



Global Relay Email Continuity

User Guide

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Introducing Global Relay Email Continuity

Using Global Relay Email Continuity, you can mitigate the risk of email server outages. In the event of email server upgrades or outages, your employees could be cut off from critical messages. It is essential to provide a secondary email access point for email service when your firm's primary email server cannot be accessed.

Global Relay Email Continuity is a cloud-based secondary email system, providing users with "always on" access to the last 30 days of their email. This service provides seamless email continuity in the event of a primary mail server outage, software upgrade, hardware failure, data corruption or maintenance period. Global Relay Email Continuity is an essential part of your business continuity or disaster recovery plan.

In the event that users are unable to access email from the primary server, they simply log on to Global Relay Email continuity from any location. A familiar and easy-to-use web-based interface provides everything employees need to view, send and receive email, just as they would from within Microsoft Outlook.

When access to the mail server is restored, all mail sent and received within Global Relay Email Continuity is automatically delivered back to the primary mail system with no further action required.

Feature Overview

- A system that prevents your emails from being lost or rendered inaccessible
- Read, reply to, forward, print and create new messages — no matter what the status of your email server
- 30 day rolling email retention in each user inbox
- Access to email via IMAP & Webmail
- Automatic restoration of messages to primary system when it comes available
- Secure SSL access via Outlook; secure webmail access via HTTPS
- Seamless online integration with all primary mail systems
- 2 GB accounts

Using this Guide

This Guide provides step-by-step by instructions for accessing, adding, and using Global Relay Email Continuity.

In this Guide, you will learn how to perform the following tasks:

- Accessing Global Relay Email Continuity: Access Email Continuity on the Global Relay website or add an Email Continuity account in Outlook.
- Using Global Relay Email Continuity online: Use the Global Relay webmail client with its email functionality.
- Using Email Continuity in Outlook: Once set up, you can use it as needed.

Accessing Global Relay Email Continuity

You can access Global Relay Email Continuity with the following:

- **Web browser:** Accessing Email Continuity on the Global Relay website
- **Outlook:** Adding an Email Continuity account in Outlook

Accessing Email Continuity on the Global Relay Website

You can access Email Continuity via the Global Relay Website in one of two ways:

- From the home page
- Using the mail URL

To access Email Continuity from the Global Relay home page:

1. Navigate to www.globalrelay.com.
2. Click the **Login** button, and from the submenu, click **Email Filter / Continuity Login**.



3. Enter your full corporate email address and password, and then click **Login**.

<p>Log In Anywhere, Anytime</p> <ul style="list-style-type: none">Global Relay Archive & Compliance Reviewer » Compliance archiving for Email, BlackBerry, Bloomberg, Thomson Reuters, IM & more.Email Filter / Continuity Login » Virus Protection, Spam Quarantine or Continuity AccessGlobal Relay Mail (Webmail) Login » Global Relay Webmail AccessPassword Modification » Forgot Your Password? Change or Reset Mail Password	<p>Continuity Login</p> <p>Email address <input type="text" value="alacey@lautnerwealth.com"/></p> <p>Password <input type="password" value="....."/></p> <p><input type="button" value="Login"/></p> <p>Forgot your password? Click Password Reset</p>
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To access Email Continuity using the Global Relay mail URL:



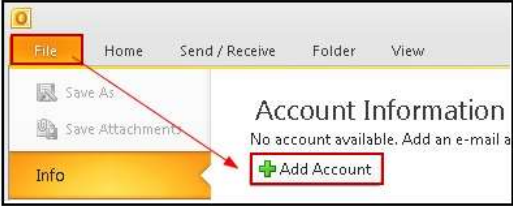
- Navigate to <https://mail.globalrelay.com>, enter your full corporate email address and password, and then click **Login**.

Adding an Email Continuity Account in Outlook

You can add your continuity account as an additional email account in your local mail client. While this section outlines how to add an account in both Outlook 2007 and Outlook 2010, you can also add accounts to most email clients.

To add an Email Continuity account in Outlook:

1. Open the **Add New Account** dialog.
The following table outlines how to open it in Outlook 2007 and Outlook 2010.

In Outlook 2007	In Outlook 2010
<p>a. From the Tools menu, select Account Settings.</p> <p>b. Click the New button.</p>  <p>c. Select Microsoft Exchange, POP3, IMAP, or HTTP.</p>  <p>d. Click Next.</p>	<ul style="list-style-type: none">• On the File tab, click Add Account. 

2. On the Add New Account dialog for Auto Account Setup, select **Manually configure server settings or additional server types** and then click **Next**.

The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The 'Manually configure server settings or additional server types' radio button is selected and highlighted with a red box. Below it, the 'Next >' button is also highlighted with a red box. The dialog includes fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password', along with a 'Back' button and a 'Cancel' button.

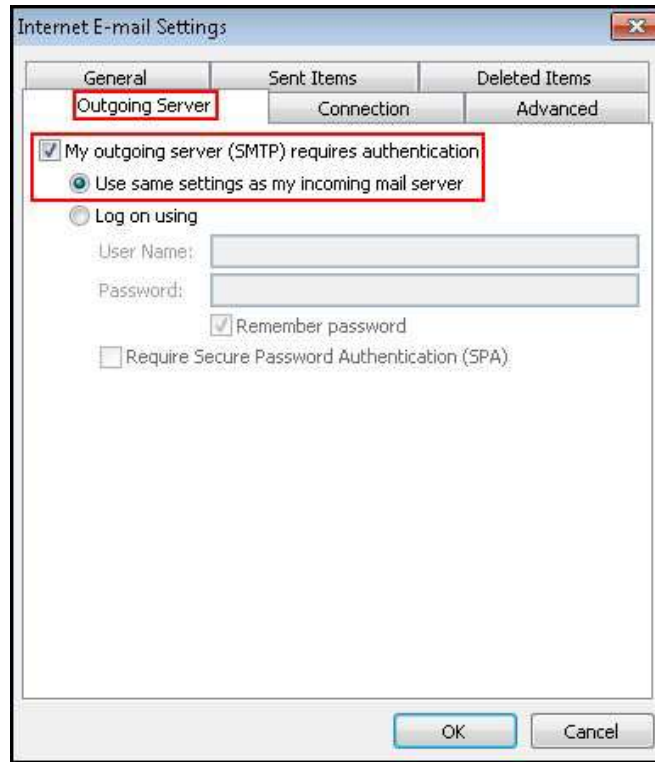
3. On the Add New Account dialog for Choose Service, select **Internet E-mail** and then click **Next**.

The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' section. The 'Internet E-mail' radio button is selected and highlighted with a red box. The other options are 'Microsoft Exchange or compatible service' and 'Text Messaging (SMS)'. The 'Internet E-mail' option description is 'Connect to POP or IMAP server to send and receive e-mail messages.'

4. On the Add New Account dialog for Internet E-mail Settings, set up the following information:
 - **Your Name:** This is the name that mail recipients will see.
 - **E-mail address:** Enter your full email address.
 - **Account Type:** Select **IMAP**.
 - **Incoming mail server:** Enter **mail.globalrelay.com**.
 - **Outgoing mail server (SMTP):** Enter **mail.globalrelay.com**.
 - **User Name:** Enter your full corporate email address.
 - **Password:** Enter your password.

5. Click **More Settings**.
6. On the General tab, under Mail Account, enter a name to distinguish this account from your primary account in Outlook.

- On the Outgoing Server tab, click the **My outgoing server (SMTP) requires authentication** checkbox and select the **Use same settings as my incoming mail server** radio button.



- If applicable, on the Advanced tab, set up the type of encryption you want to use. The following table outlines the settings for the available encryption types. Setting an encryption type is optional.

Configuration	Server	Port	Type	Screenshot
No encryption	Incoming	143	None	
	Outgoing	25	None	
SSL Incoming / No Outgoing	Incoming	993	SSL	
	Outgoing	25	None	

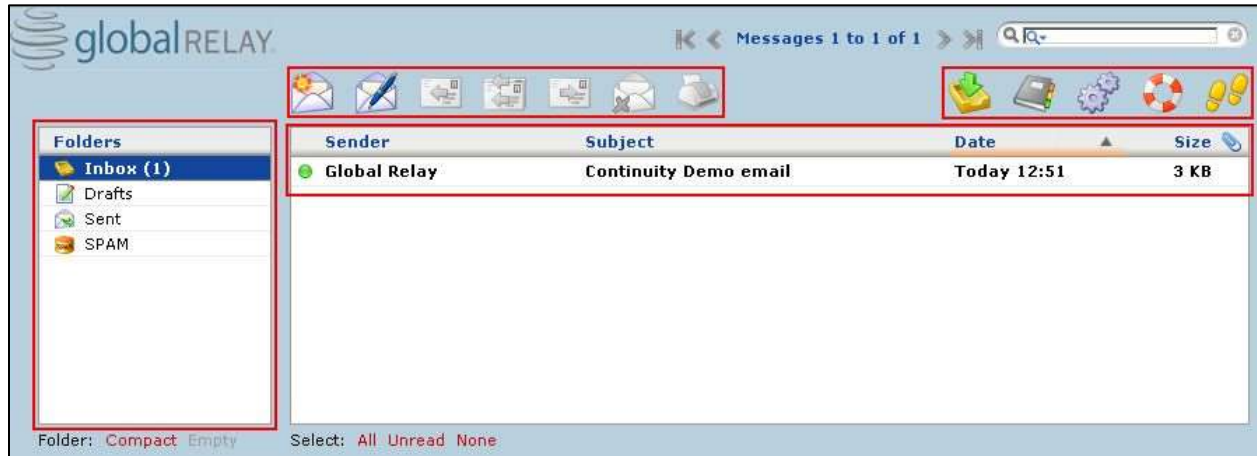
SSL Incoming / TLS Outgoing	Incoming	993	SSL	<div style="border: 1px solid red; padding: 5px;"> Incoming server (IMAP): <input type="text" value="993"/> <input type="button" value="Use Defaults"/> Use the following type of encrypted connection: <input type="text" value="SSL"/> ▼ Outgoing server (SMTP): <input type="text" value="25"/> Use the following type of encrypted connection: <input type="text" value="TLS"/> ▼ </div>
	Outgoing	25	TLS	
TLS Incoming / TLS Outgoing	Incoming	143	TLS	<div style="border: 1px solid red; padding: 5px;"> Incoming server (IMAP): <input type="text" value="143"/> <input type="button" value="Use Defaults"/> Use the following type of encrypted connection: <input type="text" value="TLS"/> ▼ Outgoing server (SMTP): <input type="text" value="25"/> Use the following type of encrypted connection: <input type="text" value="TLS"/> ▼ </div>
	Outgoing	25	TLS	

NOTE: Never select SSL for the Outgoing server. Global Relay will always attempt to use TLS security (Opportunistic TLS) on all incoming and outgoing messages. When Outlook performs the connection test with TLS encryption set for the outgoing server, the test may initially fail, so we recommend you try the test again. Once the account is added, you will not experience difficulty sending mail with TLS enabled.



9. Click **OK**, and then click **Next**.
10. Click **Finish**.

Using Global Relay Email Continuity Online





When accessing Email Continuity via the Global Relay website, you will use the Global Relay webmail client's email functionality.



At the top of the Email Continuity webmail dialog, use the icons on the left to access your email:






Icon	Performs the following
	Checks for new messages
	Creates a new message

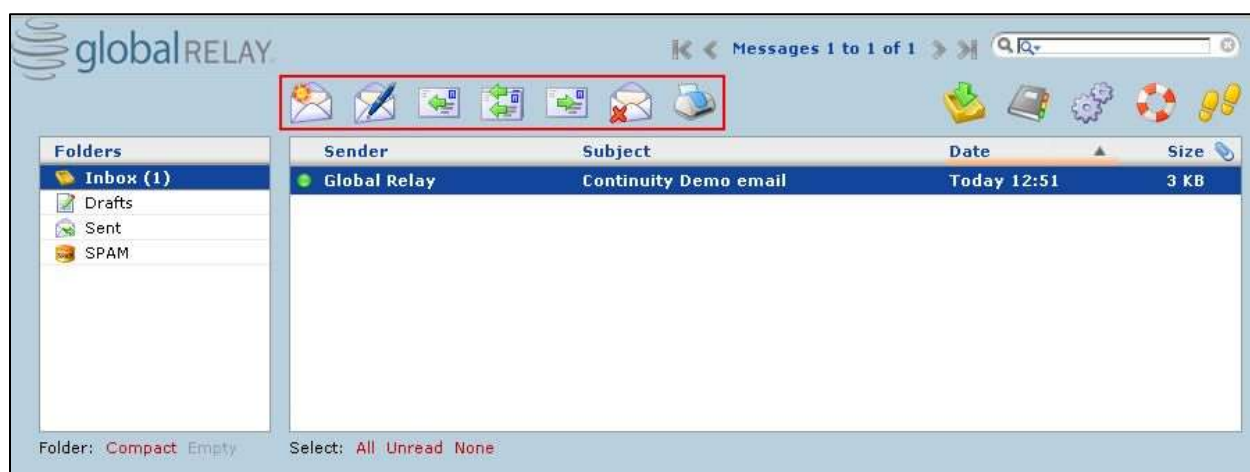
When you select an email, the following functions become available:

Icon	Performs the following
	Replies to the message
	Replies to the sender and all other recipients
	Forwards the message
	Deletes message

Icon	Performs the following
	Prints the message

Use the icons on the right to perform other email-associated tasks:

Icon	Performs the following
	Accesses your email
	Accesses any contact information that you have added to the Email Continuity address book. This address book is separate and not synched to your email client address book.
	Allows you to view or change your personal settings such as Language and Time Zone
	Accesses help information about Email Continuity
	Logs out



When you open a message, the following functions also become available:

Icon	Performs the following
	Returns you to the message list
	Allows you to view the message source; a new browser tab opens displaying the message source with full header information.

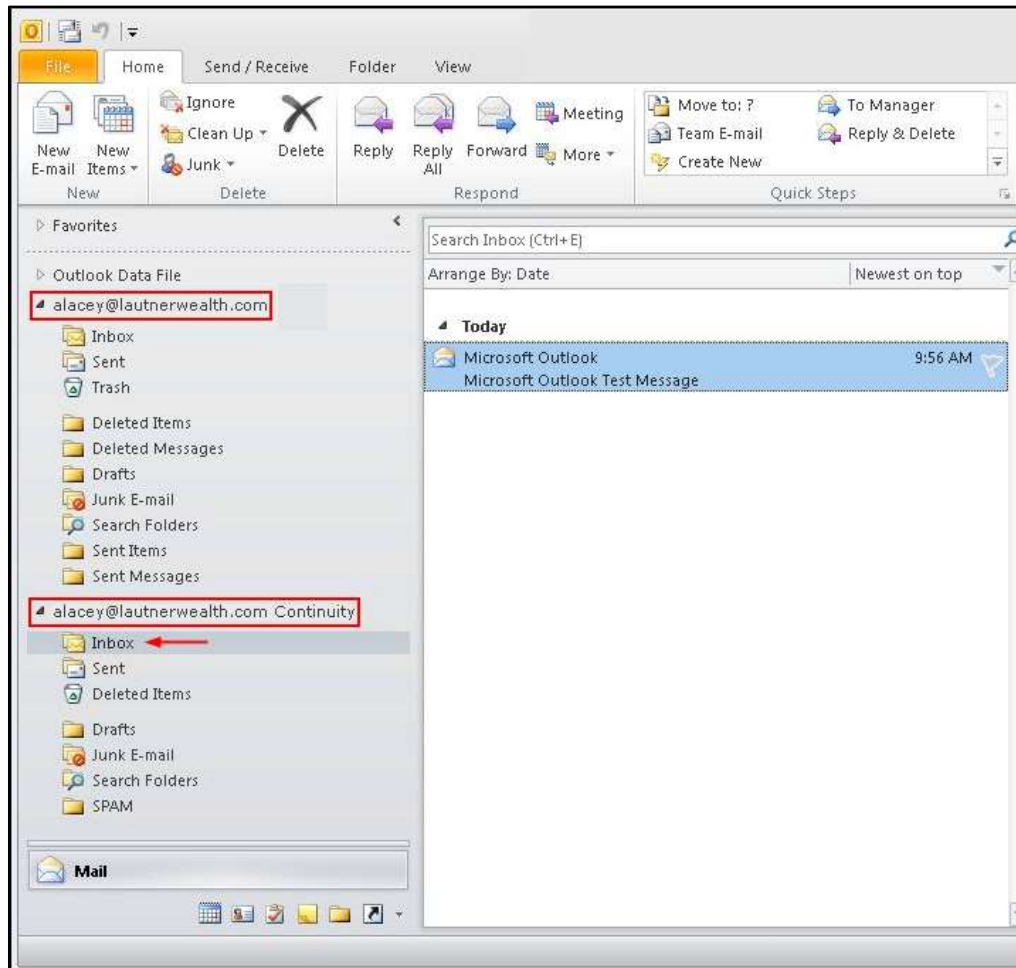
Using Email Continuity in Outlook

Once you set up an Email Continuity account in Outlook, you can use it as needed.

To access Email Continuity in Outlook:

- In Outlook, in the left navigation bar, select your Continuity account.

Use this account to send and receive messages until your local mail server is fully operational.



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