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Using the Domain Admin Interface to Manage Email Accounts

Description

Digital Towpath (DTP) uses a Zimbra email server to provide email accounts to its member organizations. This server is shared by the members, each having its own domain within the DTP system and its own control over the email accounts within its domain.

Digital Towpath Cooperative members that use the website content management system (CMS) have an email management utility built into the admin interface used to manage other aspects of the member's website. This utility allows a user with rights to it to add email accounts and forward accounts (distribution lists) to the domain-based email system associated with the member's website domain as well as allowing password changes at the admin level so that control of email account use is always retained by the member organization. A program runs every few minutes to update the email system for changes made in the CMS admin.

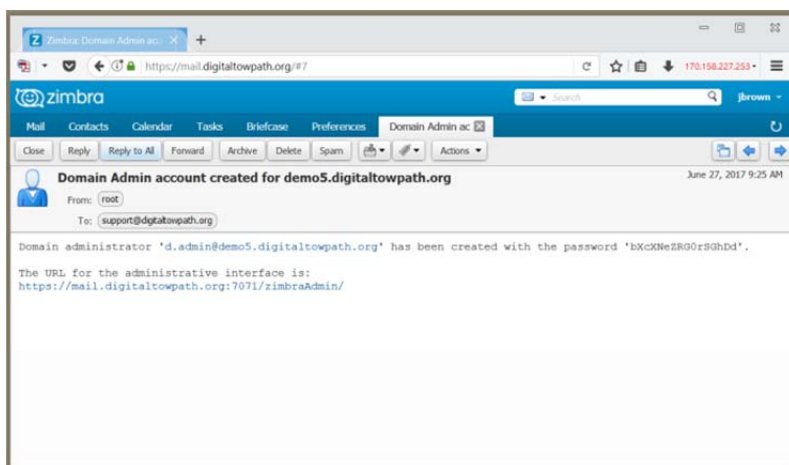
For members that do not use and do not intend to use the CMS; for members that want to use a different domain for their website and email; and for members desiring a separate and more feature-rich method of email management, there is a domain-level admin interface within the Zimbra system that allows for direct interaction with the email domain. Changes made through this d.admin account are in real time, with no delay to allow the update program to run.

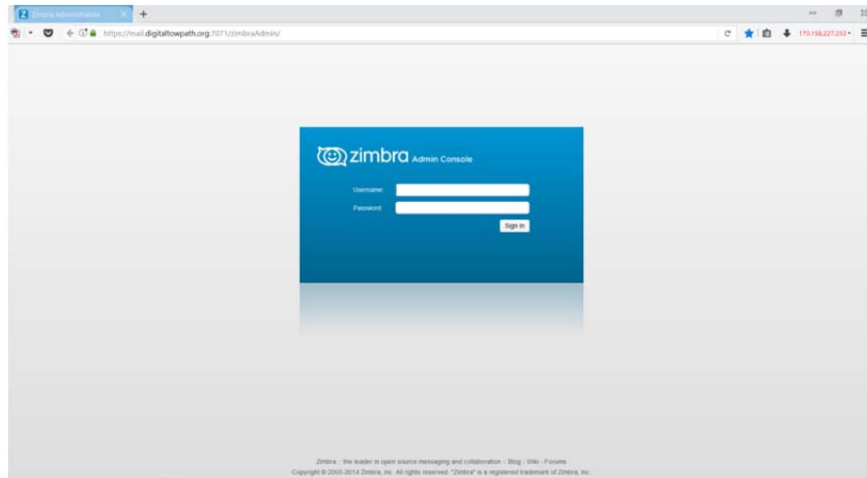
Those members using the d.admin as well as the CMS admin for the same domain should be cautious about adding or deleting email accounts using the d.admin since those changes will not be reflected in the CMS email management. Sometimes this might be the desired result but, when it is not, care should be taken to make these changes through the CMS admin in order to keep it synchronized.

With the d.admin account, logged into Zimbra admin, the user can not only add accounts, delete accounts, set up distribution lists, and reset passwords for an account, she can also change the status of the account or set up a hidden forward of any messages coming into the account. The domain admin can also change some defaults for the account, overriding system defaults set at the system administration (sys admin) level. This includes password pattern requirements and mailbox limitations, among others.

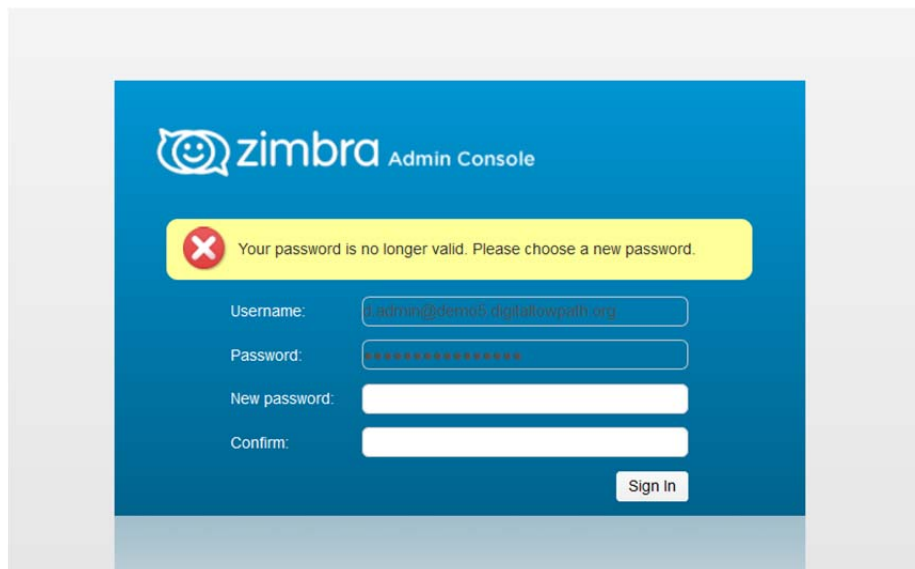
Login

The new domain administrator may receive an email message from the system administrator with the account name (d.admin@yourdomain.org) and an initial password as well as the location of the Zimbra admin login screen. For some domains, this account has already been established, so the sys admin will provide the initial password and location of the login screen.





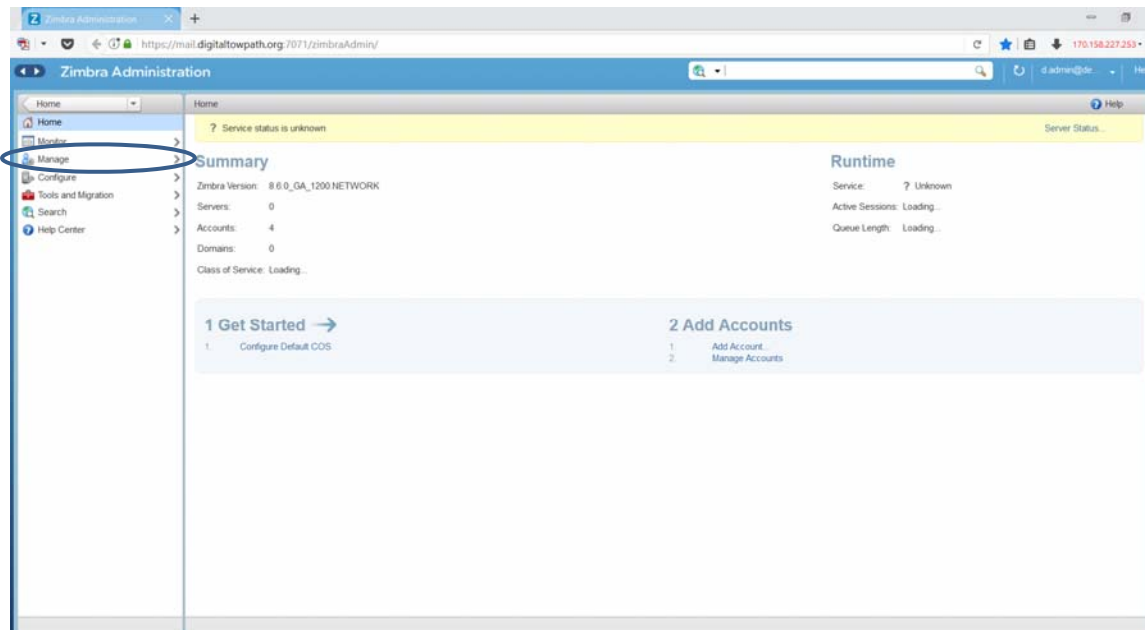
Log in using the full email address, including the domain. At your initial log in, the system may say the password has expired but will trigger the program to prompt for a new password. You will be required to enter and confirm a new password before the account will function. This password should be long and contain both alpha and numeric characters. Passwords are case sensitive so they should also contain both upper and lower case letters. A strong password is essential in this case because a logged in user has complete control of the email system for the domain.



Note: Logging into the Zimbra webmail interface with the same username and password will give access to the mailbox for the d.admin account. This account will receive any lockout messages for the domain so it is a good idea to set up a way to monitor the account for new messages. A good way to do this is to log into the account and use Preferences>Mail>Receiving Messages to forward a copy to your primary email account. Then, in your primary account, set up a filter or rule to place these messages in a separate folder to make them more apparent. With the d.admin account, logged into the Zimbra Admin Console, you will be able to clear locks manually instead of waiting the required hour with no failed logins. You will also be alerted when a user has misconfigured a device – the most common reason for lockouts – because you will see the periodic lockout messages that reflect this.

Using D.Admin

The home screen for your d.admin account has a list of sections along the left hand side of the screen. Management of user accounts is within the Manage section.



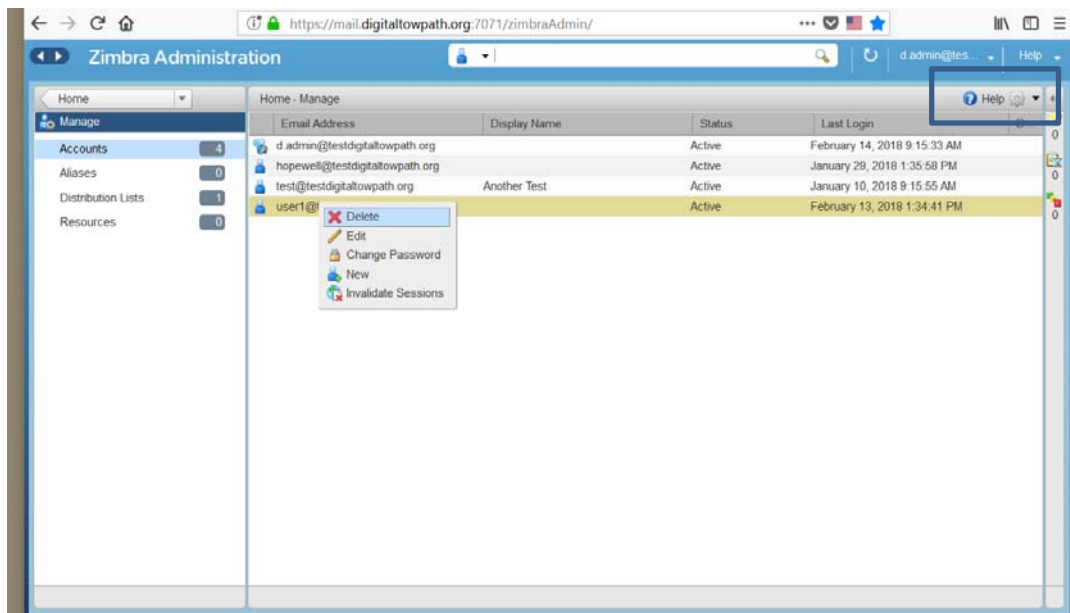
Select Manage to open the Manage home screen which lists all the accounts and distribution lists established in your domain. (Distribution lists are set up through the CMS admin by using the Forward To field on the account's entry page.) The screen will display the accounts by default. Select Distribution Lists from the navigation pane to open that list.

Email Address	Display Name	Status	Last Login	Description
abcdefghijklmnop@testdigitaltowpath....	Test Length	Active	Never logged In	
assessor@testdigitaltowpath.org		Active	Never logged In	
bluc@testdigitaltowpath.org		Active	January 31, 2014 2:05:05 AM	
clerk@testdigitaltowpath.org	Clerk	Active	August 28, 2015 10:15:46 AM	
courtclerks@testdigitaltowpath.org		Active	Never logged In	
d.admin@testdigitaltowpath.org		Active	July 11, 2017 10:26:04 AM	
dadmintest@testdigitaltowpath.org	J Brown Test	Active	June 22, 2017 12:25:46 PM	
demouser@testdigitaltowpath.org	Demo User	Active	February 24, 2015 6:42:35 PM	
ian@testdigitaltowpath.org		Active	April 24, 2017 1:35:08 PM	
lisa@testdigitaltowpath.org	Test account - Lisa	Active	May 29, 2015 1:22:30 PM	
mayor@testdigitaltowpath.org		Active	February 14, 2014 6:00:27 PM	
test.test@testdigitaltowpath.org	Test (test)	Active	Never logged In	
test.two@testdigitaltowpath.org	Test - Test	Active	Never logged In	
testagain@testdigitaltowpath.org	Jim OToole	Closed	Never logged In	
testonceagain@testdigitaltowpath.org		Closed	Never logged In	
testupdate@testdigitaltowpath.org		Closed	July 26, 2016 3:46:38 PM	
theresefernandez@testdigitaltowpath....	Therese	Closed	Never logged In	
trustee1@testdigitaltowpath.org	Mr Jones and his whole family & the d...	Active	Never logged In	
trustee2@testdigitaltowpath.org	Mr Smith	Active	Never logged In	
trustee3@testdigitaltowpath.org	Ms Green	Active	Never logged In	
trustee4@testdigitaltowpath.org	Mrs White	Active	Never logged In	
user1@testdigitaltowpath.org	User 1	Active	May 9, 2017 4:41:30 PM	

Not all functions available through the Zimbra Admin Console will be available to you as a domain admin so you may see error messages if you attempt to use these settings. This is the expected behavior. The domain level access to the Admin Console is the same interface as the system-wide admin console, so those functions that affect all domains are blocked.

Edit an Existing Account

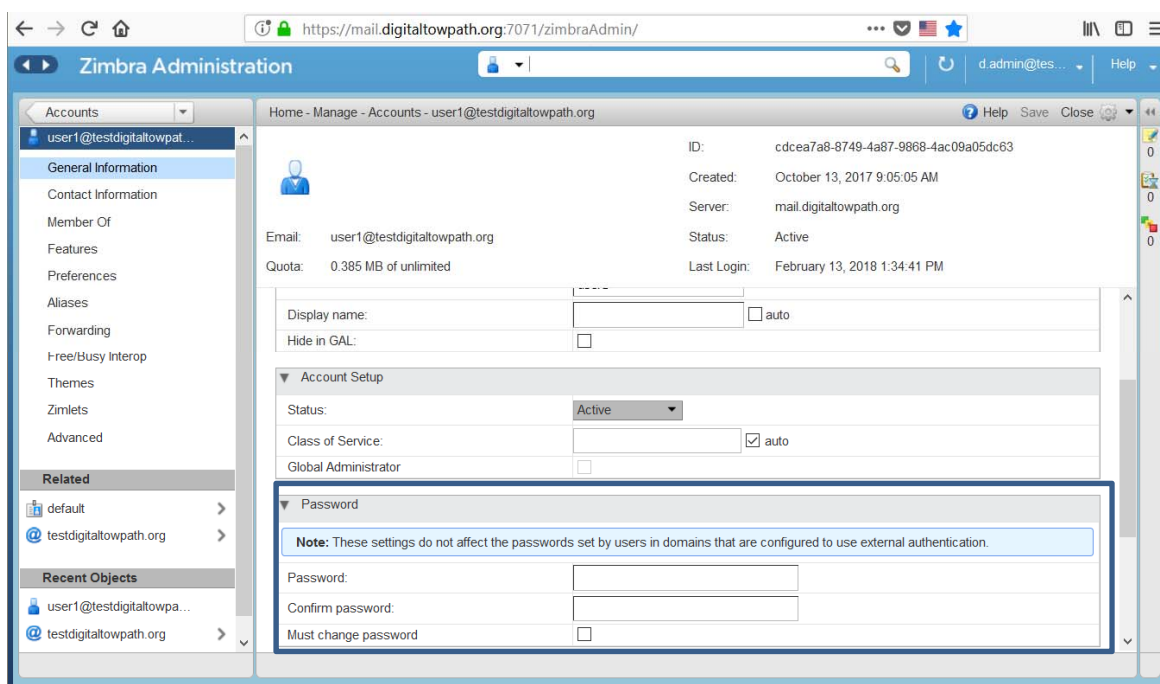
To edit an existing account, including setting a new password, right-click it in the list of accounts to display a dropdown menu. From this menu you can delete an account, edit an account, change its password, or set up a new account.



You can also access this menu using the arrow next to the gear icon in the upper right of the screen.

If you do this when an account is selected, all options will be available to you. If you don't have an account selected, only the New option will be active.

Change the Password for an Existing Account



To change an account's password, choose Edit to open the account's setup screen.

Use the Password section to enter and confirm a new password for the account.

Save your changes using the button at the top right of the screen to complete the process.

Use strong passwords that include both upper and lowercase letters and numbers for maximum security. You also have an option in this section to require the user to change the password at the next login.

Click on Accounts in the upper left of the screen to return to the list of accounts in your domain.

Change the Status of an Existing Account

The screenshot shows the Zimbra Administration web interface. The left sidebar contains a navigation menu with 'Accounts' selected. The main content area displays the 'Manage - Accounts - user1@testdigitaltowpath.org' page. The 'Account Setup' section is highlighted with a blue box, showing the 'Status' dropdown menu set to 'Active'. Other fields include 'Class of Service' (set to 'auto') and 'Global Administrator' (unchecked). The 'Password' section below has a note about external authentication and fields for 'Password', 'Confirm password', and 'Must change password' (unchecked).

Use the Account Setup section of the account's edit screen to set the status for the account.

You can use this dropdown menu to suspend use of the account or reactivate it after an automatic or program-driven logout.

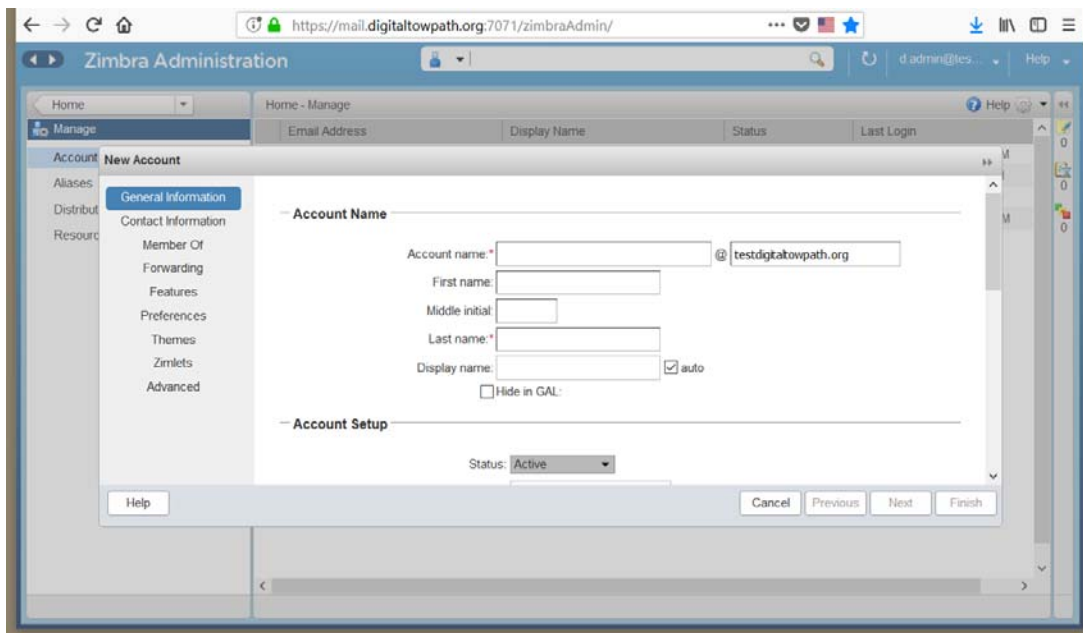
Save your changes using the button at the top right of the screen to complete the process.

Click on Accounts in the upper left of the screen to return to the list of accounts in your domain.

Add a New Account

When you choose the New option from the dropdown menu, a New Account dialog opens.

Caution: Be sure to click in the dialog box, not around it, or it will disappear and your screen will lock. You will need to close the browser window and log back into the Zimbra Admin Console again. If you do this more than once in one session, you will be locked out of the admin for up to an hour.



Two fields on this dialog are required: Account name and Last name. Normally these fields are populated with the same text, but they do not have to be.

The Last name field is used internally and has no utility at the domain level but it must have some text in it in order for the system to accept the new account.

There are a number of sections to the New Account dialog, listed along the left side. **You do not need to enter anything in any of these other sections** in order to use the new account but you may want to do so. You can step through them using the Next button.

Click Finish to add the account to your domain.

Log out of Zimbra Admin Console

To the right of the search box, your d.admin account will be displayed. Use the arrow next to it to access the logout command.

