mail enable	Selecting this option generates an email address for the folder. The email address displays in the Public Folder Properties dialog box, which you open to edit the folder properties. Anyone can then send email messages to the folder at this address.
Use public store defaults	Lets you allocate the default quota for the public folder For details, see Managing folder storage quotas (on page 64).
Issue warning at (GB)	Lets you issue quotas on different levels For details, see Managing folder storage quotas (on page 64).
Prohibit post at (GB)	Lets you issue quotas on different levels For details, see Managing folder storage quotas (on page 64).

Managing folder storage quotas

When you are creating or editing a public folder, you can specify how you want to allocate storage quotas for the folder.

To access the dialog box for creating or editing a public folder, see [Creating a public folder](#) (on page 62) and [Editing a public folder](#) (on page 66).

This table explains what you can do with each quota option.

Option	Description
Use public store defaults	Lets you allocate the default quotas for the folder If you want to issue quotas on different levels, uncheck this option.
Issue warning at (GB); Prohibit post at	If you want to give yourself time to make adjustments, such as deleting email messages or posted items, when the folder quota is reaching its limit, enter values in gigabytes (GB) in these text boxes and then click

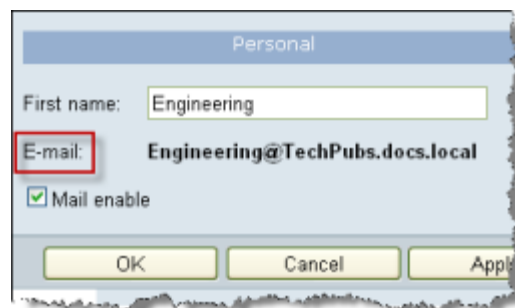
Option	Description
(GB)	<p>Apply:</p> <p>Issue warning at (GB)—You will receive a warning message when the folder reaches the limit you specify in this text box.</p> <p>Prohibit post at (GB)—Users of the folder can post no more items when the folder reaches the limit you specify in this text box.</p> <p>Tips for entering values:</p> <ul style="list-style-type: none"> ▪ You can enter only integers. ▪ The value of Issue warning at (GB) cannot exceed that of Prohibit post at (GB). ▪ Entering the number 0 (zero) in either of these text boxes means: <p>Issue warning at (GB)—You receive a warning message as soon as the first item is posted in the folder.</p> <p>Prohibit post at (GB)—Users of the folder can post no more items if there is one email message or item in the folder.</p>

Generating an email address for a public folder

To make available an email address for a public folder, you can do so when creating or editing the folder.

Follow these steps:

- 1 Go to the public folder dialog box by performing one of these tasks, as appropriate:
 - Create a public folder. *More...* (on page 62)
 - Edit a public folder. *More...* (on page 66)
- 2 In the dialog box, select **Mail enable**, and then click **OK**.
- 3 Obtain the email address by opening the dialog box again.



Editing a public folder

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.
- 2 Click the **Public Folders** tab.
- 3 Select the public folder.
- 4 Click **Tasks > Properties**.
- 5 Make your changes in the dialog box.
For help in completing this step, see [About the Public Folder properties](#) (on page 66).
- 6 Click **Apply > OK**.

About the Public Folder Properties dialog box

How to access this dialog box

- 1 Select the organization.
- 2 Click the **Public Folders** tab.
- 3 Select the public folder you want to edit.
- 4 Click **Tasks > Properties**.

What you can do in this dialog box

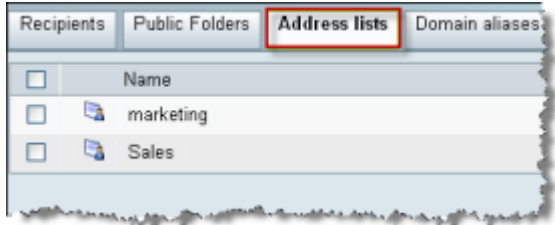
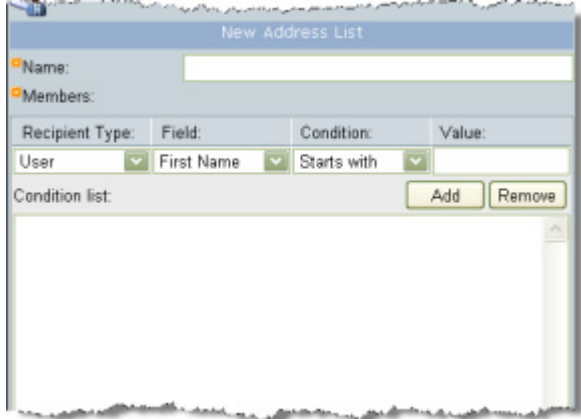
You can edit details about a public folder.

Options

Option	Description
Folder name	the name of the folder

Option	Description
Mail enable	<p>Selecting this option generates an email address for the folder.</p> <p>The email address displays in the Public Folder Properties dialog box, which you open to edit the folder properties.</p> <p>Anyone can then send email messages to the folder at this address.</p>
Use public store defaults	<p>Lets you allocate the default quota for the public folder</p> <p>For details, see Managing folder storage quotas (on page 64).</p>
Issue warning at (GB)	<p>Lets you issue quotas on different levels</p> <p>For details, see Managing folder storage quotas (on page 64).</p>
Prohibit post at (GB)	<p>Lets you issue quotas on different levels</p> <p>For details, see Managing folder storage quotas (on page 64).</p>

Organizing Email Recipients with Address Lists

	Overview and tasks
 	<p>From the Address Lists tab, you create address lists to organize or filter email recipients.</p> <p>To learn more, see these topics:</p> <ul style="list-style-type: none">▪ Read an overview of address lists and how you can use them. More... (on page 70)▪ Create address lists. More... (on page 70)▪ Learn how to select criteria for an address list. More... (on page 72)▪ Edit address lists. More... (on page 72)▪ Delete address lists. More... (on page 73)

About address lists

Each organization has a Global Address List consisting of all email recipients—users, contacts, distribution lists, and public folders. An address list—a subset of the Global Address List—contains email recipients that meet certain criteria that you specify, such as department, domain name, recipient type, and so on.

Updated dynamically, address lists will include new recipients if they meet the criteria.

With address lists, Cisco WebEx Mail users can locate and select their email recipients quickly, instead of combing through a large Global Address List.

How you can use address lists

Example 1.

Your organization has offices in different countries. You can create an address list of all email recipients in the U.S and another address list of all email recipients in India.

Example 2.

Your organization has recently acquired company XYZ that has a domain name of xyz.com. To provide easy access to the contact information of the XYZ employees, you can create an address list of all email addresses ending with that particular domain name.

Example 3.

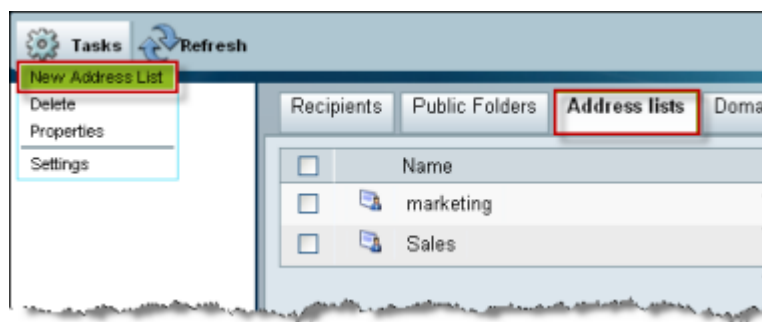
You can create an address list of all the contacts, such as contractors and temporary employees, for the marketing department.

Creating an address list

Follow these steps:

- 1 Select the organization.
Ensure that the name of the organization is highlighted.

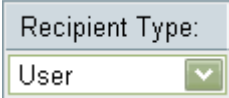
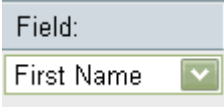
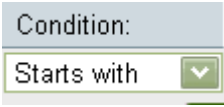
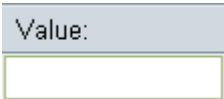
- 2 Click the Address Lists tab.
- 3 Click Tasks > New address list.



- 4 Enter a name for the address list.
- 5 Select criteria, and then enter Add.
You can add additional conditions by repeating this step.
For help, see [Understanding criteria for an address list](#) (on page 72).
- 6 Click OK.

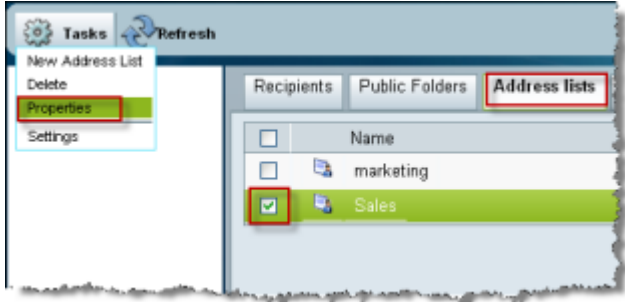
Understanding the criteria for an address list

This table explains the options and helps you select the appropriate criteria for your address lists.

Option	Description
	<p>Lets you select which type of recipients you require to be in the address list:</p> <ul style="list-style-type: none"> ▪ User ▪ Contact ▪ Group (distribution list) ▪ Public folder
	<p>After you select the type of recipients, this option lets you further filter the list by a field in the recipients' properties.</p>
	<p>Lets you select one of these conditions:</p> <ul style="list-style-type: none"> ▪ Starts with—The field starts with the value you specify. ▪ Ends with—The field ends with the value you enter. ▪ Is (exactly)—The field matches the value you enter. ▪ Is not—The field must not be the value you enter. ▪ Present—The field must contain some value. ▪ Not present—The field must be empty in the properties.
	<p>Lets you enter value (text) that describes the field and the corresponding condition.</p> <p>If you select Present or Not present, you do not need to enter value in this text box.</p>

Editing an address list

	Task procedure
--	-----------------------

	Task procedure
	<ol style="list-style-type: none"> 1) Select the organization. Ensure that the name of the organization is highlighted. 2) Click the Address Lists tab. 3) Select the address list. 4) Click Tasks > Properties. 5) Make your changes and then click Apply > OK. <p>For help in selecting criteria for your address list, see Understanding the criteria for an address list (on page 72).</p>

Deleting an address list

	Task procedure
	<ol style="list-style-type: none"> 1) Select the organization. Ensure that the name of the organization is highlighted. 2) Click the Address Lists tab. 3) Select the address list. 4) Click Tasks > Delete. 5) Make your changes and then click Apply > OK. <p>For help in selecting criteria for your address list, see Understanding the criteria for an address list (on page 72).</p>

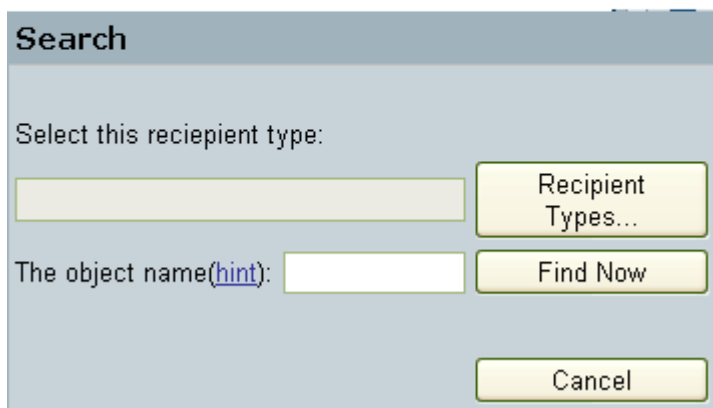
Searching for Recipients

You may need to search for recipients in these situations:

- You cannot find specific recipients on the **Recipients** tab.
- Because you have limited the number of recipients shown on the **Recipients** tab, some recipients you are looking for may not appear on the tab. For more information, see [Controlling the number of recipients on the Recipients tab](#) (on page 7).



Click **Search** to find users, contacts, or distribution lists.



To find a recipient:

- 1 Click **Search** .
- 2 Click **Recipient Type**, select the type of recipient you want to search for, and then click **OK**.
You can select more than one type of recipient.
- 3 Enter the first few letters of the text, and then click **Find Now**.
You can search by any of these text:
 - recipient name
 - display name
 - username, also known as "user logon name"
 - email address

Search results appear on the **Recipients** tab.

To clear search results and return to the normal view of the **Recipients** tab, click the **Recipients** tab or **Refresh**.

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