

## **TIPS AND TRICKS THE DISPATCH MESSAGING SYSTEM**

### **HOW THE DISPATCH MESSAGING SYSTEM (DMS) WORKS**

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SquirrelMail is the Webmail package used for the DMS. It is off-the-shelf software accessed through the Web and you do not download anything to your computer.

This DMS has generic group e-mails that more than one person can access. You will log on as yourself, subscribe to your office's e-mail address and from then on be able to see and respond to e-mails sent to that account. This document explains the unique attributes of SquirrelMail that apply to the dispatch.

### **USER ACCOUNTS**

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#### **Account Names**

You will have a personal account to log into DMS but will not be able to receive e-mail to that account. Instead, you will be able to see email addressed to your dispatch office's account.

Examples of production email accounts names:

- idnic@dms.nwcg.gov
- ornwc@dms.nwcg.gov
- orcoc@dms.nwcg.gov

Once logged on as yourself and subscribed to your group or office's account (subscribing is covered later), you will see the email for that area. For instance, if you are Jane Talbot and work at the Eastern Great Basin Coordination Center (EBC), you will log on as Jane Talbot, click on the EBC email folders and see e-mails sent to [ut-ebc@dms.nwcg.gov](mailto:ut-ebc@dms.nwcg.gov). Others in your office will have access to the same folder and see the same e-mails so there are several things to consider such as the following:

## **ROSS Notices Mailing List and New Account Requests**

Additions to the "ROSS Notices" mailing list are requesting through the GACC who will forward requests to the helpdesk.

Dispatchers or AD's on assignment to another dispatch will get access to that office folder via the same method. The challenge will be remembering to remove the access once the dispatcher leaves.

## **Passwords**

Passwords expire every 60 days with no notice given to the user. Users should note the date on their calendar for when their password will expire. Passwords should be changed on the password reset site prior to the expiration.

If you are locked out of your account, you may reset your password from the password reset site at; <https://dms.nwcg.gov/password>

## **E-MAIL**

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E-mail is stored in the office inbox folder until either deleted by a user or after 30 days, it is automatically deleted.

### *Keeping Track of Sent Messages*

E-mails you send are technically from your account so a copy of the message is stored in your personal sent folder not your group or dispatch sent folder. For this reason, it is important to cc your group or dispatch office's email address on messages you send so a copy is visible to others in your office that have access.

For example, Jane at EBC logs in as herself and sends an e-mail to idnic and cc's utebc. A copy of the sent e-mail goes into Jane's personal sent folder but because she cc'd the message to utebc, a copy is sent to utebc's inbox.

Similarly, messages that Jane deletes from the EBC email are in her Trash bin, not utebc's Trash bin.

### *Keeping Track of Read, Unread and Replies to E-mails*

Because more than one person may have access to your group or dispatch office's group folder, it is important to know which messages have been read and/or replied to.

When a message has been replied to, a small arrow appears over the open envelope.

From ▲	Date □	Subject □
<input type="checkbox"/> NICC	Tue, 21:09	 <a href="#">Re: This message has been REPLIED to</a>

New messages are bold and read messages are not. Also, if a message has been read, the small envelope in the center column is open instead of closed.

From ▲	Date □	Subject □
<input type="checkbox"/> EBC	Tue, 21:03	 <a href="#">This message is READ</a>
<input type="checkbox"/> <b>EBC</b>	<b>Tue, 21:02</b>	 <a href="#">This message is UNREAD</a>

You can change a message from read to unread. This is helpful if you open a message but don't act on it and want others to perceive the message as new. To toggle a message from read to unread, click on the **Unread** button to turn the message bold again.

Move Selected To:

Transform Selected Messages:

[Thread View](#)

## **CREATING NEW FOLDERS**

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You can create new folders under your profile and store messages there, but only you will be able to see those messages. For instance if you create a new folder called 'Crews' and move emails from the group or dispatch office's in-box to the folder, only you will be able to see the emails.

## GETTING STARTED

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If you are stuck anywhere in the process, click the **Help** link at the top of the DMS mail page for explanations of what goes in each field.



### Step 1

#### Change Your Password

Before logging into DMS, you must go to <https://dms.nwcg.gov/password> and change your password. You will not be able to access DMS until you change your password. If you try to log in even once without changing your password first, you will be locked out and the helpdesk will have to reset your password.

At the 'Self service password' enter the new DMS user name and password you received in an e-mail and change your password.

### Self service password



Your login is required

Login	<input type="text"/>
Old password	<input type="text"/>
New password	<input type="text"/>
Confirm	<input type="text"/>
<input type="button" value="Send"/>	

## Step 2

### Log on to DMS

Go to <https://dms.nwcg.gov/mail/src/login.php> and enter your user name and password.

Click on **WebMailUsage** then **Accessing the System** and scroll down to read the initial DMS log-on instructions. Log on to DMS.

## Step 3

### Subscribe to Your Group or Dispatch Email (if applicable)

To be able to see e-mails sent to your group or dispatch office, you must first subscribe to your group or dispatch office's email. To subscribe to an email, go to **Folders** on the top menu and scroll down to **Unsubscribe/Subscribe**. In the **Subscribe** box, highlight your dispatch office (for example: *Other Users.utebc*) and click on **Subscribe**. This moves the folder/email name to the **Unsubscribe** field. Close the screen.



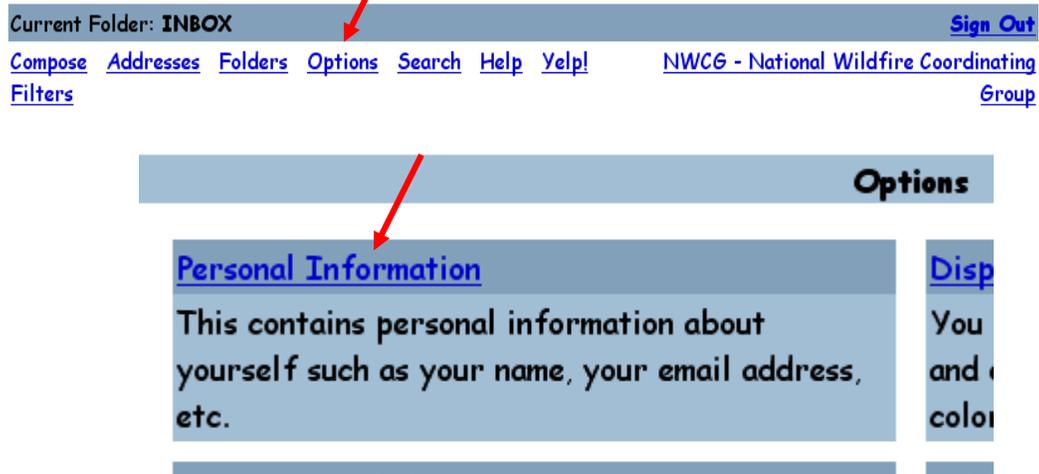
Folders you have subscribed to will show on the Folders Menu. Clicking on the fold name opens the email box.

By default the folders you subscribe to will be sub folders to the Trash folder. To avoid this, create a folder for you dispatch office as shown to the left.

## Step 4

### Set Your Personal Settings

Under **Options**, pick **Personal Information** and fill in the information for your dispatch office.



### Personal Information Screen

The screenshot shows the 'Options - Personal Information' screen. It is divided into several sections:

- Name and Address Options:**
  - Full Name: Eastern Great Basin Coordination Center
  - E-mail Address: utebc@dms.nwcg.gov
  - Reply To: utebc@dms.nwcg.gov
  - Signature: Jane Talbot, Eastern Great Basin, 801-993-0000
- Multiple Identities:** Edit Advanced Identities (discards changes made on this form so far)
- Timezone Options:** Your current timezone: PST8PDT
- Reply Citation Options:** Reply Citation Style: On DATE, AUTHOR Wrote
- Signature Options:** Use Signature: ; Prefix Signature with '- ' Line:

### Explanation of Fields:

**Full Name:** Appears in the **From** column on the Current Folder screen.

The screenshot shows a table with three columns: 'From', 'Date', and 'Subject'. A red arrow points to the 'From' column header. The first row of the table is highlighted and contains the following data:

From	Date	Subject
Eastern Great Basin	14:39	Where the Full Name shows

**E-mail Address:** Shows on the **From** line when the message is opened.

**From:** "Eastern Great Basin" <ut-ebc-gacc@beta.dms.nwcg.gov>

**Reply To:** The default address for message replies.

**To:** ut-ebc-gacc@beta.dms.nwcg.gov

**Signature:** Enter your name and your office information here. This tells receivers of your e-mails the author of the message.

Signature: Jane Talbot  
Eastern Great Basin  
801-993-0000

For the signature to automatically be inserted at the bottom of each message you send, in the **Signature Options** box at the bottom of the screen, click the **Use Signature** box.

**Signature Options**

Use Signature:

Prefix Signature with '-- ' Line:

### **Multiple Identities: Edit Advanced Identities**

Use this if you want to choose between different **From** lines when composing a message. For instance, choosing between your name and your dispatch office name. You will be offered a choice of your identities when you compose a message.

Be sure the **Reply To** is your dispatch office's e-mail address for each identity.

**Reply Citation Options:** When you reply to a message, this shows above the text of the previous message.

On Wed, October 14, 2009 14:39, Eastern Great Basin wrote:

## MANAGING YOUR PASSWORD

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Your password must be at least 12 characters and include at least 3 character categories from the list below. There can be a maximum of 2 repeated characters

- Digit
- Alpha
- Uppercase
- Lowercase
- Special

Five login failures will lockout the account for 15 minutes. The counter is reset 60 minutes after a failure.

Your password expires after 60 days without warning.

- Once your password expires, only the helpdesk can reset it.
- Once the helpdesk resets your password, you cannot change it again for 14 days.
- After your password is changed, mark you calendar with a reminder to reset your password again before the 60 days is up.

## OTHER OPTIONS

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There are other options to customize your e-mail. For instance changing the way your mail looks, folder options, etc.

To set any of these options, click on the **Options** link at the top of the page, then select the option you want to set. Remember, you can get explanations and help filling out the options by clicking the **Help** link at the top of the page.

### **Tips to SquirrelMail DMS**

Attachments	Attachment area in the Compose window is 2 Megabytes per-attachment. The error received when you try to attach a file that is over 2MB says "File Could Not Be Moved/Copied" but doesn't tell you why)
Filters	Filters are turned off because they were not working properly.