



GFI[®]

GFI OneConnect[™]

USER MANUAL

Learn how to use the user-side features of GFI OneConnect.



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1 Introduction to GFI OneConnect

GFI OneConnect provides your organization with various features to safeguard email. During regular operation of the system, GFI OneConnect helps you keep your mailbox protected from email malware and spam before these reach your email client.

GFI OneConnect Continuity ensures that even in an event of mail flow outage clients can continue sending and receiving emails using Webmail, the mobile app or the outlook extension. Emails sent or received during the mail flow interruption can be restored to the mail system.

GFI OneConnect also offers an archive feature. GFI OneConnect uses the journaling feature of Exchange or Office 365 to get an copy of every email sent or received and stores it on the Data Center. User can then have access to their archived emails even after they have been deleted from the mail server.

As a GFI OneConnect end-user, refer to this help system to learn how to use the various features provided by GFI OneConnect. Note that certain screens and settings as documented in this help system can vary from what you actually experience. The setup depends on how the system was configured by your administrator.

1.1 Logging In

Most organizations send an email message notifying their users to start using GFI OneConnect. The email contains important information such as temporary password in case of custom authentication and a path to configure notification and contact settings. Configure your notification and contact settings so that your organization and GFI OneConnect can reach you, for example when the organization activates the GFI OneConnect Continuity service or when you need to recover a forgotten password.

This message also contains instructions specific to your organization on how to log in to the service. Since GFI OneConnect has several possible configurations, follow the information in the email to ensure you can successfully log into the system.

This topic includes general instructions for logging in.

1. Use your favorite browser to access and login to GFI OneConnect, using the URL that was sent to you. The default URL is <https://oneconnect.gfi.com>

NOTE

If you are using a mobile device to access your emergency mailbox, the system detects the device and presents a simplified interface for you to access your mail. If your device is not auto-detected, in the login screen click **Mobile sign in** to switch to the mobile device interface.

Sign in

Email Address

Remember me:

Next

[Reset your password](#) [Mobile sign in](#)

Screenshot 1: The GFI OneConnect login form

2. Enter your email address into the text field. To have your email address remembered, so you don't have to enter it again, select **Remember me**. Click **Next**.

3. Key in your password:

- If your organization uses Windows authentication, key in your Windows password.
- If your organization uses custom credentials, key in your temporary password provided and then specify a permanent password when logged in.

NOTE (Custom credentials only)

If you forgot your password, use the **Reset your password** link to create a new password. For more information, refer to [Resetting a password](#) (page 8).

Welcome to GFI OneConnect



Your profile is only 63% complete. Please take a few minutes to complete your notification and contact settings so that notifications can be sent to you when important events occur.

[Configure notification & contact settings](#)

Security

GFI OneConnect scans your emails and blocks malicious or spam email. These are stored in your Quarantine which can be accessed from below.



[Email quarantine](#)

Continuity

In the event of an outage of your primary mail system, continuity will be activated to provide you with uninterrupted access to your email and other critical information.



Continuity has been activated.

[Access your emergency mailbox](#)

Archive

Search, access, and retrieve email from your historical email archive. Email archive provides search of all text in email and attachments. Find any message in a few clicks.



Keywords

Search

Classic Interface: [Search personal mail](#)

[Search personal mail](#)

Preferences

Change your personal account preferences.

[Configure notification & contact settings](#)

Screenshot 2: The GFI OneConnect home page

Features available on the home page:

- » [Configure Notification and Contact Settings](#)
- » [Load WebMail when Continuity is activated](#)

- » Access [Archive](#) to search for your [personal](#) or [company](#) mail.
- » Access the Security portal to monitor [quarantined emails](#) and your personal [Whitelist & Blocklist](#)
- » [Change your account password](#)

1.2 Changing account password

NOTE

This topic does not apply to users in organizations where logging in is done using Active Directory credentials. In this case, your password is managed through your primary network, and GFI OneConnect cannot reset or change it.

To change your account password:

1. [Log in](#) to the GFI OneConnect home page.
2. In the **Preferences** area, click **Change Password**.
3. In the **Current Password** text box, type your current password.
4. In the **New Password** text box, type the new password. If your organization has password policies in place, such as password complexity guidelines, be sure to follow them.
5. In the **Confirm Password** text box, retype the new password.
6. Click **Submit**.

1.2.1 Resetting a password

NOTE

This topic does not apply to users in organizations where logging in is done using Active Directory credentials. In this case, your password is managed through your primary network, and GFI OneConnect cannot reset or change it.

In case you forgot your GFI OneConnect password it can be reset from the login page.

To reset your account password:

1. Go to <https://oneconnect.gfi.com>
2. In the login page, click **Reset your password**.
3. Enter your email address and click **Reset Password**. A temporary password is sent to your system email address and any other email notification address you have configured in your GFI OneConnect profile. If you have configured a mobile phone in your profile, a text message is also sent to that phone with the temporary password.
4. Log in using the temporary password. You will be automatically prompted to set a permanent password.
5. Type a password in the **New Password** field.
6. Repeat the password in the **Confirm Password** field and click **Next**.

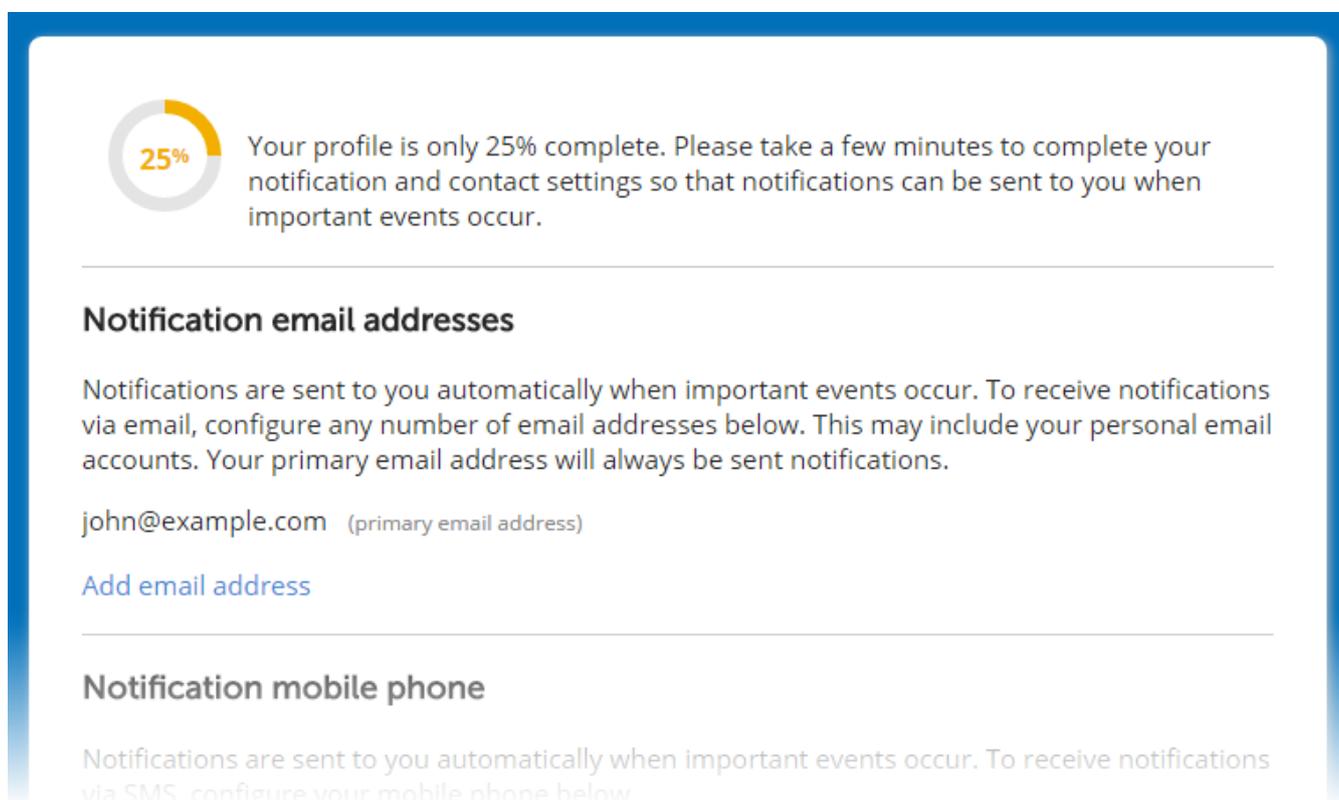
1.3 Notification and Contact Settings

Configure your notification and contact settings so that your organization and GFI OneConnect can reach you, for example when the organization activates the GFI OneConnect Continuity service or when you need to recover a forgotten password.

NOTE

Depending on how your administrator configured the system, some of the profile data described in this topic may not be available.

1. Log in to the GFI OneConnect home page.



25% Your profile is only 25% complete. Please take a few minutes to complete your notification and contact settings so that notifications can be sent to you when important events occur.

Notification email addresses

Notifications are sent to you automatically when important events occur. To receive notifications via email, configure any number of email addresses below. This may include your personal email accounts. Your primary email address will always be sent notifications.

john@example.com (primary email address)

[Add email address](#)

Notification mobile phone

Notifications are sent to you automatically when important events occur. To receive notifications via SMS, configure your mobile phone below.

Screenshot 3: The Notification & Contact Settings page

2. In the **Preferences** area, click **Configure notification & contact settings**.
3. Configure the following options:

Notification options	Description
Notification email addresses	Notifications from the system will be sent to all entered email addresses in this section. It is useful to have at least one secondary address listed in case your primary email address is unavailable during an outage. Click Add email address , key in an alternative email address and click Add .
Notification mobile phone	Your mobile phone is a convenient method for receiving notifications as SMS messages (text messages), especially when you do not have access to email. Click Configure mobile phone to set your phone details. Select your mobile phone service carrier and the country where the phone service is registered. Key in your full number, including country code and click Save .
Home address & phone number	In case of an emergency, your organization may need to contact you at home. Configure your home address and telephone number to ensure all necessary information reaches you. Click Configure home address & phone number . Fill in the details and click Save .
Emergency contacts	In case of an emergency, your organization may need to contact people who are close to you. You may configure up to three emergency contacts. Click Configure . Key in your emergency contact details and click Save .

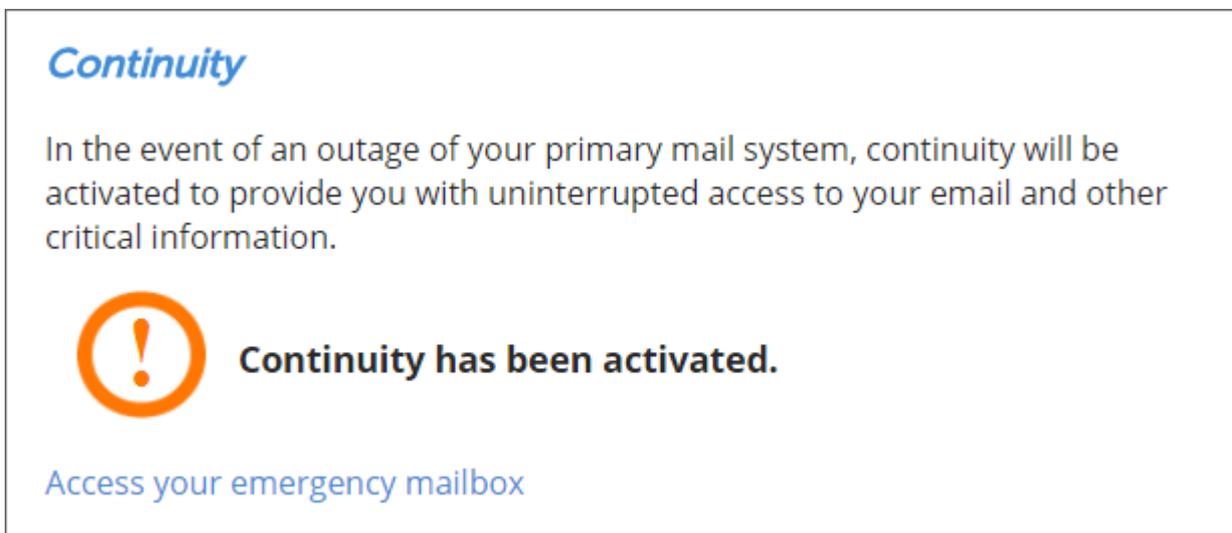
It is recommended to send a test notification to your email address(es) and mobile phone number to ensure the values you entered are correct. To send a test notification, in the **Test Notification Options** section, click **Test**.

1.4 The emergency mailbox

When your organization's email system suffers an outage, you may receive a notification with instructions to stop using your usual email service and continue using email using one of the GFI OneConnect alternative systems:

- » **GFI OneConnect Outlook Extension.** The Outlook Extension is a plugin that provides access to email via Microsoft Outlook during an outage. Users that have the Outlook Extension installed can continue sending and receiving emails seamlessly. Through Outlook Extension user also have a link to access their archived emails. For more information, refer to [The GFI OneConnect Outlook Extension](#) (page 35).
- » **Continuity WebMail.** A GFI OneConnect web-based email client that allows you to send and receive emails during an outage of the main mail system. For more information, refer to [Using the WebMail Interface](#) (page 11).
- » **Mobile Apps.** Mobile apps provide a quick and easy way for end-users to continue using email directly from a mobile device while the email infrastructure is down. Through the Mobile apps users also have access to their archived emails. For more information, refer to [Mobile app](#) (page 24).

The Continuity status can be monitored from the Continuity WebMail interface. [Log in](#) to GFI OneConnect and review the status of Continuity from the Home page.



Screenshot 4: GFI OneConnect Continuity status

Review the status of the service from the **Continuity** section:

Status	Description
Continuity is not active at this time	Your organization email infrastructure is up and running, and you can use your usual email system.
Continuity has been activated	Your organization email infrastructure is not online, and you must use one of the GFI OneConnect services to send or receive emails. The alternatives are: <ul style="list-style-type: none">» Outlook Extension» WebMail» Mobile App
Continuity has been activated, and your primary mail system is being recovered.	After an email disruption, all emails that were sent or received during the disruption via GFI OneConnect will be recovered back to your primary email system. During this process, you should use your primary email system to send and receive messages. Or if you need to view an item that hasn't yet been recovered, you can access WebMail in read-only mode.

2 Email Continuity

GFI OneConnect Continuity is a high availability messaging system that ensures continuous mail flow of your organization in the event of an unexpected disruption of the primary email system.

In the case of an email flow disruption, you have three options to access to your email:

- » [Webmail](#)
- » [Mobile App](#)
- » [Outlook Extension](#)

You can send and receive email messages through these interfaces until normal service is restored to your primary email system.

Once normal email flow is reestablished, any emails sent or received during the time of the outage can be restored to your organization's email system, ensuring that no messages are lost in the transition.

2.1 Using the WebMail Interface

GFI OneConnect WebMail is a web-based email client that is available when your organization's primary email infrastructure is unavailable.

GFI OneConnect WebMail enables you to:

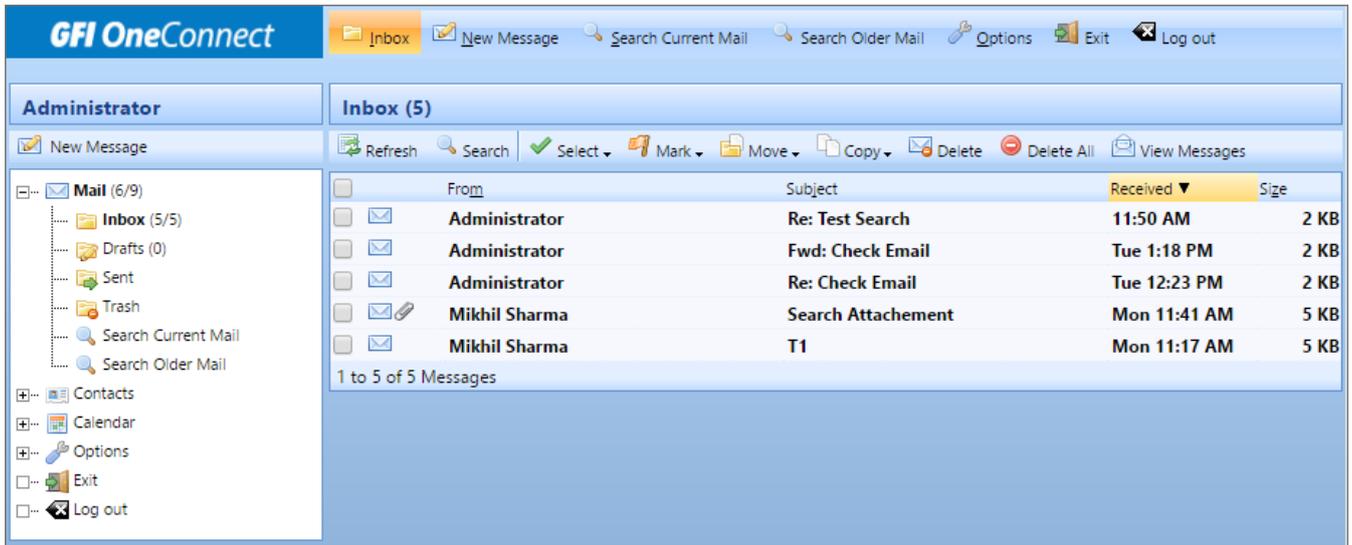
- » send and receive emails.
- » access your contact list.
- » access your calendar.
- » access your archived emails.

The emails sent and received using WebMail are exported to your mailbox once the normal mail flow is reestablished on your organization.

[Log in](#) to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.

IMPORTANT

WebMail only shows emails sent or received since the emergency Continuity service was activated. Older emails are not shown.



Screenshot 5: Using email in WebMail

Important notes about WebMail:

- » A mobile version of WebMail, which is optimized for smaller screens, such as smartphones, is also available at the same URL. The Mobile WebMail is only available when Continuity is active. For more information, refer to [Mobile app](#) (page 24).
- » Users can access their archived emails clicking the link **Search Old Mail**. For more information, refer to [Search Personal Email](#) (page 43).
- » Attachments are limited to 12MB of data for each message.
- » You can view calendar information but not edit it.
- » You can use contact information but not edit or add new contacts.

Further reading:

- » [Using the mailbox](#)
- » [Composing emails](#)
- » [Searching through emails](#)

2.1.1 Using the WebMail mailbox

This topic describes how to use the WebMail mailbox when your organization is using GFI OneConnect as its emergency email service.

Log in to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.

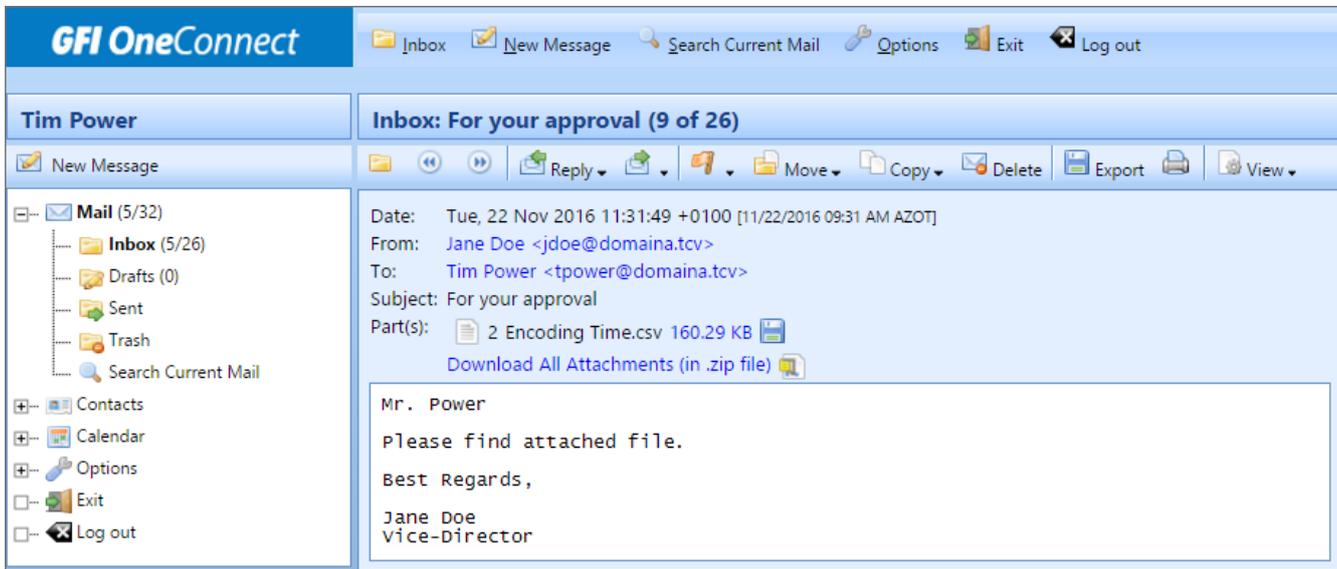
In the left pane, click **Mail** to access the list of emails. By default the mailbox contains the following folders:

Folder	Description
Inbox	List of received emails.
Drafts	Stored emails that are works in progress.
Sent	List of sent emails.

Folder	Description
Trash	Deleted emails.

NOTE

Messages cannot be permanently deleted from WebMail. When emails are recovered back to your original mailbox, deleted messages are moved into the **Trash** folder of your primary email system.



Screenshot 6: The WebMail message

By default, messages are sorted in reverse chronological order (newest messages at the top). Click any of the column headers to sort by that particular field. Click the column again to swap the order.

To view any message in the list, click the email subject line. For each message displayed, you can perform typical message actions by using the toolbar that appears at the top of the page.

Menu Item	Definition
	Return to Inbox.
	Display previous message.
	Display next message.
	Compose a reply to this message. Choose reply recipient: <ul style="list-style-type: none"> » To Sender: Reply only to the original email sender. » To All: Reply to all the recipients of the original email.
	Forward the message to another person. Select one of the forwarding methods: <ul style="list-style-type: none"> » Entire Message: Forward the whole mail , including attachments. » Body Text only: Forward the email without attachment. » As Attachment: Attach the original email in a new email.
	Mark the selected message. Select from: <ul style="list-style-type: none"> » Unread » Flagged » Not Flagged » Replied To » Not Replied To

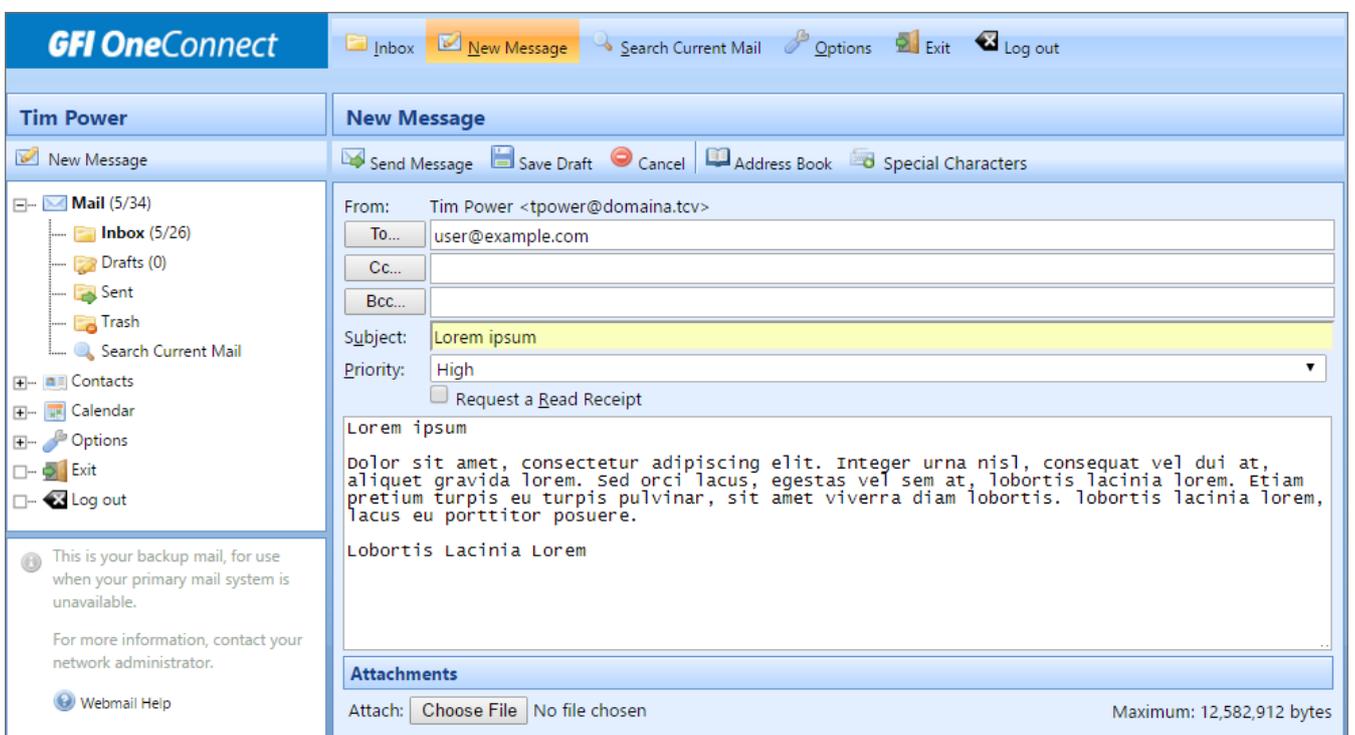
Menu Item	Definition
 Move ▾	Move the message to another folder. Select the destination folder from the drop-down menu.
 Copy ▾	Copy the message to another folder. Select a folder from the drop-down menu.
 Delete	Moves the message to the Trash .
<p>NOTE</p> <p>Messages cannot be permanently deleted from Continuity. When email are recovered back to your original mailbox, deleted messages are moved into the Trash folder of your primary email system.</p>	
 Export	Opens a dialog box that allows you to download or save the message to your desktop or other location.
	Print the message to a printer.
 View ▾	Displays more information about the message. Select: <ul style="list-style-type: none"> » All Headers: display all email header details. » Source: show the complete email source in plain text.

2.1.2 Composing emails

This topic shows how to compose new emails from the GFI OneConnect WebMail. The email recipients will not know that you are sending a message from an alternative email client.

To compose a new message:

1. [Log in](#) to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.
2. From the top menu bar, click **New Message**.



Screenshot 7: Composing a new email message in WebMail

3. In the **To:** field add recipient information. You can:

- Begin typing the recipient's name or email address. A list of possible matches will appear. Select the desired recipient to complete the address.
- Enter email addresses manually, separating multiple addresses with commas or semicolons.
- Insert recipients from your Contacts. To do this, click **To...** In **from**, choose **Global Address List** to add an address from your organization's contacts or **My Contacts** to choose an address from your personal contacts list. Locate the recipient either by scrolling through the list or by using the **Find** box to search for the recipient. Select the recipients from the left section and click **To**, **Cc**, or **Bcc** to move recipient to the right section. Click **OK** when all recipients are added.

4. Key in an email subject in the **Subject** box.

5. To change the default priority of your messages, select it from the **Priority** list.

6. To be notified when the recipient has opened the message, select **Request a Read Receipt**.

7. Type the content of your message in the large text box. If you need to use special characters that are not available on your keyboard. Click **Special Characters** on the message menu. Select a character, right-click and select **Copy**. Then just paste it in your text.

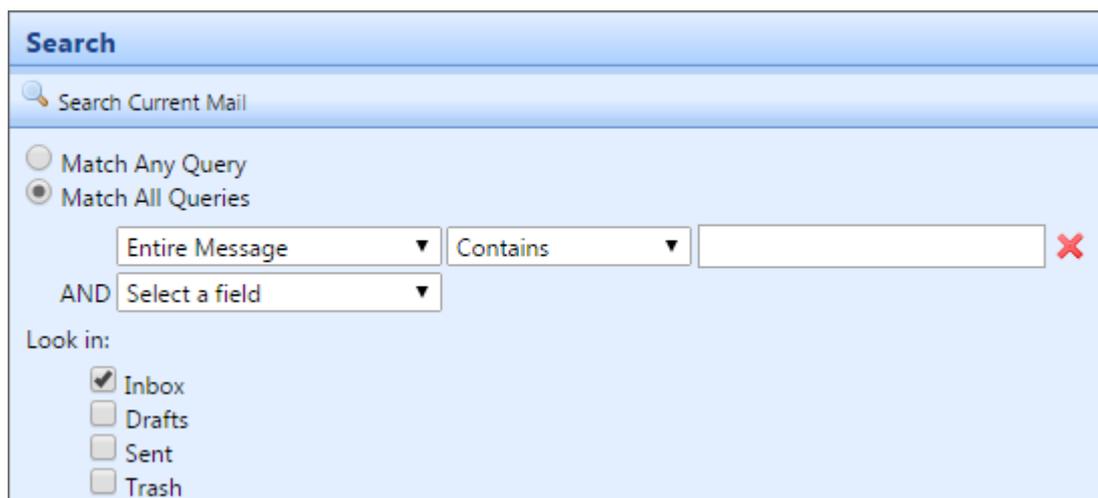
8. To attach items to the message, in the **Attachments** area, click **Choose File**. Find a file from disk and click **Open**. Repeat this process until all attachments are included. You can attach up to 12MB of data files to each message either in one 12MB file or in several smaller files that together do not exceed 12MB.

9. After you verify that all address information, attachments, and text entries are accurate, click **Send Message**. Alternatively, to save the message for sending later, click **Save Draft**.

2.1.3 Searching through emails

To search messages that were sent or received on your GFI OneConnect Continuity WebMail:

1. **Log in** to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.
2. In the top menu bar, click **Search Current Mail**.
3. Select **Match Any Query** to return all emails that match one or more of the conditions, or select **Match All Queries** to return all emails that match all the conditions configured.



Screenshot 8: Searching through emails in WebMail

4. Specify your search conditions using the fields provided. From the first dropdown, select the portion of the email where you want to search, such as the **To** field, or only **Answered** Messages. Depending on the value selected from the dropdown, enter your search query values in the other fields.

NOTE

If you enter two or more words into one text field, the search engine will look for that exact string of words. No double-quotes are required. To search for multiple words not next to each other, enter a query row for each word.

5. To add more query terms, select another value from **Select a Field** and enter that query's information.
6. To remove a row in the search query, click the .
7. Choose the folders where to search for emails in the **Look in** section.
8. When your query is complete, click **Search Current Mail**. Search results are displayed in pages of 20 results each and grouped by folder.

2.1.4 Using contacts

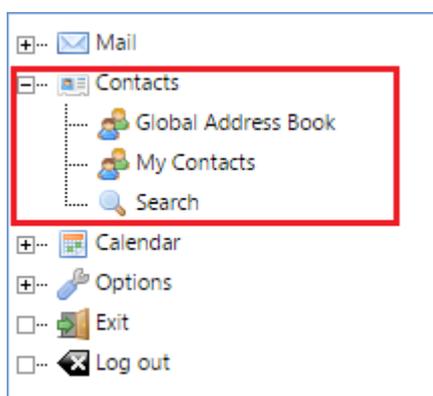
Contact information stored on your mail server (not on your local desktop machine) may be available through your GFI OneConnect account if your organization provides this data to GFI OneConnect. Access contacts from WebMail when the Continuity service is active.

NOTE

You cannot add new contacts or edit contact information from WebMail.

To view contacts:

1. [Log in](#) to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.
2. Open the contacts list by clicking the **Contacts** node in the WebMail left pane.



Screenshot 9: WebMail Contacts node

2.1.5 View contact details

1. In WebMail, expand the **Contacts** node.
2. Select the type of address information you want to see. To view the contacts included in your organization's master list (such as email addresses for your coworkers), select **Global Address Book**. To view your personal contacts list, select **My Contacts**, if available.
3. A list of contact details is displayed in the right pane.
4. Click any contact name to view more information.
5. To compose a message to a listed contact, click the contact's **Email**.

2.1.6 Searching contacts

1. In WebMail, expand the **Contacts** node and click **Search**.
2. In **From**, select the contacts repository to search. Choose **Global Address Book** to search your organization's contacts list or **My Contacts** to search your personal contacts list.
3. In the **Find** drop-down menu, select to search by **Name** or **Email**.
4. In **Matching**, type the email address or part of the display name. You can use partial names, or the % symbol as a wild-card.
5. Click **Search Contacts**.

2.1.7 Search contacts using advanced criteria

Searching with advance criteria allows you to find a contact when you do not remember name or email address, but have access to information like phone number, department or address.

1. In WebMail, expand the **Contacts** node and click **Search**.
2. Click **Advanced** link.
3. In the **From** drop-down, select the contacts repository to search. Choose **Global Address Book** to search your organization's contacts list or **My Contacts** to search your personal contacts list.
4. Type search criteria in any of the available fields.
5. Click **Search Contacts**.

2.1.8 Calendar

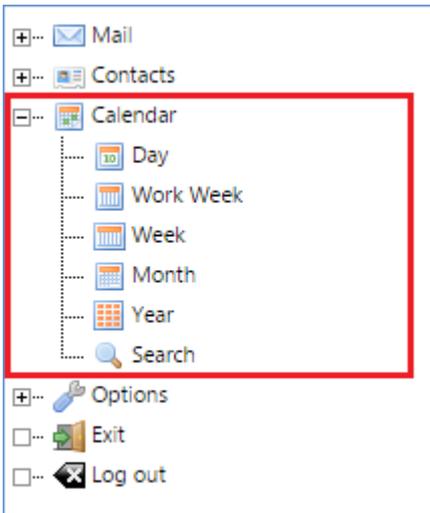
Calendar information stored on your mail server (not on your local desktop machine) may be available in WebMail if your organization provides this data to GFI OneConnect. If your organization makes this data available, you can access your calendar through WebMail when your organization is using GFI OneMail as its emergency email service. This data will be current as of your organization's most recent synchronization with GFI OneConnect.

NOTES

The Calendar allows you to see your personal calendar. You cannot schedule meetings, accept new invitations, or see others' busy/free schedules.

To access the calendar:

1. [Log in](#) to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.
2. Click the **Calendar** node in the left-pane to see the calendar.



Screenshot 10: WebMail Calendar node

From the **Calendar** page, you can view your schedule information.

You can change the calendar view by clicking on one of the tabs across the top of the calendar page:

Option	Description
Day	Today's schedule shown in hour increments.
Work week	Monday through Friday schedule, shown in hour increments.
Week	The schedule for all days of the week, shown in hour increments.
Month	Schedule for the current month.
Year	Schedule for the current year.

To look at a specific date, click **Goto** from the top menu bar and select the date from the calendar.

To print calendar information, change the view so that it displays the calendar information in the format you want to be printed and click **Print** from the top menu bar.

NOTE

When accessing details for a meeting you have tentatively accepted, the status field shows as confirmed. The WebMail calendar does not differentiate between accepted and tentatively accepted meetings.

NOTE

If calendar entries do not appear properly, or calendar entries are missing from the WebMail calendar, reset your WebMail preferences. To do this, in the left-hand menu go to **Options > Global Options**. Click **Reset All Preferences**. Log out and log back in. The missing calendar entries should now be displayed. This action sets the WebMail interface's options back to default, so customizations have to be set again.

2.1.9 Searching for a specific calendar entry

1. In **Calendar**, click **Search** in the top menu bar.
2. In **Title**, enter all or part of the title of the calendar entry.
3. In **Description**, enter all or part of the event description. Use % as a wild card.

4. In **Time Span**, select the period of time to search.

5. Click **Search**.

If the search does not provide the results you need, try the Advanced Search function.

1. Click **Advanced** in the search menu bar.

2. To search on **Title** or **Location**, enter search terms. These do not have to be an exact match. Use % as a wildcard.

3. For time span, choose a start or end time, or select a duration.

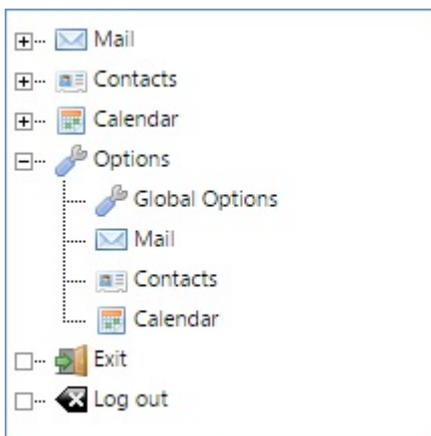
4. Click **Search**.

NOTE

Recurring meetings with an occurrence that matches the search criteria are listed only once in results, even if the meeting occurs multiple times within the date range of your search.

2.2 Customizing WebMail

You can change a variety of settings to customize your WebMail interface. These changes are only effective for your WebMail account and are NOT imported back to your primary email system.



Screenshot 11: The WebMail Options node

NOTE

To remove all of your personalized settings and reset all custom options back to default as set by your organization, go to **Options > Global Options** and click **Reset All Preferences**. Resetting all preferences permanently deletes all options set, and you will have to reset them manually. Log out and log in back again to apply changes.

2.2.1 Mail Options

Mail options determine how you compose and view mail messages within WebMail.

From the WebMail left pane navigation menu, go to **Options > Mail** and click the setting to configure. Click **Save Options** to save and apply changes.

- » [Message Composition](#)
- » [Message Viewing](#)
- » [Mailbox and Folder Display Options](#)

Message Composition

Set options that impact how you compose messages:

Option	Instructions
Compose messages in a separate window?	Check this box to compose new messages in a separate pop-up window. Leave this box unchecked to compose messages in the main WebMail window.
Show the Cc: header field when composing mail?	Check this box to display the Cc: header field in all messages by default. Leave this box unchecked to hide the Cc: header field by default.
Show the Bcc: header field when composing mail?	Check this box to display the Bcc: header field in all messages by default. Leave this box unchecked to hide the Bcc: header field by default.
Include body text in forward message by default?	Check this box to include the body text of an original message when you forward the message. Leave this box unchecked to omit the body text of an original message when you forward it.
When replying/forwarding to a message, should we use the same format as the original message?	Check this box to use the same formatting (plain text or rich text) used by the original message when you reply or forward the message. Leave this box unchecked to use your default choice instead.
Display confirmation after sending a message?	Check this box to display a confirmation whenever you send a message. The confirmation will appear in the same window you used to compose the message. Leave this box unchecked to skip the confirmation and return to the WebMail interface after you send a message.
Save drafts as unread?	Check this box to have drafts saved in the Drafts folder be marked as unread messages. Leave this box unchecked to have drafts saved in the Drafts folder marked as read messages.
Default forwarding method	Choose what parts of a message are forwarded by default.
Where should the cursor be located in the compose text area by default?	Choose where your body text will begin by default.
Request read receipts?	Choose whether to request return receipts by default.
When sending mail or expanding addresses, what domain should we append to unqualified addresses?	Type a domain name into this field to append a domain name to email addresses that you type into any of the message header fields. Enter the domain in the format <code>domain.com</code> . For example: <code>genericorp.com</code> . Then in the To: field it is enough to key in the user names (such as <code>user1</code> , <code>user2</code> , <code>user3</code>) and the domain name is append to it like in <code>user1@genericorp.com</code> , <code>user2@genericorp.com</code> , <code>user3@genericorp.com</code> .
Your signature	To append a signature to all messages sent from your WebMail account, type a signature into this field. Leave this field blank to send messages without a signature. For more information, refer to Configuring email signature (page 21).

Message Viewing

Set options that impact how you view messages,

Option	Instructions
Block images in HTML messages unless they are specifically requested?	Check this box to block images by default in messages you receive. With this option selected, you can choose to display images on a per-message basis. Leave this box unchecked to display all images by default in messages you receive.
Automatically show images in HTML messages when the sender is in my address book?	Check this box to display images by default in messages you receive from senders who are in your address book. With this option selected, images in messages from unknown senders are blocked, but images in messages from senders in your address book are displayed. Leave this box unchecked to block all images by default in messages you receive, whether the sender is or is not in your address book.
Prompt to send read receipt when requested by the sender?	Check this box to have WebMail present you with an option to send a read receipt to the message sender. With this option selected, you will have the choice to send or not send read receipt messages to senders who requested read receipts. Leave this box unchecked to never send read receipts.
Should large blocks of quoted text be shown or hidden by default?	Choose how large blocks of quoted text are displayed by default when viewing messages.
How do you want to display attachments?	Choose how you want attachments displayed when viewing messages.
Where do you want to display links to alternative formats of a message?	Choose where you want alternative message format links displayed when viewing a message.

Mailbox and Folder Display Options

Set options that impact how WebMail behaves as you work with messages in your mailbox and folders.

Option	Instructions
Return to the mailbox listing after deleting, moving, or copying a message?	Check this box to return to the mailbox/folder message list after you delete, move, or copy a message. Leave this box unchecked to view the next message in the mailbox instead of returning to the message listing.
Refresh Folder Views	Choose how often your folder views are refreshed.
Messages per page in the mailbox view	Enter the number of messages you want to see per page in a mailbox listing. The default and recommended value is 20. Some browsers can exhibit unpredictable display behavior when you set this value above the recommended value.

2.2.2 Configuring email signature

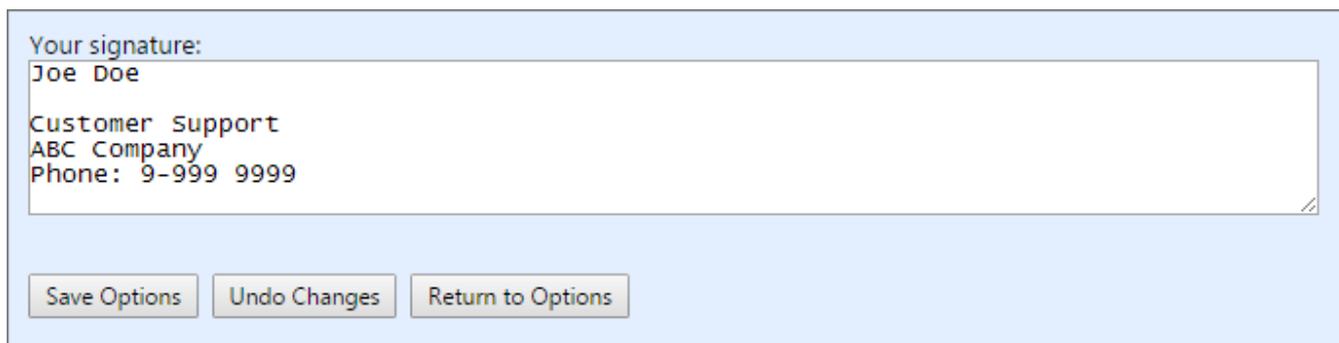
An email signature is text that is automatically added at the end of composed messages.

NOTE

The signature will only be added to messages sent from your WebMail account, not messages sent from your regular mail server

To add or change your signature:

1. Log in to GFI OneConnect and click **Access your emergency mailbox** to launch WebMail.
2. Navigate to **Options > Mail > Message Composition**.



Screenshot 12: Adding signature to GFI OneConnect WebMail

3. Key in your signature under **Your signature**:
4. Click **Save Options**.

2.2.3 Contact options

Configure contact options to determine how your contact information is displayed and used in your WebMail account. From the WebMail left pane navigation menu, go to **Options > Contacts** and click the setting to configure. Click **Save Options** to save and apply changes.

- » [Column Options](#)
- » [Display](#)

Column Options

Choose how fields are displayed in contact address lists.

- » To add a column to the address book display, check its checkbox. To remove a column from the address book display, uncheck its checkbox.
- » To reorder the columns, click a column name and drag it to its new location in the list.

Display

Set options that impact how you view contacts:

Option	Instructions
View to display by default	Choose which contacts view you see by default when you click Contacts from the left side navigation bar. You can choose to view the standard address book listing, or to view a contacts search page.
Maximum number of pages	Enter the maximum number of contacts pages you want to allow.
Number of items per page	Enter the maximum number of contacts displayed per page.

2.2.4 Calendar options

Configure calendar options to determine how your calendar information is displayed and used in your WebMail account.

1. From the WebMail left pane navigation menu, go to **Options > Calendar**.

2. Configure the following options:

Option	Instructions
Select the view to display on startup	Choose which calendar view you see by default when you click Calendar from the left side navigation bar.
How long should the time slots on the day and week views be?	Choose the length of your calendar time slots.
Select the first week-day	Choose Sunday or Monday as the first day of the week. This changes the display of your weekly, monthly, and yearly calendars to begin each week on Sunday or Monday.
What time should day and week views start, when there are no earlier events?	Choose a value from the drop-down list. This determines the time of day when your daily and weekly views will begin by default. For example, if your regular work day is 8:00 AM to 5:00 PM, you can set this field to 8:00 am. By default, your calendar will only display events starting at 8:00 AM unless an event on your calendar begins earlier than that time.
What time should day and week views end, when there are no later events?	Choose a value from the drop-down list. This determines the time of day when your daily and weekly views will end by default. For example, if your regular work day is 8:00 AM to 5:00 PM, you can set this field to 5:00 pm. By default, your calendar will only display events up until 5:00 PM unless an event on your calendar ends later than that time.
Restrict day and week views to these time slots, even if there are earlier or later events?	Check this box to restrict the calendar views to the begin and end times you set in the options above, even if events begin earlier or end later. Leave this box unchecked to show the actual event starting and ending times, even when they are outside the start and end times you set.
Show time of day between each day in week views?	Check this box to repeat the time of day (hour) displays between each day in the weekly view. Leave this box unchecked to show only one time of day display for each week in weekly view.
Show alarm, and recurrence icons in calendar views?	Check this box to display icons for Alarm, and Recurrence of calendar items when you view them in the Calendar. Leave this box unchecked to hide the icons on the Calendar view. You can always see these icons when you open an individual calendar item to view it.
Choose the views to show event start and end times in	Check Month and Week Views to display the start and end times for events in those calendar views. Leave this box unchecked to hide the start and end times for events in those calendar views. Check Print Views to display the start and end times for events when you print them. Leave this box unchecked to hide the start and end times for events when printed.
Choose the views to show event locations in	Check Month and Week Views to display event locations in those calendar views. Leave this box unchecked to hide event locations in those calendar views. Check Print Views to display event locations for events when you print them. Leave this box unchecked to hide event locations when printed.

3. Click **Save Options** to save and apply changes.

Alternatively, click **Undo Changes** to undo the changes you've made and stay on the current page, or click **Return to Options** to return to the **Global Options** page without saving your changes.

2.2.5 Customizing locale and time

Locale and time options affect your WebMail account for all services, including mail, contacts, or calendar.

1. From the WebMail left pane navigation menu, go to **Options > Global Options** and expand the **Locale and Time** box.

2. Configure the following options:

Option	Description
Your current time zone	Choose Default to accept the default time zone set by your organization, or use the drop-down list to set your time zone. Choose a country and city combination that matches your time zone.
Display 24-hour times?	Check this box to display times in 24-hour clock format (for example, 18:00). Leave this box unchecked to display times in a 12-hour format (for example, 6:00 PM).
Choose how to display dates	Choose the format of dates that you would like to use.
Which day would you like to be displayed as the first day of the week	Choose Sunday or Monday as the first day of the week.

3. Click **Save Options** to save and apply changes.

Alternatively, click **Undo Changes** to undo the changes you've made and stay on the current page, or click **Return to Options** to return to the **Global Options** page without saving your changes.

2.3 Mobile app

GFI OneConnect provides users with Android and iOS apps that can be used to access the GFI OneConnect WebMail when an outage of the mail flow occurs and Continuity is activated. Mobile apps provide a quick and easy way for end-users to continue using email directly from a mobile device while the email infrastructure is down. Through the Mobile apps users also have access to their archived emails.

The mobile app also offers access to all archived emails, independently of Continuity to be activated or not. For more information, refer to [Accessing Archive](#) (page 40).

NOTE

Users need to be given permission before they can start using the mobile apps. Contact your administrator in case you cannot login in the application.

Supported Devices

The mobile apps can be installed on the following operating systems:

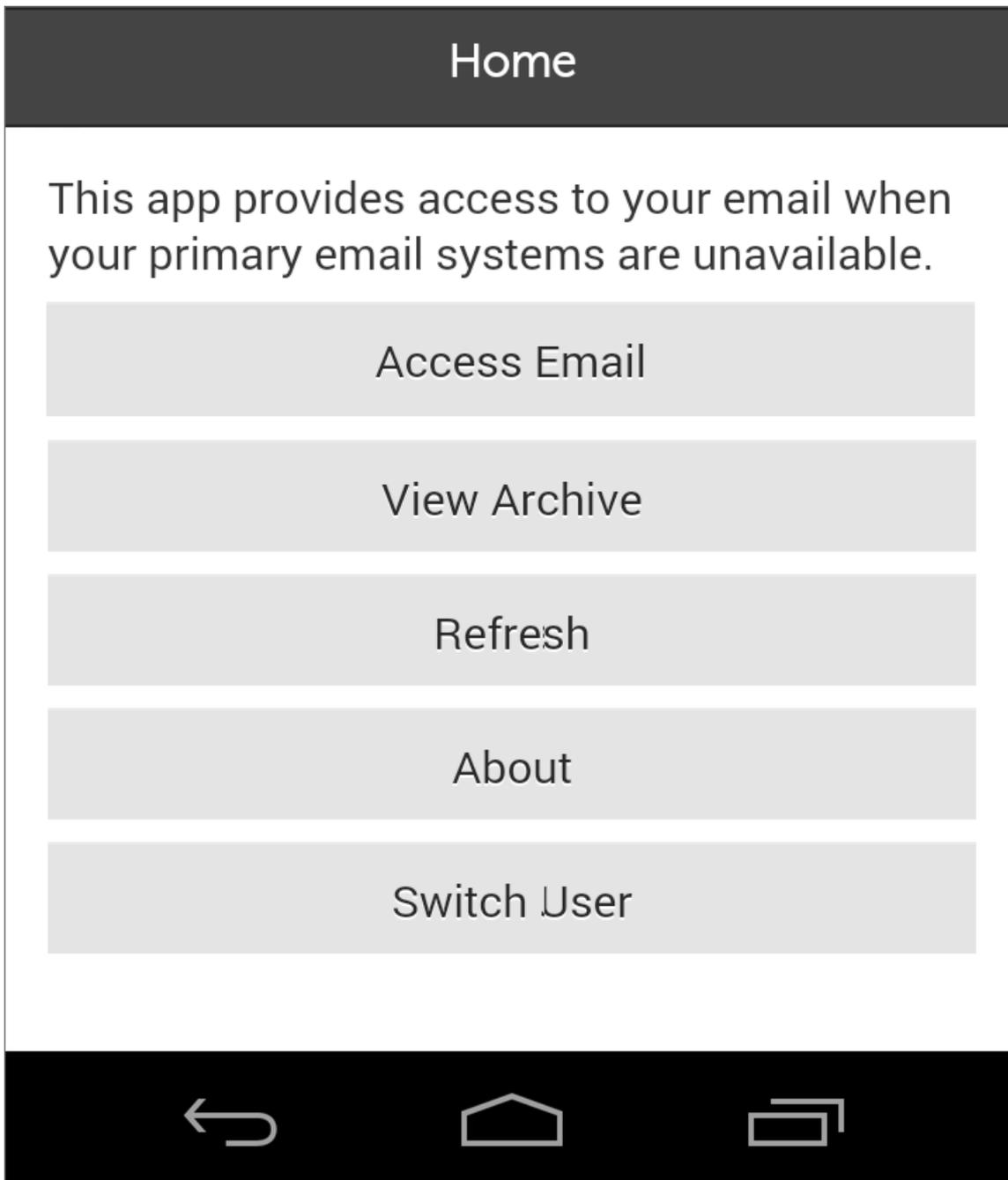
- » All versions of Android from version 2.3 (Gingerbread) or newer.
- » All versions of iOS from version 6.1 or newer.

Download & install the app

Download the GFI OneConnect mobile apps from the [Android Play Store](#) or the Apple iTunes App Store.

Use search to find the app named **GFI OneConnect**.

The app can be installed like any other free app.



Screenshot 13: The mobile app home page

See also:

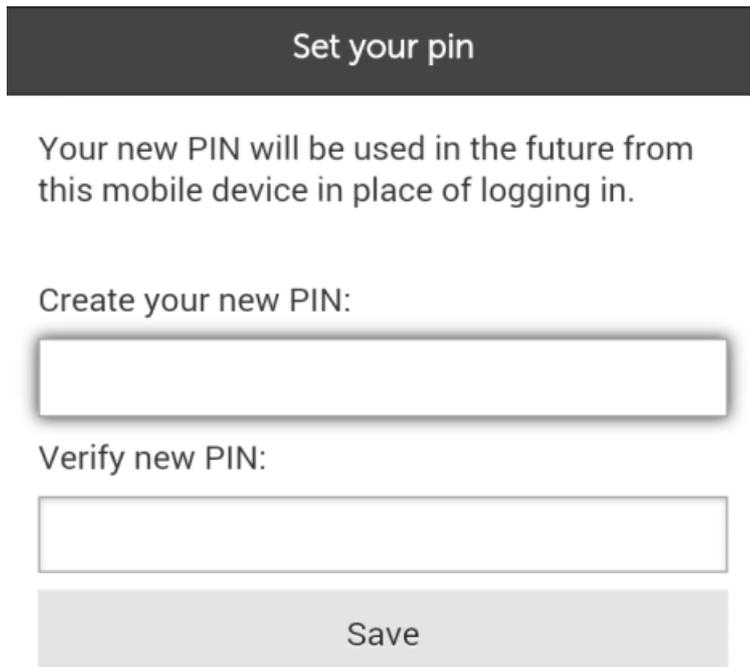
- » [Launching the app for the first time](#)
- » [Mobile WebMail](#)
- » [Accessing archived mail](#)
- » [Switching User](#)

2.3.1 Launching the app the first time

When loading the app the first time, you are required to key in their GFI OneConnect credentials. After the initial launch, you only require the PIN code to login to the mobile apps, even if the GFI OneConnect account credentials change. Use the same security precautions for the PIN as you use for your passwords.

To launch the mobile app the first time:

1. Tap the GFI OneConnect icon to launch the app.
2. Key in your GFI OneConnect credentials. Tap **Log in** to verify credentials.



Set your pin

Your new PIN will be used in the future from this mobile device in place of logging in.

Create your new PIN:

Verify new PIN:

Save



Screenshot 14: Specify a PIN code for mobile app login

3. Key in a PIN code which must be at least four characters long. Confirm the PIN code and tap **Save**. Use this PIN code when logging in a next time,

From the Mobile App you can:

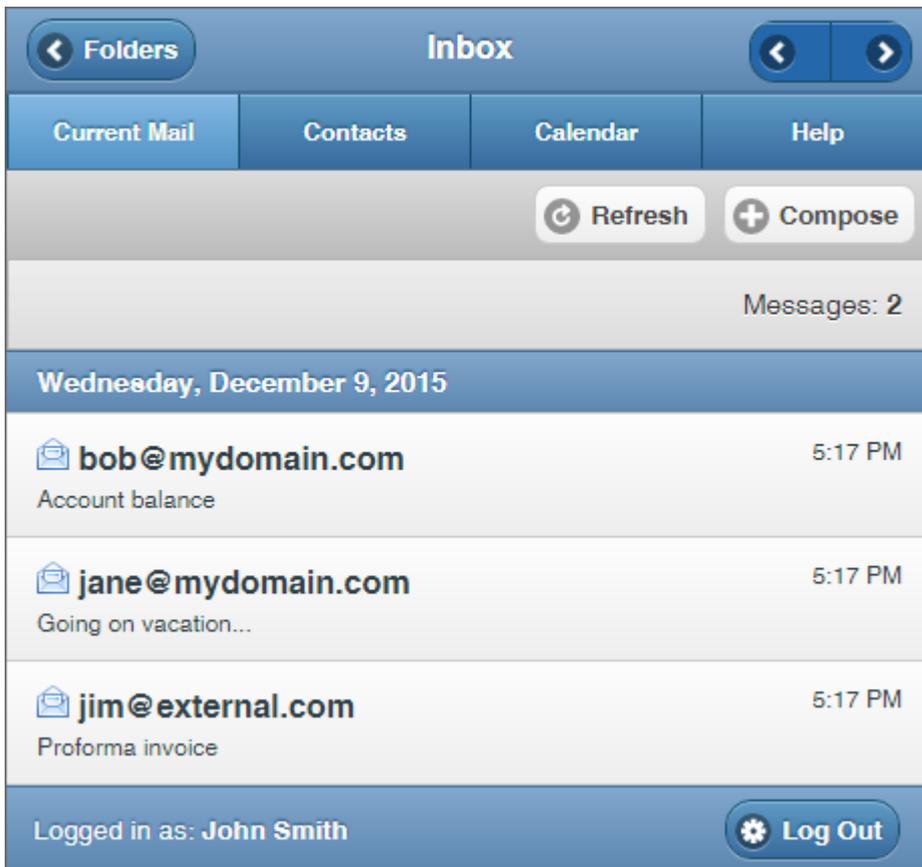
- » [View messages in mobile webmail](#)
- » [Compose messages](#)
- » [Access contacts](#)
- » [Access calendar](#)

2.3.2 Using Mobile WebMail

This topic describes how to use Mobile WebMail from the GFI OneConnect mobile app. Note that Mobile WebMail is only available when Continuity is activated by your administrator.

To access WebMail on your mobile:

1. Launch the GFI OneConnect app on your device.
2. Key in your PIN code which was set when [launching the app the first time](#).
3. Tap **Access Email** to launch Mobile WebMail.



Screenshot 15: The Continuity Mobile WebMail

The **Current Mail** tab shows messages available in the GFI OneConnect WebMail.

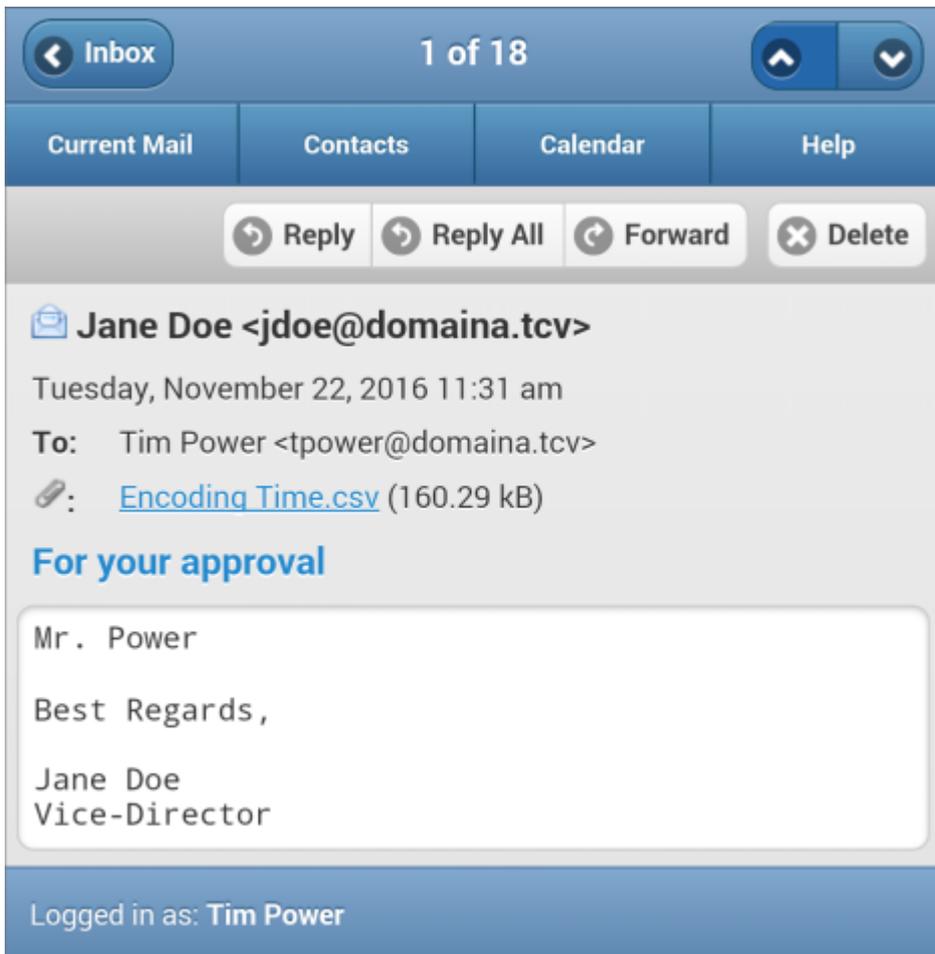
For further details on how to use the Mobile App refer to:

- » [Checking emails](#)
- » [Composing messages](#)

2.3.3 Viewing Messages

To view messages in Mobile WebMail, launch the GFI OneConnect Mobile App. The **Current Mail** tab displays emails received in your inbox. Tap a message to open it.

To view deleted, sent, or draft messages, tap the **Folders** button at the top of the message list, then tap the folder you wish to view: **Inbox**, **Drafts**, **Sent**, or **Trash**.



Screenshot 16: Message received in the mobile app

You can perform typical message actions by using the toolbar that appears at the top of the page:

Action	Description
Reply	Compose a response to the person who sent the message.
Reply All	Compose a response to the person who sent the message, as well as all other recipients.
Forward	Send the message and/or its attachments to another person.
Delete	Move the message to the Trash folder. Note that deleted messages are also recovered back to your mailbox when your email service is restored. Messages in the Trash cannot be permanently deleted using WebMail.
Resume	Continue composing a previously saved draft. Only messages in the Drafts folder can be resumed.

2.3.4 Composing Messages

To send an email from Mobile WebMail, [launch](#) the GFI OneConnect mobile app and tap **Compose**.



Screenshot 17: Mobile WebMail Compose screen

Key in the different fields of the message:

Field	Description
To, Cc or Bcc	Enter the recipients' email addresses. Separate multiple email addresses using a semicolon (;). Tap  to use the Global Address list. Tap  to use the Contact list.
Subject	Enter the subject for the email.
Message body	Tap anywhere in the message body field and key in the message.

Tap **Send** to send the message or tap **Save** to save the message in the draft folder.

2.3.5 The Mobile Contacts

Use GFI OneConnect Mobile WebMail on mobile devices to access your email contacts when your organization's email system is down. Contacts stored on your mail server may be available via Mobile WebMail if your organization enabled this functionality.

Note that contacts are displayed in a view-only mode and cannot be edited or actioned from the GFI OneConnect WebMail.

To access the contacts on your Mobile WebMail, [launch](#) the Continuity mobile app and tap the **Contacts** tab.

Actions that can be performed from the **Contacts** tab:

Action	Description
Review the organization's list of contacts.	Tap Global Address Book .
Review your personal address book.	Tap My Contacts .
View a contact's details.	Go to the contact list and tap the desired contact.
Compose a message to a contact.	Tap the contact's email address on the contact detail page.
Search for a particular contact.	Tap the search field and enter your query, then tap Filter .

2.3.6 The Mobile Calendar

Use Mobile WebMail to access your calendar when your organization's email system is down. Calendar events stored on your organization's mail server may be available via WebMail if your organization enables this functionality.

Note that calendar entries are displayed in a view-only mode and cannot be edited or actioned from the GFI OneConnect WebMail.

To access the calendar on Mobile WebMail, [launch](#) the GFI OneConnect Mobile app and tap the **Calendar** tab.



Screenshot 18: Calendar view on the Mobile WebMail

You can change the calendar view by clicking on one of the buttons across the top of the calendar page:

- » Use  to move from one day to another.
- » Use  to view the calendar days of the month and select a specific day.

2.3.7 Accessing archived mail

This topic describes how to access your archived emails from the GFI OneConnect mobile app. Note that archived emails are available all the time, not only when Continuity is activated.

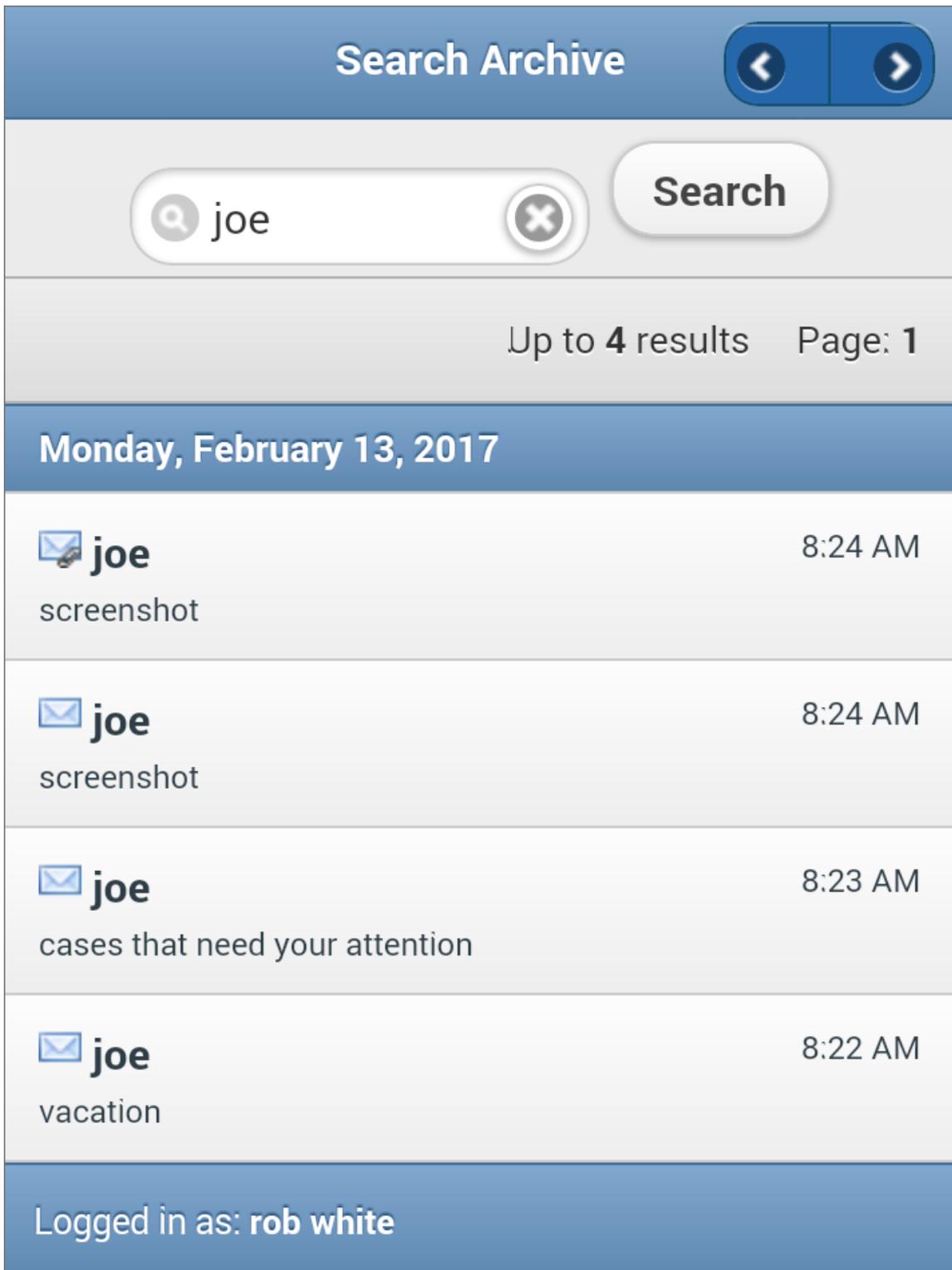
The mobile app allows users to have access to all archive emails and offers a search feature that helps to find emails based on keyword search on subject, senders, body of email or attachments.

Users can reply or forward archive emails from the mobile app. Users can also open attachments if the mobile has an application associated with the file type of the attachment.

Opening the Search Archive

To access archived emails on your mobile:

1. Launch the GFI OneConnect app on your device.
2. Key in your PIN code which was set when [launching the app the first time](#).
3. Tap **View Archive** to launch Search Archive.



Screenshot 19: Archived emails available on the mobile app

4. The **Search Archive** tab shows all messages available in the GFI OneConnect Archive. Click < and > buttons to navigate to different pages.

Searching archived emails

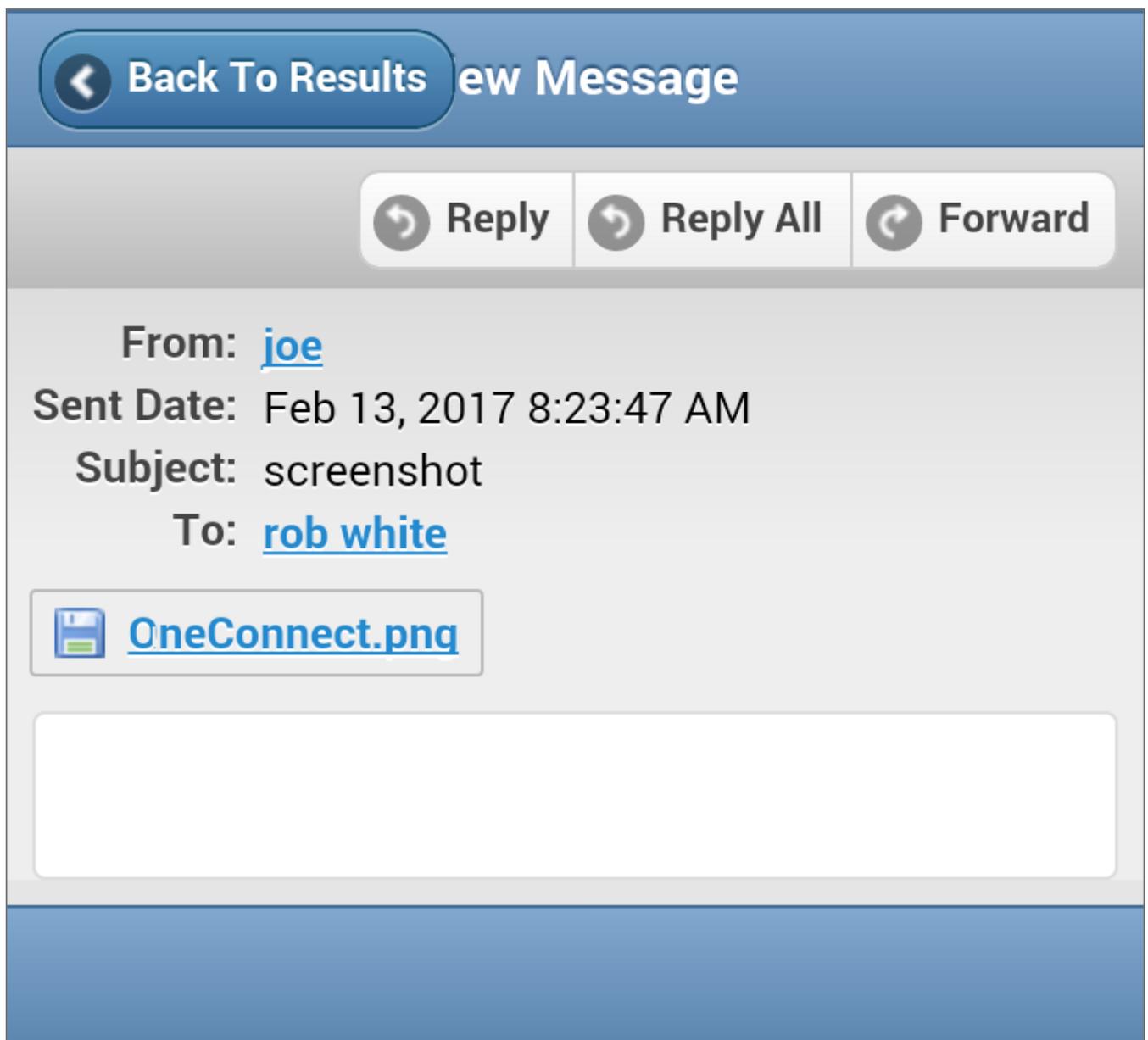
To search archived emails on your mobile:

1. Launch the GFI OneConnect app on your device.
2. Key in your PIN code which was set when [launching the app the first time](#).
3. Tap **View Archive** to launch Search Archive.
4. Key in a keyword in the search box and tap **Enter**.

Working with archived emails

To open an archived email on your mobile:

1. Launch the GFI OneConnect app on your device.
2. Key in your PIN code which was set when [launching the app the first time](#).
3. Tap **View Archive** to launch Search Archive.
4. Tap the message you want to work with.



Screenshot 20: Options available for archived emails

5. These are the options available:

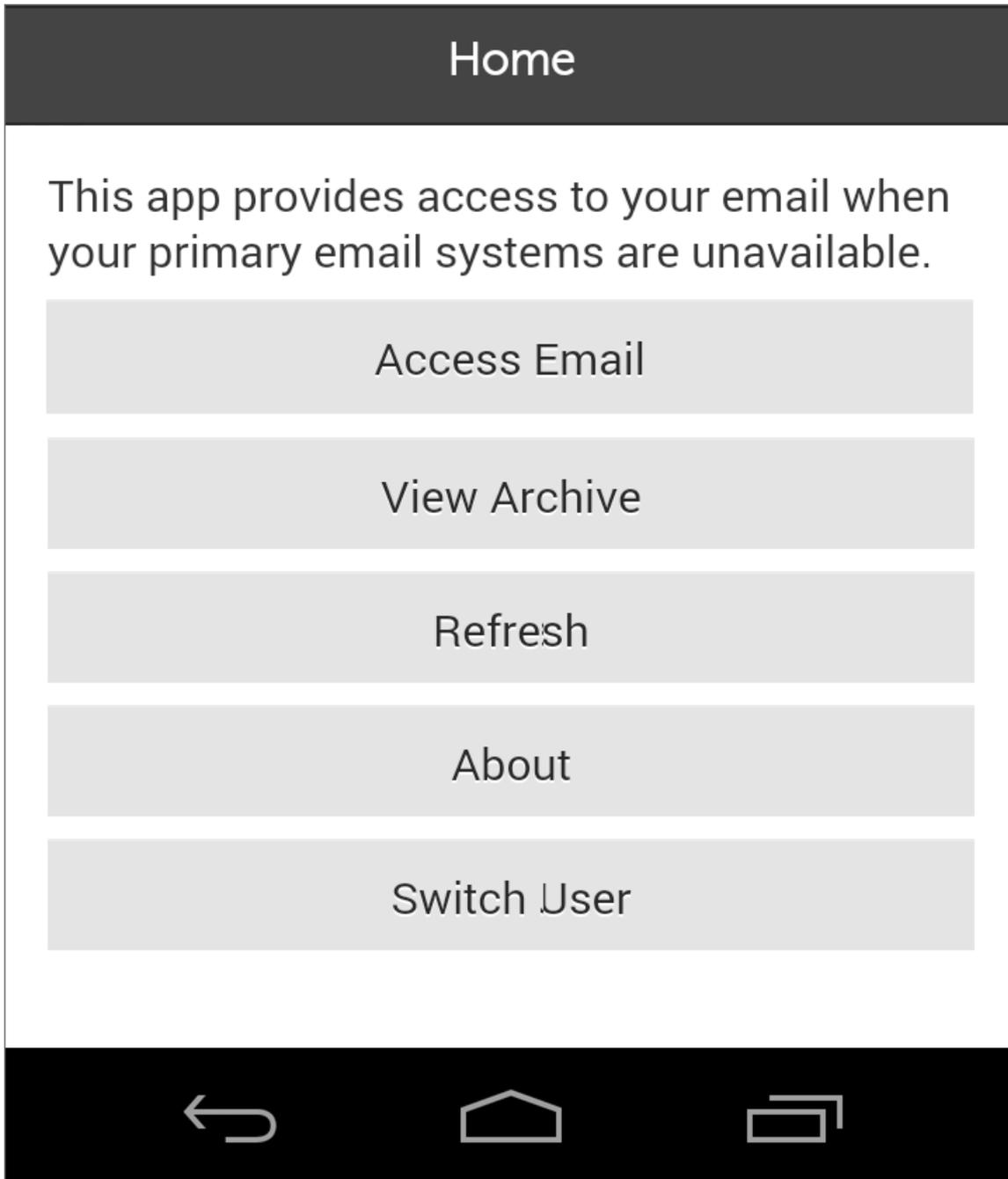
Action	Description
Reply	Click Reply to send a reply to the sender.
Reply All	Click Reply All to send a reply to the sender and all the other recipients.
Forward	Click Forward to send the message to another recipient.
Download	Click the attachment name to download the message to your mobile. The attachment can be automatically open if there is an application associated with the attachment file type.
Back to Results	Click Back to Results to go back to the Search Archive view.

2.3.8 Switching user

When using Mobile WebMail you can switch to a different user at your convenience.

To switch user:

1. On the GFI OneConnect Mobile app home page tap **Switch User**.
2. Enter the new user's GFI OneConnect credentials and a new PIN code.

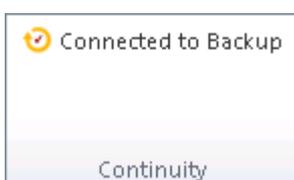


Screenshot 21: Home page on the Mobile WebMail

2.4 The GFI OneConnect Outlook Extension

The Outlook Extension enables you to continue sending and receiving email even when your organization's mail system becomes unavailable.

You may receive an email from your administrator before the system is activated. If not, you can tell that this system has been activated because a **Connected to Backup** link appears in the **Continuity** section of the **GFI OneConnect** tab:



Screenshot 22: Outlook Extension message

Click this link to select which email service to use during the system activation:

- » To continue to use Outlook, press **OK**
- » To use email from your browser, click **Open GFI OneConnect in a Web Browser**. Enter your GFI OneConnect username and password to login. For more information, refer to [Using the WebMail Interface](#) (page 11).

NOTE

You can switch back and forth between WebMail and Outlook applications during an activation period, but mail is not synchronized between them. Once your primary email service is restored, all email activity that occurred on any device is synchronized back to your primary email system.

2.4.1 Using the Outlook Extension

Some things to know about using the Outlook Extension when email backup is activated:

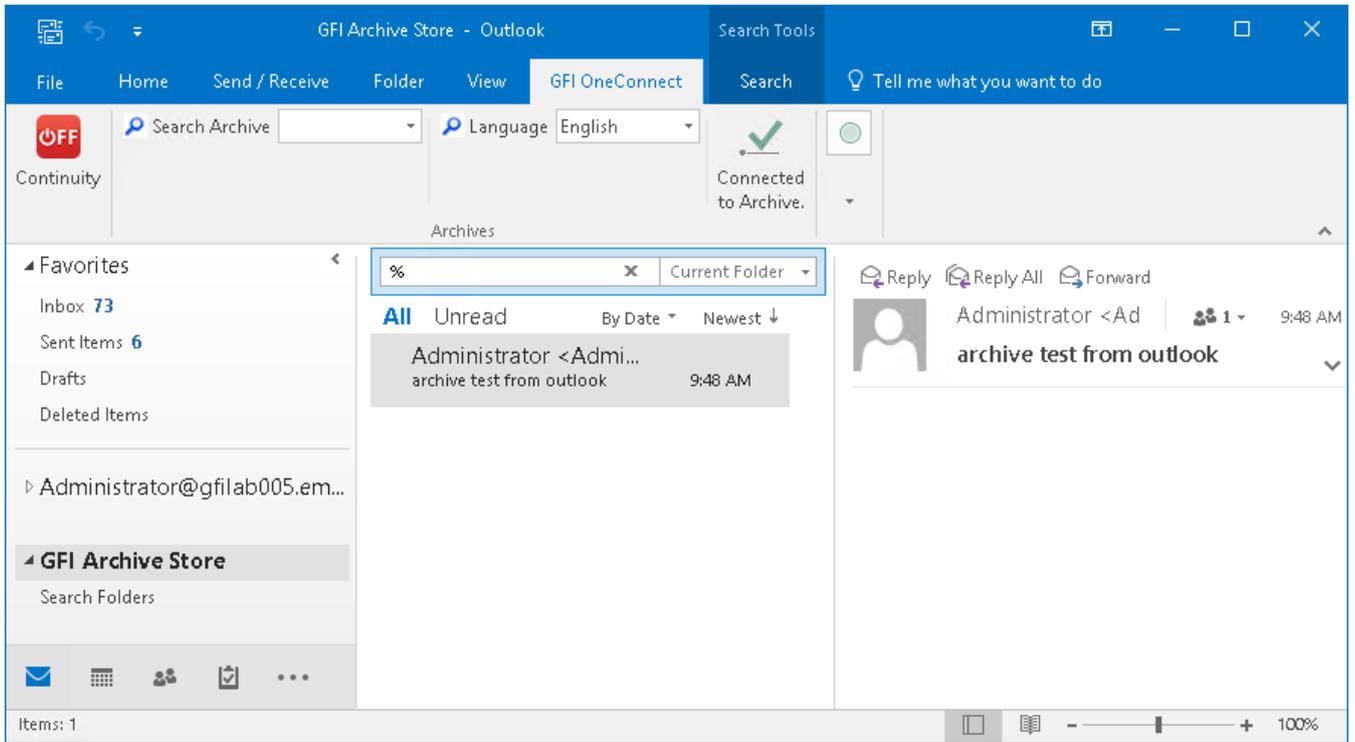
- » You can send and receive email as usual, and your emails will be processed using your usual email address. Message importance and message sensitivity information is maintained.
- » You can send, accept and decline meeting invitations. However, schedule information for other users (free/busy information) is not available. Your Reminders window continues to operate as usual.
- » You can edit your Contacts information as usual; the data will be updated after the activation. You can see information in the Global Address List.
- » You can see and modify tasks using the Outlook Extension.
- » If you have multiple Outlook profiles, only one cached address book is available during an activation.
- » During an activation, read/delivery receipts require user to click Send/Receive button in order to be delivered.
- » Mailbox folder hierarchy changes are only made on start-up. Changes to overall folder structure are not be updated until Microsoft Outlook is closed and reopened. This is to minimize impact to the Microsoft Outlook performance.
- » You cannot use the following features from the Outlook Extension:
 - “Out of Office” notifications
 - Delegate access (viewing other users’ mailboxes)
 - Delivery options (“Do not deliver before...” rules)

Proxy settings

In some cases, your computer may not be able to connect to the service because your environment uses proxy servers. If this is the case, Click **Proxy** in the ribbon tab and enter the GFI OneConnect username and password provided by your administrator.

2.4.2 Outlook Archive Search

Outlook Extension Search offers the convenience of searching the GFI OneConnect Archive Store from within Outlook. Searching can be performed on the most common set of email attributes within the Outlook folders that have been synchronized with the GFI OneConnect Archive.



Screenshot 23: GFI OneConnect Outlook Extension and the GFI Archive Store

When the GFI OneConnect Archive is first accessed, the email message list is empty, by design. To display search results execute a search. Entering a wildcard such as a % (percent sign) returns all email messages in the Archive Store.

Limitations

Grouping of search results is not supported. Since the Outlook Extension search does not support grouping of search results, the **Search Folder > New Search Folder... > Mail from and to specific people** option may display an error message and incorrect results.

Searching by attachment name or attachment contents may cause unexpected search results or may cause the search to not return any messages.

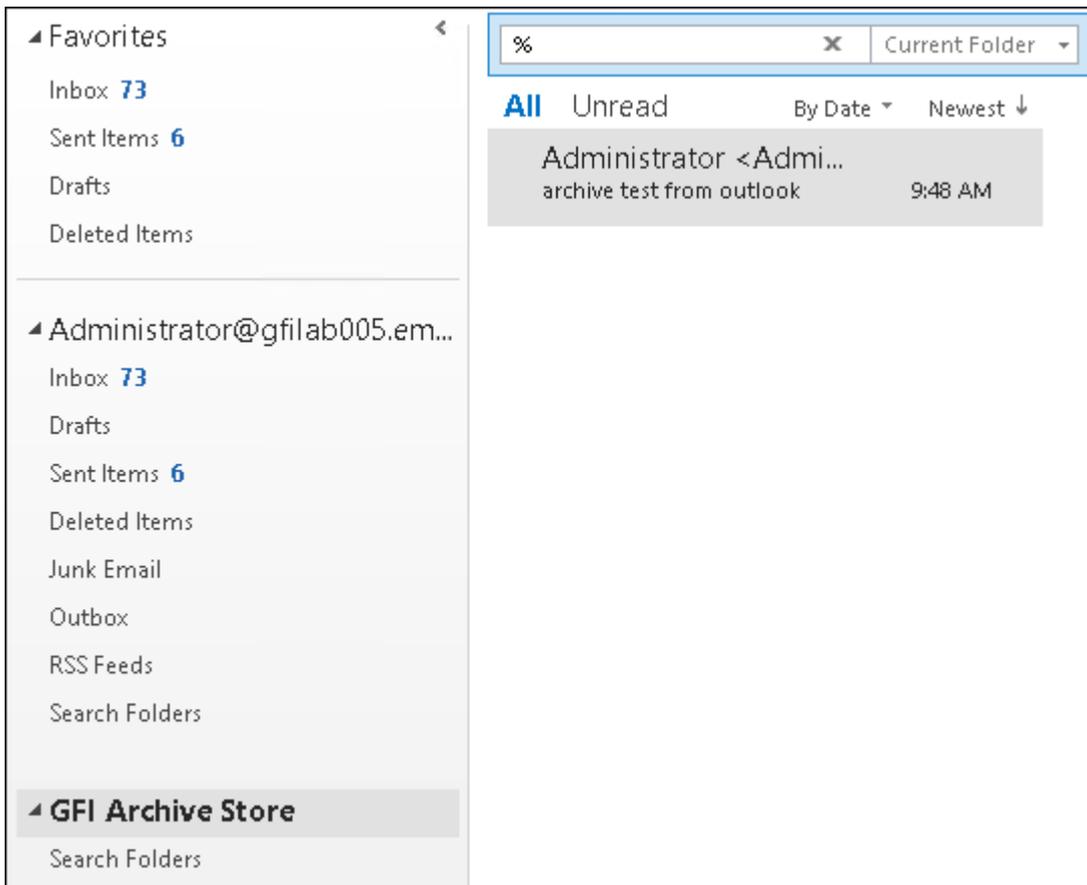
If Microsoft's 'LoadBehavior' Outlook Add-in registry key is used to disable Outlook Extension, on a system that is enabled for Outlook Integrated Search, it will still show the Archive Store in Outlook, however, it won't produce any search results.

Accessing the archived emails

GFI OneConnect offers two different options inside the Outlook Extension to access archived emails:

Searching the GFI Archive Store

The **GFI Archive Store** appears below your normal email folders.

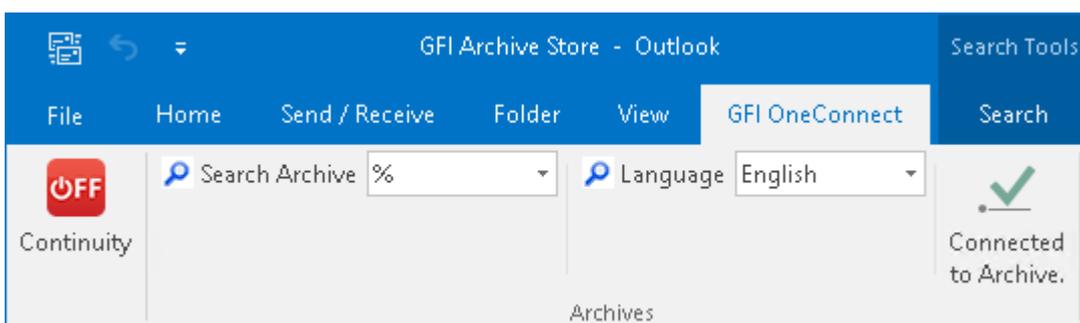


Screenshot 24: Searching the GFI Archive Store

To search the Archive Store, select a folder and search as you normally would in Outlook. To display search results execute a search. Entering a wildcard such as a % (percent sign) returns all email messages in the Archive Store.

Using the GFI OneConnect Ribbon

Search can be performed using the GFI OneConnect ribbon.



Screenshot 25: GFI OneConnect Outlook extension ribbon

To search using the GFI OneConnect ribbon:

1. Navigate to the GFI OneConnect tab.
2. Type a keyword in the **Search Archive** textbox and click **Enter**. For more information, refer to [Keywords Tips](#) (page 41).
3. For more information, refer to [Keywords Tips](#) (page 41).

Moving Search Results to Outlook Email Folders

To copy an individual email from the GFI OneConnect Archive Store to another Outlook folder, you can use one of the following options:

- » Click-and-hold the Archive Store message and drag and drop the message onto the new folder.
- » Click the Archive Store message and cut (CTRL+X) and paste (CTRL+V) the message in the required folder. The use of copy (CTRL+C) option is not supported..
- » Right-click the message, select **Copy To Folder...**, and then select one of the folders that are listed in the pop-up dialogue box.

3 Archiving

GFI OneConnect Archive allows users to search messages that have been retained as part of their organization’s message archiving policies.

Archived email can then be searched, grouped according to various criteria, downloaded or restored to a mailbox.

GFI OneConnect Archive works with two types of users:

- » GFI OneConnect users: who only have access to their personal email. For more information, refer to [Search Personal Email](#) (page 43).
- » GFI OneConnect reviewer users: who additionally have access to a group of users from their company. Reviewer users can create recovery archive, create retention holds, manage tags, and search failed messages. For more information, refer to [Managing Company Mail](#) (page 45).

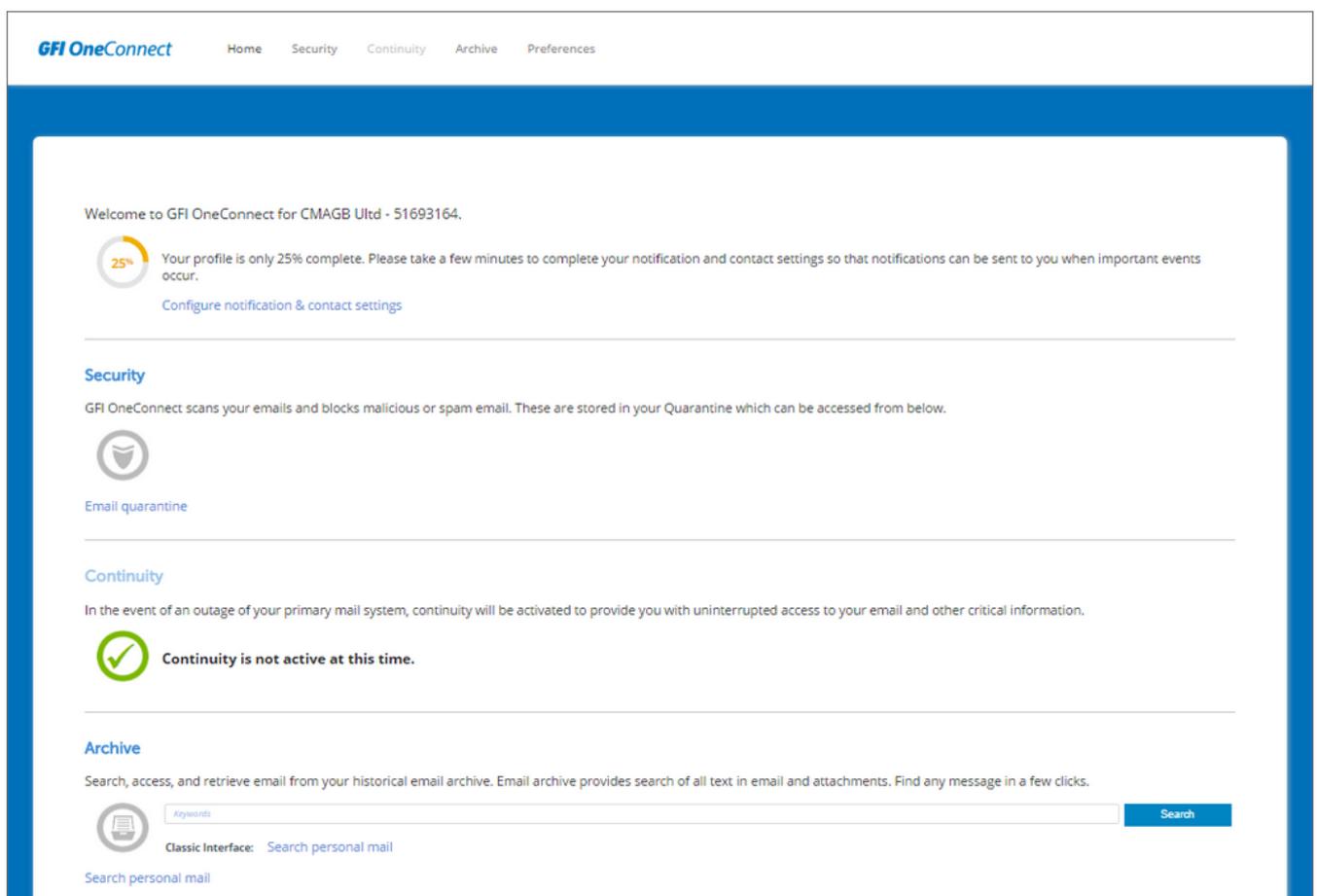
3.1 Accessing Archive

Archive users can search their personal email archive accessing the GFI OneConnect web interface.

GFI OneConnect reviewer users also have access to email that belongs to the users of their reviewer group. For more information, refer to [Managing Company Mail](#) (page 45).

To access the GFI OneConnect Archive:

1. Login to GFI OneConnect.



Screenshot 26: GFI OneConnect home page

2. On the home page there are three ways to get access to your personal email under the **archive** section:

- Click **Search personal mail** under **Classic Interface** to have access to a list of all your archived emails. For more information, refer to [Browsing Personal Email](#) (page 41).
- Click **Search personal mail** to have access to a search query to build a view of your archived emails. For more information, refer to [Search Personal Email](#) (page 43).
- Type a keyword in the text box and click **Search**. For more information, refer to [Keywords Tips](#) (page 41).

3.2 Keywords Tips

Follow these tips to create more targeted, efficient keyword searches:

- » Choose specific, descriptive keywords.
- » Searches are not case sensitive.
- » Most special characters are not allowed, or are ignored, in personal mail searches.
- » The one special character that is used is the dash (-), which excludes the search results that contain the following term or quoted phrase. For example: The search `anyone -any domain` would return emails and attachments that contain the keyword `anyone` and excludes such search results that also include the keyword `any domain`.
- » Spaces are not allowed between the dash character and the following term or phrase.
- » The Archive's search index is based on whole words or tokens, not partial words or individual letters or numbers. For example:
 - The search term `mail` would not return documents containing the term `gmail`.
 - The search term `company` would match `person@company.com`, but not `person@newcompany.com`.
- » No wildcard characters are needed because search automatically adds an implied wild card (*) at the end of every search term. For example a search term of `gma` would match `gma`, `gmail` and `gmails`.
- » Let the search engine help search for words with the same root. For example, if you type `project` the search also matches the words `projected`, `projecting`, and `projects`.

3.3 Browsing Personal Email

GFI OneConnect allows users to browse their archived mail. Additionally, the users also can download the email in EML format, reply to messages or view information about the mail.

To access this page [login](#) to GFI OneConnect and under **Archive** click on **Classic Interface: Search Personal Mail**.

Simple Query Query Language Search Language: English

Enter search text in English... GO

Rank	Date [use date range]	From	Recipients	Subject	Filename
	01/27/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	Minutes	
	01/26/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	weather	
	01/31/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	News	
	01/31/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	Forward	
	01/31/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	For your information	Files
	01/30/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	new files	
	02/03/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	Test Email	
	02/03/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	Test Email	
	01/27/2017	Administrator <administrator@gfilab003...>	administrator@gfilab003.emailguard.com;	TTest self 2	
	01/27/2017	Administrator <administrator@gfilab...>	user@example.com	Urgent	

Results 1 - 10 of 10 (0.0180 seconds)

Urgent

Reply Reply to All Forward [View Message Information](#) [Download Message](#)

From: Administrator
Date: 1/27/2017, 7:51:07 AM
To: user@example.com

Screenshot 27: Browsing email options

Browsing mail

The classical view of search personal email gives an overview of all the archive emails by default.

The display can be ordered by any of the fields available: Date, From, Recipients, Subject, and Filename.

To order the items:

1. Click any of the fields to display it in descending order.
2. Click again to display it in ascending order.

Searching mail

Use one of the two options to customize and narrow down the list of emails displayed using the searching capabilities of GFI OneConnect. There are two options that you can use.

Option 1: Query builder

Query builder is preferred for specific searches when you know exactly what you are looking for. Use the [keywords tips](#) to find more about the use of terms used for search. This option allows you to filter the search using any of these available fields:

Field name	Description	How to use
Date	Search mail based on the date range.	Click Use date range . Then, use calendar to set include email from: and until: dates and time.
From	Search mail based on the sender.	Key in the username or email address of the sender.
Recipients	Search mail based on the recipient.	Key in the username or email address of the recipient.
Subject	Search mail based on the subject.	Key in a keyword that is part of the subject. Partial words are accepted, the term admin also matches administrator and administration.
Filename	Search mail based on attachment files.	Key in the filename of an attachment file. Partial words are accepted, the term admin also matches administrator and administration.

Option 2: Advanced Query Language

Advanced Query Language option allows users to build complex query search combining multiple filters into a single query. This option required proficiency in the use of GFI OneConnect query Language. For more information refer to http://go.gfi.com/?pageid=oneconnect_help#csid=AdvancedSearch.

Working with archived mail

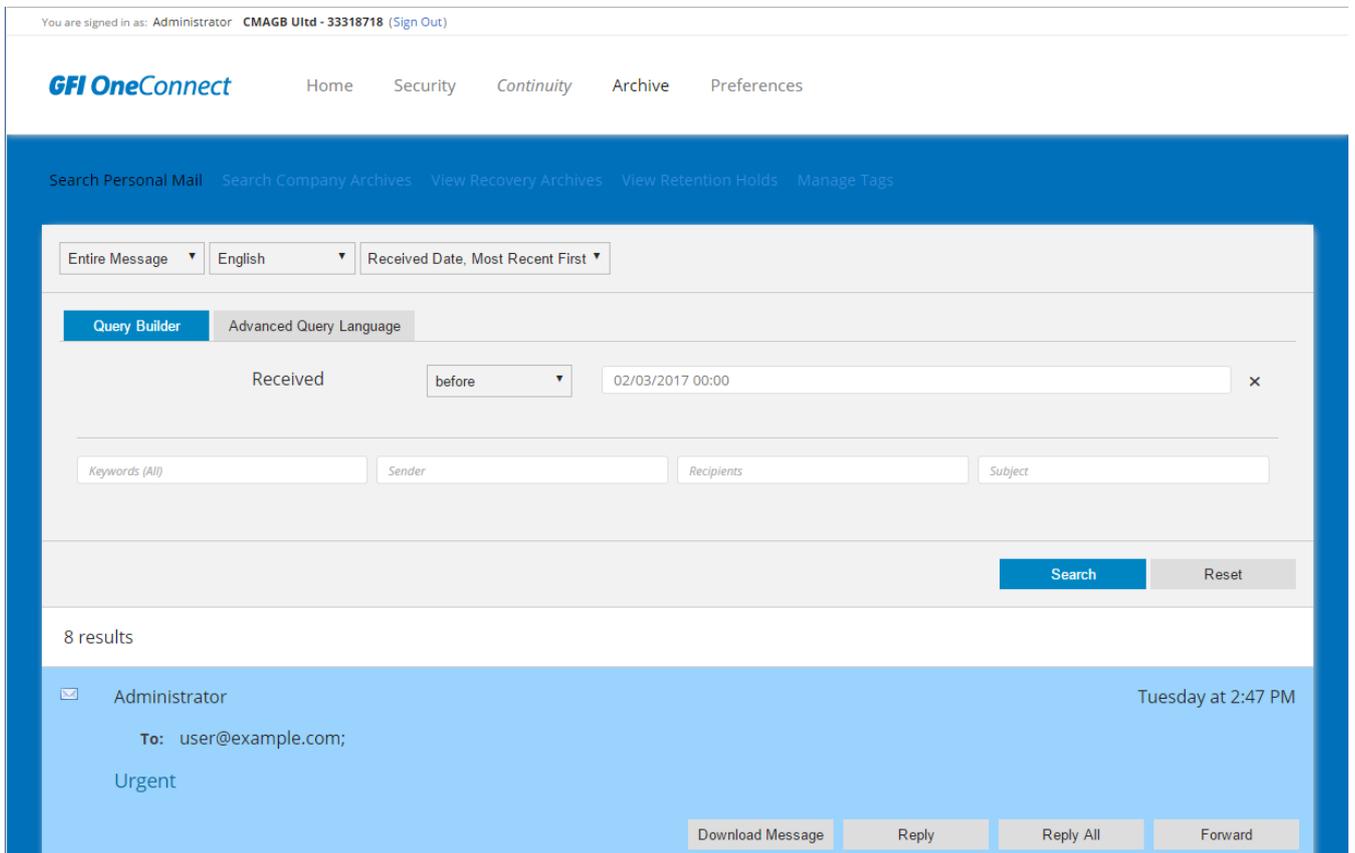
GFI OneConnect offers a number of actions that can be performed on archived emails. The available actions are:

Option	Description
Reply	Click this button to display the GFI OneConnect Webmail Reply window, to reply to the email sender.
Reply All	Click this button to display the GFI OneConnect Webmail Reply to All window, to reply to the email sender and all the other recipients.
Forward	Click this button to display the GFI OneConnect Webmail Forward window, to forward the message to new recipients.
Download Message	Click this link to download the selected message as an EML file, which can either be saved, or opened in Microsoft Outlook.
View Message Information	Click this link to display Message ID and Partition ID information. Click again to hide the information.
Attachments list	Contains a list with the filename of each attachment and its size. Click filename to download it to your computer.

3.3.1 Search Personal Email

GFI OneConnect allows users to search their personal archived mail. The user can also download the email in EML format, and can reply or forward emails as required.

To access this page [login](#) to GFI OneConnect and under **Archive** click **Search Personal Mail**.



Screenshot 28: Searching personal mail options

Customizing the search

Users can customize the search for their personal mail using the following options:

Option	Description
Search scope	Select the scope of the search. The options are: <ul style="list-style-type: none"> » Entire Message » Do Not Search Attachment » Search Only Attachment
Language	Select the language of the search. This determines the use of stop words.
Display order	Select the field to order the list of found emails. The options are: <ul style="list-style-type: none"> » Received Date, Oldest First » Received Date, Most Recent First » Sender, A to Z » Sender, Z to A » Subject, A to Z » Subject, Z to A » Relevance, Most Relevant First » Relevance, Least Relevant First

Searching mail

Use one of the available options to customize and narrow down the list of emails displayed using the searching capabilities of GFI OneConnect. There are two options that you can use for search.

Option 1: Query builder

Query builder is preferred for specific searches when you know what you are looking for. Use the [keywords tips](#) to find more about the use of keywords in search. This option allows you to filter the search using any of this available fields:

Field name	Description	How to use
Keywords	Filter mail based on specific keywords.	Key in a keyword and click Search . Keyword search will affect the email body and its metadata: Subject, From, To, Date, Attachment name, etc. For more information, refer to Keywords Tips (page 41).
Sender	Filter mail based on the sender.	Key in the username or email address of the sender.
Recipients	Filter mail based on the recipient.	Key in the username or email address of the recipient.
Subject	Filter mail based on the subject.	Key in a keyword that is part of the subject. Partial words are accepted, the term admin also matches administrator and administration.
Received date	Filter mail based on the date the email was received.	Select a date on the calendar for the search. The available connectors are: <ul style="list-style-type: none"> » on: Search email received on the selected day. » between: Search a date range starting with the selected day. A new field is added to select the end date. » after: Search email received after the selected date. » before: Search email received before the selected date.

Option 2: Advanced Query Language

Advanced Query Language option allows users to build complex query search combining multiple filters into a single query. This option required proficiency in the use of GFI OneConnect query Language. For more information refer to http://go.gfi.com/?pageid=oneconnect_help#cshid=AdvancedSearch.

Working with archived mail

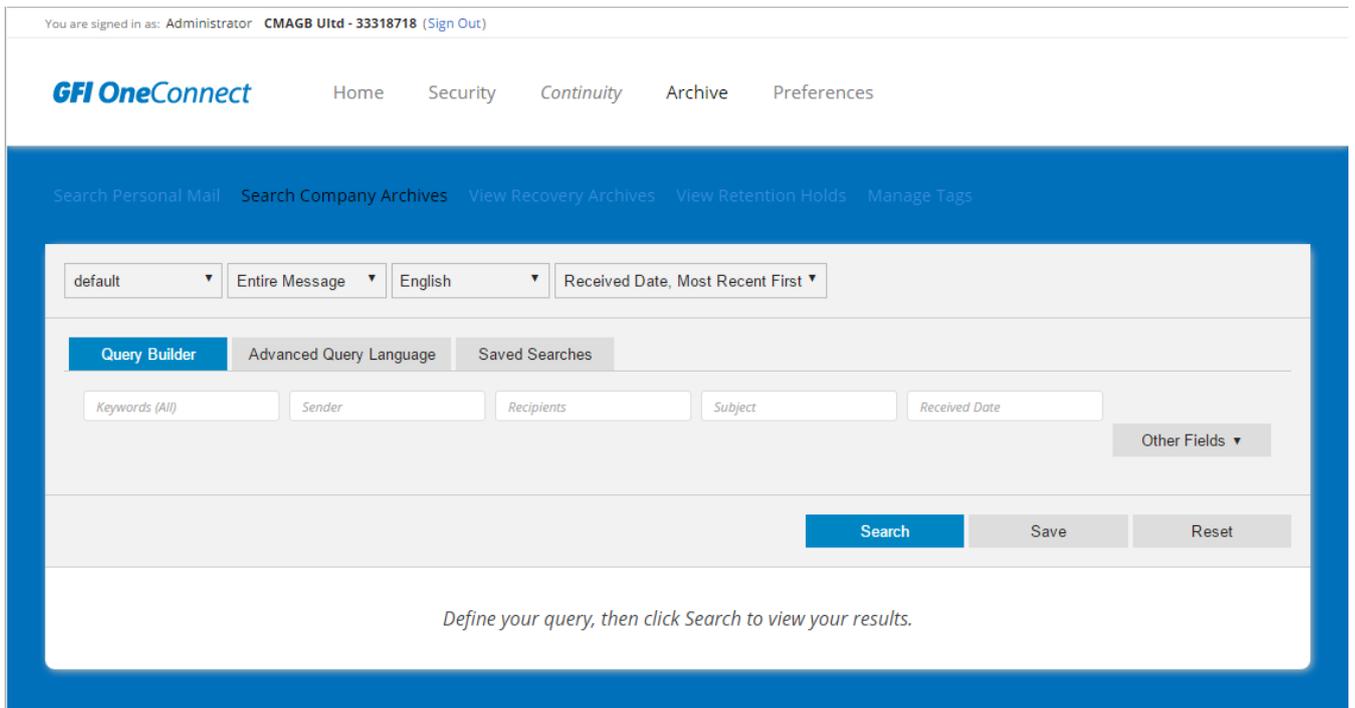
GFI OneConnect offers a number of actions that can be performed on archived emails. The available actions are:

Option	Description
Download Message	Click this link to download the selected message as an EML file, which can either be saved or opened in Microsoft Outlook.
Reply	Click this button to display the GFI OneConnect Webmail Reply window, to reply to the email sender.
Reply All	Click this button to display the GFI OneConnect Webmail Reply to All window, to reply to the email sender and all the other recipients.
Forward	Click this button to display the GFI OneConnect Webmail Forward window, to forward the message to new recipients.
Attachments list	Contains a list with the filename of each attachment and its size. Click filename to download it to your computer.

3.4 Managing Company Mail

GFI OneConnect allows users with a reviewer role to search and manage archived emails of other people. The reviewer can also create recovery archive, create retention holds, manage tags, and search failed messages.

To access this page, [login](#) to GFI OneConnect with a user that is member of a reviewer group and under **Archive** click **Search company archives**.



Screenshot 29: Managing company mail options

Customizing the search

The reviewer user can customize the search for company mail using the following options:

Option	Description
Reviewer group	Select the reviewer group you have permission to manage from the list of groups available in your organization.
Search scope	Select the scope of the search. The options are: <ul style="list-style-type: none"> » Entire Message » Do Not Search Attachment » Search Only Attachment
Language	Select the language of the search. This determines the use of stop words.
Display order	Select the field to order the list of found emails. The options are: <ul style="list-style-type: none"> » Received Date, Oldest First » Received Date, Most Recent First » Sender, A to Z » Sender, Z to A » Subject, A to Z » Subject, Z to A » Relevance, Most Relevant First » Relevance, Least Relevant First

Searching mail

Use one of the available options to customize and narrow down the list of emails displayed using the searching capabilities of GFI OneConnect. There are two options that you can use for search.

Option 1: Query builder

Query builder is preferred for specific searches when you know what you are looking for. Use the [keywords tips](#) to find more about the use of keywords in search. This option allows you to filter the search using any of this available fields:

Field name	Description	How to use
Keywords	Filter mail based on specific keywords.	Key in a keyword and click Search . Keyword search will affect the email body and its metadata: Subject, From, To, Date, Attachment name, etc. For more information, refer to Keywords Tips (page 41).
Sender	Filter mail based on the sender.	Key in the username or email address of the sender.
Recipients	Filter mail based on the recipient.	Key in the username or email address of the recipient.
Subject	Filter mail based on the subject.	Key in a keyword that is part of the subject. Partial words are accepted, the term admin also matches administrator and administration.
Received date	Filter mail based on the date the email was received.	Select a date on the calendar for the search. The available connectors are: <ul style="list-style-type: none"> » on: Search email received on the selected day. » between: Search a date range starting with the selected day. A new field is added to select the end date. » after: Search email received after the selected date. » before: Search email received before the selected date.

Option 2: Advanced Query Language

Advanced Query Language option allows users to build complex query search combining multiple filters into a single query. This option required proficiency in the use of GFI OneConnect query Language. For more information refer to http://go.gfi.com/?pageid=oneconnect_help#cshid=AdvancedSearch.

Working with company archived mail

GFI OneConnect offers a number of actions that can be performed on company archived emails. The available actions are:

Option	Description
Tag	This button becomes active when one or more search results are checked, and allows the selected search results to be tagged or untagged. For more information, refer to Working with tags (page 47).
Create Archive	Click this button to create an archive of the search results, which can be exported. For more information, refer to Creating Discovery Archive (page 49).
Create Hold	Click this button to create a Retention Hold, which prevents the search results from being purged. For more information, refer to Creating Retention Hold (page 49).
Failure Report	Click this button to display the Failed Message Report page and search through the Failed Message database that holds information on messages that could not be archived or properly indexed. For more information, refer to Searching Failed Messages (page 50).
Download Message	Click this link to download the selected message as EML file, which can either be saved or opened in Microsoft Outlook.

3.4.1 Working with tags

Messages can be tagged as a way to mark specific messages for quick retrieval to assist GFI OneConnect reviewers users. Once messages have been tagged, that Tag can be entered as a search term and the resulting subset of messages can be used for the other tasks available for archived emails: [create discovery archive](#) and [create retention hold](#).

Each message can have more than one tag attached to it.

Message Tags are retained until they are removed by the Reviewer.

Tags are created within a Reviewer Group and affect only messages within the scope of that Reviewer Group.

Manage Tags

Tag management page lets you create a new tag, edit or delete them. To create a new tag, click the 'Create Tag' button under a reviewer group or simply click on the tag name to modify it. Click the x to delete a tag. Please note that changes applied will affect all associated messages.

Default

HR	x
Marketing	x

Default 1

No tag created yet.

Default test-nm

No tag created yet.

Screenshot 30: Tags can be created, edited and deleted from the Manage Tags page

These are the task available:

Create tags

To create a tag:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Manage tags** under the **archive** section.
3. Locate the Reviewer Group you have permission to manage.
4. Click **Create Tag** under that Review Group.
5. Key in the tag name and click **Save**.

Edit tags

To edit a tag:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Manage tags** under the **archive** section.
3. Locate the Reviewer Group you have permission to manage.
4. Click the name of the Tag to be renamed and type the new name
5. Click **Save**.

Delete tag

To delete a tag:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Manage tags** under the **archive** section.
3. Click **X** icon next to the tag name.
4. Click **OK** to confirm the deletion.

3.4.2 Creating Discovery Archive

Archives are a collection of messages and attachments that are packaged by GFI OneConnect for later usage.

A Discovery Archive can contain email messages and its attachments. The contents of a discovery archive can be exported to a mailbox. For more information refer to http://go.gfi.com/?pageid=oneconnect_help#cshid=restore

To export large numbers of messages for archival, create multiple archives.

If you are searching archives for discovery purposes, you may need to create many archives for a given project. To make it easy to find and review archive contents later, use a consistent, descriptive naming convention for the archive, such as `Date_ReviewerName_CaseNumber_ArchiveNumber`. An example is shown below.

20170127_Smith_345000_1.

To create a discovery archive:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Search Company Archives** under the **archive** section.
3. Create a search query to group the emails that needs to be added to the archive discovery.
4. Click **Create archive**.
5. In the **Discovery Archive Name** type a unique name for the archive.
6. Click **Create Discovery Archive**.

3.4.3 Creating Retention Hold

A Retention Hold is set up for a set of messages that are to be retained and prevented from being purged regardless of any other Retention Policies that may apply to it, till the hold is deleted.

When a Retention Hold is deleted, messages are then available to be retained or purged based on each individual message's applicable Retention Policies.

There are two types of retention holds:

Static: Created with the search query. Only the message find during the query are part of the retention policies. Emails send or receive after the hold is created are not included.

Dynamic: Adds new emails that match the same query search to the retention policy. Check the option Update Hold Automatically to create a dynamic policy. When this option is selected, GFI OneConnect scans the DataCenter and adds to the hold emails that match the search query criteria.

When a Retention Hold is created, the entire message including the body and all attachments are held. To make it easy to find and review retention holds later, use a consistent, descriptive naming convention like `Date_ReviewerName_CaseNumber_HoldNumber`. An example is shown below.

20170208_JoeDoe_123456_3.

It is recommended to create multiple retention holds instead of a single large one.

To create a retention hold:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Search Company Archives** under the **archive** section.
3. Create a search query to group the emails that needs to be added to the archive discovery.
4. Click **Create hold**.
5. In the **Retention Hold Name** type a unique name for the archive.
6. Check the option **Update hold automatically** to keep adding to the hold messages that match the same search query. Leave it unchecked to keep the static results of the search.
7. click **Create Retention Hold**.

3.4.4 Searching Failed Messages

Users with reviewer role can access the Failed Message database and search for emails that could not be archived or indexed properly.

The Failed Message Tracking page lists all messages stored in the database, grouped as twenty records per page.

Failed Message Tracking Search provides an Archive Reviewer with searchable fields and query behavior similar to Archive Search.

Perform your search. If not satisfied with the results you can change or add more fields to the search. Once the desired results are fetched, you can generate a new archive file containing information that can be exported to a mailbox.

To search failed messages:

1. [Login](#) to GFI OneConnect with an account with reviewer permission.
2. Click **Search Company Archives** under the **archive** section.
3. Click **Search** and click **Failure Report**.

Failed Message Filter Criteria

Reviewer Group:

SMTP ID:

Subject:

Sender:

Recipients:

Users: [Select Users](#)

Received Date Range:

Begin:

End:

Screenshot 31: Failed Message search fields

4. Use the following query fields to execute your search:

Field	Description
Reviewer Group	From the drop-down, select the Reviewer Group whose scope contains the message being queried for.

Field	Description
SMTP ID	Enter the SMTP ID of the desired message. The SMTP ID can be found on the Exchange server that originated the archived message. The search is case-insensitive and an exact match is required.
Subject	Key in a keyword or phrase. This option performs a case-insensitive, exact wording or phrase search to determine if the entered term is contained in the message's Subject field. Double-quotes are not needed. Wildcards are not applied.
Sender	Key in a keyword. This option only accepts a single term, which does not have to be a fully qualified email address. It performs a case-insensitive, keyword search for the entered term in each messages' From field.
Recipients	Key in one or more search terms, which do not have to be a fully qualified email addresses. The items need to be separated by comma, semicolon, colon or pipe characters, with no spaces between entries. This field performs a case-insensitive search to determine if any of the entered terms are contained in the message's Recipients list. Wildcards are not applied. The Recipient field search results are linked with an OR connector to the User field search results.
Users	Click Select Users link to display the Select Users dialog, to choose GFI OneConnect mailboxes. The Users field search results are linked with an OR connector to the Recipients field search results.
Received data range	Click on the  icon beside either or both of the Begin or End date fields, and select the desired date and time. If required click the  icon beside the field to clear the entry. If any of the two fields is left empty, it either indicates a search from the beginning or to the end of the data archived.

5. Click **Search**.

6. Click **Generate Archive**.

4 Email Security

The GFI OneConnect Security service protects your inbound email from viruses, filters out spam and provides mail monitoring features.

Topics in this section:

4.1 User Whitelist & Blacklist	52
4.2 Quarantine	54
4.3 Quarantine Reports	55

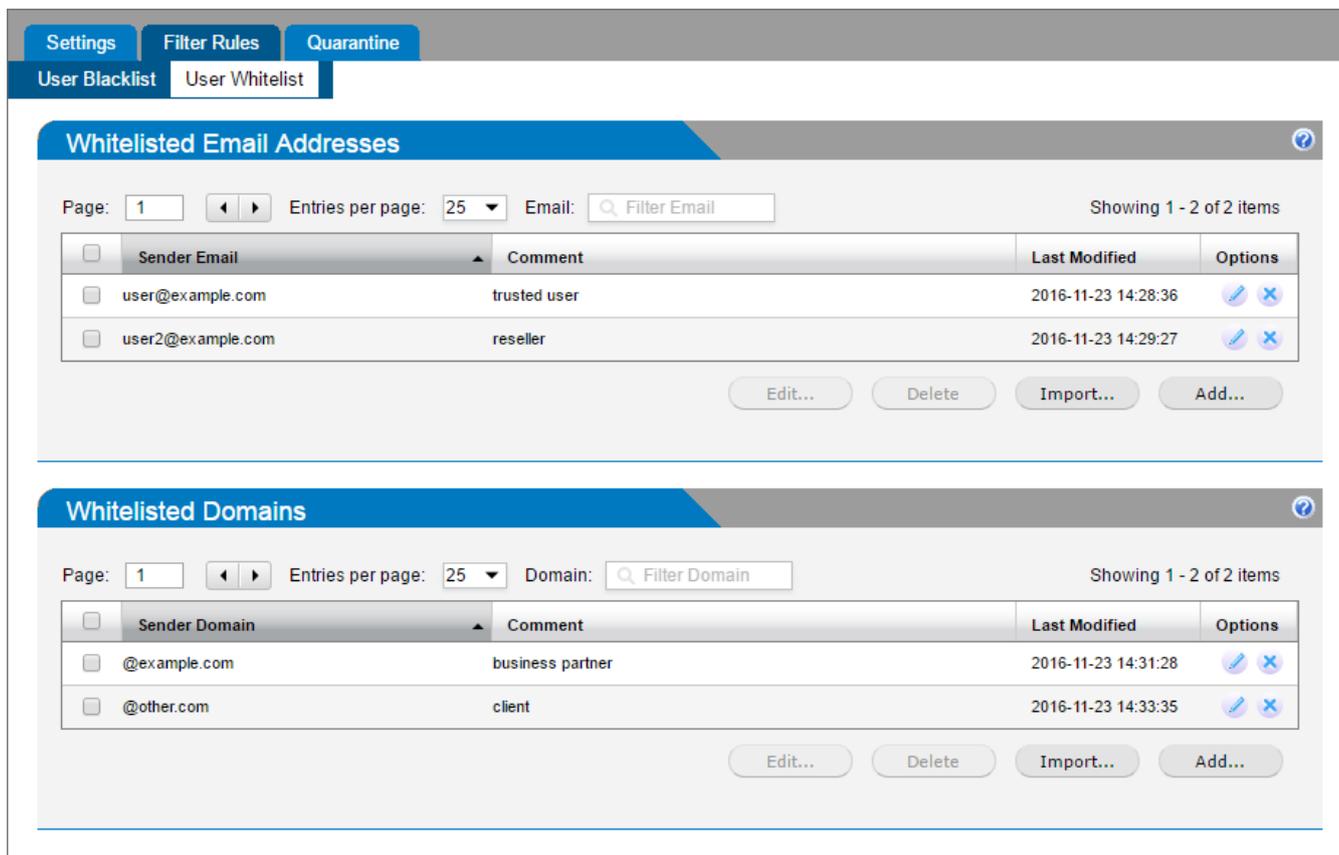
4.1 User Whitelist & Blacklist

The User Whitelist and Blacklist features enable you to specify whether you want to always receive or always block emails received from particular email addresses and domains:

- » **User Blacklist** - a custom list of email addresses and domains from which you **never** want to receive emails.
- » **User Whitelist** - a custom list of email addresses and domains from which you **always** want to receive emails. Note however that GFI OneConnect Security still scans emails received from whitelisted senders for viruses and malware.

To access your User Whitelist & Blacklist filter rules:

1. [Log in](#) to GFI OneConnect and click **Security**.
2. Enter your credentials in the Security login page.
3. Navigate to the **Filter Rules** tab.
4. Select the list to access: **User Whitelist** or **User Blacklist**.



Screenshot 32: The User Whitelist screen

Adding entries manually

1. Click **Add** in the **Email Addresses** or **Domain** sections.
2. Key in the domain or email address to add:
 - Email Address must be entered in the form *user@example.com*.
 - Domain entries must be in the form *example.com*.
3. (Optional) Add a comment. It may be helpful to remember why the item was added on that list.
4. Click **Save**.

Importing a list

1. Create a text file containing all the entries to whitelist or blacklist. Write one entry per line:
 - Email addresses must be in the form *user@example.com*.
 - Domain entries must be in the form *@example.com*.
 - The text file may contain a mixed list of both email addresses and domains.
2. Click **Import...** in the **Email Addresses** or **Domain** sections.
3. Select the file to be imported and click **Open**.

Editing entries

1. Select the entry to modify and click **Edit...**
2. Make the changes and click **Save**.

Deleting entries

1. Access the list you want to edit.
2. Select the entry and click **Delete**.

NOTE

» A sender may not be added to both the Whitelist and the Blacklist at the same time.

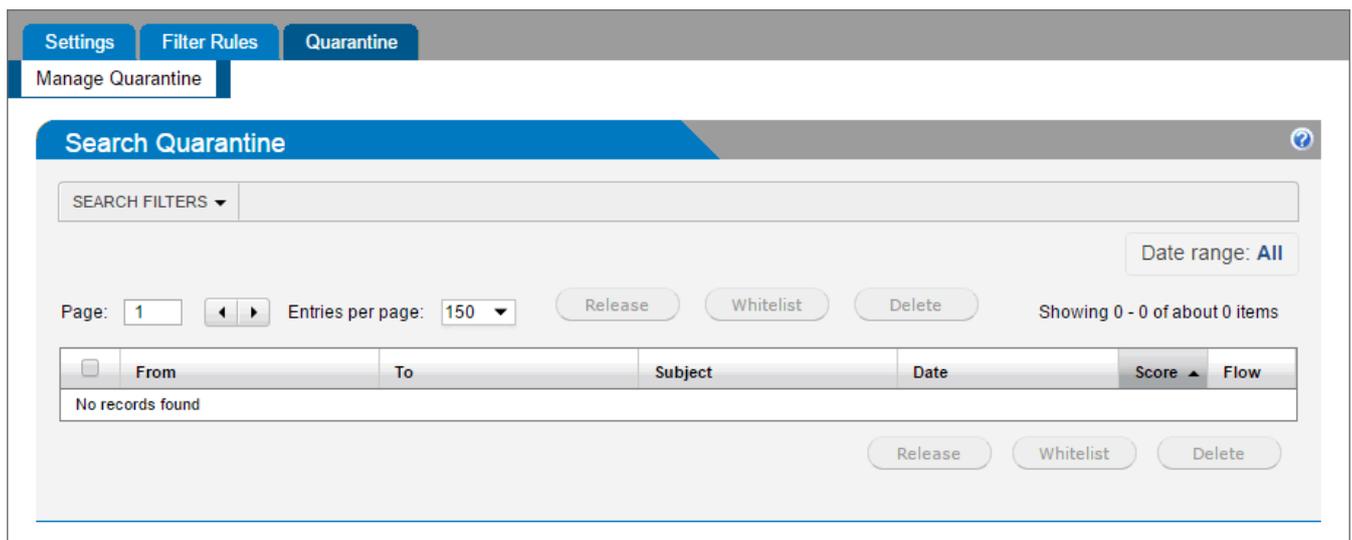
4.2 Quarantine

The Quarantine is a central store of emails blocked by GFI OneConnect. Users can review all emails detected as spam or malware from the Security Quarantine. Search through and view your quarantined emails and then approve or delete emails accordingly.

Quarantine can also send periodic emails, containing a list of quarantined emails. For more information, refer to [Quarantine Reports](#) (page 55).

To access the email quarantine:

1. [Log in](#) to GFI OneConnect and click **Security**.
2. Enter your credentials in the Security login page.
3. Navigate to the **Quarantine** tab.



Screenshot 33: The Quarantine page

The **Manage Quarantine** page shows the emails in quarantine.

Use the **Search Filters** tab to filter through the list of quarantined emails on a number of different criteria including message type, email address, score, subject and message flow direction.

The following actions may be performed on messages in the Quarantine:

Action	Description
View Message	To safely view a message that is in the quarantine click the From, To, or Subject of a particular quarantined message from the list. This opens the message in a separate window. Note that images are blocked from this preview to prevent possible inappropriate content. If a message is subsequently released and delivered, then the original images will be present.

Action	Description
Release Message	Messages in the quarantine that are misidentified as spam (False positives) can be released for delivery to their intended recipients. Click Release to perform this action.
Delete Message	Users can choose to permanently delete messages one at a time, or in bulk by checking the check boxes of messages to delete. Note that if a message is deleted from the quarantine then that message will not appear in the quarantine report. NOTE Deleted messages are permanently purged and are not recoverable.
Whitelist Sender	Adds the sender of the selected message(s) to the whitelist so that all future emails from this sender bypass the GFI OneConnect Security anti-spam engine. Selecting this option will also automatically release the message from the quarantine. Note that the sender email address that is added to the Whitelist is the envelope email address. This is sometimes different from the address that appears in the From header of the message. You can see the message envelope sender email address by viewing the email headers.

NOTE

Quarantined items are automatically deleted from the quarantine store after 21 days. Deleted items are not recoverable.

4.3 Quarantine Reports

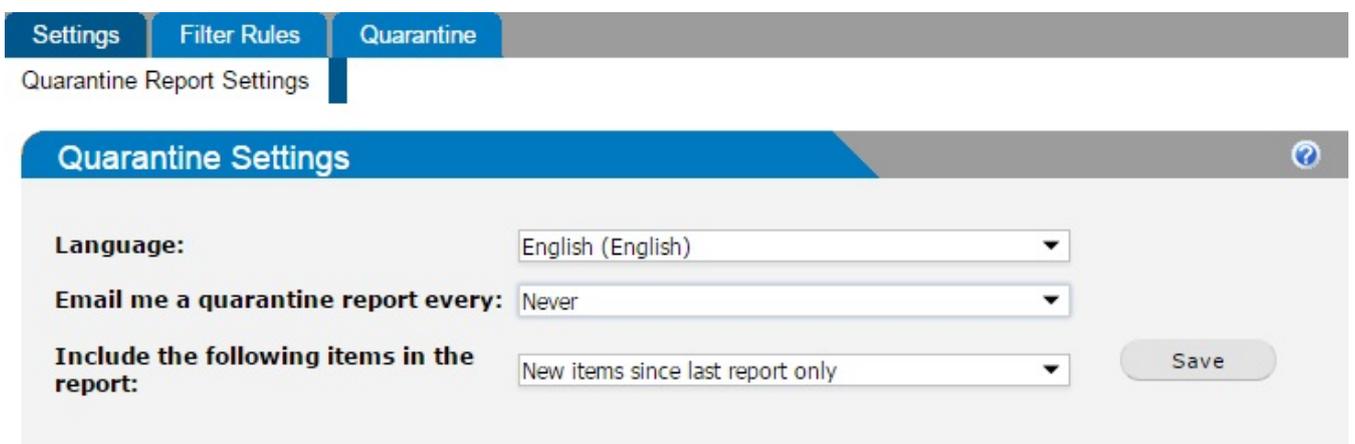
The quarantine report is an email that is periodically sent to users, containing a list of emails which were blocked and quarantined by GFI OneConnect Security. It provides links for users to interact and manage their quarantine.

The quarantine report is only sent if the user has quarantined emails and according to the report configuration.

By default the Quarantine Reports are disabled. Configure the report to enable it.

To configure quarantine report options:

1. [Log in](#) to GFI OneConnect and click **Security**.
2. Enter your credentials in the Security login page.
3. Navigate to **Settings > Quarantine Report Settings**.



Screenshot 34: Quarantine Report settings

4. Configure the following options:

Option	Description
Language	Specifies the language of the quarantine report content.
Email me a quarantine report every	Select the frequency of the report: <ul style="list-style-type: none"> » Day: send the report every day of the week including the weekend. » Weekday: send the report every day of the week excluding the weekend. » Friday: send the report every Friday. » Month: send the report on the last day of the month. » Never: disable the option to send quarantine reports.
Include the following items in the report	Choose which quarantined items to include in the report. The options are: <ul style="list-style-type: none"> » New items since last report only. » All quarantine items.

5. Click **Save** to apply settings.

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