

## FREQUENTLY ASKED QUESTIONS

### 1. WHY CAN'T I USE MY NORMAL IAS PASSWORD WITH THE IAS EMAIL CONTINUITY SERVICE?

The **IAS Email Continuity Service** utilizes some servers that are not directly managed and maintained by the IAS Computing personnel. While we believe these servers are secure, managed and maintained responsibly, we ultimately have no control over them. As a result, we are enforcing a password policy that requires the passwords used with this service to be different than the normal password you use to gain access to IAS resources. Using the tools provided at the Email Continuity Website, you can reset your password for the service and gain immediate access using your IAS Computing password.

### 2. HOW CAN I ACCESS THE IAS EMAIL CONTINUITY SERVICE?

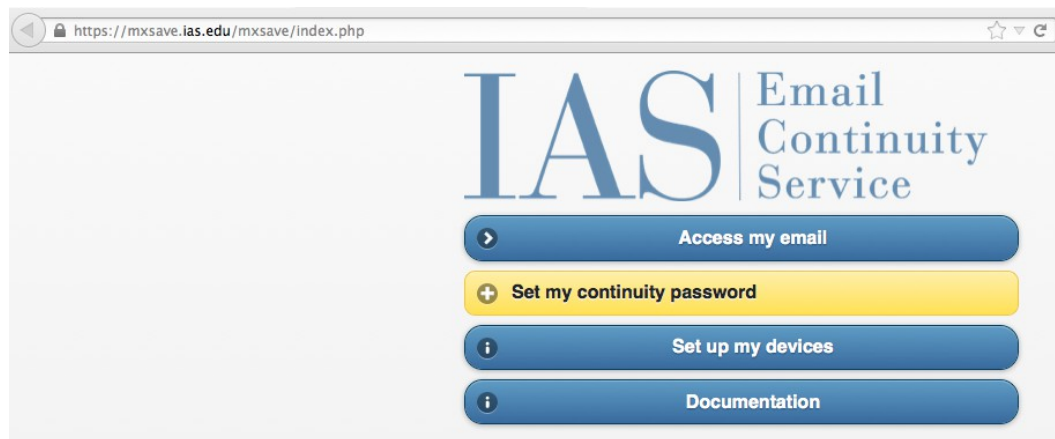
The **IAS Email Continuity service** is available via each of the following methods:

1. Web client – <https://mxsave.ias.edu>
2. IMAP Email Applications (e.g. Mac Mail, Thunderbird, etc.)
3. Mobile device (e.g. iPad, iPhone, Android, etc.)

### 3. I FORGOT MY IAS EMAIL CONTINUITY SERVICE USER ACCOUNT PASSWORD. WHAT DO I DO?

1. To set your password, open up a web browser and navigate to the following address:

<https://mxsave.ias.edu>



2. Click on the plus sign (+) next to **Set my continuity password**.

– Set my continuity password

IAS Username

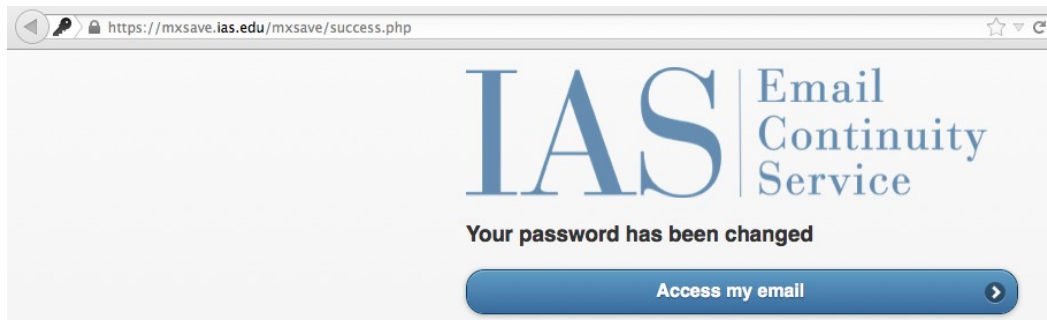
IAS password

New email continuity password

Retype email continuity password

Submit

3. Enter your IAS username and password in the appropriate boxes.
4. Enter a new password that will **only** be used with your **IAS Email Continuity Service** user account in the **New email continuity password** box. This password must be 8 – 12 alphanumeric characters in length (i.e. must contain only unaccented Latin letters and digits) and **must be different** from your normal Institute password. You will have to enter it twice.
5. Click on the **Submit** button to change the password associated with your **IAS Email Continuity Service** user account.
6. The following screen will appear after your password is created.



7. Click on the **Access my email** button to go to the login window for the **IAS Email Continuity Service** webmail client. - <https://mxsave.ias.edu/roundcubemail/>

#### **4. WHAT HAPPENS TO THE EMAIL MESSAGES ONCE THE PROLONGED SERVICE OUTAGE HAS ENDED?**

Once the service outage is over, the email messages that you interacted with (**e.g. deleted, forwarded, read, replied-to, sent etc.**) will be delivered to your regular Institute mailbox.

There are a few things to be aware of with respect to the delivery of these messages to your Institute mailbox:

1. The delivery of these messages to your Institute mailbox will be delayed by as much as a couple of hours.
2. When the messages arrive back in your normal mailbox, they will be delivered based on the “sent date” of the email itself. In some email clients, sorting may be done based on other criteria, such as “received date”, and therefore some messages may appear out of order.
3. The messages that you deleted while using the **IAS Email Continuity Service** will still be delivered to your Institute mailbox.
4. Any email messages that you send using this service will automatically be BCC’ed to you. This will allow you to move these messages to your Sent Mail folder if you wish.

#### **5. WHY ARE SPAM MESSAGES ENDING UP IN MY IAS EMAIL CONTINUITY SERVICE INBOX?**

The **IAS Email Continuity Service** offers very basic spam-tagging capabilities. Once the service outage is over, all messages will be routed through the Institute’s more robust spam-tagging service and handled accordingly.

#### **6. HOW LONG WILL EMAIL MESSAGES RESIDE IN MY IAS EMAIL CONTINUITY MAILBOX?**

Any message arriving in your **IAS Email Continuity Service** mailbox will be deleted approximately 14 days after it was initially delivered. For example, if a message arrives on the 1<sup>st</sup> of the month, it will likely be deleted from the mailbox on the 15<sup>th</sup> of the month.

#### **7. CAN ALL OF MY EMAIL BE DELIVERED TO MY IAS EMAIL CONTINUITY MAILBOX, EVEN WHEN THE INSTITUTE IS OPERATING NORMALLY?**

No - the purpose of the **IAS Email Continuity Service** is to provide Faculty, Members, Visitors and Staff with access to new email messages during an outage. It is not intended to replace the regular email services offered by the Institute’s computing departments.

## **NEED ADDITIONAL ASSISTANCE?**

If you require additional assistance with the **IAS Email Continuity Service**, please contact the Help Desk that supports your department, group, program or school.

Information Technology Group – [helpdesk@ias.edu](mailto:helpdesk@ias.edu) or (609) 734-8044

School of Mathematics Computing – [help@math.ias.edu](mailto:help@math.ias.edu) or (609) 734-8012

School of Natural Sciences Computing – [help@sns.ias.edu](mailto:help@sns.ias.edu) or (609) 734-8030

If you require additional assistance during an actual prolonged outage period, please send an email message to [help@ias.edu](mailto:help@ias.edu). Please be sure to include a description of the issue you are having with this service and how best to reach you so that a member of the IAS Computing Staff can assist you.