Introduction

CAMRA hosts an email service hosted on the Plesk Server for the use of CAMRA Branches, Regions and Events such that those entities can have "corporate" style branded email addresses ending with "@camra.org.uk". Such addresses are configured within sub-domains and will typically take the form of: **branch.camra.org.uk** – the management of these sub-domain email services (setting up email addresses) are completely the responsibility of the assigned owner(s). Owner(s) are free to configure the service (within the provided functionality) to suit their own needs.

These documents are intended to be a simple step by step guide to assist the "owner(s)" of such a sub-domain to configure email accounts and also to provide instructions to email account holders on how to access the CAMRA role email box from their own PC.

This document assumes that the "owner" has received their sub-domain account identity and password from CAMRA IT support.

This document is a derivative of detailed instructions of how to configure Email programs set up instructions originally written by Andy Shaw and updated by Graeme Halls & Alex Presland. It is hoped that this document should provide a comprehensive guide to configuring all aspects of the Plesk Email service, though for all further questions users may have should be directed to support@plesk.camra.org.uk.

How it works in simple terms

At a detailed level, how an email service works is fairly complex, however the principles are simple. The diagram below illustrates in simple terms what the Plesk service provides for CAMRA branches. A few simple concepts will assist in understanding how to use the options available to you.

Email addresses have the form: **recipient@postroom** – the **@postroom** part of the address is provided for you, for example **@halton.camra.org.uk** – this tells the world where to route email to. You have to define what the **@postroom** will do for each of the **recipient(s)** – this is determined by how you configure email addresses.

Essentially **@postroom** can do any of the following with an in-bound message (email) sent to **recipient**

1. Put it into the INBOX if **recipient** is defined locally
2. Put it into another's INBOX if **recipient** is an alias
3. Forward it to a different **@postroom** if **recipient** is defined as being elsewhere (known as email forwarding)
4. Ignore it / reject it if **recipient** does not exist

In the case of #1 & #2 above, users will need to either use the WEBMAIL service (via a standard Web Browser) or an email application on their PC, SmartPhone or Tablet (such as Outlook, Mac Mail, iPhone Mail) to access their CAMRA email. In the case of #3, they can access their CAMRA email in the same place as they do to access their private email.
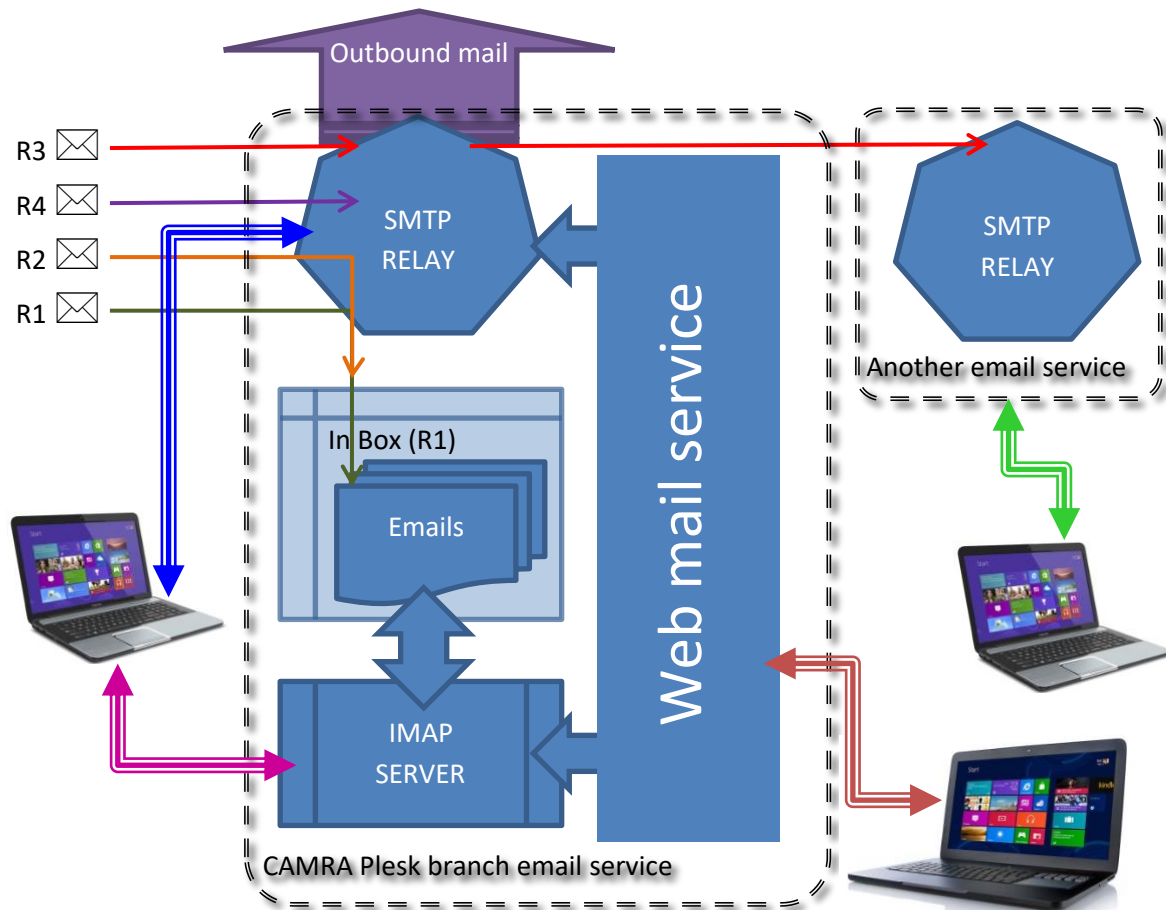
The above diagram illustrates the basic principles of the CAMRA email service configuration and the various ways that it can be accessed by users. The Plesk email service is a combination of a number of services which work together to provide the email functionality – users connect directly to these services to access email. The emails (documented with R1-R4) match the emails described above, the computer on the left illustrates an IMAP (or POP3) / SMTP connectivity, and those on the right show webmail access or access via some other pre-existing internet connection.

- INBOX – this is a storage system where all emails are kept
- IMAP SERVER – this is service which provides access to the inbox storage system
- SMTP SERVER – this is also known as the message relay service – it does the following things
  - o Accepts local email message submission from WEBMAIL and attached email applications
  - o Sends email out (or onwards – relays) to other email post room services
  - o Receives email messages from other post rooms and determines if they should be processed locally

- WEBMAIL SERVICE – provides a web browser interface to the CAMRA email service – it 'fronts the access to the email inbox and to the email relay service

Define an email address in Plesk

The CAMRA Plesk email service offers a number of very useful functions which are not overly common; these features present a number of options which need to be considered before creating an email address.

It is recommended that Branch Officer Email accounts are entitled by the role, not the name of the individual role holder. This is the practice adopted by most CAMRA branches, and described hereon in. Some branches though, might adopt a different approach.

This approach avoids people needing to know who holds the role and their email address, especially when the role holder changes. For example, branches should use chairman@branch.camra.org.uk rather than fred.smith@branch.camra.org.uk.

A real email box or just an email forwarding address? The Plesk server allows email sent to addressee@branch.camra.org.uk to be forwarded to any other private email address such as addressee.private@gmail.com

Forwarding email addresses

Forwarding allows emails sent to the CAMRA email address, to be passed on to the role holder's own personal email address / service. This has the following Pros and Cons…

- Pros.
    - The user does not need to do anything to receive CAMRA emails sent to them
    - Emails will appear alongside their existing private email in their current configuration with no additional configuration is required
    - No storage space is used on CAMRA's email servers
- Cons.
    - All replies to emails will be from the role holder's PRIVATE email address, thereby potentially confusing the correspondent and directly exposing the role holder's PRIVATE email address
    - Most email applications will allow users to configure a feature known as "send as an alias". However, this feature can often be fiddly to set up but, the email will still appear as FROM: addressee.private@gmail.com ON BEHALF OF role@branch.camra.org.uk, thus still exposing the users private email address.
    - If the role holder changes, the forwarding address will need to be changed
    - All emails – received and sent – remain in the individual's private email service, even after the user has left the Branch
    - An ex-role holder who has configured "send as an alias" could continue to send out-bound correspondence even after they have left the Branch which might appear to have come from the current role holder thus causing more confusion.

Real email addresses

"Real" email boxes can be accessed individually just the same as any other email service. Again there are Pros and Cons…

- Pros
  - The role holder's PRIVATE email address is kept completely hidden (away from) CAMRA communication / business
  - The CAMRA correspondence is kept separate from personal correspondence
  - When a role holder changes, previous correspondence on matters is immediately available to the new role holder
  - CAMRA's Plesk Server is automatically backed up should anything happen
  - The Plesk server has a number of volunteers to provide support.
  - Simply changing the email password will inhibit the old role holder from having continued access to the email content and service
- Cons
  - Users will have to explicitly access & configure the mailbox on their devices – some IT adverse people might find this a little difficult (NB: This guide should help address such matters)
  - Real mailboxes use CAMRA computer storage resources – good housekeeping is required to optimise performance and operational costs

Email forwarding can also be used alongside real email boxes, thereby facilitating temporary redirection of email whilst a role holder is on vacation, or to facilitate auto copying of inbound email to other branch members.

Alias email addresses

The Plesk server has another useful feature which some will find of value – aliases. These allow one email address to have multiple identities.

For example a small branch or committee might have the same person fulfilling the roles of MEMBERSHIP SEC (MS) and YOUNG PERSONS REP (YPR). In this situation, one could set up membership.sec@branch.camra.org.uk as a real email box and add an alias of youngpersons.rep@branch.camra.org.uk – this results in email sent to YPR being received by / in the MS mailbox. Thereby one person fulfilling several roles does not need to 'manage' multiple CAMRA mailboxes.

Use the "Email Aliases" tab to add an alias to any email address (real or forwarding).

Email Mailing Lists

Should you wish to use Mailing Lists, please contact the Plesk Support Team for further assistance.
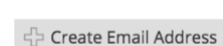
Set up an email address in Plesk:

It is assumed that you have received your user name and password for the Plesk service administration panel from the Plesk Support Team. If this has not been received, please contact us.

- Login to your Plesk account at - https://plesk.camra.org.uk:8443
- Select the "Email Addresses" menu option
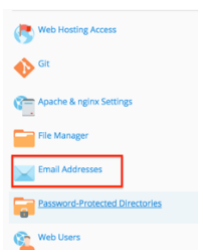
- Select "Create Email Address" menu option (button)

- Enter the email address: e.g. chairman / membership.sec / apple.rep (or preferred email address).

- Enter the preferred password. We suggest you use the 'Generate' button to allow the system to generate a secure password. To view the generated password, simply click 'Show'. This can now be sent to the recipient.
- Uncheck Access to the Control Panel'. Console Access is not required for email users.

If you want a simple <u>forwarding email address</u>, then in the "Create Email Address" form:

- Uncheck the "Mailbox" option
- Select the Forwarding tab and select 'Switch On Mail Forwarding'

- Enter the email address(s) to forward to in the box provided (for multiple recipients, enter one per line)
- If you want to add an alias use the "Email Aliases" tab
- Click on OK to save

If you want an <u>email address with an IMAP / PO3 mailbox</u>, then in the "Create Email Address" form:

- Enter a password to control access to the mailbox. We suggest you use the 'Generate' button to allow the system to generate a secure password. To view the generated password, simply click 'Show'. This can now be sent to the recipient.
- Leave the "Mailbox" tickbox checked
- Click on OK to save
- If you want to add an alias use the "Email Aliases" tab
- Advise the user of the access/connection details (see below)

The details of any existing email address can be modified at any point by clicking on the email address listed on the "Email Addresses" page.

WARNING: The 'i' icon and the 'envelope and letter' icon at the end of the "email address" entry DO NOT WORK or provide the correct information. PLEASE DO NOT USE these links, for they will only confuse you!

If you have set up a simple forwarding email address then there is nothing more to do; emails sent to address@branch.camra.org.uk will now appear in the user's own email service.

NB: in some circumstances it might not be possible to test FORWARDING email addresses by sending a test email to the forwarded address from the forwarded address.

If you have set up a 'real' email address / inbox you now need to pass the following information on to the user.

The following information is required by each user to configure an email account on their own device(s). The user specific *variable information related to the individual is in italics*, everything else is the same for all users.

Email address:	*role@branch*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	plesk.camra.org.uk (port 993 with SSL[2])
Receiving server (POP3)	plesk.camra.org.uk (port 995 with SSL)
Sending server (SMTP)	plesk.camra.org.uk (port 587 with TLS)
Role holder name	*The individual's name*
Email display name	*Role Branch* CAMRA (*Role holder*)

End user instructions for connecting to a CAMRA email inbox

A CAMRA owned email address has been set up for your use in the context of your CAMRA Branch Officer role. The use of a CAMRA email address as described below will allow you to receive *and send* emails in connection with the performance of your duties WITHOUT any necessity to disclose any private email address to others.

You can access the CAMRA mailbox as follows…

- Using a web browser…
  - You always have to be connected to the internet to read existing emails, to reply to them or to prepare a reply
  - All of your configuration information (name, email signatures etc.) are always available, no matter where you log on
  - You can change your password using the webmail interface
- Use your existing webmail service (e.g. Gmail, Outlook.com)
  - You should check the ability of such services to completely hide your PERSONAL otherwise such an approach completely negates the benefit of having been provided with a 'real' CAMRA email box

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[2] With some email clients the option "STARTTLS" might be available, in which case that option should be used in place of SSL / TLS for any of IMAP, POP3 or SMTP servers

- Use an email 'client' on any PC, MAC, SmartPhone or Tablet
  - Generally these allow you to configure either IMAP or POP3 connectivity to the CAMRA email box
  - POP3 was the original standard for connecting email clients to email servers
    - POP3 is now a very dated email protocol,
    - POP3 removes any received email from the server and only stores it on the client device when a device requests it
    - POP3 only stores sent emails on the client device
    - If the device is lost or damaged all email history might be lost
    - POP3 is not a good choice if one wants to access a mailbox from more than one device – it can cause difficulty in knowing where a particular email is stored
  - IMAP is a comparatively newer standard for connecting email clients to servers
    - IMAP is a much newer email protocol, specifically designed to deal with connection from multiple devices
    - IMAP is designed to leave the received emails on the server
    - IMAP also stores all SENT and DRAFT emails on the server
    - The user can also store emails in folders on the server, thus allowing for easy identification of particular types of email. This also allows the use of 'MailRules' to automatically move emails from a specific person or containing certain words to a folder.
    - IMAP is specifically designed to deal with connection from multiple devices. All devices all have the same view of Received, SENT and DRAFT emails, irrespective of which device received the email first or which device the email was sent from
    - Can also be used in conjunction with the WebMail service to allow the viewing of emails from a Web browser.

You should be in possession of the following information…

Email address:	*role@branch.camra.org.uk*
Password:	*As advised*
Receiving server (IMAP)	plesk.camra.org.uk (port 993 with SSL)
Receiving server (POP3)	plesk.camra.org.uk (port 995 with SSL)
Sending server (SMTP)	plesk.camra.org.uk (port 587 with TLS)
Role holder name	*That would be you!*
Email display name	*Role Branch* CAMRA (*Role holder*)

WARNING: Never copy & paste passwords from communications supplied by your administrator into email settings – there is a marked risk of a trailing space being added … and causing you hours of confusion!

Using CAMRA's (Plesk) Webmail browser interface

The Plesk service offers the use of the popular ROUNDCUBE Webmail program.

- Webmail can be found here - https://roundcube.webmail.camra.org.uk
- Use your email address as your username, and enter your password to login
- Set up your individual personalisation – click the COG (Settings) icon in the top right corner

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- o Select IDENTITIES
    - ▪ Click on your email address
    - ▪ Fill in the form on the right
        - • Display Name: This should be ROLE orientated as suggested above
        - • Company: *Branch* CAMRA
        - • Signature: As you please – note that selecting 'HTML Signature' will allow you to apply formatting to the signature
    - ▪ Click SAVE
    - o PASSWORD allows you to choose your own password
    - o FILTERS does not work – please do not use it!
- • Click the ENVELOPE to return to the mail box
- • Click the 'power' button (top right) to log out

We also offer a similar Webmail service, in addition to the Roundcube Program. They both view the same information, and work in the same way but with a few

- • This can be found here - https://squirrelmail.webmail.camra.org.uk
- • SquirrelMail is similar to RoundCube, but is much simpler to use with a more basic user interface.

Using a PC or Phone based Email client

This section is aimed at helping people to set up a Microsoft Outlook email program (as supplied in MS Office) to access email on their PCs. The information herein will be useful for other email clients (such as "Mail" as shipped with Win10), smartphones and tablets. In addition to all the other various types of mail clients. Please note that the CAMRA email service does not support auto-configuration, so some "smart" devices might give some unexpected errors, whilst they work out, that they need to leave the task of configuring the email account to brainy humans!

The following information is required to configure an email account; *variable information related to the individual is in italics*, everything else is the same for every one…

Email address:	*role@branch*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	plesk.camra.org.uk (port 993 with SSL)
Receiving server (POP3)	plesk.camra.org.uk (port 995 with SSL)
Sending server (SMTP)	plesk.camra.org.uk (port 587 with TLS)
Role holder name	*That would be you!*
Email display name	*Role Branch* CAMRA (*Role holder*)

For example, here are Halton CAMRA Chairman's configuration details as used throughout the configuration illustration with Outlook 2010…

Email address:	*chairman@halton*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	plesk.camra.org.uk
Sending server (SMTP)	plesk.camra.org.uk
Role holder name	*David Gray*
Email display name	*Chairman Halton* CAMRA (*David Gray*)

Enjoy using your CAMRA email service!