



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 to provide 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

Accessing Global Relay Email Continuity

You can access Global Relay Email Continuity through the following options:

- **Web browser:** Accessing Email Continuity on the Global Relay website
- **3rd party email client, such as Outlook.**

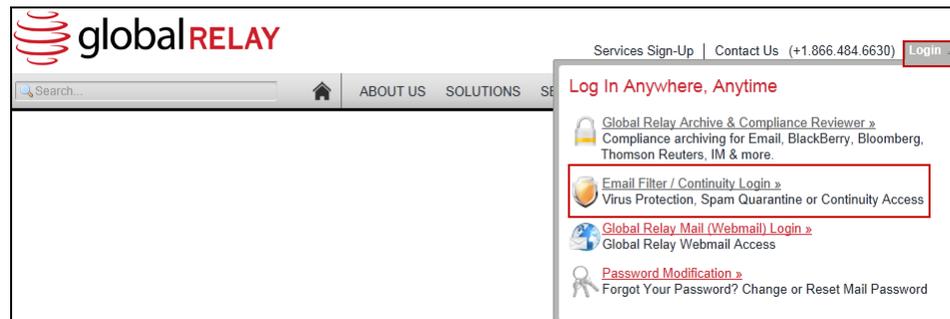
Accessing Email Continuity on the Global Relay Website

There are two ways you can access Email Continuity via the Global Relay Website:

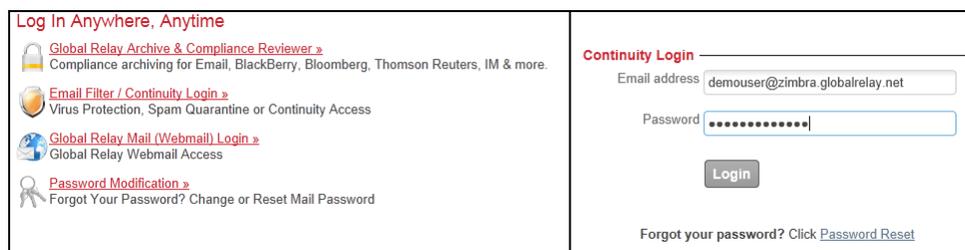
- From the home page
- Using the mail web link

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**.

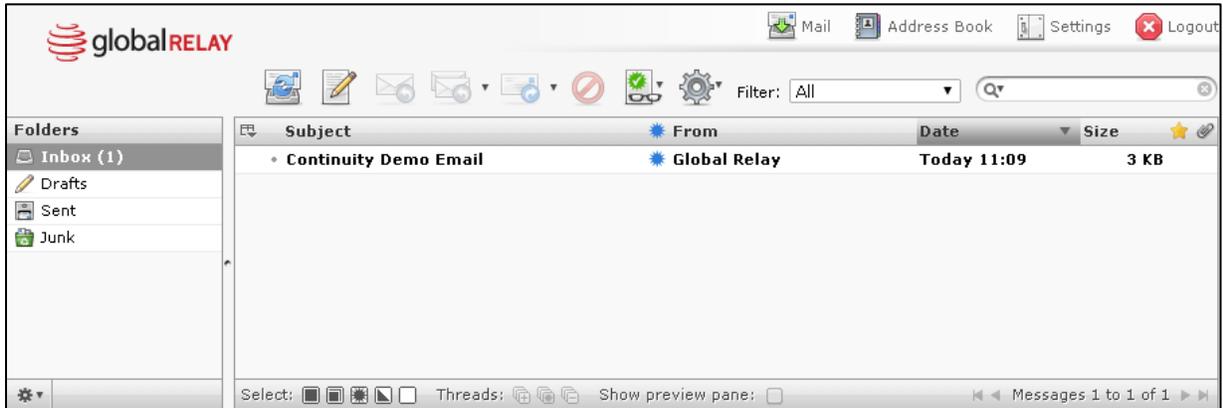


To access Email Continuity using the Global Relay mail link:

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

Using Global Relay Email Continuity Online

When you access Email Continuity using the Global Relay website, you will use the Global Relay webmail client with its email functionality.



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

Click	To
	Check for new messages
	Create a new message

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

Click	To
	Reply this message
	Reply to sender and all other recipients
	Forward the message
	Delete message
	Print this message

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

Click	To
	Access your email
	Access 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.
	View or change your personal settings such as Language and Time Zone
	Log out

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

Click	To
	Return to message list
	View the message source; a new browser tab opens displaying the message source with full header information.

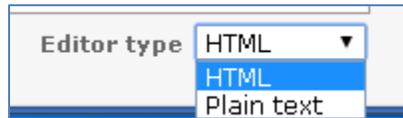
To view message source (such as header information), double-click on the desired message and then click on the small arrow just underneath the From, To and Date columns.



Helpful Tips & Settings

HTML Messages – The Email Continuity service adds the ability to compose HTML messages. This means you can now compose an email with the ability to change your font, font size, text color and more.

- To enable HTML mode when composing a message, simply click on the drop-down menu next to **Editor type** in the bottom right corner of the screen and select HTML.



- To set this preference permanently, navigate to the **Settings** button in the top right corner of your screen and then click **Composing messages** on the left. From the drop-down menu next to **Composing HTML messages**, select **always**.

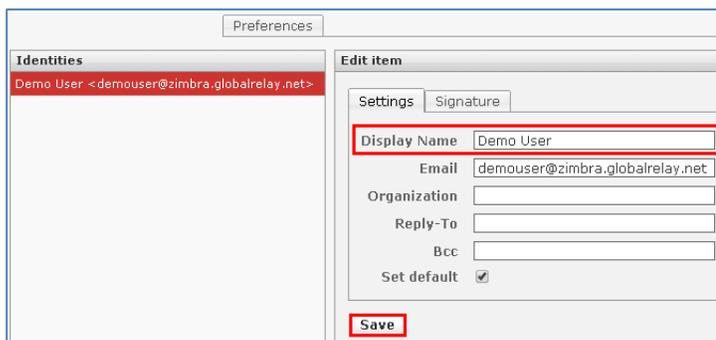


Signatures – The use of email signatures and disclaimers can be essential to any business, which is why we added this feature to our updated service.

- To create a signature, first **Compose** a new message. Next to the **From** field at the top, select **Edit identities**.

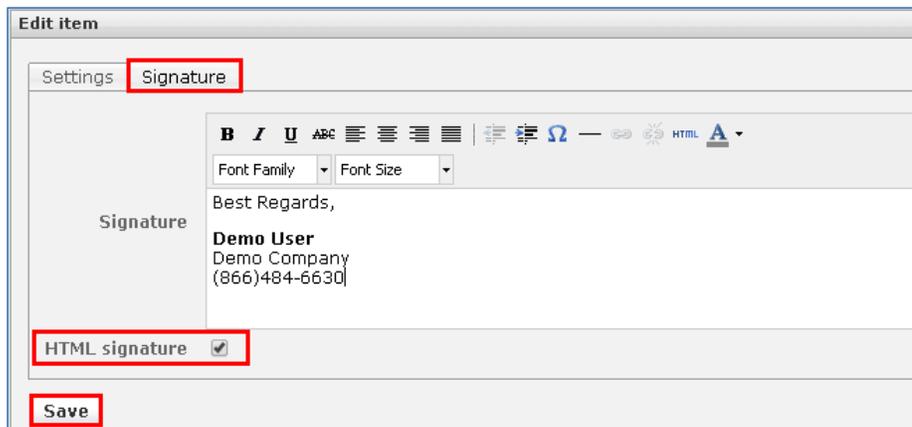


- Click on your email address on the left side of the screen and ensure the **Settings tab** is selected. Type your first and last name into the **Display name** field, or the name you wish recipients to see when you send messages to them. Click **Save** when you are finished.

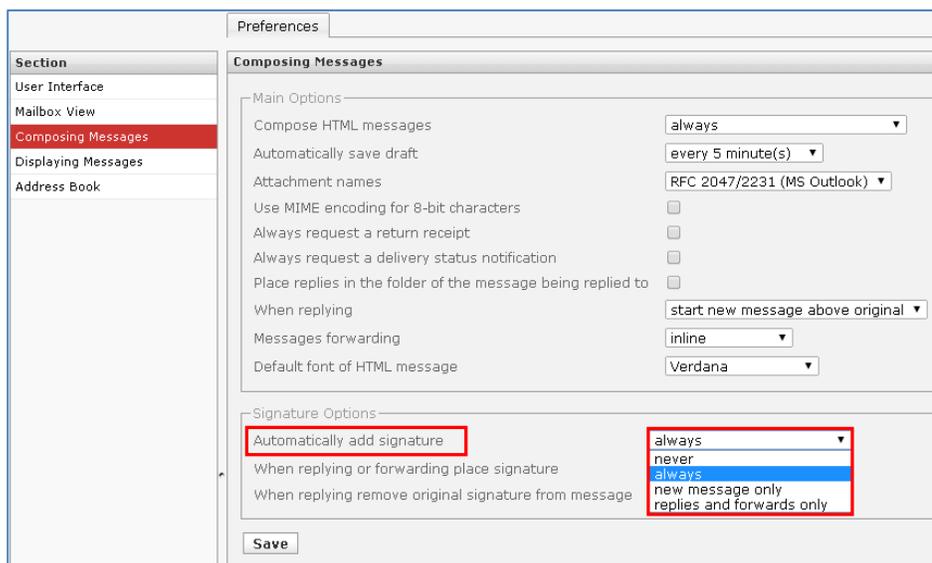


- You may now select the **Signatures** tab and start creating your signature. You can optionally check the box labeled **HTML signature** to change your font, font size, etc... If you are going

to copy-and-paste an existing signature here, it is recommended you check this box first. Please be aware, if you are going to copy-and-paste from another program, you may need to correct certain formatting. Click **Save** once you are done and then click **Mail** in the top right corner to return to your Inbox.



- If you would like your signature is inserted automatically with each message, navigate to the **Settings** menu in the top right corner and then select **Composing messages** on the left. From the **Signature options** section near the bottom, click on the drop-down menu next to **automatically add signature**. Choose your desired preference and then click **Save** at the bottom.



Preview Pane – The preview pane allow you to view a message directly from your Inbox, much like other popular mail clients such as Outlook.

- To enable this feature, ensure you are looking at your **Inbox**. At the bottom of your screen, check the box labeled **Show preview pane**. That's it!

Adding an Email Continuity Account in Outlook

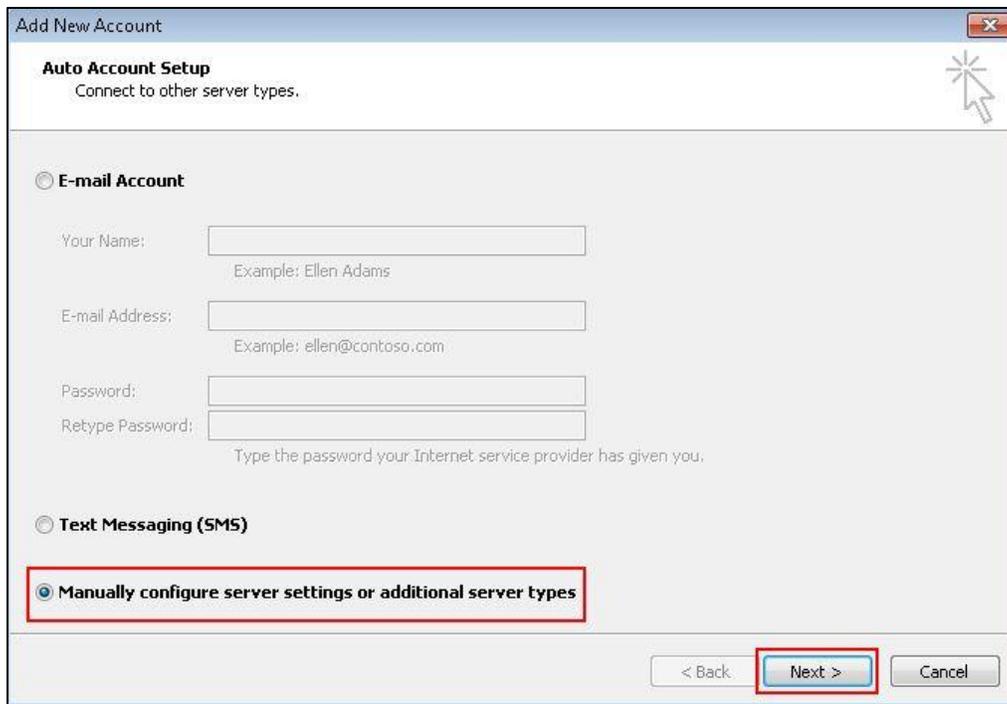
You can add your continuity account as an additional email account in your local mail client. While this section outlines how to add an account in both Outlook 2007 and Outlook 2010, you can add accounts to most email clients.

To add an Email Continuity account in Outlook:

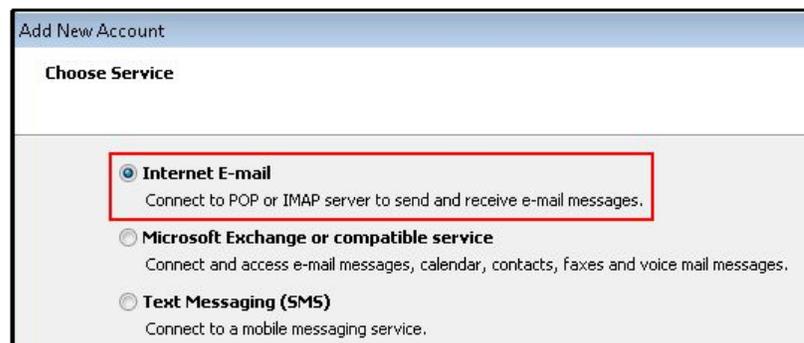
1. Open the **Add New Account** dialog. How you open it depends on which version of Outlook you are using.

In Outlook 2007	In Outlook 2010 & 2013
<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 click **Next**.



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



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.

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name: Demo User
E-mail Address: demouser@zimbra.globalrelay

Server Information
Account Type: IMAP
Incoming mail server: mail.globalrelay.com
Outgoing mail server (SMTP): mail.globalrelay.com

Logon Information
User Name: demouser@zimbra.globalrelay
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back Next > Cancel

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

Internet E-mail Settings

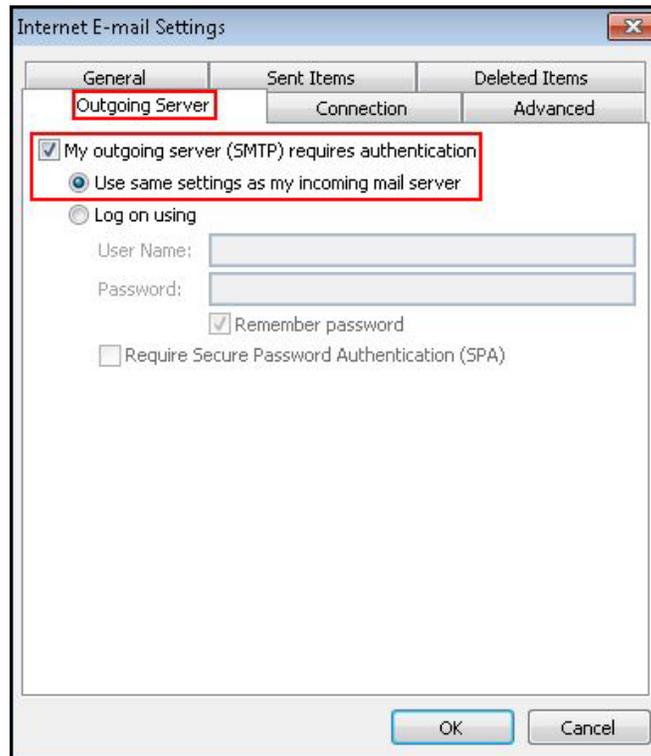
General Connection Advanced
Sent Items Deleted Items

Mail Account
Type the name by which you want to refer to this account. For example: "Work" or "Microsoft Mail Server"
demouser@zimbra.globalrelay.net Continuity

Other User Information
Organization:
Reply E-mail:

OK Cancel

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



- On the Advanced tab, if applicable, set up the type of encryption you would like 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 might initially fail, so we recommend you try the test again. Once the account is added you will not experience challenges sending mail with TLS enabled.

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

Adding an Email Continuity Account to a Mobile Device

You can add your continuity account as an additional email account in your mobile device. While this section outlines how to add an account using the default device mail client, these steps may vary depending on make and model.

iPhone/iPad Configuration

- 1) Tap the **settings** icon on your iPhone or iPad. The device settings appear.



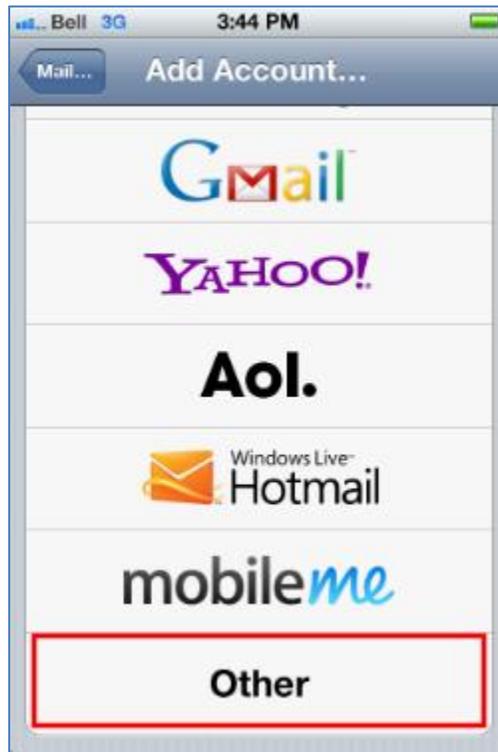
2) Scroll down and tap **Mail, Contacts, Calendars**.



3) Tap **Add account**.



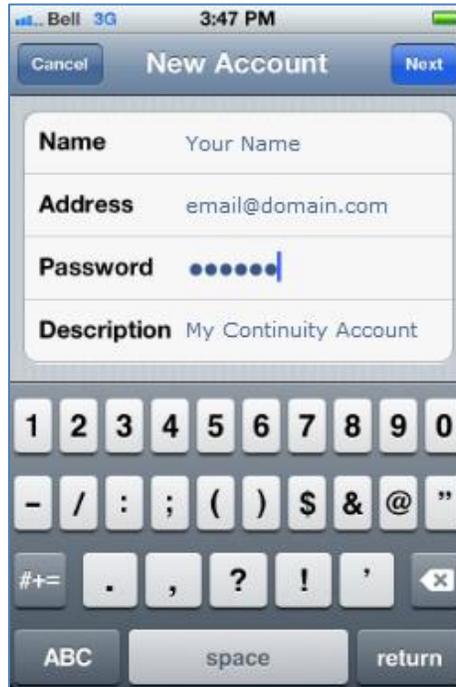
4) Tap **Other**.



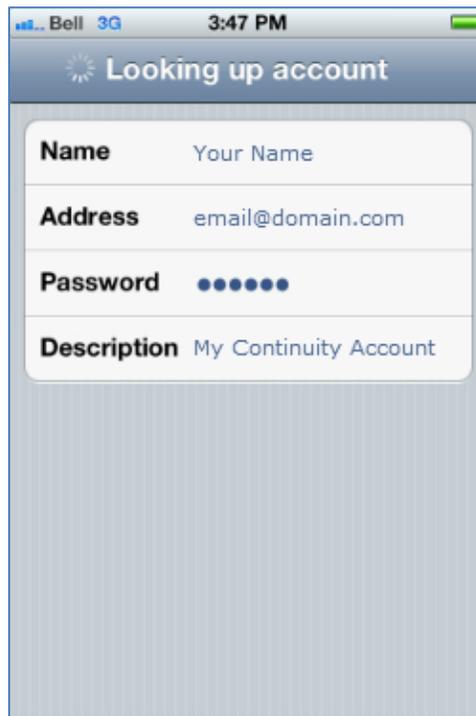
5) Tap **Add Mail Account**.



- 6) Complete the following fields and tap **Next** to continue:
- a. **Name:** First / Last name or desired display name.
 - b. **Address:** Your full email address.
 - c. **Password:** Your Continuity/Filter password.
 - d. **Description:** This field should auto-populate, but can be changed if desired.



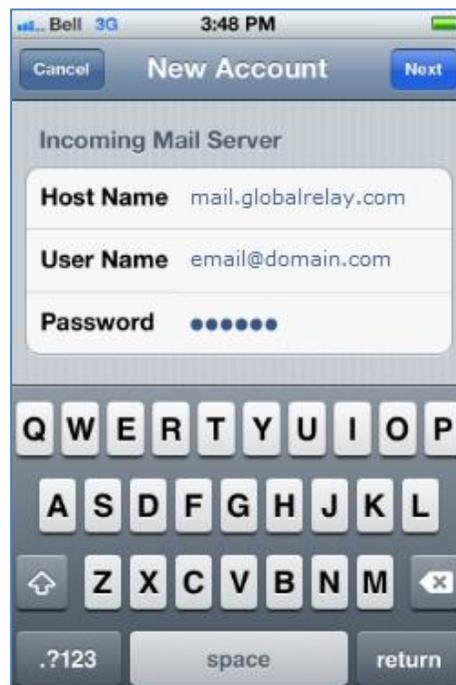
- 7) Your phone will now look up the account info. This may take several minutes.



- 8) You should now see the **New Account screen**, where **IMAP** should be selected by default (blue). If IMAP is not selected, tap on it now.



- 9) Under the **Incoming Mail Server** and **Outgoing Mail Server** sections, enter the following information:
- Host Name:** mail.globalrelay.com
 - User Name:** Your full email address.
 - Password:** Your Continuity service password.



10) Once this information has been entered, tap **Next**. Your device will now verify the settings.



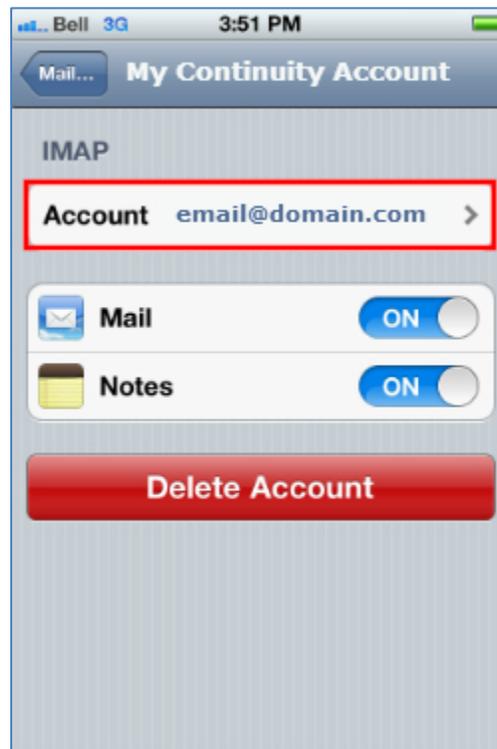
11) Once the account has been verified you will see the **IMAP** screen where **Mail** should be **ON** by default. **Notes** may also be turned on, but is not important to this account. Tap **Save** to continue.



12) Navigate back to the **Mail, Contacts, Calendars** section and tap the account you just added.



13) Under **IMAP**, tap the account to view its settings.



14) Under **Outgoing Mail server**, tap **SMTP mail.globalrelay.com**



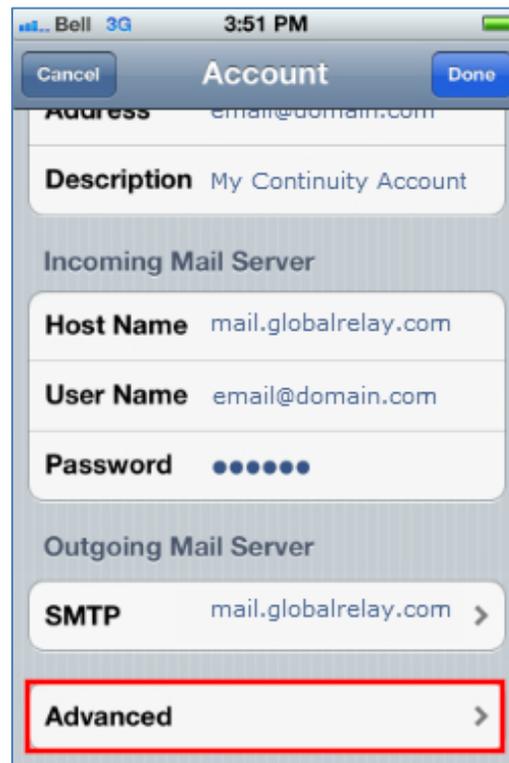
15) Under **Primary server**, tap **mail.globalrelay.com**



- 16) On the next Screen, ensure the **SSL slider** is in the **OFF** position and set the **Port number** to **25**.



- 17) Tap **Done** and then **Account** to return to the account screen. Scroll to the bottom and tap **Advanced** to modify the incoming settings.

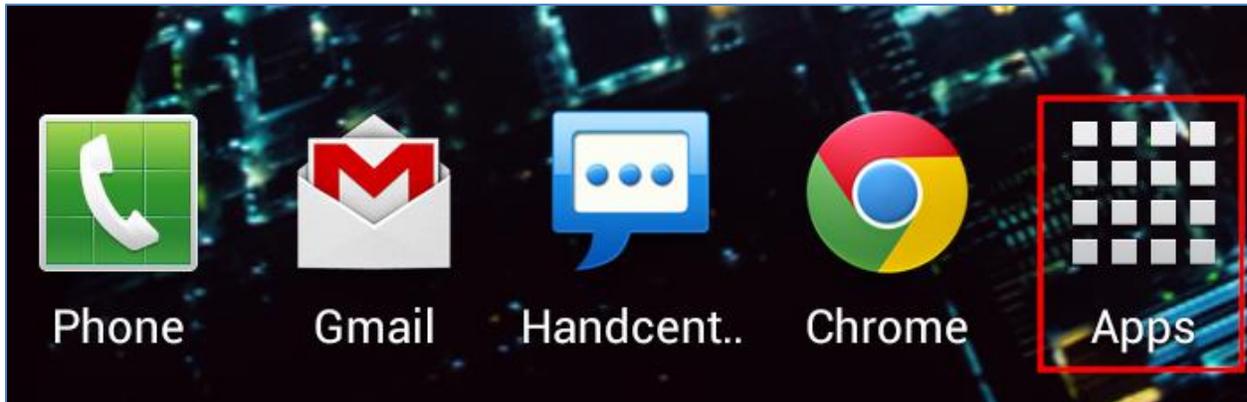


- 18) Ensure **SSL** is **ON** this time and the **Port** number is set to **993**. Tap the **Account** button to return to the previous screen, then tap the **Done** button to save your changes.

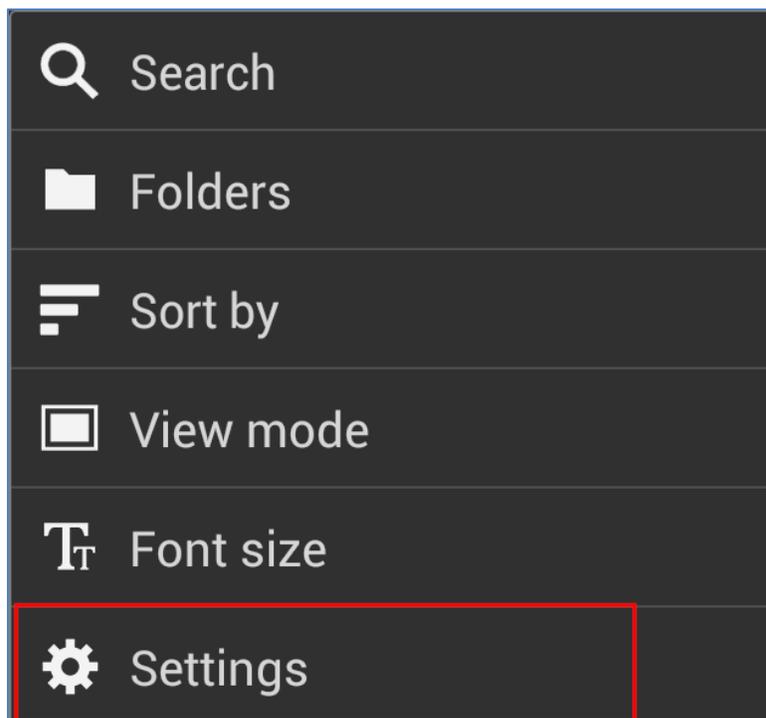


Android Configuration

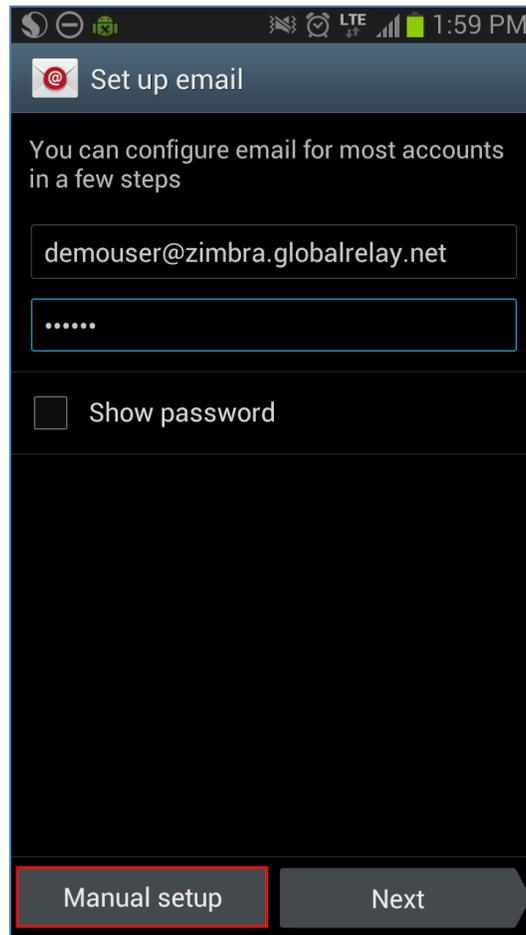
- 1) From the device home screen, tap the **Apps Drawer**. This appearance of this icon may vary per device, but should be similar to the image depicted below.



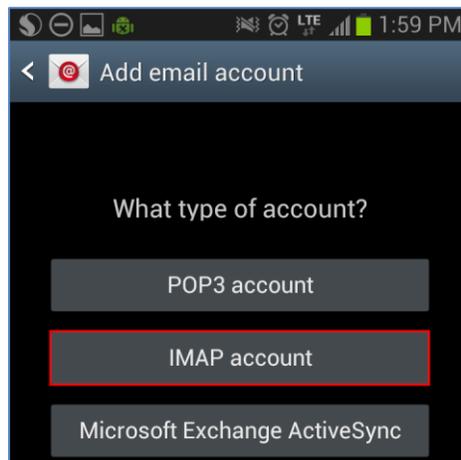
- 2) Scroll through your list of Apps until you find one labeled **Email** or **Mail**. Tap this icon and the email app will appear.
- 3) If you have no accounts configured, you will be taken directly to the email setup screen. Otherwise, tap the **Menu** button on your phone and then tap **Settings**.



- 4) Enter your **Email address** followed by your **password** and then tap **Manual Setup**.



- 5) Tap **IMAP** to continue.



6) Enter the follow **Incoming** settings and tap **Next** to continue.

- a. **Username:** Your full email address.
- b. **Password:** Your Continuity service password.
- c. **IMAP Server:** mail.globalrelay.com
- d. **Security Type:** SSL (Accept all certificate), or SSL if the first is not available.
- e. **Port:** 993
- f. **IMAP path Prefix:** Leave this blank.

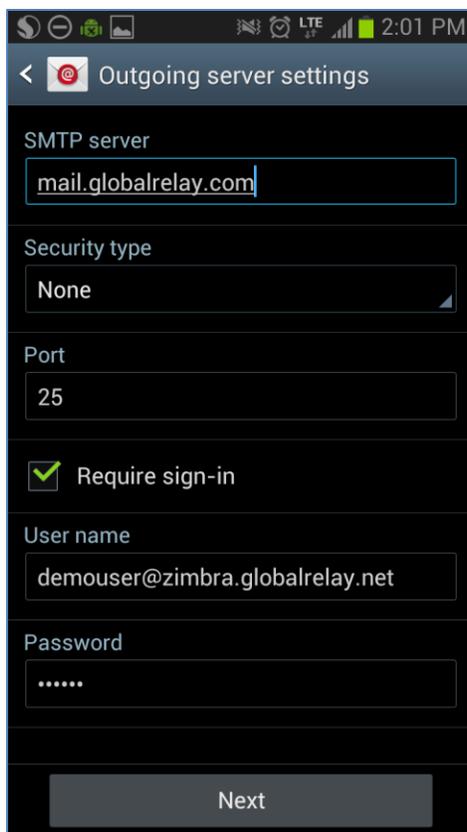
The screenshot shows the 'Incoming server settings' screen. The fields are filled with the following information:

- Username: demouser@zimbra.globalrelay.net
- Password: masked with dots
- IMAP server: mail.globalrelay.com
- Security type: SSL (Accept all certificates)
- Port: 993
- IMAP path prefix: optional

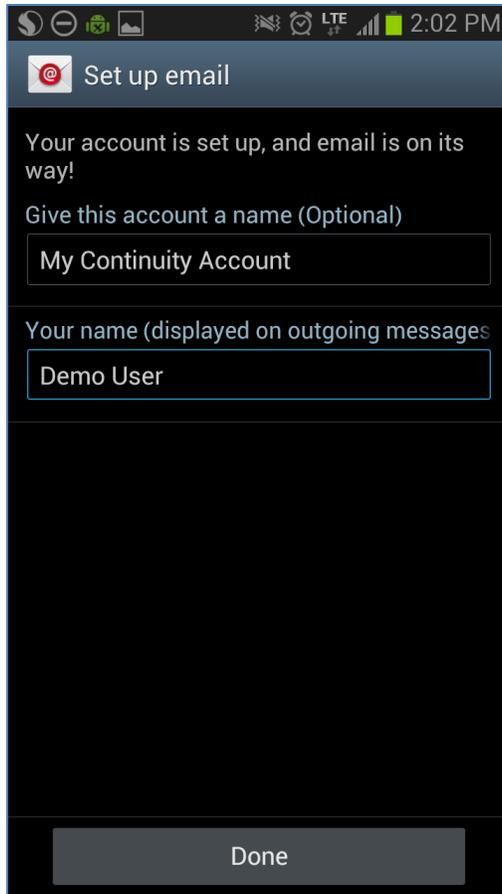
A 'Next' button is located at the bottom of the screen.

7) Enter the following **Outgoing** settings and tap **Next** to continue.

- a. **SMTP Server:** mail.globalrelay.com
- b. **Security Type:** None, or TLS/TLS (Accept all...) for secure connection.
- c. **Port:** 25
- d. **Require sign-in:** Checked
- e. **User name:** Your full email address.
- f. **Password:** Your Continuity service password.



- 8) Your **Account options** will display. Leave these the way they are and tap **Next**.
- 9) You will now be prompted to enter the following:
 - a. **Account Name:** This describes the account you are setting up. Only you will see this. We suggest something like "My Continuity Account".
 - b. **Your Name:** The name displayed to recipients when you send email. This is typically your first and last name.



10) Tap **Done** to complete the setup process.

Blackberry 6 and 7 (Blackberry Bold/Curve/Pearl/Torch)

The type of account you are setting up requires a very specific set of values to function properly, so cannot complete the setup on the device itself. Please contact your Service Provider for assistance; they may set it up for you or send you to a specific website where you can enter the values required.

Settings:

- **Type:** IMAP
- **Server:** mail.globalrelay.com
- **Port:** 993
- **SSL:** ON
- **Username:** Your full email address
- **Password:** Your Continuity service password
- **Auto-BCC:** Enter your own email address. This is so sent items are correctly Archived.

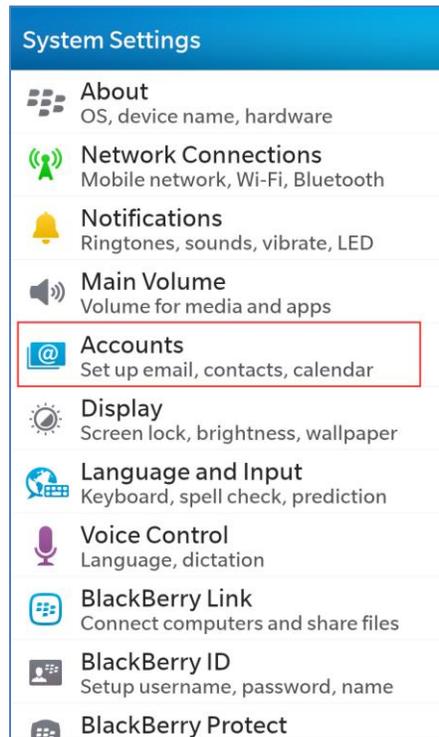
Blackberry 10

Please be aware configuration and menus may vary per device. If further assistance is required, you may need to contact your service provider.

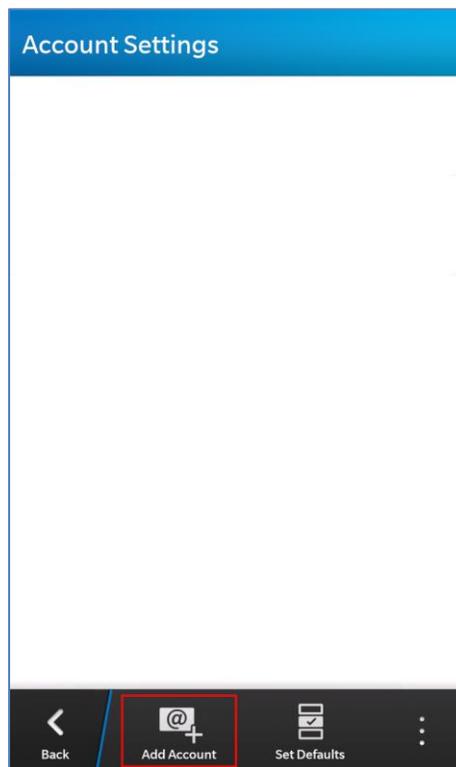
- 1) From the device **Home Screen**, swipe through your icons until you find **Settings**. Tap the Settings icon to continue.



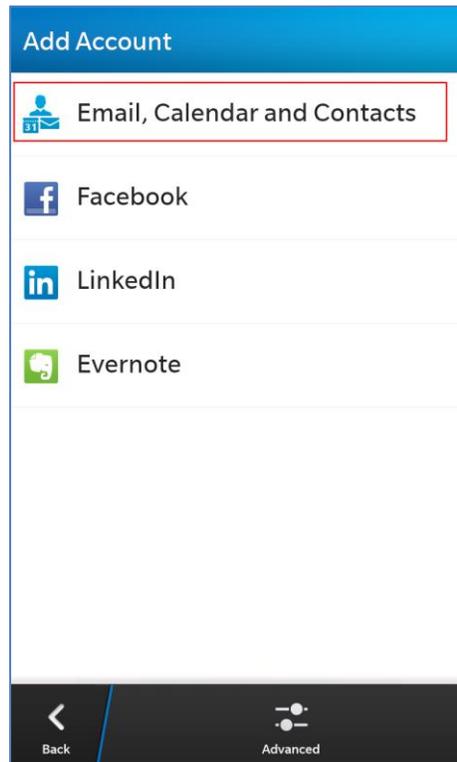
2) Scroll through the list of options and tap **Accounts**. The Account Settings screen appears.



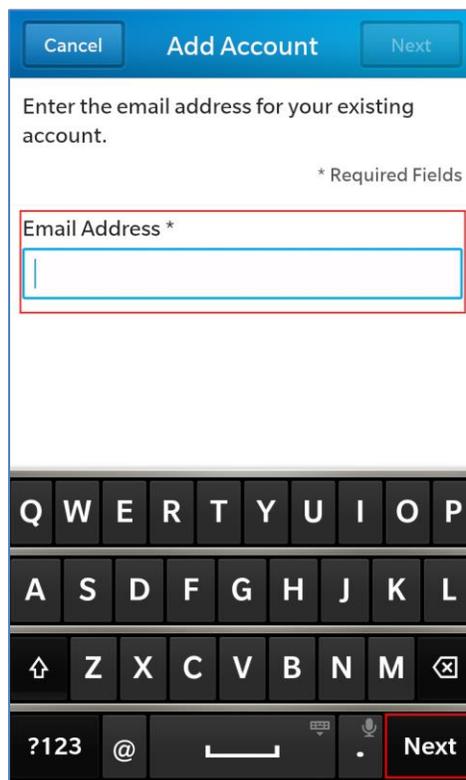
3) Tap **Add Account** at the bottom of your screen.



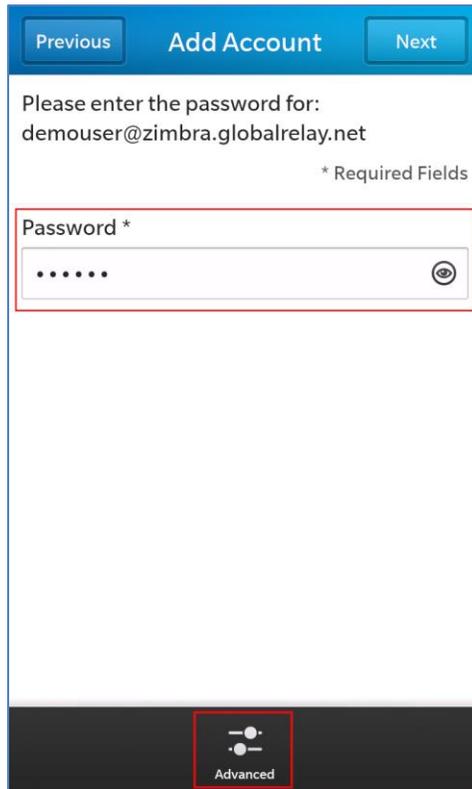
4) Select **Email, Calendar and Contacts** to continue.



5) Enter your email address and tap **Next**.

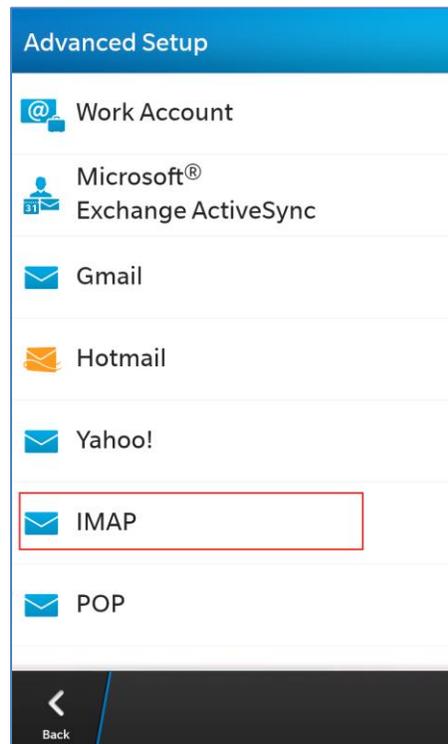


- 6) Enter your password and then **tap the blank white space** underneath the password field to get rid of the keyboard. At the bottom of the screen, tap the **Advanced** button to continue.



The screenshot shows the 'Add Account' screen. At the top, there are three buttons: 'Previous', 'Add Account', and 'Next'. Below them, the text reads 'Please enter the password for: demouser@zimbra.globalrelay.net' followed by '* Required Fields'. A password field is shown with a red border, containing six dots and a toggle icon. Below the password field is a large white rectangular area. At the bottom of the screen, there is a dark bar with a red-bordered button labeled 'Advanced'.

- 7) You will be prompted to choose the type of account. Tap **IMAP**.



The screenshot shows the 'Advanced Setup' screen. It features a list of account types with a red border around the 'IMAP' option. The options are: 'Work Account' (with an @ icon), 'Microsoft® Exchange ActiveSync' (with a person icon), 'Gmail' (with an envelope icon), 'Hotmail' (with an envelope icon), 'Yahoo!' (with an envelope icon), 'IMAP' (with an envelope icon), and 'POP' (with an envelope icon). At the bottom left, there is a 'Back' button with a left arrow.

- 8) You will now be prompted to enter your account details. This is one long screen divided into several sections.
- Description:** This describes the account you are setting up. Only you will see this. We suggest something like "My Continuity Account".
 - Display Name:** The name displayed to recipients when you send email. This is typically your first and last name.
 - Username:** Enter your full email address.

Dismiss IMAP Done

* Required Fields

Description
My Continuity Account

Display Name
Demo User

Username *
demouser@zimbra.globalrelay.net

- 9) In the next section, enter your **email address** and **password**. They may already be completed.

Email Address *
demouser@zimbra.globalrelay.net

Password *
.....

10) The next section will ask for the incoming server information. Enter the following:

- a. **Server Address:** mail.globalrelay.com
- b. **Port:** 993
- c. **Encryption:** SSL
- d. **IMAP Path Prefix:** Leave this blank.

Server Address *

Port *

Encryption

SSL

IMAP Path Prefix

11) The next section will ask for the outgoing server information. Enter the following:

- a. **SMTP Username:** Enter your full email address.
- b. **SMTP Password:** Enter your Continuity service password.
- c. **SMTP Server Address:** Enter mail.globalrelay.com
- d. **SMTP Port:** 25
- e. **SMTP Encryption:** StartTLS

SMTP Username

SMTP Password

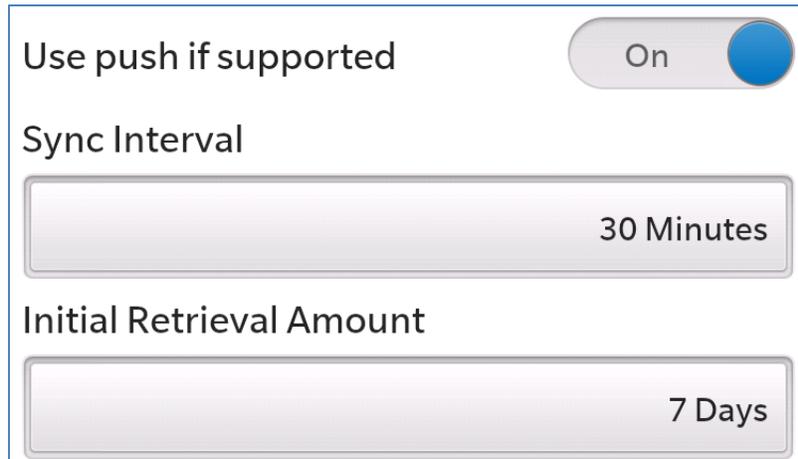
SMTP Server Address *

SMTP Port *

SMTP Encryption

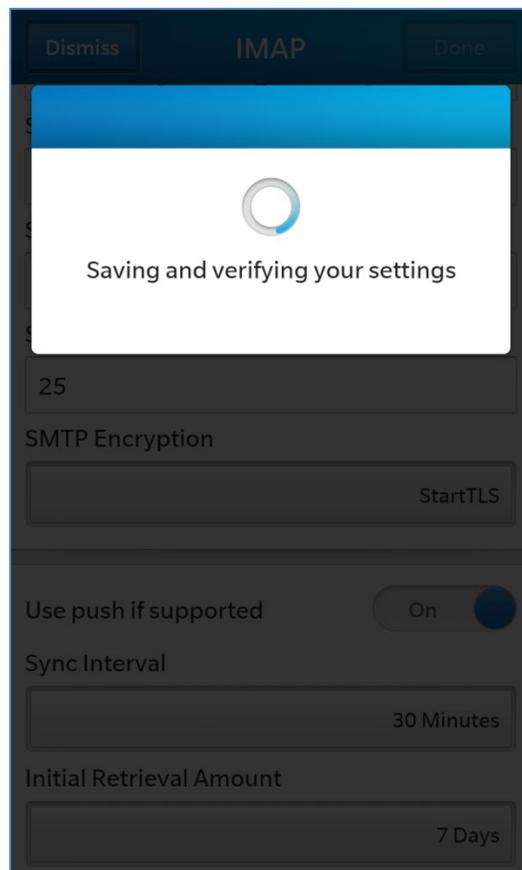
StartTLS

- 12) The last section will ask you to set your account preferences. You can leave these the way they are unless you have reason to change them.



A screenshot of an email account settings screen. At the top, there is a toggle switch for "Use push if supported" which is turned "On". Below this is a "Sync Interval" section with a dropdown menu set to "30 Minutes". Underneath is an "Initial Retrieval Amount" section with a dropdown menu set to "7 Days".

- 13) Tap the **Done** button in the top right corner of the screen. Your device will verify the settings and then take you to a summary of accounts. You may now return to the Blackberry Hub and select the new Continuity account.

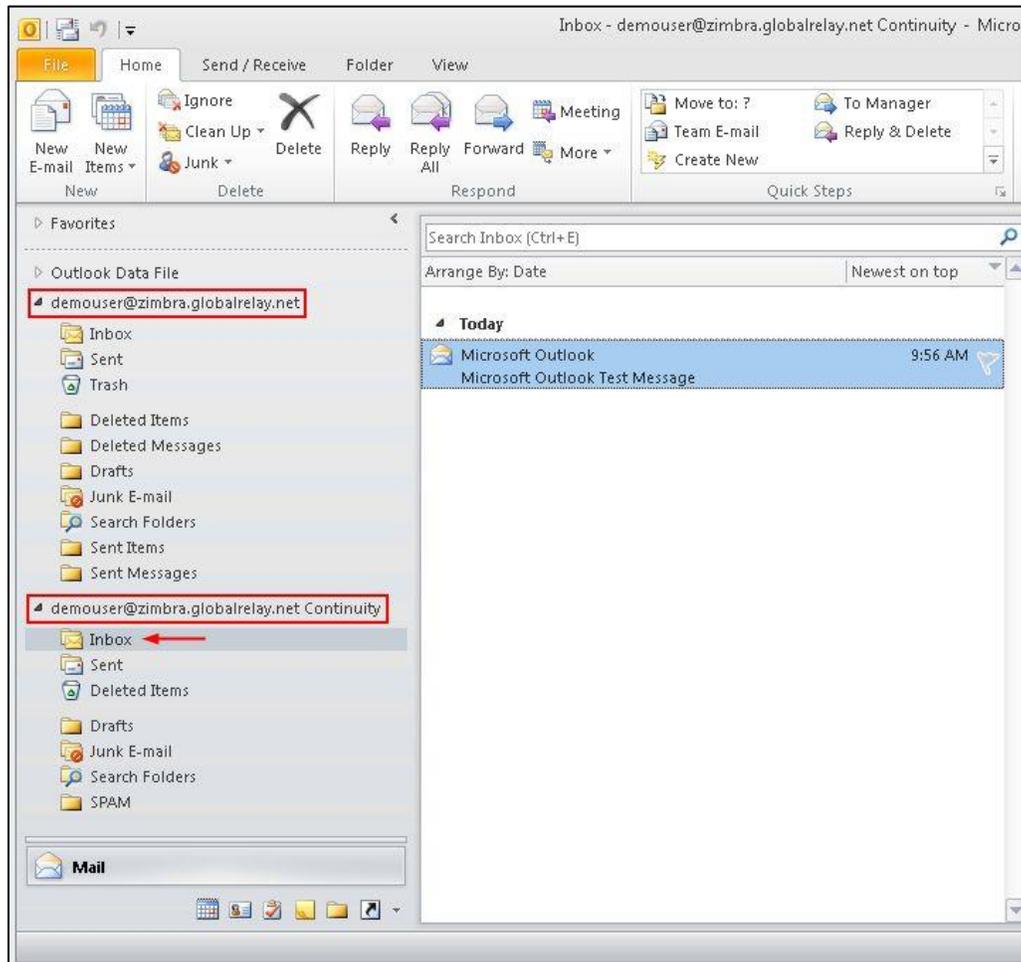


Using Email Continuity in Outlook

Once you set up an Email Continuity account in Outlook, you can use it when you need it.

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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