



/SecureMail

Administrator Guide

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SecureMail Administrator Guide

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ABOUT THIS GUIDE

INTRODUCTION

Welcome to the DataMotion SecureMail Administrator Guide. The purpose of this guide is to provide the information necessary to manage your company SecureMail accounts.

DataMotion SecureMail is cost effective, easy to install and quick to implement. SecureMail provides an easy way to securely send and track the delivery of confidential email messages.

To simplify locating information and answering questions about functionality, each chapter in this guide is focused on a specific task or type of information.

The remainder of this section contains important general information about this guide.

INTENDED AUDIENCE

This guide is intended primarily for administrators.

It is helpful if the reader is familiar with navigating the Internet with a web browser such as Internet Explorer, Firefox or Chrome.

Users of this guide are not expected to be security experts, but knowledge of security policies and email is helpful.

OTHER REFERENCES

This document does not provide steps or information about using SecureMail. End user-oriented guidance is provided in separate documentation.

EXAMPLE REFERENCES

For easier reading with examples, a fictitious company called Galactic Seats is used for reference. This company has been setup with a Cobrand.

INTRODUCING DATAMOTION SECUREMAIL

DataMotion SecureMail provides secure email delivery with integrated tracking. Designed to easily fit into existing email flows, SecureMail leverages standards-based technology such as SMTP, SSL, TLS and AES encryption to ensure compatibility with how you work and while providing maximum security.

SECUREMAIL FEATURES

SecureMail is a highly flexible platform which can provide a variety of secure transport services for your organization. Using SecureMail your organization can securely send email messages, files and forms as well as have outside organizations or even customers securely contact you.

A short list of features available to you through SecureMail is:

- Secure email delivery to any email address
- SecureContact.me to allow anyone to send new secure messages to your users
- No software is required by the recipient
- Web Portal for sending, receiving and tracking messages
- Multiple delivery methods for secure messages including web notifications and encrypted PDF attachments
- Large attachment delivery outside the limits of your mail servers
- Message tracking including when it was delivered and when it was opened
- Automatic message expiration
- Secure replies from recipients

SECUREMAIL EMAIL FLOW

The basic flow of messages through SecureMail does not differ much from the flow of messages without SecureMail. Messages can be sent to the system through a variety of interfaces depending on your needs and use, and can also be delivered through multiple mechanisms.

In general, the flow of a message using SecureMail will follow is:

1. The message is sent to the SecureMail service
2. The message is processed and the recipient list is determined. For recipients that do not already have SecureMail accounts, a “recipient” account is created for the user.

3. The message is placed in the Inbox for each recipient.
4. The recipients are sent notifications that a new message has been securely delivered to them.
5. The recipients follow the embedded link in the notification message to access the Web Portal to read the message. First time recipients are enrolled when they come to the portal for the first time.
6. Tracking information is recorded when the message is delivered and read for the sender.
7. The sender is sent a receipt that the message has been read.

SECURECONTACT.ME

SecureContact.me is a feature where someone can send you a new secure message, not just a reply to one you have sent. This feature is available for all your users, and but provides a simple method for someone to securely send new inbound messages that are not replies to previous ones.

SecureContact.me works by providing each user with a simple, unique URL in the form

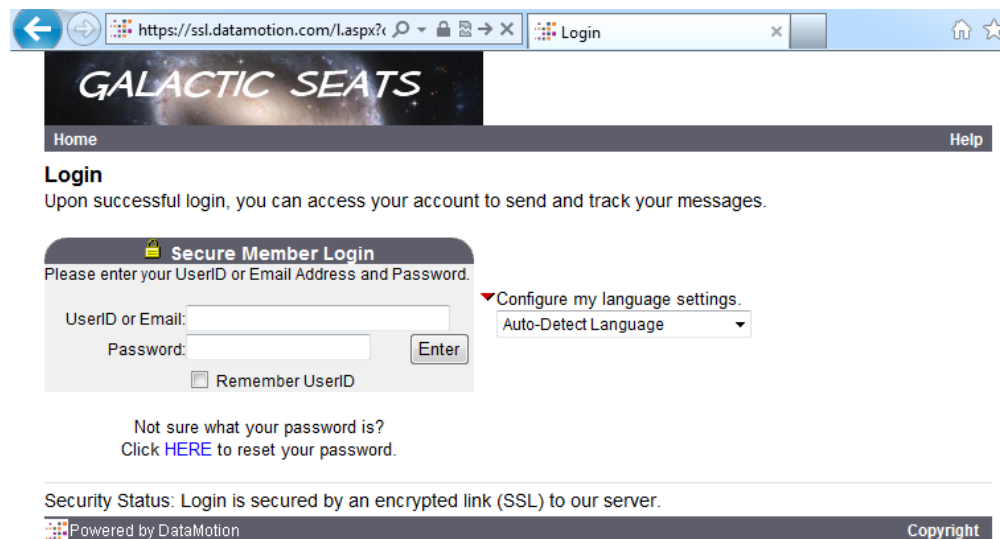
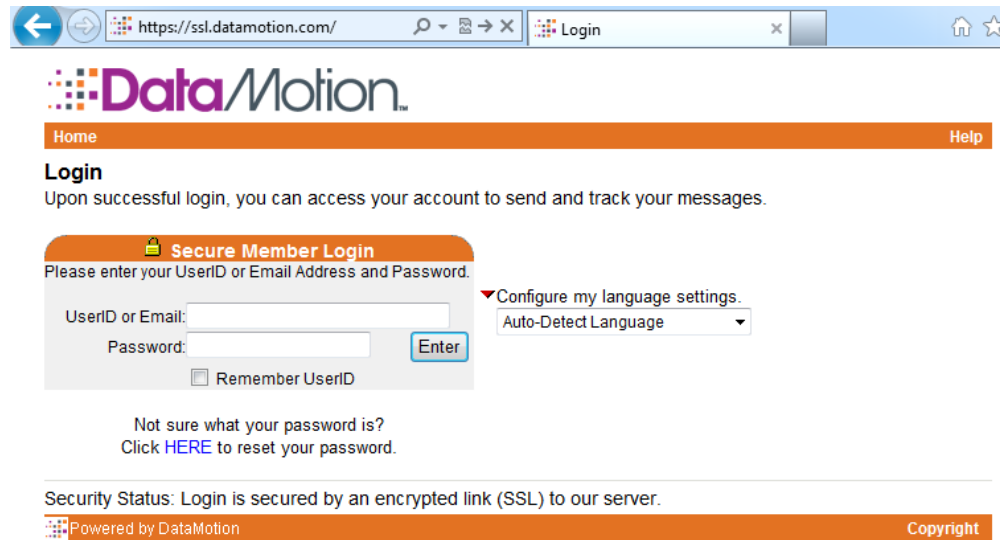
<https://securecontact.me/zmoore@galacticseats.com>

This URL can be placed into an email signature, on a business card or a profile page. When someone clicks on the link they will be taken to a page where they can send a new secure message directly to the specified email address, but to no one else.

Each user will have a SecureContact.me link under their **My Account** heading in the Member Center. When they click on this link it will generate the specific URL for that user and provide them with information about how to copy and use the link.

COBRANDING

To provide a common user experience, it is possible to have your users and customers see the Web Portal as a branded site showing your organizational identity and not DataMotion. An example of the difference between a branded and not branded site is shown below.



For more information about having a cobrand configured for your users, contact DataMotion Technical Support.

SECUREMAIL ADMINISTRATION OVERVIEW

The administration of SecureMail is primarily focused around user administration. Your company account will feature several user types with unique privileges based on the services you have purchased.

USER TYPES AND PRIVILEGES

In SecureMail, the User Type is how privileges and configurations are assigned. Based on the set of services your organization has purchased, DataMotion will provision several User Types into your company account. By assigning users to a specific User Type, they will be assigned those privileges and configurations for that User Type.

Each User Type will have descriptive names assigned to them and the configuration for the account will be provided by Technical Support. A user can only be included in a single User Type, but DataMotion Technical Support can work with you to make adjustments to your User Types if you need different capabilities for your users than what is provided by default.

There is always one User Type defined as an Admin type (always noted by ending in “Admin”). Users in this User Type will have the ability to manage users and use the reporting tools. Only users assigned to an Admin User Type will be able to access the Administrative Tools described in this guide.

ADMINISTRATIVE TOOLS

The administration of your company account is performed through the links shown in the Admin Console area of the Member Center. Only users who login with Admin privileges will see the Admin Console.

Member Center

SecureMail 500 Admin: <zmoore@galacticseats.com>

▼Messages & Files

Send New
Track Sent
Inbox
Drafts
Folders

▼My Account

Address Book
User Information
Preferences
SecureContact.me

▼Download Console

Client Downloads

▼Admin Console

Administrative Tools
Security Questions

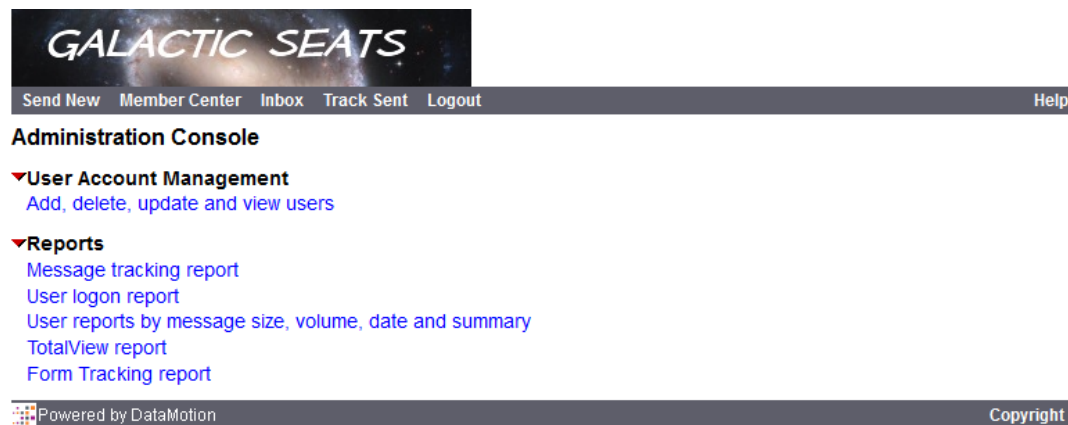
The Administrative Tools will always be available for the Admin. The Security Questions will only be available if this has been turned on for your company.

USER MANAGEMENT

To provide users with access to SecureMail, you need to create accounts and have them assigned to the proper User Type. Once users have been created, they will be allowed to login and begin sending secure messages.

ACCESSING USER ACCOUNT MANAGEMENT

To manage your user accounts you need to login access the **Administrative Tools**.



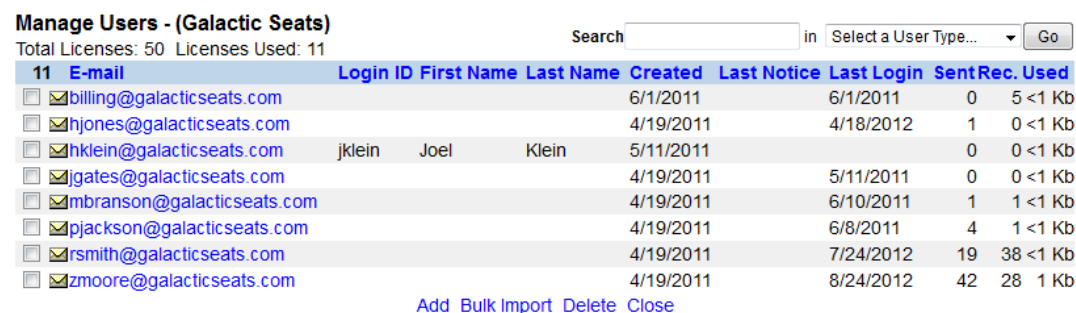
The screenshot shows the 'Galactic Seats' Administration Console. At the top is a navigation bar with links: Send New, Member Center, Inbox, Track Sent, Logout, and Help. Below this is the 'Administration Console' section. It has two main expandable sections: 'User Account Management' (with a link to 'Add, delete, update and view users') and 'Reports' (with links to 'Message tracking report', 'User logon report', 'User reports by message size, volume, date and summary', 'TotalView report', and 'Form Tracking report'). At the bottom of the console, it says 'Powered by DataMotion' and 'Copyright'.

Click the **Add, delete, update and view users** link.

MANAGE USERS PAGE

When you first open the Manage Users view you may only see your own account listed. As you add more users you will be shown a full list here when this is opened.

This page is where you will perform all the user administration for your organization.



The screenshot shows the 'Manage Users - (Galactic Seats)' page. It has a search bar and a dropdown menu for 'Select a User Type...'. Below this is a table with columns: E-mail, Login ID, First Name, Last Name, Created, Last Notice, Last Login, Sent, Rec., and Used. The table lists 11 users. At the bottom of the table, there are links: Add, Bulk Import, Delete, and Close.

E-mail	Login ID	First Name	Last Name	Created	Last Notice	Last Login	Sent	Rec.	Used
<input type="checkbox"/> billing@galacticseats.com				6/1/2011		6/1/2011	0	5	<1 Kb
<input type="checkbox"/> hjones@galacticseats.com				4/19/2011		4/18/2012	1	0	<1 Kb
<input type="checkbox"/> hklein@galacticseats.com	jklein	Joel	Klein	5/11/2011			0	0	<1 Kb
<input type="checkbox"/> jgates@galacticseats.com				4/19/2011		5/11/2011	0	0	<1 Kb
<input type="checkbox"/> mbranson@galacticseats.com				4/19/2011		6/10/2011	1	1	<1 Kb
<input type="checkbox"/> pjackson@galacticseats.com				4/19/2011		6/8/2011	4	1	<1 Kb
<input type="checkbox"/> rsmith@galacticseats.com				4/19/2011		7/24/2012	19	38	<1 Kb
<input type="checkbox"/> zmoore@galacticseats.com				4/19/2011		8/24/2012	42	28	1 Kb

This page will provide a snapshot of your company user accounts, including the number of licenses you have and the number currently in use.

The Close link at the bottom will return to the **Administrative Tools** page.

Finding your Users

As the number of users grows, you can quickly search for specific accounts using the Search window. The results can be further filtered by selecting a User Type from the dropdown.

Search in Select a User Type...

When searching it is possible to use wildcards to find multiple matches. The % symbol is used for the wildcard. For example, searching for “r%” would return rsmith@galacticseats.com in the picture above.

Additionally you can sort on any column by clicking on the column header. Clicking will alternate between ascending and descending order on that column.

Viewing/Editing User Accounts

To see the details of any existing account, click on the email address for that user. This will open the Update User page. From this page all the fields of an account can be edited.

Click **Update User** to save the changes to the account. See the next section for information about the account properties.

Adding New Users

It will likely be necessary to add new users to your company account. The following table describes the properties associated with each user account. Only the user type and email address are required to be filled in when creating the account; all other fields are optional

Account Property	Description
User Type	Determines the privileges assigned to the user. DataMotion Technical Support can provide guidance about the privileges associated with each User Type.
E-Mail Address	Email address for the user.
Password	This can be used to assign an initial password for the account. If a password is not entered here the user will be sent a message to create a new password for their account.
User ID	Assign a user ID to be used for the login instead of the user’s email address. The user ID must be.
First Name	User’s first name

Account Property	Description
Last Name	User's last name
Phone	A contact phone number
Company	This is auto-filled with your company account name
Offers	This field is not currently in use
Employee ID	If your company assigns identification numbers it could be entered here.
Optional Field	Free form field for any other information
Account Status	Whether the account is enabled or disabled
Button User	This is auto-filled by SecureMail

To create a new user account:

1. From the Manage Users page, click the **Add** link at the bottom

Galactic Seats - Full Account - Add User

User Type: *

E-mail Address: *

Password:

Password Requirements (if entering a password)

- Minimum 6 characters in length.
- Must contain 3 of the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

User ID:

First Name:

Last Name:

Phone:

Company:

Offers: ☐

Employee ID:

Optional Field:

Account Status:

Button User? ☐

Billing Information

[Add User](#) [Close](#)

2. Fill in the account information according to the table above.

NOTE: When you choose a new User Type, wait for the page to refresh before starting to enter in the properties.

Galactic Seats - Full Account - Add User

User Type: *

E-mail Address: *

Password:

Password Requirements (if entering a password)

- Minimum 6 characters in length.
- Must contain 3 of the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

User ID:

First Name:

Last Name:

Phone:

Company:

Offers: ☐

Employee ID:

Optional Field:

Account Status:

Button User? ☐

Billing Information

[Add User](#) [Close](#)

3. Click **Add User** link to create the user account.

Galactic Seats - Full Account - Add User

Successfully added: jklein@galacticseats.com

User Type: *

E-mail Address:

Password:

Password Requirements (if entering a password)

- Minimum 6 characters in length.
- Must contain 3 of the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

User ID:

First Name:

Last Name:

Phone:

Company:

Offers: ☐

Employee ID:

Optional Field:

Account Status:

Button User? ☐

Billing Information

[Add User](#) [Close](#)

4. Click **Close** to return to the Manage Users page.

The user account is now created.

Password Management

Once a user account has been created, managing passwords is the primary administrative task for the account. Users are created and managed from a common page allowing the fields to be filled in during account creation or edited later. This includes the password field.

Passwords When Creating an Account

While it is obviously necessary to have a password assigned to a user account for authentication, it is not necessary to set this password during the initial account creation. As such, the Password field is not marked as required for creating a new account.

When a new account is created, if the password field is left blank, a message will be sent to the user's email address providing instructions on how to set their password. This is the most common method for creating new users, allowing them to set their own unique passwords.

When a new account is created and the password field is filled, the account will be set with that password. The password will not be sent to the user and it is expected in this case that the user will be informed of the password by other means such as a phone call.

Administrator Password Resets

The other use for the password field is administrator password resets. Users are provided multiple means for resetting their passwords without the need to call support (or the administrator), but there are times when the administrator may need to reset a password manually. The administrator can then use the password field to explicitly set a new password for the user account.

The most common use of this functionality is when a user is no longer in a position which requires SecureMail (such as having left the company) but there is a need to preserve access to the account for audit purposes. The administrator can then reset the password to something new for access to the messages in the account.

Bulk User Import

There are times when you may need to create more than one user account at a time. For this scenario you can use the Bulk Import function to create multiple accounts at once.

The Bulk Import function uses a comma-delimited format for importing the information. The list of fields is:

Email Address, UserID, Password, First Name, Last Name, Employee ID, Optional Field, Account Status

NOTE: The Account Status takes a 0 or a 1 to specify if the account is enabled or disabled. A 1 will enable the account, a 0 will disable the account.

To create multiple accounts using Bulk Import:

1. From the Manage Users page, click the **Bulk Import** link at the bottom

Bulk User Import

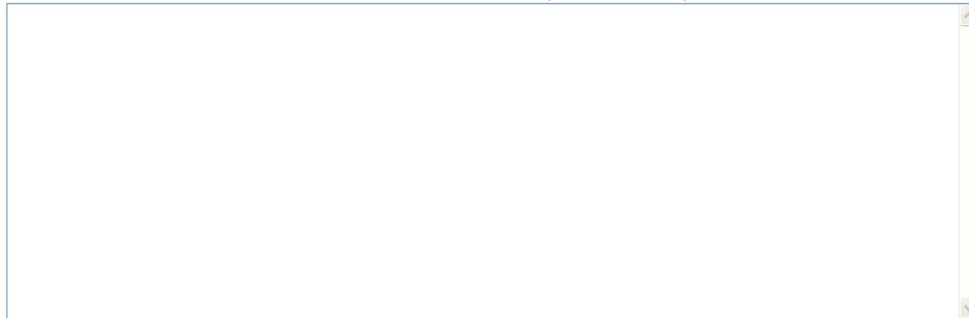
Bulk User Import allows you to easily import many users at one time. The only required field is "Email Address". After a user is successfully added to the system, they will automatically receive a registration email inviting them to the system. If no password was supplied, the user will be prompted to create one. If "Account Status" is not supplied the default is 1 (Enabled).

Step 1: Select destination UserType

SecureMail 500

Step 2: Copy comma-delimited user information below

Format: Email Address,UserID,Password,First Name,Last Name,Optional Field 1,Optional Field 2,Account Status



Example:

john.doe@somewhere.com,johnd,123456,John,Doe,11-1111,555-555-5555,1

janedoe@somewhere.com

jackdoe@somewhere.com,jackd,,Jack,Doe,,,0

Step 3: Click the "Import Now" button to add users

Accounts will be created for all users in the list. Registration notifications will be automatically sent to each user individually inviting them to the system.

Import Now

Close

2. Select the User Type.
3. Enter the comma-delimited information for the import either by typing or pasting the information.

NOTE: It is possible to specify a list of email addresses and no other information to quickly create multiple users since no other fields are required. These users will all be notified to set the password for their new account.

4. Click **Import Now** to create the user accounts.
5. Click **Close** to return to the Manage Users page.

Deleting User Accounts

When it is necessary to delete a user account, this is done from the Manage Users page.

To remove a user account (or multiple accounts):

1. Select the account(s) by checking the box at the left of the account line.
2. Click the **Delete** link at the bottom of the page.
3. Click OK to confirm deleting the account(s).

CHALLENGE QUESTIONS FOR PASSWORD RECOVERY

OVERVIEW

SecureMail provides multiple methods for password recovery. By default two methods are that an administrator can reset a user's password, and an email-based sequence can allow a user to reset their password. Some organizations prefer using challenge questions to provide confirmation of the user's identity. This feature can be activated for your organization by contacting DataMotion Technical Support.

Once this feature has been activated, a new link below the Admin Console called **Security Questions**.

Member Center

SecureMail 500 Admin: <zmoore@galacticseats.com>

▼Messages & Files

[Send New](#)
[Track Sent](#)
[Inbox](#)
[Drafts](#)
[Folders](#)

▼My Account

[Address Book](#)
[User Information](#)
[Preferences](#)
[SecureContact.me](#)

▼Download Console

[Client Downloads](#)

▼Admin Console

[Administrative Tools](#)
[Security Questions](#)

Working with Technical Support, the administrator can specify two options related to this function: the number of questions a user needs to have answers for, and then the number the user needs to answer to allow the password reset. When enabled, the default settings would require a user to have answered three different questions for future use, and then be required to answer one of those questions for verification. These numbers can be changed according to the needs of your organization.

For more information about how a user interacts with the Challenge questions, see the SecureMail User Guide for Online Services.

CHALLENGE QUESTIONS

To quickly get you started with configuring your challenge questions, SecureMail provides eight commonly used questions for user verification:

- What is your favorite color?
- What year was your mother born?
- What year was your father born?
- Which city did you graduate from High School in?

- What is the name of your first pet?
- Which model was your first car?
- What is your paternal grandmother's first name?
- What is your maternal grandmother's first name?
- What is your mother's maiden name?

These questions are always available and no other questions need to be added.

Adding Customer Challenge Questions

It is possible to create custom challenge questions for your users. These questions will be listed in addition to the built-in set.

To create custom challenge questions for your users:

1. Click the **Security Questions** link under the Admin Console.

Security Questions for Password Recovery

Add New

Question	Company	Visible	Actions
What year was your mother born?	Global Default		
What year was your father born?	Global Default		
Which city did you graduate from High School in?	Global Default		
What is the name of your first pet?	Global Default		
Which model was your first car?	Global Default		
What is your paternal grandmother's first name?	Global Default		
What is your maternal grandmother's first name?	Global Default		
What is your mother's maiden name?	Global Default		

1

2. To add a new question to the list, click **Add New**.

Security Questions for Password Recovery

Question	Company	Visible	Actions
What year was your mother born?	Global Default		
What year was your father born?	Global Default		
Which city did you graduate from High School in?	Global Default		
What is the name of your first pet?	Global Default		
Which model was your first car?	Global Default		
What is your paternal grandmother's first name?	Global Default		
What is your maternal grandmother's first name?	Global Default		
What is your mother's maiden name?	Global Default		
<input type="text"/>	Galactic Seats <input type="button" value="v"/>		<input type="button" value="Save"/> <input type="button" value="Cancel"/>

1

3. In the new field, enter a question.

Security Questions for Password Recovery

Question	Company	Visible	Actions
What year was your mother born?	Global Default		
What year was your father born?	Global Default		
Which city did you graduate from High School in?	Global Default		
What is the name of your first pet?	Global Default		
Which model was your first car?	Global Default		
What is your paternal grandmother's first name?	Global Default		
What is your maternal grandmother's first name?	Global Default		
What is your mother's maiden name?	Global Default		
<input type="text" value="What is your favorite color?"/>	Galactic Seats <input type="button" value="v"/>		<input type="button" value="Save"/> <input type="button" value="Cancel"/>

1

4. Click **Save**.

Security Questions for Password Recovery

Question	Company	Visible	Actions
What is your favorite color?	Galactic Seats		<input type="button" value="Edit"/> <input type="button" value="Publish"/>
What year was your mother born?	Global Default		
What year was your father born?	Global Default		
Which city did you graduate from High School in?	Global Default		
What is the name of your first pet?	Global Default		
Which model was your first car?	Global Default		
What is your paternal grandmother's first name?	Global Default		
What is your maternal grandmother's first name?	Global Default		
What is your mother's maiden name?	Global Default		

1

5. Click **Publish** to make the question active.

Security Questions for Password Recovery

Question	Company	Visible	Actions
What is your favorite color?	Galactic Seats	<input checked="" type="checkbox"/>	
What year was your mother born?	Global Default		
What year was your father born?	Global Default		
Which city did you graduate from High School in?	Global Default		
What is the name of your first pet?	Global Default		
Which model was your first car?	Global Default		
What is your paternal grandmother's first name?	Global Default		
What is your maternal grandmother's first name?	Global Default		
What is your mother's maiden name?	Global Default		

1

NOTE: This is the last chance to edit this specific question. Once it has been published it will not be able to be edited.

The question is now added to the list.

Changing Custom Question Visibility

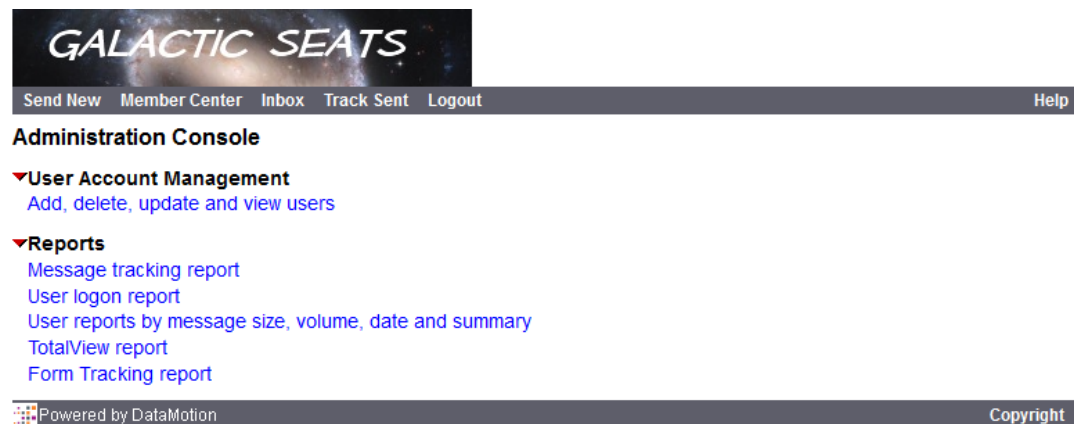
Once a question has been published its visibility to users can be changed. By default when a new challenge question is added it is made visible.

Questions that are visible will have a red check in the **Visible** column. To change the visibility status of a question, click the checkbox to toggle the check. If the box is empty the question will not be shown to users.

NOTE: Questions listed as Global Default are the built-in questions and their visibility cannot be toggled.

REPORTS

SecureMail provides Administrators with a range of usage reports they can use to monitor and track how services are being used. All reports are accessed from the Administration Console.



REPORT GENERATION FILTERING INTERFACE

There are two fields that are common to multiple reports that can be used for filtering the results shown in the reports.

The first field is the E-Mail Address or Pattern dialog box. This dialog can be used to filter results based on a text pattern related to the messages. When it is left blank it will show all messages (subject to any other filters that may be defined).

E-mail Address or Pattern:

The % symbol is used as a wildcard for this dialog. It can be placed anywhere in the string to provide flexibility in matching. See the section Finding Your Users for more information about using the wildcard in searches.

The second field is a date filter. Here you can specify starting and ending dates for your report. The calendar icon will show the dates visually.

Start Date: 
End Date: 

If a field is left blank it will not be used in the filter. For example, if you specify an End Date but not a Start Date, then all messages from the earliest sent until the specified End Date will be shown in the report. If both are blank all messages would be shown (subject to any other filters that may be defined).

MESSAGE TRACKING REPORT

The Message Tracking Report enables you to look for messages based on pattern matching. The search will look at the email addresses and subject lines to find the matches (message bodies are not searched).

To generate a Message Tracking Report:

1. Click the **Message Tracking Report** link from the Administration Console.

Message Tracking Report

E-mail Address or Pattern:

Start Date:

End Date:

To / From:

[Generate Report](#) [Close](#)

2. Enter the search parameters into the E-mail Address or Pattern and Date fields. The To / From field specifies whether to search for the To or the From field for an email.

Message Tracking Report

E-mail Address or Pattern:

Start Date:

End Date:

To / From:

[Generate Report](#) [Close](#)

3. Click the **Generate Report** link.

DataMotion SecureMail Server Report							Back to Reports	
Message Tracking Detail - Email: zmoore%								
Report Generated On: 5/11/2011 2:35:59 PM (GMT-04:00)							Number of Records: 5	
ID	Date	FromEmail	ToEmail	Subject	NumTo	NumRead	MsgSize	
11715348	4/29/2011 1:31:25 PM	zmoore@galacticseats.com	zmoore@galacticseats.com	More Fuel Consumption Issues	1	0	5 Kb	
11719096	5/2/2011 10:28:40 AM	zmoore@galacticseats.com	johnsmith@rocketfuels.co.uk	Fuel cost estimates	1	0	1 Kb	
11719142	5/2/2011 10:38:23 AM	zmoore@galacticseats.com	johnsmith@galacticseats.com	Design changes to add 2 more seats	2	2	5.2 Mb	
11719050	5/2/2011 10:28:39 AM	zmoore@galacticseats.com	johnsmith@rocketfuels.co.uk	Fuel cost estimates	1	0	1 Kb	
11719102	5/2/2011 10:30:29 AM	zmoore@galacticseats.com	johnsmith@galacticseats.com	Here are the fuel choices	1	0	5 Kb	

The report displays all the messages matching the specified criteria.

USER LOGON REPORT

The User Logon Report generates reports about user logon activity. You can look at activity for specific users, defined timeframes and also how the user logged into the service.

To generate a User Logon Report:

1. Click the **User Logon Report** link from the Administration Console.

User Logon Report

E-mail Address or Pattern:

Start Date:

End Date:

Logon Source:

 
 
All ▼

[Generate Report](#) [Close](#)

2. Enter the search parameters into the E-mail Address or Pattern and Date fields. The Logon Source field specifies which service the user accessed. The default is All which will show every service the user has used.



User Logon Report

E-mail Address or Pattern:

Start Date:

End Date:

Logon Source:

 
 
All ▼

[Generate Report](#) [Close](#)

3. Click the **Generate Report** link.

DataMotion SecureMail Server Report User Logon Report - Email: zmoore%

[Back to Reports](#)

Report Generated On: 5/11/2011 2:41:30 PM (GMT-04:00)

Number of Records: 17

Date	Email	FName	LName	Source	IP	Status
5/5/2011 9:46:23 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
5/5/2011 9:45:19 AM	zmoore@galacticseats.com			Web	65.51.178.218	Invalid
5/5/2011 9:20:40 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
5/2/2011 10:47:48 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
5/2/2011 9:28:40 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/29/2011 1:49:41 PM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/29/2011 1:10:20 PM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/29/2011 12:06:07 PM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/29/2011 8:20:28 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/26/2011 9:52:35 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/26/2011 9:37:33 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/25/2011 3:06:03 PM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/25/2011 10:36:28 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/25/2011 10:16:52 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/21/2011 10:26:50 AM	zmoore@galacticseats.com			Web	65.51.178.218	Success
4/20/2011 5:23:49 PM	zmoore@galacticseats.com			Web	96.242.182.115	Success
4/20/2011 5:23:49 PM	zmoore@galacticseats.com			Unknown		Success

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The report displays all the logon events for the user based on the specified criteria.

USER REPORTS

There are several types of user reports, each of which can be filtered for sent or received messages (or both) for each user. These reports are summaries of user statistics as compared to the details reports like the Message Tracking Report.

The following types of reports can be seen:

Report Type	Description
Message Size Statistics	Shows the size of messages sent and received by each user.
Message Date Statistics	Shows when messages have been sent by the users (first and last messages for each user)
Message Volume Statistics	Shows the number of messages sent/received by the user
Message Summary Data	Shows the fields of the other statistics reports on one screen.

To access any User Report:

1. Click on the User reports by message size, volume, date and summary link.

User Reports

▼ Message Size Statistics

Sent by each user
Received by each user
Complete statistics by user

▼ Message Volume Statistics

Sent by each user
Received by each user
Complete statistics by user

▼ Message Date Statistics

Sent by each user
Received by each user
Complete statistics by user

▼ Message Summary Data

Sent by each user
Received by each user
Complete statistics by user

2. Click on the report to be shown.

DataMotion SecureMail Server Report Message Size Statistics - Sent by Each User

[Back to Reports](#)

Report Generated On: 5/11/2011 2:42:31 PM (GMT-04:00)

Number of Records:

5

Email	#Sent	Total Size Sent	Avg. Size Sent	Max. Size Sent
adavis@galacticseats.com	0	0	0	0
hjones@galacticseats.com	1	10971	10971	10971
pjackson@galacticseats.com	2	10437	5218	5356
rsmith@galacticseats.com	2	21241	10620	18223
zmoore@galacticseats.com	5	49260	9852	36249

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TOTALVIEW REPORT

The TotalView Report is one of the most powerful tools for the SecureMail administrator. The TotalView Report provides complete tracking of all messages sent through the SecureMail system. The report contains a record of every message sent along with the tracking data for the message and any attachments in a single report. This report is provided as a CSV file (comma-separated file) which can be evaluated in any other program, such as Microsoft Excel.

The TotalView report includes the following fields:

- Message ID
- Date
- From Email
- To Email
- Subject
- Notification Timestamp
- Message Status — Not Opened, Opened
- Message Open Time
- Attachment Name
- Attachment Status – Not Accessed, Accessed
- Attachment Open Time

Each message and every attachment within a message is reported individually. For example, a message to two recipients with two attachments will generate four rows of data, two for each recipient, with one attachment listed on each line per recipient.

To generate a TotalView Report:

1. Click the **TotalView Report** link.

TotalView Report

Please select a start and end date and click Generate Report.

Start Date:	<input type="text" value="4/11/2011"/>	
End Date:	<input type="text" value="5/11/2011"/>	

[Generate report](#) [Select the last day / 30 days / 60 days](#) [Close](#)

2. Specify the Date range for the report.
 - » There are quick options for the last **day**, **30 days**, and **60 days** below the standard Date fields. These will automatically select the specified time period.
3. Click the **Generate Report** link.

TotalView Report

Please select Download Report.

Start Date:	4/11/2011
End Date:	5/11/2011

[Download Report](#) [Select Different Dates](#)

4. Click **Download Report** to save the CSV file for local use.

FORM TRACKING REPORT



Similar to the TotalView report for messages is the Form Tracking Report for eForms. This report will show all eForms that have been sent through the SecureMail server and all the tracking information associated with the eForm. This report is provided as a CSV file (comma-separated file) which can be evaluated in any other program, such as Microsoft Excel.

To generate a Form Tracking Report:

1. Click the **Form Tracking Report** link.

Form Tracking Report

Please select a start and end date and click Generate Report.

Start Date:	<input type="text" value="4/11/2011"/>	
End Date:	<input type="text" value="5/11/2011"/>	

[Generate Report for the above dates](#)
[Generate Report for last month](#)
[Close](#)

2. Specify the Date range for the report.
3. Click the **Generate Report for the above dates** or the **Generate Report for last month** link.
 - » The **Generate Report for last month** will ignore the dates specified in the Date fields and automatically calculate the last month.

Form Tracking Report

Please select Download Report.

Start Date:	4/11/2011
End Date:	5/11/2011

[Download Report](#)
[Select Different Dates](#)

4. Click **Download Report** to save the CSV file for local use.