

MailSafe Quick Start Guide

A Step-by-Step Guide to Accessing and Using
your MailSafe Email Journaling Service

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1. Overview

Outsourcery's MailSafe service will ensure you always have a central journal of all your organisation's sent and received emails from all users that have an Outsourcery Hosted Exchange 2007 mailbox.

This Quick Start Guide is therefore designed to take you through the process of accessing your organisation's MailSafe journal, from logging into the system right through to accessing, searching, viewing, forwarding and exporting your users' emails.

Accessing the MailSafe Journal

Upon provisioning of the MailSafe service, you will receive a welcome e-mail providing you with your MailSafe username and password. You will need these details to login to the MailSafe portal.

To access your MailSafe journal, open Internet Explorer and type <https://mailsafe.msexchange2007.com/owa> into the address bar.

You will be presented with the MailSafe login screen (see Figure 1). Enter your MailSafe username and password from your welcome email and click 'Log On'

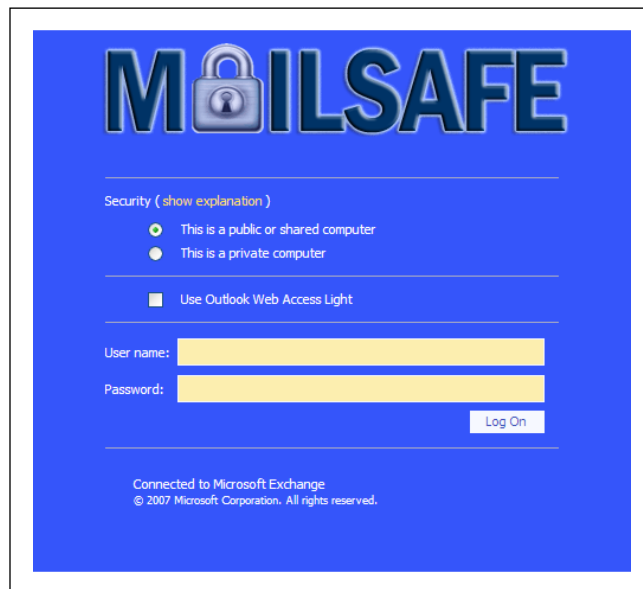


Figure 1 - MailSafe Login Screen

2. Viewing Emails within the Journal

2.1 Once logged in, you will be presented with your MailSafe inbox where you can view the email journal for your organisation (see Figure 2). Simply use the forward and backward arrows or select a specific page number from the navigation in the bottom right corner of the window to browse your email journal.



Figure 2 – The MailSafe Inbox

1.2 To open a particular email within the MailSafe journal, simply click on the message 'Subject' as highlighted in Figure 3.



Figure 3 – Click on the 'Subject' to open the message

1.3 Once you have clicked on the 'Subject' to open the message, information relating to the email will be displayed, including the date the email was sent or received and who it was sent to and from. The actual email will be provided as an attachment to this message (see figure 4). To open the email, simply click on the attachment and the message will be displayed.

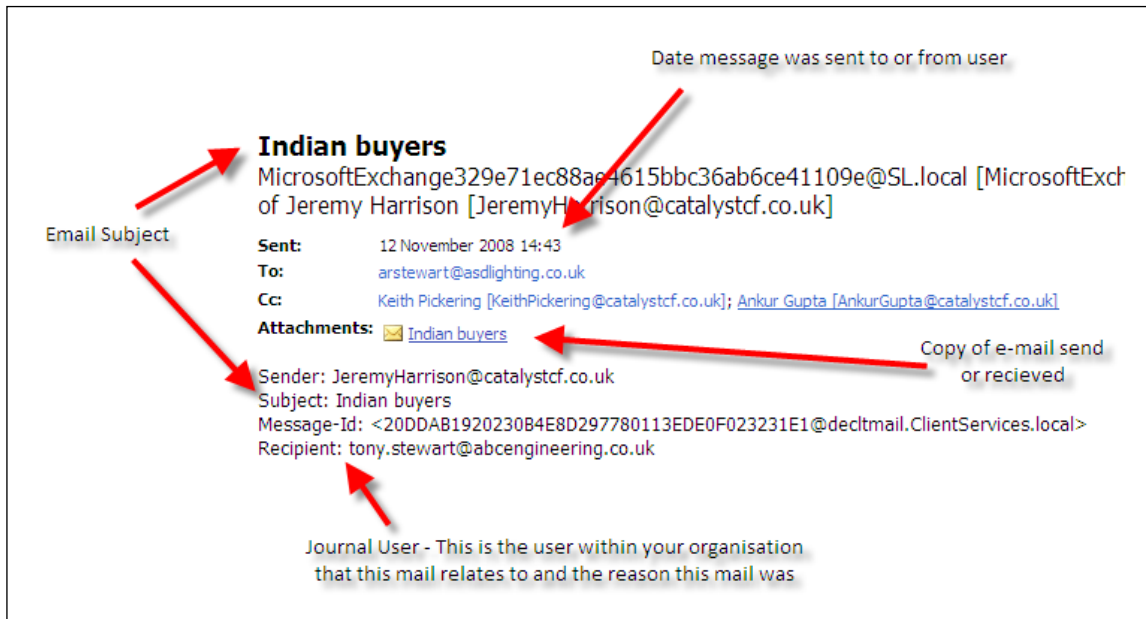


Figure 4 – MailSafe message layout

1.4 If you wish to search for a specific email stored within the MailSafe journal, simply enter your search criteria in the search field at the top of your inbox. You can search for messages using the following criteria: 'From', 'To' 'Subject', original email content and the file names of email attachments. You can also sort messages based on the date received.

1.5 To forward a journal message to your mailbox for printing or processing, simply open the message as detailed earlier in this guide and click 'Forward'. Then enter your email address in the 'To' field and click 'Send' as you would a normal email.

Exporting Bulk Email from the MailSafe Journal

Should you wish to export bulk email from the MailSafe journal, e.g. all journal messages relating to a particular subject or recipient, then please contact Outsourcery support.

For contact details, visit <http://www.outsourcery.co.uk/support>