



VRMA is a tool designed by Infinity AccessNET for managing your company's email environment.

VRMA places control over the tasks of adding new mailboxes, deleting mailboxes, and forwarding mail directly into your hands. All you will need is a browser capable of SSL sessions.

PLANNING

Note: If your VMRA configuration manages multiple domains, leaving "*@domain.com*" off the email address will allow mail sent to the username at any of the domains to flow to that mailbox. If you wish to restrict mail to a user at a specific domain, include the domain name in the email address.

Some planning is required before adding mailboxes to your email environment. As your company grows, managing the email environment will be easier if you have a naming scheme. Following a naming scheme also makes it easier for everyone inside and outside your organization to address mail. Here are some examples using the name John M. Doe:

john.doe@domain.com
jdoe@domain.com
johnd@domain.com
jmd@domain.com
jmdoe@domain.com

Your naming scheme should produce a unique address for each mailbox, and should use names short enough to minimize typographical errors. If you do not use the last name, using the middle initial in the address will minimize conflicts when two users with the same first name exist in the same domain.

See the attached VRMA mailbox planning sheet to use as a template for your mailbox planning process.

It is considered a good practice to have all of the email addresses in your organization follow the same pattern. So, if you choose first initial and last name, have all of the email addresses that are used by individuals follow that pattern. For example, have bsmith@domain.com , jdoe@domain.com as your email address standard and avoid mixing patterns if possible.

LAUNCHING VRMA

Address your web browser to: <https://secure.iaxs.net/support/vrma> Don't forget the "s" after http. Before the page loads, you will see a dialog box asking for your username and password. Successfully entering the username and password brings you to the VRMA page:



Mailbox: Description:

Password: Email Address:

Verify Password:

Quota (in MB):

Hard Quota:

[VRMA DOCUMENTATION](#)

DOMAINS: domain1.com, domain2.com, domain3.com

	ALLOCATED	MAX	FREE
MAILBOXES	14	20	6
QUOTA	39 MB	600 MB	561 MB

IMPORTANT: Your browser will likely remember your username and password within a browsing session. We highly recommend closing your browser after a session to prevent someone from accessing your mail administration by launching the VRMA site from your list of recently visited sites.

"DOMAINS" shows all domains for which you are authorized to manage email. If needed, your VRMA configuration can be set up to manage multiple domains using one username/password combination.

"MAX MAILBOXES" shows the number of mailboxes allowed under your present account level and how many are allocated. Additional mailboxes can be purchased at any time. The number of email addresses is not limited.

"QUOTA" shows, in megabytes, the maximum, free and allocated disk space for this account. Forwards are not affected by Quota.

TO ADD A MAILBOX

To add a mailbox, fill in the six fields marked:

"Mailbox" – Mailbox names may only contain letters, numbers, and the dot, dash, and underscore characters.

"Description" – Helpful to define the user (optional).

"Password" & "Verify Password" (optional) – Passwords are case sensitive, and must:

- Be at least three characters in length.
- Should not be a word found in the dictionary.
- Should not be the same as the mailbox name.
- Should contain at least one alpha character.

We do not recommend using birth dates, names or phone numbers as these are easily guessed.

"Quota" - The amount of disk space, in megabytes, that can be used by this mailbox. This will default to a value based on the site quota and mailbox limit, but can be changed. If 'hard quota' is selected, then the mailbox cannot ever grow beyond this size. If 'hard quota' is not



selected, and the VRMA setup has available unallocated space, then the mailbox is permitted to auto-allocate more disk space. Messages for this mailbox that exceed the quota will not be delivered! Delivery notifications will be sent to the sender only if the original message was directed to a single mailbox (i.e. not a distribution list).

"Email Address" (optional) – Email Address field can be left blank. If it is, email address will be entered same as the Mailbox and will work for all domains listed in Domains. If you enter the full email address, it will only work for the addresses you enter.

After entering the info above click the Add button to create the mailbox. Watch for warning messages at the top of the page. It will let you know if something went wrong when creating the mailbox, or show you the automatically generated password if you did not specify one. Be sure to record this somewhere. It will be needed when using the mailbox.

TO CHANGE AN EXISTING MAILBOX

Existing mailboxes appear in the grid below in the VRMA Admin screen (the list will be empty the first time you visit VRMA). These can be deleted or modified by clicking the corresponding button. If you wish to delete a mailbox, you will be prompted to select a location to forward any existing mail contained in the mailbox. If you do not select a forwarding mailbox location, any mail in the deleted mailbox will be lost. You can not forward the email to a forwarded mailbox. It has to be a regular mailbox.

EMAIL ADDRESS

We recommend creating a mailbox with the name of the user, and then specifying any additional generic email addresses that should go into that person's mailbox. For example, you could create a mailbox named "johndoe", and in the "Email Address" box type "johndoe", "john.doe", and "tech". All mail addressed to either johnsoe, john.doe or tech will then be sent to John Doe's mailbox. Multiple email addresses must be separated by return, a space, or a comma.

The "Description" field is optional and is useful for entering the full real name of the mailbox owner or other description for the mailbox. Since this field is used for reference only and is not used in processing email, you may use it for whatever you wish.

***, #, and !**

The * and # characters have special significance as an email address. When you use just "*" as an email address, any incoming email that does not match an existing email address will be placed in this mailbox. When you use just "#" as an email address, any incoming email that does not match an address in the Email Address column is delivered to this mailbox, however, it is also returned to the sender as undeliverable. (This is similar to a postmaster designation).

Any mailbox name that begins with ! will not be a POP3 mailbox, but rather email destined to the mailbox will be forwarded to the email address after the ! in the mailbox field. The ! is not used in the Email Address field, but only in the Mailbox field to allow forwarding.



EXAMPLE VRMA SETUP - SINGLE DOMAIN

DOMAINS: example.com

<u>Mailbox</u>	<u>Email Address</u>
bberners	bberners, info, postmaster, #
dlee	dlee, sales
jschmidt	jschmidt, sales
ngrams	ngrams
njackson	njackson
pkline	pkline
rstephen	rstephens, support

In this example, mail addressed to bberners@example.com, info@example.com, or postmaster@example.com, will go to the bberners mailbox. The bberners mailbox will also receive mail sent to any address at example.com that does not exist, and the sender of that mail will be notified that the mail was undeliverable. Mail addressed to sales@example.com goes to both dlee and jschmidt. Mail addressed to support@example.com goes to rstephen.

EXAMPLE VRMA SETUP - MULTIPLE DOMAINS

"@domain.com" only needs to be used in the email address when your VRMA setup manages multiple domains, and you want to restrict the flow of a user's mail to a specific domain or domains among those in the VRMA setup.

DOMAINS: abc.com, 123.com, xyz.com

<u>Mailbox</u>	<u>Email Address</u>
jdoe	jdoe, support, *
msmith	msmith@xyz.com
hjones	hjones@abc.com, hjones@123.com
abach	abach, sales, info
ccarlson	ccarlson@123.com
ldennis@overthere.com	dfink@123.com

In this example, mail addressed to jdoe@abc.com, jdoe@123.com, jdoe@xyz.com, support@abc.com, support@123.com, and support@xyz.com will all go to the jdoe mailbox. Mail addressed to any mailbox that does not exist at any of the three domains will also go to jdoe but the sender of that mail will not be notified that the mail was undeliverable as addressed. msmith will only receive mail addressed to msmith@xyz.com. hjones will receive mail addressed to hjones@abc.com or hjones@123.com (but not hjones@xyz.com). abach will receive mail addressed to abach@abc.com, abach@123.com, abach@xyz.com, sales@abc.com, sales@123.com, sales@xyz.com, info@abc.com, info@123.com, and info@xyz.com (lucky abach!). ccarlson will receive only mail addressed to ccarlson@123.com. Any mail sent to dfink@123.com will be forwarded to dennis@overthere.com, completely outside of the mail server that is handling email for the domains listed above.



VRMA Setup Operational:
Date _____ By _____



VRMA Mailbox Planning Sheet

CUSTOMER _____ CUST # _____ DATE _____

Authorized Customer Contact Person(s) _____

VRMA Control User _____ #Paid Mailboxes _____

Domain Name(s) _____

-Mailbox-	-Mailbox- -Password-	-Quota/ Hard- -in MB/(Y/N)-	-Description-	-Email Address(s)-
<i>lower case</i> <small>(everything before @ sign)</small>	<i>lower case</i> <small>(Numbers OK)</small>		<i>Upper & lower case</i> <small>(This is for your convenience.)</small>	<i>lower case</i> <small>(One or more email addresses that feed this mailbox)</small>
01 _____	_____	(Y/N) _____	_____	_____
02 _____	_____	(Y/N) _____	_____	_____
03 _____	_____	(Y/N) _____	_____	_____
04 _____	_____	(Y/N) _____	_____	_____
05 _____	_____	(Y/N) _____	_____	_____
06 _____	_____	(Y/N) _____	_____	_____
07 _____	_____	(Y/N) _____	_____	_____
08 _____	_____	(Y/N) _____	_____	_____
09 _____	_____	(Y/N) _____	_____	_____
10 _____	_____	(Y/N) _____	_____	_____
11 _____	_____	(Y/N) _____	_____	_____
12 _____	_____	(Y/N) _____	_____	_____
13 _____	_____	(Y/N) _____	_____	_____
14 _____	_____	(Y/N) _____	_____	_____
15 _____	_____	(Y/N) _____	_____	_____
16 _____	_____	(Y/N) _____	_____	_____
17 _____	_____	(Y/N) _____	_____	_____
18 _____	_____	(Y/N) _____	_____	_____
19 _____	_____	(Y/N) _____	_____	_____
20 _____	_____	(Y/N) _____	_____	_____