Organisation Administrator quick reference guide

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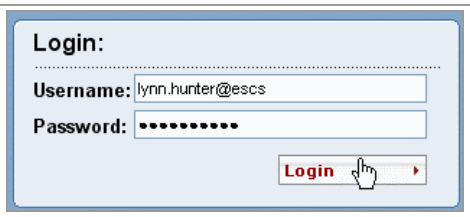
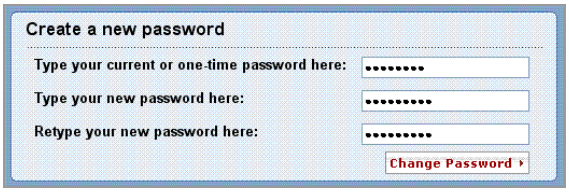
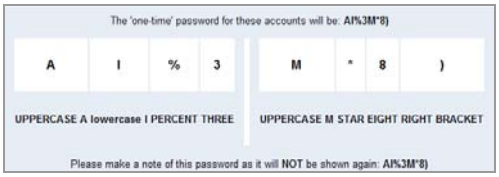
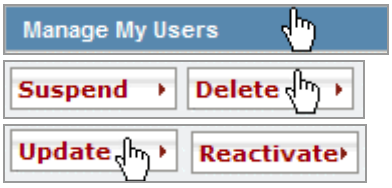
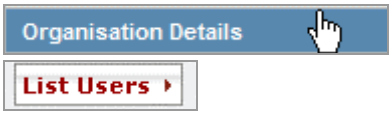
Display the Webmail screen Click in the **Address Bar** of the browser and type **www.cjsm.net**.	
Make an application to join CJSM At the **Login** Screen, click the **Apply Now** ▸ button and complete the series of forms. Submit the application to CJIT.	
Log in The **Username:** is your first name then your last name followed by an @ and the short name or acronym of your organisation. The **Password:** should contain a minimum of ten characters Three consecutive wrong logins locks you out.	
Set a new password The password must be changed every **90** days. It must also be changed after a user has forgotten their details. Passwords must contain three of the following four types of character: a capital, a lower case letter, a number and a punctuation character (but not **£ . , / \ < > = + -** or _). It should not contain a user's real name or the word password	
New passwords and IDs A new ID comprises **firstname.lastname@organisation**. The password is system generated. The ID and password should be sent to a new user by post.	
Add or remove an administrator End users in a either parent or any sub-organisation can be promoted to administrators permanently or temporarily. From the **Menu bar**, click **Assign Roles**. Select the person and click the **Confirm** or the Remove button.	
Change a user's status or details All status changes for end users can be performed from the same screen. The status actions include **Delete**, **Undelete**, **Suspend**, **Reactivate** and **Update Details**. From the **Menu bar**, click **Manage My Users**. Select the user's name and in the **Person Details** screen, click the action button required.	
Reactivate a password Passwords are locked after three mistyped logins. If the user knows the password and wants to keep it, it can be reactivated. From the **Menu bar**, click **Manage My Users**. Select the user and click the **Reactive** ▸ button.	
Change a mailbox quota The capacity of a mailbox can be changed for valid business reasons. From the **Menu bar**, click **Manage My Users**. Select the user and click the **Quota** ▸ button.	
View all users in an organisation Ensure that the correct organisation is currently displayed. From the **Menu bar**, click **Organisation Details**. Click the **List Users** button.	

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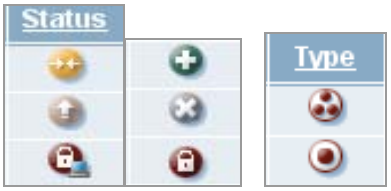
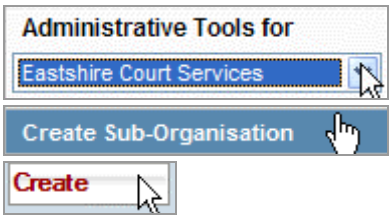
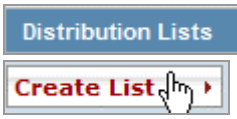
User Status and user Type There are six icons. ✚ - **active** user, 🡅 - **new** user, →← - **suspended** user, 🔒 - **locked** user, 🔒💻 - **locked** user who requires a **reset user** action, **X** - **deleted** user. ⊙ - single user, ⁂ - distribution list or mailbox group.	
Change an organisation's status or details All status changes for organisations can be performed from the same screen. The status actions include **Delete**, **Undelete**, **Suspend**, **Reactivate** and **Update**. From the **Menu bar**, click **Organisation Details**. Review all users before changing the status then click the action button required.	
Create a sub-organisation An organisation can be divided into sub-organisations for administrative purposes. All sub-organisations must share the same domain as the parent organisation. Ensure that the correct parent organisation is currently displayed. From the **Menu bar**, click **Create Sub-Organisation**. Enter the details and click the **Create** button.	
Create new user accounts End users can be added either individually or in bulk from a pre-created **.csv** file. From the **Menu bar**, click **Create Accounts**. Enter or retrieve the user(s) details and click the **Continue** button.	
Display and manage users in a sub-organisation Click the ▼ beside the **Administrative Tools for** drop-down list and click the required sub-organisation. Select a user and click the required action button.	
Export the directory Current directory data can be exported as a **.txt** file or an **.ldif** file. The data can then be used for other address books. From the **Menu bar**, display the organisation and click **Directory Export**. Click the required action button and save the file.	
Create a distribution list From the **Menu bar**, click **Distribution Lists**. Click the **Create List** ▸ button. Name the list and assign members then click the second **Create List** button.	
Create a group mailbox From the **Menu bar**, click **Group Mailboxes**. Click the **Create Group Mailbox** ▸ button. Name the list and assign members then click the **Create** button.	
Use a group mailbox Any group mailbox that a person belongs to are displayed in the **Current mailbox:** list in the mail screens. Click another item in the list to display the contents of that mailbox.	
Log out To avoid compromises in security, always log out when **Webmail** is unattended. Logout will happen automatically after **25 minutes**. Click the **Logout** button.	

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