

CLASS

Continued Learning And Software Skills

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EMS by MessageOne Basics

OVERVIEW

INTRODUCTION AND ACCESS TO EMS

Welcome to Dell MessageOne's Email Continuity, a high availability standby messaging system that ensures continuous flow of an organization's business email in the event of an unexpected disruption. If a disruption occurs, email is accessed through a secure web browser based interface, through which emails can be sent and received until normal service is restored.

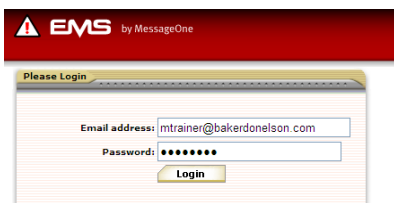
- Start the Internet Explorer browser
- Type <http://ems.messageone.com>



- Click Enter

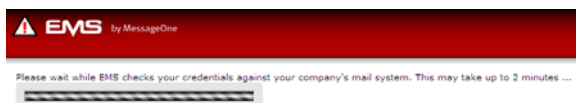
LOG IN TO EMAIL CONTINUITY

- Enter **Email address**
- Enter **Password**



[Forgot your password?](#)
[Mobile browser login](#)

- Click **Login** ; EMS will check the login credentials



Welcome to EMS page will appear during first time use



- Click **Next**

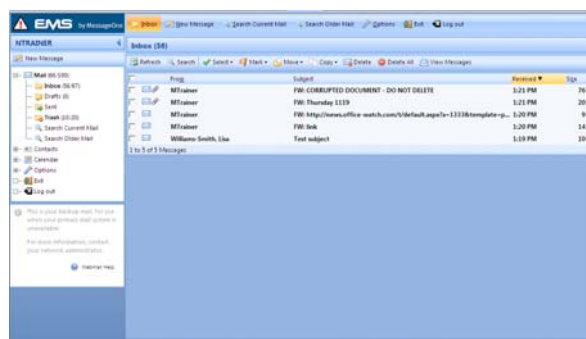
The Email Continuity overview page appears in Active state



NOTE: Only Attorneys will see **Email Archive**

TO ACCESS WEBMAIL INTERFACE

- Click the red **CHECK EMAIL** to button  or
- Click the **Click here to access your emergency mailbox** link or
- Click the **Access Your Email**  link
- The **Inbox** page with mailbox displays
- Messages shown here include only those received since the time the service was activated



The first use, default Inbox page, lists messages in reverse chronological order (newest messages at the top)

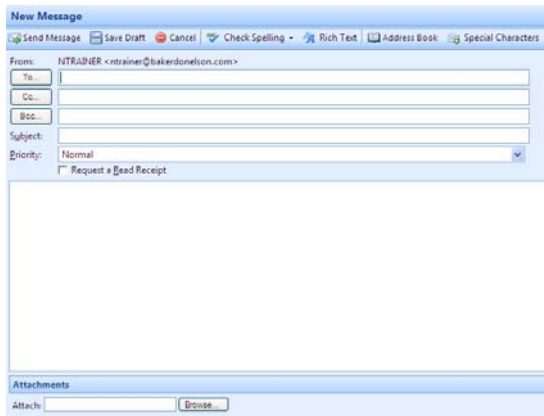
To change the sort order, you can click **From**, **Subject**, and **Received** to Sort

- Click **Exit** to return to Email Continuity overview page without logging out of EMS
- Click **Log out** to logout and return to EMS login page

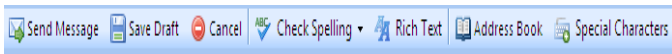
USING WEBMAIL

SENDING A MESSAGE

- **FROM INBOX** Click **New Message**
- Complete fields as needed



- **FROM TOOLBAR** above message  click **Send Message**



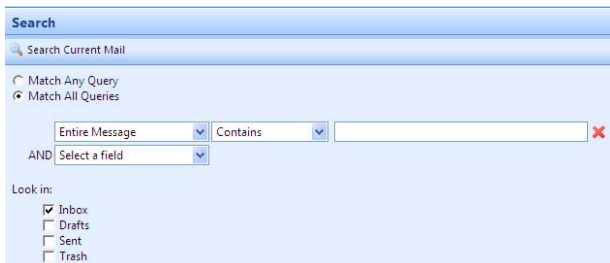
ATTACHING ITEM(S)

- In the Attachments area, click **Browse**, a dialog box displays
- Locate the desired attachment and click **Open**
The page refreshes and now displays the attachment
Depending on the file size of the selected attachment, this may take a few moments
- Can attach up to 12MB of data files to each message either in one 12MB file or in several smaller files that together do not exceed 12MB.
- Repeat this process until all attachments are included

SEARCHING CURRENT MAIL



- In the menu bar, click **Search Current Mail**



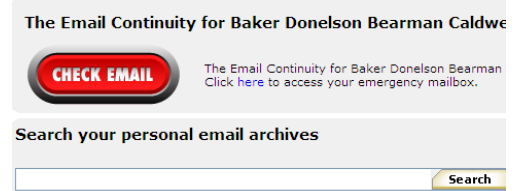
- Provide search terms in the Search Criteria section
- Click **Submit**

SEARCHING OLDER MAIL

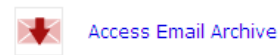
Attorneys Only

There are multiple methods to search historical mail

- (1) **FROM EMAIL CONTINUITY PAGE** Enter search terms in the *Search your personal email archives field*
- Click **Search**



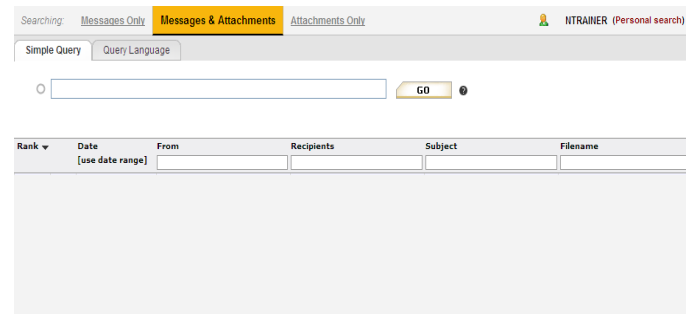
- (2) **FROM EMAIL CONTINUITY PAGE** **Access Email Archive**



- (3) **FROM INBOX PAGE ON THE MENU BAR** Click **Search Older Mail**



Enter Search Criteria (default searches Messages & Attachments)



OPTIONS

- There are a variety of settings to customize the Email Continuity interface. These changes are only effective in the EMS; they are not imported back into the primary email system.
- Access options either from the **menu tree** on the Inbox page or from the **toolbar**