Town of Vienna E-Mail Help Sheet for Staff
Updated 2-3-2011

Please keep these instructions, as it includes your e-mail address and user name and password for e-mail should you choose to access e-mail away from work webmail via a browser. This instruction sheet covers how the spam filter works also. We also will be happy to show you how the various functions work at your desk or at the IT office. You can reach us at it@viennava.gov or 703-255-6364

The e-mail address for all staff users is: First initial and last name (all one word) **@viennava.gov**
So, for example, if your name was John Q. Avery, your new email address would be
javery@viennava.gov .

Your new email address is: _____@viennava.gov
User name is: _____
Password is: _____ (keep this a secret, do not share)

Our email system has many useful features, such as:

Spam Management (watch for a daily e-mail now that contains a list of e-mail blocked to you)
Centralized address book – called the Global Address List of GAL
Easy to setup out-of-office alerts
Sharing of calendars
Scheduling of meetings through use of meeting notices
Public Folders for frequently used documents
Web Access to email from home or away, also called Outlook Web Access or OWA
GFI Mail Archiver is a tool that allows us to bring back old or deleted e-mail for FOIA needs.

We have noticed that with AOL and Yahoo recipients, our emails are ending up the recipient's SPAM or BULK folder. If you get a call from someone saying that they didn't get their email, ask them to check their spam settings and folder.

Some important reminders about using Town issued email:

Accessing Town e-mail from home or on the road the Town's e-mail regulations still apply and these communications should be treated the same.

The Town owns your e-mail address and thus can review the messages (with attachments) sent and received, thus avoid using your Town e-mail for personal communications. E-mail can be archived, thus it is possible to recreate e-mail sent in or out from the Town's system, even if you did delete your e-mail when you received it. E-mail is subject to freedom of information act requirements.

The use of e-mail has become common and is often the preferred mode of communication between Town employees, and between employees and the public. Town employees should always keep in mind that under the Virginia Freedom of Information Act (FOIA), government records, **including e-mail**, must be made available to citizens and the news media unless specifically exempt under the law (such as personnel records, security systems, certain engineering and contract information, etc.). Just as a letter

sent via U.S. Mail would be a public record under FOIA, so would that same communication sent via e-mail. FOIA requires that public records must be open to inspection and copying. Therefore, an e-mail relating to public business would be accessible just like any other public record, and may be withheld from public disclosure only if a particular exemption applies to the content of the e-mail.

E-mail is often used as a substitute for a telephone call, and can be quite informal. However, e-mail creates a record of that communication that must be made available upon request to the public under

FOIA. Consider the consequence of using e-mail instead of the telephone — it may not be in your best interest to be as informal in an e-mail as you are on the phone. Before hitting the "send" key, ask yourself, "Would I want to read this e-mail in tomorrow's newspaper?"

Town employees should not commingle personal and official e-mails. If you must send jokes, cute puppy pictures, and other personal information, do so from your own private e-mail account. Also, it is not a good idea to discuss personal and official business in the same e-mail.

The Town owns your e-mail address and thus can review the messages (with attachments) sent and received, thus avoid using your Town e-mail for personal communications. E-mail can be archived, thus it is possible to recreate e-mail sent in or out from the Town's system, even if you did delete your e-mail when you received it. E-mail is subject to freedom of information act requirements.

Be polite. To both citizens and staff, use the utmost in best manners (no foul language) and take care in constructing your message to avoid any misunderstandings. Is the person not responding to your e-mail because it is not clear they must?   Are they on vacation or sick? Check the spam filter for missed messages, they might have changed their e-mail address and thus it ended up in the spam junk bin.

There is a tendency with e-mail to hit the "delete" key as soon as you are finished with a particular message. Even though the message may seem like it is deleted, it can still be recovered from the server. An archiving process is being setup, and it is still under discussion how long the archived emails will be held.

= = = = =

Spam Management (instead of the filtering taking place at your PC, it now takes place on a server, the server sends you a single e-mail every 4 hours of e-mail it believes is spam. **Junk mail that has not been unjunked will be deleted after 15 days**)

One of the new features that you will notice immediately is that spam messages are filtered out, and you are alerted to them every four hours. Below is an example of the spam alerts that you will receive via an e-mail message. You need to make sure that you check these because "real" emails will occasionally be caught by the spam filter. The spam filter isn't perfect. (just like males) If you see a real email in this list, click the "Unjunk" link, and the email will be delivered to you. Once you unjunk a message, all future messages from that user will NOT be blocked.
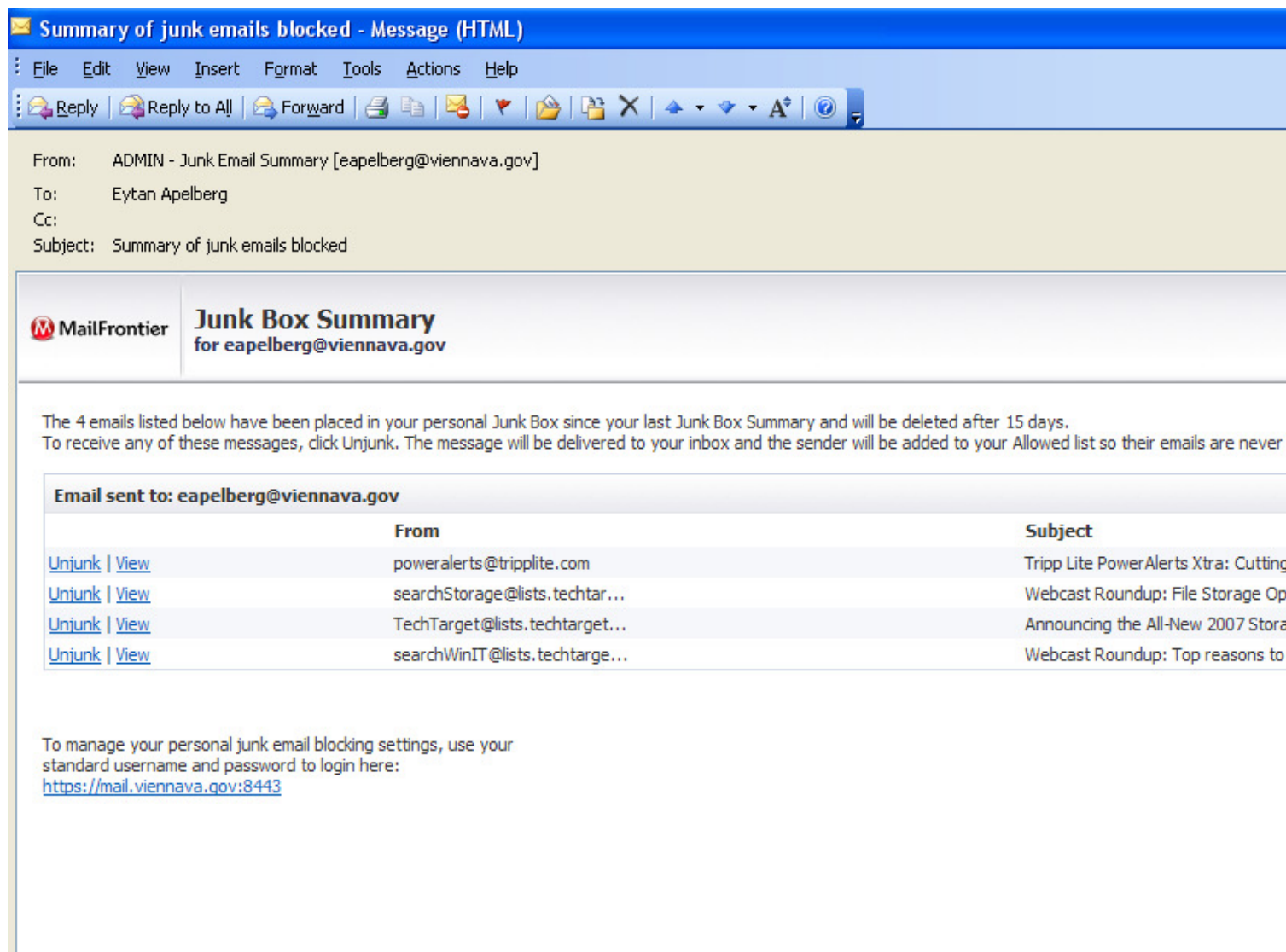
How to Help the Spam Filter Do Its Job

If, for some reason, some junk email ends up getting through to your inbox, just go ahead and forward it to: **abuse@mail.viennava.gov**. This will help in fighting future spam and help the filter learn the difference between a real email and spam.

Also, if a real email accidentally gets spammed, forward that email to ***goodemail@mail.viennava.gov,*** and the spam filter will be alerted that it made a mistake.

Can't Unjunk?
On a rare occasion, you may come across an email that cannot be unjunked. If that happens, call or e-mail us in IT and we will unjunk it for you.
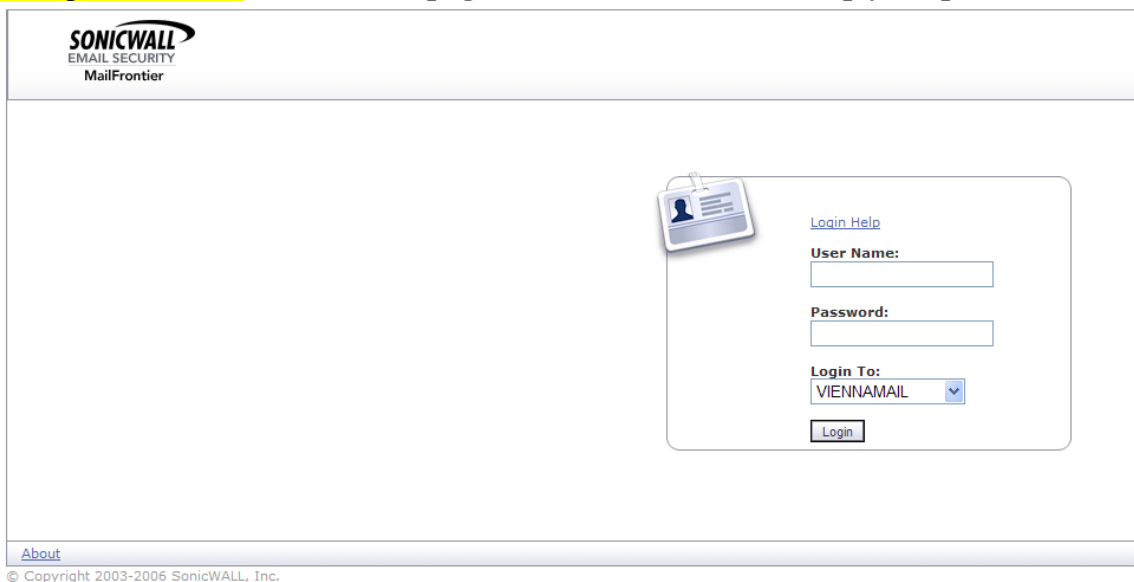
Spam Filter

If you ever want to see your spam box to unjunk any messages, you can log into it. You may want to do this if you're expecting an important email message, you think it might be blocked, and you don't want to wait the four hours until your next spam alert. To access your spam box, open up Internet Explorer and go to the following address:

https://mail.viennava.gov:8443   (Onsite staff, this has also been made a favorite for you, called "Spam Management".)

You may receive an error message, such as: "There is a problem with this website's security certificate." If you receive this error message, ignore it, and continue onto the website. The screen should look like below, although it may look somewhat different (because each computer has different monitor settings, etc.).

Your username* is: ____**See first page** _____   Use this format: v**iennamail/username**
Your password is**:** ____**See first page** _____   **(Keep your password a secret)**

*For some users you may need to enter your username using the "viennamail/" in front of it and password and click "Login". Such as viennamail/smithj

Upon successful entry of user name and password you should then see a screen like below. If you want to unjunk any messages, click the box to the left of them, and click the "Unjunk" button. Note that items in the junk box will be deleted after 15 days.
Click "Sign off" once you are done.

SONICWALL
EMAIL SECURITY
MailFrontier

Sign off **kisnerm**

Junk Box
Items in the Junk Box will be deleted after **15 days**

Check All	Uncheck All	Delete	Unjunk

From	Threat	Category	Subject
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino
☐ d71s_test209@hotmail.com	*Spam	Gambling	Comments/Suggestions from online casino

How to Manage Allowed / Blocked Sender Lists Directly via the browser tool

Logged onto the spam filter directly. Your screen should look like below:
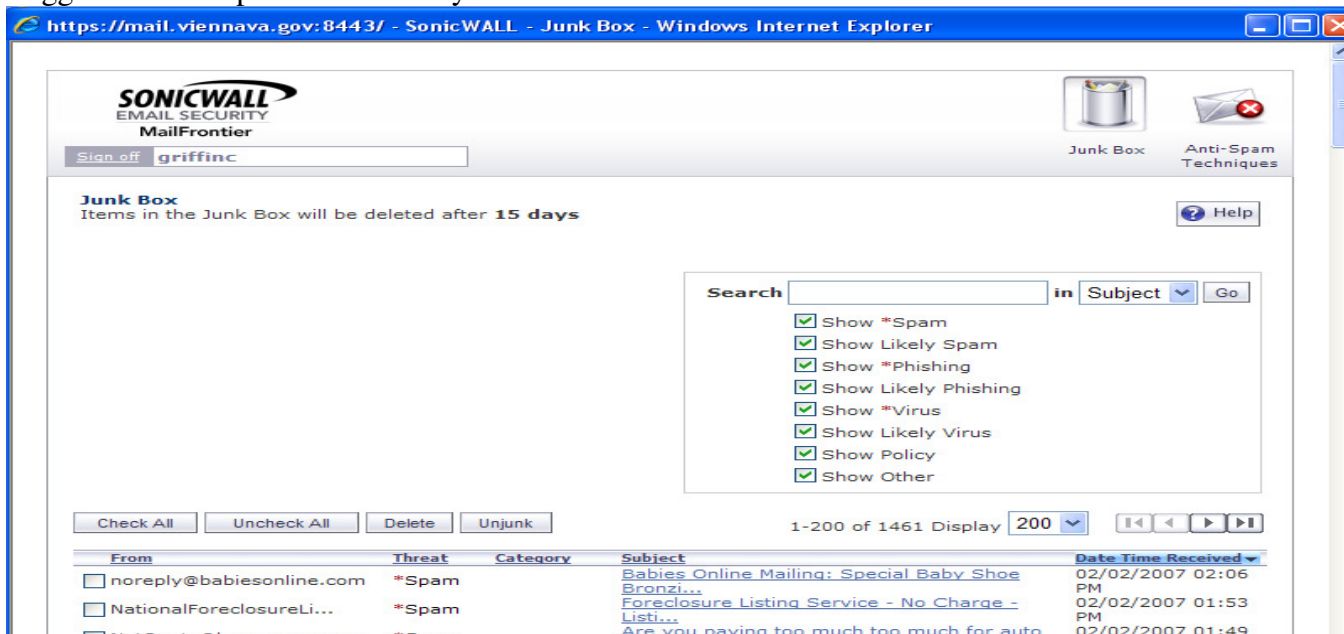
Click on the "Anti-Spam Techniques" Icon in the upper-right corner.
You will see the following screen:
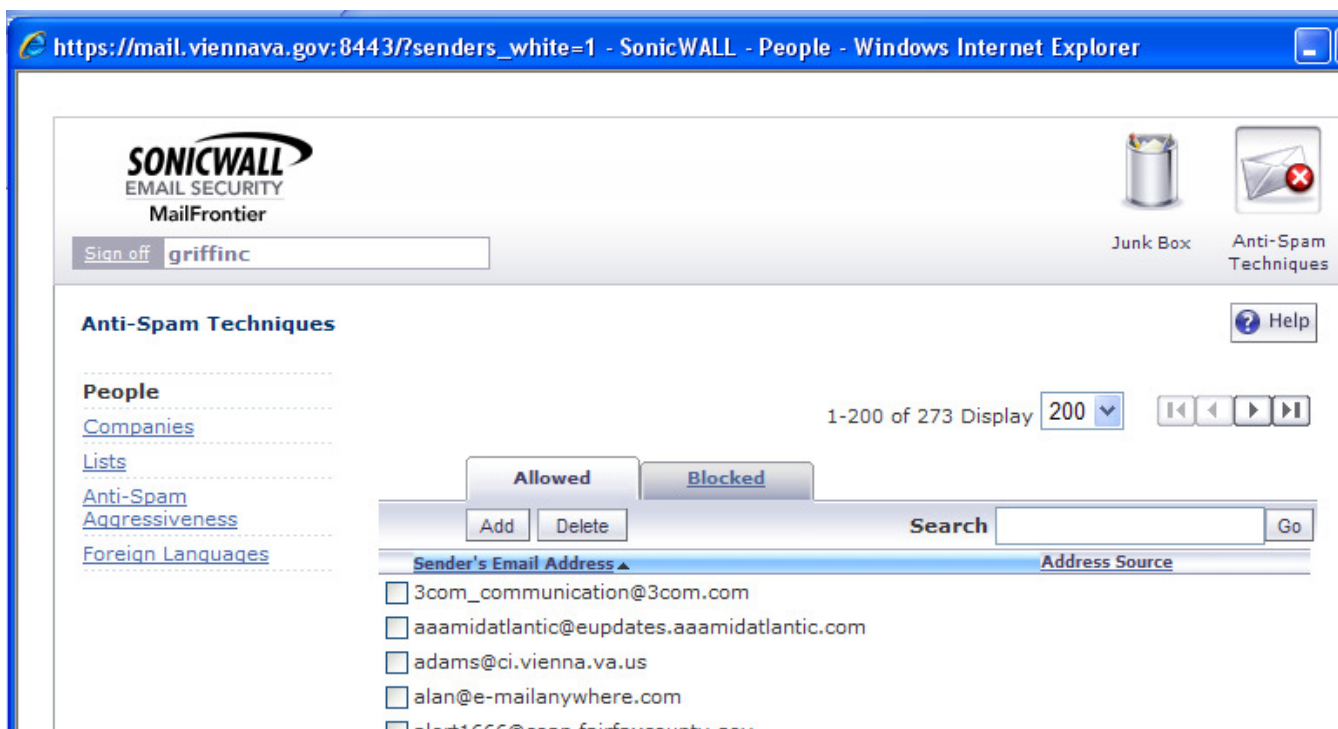
Use the "Add" or "Delete" buttons to either add or delete people from your allowed or blocked lists.
This feature can be useful for when you accidentally unjunk a spam message, and then need to remove it
from your allowed list.

How to Access Town Email from home or on the road
(Also called Web based e-mail or Webmail or OWA)

To access email from home, go to the following website, note the "S" in the httpS of the following address:

https://webmail.viennava.gov/exchange

You may receive an error message that says something like, "There is a problem with this website's security certificate". If you get this error message, ignore it, and continue onto the website.
You will then be prompted for your username and password, like the example below.

You will need to enter your login as <yourloginID> as seen above. For most of you that will be lastname + first initial – exceptions to this will be people that share the same last name and first initial of someone else – in that case your login may be lastname + first initial + middle initial. For you, the correct username and password is as follows:

Your username is**:   __see the first page____   (for most the "viennamail/username" here is not necessary)**
Your password is**:   __see the first page, same password____**

You may receive an error message, such as: "There is a problem with this website's security certificate." If you receive this error message, ignore it, and continue onto the website

On the next page is a screen shot of how it should look.

Outlook Web Access or Webmail continued.

If everything goes correctly you will get into your web mail screen and be able to view and send mail. (Although your screen may look a little different due to differences in monitor/computer settings.) This screen is very similar to the full blown version of Outlook. What you see here is exactly the same as the email messages that you see at work, and the same will still be present when you return to work. However if you permanently delete any messages, you will not see those in Outlook on your work computer when you return to work

How to Set the Out of Office (I'm on vacation, sick, or taking a sabbatical) Notification

The Out of Office notification, or Vacation Message, allows you to send a standard reply to any email that you have received from another user. This is a handy way of letting people know you're away from the office.

To set this up through Outlook, go to the '**Tools**' Menu and select '**Out of Office Assistant...**' from the list. Then click the button next to 'I am currently Out of the Office', and write your vacation message underneath. Good form says, be sure to state a phone number or alternative e-mail address that citizens and staff could use to contact someone while you are out.


NOTE: Setting the vacation message will set the rule on the server side. This means that your computer **does not have to be on** for recipients to receive the message. We IT folk like to conserve energy and extend the computer's life, so at nights, on weekends, and while on vacation shut your computer off (very few exceptions to this rule).

Make sure to turn the "away" message off once you return. Hint: Outlook will also remind you that away message is on, once you start to use the work computer when you return form vacation.

How to Create an Email Signature (your contact info at the bottom of an email)

While in Outlook, click on the '**Tools**' menu and select '**Options**' from the list.
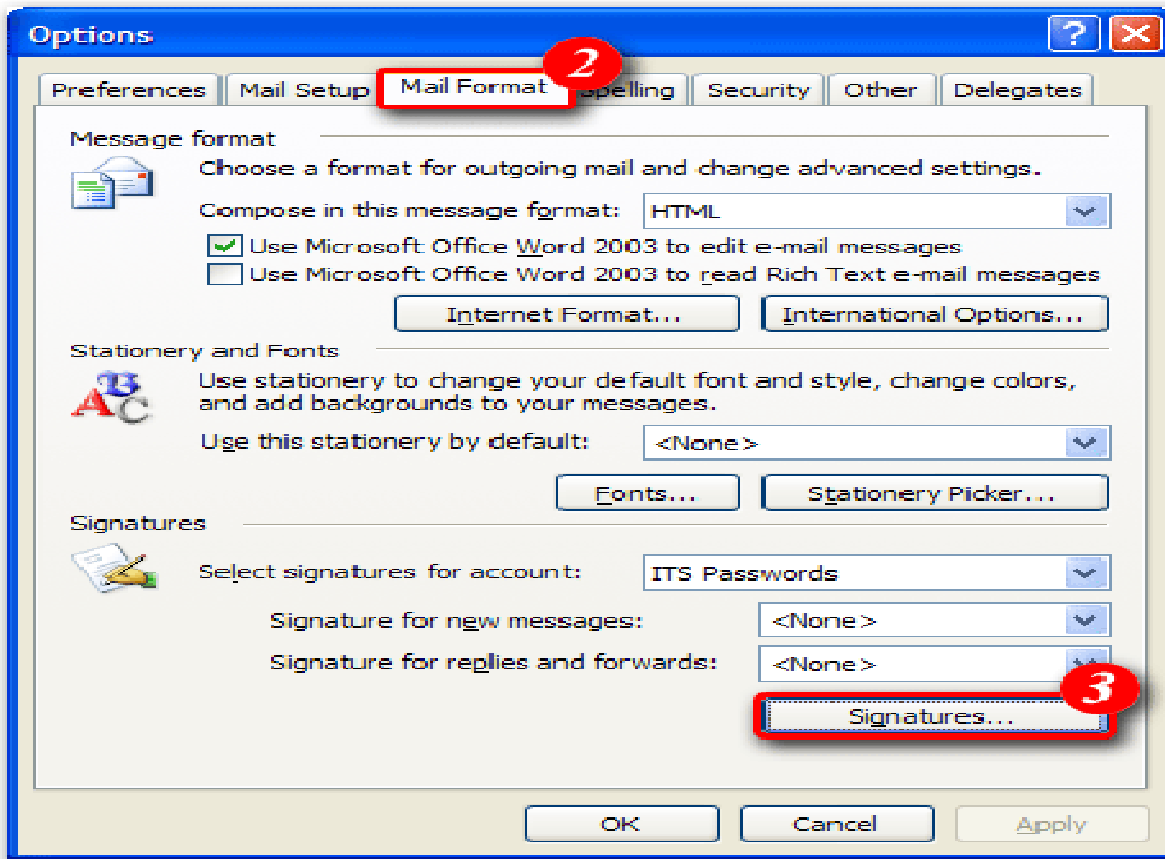
- Select the '**Mail Format**' tab   • Click on the [**Signatures...**] button to
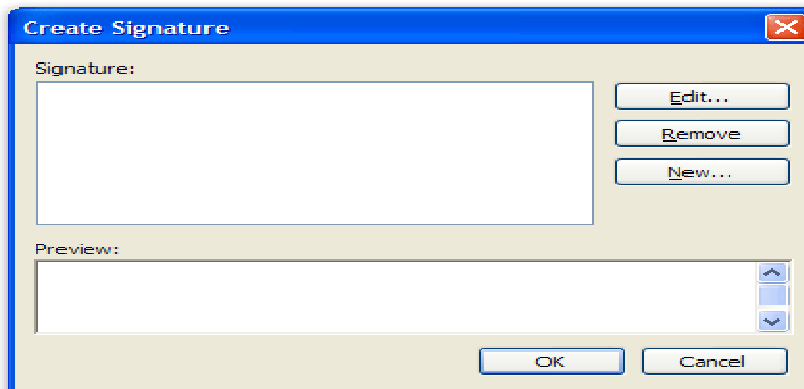
continue.   • You can now add in your
signature by pressing the [**New...**] button or you can click the [**Edit...**] button if you are not happy with
the signature you have created.

Global Address List / Sending Group Email

One of the advantages of using Exchange (instead of our old email system) is that all users now have access to a Global Address list, which is automatically updated with everyone's email addresses.

You can find the Global Address List by going to your address book in Outlook, and choosing Global Address List from the drop down (see image below).

In the list, there are also groups listed. If you wanted to send a email to everyone at the PD, you would send an email to "PD Users". For other Town employees, it's "TownUsers". To send an email to all town employees, you would send an email to both "PD Users", and "TownUsers". Or better yet for **all** employees at once to receive your e-mail use**: #All Users**

You can also still access your old contact lists by choosing them from the dropdown menu.
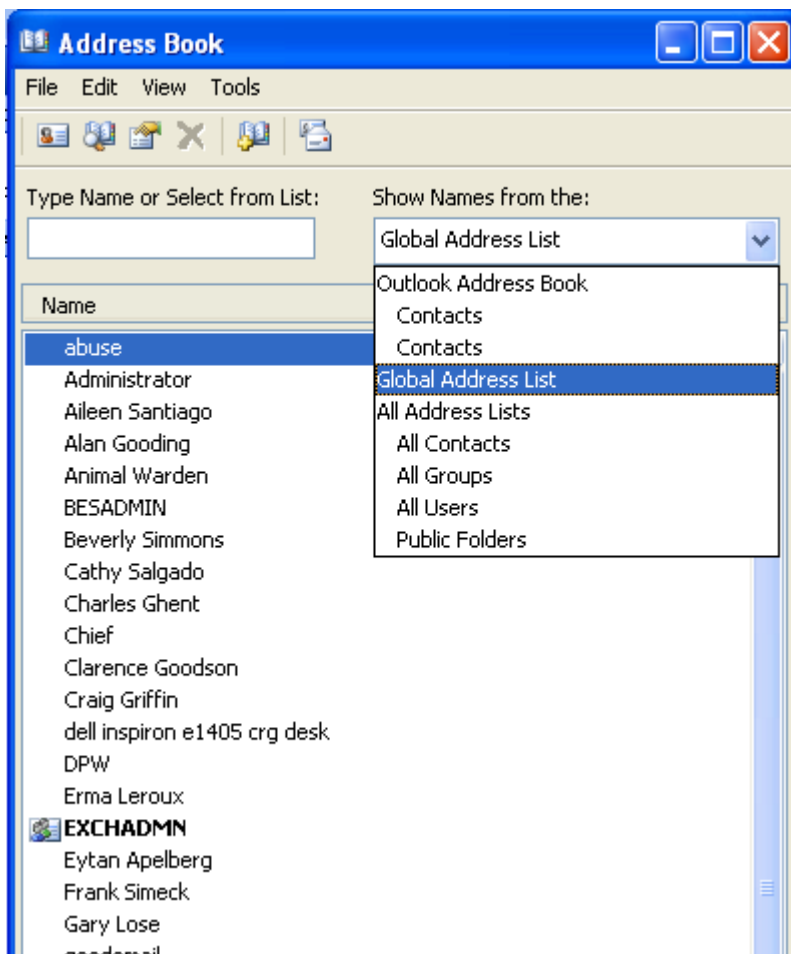
Lost Connection / Email Down

Sometimes you might receive a lost connection error message. This basically means that your connection to the server is down. It would look as follows:
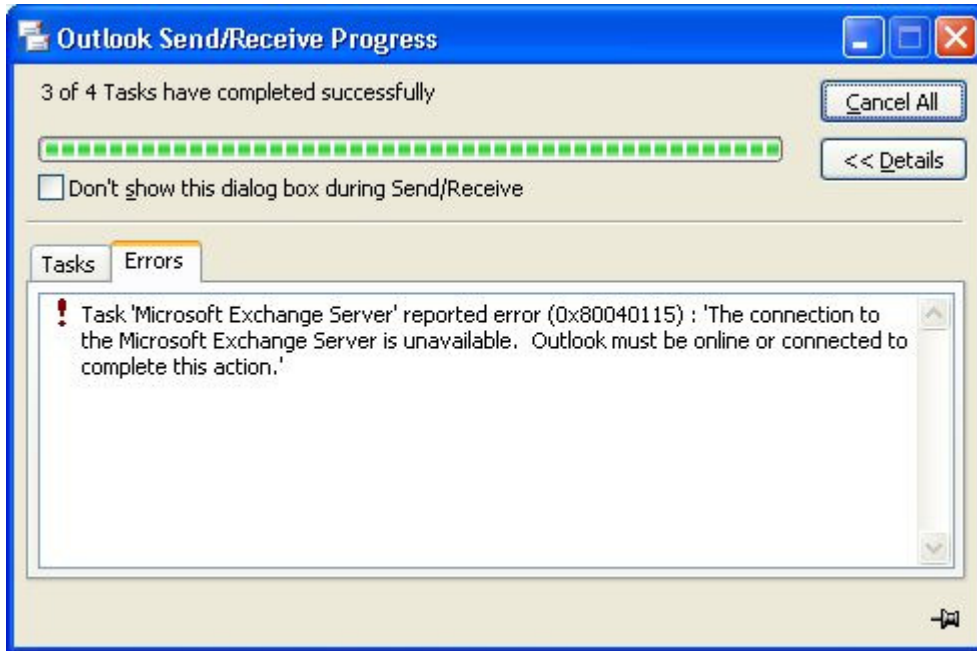
Who should I contact when there is trouble with e-mail retrieval? I can't get a connection to same.

We do anticipate outages on occasion because of server maintenance, power outages, equipment failure, vendor connection problems, and even human error. Charlie Ghent is the primary administrator of the e-mail and spam servers, the e-mail equipment is located at the Police Dept.. But first start with contacting Eytan and Craig for troubleshooting assistance, we will contact Charlie as needed. In addition we will try to give you prior notice of any e-mail server downtime.

Internet and e-mail service is down and confirmed by IT, now what are my options?

At Town Hall we have several emergency auxiliary DSL computers that can get you to the Internet during a problem on the internal Town network. This probably will not help you with getting your normal e-mail, but for some this can be a very nice convenience by giving them a connection to the Internet and use of a generic (shared) e-mail address during the outage. Such as payroll might use same for moving bank funds or perhaps purchasing may need to order an emergency ice-sculpture.

================
Remember that you can also use the employee directory at the staff resource (Intranet) page to email people: http://tov/info/directory.aspx
Just click on the yellow envelope to the left of each employee's name.