# 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**](http://www.cjsm.net) |  |
| **Make an application to join CJSM**  At the Login Screen, click the Join 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 Five 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](mailto: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 either parent or any sub-organisation can be promoted to administrators permanently or temporarily. From the Administration Menu, click on Edit Organisation Properties. Select Administrator, search for the person and click Add or the Remove button. |  |
| **Change a user’s status or details**  All status changes for end users can be performed from the Administration page. The status actions include Edit Account Details, Move, Suspend, Reset, and Delete. From the Administration page, select the user then click on the menu icon for the drop-down list of actions. |  |
| **Change a mailbox quota**  The capacity of a mailbox can be changed for valid business reasons. From the Administration page, select the user and click the Edit Account Details. Click on Account tab then select the size from Mailbox Quota. |  |
| **View all users in an organisation**  Ensure that the correct organisation is selected from the left-hand side on the Administration page. The List of all users will then be display on the user tab screen. |  |
| **User Status**  There are eight icons.  The Account Status column represents the different states of any user type. | New User  Active  Deleted  Reset  Suspend  Locked (reset)  Locked  Locked (new user) |
| **Change an organisation’s status or details**  All status changes for organisations can be performed from the same screen. The status actions include Move, Suspend Delete, and Edit organisation details. From the Administration page, on the right-hand side then click on the required action. |  |
| **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 Administration page, click Create Child Organisation. Enter the details and click the OK button. |  |
| **Create new user accounts**  End users can be added either individually or in bulk from a pre-created .csv file. From the Administration page bar, click Create User. Enter or retrieve the user(s) details and click the OK button. |  |
| **Display and manage users in a sub-organisation**  Click the **+** icon beside the organisation for drop-down list and click the required sub-organisation. Select a user and click the required action button. |  |
| **Create a distribution list**  From the Administration page, click Distribution Lists tab, Click the Create Distribution List on the right-hand side of the screen. Name the list, assign members and nominate a manager, then click the OK button. |  |
| **Create a shared mailbox**  From the Administration page, click Shared Mailboxes. Click the Create Shared Mailbox button. Name the list and assign members then click the Ok button. |  |
| **Use a shared mailbox**  Any shared mailbox that a person belongs to are displayed at the top right-hand side 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 **30** minutes. Click the Logout button. |  |