

WHEN DO I NEED TO ACCESS THE IAS EMAIL CONTINUITY SERVICE?

This service is provided to address the following actions during periods where the IAS email servers are offline:

1. If you need to check for new email messages that are sent to your IAS email address.
2. If you need to send new email messages from your IAS email address.

The Email Continuity Service is not intended to be utilized when the Institute is operating under normal conditions.

HOW WILL I KNOW THAT I SHOULD USE THE IAS EMAIL CONTINUITY SERVICE?

The Institute notifies members of the Institute community about campus closings and other prolonged service outages via an automated messaging system that contacts people in a variety of ways. These include voice, text and email messages and are sent to a variety of locations and devices (e.g. home and/or mobile telephone and non-IAS email addresses). If the **IAS Email Continuity Service** is activated, the messages will alert users to that. In addition, anytime the Email Continuity Service is active, a link to its website will be provided at the top of the main Institute website.

Please take a moment to review or update your contact information via the link below. This will allow us to send the emergency alerts using up-to-date contact information.

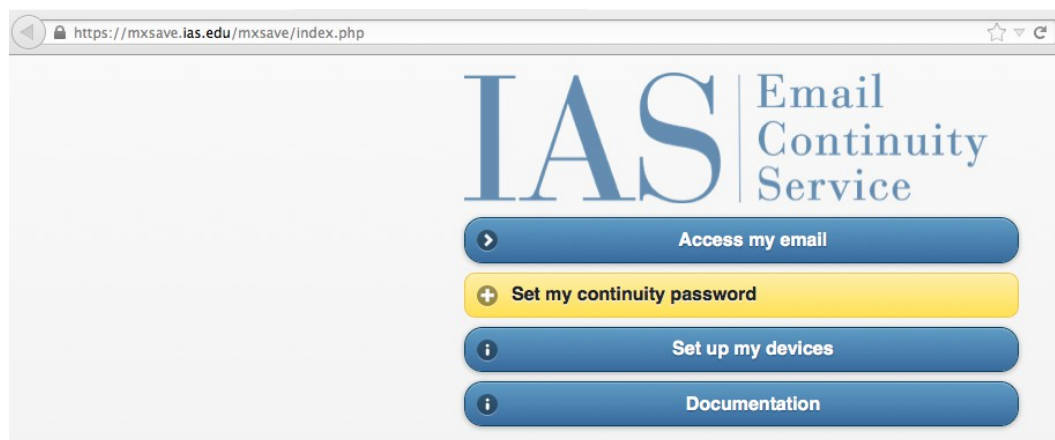
<https://web.ias.edu/UpdateMe/>

WHAT DO I NEED TO DO TO BEGIN USING THE IAS EMAIL CONTINUITY SERVICE?

Before you can begin using the service, you will need to assign a password to the user account that was created for you. Your user account for this service is the same as your Institute user account. For example, if your Institute email address is `jdoe@ias.edu`, then your username is `jdoe`.

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

<https://mxsave.ias.edu>



2. Click on **Set my continuity password**.

– Set my continuity password

IAS Username

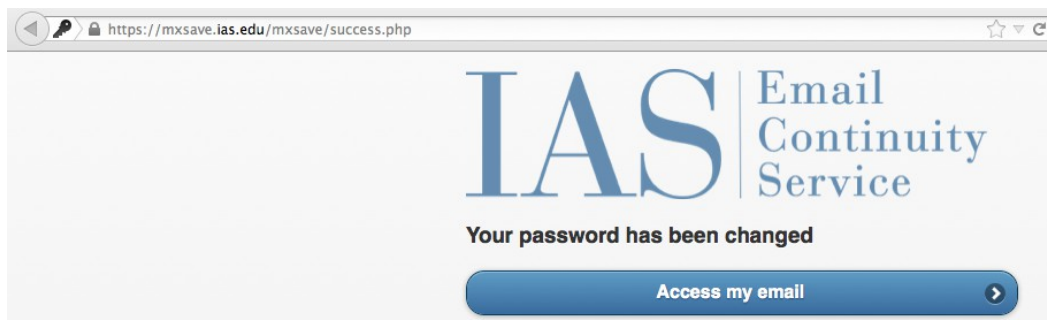
IAS password

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 conform to the following rules:
 - 8 - 12 alphanumeric characters in length (i.e. must contain only unaccented Latin letters and digits)
 - **Must be different** from your normal Institute password.
5. Re-enter the same password in the **Retype email continuity password** box.
6. Click on the **Submit** button to change the password associated with your **IAS Email Continuity Service** user account.
7. The following screen will appear after your password is created.



Click on the **Access my email** button to go to the login window for the **IAS Email Continuity Service** webmail client.

HOW DO 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.)

Please see the documentation below for additional instructions for accessing the **IAS Email Continuity service** via these methods.

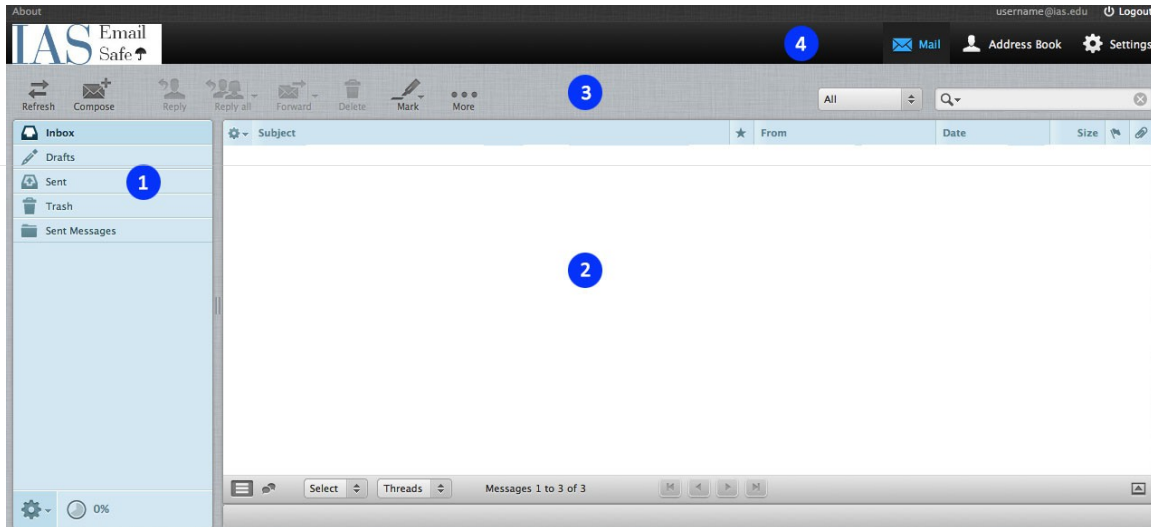
IAS Email Continuity Webmail client:

-
1. Open up a web browser and navigate to the following address - <https://mxsave.ias.edu/roundcubemail/>
 2. Once there, enter your **IAS Email Continuity Service** username and password.
 3. Press the **Enter** key or click on the **Login** button.
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Working with the IAS Email Continuity Webmail client

The **IAS Email Continuity Webmail client** provides you with the ability to **access new incoming email messages** and **compose new outgoing email messages** while the Institute is experiencing a prolonged service outage. Accessible via your preferred web browser (e.g. Firefox, Internet Explorer, Opera, Safari, etc.), this webmail client offers much of the functionality you would expect from a modern email client.

After you log into the webmail client, you will see an interface similar to the one below:



1. The Folder List

The menu on the left hand side of the graphical user interface (from here forward referred to as the GUI) shows all the mail folders in your **IAS Email Continuity Service** mailbox. You will always find the first five of those:

1. **Inbox** - this is where new emails arrive, by default.
2. **Drafts** - this is where your draft (unsent) messages are stored.
3. **Sent/Sent Messages** - this is where messages you sent are stored.
4. **Junk** - this is where spam messages are stored.
5. **Trash** - this is where messages that you deleted are stored. This folder will be emptied when you log out.

In addition to the five folders just described, you might see additional folders that you or your email administrator created. They can be used to organize your email into further categories.

Some of the folder names appear in bold and a number is displayed to their right in parentheses. This indicates that these folders contain that number of unread messages.

To open a folder, click on it once. Its message list will appear shortly.

2. The Content window

This is the part of the GUI that displays all of the messages in your folders. To read a message, double-click on it with your mouse or select the message and press your **Enter** or **Return** key. Messages that are indicated in bold with a star symbol to their left have not been read yet. A message carrying a little paper clip icon to its right contains a file attachment.

3. The Action bar

This part of the GUI contains a number of icons that allow you to perform different actions, depending on what is being shown in the content window. In the image on page 4, the following **Action bar** icons, drop down lists and text boxes are displayed from left to right:

1. **Refresh Folder** - checks for new email messages in the current folder.
2. **Compose** - creates a new email message.
3. **Reply** - creates a new email message in reply to the currently selected one. The email message will automatically be addressed to the sender of the selected email message only.
4. **Reply to all** - similar to the function performed by the **Reply** button; however, the reply email message is sent to the sender of the original message as well as all of its "To:" and "Cc:" recipients.
5. **Forward Message** - forwards the currently selected message to another email recipient.
6. **Delete** - deletes the currently selected message(s). This will cause the message(s) to be moved into the **Trash** folder. Note that deleted messages will still be delivered to your regular IAS email account once the outage is over!
7. **Mark** - allows you to mark a message **As read**, **As unread**, **As flagged** or **As unflagged**.
8. **More** - allows you to do the following to a message - **Print this message**, **Download (.eml)**, **Edit as New**, **Show Source**, or **Open in a new window**.
9. **Message Filter** - allows you to filter the messages that are displayed (e.g. All, Unread, Flagged, etc.).
10. **Search box** - this allows you to search all messages in the current folder. Simply enter your search criteria and press the **Return** key.

4. The Application bar

The icons at the top right of the GUI give you access to different applications within the **IAS Email Continuity Service**. In addition to **Email**, you also have access to the following:

1. **Address Book** - this is a personal address for you to use with this service. [**Note:** This address book is pre-populated with the Institute's global address list. However, email addresses that reside in your personal Institute mailbox will not be available. If you need offline access to those email addresses, please contact the Help Desk that supports your department, group, program or school for further assistance.]
2. **Personal Settings** - this gives you access to a number of options that allow you to customize the **IAS Email Continuity Service** to your individual needs or preferences.
3. **The logout button** - this terminates your **IAS Email Continuity service** session. You should always log-out after using this service to make sure that nobody else using the same computer will be able to access your email.

IMAP Email Applications:

Below are the basic settings that you will need to know to configure your preferred IMAP email client.

| | Incoming Mail Server (IMAP) settings | Outgoing mail server (SMTP) settings |
|-----------------------|---|---|
| Server name | incoming.mailbagger.com | outgoing.mailbagger.com |
| Port | 993 | 465 |
| SSL | Autodetect | Autodetect |
| Authentication | Autodetect | Autodetect |
| Username | Your IAS email address | Your IAS email address |
| Password | Your IAS Email Continuity Service password | Your IAS Email Continuity Service password |

Detailed instructions are provided for some of the more common IMAP email applications.

Mac Mail



1. Launch Mac Mail.
2. Click on **File > Add Account**.
3. Enter your **Full Name** (e.g. John Doe), **Email Address** (jdoe@ias.edu), and **IAS Email Continuity Service password**. Click on the **Continue** button.
4. On the **Incoming Mail Server** screen, enter the following information and then click on the **Continue** button.

Account Type - IMAP

Description - IAS Email Continuity Service

Incoming Mail Server - incoming.mailbagger.com

User name - enter your IAS username

Password - this field should contain the password you entered in step 3

5. On the **Incoming Mail Security** screen, confirm that there is a checkmark (✓) in the box next to **Use Secure Sockets Layer (SSL)** and that **Password** appears in the box next to **Authentication**. Click on the **Continue** button.
6. On the **Outgoing Mail Server** screen, enter the following information and then click on the **Continue** button.

Description - IAS Email Continuity service

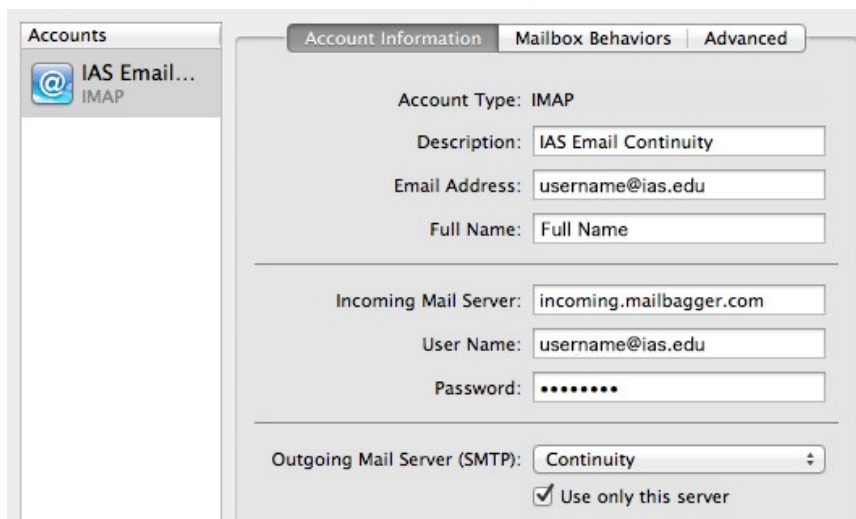
Outgoing Mail Server - outgoing.mailbagger.com

Use Authentication - confirm that there is a checkmark (✓) in the box.

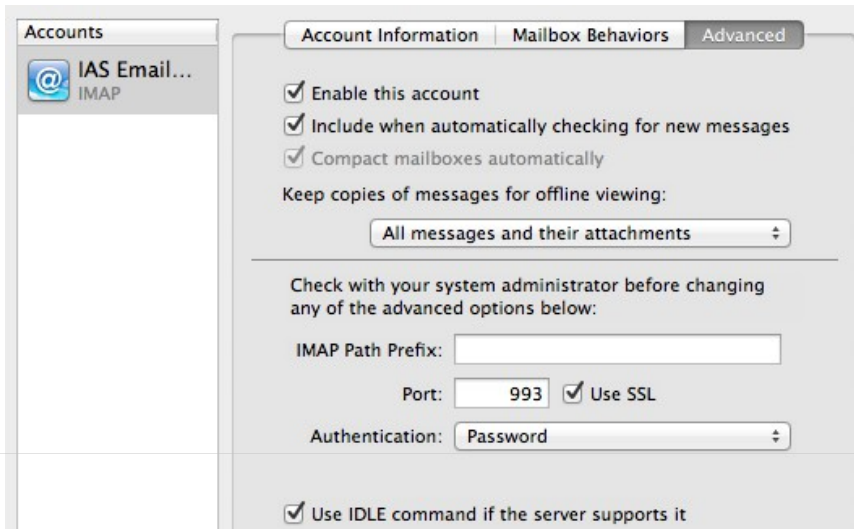
User Name - enter your IAS username

Password - this field should contain the password you entered in step 3

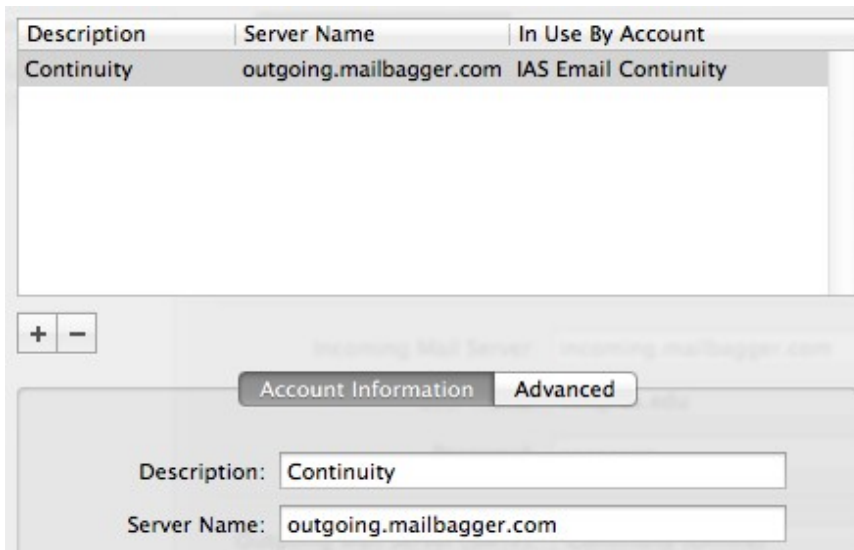
Below are some screenshots to show you what you should see once the new account is setup.



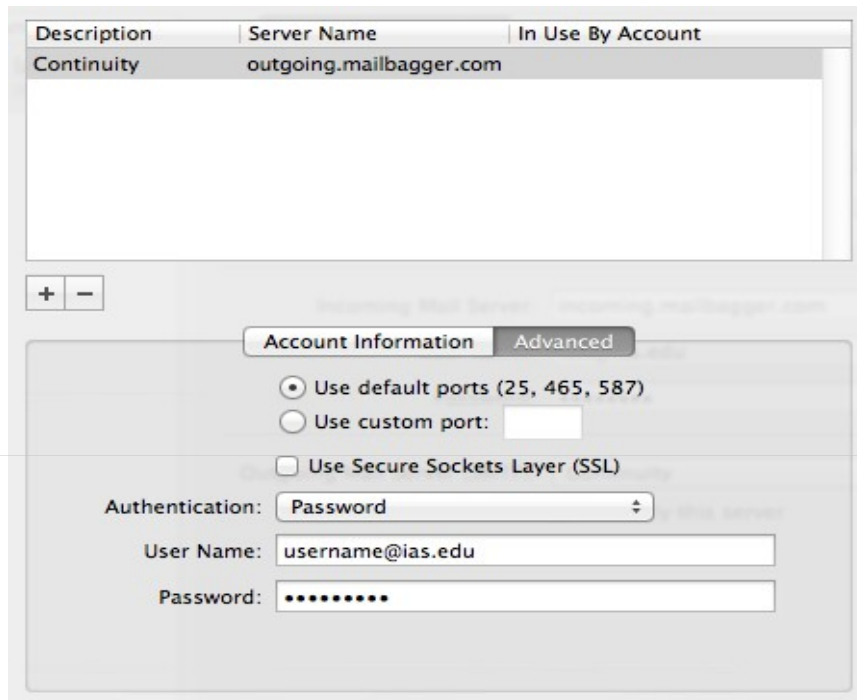
New account - **Account Information** tab



New Account - **Advanced** tab



New Account - **SMTP Server List** - **Account Information** tab



New Account - SMTP Server List - Advanced tab

Once the new account has been added, we recommend that you disable the account until the account is needed. Directions for disabling and enabling the account are below.

To disable or enable the account:

1. Launch **Mac Mail**.
2. Click on **Mail > Preferences**.
3. Click on the **Advanced** tab.
4. To **disable** the account, remove the checkmark (✓) in the box next to **Enable this account**. To **enable** the account, place a checkmark (✓) in the box next to **Enable this account**.



Microsoft Office Outlook 2010

1. On the **File** menu, click **Info** and click **Account Settings**.
2. Select **Account Settings** from the list.
3. On the **E-mail** tab, click **New** and **Select Email Account**, and then click **Next**.
4. Click to select the **Manually configure server settings or additional server types** check box, and then click **Next**.
5. Click **Internet E-Mail**, and then click **Next**.
6. In the **Your Name** box, enter your name exactly as you want it to appear to recipients (e.g. John Doe).
7. In the E-mail Address box, type your e-mail address (e.g. jdoe@ias.edu).
8. In the **Server Information** section, select **IMAP** for **Account Type**.
9. In the **Incoming mail server** box, type in **incoming.mailbagger.com**.
10. In the **Outgoing mail server (SMTP)** box, type in **outgoing.mailbagger.com**.
11. In the **User Name** box, type in your account name (e.g. jdoe@ias.edu).
12. In the **Password** box, type in your **IAS Email Continuity Service** password.
13. Click on the **More Settings ...** button.
14. Click on the **Advanced** tab.
15. Enter **993** in the box next to **Incoming server (IMAP)**.
16. Select **SSL from** the dropdown list next to **Use the following type of encryption connection**.
17. Enter **465** in the box next to **Outgoing server (SMTP)**.
18. Select **SSL** from the dropdown list next to **Use the following type of encryption connection**.
19. Click on the **Outgoing Server** tab.
20. Place a checkmark (✓) in the box next to **My outgoing server (SMTP) requires authentication**.
21. Place a dot next to **Use same settings as my incoming mail server**.
22. Click on the **OK** button.
23. Click on the **Test Account Settings ...** button to test your configuration. Once your account settings are confirmed, click on the **Close** button.
24. Click on the **Next** button.
25. Click on the **Finish** button.

Below are some screenshots to show you what you should see once the new account is setup.

Change Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Full Name
E-mail Address: username@ias.edu

Server Information
Account Type: IMAP
Incoming mail server: incoming.mailbagger.com
Outgoing mail server (SMTP): outgoing.mailbagger.com

Logon Information
User Name: username@ias.edu
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

Microsoft Outlook 2010 - New Account settings

Internet E-mail Settings

General Sent Items Deleted Items
Outgoing Server Connection Advanced

Server Port Numbers

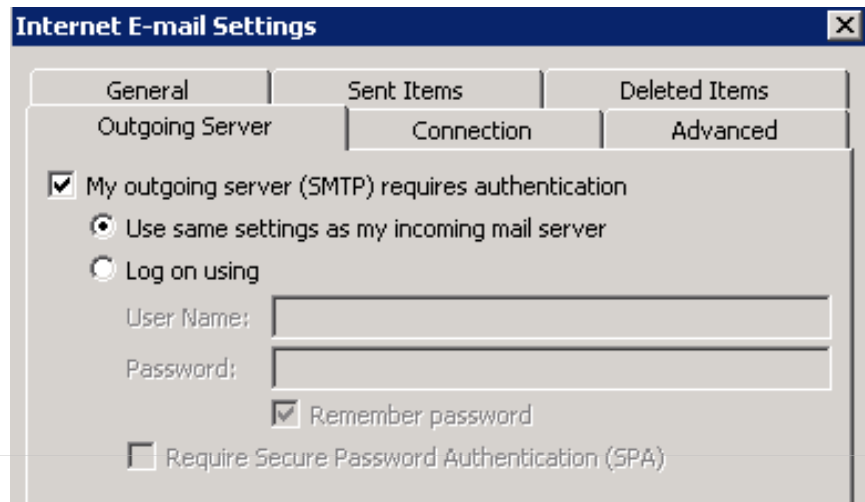
Incoming server (IMAP): 993 Use Defaults
Use the following type of encrypted connection: SSL

Outgoing server (SMTP): 465
Use the following type of encrypted connection: SSL

Server Timeouts
Short Long 1 minute

Folders
Root folder path:

Microsoft Outlook 2010 - New Account IMAP and SMTP settings



Microsoft Office 2010 - New Account Outgoing Server settings

1.

Mozilla Thunderbird



1. Launch Mozilla Thunderbird.
2. Click on **Tools > Account Settings**.
3. Click on **Account Actions > Add Mail Account**.
4. Enter your first and last name in the box next to **Your name** (e.g. John Doe).
5. Enter your IAS email address in the box next to **Email address** (e.g. jdoe@ias.edu)
6. Enter your **IAS Email Continuity Service** password in the box next to **Password**.
7. Click on the **Continue** button.
8. Click on the **Manual Config** button.
9. Select or enter the following in the boxes next to **Incoming**:

IMAP

Server hostname - incoming.mailbagger.com

Port - 993

SSL - SSL/TLS

Authentication - Autodetect

10. Select or enter the following in the boxes next to **Outgoing**:

SMTP

Server hostname - outgoing.mailbagger.com

Port - 465

SSL - SSL/TLS

Authentication - Autodetect

11. Verify that your username appears in the box next to **Username** (e.g. jdoe@ias.edu).
12. Click on the **Re-test** button.
13. Change the **SMTP Authentication** to **Normal Password**.
14. Click on the **Create Account** button to create the account.

Below are some screenshots to show you what you should see once the new account is set-up.

The screenshot shows the 'Default Identity' settings for a new account. On the left, a sidebar lists various settings categories, with '@ias.edu' selected. The main area displays the 'Account Name' as 'username@ias.edu'. Below this, the 'Default Identity' section explains that each account has an identity. The 'Your Name' field is labeled 'Full Name'. The 'Email Address' field is filled with 'username@ias.edu'. The 'Reply-to Address' field has the text 'Recipients will reply to this other address'. The 'Organization' field is currently empty.

New Account - Root Settings

The screenshot displays the 'Server Settings' for an IMAP Mail Server. The 'Server Type' is set to 'IMAP Mail Server'. The 'Server Name' is 'incoming.mailbagger.com', the 'Port' is '993' (with a 'Default: 993' label), and the 'User Name' is 'username@ias.edu'. Under 'Security Settings', 'Connection security' is set to 'SSL/TLS' and 'Authentication method' is 'Normal password'. The 'Server Settings' section includes several options: 'Check for new messages at startup' (checked), 'Check for new messages every 10 minutes' (checked), and 'When I delete a message:' with three radio button options: 'Move it to this folder: Trash' (selected), 'Just mark it as deleted', and 'Remove it immediately'. There are also checkboxes for 'Clean up ("Expunge") Inbox on Exit' and 'Empty Trash on Exit'. An 'Advanced...' button is located at the bottom right of the settings panel.

Thunderbird - Server Settings

When sending messages, automatically:

Place a copy in:

"Sent" Folder on:

Other:

Place replies in the folder of the message being replied to

Cc these email addresses:

Bcc these email addresses:

Message Archives

Keep message archives in:

"Archives" Folder on:

Other:

Drafts and Templates

Keep message drafts in:

"Drafts" Folder on:

Other:

Keep message templates in:

"Templates" Folder on:

Thunderbird - Copies and Folders

Settings

Description:

Server Name:

Port: Default: 465

Security and Authentication

Connection security:

Authentication method:

User Name:

Thunderbird - SMTP Settings

Mobile Devices:

iPad/iPhone

1. Click on **Settings**.
2. Click on **Mail, Contacts, Calendars**.

-
3. Click on **Add Account...**
 4. Click on **Other**.
 5. Click on **Add Mail Account**.
 6. Enter the following and then click on the **Next** button:

Name - enter your full name (e.g. John Doe).

Email - enter your IAS email address (e.g. jdoe@ias.edu)

Password - enter your **IAS Email Continuity** service password.

Description - enter a useful description (e.g. **IAS Email Continuity Service**).

7. Click on the **IMAP** tab.
8. Enter the following information in the **Incoming Mail Server** section

Host Name - incoming.mailbagger.com

User Name - enter your IAS email address (e.g. jdoe@ias.edu).

9. Enter the following information in the **Outgoing Mail Server** section:

Host Name - outgoing.mailbagger.com

User Name - enter your IAS email address (e.g. jdoe@ias.edu).

Password - enter your **IAS Email Continuity Service** password.

10. Click on the **Next** button or **return** key.
11. The device will attempt to create your new account. The top of the screen will display “**Verifying**” for several minutes before the account is created.
12. Return to the device’s **Home** screen and then launch the **Mail** application.

Below are some screenshots to show you what you should see once the new account is set-up.

Account

IMAP Account Information

Name Full Name

Email username@ias.edu

Description IAS Email Continuity Service

Incoming Mail Server

Host Name incoming.mailbagger.com

User Name username@ias.edu

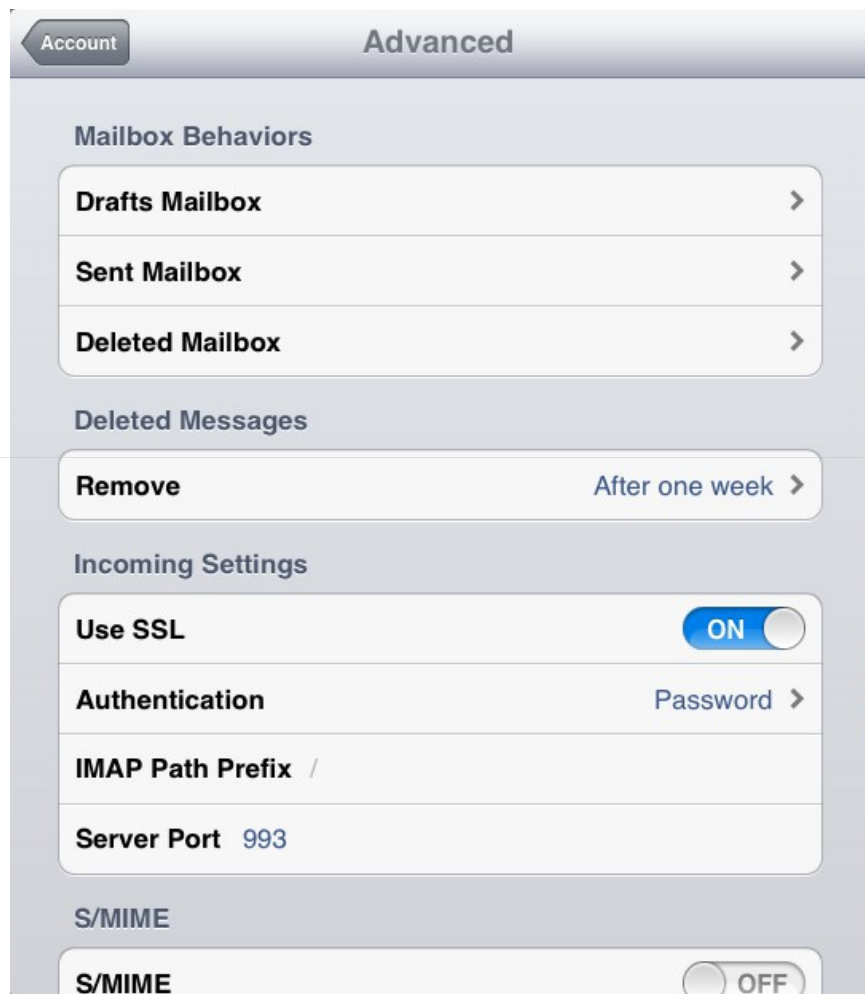
Password ●●●●●●●●

Outgoing Mail Server

SMTP outgoing.mailbagger.com >

Advanced >

iPad/iPhone - New Account settings



iPad/iPhone - New Account Advanced settings

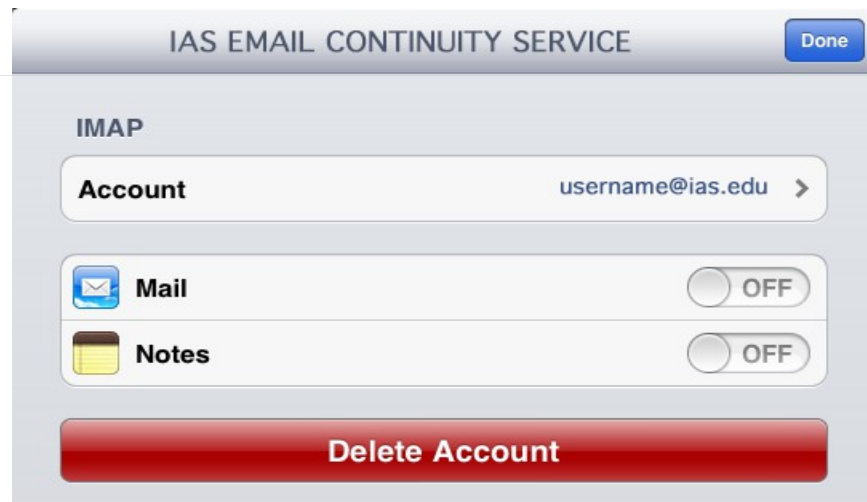


iPad/iPhone - New Account SMTP settings

Once the new account has been added, we recommend that you disable the account until the account is needed. Directions for disabling and enabling the account are below.

To disable or enable the account:

1. Click on **Settings**.
2. Click on **Mail, Contacts, Calendars**.
3. Click on the account you created for the **IAS Email Continuity Service**.
4. Slide the **Mail** setting to **OFF** to **disable** the account. Slide the **Mail** setting to **ON** to enable the account.

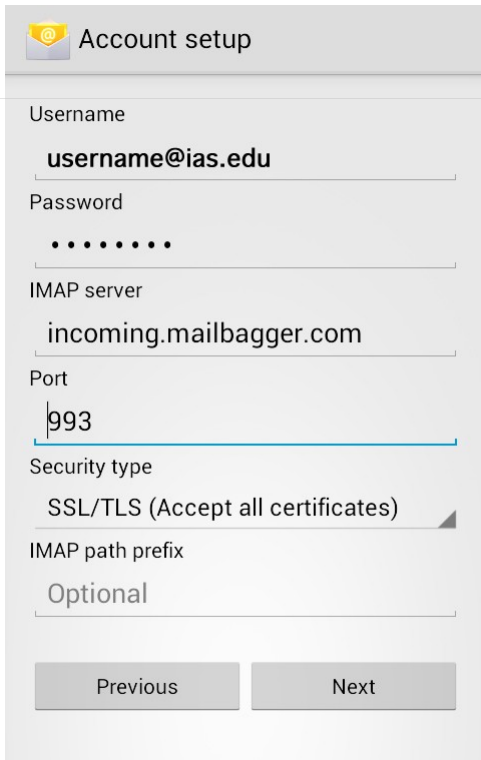


iPad/iPhone - New Account Disabled

Android devices

Given the variety of Android-based operating systems (e.g. Jelly Bean, Ice Cream Sandwich, Honeycomb etc.) and email applications (e.g. K9, MailDroid, Aqua Mail, etc.) currently available, it would be difficult for us to provide written instructions for every one of them. The settings at the start of the **IMAP Email Applications** section should help you to get started with configuring your specific email application. Please contact the Help Desk that supports your department, group, program or school for further assistance.

Below are some screenshots from the default email client to show you what you should see once the new account is setup.



Account setup

Username
username@ias.edu

Password
••••••••

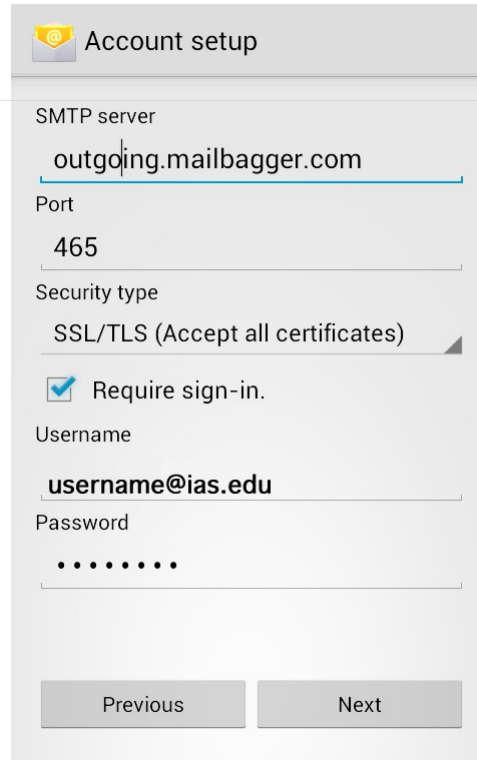
IMAP server
incoming.mailbagger.com

Port
993

Security type
SSL/TLS (Accept all certificates)

IMAP path prefix
Optional

Previous Next



Account setup

SMTP server
outgoing.mailbagger.com

Port
465

Security type
SSL/TLS (Accept all certificates)

Require sign-in.

Username
username@ias.edu

Password
••••••••

Previous Next