



CITROËN

Email Administration : Local Security Administrator (LSA) User Guide

**Version 1.3
July 2005**

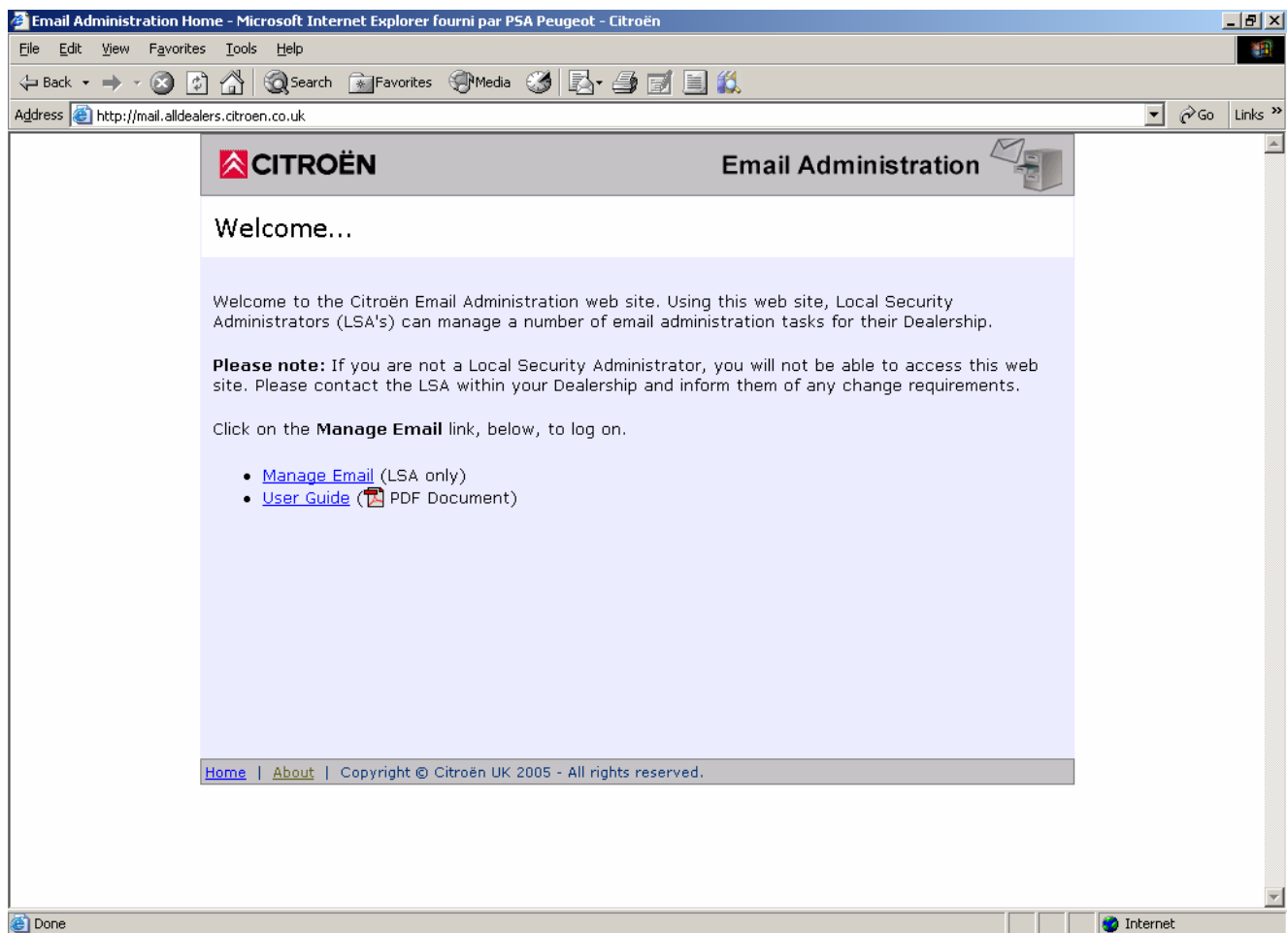
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Overview

Citroën UK provide its Dealer Network with an official email address for communication purposes. This facility offers multiple email addresses within the Dealership. A summary of the services provided include :-

- Departmental email addresses (subject to your dealership status)
- Additional layers of Anti-Spam protection in order to help limit junk mail
- Continued Anti-Virus protection
- Management tools for your Dealership LSA to self administer accounts online
 - Passwords
 - Financial Services Authority (FSA) Disclosure
 - Email Aliases (allowing names to be set against email addresses)
- More advanced facilities for sending mailing lists to particular departments (restricted to Citroën UK staff, other Dealers and partners to ensure minimal spam)

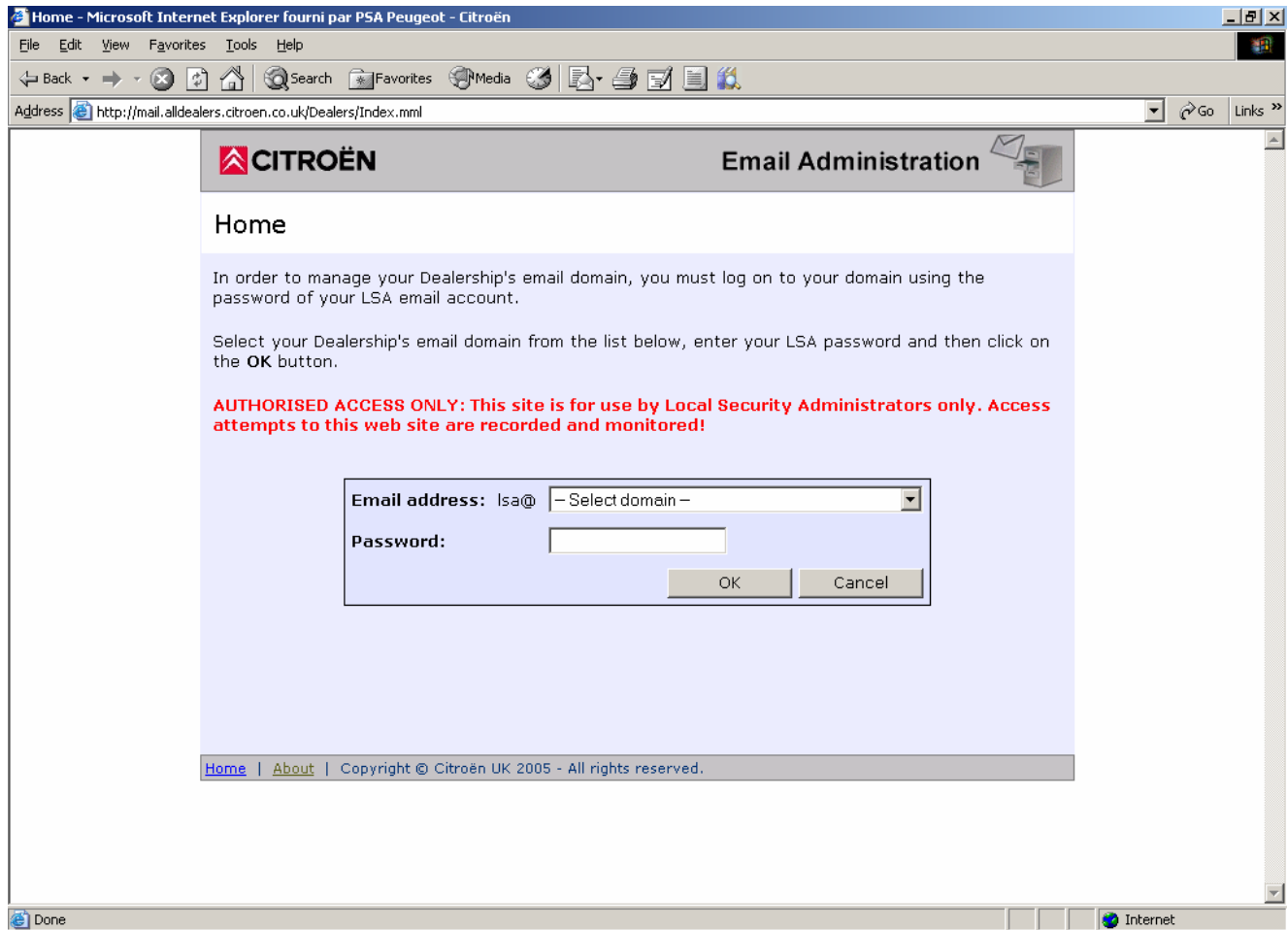


Any old email accounts (in the style of [dealersname][town]@dealer.citroen.co.uk) will be forwarded to the [info@\[dealersname\]\[town\].citroen.co.uk](mailto:info@[dealersname][town].citroen.co.uk) email account. Forwarding will be in place for 18 months from 1st July 2005 to ensure that any current communications / stationary has more than sufficient time to elapse.

Logging on to Email Administration.

The Email administration link is accessible from a web browser for Dealership LSA's to administer Dealer email. The process of logging on to the system is outlined in the steps below:

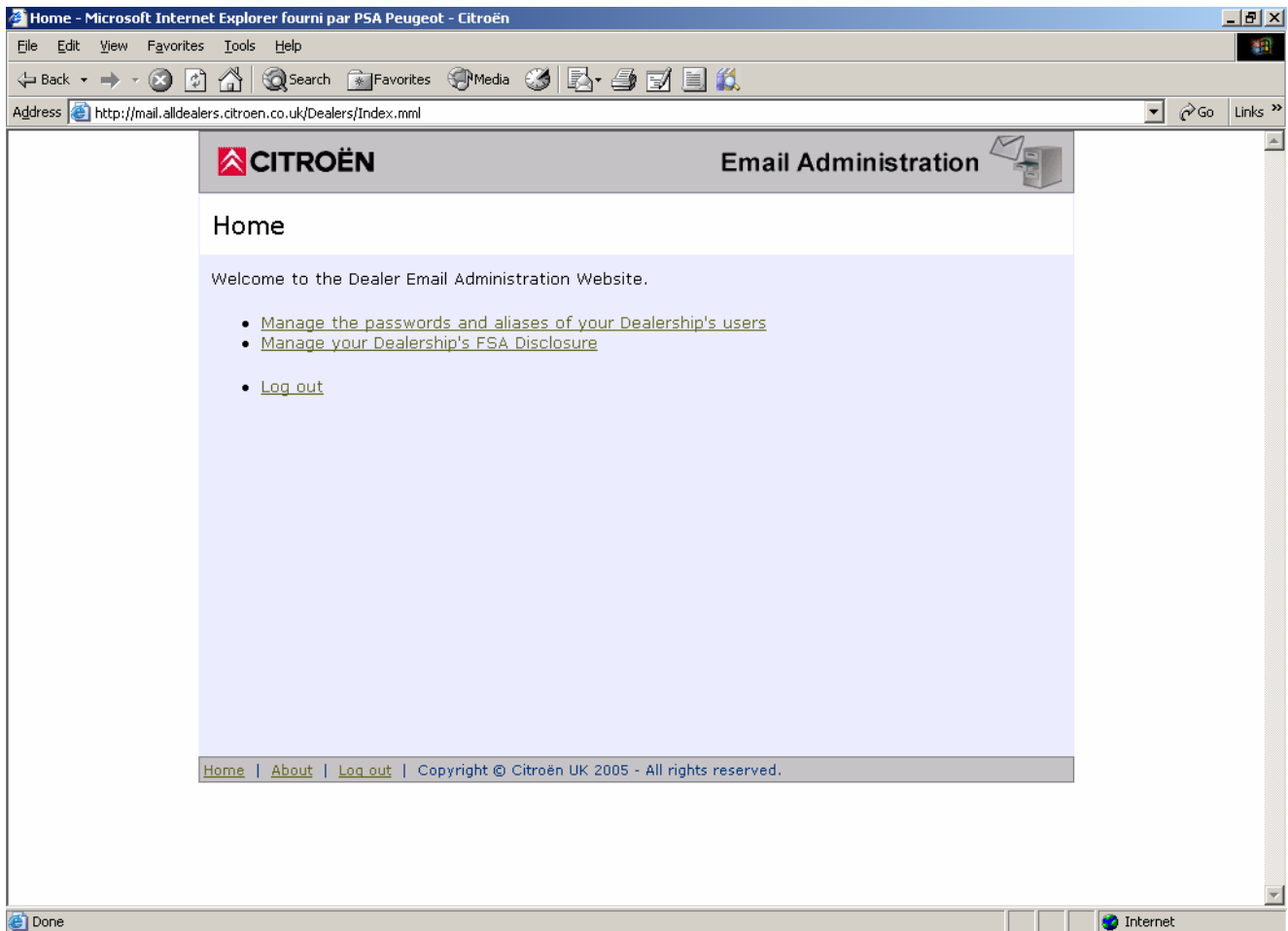
1. Visit <http://mail.alldealers.citroen.co.uk>
Or you can also access the website from the Dealer Portal. Go to the Management tab, look in the Useful Links section and click on LSA Email Administration.
2. Click on **Manage Email** from the welcome screen
3. Select your dealership email address from the drop down menu that is displayed in alphabetical order
4. Once you have selected the domain name, enter your LSA email account password and click **OK** to continue



Note 1:

The Email Administration screens are only to be used by the nominated LSA within your Dealership. All access attempts are recorded for security purposes. You will need your LSA email password to log in to the system. This would have been posted to your Dealership for the attention of the LSA. Any forgotten LSA password will need resetting by the CIBS Helpdesk.

The Email Administration Home Page



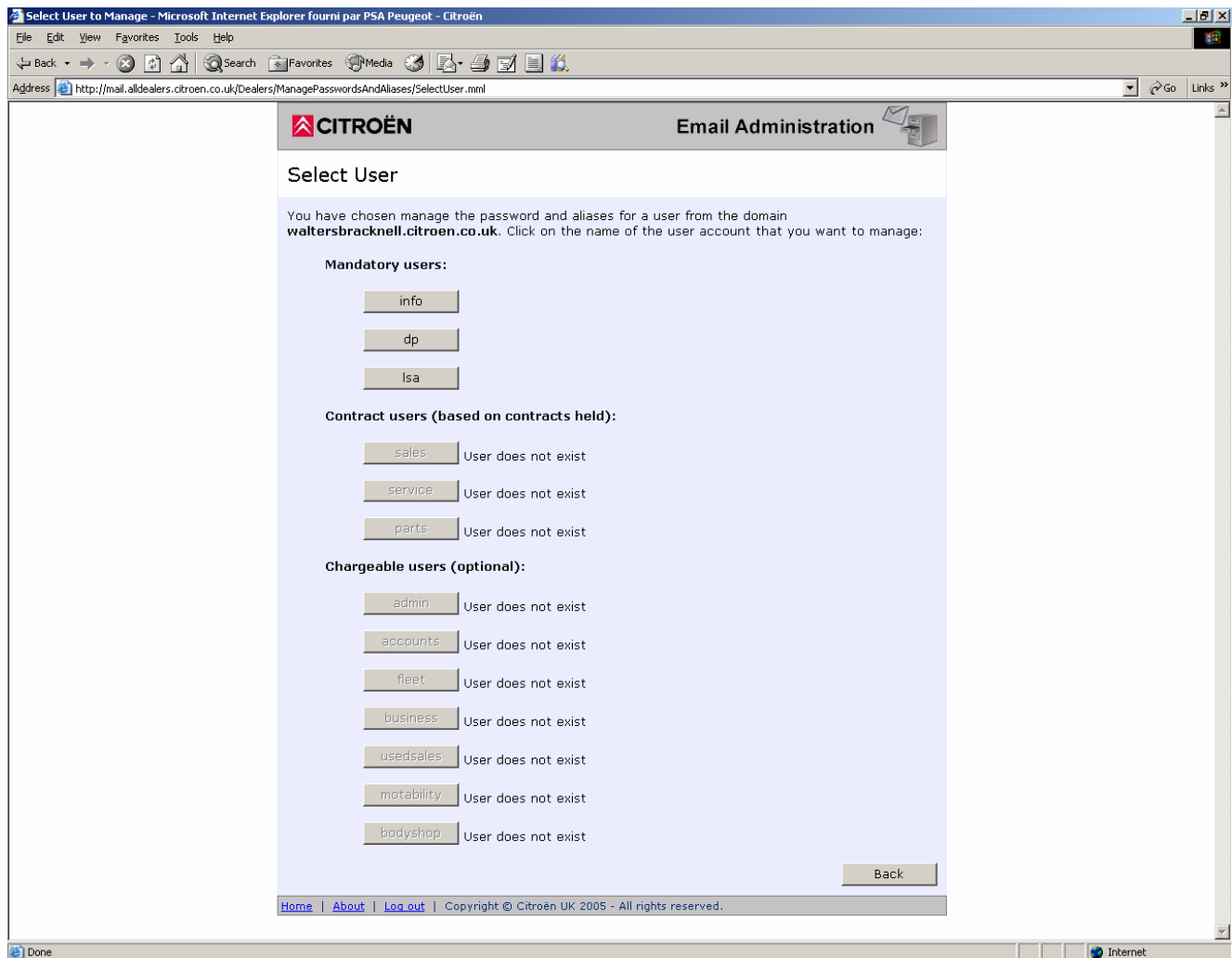
The different types of facilities available on the Email Administration Home Page are:

- **Manage the passwords and aliases of your Dealership's users**
Change passwords or add additional alias names to the email addresses provided to you
- **Manage your Dealership's FSA Disclosure**
Add any FSA Disclosure as per any applicable 'status of disclosure' requirements. You can also add additional footer text if you wish, that will be appended to all external email.
- **Logout**
To exit the email administration facility back to the welcome page

Manage the passwords and aliases of your Dealership's users

User selection

Upon entering this option, the system will return a list of possible email addresses for you to administer. Any email addresses that are not available will still show but will report 'User does not exist'. These accounts cannot be administered unless Citroën UK adds them. New accounts can be requested by sending an email to cukmis@citroen.com with a confirmation of your Dealership name, the account you require and for CIBS Dealers the PC Workstation ID that you need the email address installed on. Obtain the workstation ID by going to the PC desktop, right clicking on My Computer, selecting the Network Identification tab and noting the Full Computer Name within your communication. You may administer any accounts that you can click on like info, dp and lsa as shown in the screen below...



There are currently 3 different types of email address user groups. These are Mandatory, Contract and Chargeable.

Mandatory email addresses, provided to all Citroën UK franchised Dealerships are info@, dp@ and lsa@.

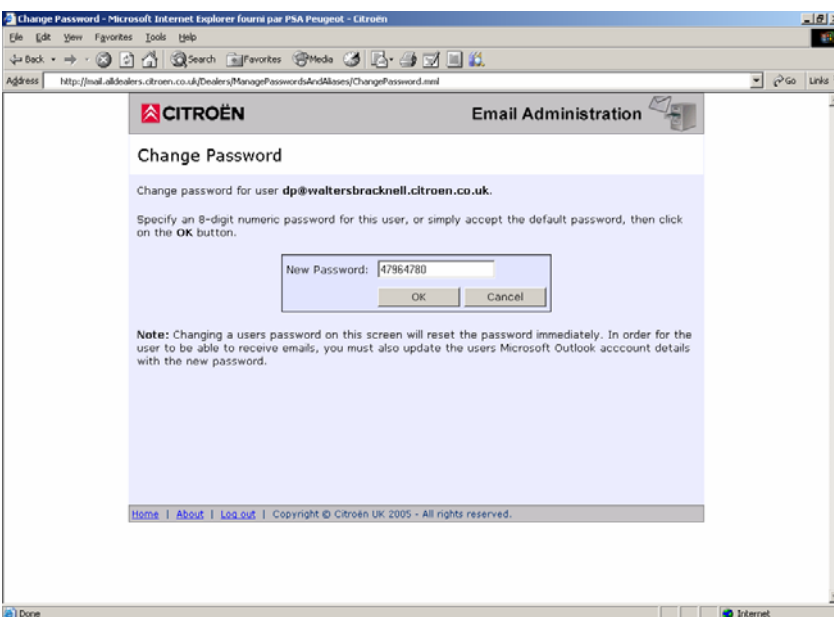
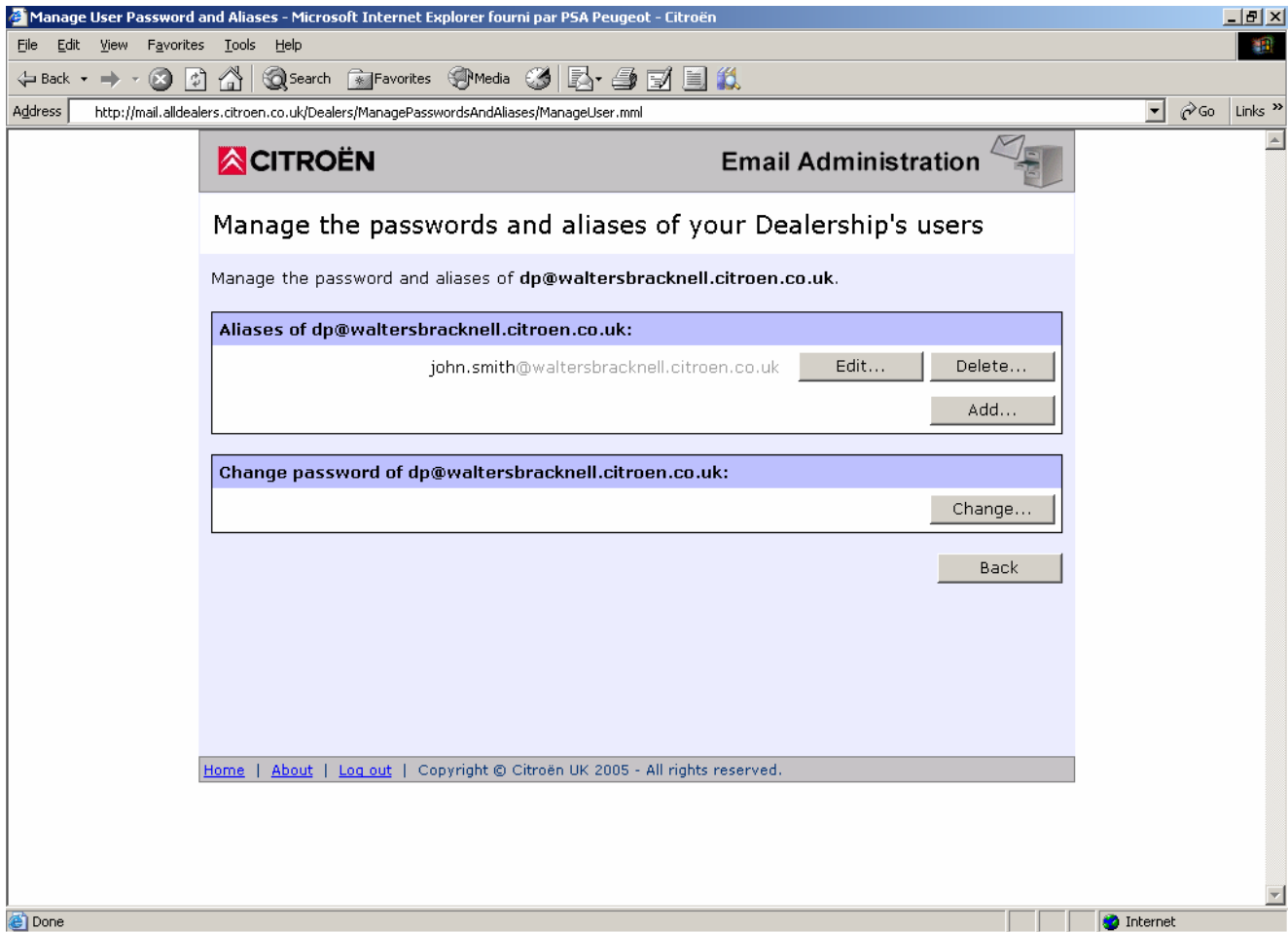
Contract email addresses are based on the contracts that you hold with us and include sales@, service@ and parts@.

Chargeable email addresses for an initial setup fee currently include admin@, accounts@, fleet@, business@, usedsales@, motability@ and bodyshop@ and also depend upon either the contracts that you hold or the programmes you are a member of. For example, all Citroën Approved Used Car Dealers are able to request a usedsales@ for their Dealership.

The example within this document and in the following screens will be on the **dp** account.

Change Password

The following screen will appear upon selecting an available user. This account lists two options on screen. One of the options is 'Change password'. If you need to change the password of an email account then click on **Change**.



A new screen will appear that allows you to specify a new 8-digit password. If you wish to cancel this request then use the cancel button otherwise click **OK** to accept the default offered by the system or type in your own password.

The password offered on screen is NOT the current password for that account. You are not able to recover the existing password. Any forgotten passwords will need changing via these screens. Forgotten LSA passwords will need to be reset by the CIBS Helpdesk.

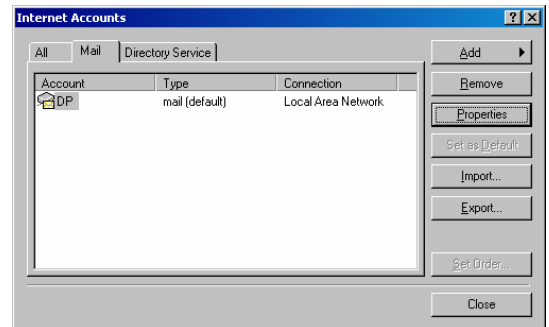
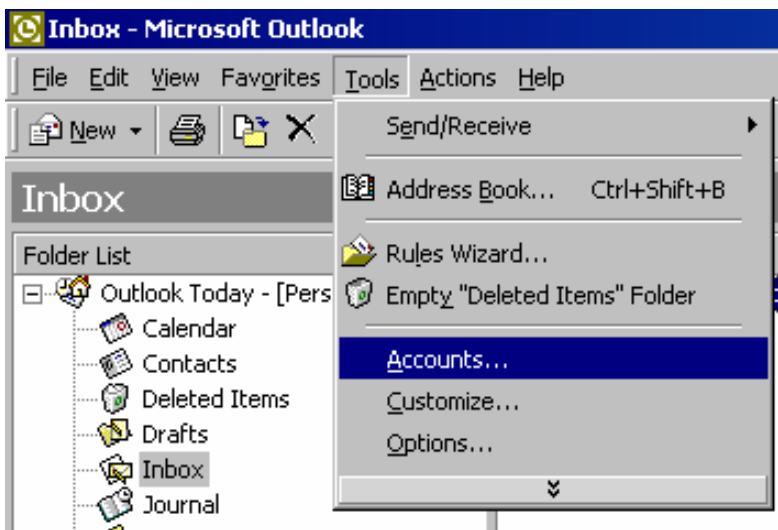
Note 2:

Any changes to a user password will also need the email client - Microsoft Outlook, to be configured with the same password.

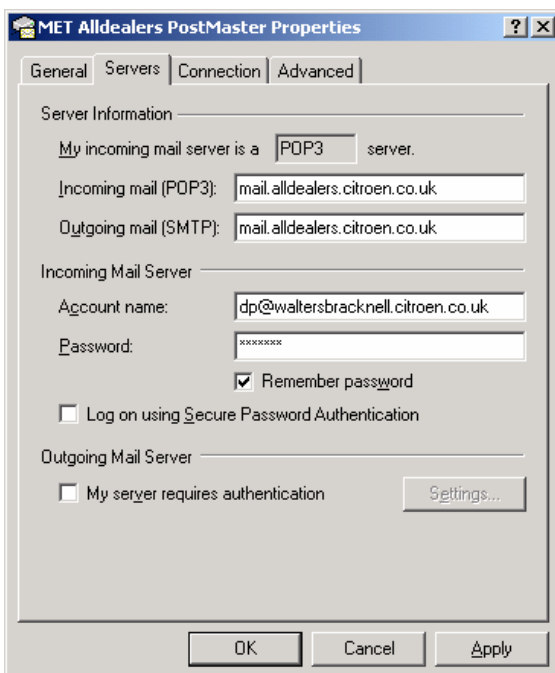
Update MS Outlook with a new Password

Any password changes must also be reflected in Microsoft (MS) Outlook – on the specific workstations. There are two ways that you can update a password within MS Outlook.

1) Open MS Outlook. In the **Tools** Menu – click on **Accounts**.



Click on the Mail Account to be updated.
(The example shows the **DP account**)
Click on the **Properties** button



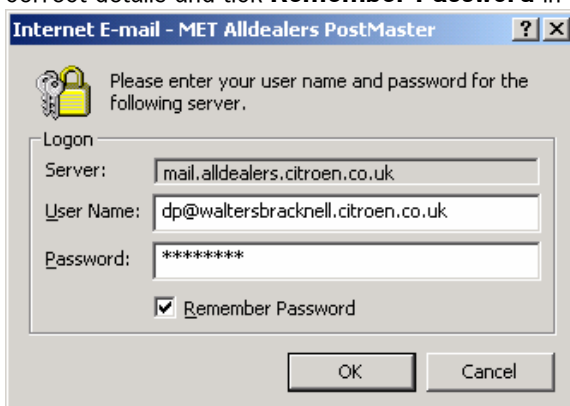
Choose the **Servers** tab

Type the new details in to the Password and click **Apply**

(Remember password by default is ticked. Add a tick and apply if one is not present.)

Your new password has now been applied.

Or 2) If MS Outlook recognises a problem with your password it will load a pop-up screen like below. Enter the correct details and tick **Remember Password** in order to save your details.



Aliases

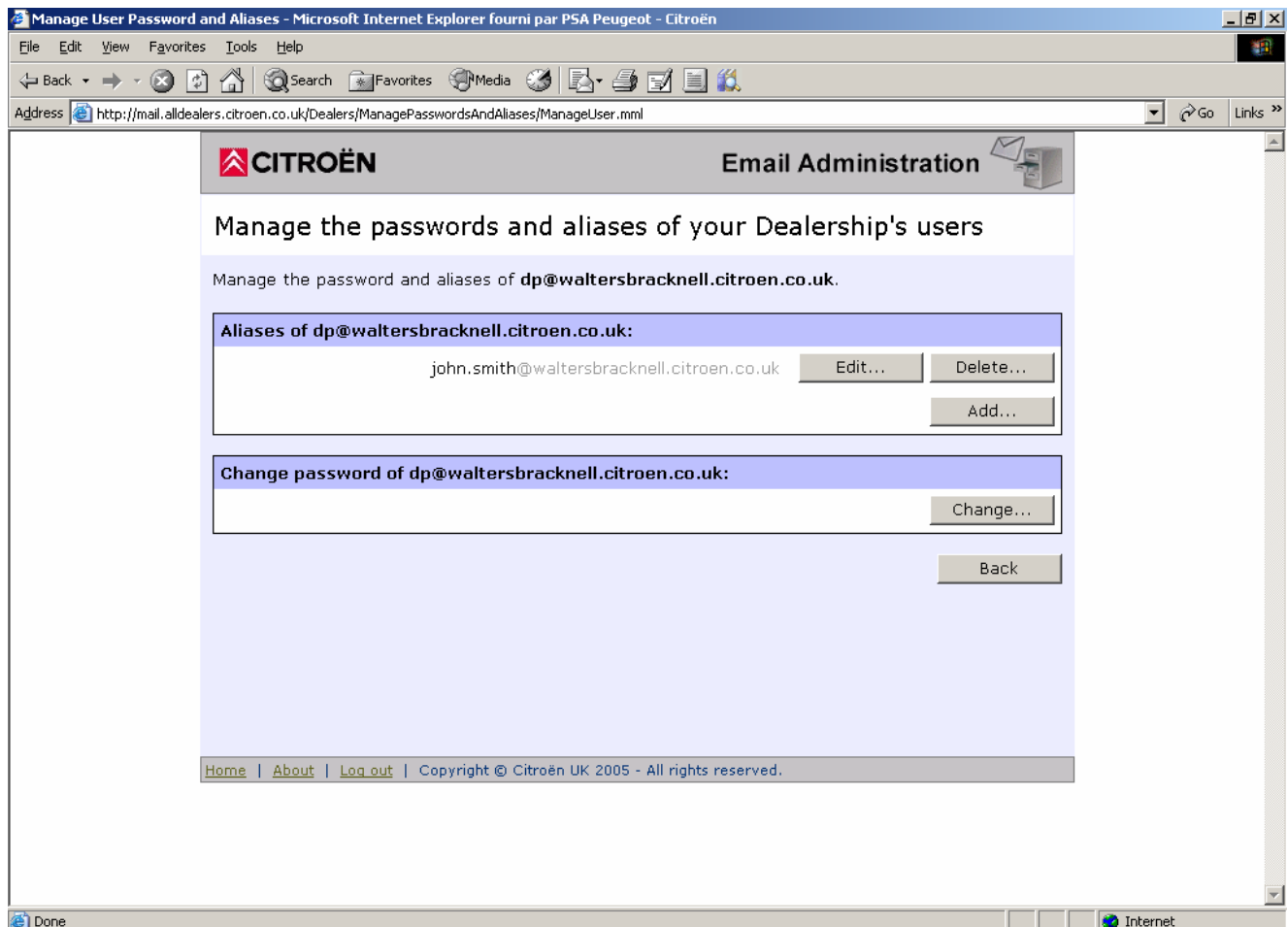
Email aliases allow you to add other names to that of the original email address. Let's take dp@waltersbracknell.citroen.co.uk as an example. If, as Dealer Principal, your name is John Smith and you would prefer your email address to be john.smith@waltersbracknell.citroen.co.uk then this can be easily accommodated by using an alias. The dp@ email account remains in place and will simply send any emails for John Smith to the dp@ account.

Aliases can be added to any of the accounts we provide. Some aliases are reserved. These include dp, info, lsa, sales, service etc. This stops the possibility of 'info@' having 'dp@' as an alias – therefore bypassing security. To this end, you can be assured that emails sent to a dp@ address will reach the correct email account.

Aliases are great for adding a whole list of names to one department. For example, the sales@ account could have all sales people listed. All emails sent in will only go to one account, but it means that all personal can have their own address if your dealership desires.

It is the responsibility of the LSA to ensure that any 'alias' added to the system is in keeping with the business requirements of the dealership.

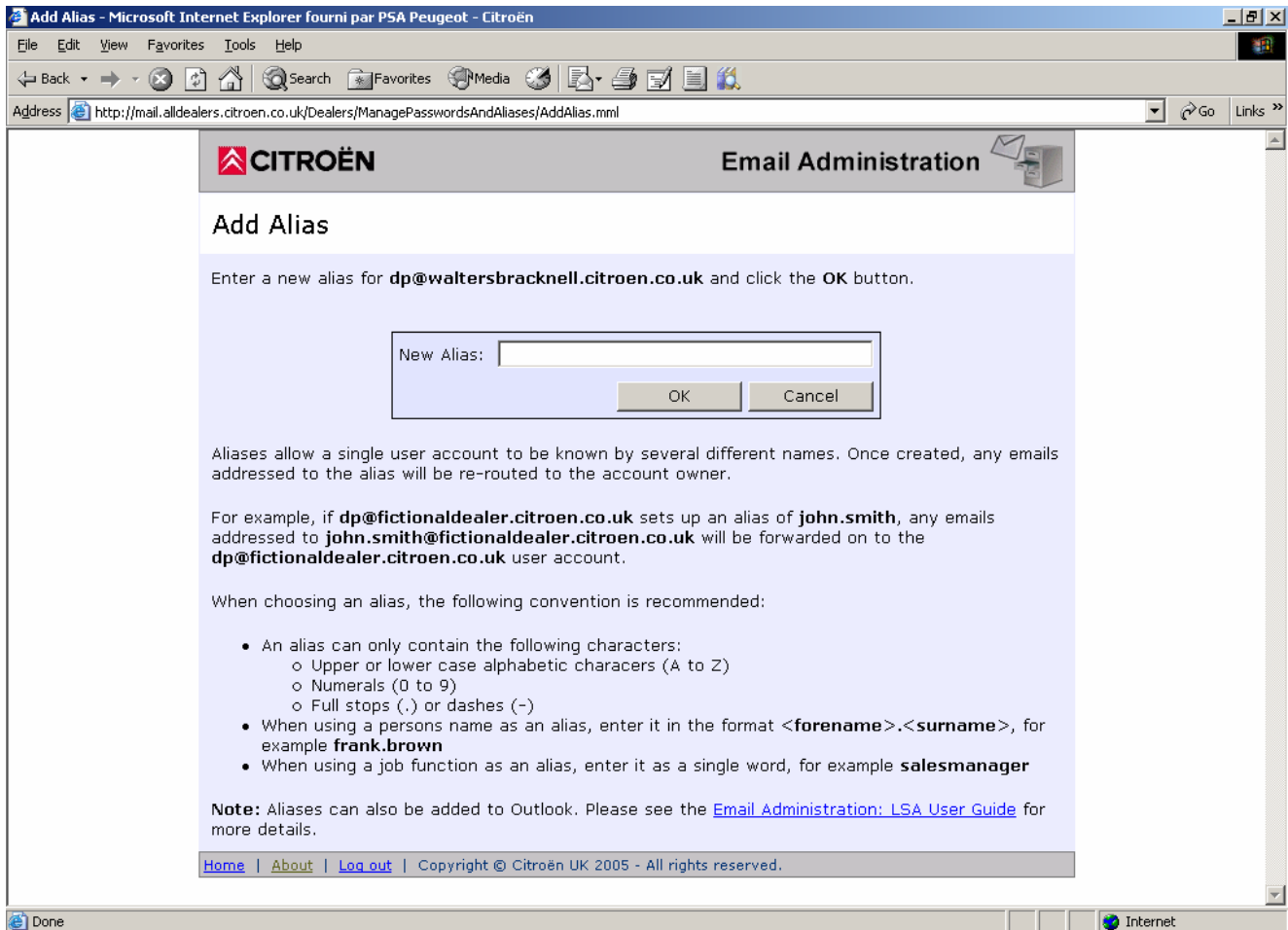
Note: You can only use unique names, therefore, if there are two John Smith's then you will need to ensure that two different names are applied :- e.g. john.smith@..... and j.smith@.... as an example.



The screenshot shows a web browser window titled "Manage User Password and Aliases - Microsoft Internet Explorer fourni par PSA Peugeot - Citroën". The address bar shows the URL: <http://mail.alldealers.citroen.co.uk/Dealers/ManagePasswordsAndAliases/ManageUser.mml>. The page content includes the Citroën logo and the heading "Email Administration". Below this, it says "Manage the passwords and aliases of your Dealership's users" and "Manage the password and aliases of dp@waltersbracknell.citroen.co.uk". There are two main sections: "Aliases of dp@waltersbracknell.citroen.co.uk:" which lists the alias "john.smith@waltersbracknell.citroen.co.uk" with "Edit..." and "Delete..." buttons, and an "Add..." button below it; and "Change password of dp@waltersbracknell.citroen.co.uk:" which has a "Change..." button. A "Back" button is also present. At the bottom, there is a footer with links for "Home", "About", and "Log out", and a copyright notice: "Copyright © Citroën UK 2005 - All rights reserved."

Adding an Alias

Click on the **Add** button from the previous screen to add an alias. Type in the alias required and click **OK** to save your requirements. Click **cancel** to return to the previous screen if you do not wish to apply any changes.



If required, you can also, additionally configure MS Outlook to work with your alias account. We recommend that this is done if you are using just one main alias (e.g. john smith). If you are using several alias addresses (e.g. a list of people in a given department) then you will need to determine within MS Outlook which account you wish corresponding emails to be configured for.

For example, you add the following aliases to your info@ email account :-

help@...
contactus@...
generalenquiries@...
information@...

You will then need to decide which address is your primary address (including info@) and reflect this in MS Outlook.

MS Outlook is an optional step, which needs to be completed **after** you have entered any new alias addresses in to the Email Administration screens. You will not be able to add aliases to MS Outlook alone.

Configuring Aliases with MS Outlook (Optional)

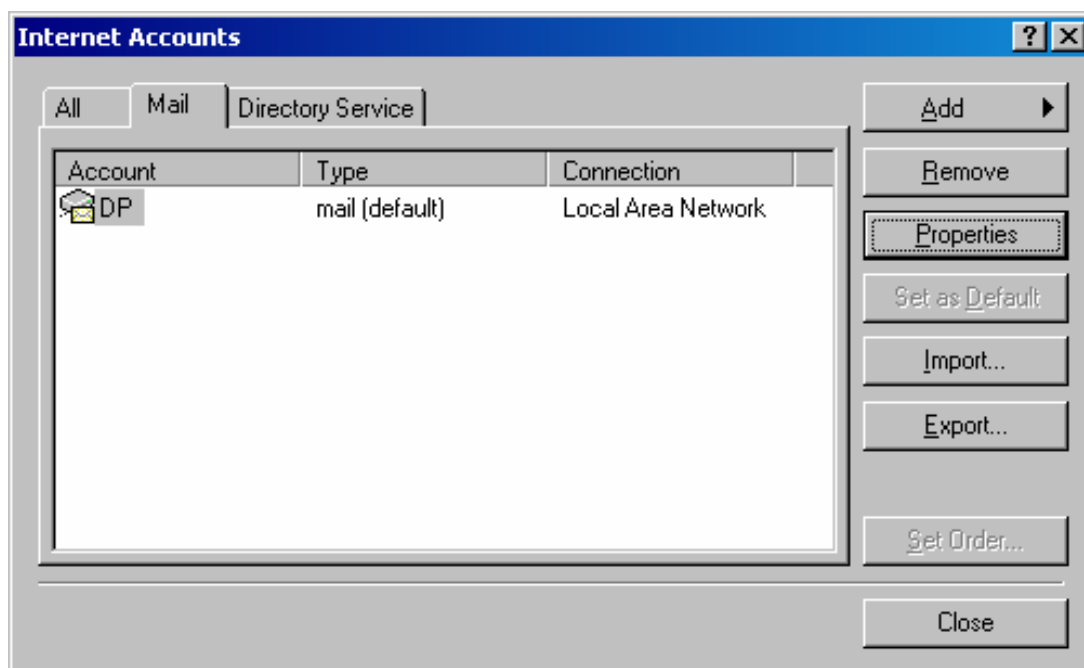
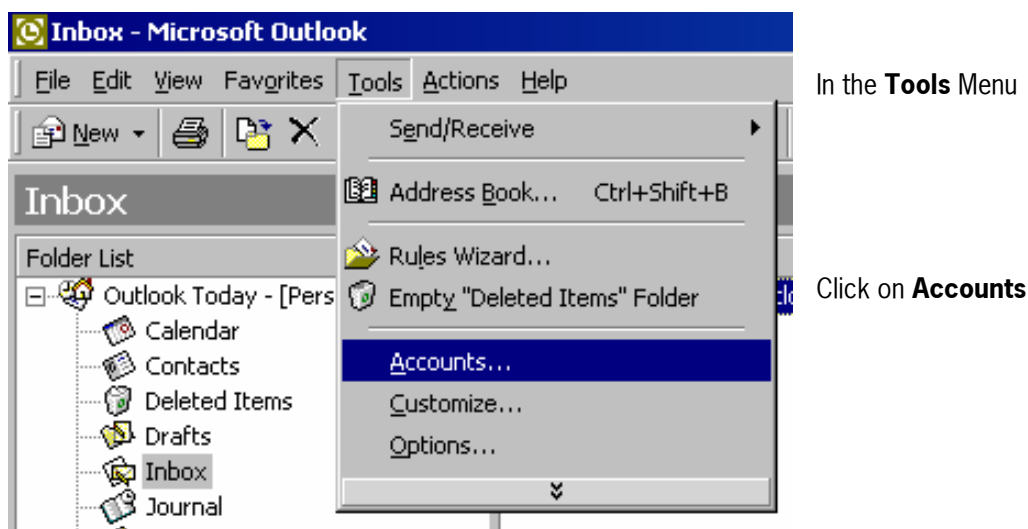
If you take advantage of aliases then you may also wish to configure MS Outlook. Please note this is an optional step as any emails sent in to the new alias email address (e.g. john.smith@...) will still be delivered to MS Outlook for you.

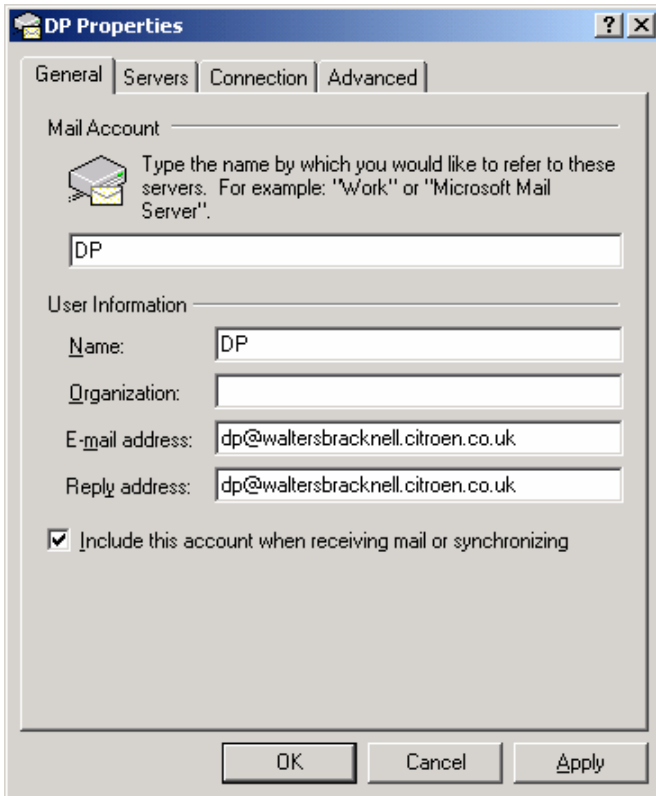
The advantage of configuring MS Outlook with aliases is to ensure that emails **sent** from your PC have the new name as well, otherwise emails will use the default names provided by Citroën UK (e.g. dp@, info@, lsa@ etc).

Once an alias has been created in the Email Administration screens (you can log out or close down your browser at this stage), the email client – MS Outlook can be configured to take full advantage of this and personalise emails for you.

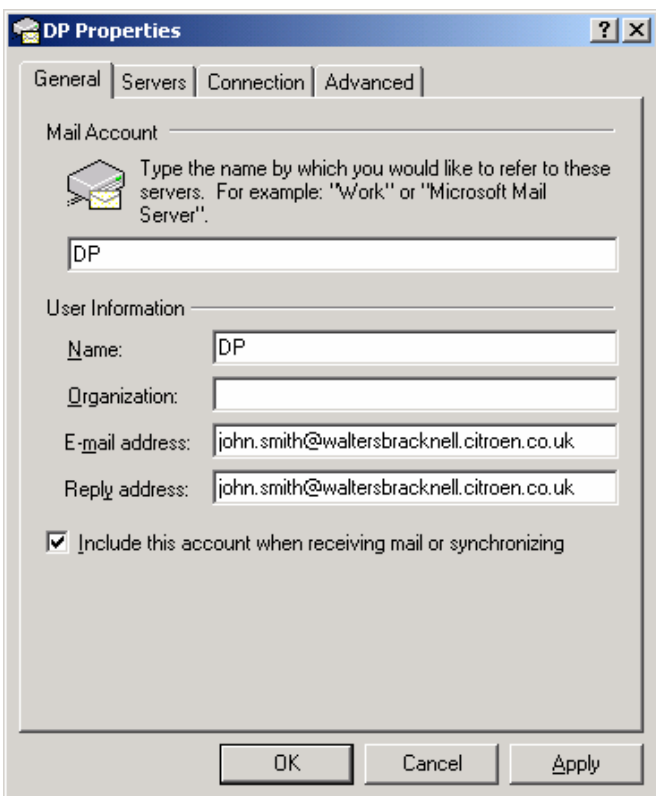
Follow the instructions below to configure Microsoft Outlook 2000 to use Aliases.

Open MS Outlook.





The **E-Mail address** and the **Reply address** will show the current account information.



Change the **Email address** and **Reply address** as indicated

From: **dp@waltersbracknell.citroen.co.uk**
 To: **john.smith@waltersbracknell.citroen.co.uk**

If you have set up several aliases on one email account within the LSA Email Administration screens then you will need to decide which is the primary one for MS Outlook to use.

(replace the example of john.smith@... with your own account details).

Click on **Apply** and then **OK**.

From now on, emails either sent or replied to will be personalised as john.smith@....

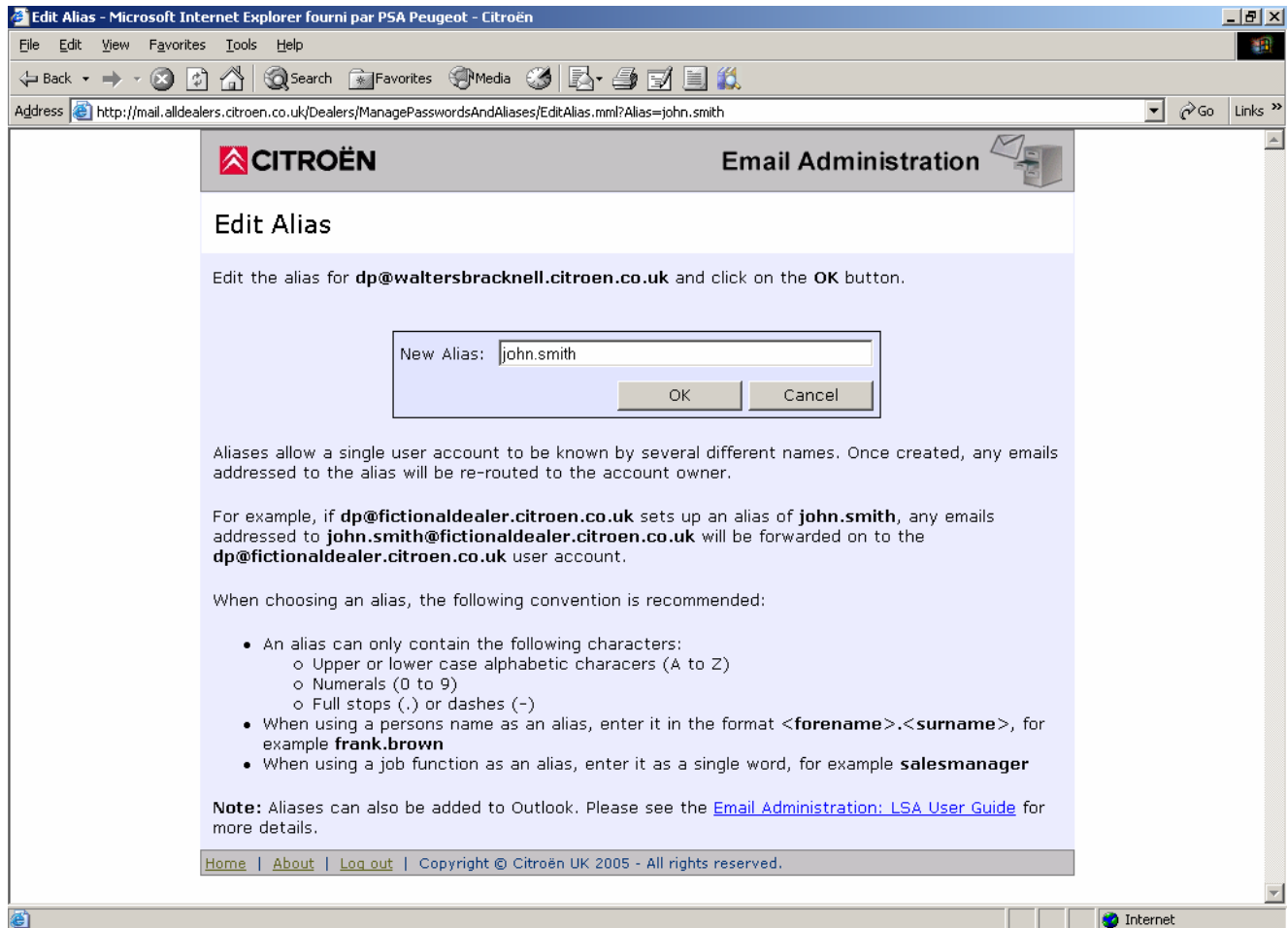
Emails sent to dp@.... will also be delivered to this account.

Note 3:

Your actual email account details are on the Servers tab. These details do not need changing (unless you are updating a password). Changing any other details may stop the account from working.

Editing an Alias

Click on the **Edit** button from the previous screen to edit an alias. Make any changes to the current alias and click **OK** to save your requirements. Click **cancel** to return to the previous screen if you do not wish to apply any changes.

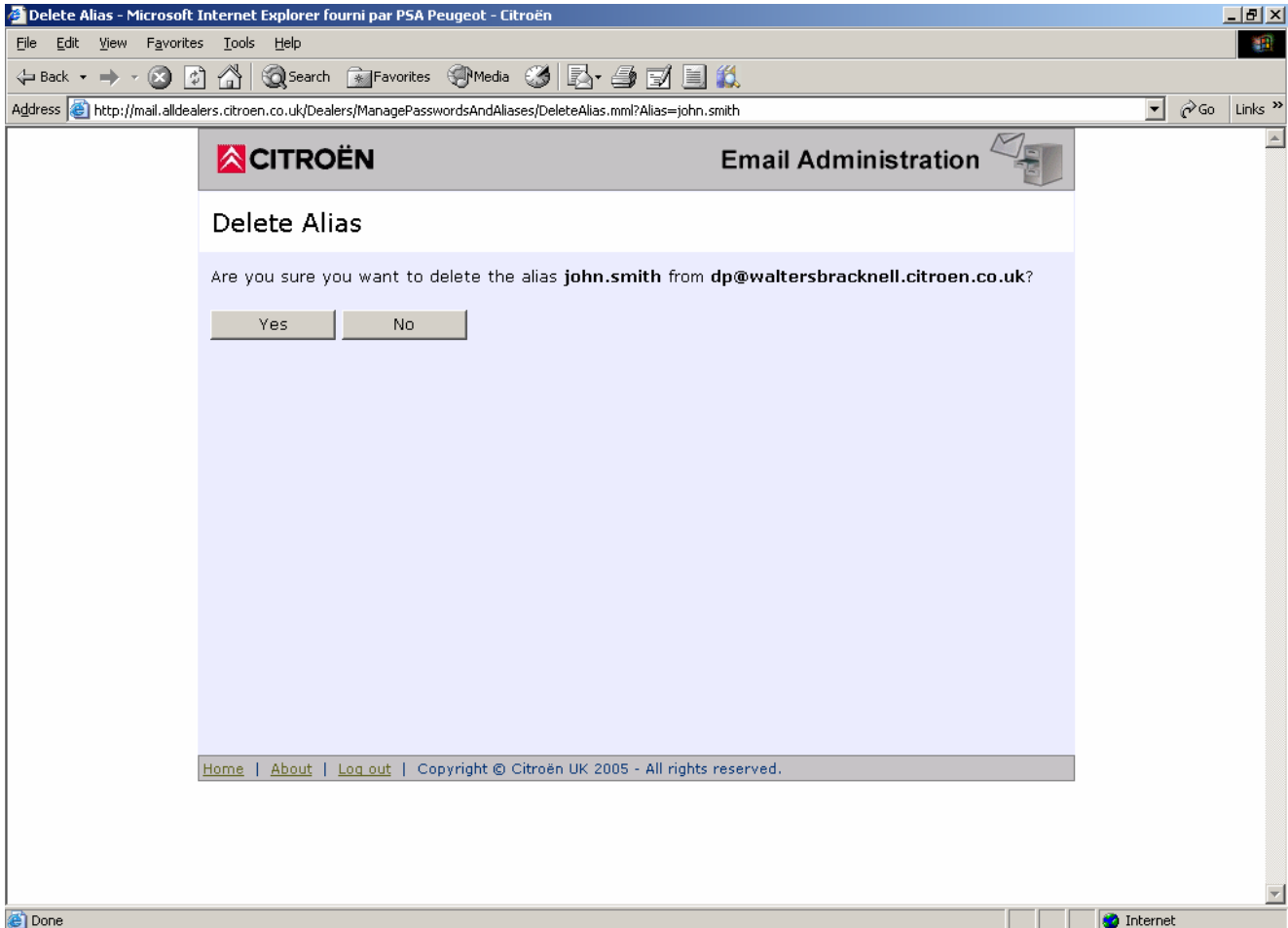


Note 4 :

Remember to reflect any alias changes within MS Outlook as well - if you have configured MS Outlook to take full advantage of them. See the 'Configuring Aliases with MS Outlook' section of this document for more details.

Deleting an Alias

Click on the **Delete** button from the previous screen to delete an alias. If several aliases exist then ensure you choose the correct account. A confirmation will appear asking you to confirm the deletion of the alias. The dp@ account will still remain on the system and any emails sent to dp@... will still be delivered. Any emails sent to john.smith@.... after deletion will no longer be received. Click **No** to return to the previous screen if you do not wish to apply any changes.



Note 5:

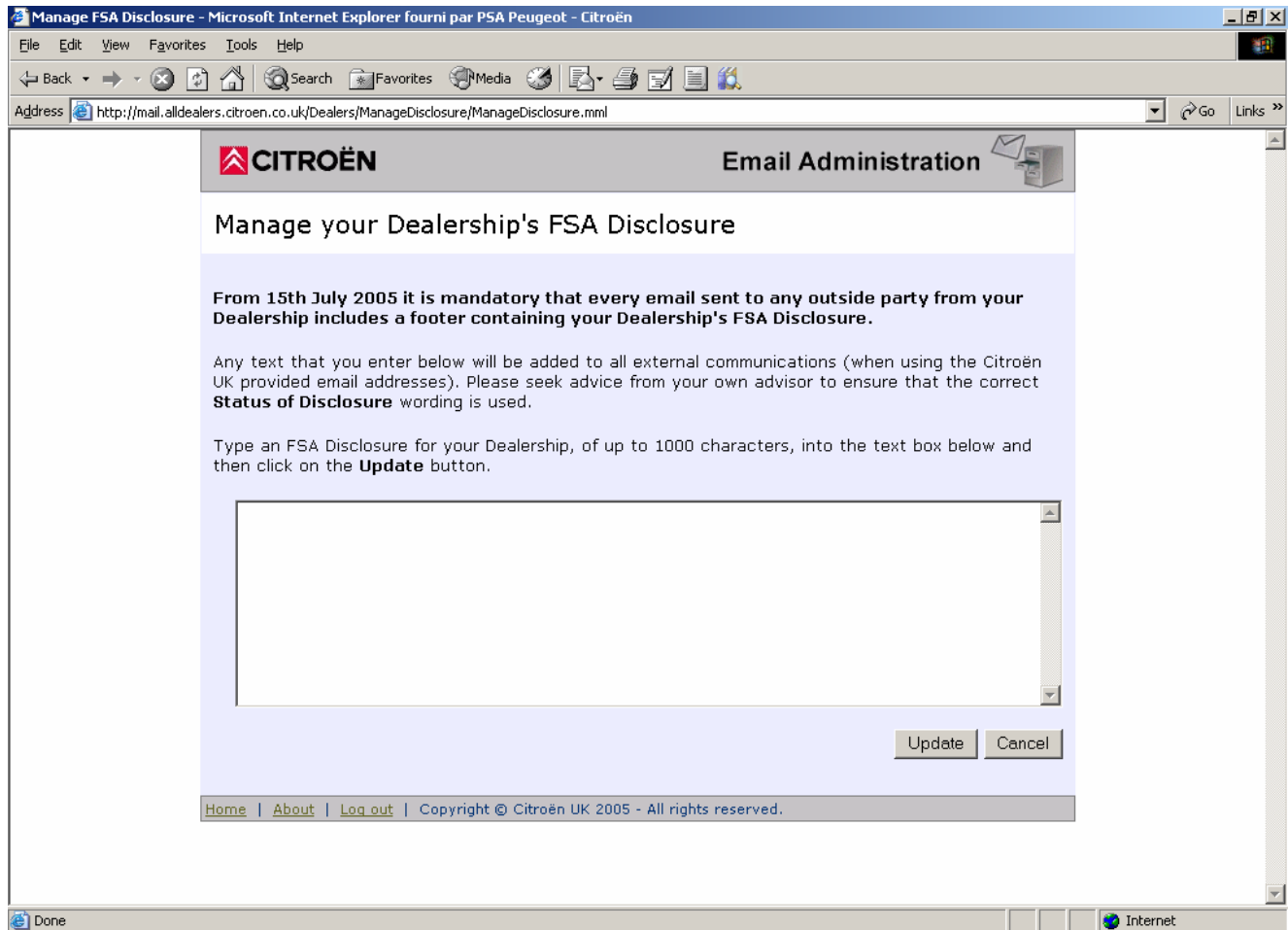
You are not able to delete the actual email account, only the alias. This means - for example, that dp@... will always exist and emails to dp@ will always be delivered, but emails sent to an alias will stop being delivered once the alias has been removed. Adding the alias back again will begin to deliver any new emails to the alias account.

Remember to reflect any alias changes within MS Outlook as well - if you have configured MS Outlook to take full advantage of them. See the 'Configuring Aliases with MS Outlook' section of this document for more details.

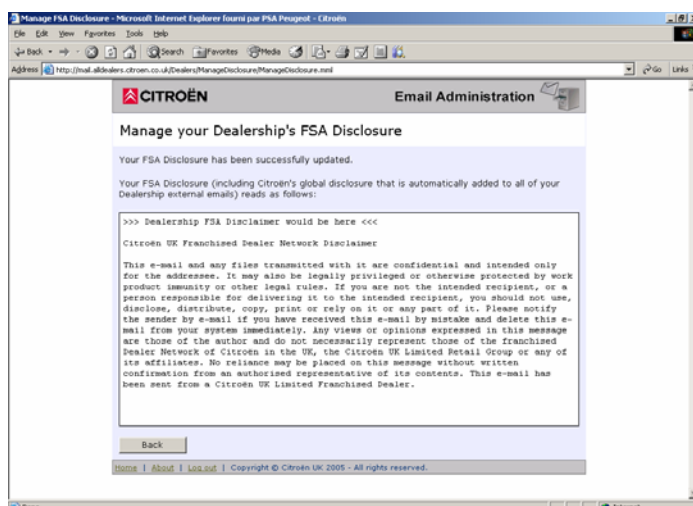
Manage your Dealership's FSA Disclosure

As you will be aware, any applicable FSA Status of Disclosures need to be added to all external communications, including electronic communications. Citroën UK are pleased to offer an easy means for your Dealership to have control over this facility, whereupon any text that you enter below will be added to **all external email communications** (when using the Citroën UK provided email addresses). It is your responsibility to ensure that this facility is correctly implemented.

Please seek advice from your own advisor to ensure that the correct **Status of Disclosure** wording is used.



Click **Add** once you have entered your FSA Disclosure. Your changes have now been implemented and any new external emails will have your changes appended to them automatically. Click **back** to return to the Home Page.



Your FSA Disclosure is added to the standard Citroën UK franchised disclaimer that is attached to all external email.

The complete text is then shown on screen for your reference.

You can update your FSA Status of Disclosure whenever you like. Changes are applied immediately to all external emails.

Log Out

This option returns you to the welcome screen. Any actions that you have completed during your visit would have been applied, and any cancelled actions discarded.

