



E-Mail Administration in BOKUonline

Individual administration of delivery and information settings, administration of already existing e-mail addresses, new installation by IT managers.

This documentation provides an overview on e-mail administration possibilities for all BOKU members (staff and students).

Target group for this documentation: Staff members, students, IT managers

Please address requests to: IT (ZID) Hotline hotline@boku.ac.at

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1 Preface

Every BOKU member receives an account with a personal e-mail address.

Student addresses end in @students.boku.ac.at; staff member addresses end in @boku.ac.at

In general, e-mail addresses can be freely selected. However, the combination of firstname.lastname@[students.]boku.ac.at is recommended.

The use of misleading e-mail addresses is forbidden as is the use of addresses that damage BOKU's reputation. In addition, personality and trade mark rights must not be violated. Same applies to laws and codes of moral conduct.

All newly registered e-mail addresses are checked on compliance to these laws and regulations by the Information Technology Services.

E-mails sent to the standard address linked to the account officially count as delivered. This mainly applies to students. The accurate maintenance of the settings (such as external forwarding) lies within the responsibilities of the account holder.

2 E-Mail Retrieval

2.1 Staff Members

Staff members will normally use the GroupWise-Client installed at their work place computer. However, it is also possible to use the GroupWise web access via a browser. This is possible from any computer. You do not need to be connected to the BOKU network. The web client address is as follows:

<https://groupwise.boku.ac.at/>

2.2 Students

Also for students a web client is available which can be accessed from any computer worldwide:

<https://students.boku.ac.at/>

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3 E-Mail Administration in BOKUonline

You can find the e-mail administration in BOKUonline (login required) on your personal business card. Please go to the column "Resources" which can be found under the link "E-Mail Addresses".

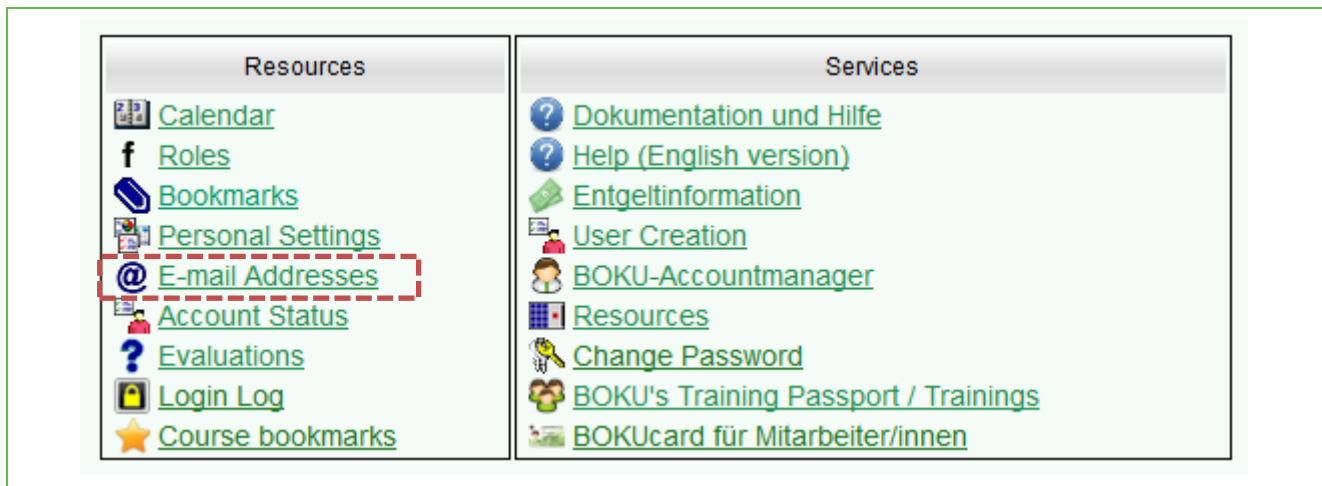


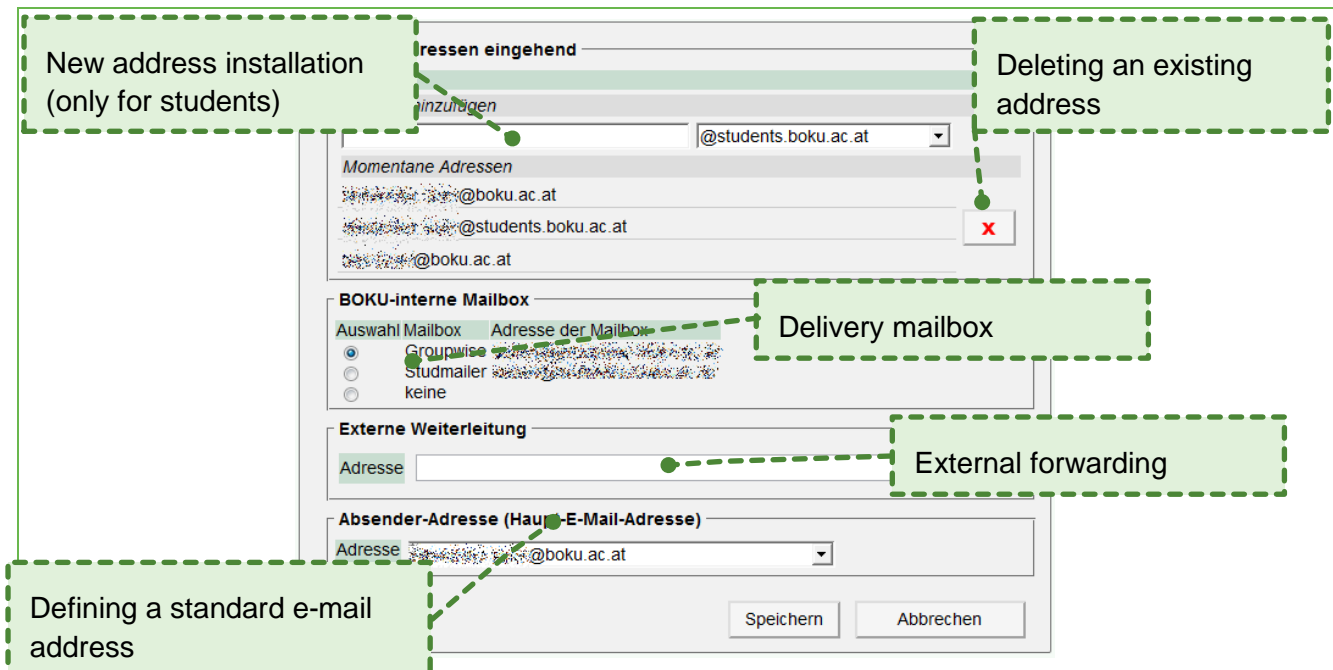
Figure 1 E-mail administration

3.1 Changing the settings, new installation of an e-mail address

In the application 'e-mail-Adressen' („E-mail addresses“) the most relevant setup changes can be carried out.

All changes are in effect immediately after saving the changes. Synchronization in follow-up systems may take up to one day.

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The screenshot shows the 'E-Mail-Adressen' management interface. Annotations in green dashed boxes highlight specific areas:

- New address installation (only for students):** Points to the 'Neue Adressen eintragen' section where a new address can be added.
- Deleting an existing address:** Points to the 'X' icon next to an address in the 'Momentane Adressen' list.
- Delivery mailbox:** Points to the 'BOKU-interne Mailbox' section, specifically the 'Auswahl Mailbox' and 'Adresse der Mailbox' options.
- External forwarding:** Points to the 'Externe Weiterleitung' section, specifically the 'Adresse' input field.
- Defining a standard e-mail address:** Points to the 'Absender-Adresse (Haupt-E-Mail-Adresse)' section, specifically the 'Adresse' dropdown menu.

Figure 2 Areas of the application e-mail addresses

3.2 New Address Installation

Additional e-mail addresses (aliases) for staff members can only be installed by the responsible IT manager. Students can add new addresses independently.

This is especially useful in case of a change of name so as to remain available at the previous address.

Every newly registered e-mail address is secured by an IT (ZID) staff member so as to avoid possible misuse (misleading e-mail addresses, violations of personality rights, trade mark rights, moral conduct etc.)

Once the changes are saved, the newly registered address immediately appears in the list "Sender address" and can be selected as main address.

E-mails are delivered to each of the registered e-mail addresses. This means that it is unimportant which address was contacted. Delivery always happens in the selected mailbox.

3.2.1 Exceptions

- In case of an error message, the address is most likely already assigned to someone else. In case of misuse suspicion but also in case the address is a very general, probably strategically important address (such as chemie@boku.ac.at) please contact the IT hotline at hotline@boku.ac.at.

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- E-mail addresses with different endings such as, for example, @oehboku.at cannot be independently registered by users. In this case please contact the IT hotline at hotline@boku.ac.at

3.3 Deleting Existing Addresses

Added addresses can be deleted at any time. In order to do so, please click on the rubbish bin symbol next to the entry.

Please note: If e-mails are sent to the deleted address, they cannot be delivered and the receiver will get an error message.

3.4 Delivery Mailbox (BOKU Internal Mailbox)

This option allows you to determine which mailbox an e-mail should be delivered to. Depending on your active profiles (staff member, student) the following options are available:

- GroupWise (delivery to GroupWise)
- Studmailer (deliver to students.boku.ac.at)
- none

Per user name only one single option can be selected. This means that it is not possible (in the case of several active profiles) to receive e-mails in various mailboxes. However, it is possible to use filter regulations in GroupWise or Studmailer and move incoming e-mails in different subdirectories, for example.

Please note: when the option “none” is selected and no external forwarding is provided, no incoming e-mails are delivered! In case an external forwarding is provided, e-mails are sent to this provided e-mail address. Entering a forwarding option is at your own responsibility. In case the address is not correct, the e-mail will be lost.

It is also possible to opt for delivery to the GroupWise / Studmailer and additionally provide an external forwarding. Please only use this option if you are truly and regularly retrieve both mailboxes. Otherwise it may happen that your GroupWise / Studmailer mailbox reaches its memory limit (quota) which results in e-mails no longer being delivered. This also means that the sender will receive an error message (“Mailbox is over quota”) even though the e-mail is correctly delivered to the external address.

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3.5 External Forwarding

If you do not want to read your emails in Groupwise / Studmailer but an existing external mailbox, you can use the forwarding option.

After you've entered an email address and saved, a verification-link is sent to this address. Only after clicking on this link, the forwarding is activated.

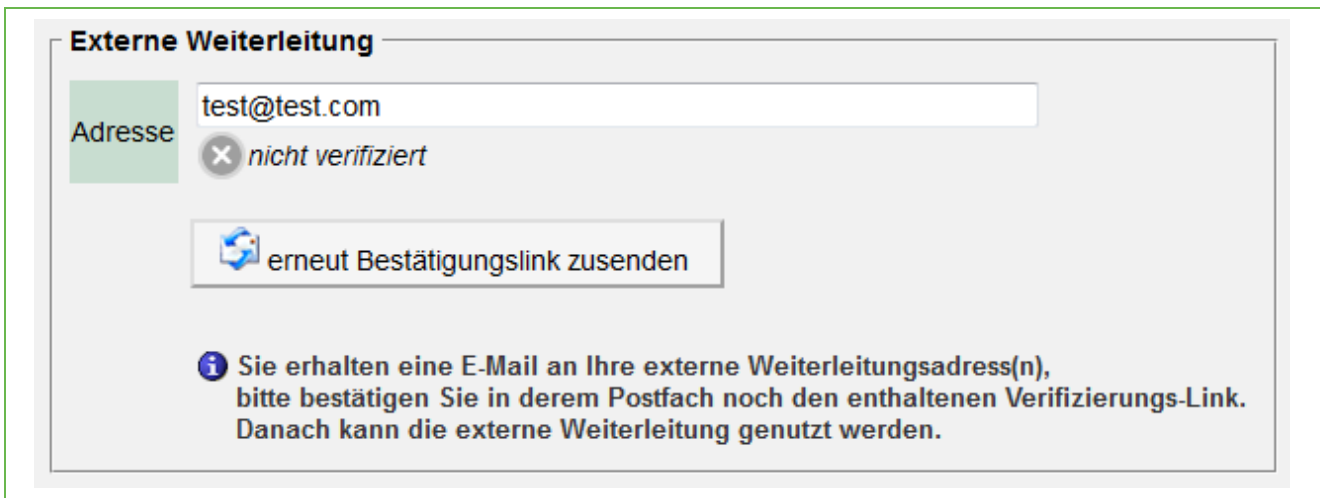


Abbildung 3 Waiting for verification, forwarding still inactive

If you didn't receive an email after about 15 minutes, please check your settings and your spam-folder.

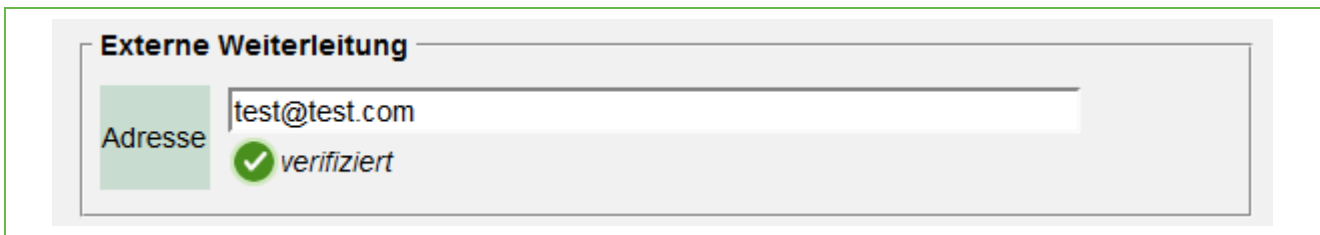


Abbildung 4 Verified and active forwarding

After the account has expired, an automated confirmation process for the extension of external redirects will come into effect. You can decide annually whether or not you need forwarding. In addition you get three reminder emails, for an extension only one click on a corresponding link in the reminder email is necessary. If no confirmation is given after three reminders, the forwarding is automatically deactivated.

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ATTENTION staff:

Using external forwarding, only [...]@boku.ac.at addresses will be forwarded! Mails to your Groupwise-address [username]@groupwise.boku.ac.at will NOT be forwarded (because Groupwise to Groupwise is technically not an email).

Please create a rule in Groupwise to also forward these.

3.6 Determining Your Standard Address (Main E-Mail Address)

In case of several registered e-mail addresses, a standard e-mail address (SMA) can be selected. This e-mail address appears both on your personal business card in BOKUonline and in BOKUweb as well as subsequent systems.










4 E-Mail Administration for IT Managers

IT Managers have the authorization to administer e-mail settings for all staff members in their field of responsibility. The mask and setting options are identical with the respective users' screen. Aliases can only be registered via EDVVs.

In order to avoid misunderstandings, please only make changes after consulting the respective users!

In order to reach the edit view, please follow these steps:

- Open the organizational unit's business card in BOKUonline
- Click on the link "User Creation"
- In the very right column "E-Mail" you can find a pencil symbol which leads you to the editing mask.

PIN code	Person	User name	Account	E-mail
	[blurred]	[blurred]		
	[blurred]	[blurred]		
	[blurred]	[blurred]		
	[blurred]	[blurred]		

- Figure 5 E-mail setting via EDVV

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History

Last Change: 3. October 2018

The **current version** of this document can be found on the IT service pages at: <http://short.boku.ac.at/w35w9p>

Document		E-Mail Administration in BOKUonline	E-MailVerwaltung_EN_V.1.0.7_2018-10-03 .docx
Source Document		BOKU	---
Update Date/ Author	Version	Changes	
2014-02-04 (AA/ZID)	1.0.0.	Document generated	
2014-03-21 (RW/ZID)	1.0.1	Standardized diction	
2015-02-09 (AA/ZID)	1.0.2	Renewal only via EDVVs, typos corrected	
2015-05-06 (MO/ZID)	1.0.3.	New screenshots for English version.	
2015-11-09 (AA/ZID)	1.0.4.	Chapter 3.5. Forwarding added	
2015-11-10 (AA/ZID)	1.0.5	Error corrected in 3.5.	
2018-10-03 (RW/ZID)	1.0.7	Automated confirmation process for the extension of external redirects.	