

2011

DELL EMS

EMAIL MANAGEMENT SYSTEM

Things You Should Know When Dell EMS is Active:

1. Your username will be your **full UHD email address** (i.e. doej@uhd.edu)
2. When regular service is returned, all of the emails you received in the EMS will be restored into your Outlook Inbox
3. You will have access to your current emails and 60 days of email history
4. You will be able to access your calendar in read-only mode (cannot set or change calendar appointments)
5. You will be able to view your contacts in read-only mode (cannot edit or add new contacts)
6. Previously deleted emails will appear in the EMS inbox
7. Any rules you applied to Outlook will not be active in the EMS
8. Once regular email service is restored, you may run any rules you may have created:
 - a. In Outlook, go to the **Home** tab
 - b. Click **Rules**
 - c. Select **Manage Rules & Alerts**
 - d. Click the **Run Rules Now...** button
 - e. Place checkmarks beside which rules you wish to run
 - f. Click **Run Now**

Not Available Once EMS is Active:

1. Regular Outlook service (Outlook client and Outlook Web Access)
2. Access to your Outlook Deleted folder
3. Access to your Outlook Sent folder
4. Access to your Outlook Drafts folder
5. Access to your Outlook personal folders
6. Previously created signature lines
7. Email history beyond 60 days



Dell EMS (Email Management Services)

In case of an emergency or school closing, faculty and staff will have access to their calendar, email, and 60 days of historical email.

UHD University of Houston-Downtown [UHD home](#) | [Search UHD](#)

EMERGENCY INFORMATION MAY 10, 2011

[Home](#) | [Site Overview](#) | [Resources](#) | [Logon](#)

Wednesday, April 6, 2011

Welcome to the University of Houston-Downtown's emergency website. UHD uses this site to communicate information about emergencies, weather-related schedule changes and closings.

UHD uses many methods to notify the campus community of emergency situations. In the event of flooding, a Hurricane or other emergencies, information will be distributed via the UHD homepage, this page, by email, voicemail, Facebook and text messaging.

If UHD's main website <http://www.uhd.edu> would go down, this emergency site <http://www.uhdemergency.info> will remain active.

Visit the [National Weather Service](#) for continuous updates.

On-Campus Emergency (713) 221-8911
On-Campus Non-Emergency (713) 221-8065

Register for UHD's text alert system using the links below.

Important UHD Contacts and Campus Information

To call Campus Police, dial (713) 221-8911 or 911.

UHD Students: Update your emergency contact information [here](#).

UHD Faculty & Staff: Update your emergency contact information [here](#).

Resources

In the event of an outage, information will still be available on UHD's emergency site.

UHD's Emergency Site:
<http://www.uhdemergency.info>

EMS by Dell MessageOne™

Please Login

Email address:

Password:

Login

Forgot your [password?](#)

Mobile browser [login](#)

Dell EMS Login:
<https://dell2.messageone.com/>

Use your full email address to login.

Note: You will not be able to access mail through the Dell EMS when regular email is in service.

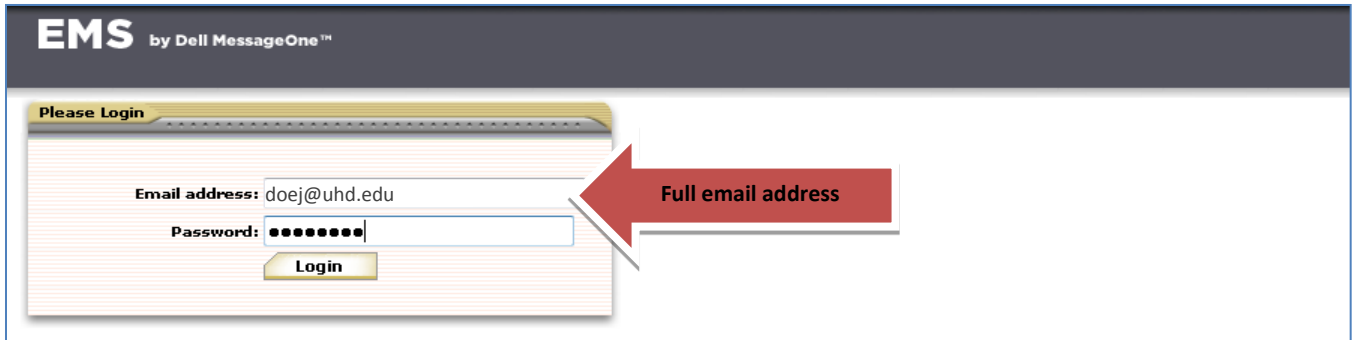
In the event of a **planned** outage when email will be rerouted, you may receive this message in Outlook:

An Email Management Services (EMS) account has been set up for you. The EMS is a backup communications system (including email) which will be activated in the event of an emergency. To set up your account, go to <https://dell2.messageone.com/> from any web browser and enter the requisite information. The entire process takes only a few minutes. The EMS requires you to enter a user name and password. Your user name is: DoeJ. Your password is the same as your Windows login password.

In the event of an **unplanned** outage, your email may be automatically rerouted to the **Dell EMS** system.

Log into Dell EMS

1. Visit the URL: <https://dell2.messageone.com/>
2. You will arrive at a login page. Type in your **full email address**, and network password.



EMS by Dell MessageOne™

Please Login

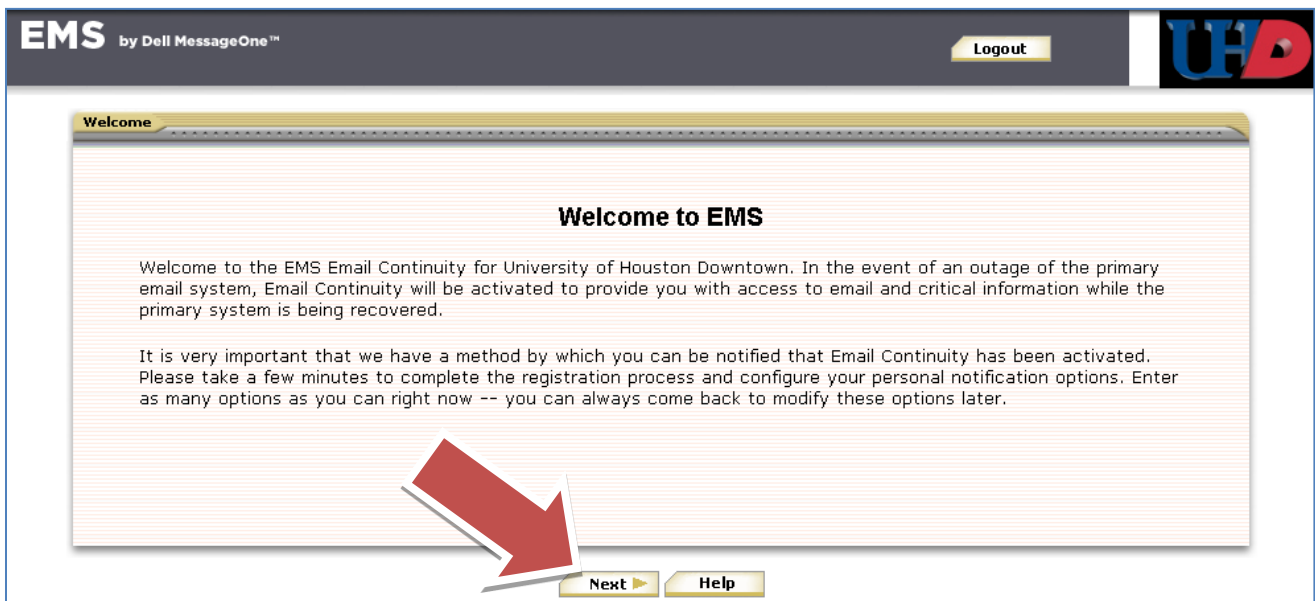
Email address: doej@uhd.edu

Password: ●●●●●●●●

Login

Full email address

3. Once you have successfully logged in, read the welcome message and click **Next**.



EMS by Dell MessageOne™

Logout

UHD

Welcome

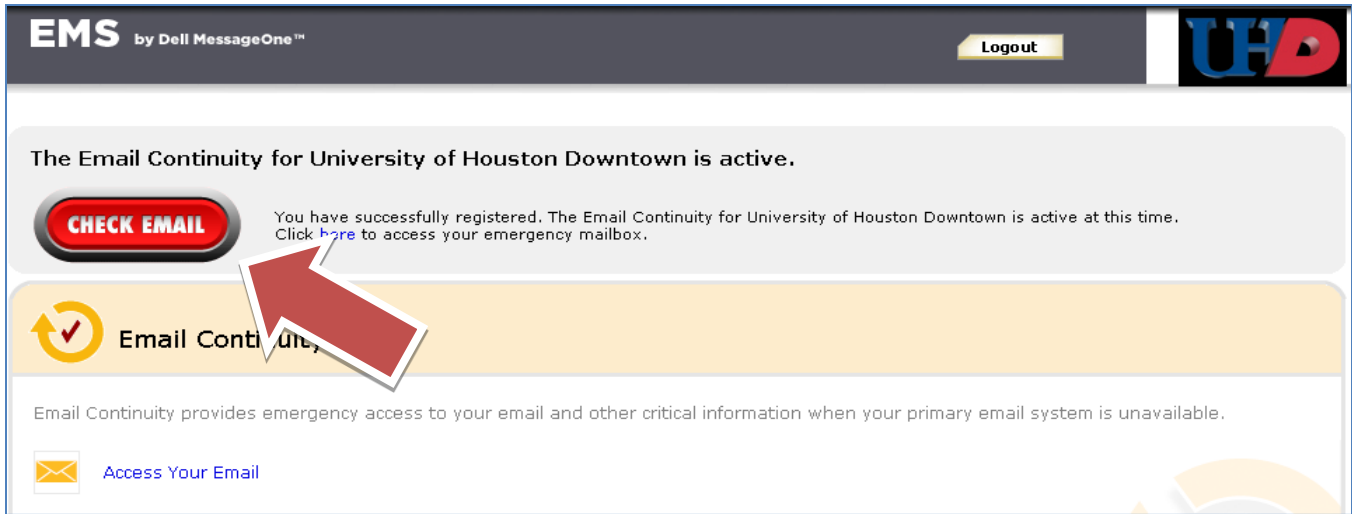
Welcome to EMS

Welcome to the EMS Email Continuity for University of Houston Downtown. In the event of an outage of the primary email system, Email Continuity will be activated to provide you with access to email and critical information while the primary system is being recovered.

It is very important that we have a method by which you can be notified that Email Continuity has been activated. Please take a few minutes to complete the registration process and configure your personal notification options. Enter as many options as you can right now -- you can always come back to modify these options later.

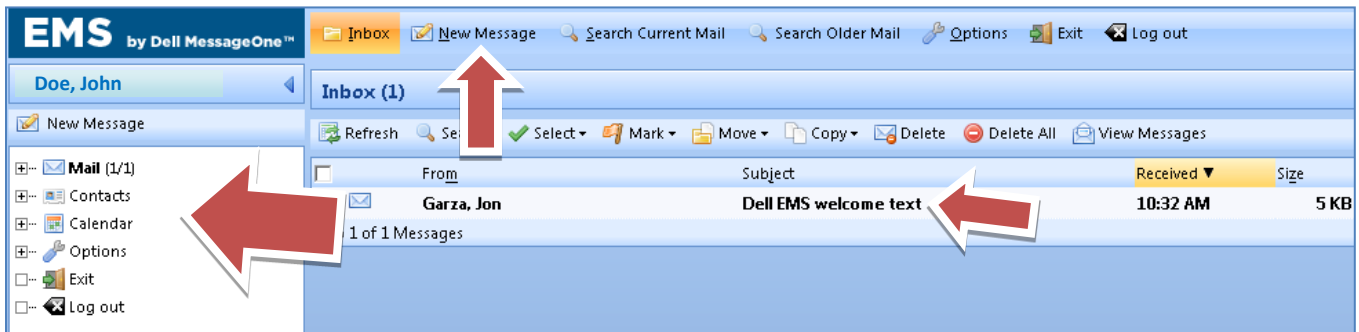
Next Help

- You will be taken to the main Dell EMS area where you may click the red **CHECK EMAIL** button to access your current mail messages and 60 days of past emails (including the ones you have deleted).

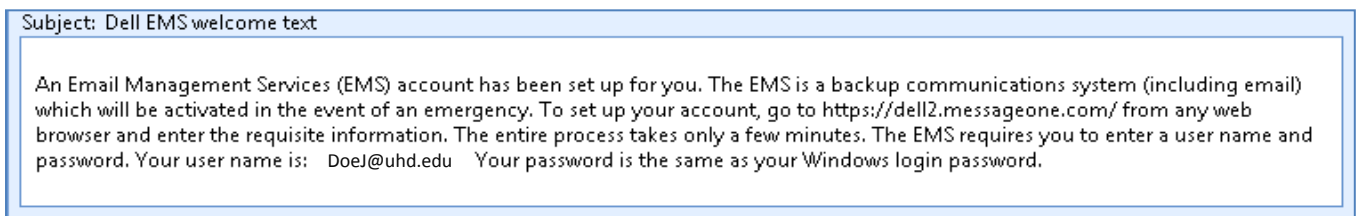


- The inbox of the Dell EMS system looks similar to the online version of Outlook. In this area, you may check your mail messages, create a new mail message, and expand each of the folders on the left menu (Mail, Contacts, Calendar, Options).

Note: Personalized features of your Outlook will not be available.



In the near future, you may receive an email as a part of the UHD roll-out of the Dell EMS system:



Note: Once UHD returns to regular email service, the emails you received in the Dell EMS will be routed back to your Inbox (not into any personal folders you may have created rules for). Restoration of Outlook will include all functionality.

Search Older Mail

6. To search through old email messages, click the **Search Older Mail** button at the top.

The screenshot shows an email client interface with a top navigation bar containing buttons for 'Inbox', 'New Message', 'Search Current Mail', 'Search Older Mail', 'Options', 'Exit', and 'Log out'. Below this is an 'Inbox (4)' section with a toolbar for 'Refresh', 'Search', 'Select', 'Mark', 'Move', 'Copy', 'Delete All', and 'View Messages'. A table of email messages is displayed with columns for 'From', 'Subject', 'Received', and 'Size'. A red arrow points to the 'Search Older Mail' button in the top navigation bar.

	From	Subject	Received	Size
<input type="checkbox"/>	emsadmin@uhd.edu	University of Houston Downtown Email Manage...	10:49 AM	4 KB
<input type="checkbox"/>	Smith, Jennifer	FW: Your name is there now!!!	10:48 AM	35 KB
<input type="checkbox"/>	Smith, Jennifer	Your ems login page	10:45 AM	40 KB
<input type="checkbox"/>	Harvey, Loshon	HOLA!!!	10:44 AM	3 KB
<input type="checkbox"/>	Jon Garza	Testing for Dell EMS from Jon	10:42 AM	5 KB
<input type="checkbox"/>	Garza, Jon	Dell EMS welcome text	10:32 AM	5 KB

1 to 6 of 6 Messages

7. Fill in the appropriate search fields to find specific messages received or deleted in the last 60 days.

The screenshot shows the EMS search interface. At the top, there are tabs for 'Messages Only', 'Messages & Attachments', and 'Attachments Only'. Below the tabs is a search bar with a 'GO' button. A red arrow points to the search bar. Below the search bar is a table of search results with columns for 'Rank', 'Date', 'From', 'Recipients', 'Subject', and 'Filename'.

Rank	Date [use date range]	From	Recipients	Subject	Filename
1	5/10/2011	Emily		Logo attempt #1	image001.jpg
2	5/10/2011	Emily		UHD Logos	
3	5/10/2011	Laura		UHD Logos	image001.jpg

8. Double-click an email message to display the contents below.

The screenshot shows an email message content view. On the left, there is a list of links. The main content area shows the message body, including the sender information and the message content. A red arrow points to the message content area.

6.	response conference	37	<input type="checkbox"/>	5/9/2011	"Gunnels, R		Not read: Megan is out Mo...
7.	california school	38	<input type="checkbox"/>	5/9/2011	"Gunnels, R		Not read: [PR] Invitation: ...
8.	friendly reminder	39	<input type="checkbox"/>	5/9/2011	"Gunnels, R		Not read: [PR] Invitation: ...
9.	monthly cleaning	40	<input type="checkbox"/>	5/9/2011	"Gunnels, F		Not read: Thursday - out of...

Results 31 - 40 of 4536 (0.1190 seconds) [« Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [Next »](#)

Not read: Thursday - out of office staffs

[View Message Information](#) [Download Message](#)

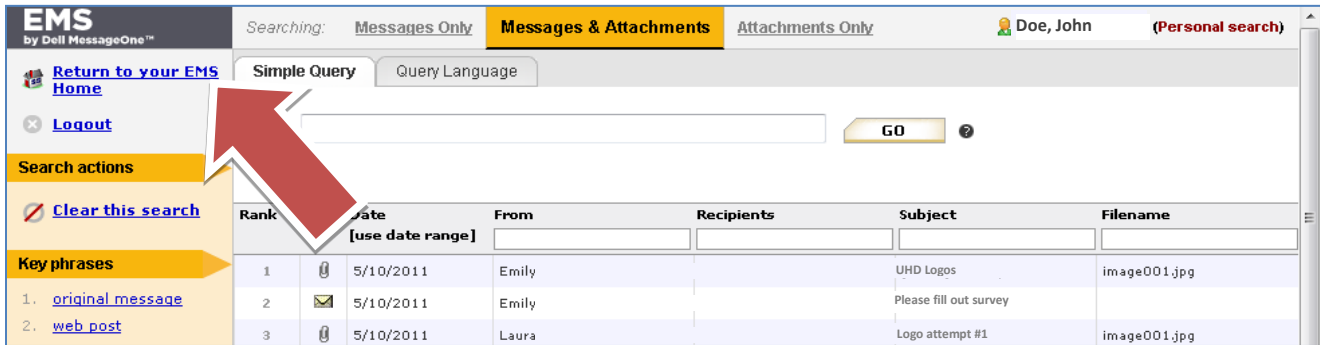
Reply Reply to All Forward Forward to Self

From: "Gunnels, R
Date: Monday, May 09, 2011 4:32:25 PM

Your message

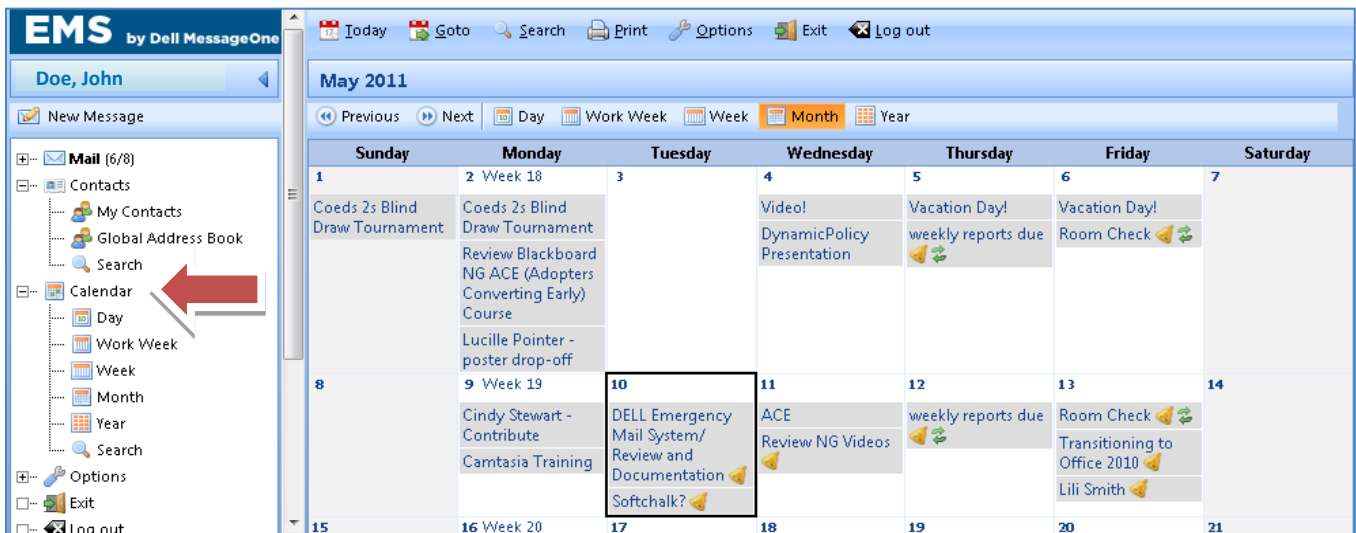
To: DT_Information Resources
Cc:
Subject: Thursday - out of office staffs
Sent: Thu, 5 May 2011 09:15:14 -0500

9. To get back to your Dell EMS inbox, click the **Return to your EMS Home** link at the top left.



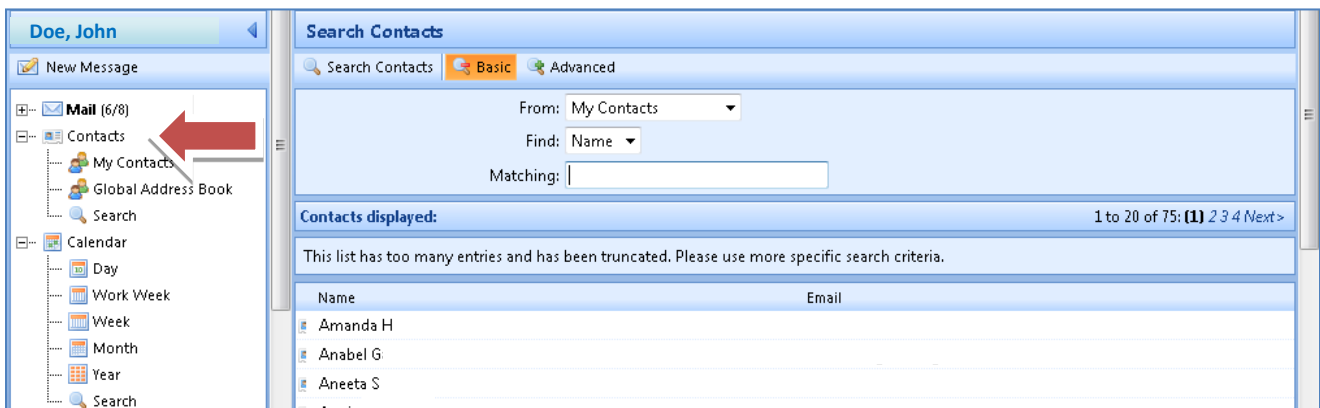
Calendar – Your already-scheduled calendar entries are available within the Dell EMS.

Note: Calendar items are read-only.



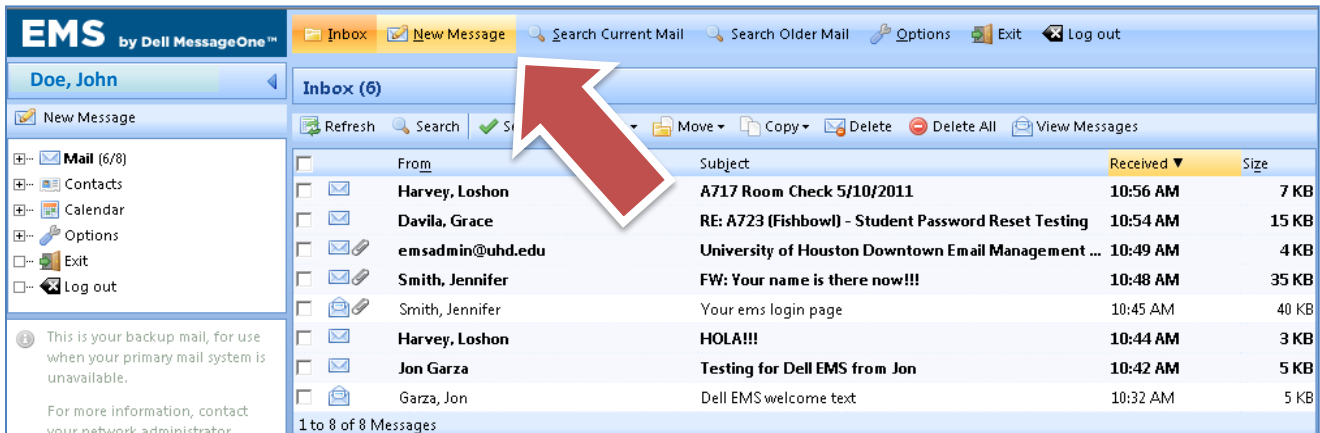
Contacts - Your contacts are available within the Dell EMS.

Note: Contacts are read-only.

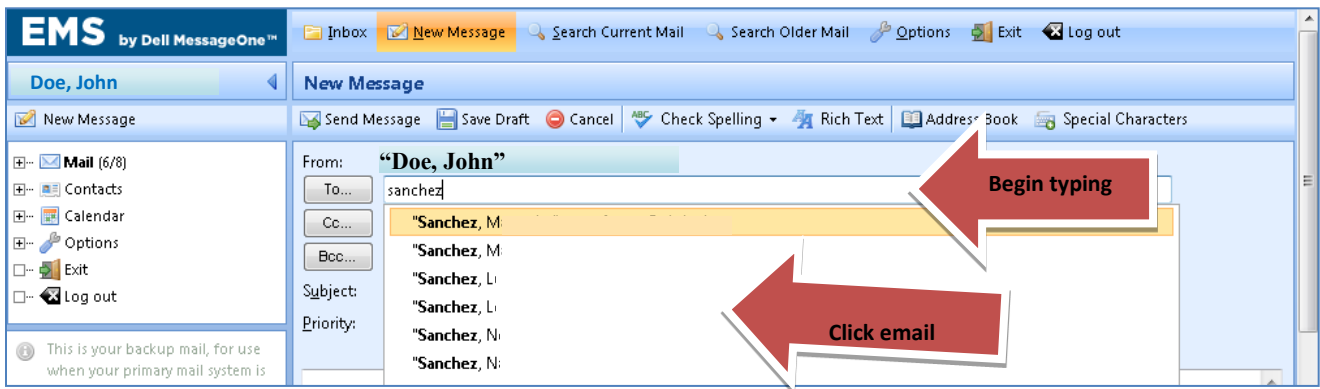


Create a New Message

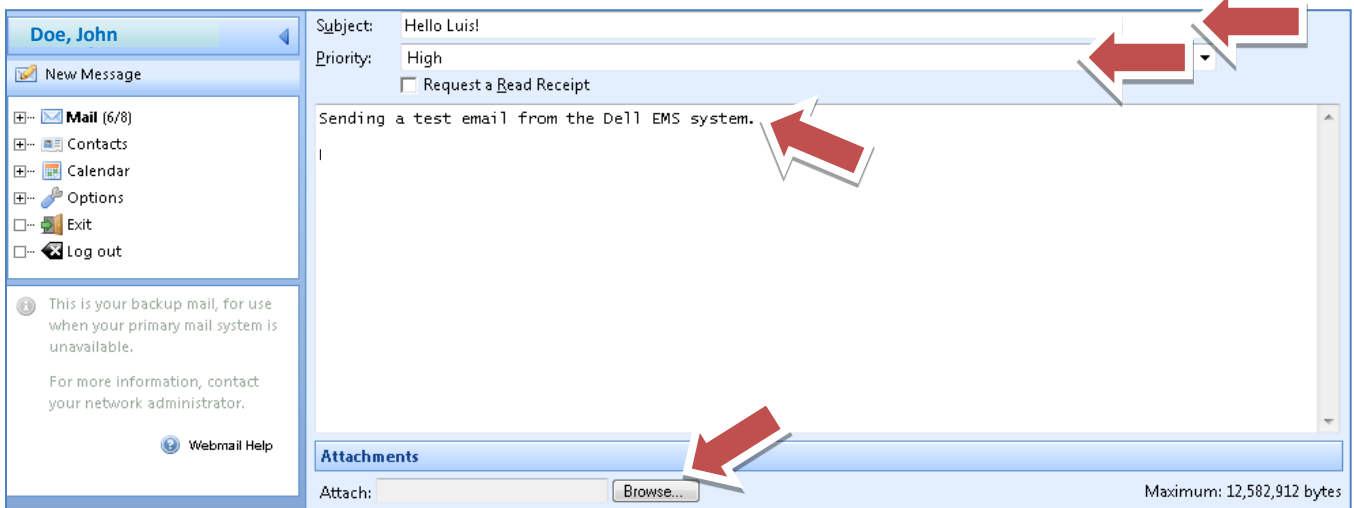
1. To send a new mail message in the Dell EMS system, click the **New Message** button at the top.



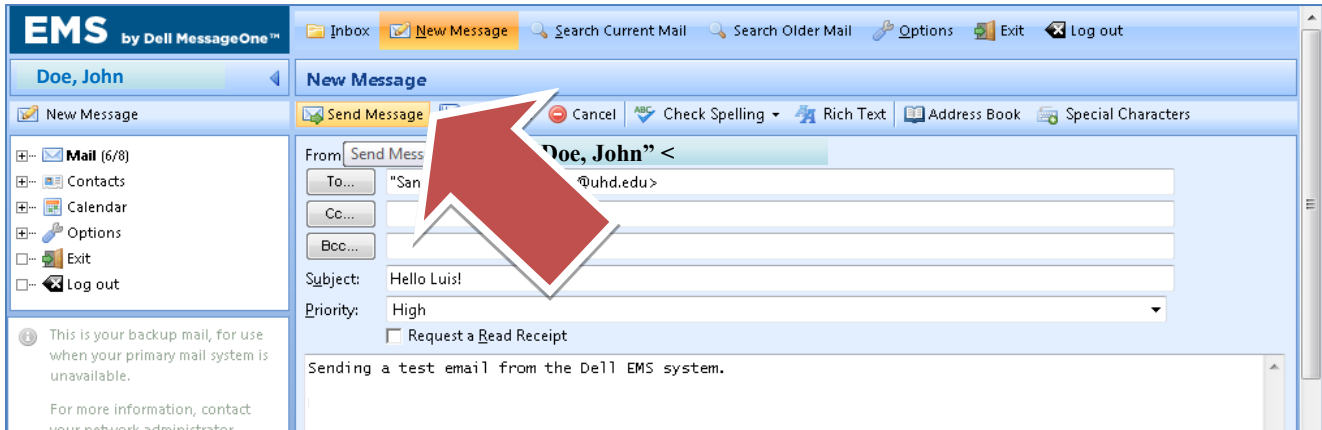
2. In the "To" field, type the recipients' last names first and a listing will populate from the address book.



3. You may type in a subject line, choose a priority level, type your message, and add an attachment.

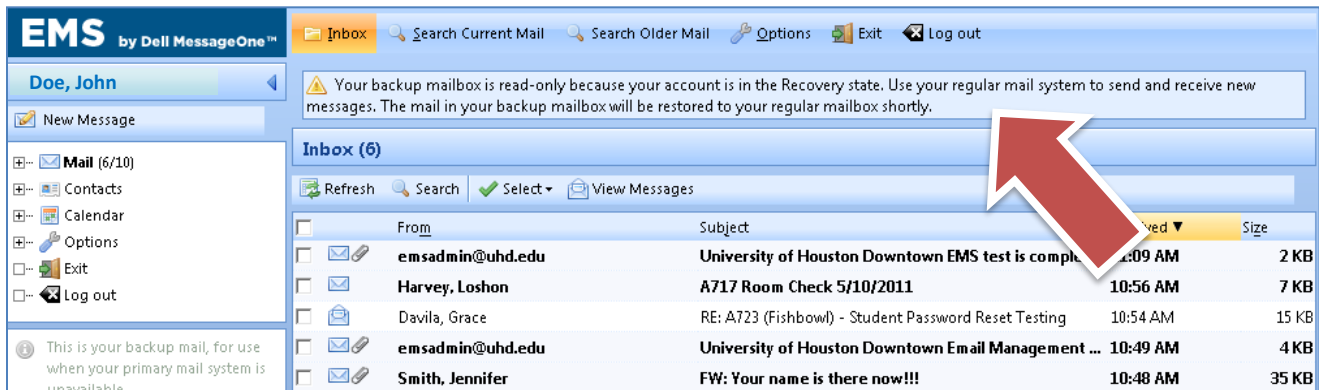


- Once you have completed drafting your email message, scroll up and click **Send Message**. You may also save drafts, but they will become unavailable when regular Outlook service returns.



When Regular Outlook Service Returns

When regular Outlook service is restored, you will receive a system message above your Dell EMS inbox.



Depending on how much email you have received while being on the Dell EMS system, there may be a slight delay in repopulation of your regular Outlook inbox.

You may try to access the Dell EMS system while service is not down to save the URL to your favorites, but your mail will not be available in the system until a system outage occurs.

