

# LONDON GRID FOR LEARNING

## Administering LGfL StaffMail using the LGfL Support Site

Administration for the LGfL StaffMail system is available via the LGfL Support Site. From within this site you have the ability to:

- Create/Delete/Edit users
- Create aliases for users
- Change passwords
- Activate/De-activate spam digest e-mails
- Create and manage shared mailboxes

## Accessing the LGfL Support Site

- Open Internet Explorer and browse to <https://support.lgfl.org.uk>
- The Support Homepage will appear. From here you can:
  - Find details of how to obtain an LGfL USO username and password
  - View the support FAQ section for LGfL Services
  - Change your USO password
  - Enter the secure administration area



Find out how to obtain an LGfL USO username and password.



Read the support FAQ.



Change the password for your LGfL USO account.



If you are a member of staff at a school or LA in London, then you can log in to the secure area of the support site.

Call the London Grid for Learning on **020 82 55 55 55**

Find out more at [www.lgfl.net](http://www.lgfl.net)

## Access the Secure Administration area

To access the secure administration area you will be required to log into the site.

- Click on the Blue Padlock option on the support homepage.
- You will be directed to a logon page.
- Enter your LGfL USO username and password and click login.

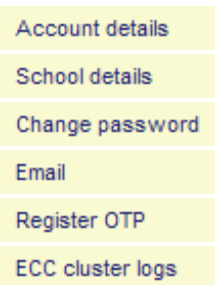
You will be presented with a screen which will look similar to the one below.



This guide will describe the administration functions of some of the staffmail-related tabs in the following pages.

## My Account

The 'My Account' section of the LGfL Support site should be your first port of call for administration of your LGfL USO account.



From here you can access the following items:

**Account Details** – allows elements of the user's individual USO profile to be modified

**School Details** – gives information about your school

**Change Password** – allows you to change your USO password

**Email** – Allows you to view and select an alias email address (If applicable) to be used as a default From address. Daily spam digests may also be enabled for one or more addresses linked to your account.

**Register OTP** – if you are in possession of an OTP tag this option allows you to register it for enhanced security.

**ECC Cluster logs** – this links you to the content control site and allows you to review your email such as spam etc

## Change Password

Related sites:



- My Account
- Network Status
- Service Desk
- User Accounts
- Email
- SMS
- USO-FX
- Resources
- General
- Logout

Complete the form as requested to change your LGFL USO password.

### USO Password Change Page

Username: ransell1.998

Current password:

New password:

Repeat new password:

Minimum password length: 6 characters  
Maximum password length: 12 characters  
Allowable characters: all letters and numbers, plus !@&()!:-=+\_[]{}#

## Email

- Here you can select the Email address (or alias (if applicable) you would like to use as your **“Use as ‘From’ address”**. On the right hand side you can turn on/off the daily spam digest for each particular alias.

Related sites:



- My Account
- Network Status
- Service Desk
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### My LGFL email addresses

Use as 'From' address?	Email address	Receive daily spam digest?
<input type="radio"/>	ransell1.998@lgflmail.org	<input type="checkbox"/>
<input type="radio"/>	donotreply@lgfl.org.uk	<input type="checkbox"/>
<input type="radio"/>	fax.machine@lgfl.org.uk	<input type="checkbox"/>
<input type="radio"/>	rob.ansell@lgfl.org.uk	<input type="checkbox"/>
<input checked="" type="radio"/>	robert.ansell@lgfl.org.uk	<input checked="" type="checkbox"/>

## User request (single).


- Select the 'User Accounts' tab
  - Select User request (single)
  - At Login prompt enter your LGFL USO details
  - Follow the instructions on the right hand side
  - Note that some fields will be marked as compulsory
  - All requests are vetted for accuracy – requests with inaccurate data or for duplicate accounts will be rejected or queried, as appropriate.
  - Explanatory text is available by hovering over the Help icon which accompanies many fields.

### User account creation request

Authority: *	<input type="text" value="London"/>	
School: *	<input type="text" value="London Grid for Learning"/>	
Type: *	<input type="text" value="Staff"/>	
Title:	<input type="text"/>	
Gender: *	<input type="text" value="Male"/>	
Legal first name: *	<input type="text"/>	
Middle name:	<input type="text"/>	
Legal last name: *	<input type="text"/>	
Preferred first name:	<input type="text"/>	
Preferred last name:	<input type="text"/>	
Date of birth: *	<input type="text"/>	
Year of entry:	<input type="text" value="n/a"/>	
UPN:	<input type="text"/>	
Class:	<input type="text"/>	
Initial password: *	<input type="text"/>	
Email address: *	<input type="text"/>	

Create a new LGFL StaffMail account for this person

Please note that user accounts requested through this page are not created immediately, but are instead queued for approval. You will receive an email once each account has been created - usually within one working day.

A \* indicates a required field. Hover your pointer over an  icon for help about the adjacent field.

This form is provided for the creation of personal accounts only. Requests for impersonal accounts made using this form will be rejected.

If you wish to request the creation or transfer of more than ten new users, then please submit details by downloading [this bulk creation spreadsheet](#) (so if you are using Internet Explorer then right-click and choose "Save Target As..." in order to save a copy of the spreadsheet to your computer), filling in as many fields as possible, then uploading the completed file via the [User request \(bulk\) page](#).

Next

## User request (bulk).

- Select the 'User Accounts' tab
  
- If you require a bulk creation spreadsheet
  - Select User request (bulk)
  - Follow the instructions at the top of the page
  - Click 'Bulk creation spreadsheet' to obtain a copy to modify to your requirements
  
- If you have a populated bulk creation spreadsheet
  - Select User request (bulk)
  - Select your Authority
  - Select your School
  - File – Browse to your populated bulk creation spreadsheet and select 'Open'
  - Add any optional notes
  - Click the 'Submit' button



This page is provided to enable the secure submission of files relating to requests for multiple user accounts to be created, modified or deleted. Such requests must always be supplied on the standard [bulk creation spreadsheet](#) - failure to use this will result in the request being rejected. Similarly, the request will be rejected if any required fields are not completed.

Once you have uploaded a request using this facility, a support case will automatically be created and the file will be forwarded to the database administrators for processing. You will also receive email confirmation that the case has been raised.

Please note that this facility should only be used for requests which relate to at least 10 accounts; if you wish to request the creation of small numbers of user accounts, then there is a [dedicated page](#) for this purpose. Modifications/deletions affecting fewer than 10 accounts should be requested by [raising a support issue](#).

Bulk update spreadsheets involving new whole year intakes and transfers which are submitted prior to the end of the school year will not be processed until after all schools have closed for the holiday period. At this time of year, when large numbers of requests are being submitted, bulk request spreadsheets will be processed strictly in the order that they are received.

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Please specify the authority and school on whose behalf you are uploading this file:

Authority:

School:

File:

Notes (optional):

*Ready; max file size = 8MB*

## LGFL StaffMail Accounts

- The LGFL StaffMail accounts area allows you to:
  - Create Aliases
  - Turn on/off Spam Digest
  - Select 'Use as From' for mailboxes
- Select 'Email'
  - Select LGFL StaffMail accounts from the menu
- Select the domain you wish to modify



- This will display the list of users' aliases and the mailboxes to which they point.
  - Select edit on the mailbox you require to edit.

Mailbox	Destination	Use as 'From'	Spam digest
<a href="#">Delete</a> <a href="#">Edit</a> ali	agoucher.998@lgflmail.org	<input type="radio"/>	<input type="checkbox"/>
<a href="#">Delete</a> <a href="#">Edit</a> ali.goucher	agoucher.998@lgflmail.org	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

- Edit option allows you to:
  - 1 ○ Change your mailbox name (alias)
  - 2 ○ Select the destination
  - 3 ○ Select 'Use as From'
  - 4 ○ Turn on/off Spam digest

	Mailbox	Destination	Use as 'From'	Spam digest
1	ali	agoucher.998@lgflmail.org	<input type="checkbox"/>	<input type="checkbox"/>
2	Update Cancel			
3		agoucher.998@lgflmail.org	<input type="checkbox"/>	<input type="checkbox"/>
4	Delete Edit	ali.goucher	agoucher.998@lgflmail.org	<input checked="" type="checkbox"/>

- Once you have completed the required task select 'Update' and all changes will be saved, equally if a mistake has been made or you do not want to commit the changes select 'Cancel'.
- If you wish to create a new alias, type the name for the new alias in the writeable box at the foot of the alias list and then select the account to which the alias is to be assigned from the drop down list in the destination column. Tick the Use as 'From' and/or Spam Digest boxes as required. Then click on the Add link.
- If you need to create more than 10 aliases on a particular domain you can upload a prepared spreadsheet and Atomwide will carry out the operation on your behalf as a bulk request. A blank spreadsheet can be downloaded for this purpose from the LGfL Staffmail Bulk Processing page accessed from the User Accounts menu. The same page is used for uploading completed spreadsheets.

## Shared Mailboxes Creation

- Select 'Email'
  - Select LGFL StaffMail accounts from the menu
  - Select your domain
  - Select Administer aliases

Domain:  Activity:

- Scroll to the bottom of the page
  - 1 ○ Next to 'Add' Type in the name of the new shared mailbox
  - 2 ○ In the Destination column there is a drop down list of users. Select 'new shared mailbox' at the very bottom of the list.
  - 3 ○ Click 'Add'
    - You will receive a message saying "Your Shared mailbox has been created".

1	Delete Edit	elaine7	eobrien.998@lgflmail.org	<input type="radio"/>	<input type="checkbox"/>
2	Delete Edit	elaine8	eobrien.998@lgflmail.org	<input type="radio"/>	<input type="checkbox"/>
3	Add	SharedMailBox	--> new shared mailbox	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Managing Shared Mailboxes

- Select 'Email'
  - Select LGFL StaffMail accounts from the menu
  - Select your domain
  - Select 'Manage Shared mailboxes'

Domain:  Activity:

- You will get the list of shared mailboxes
  - Click manage on the mailbox you require to edit
- Now you can edit the follow attributes of the shared mailbox:
  - 1 ○ Allow other User access
  - 2 ○ Change the owner
  - 3 ○ Turn on/off the spam digest
  - 4 ○ Delete aliases
  - 5 ○ Delete the shared mailbox



Related sites:



- My Account
- Network Status
- Service Desk
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Domain:  Activity:  Mailboxes beginning with:  Authority:

- 1
- 2
- 3
- 4
- 5

Source	Destination	Spam digests?	
shared	mailbox2211@lgflmail.org	<input checked="" type="checkbox"/>	<a href="#">Manage</a>

Please note that you must allow up to three hours for changes made here to take effect throughout the StaffMail system.

owner of this shared mailbox to

[Disable spam digests](#)

the From address for this shared mailbox to

	Username	First name	Last name	School	Authority	Owner?
Delete	ransell1.998	Robert	Ansell	London Grid for Learning	London	<input checked="" type="checkbox"/>

[Delete the selected source alias, but leave the destination mailbox intact](#)

[Delete the selected source alias and the destination mailbox](#)