

TIPS AND TRICKS FOR THE NEW DMS

HOW THE NEW DMS (SQUIRRELMAIL) WORKS

SquirrelMail is the Webmail package used for the new 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-mail folders 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 you will be able to see and respond to e-mails sent to that account. This document explains the unique attributes of SquirrelMail that apply to our users.

USER ACCOUNTS

Account Names

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

Examples of production e-mail account 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 e-mail for the dispatch office mailbox. 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 e-mail folders and see e-mails sent to utebc@dms.nwcg.gov. Others in your office will have access to the same folder and see the same e-mails so it is important to keep that in mind.

ROSS Notices Mailing List and New Account Requests

Additions to the "ROSS Notices" mailing list are requested through the GACCs and they will forward requests to the helpdesk. Dispatchers or AD's on assignment to another dispatch office 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 when their password will expire. Passwords should be changed on the password reset site (see below) prior to the expiration date.

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

E-MAIL

E-mail is stored in the office inbox folder until it is 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 office sent folder. For this reason, it is important to cc your group or dispatch office's e-mail address on messages you send so a copy is visible to others in your office that have access.

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

Similarly, messages that Jane deletes from the EBC mailbox are put in Jane's 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 replied to and/or read.

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



New messages are bold. If a message has been read, a small envelope in the center column is open instead of closed and the message is no longer bold.



You can change a message from read to unread. This is helpful if you open a message but do not 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.



CREATING NEW FOLDERS

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 e-mails from the group or dispatch office's inbox to the folder, only you will be able to see the e-mails.

GETTING STARTED

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. At the 'Self service password' screen, enter the new DMS user name (login) 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

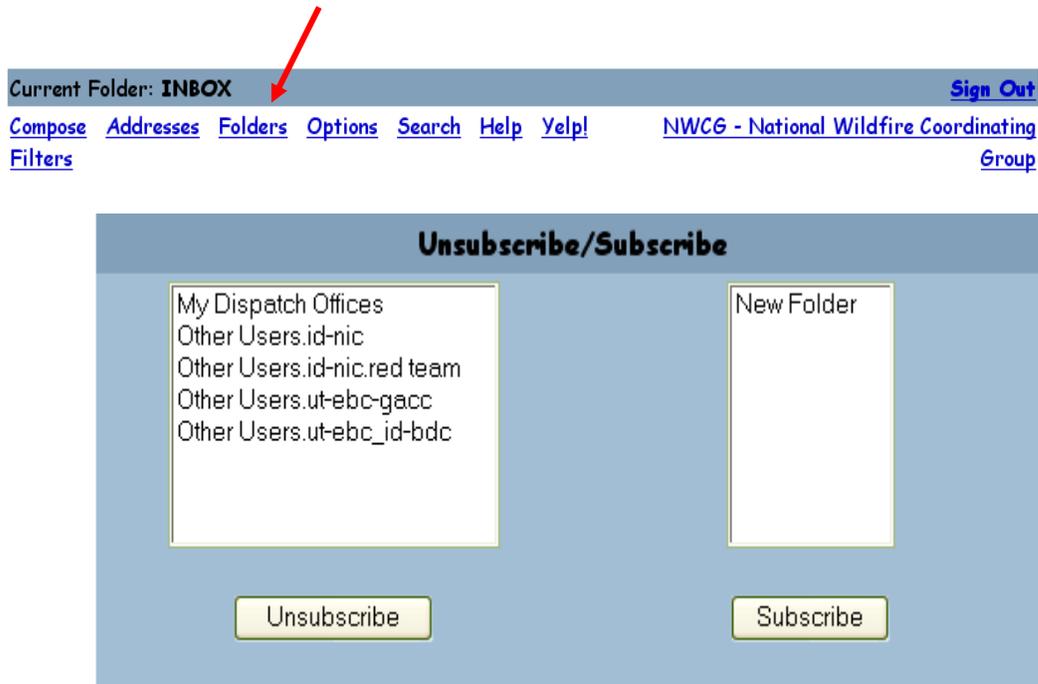
Log on to DMS

Go to <https://dms.nwcg.gov/mail/src/login.php> and enter your user name (Name) and Password. Click on **WebMailUsage**, then **Accessing the System**, and scroll down to read the initial DMS logon instructions. Log on to DMS.

Step 3

Subscribe to Your Group or Dispatch E-mail (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 mailbox. To subscribe to a mailbox, 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.

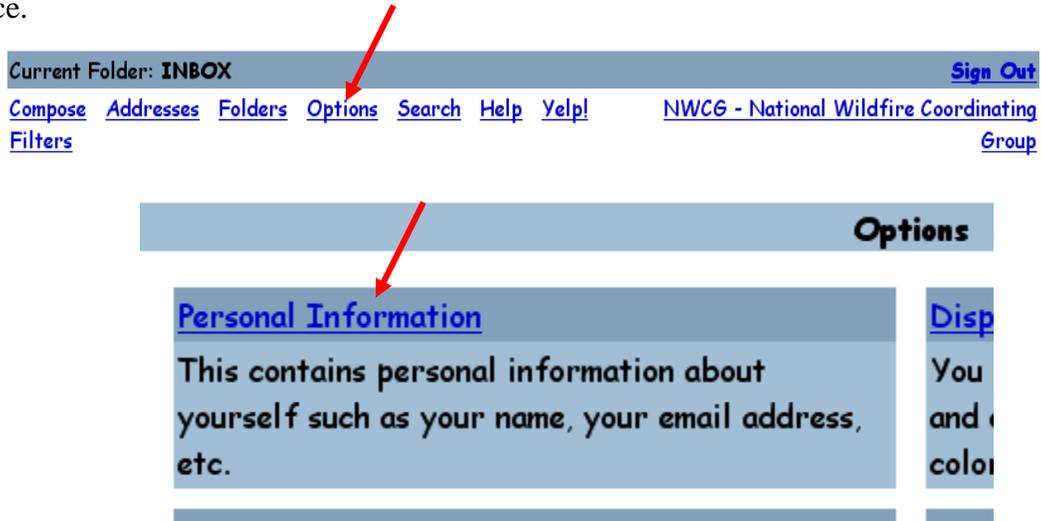


Once you have subscribed, on the left side of the e-mail, you will then see you group or dispatch office e-mail folder. Clicking on the folder name opens the e-mail box.

Step 4

Set Your Personal Settings

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



Personal Information Screen

Options - Personal Information

Name and Address Options

Full Name:

E-mail Address:

Reply To:

Signature:

Multiple Identities: [Edit Advanced Identities](#) (discards changes made on this form so far)

Timezone Options

Your current timezone:

Reply Citation Options

Reply Citation Style:

User-Defined Citation Start:

User-Defined Citation End:

Signature Options

Use Signature:

Prefix Signature with '-- ' Line:

Explanation of Fields:

Full Name: This name appears in the **From** column on the Current Folder screen. It typically would be the name of your dispatch office.



From <input type="checkbox"/>	Date <input type="checkbox"/>	Subject <input type="checkbox"/>
<input type="checkbox"/> Eastern Great Basin	14:39	 Where the Full Name shows

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

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

Reply To: When someone replies to an e-mail, this e-mail address automatically appears in the **To** line of the reply.

To:

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

Signature:
EASTERN GREAT BASIN
801-9993-0398378

For the signature to show automatically 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 example, sometimes you may want to sign a message with your name and other times you may want to use the name of your dispatch office. You can enter as many identities as you like and are offered a choice of these 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, the following is what shows above the text of the previous message.

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

CHANGING YOUR PASSWORD

Your password must be at least 12 characters long; there can be a maximum of 2 repeated characters; and passwords must contain at least 3 of the following:

- Digit
- Alpha
- Upper case
- Lower case
- Special

Your password expires after 60 days without warning.

OTHER OPTIONS

There are other options that can be used to customize your e-mail. For example, you can change the way your mail looks and there are several folder options.

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.

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 there is no explanation to tell you why.