

Hitchhiker's Guide to the Network at All God's Children

ALL IN (about) ONE CONCISE PAGE!

Overview

Network of computers, servers, printers and software applications located within the church building.

Connections

Wired connections are located in all offices, Ackerman Hall, Narthex, mechanical room and balcony.

Wireless secured access to all network resources is available in most offices and the sanctuary.
SSID: AGCMCC Security Key: <available upon request>

WiFi connections are available throughout facility (Internet only - no church resources).
SSID: AGC-Public-Guest Security Key: <posted in gathering space>

Computers

NAME	DESCRIPTION	REMOTE ID	SOFTWARE
AGC-Server	File server		QuickBooks 2004
Andrew	Worship graphics projection		SongShowPlus, Office 2003
Bartholomew	Music Director (new computer)		Office 2010 Pro, Servant Keeper
	Music Director (old computer)	704539042	
James	Staff office		Office 2010 Pro, Servant Keeper
John	Conference room		Office 2010 Pro
Judas	HVAC		Proliphix
Matthew	Podcasting	489761970	QuickBooks 2013
Peter	*FUTURE*		
Philip	Reception		Office 2010 Pro, Servant Keeper
Simon	Volunteer office	497302195	Office 2010 Pro
Thaddeus	*FUTURE*		
Thomas	Pastor		Office 2010 Pro, Servant Keeper

Printers

NAME	DESCRIPTION	IP ADDRESS	FEATURES
iR3570	Canon monochrome printer	192.168.1.210	Copy, print, scan, collate, staple, 11x17
HP3055	HP monochrome laser printer	192.168.1.211	Fax, print, scan, copy
CLP610	Samsung color laser printer	192.168.1.212	Print

Shared Storage

NAME	DESCRIPTION	DRIVE	ACCESS
SKCM50	Servant Keeper software and data	K:	Upon request
SongShow	SongShow Plus video projection	P:	Staff and Tech Team
Library	Digital assets (branding, logos, fonts, templates, forms, graphic elements, videos and pictures)	L:	Everyone read-only, Staff has full access
Staff	All things staff	S:	Staff
NetAdmin	Network support files		Tech Team

Remote Access

Team Viewer is the software that we use to bridge cloud computing and our local network of computers. Team Viewer lets you control church computers remotely (like RDP or Terminal Services), share files, make presentations, record activity and much more.

Most users will find everything they need in the AGC SharePoint Portal and won't need remote access. To get remote access you will need to install Team Viewer on your computer or mobile device. You will need the Team Viewer ID of the computer you want to control (see above list of computers) and a special remote access password in addition to your regular church network login credentials.

Help

If you need help just let your friendly technology team know. We can be reached at technology@agcmcc.org.

Hitchhiker's Guide to Credentials at All God's Children

ALL IN ONE CONCISE PAGE!

Overview

You are able to retrieve your email in two ways. The first is web based -- similar to HotMail or Gmail. The second way is POP based and works with Outlook and other similar programs. You are free to use either or both, however be careful in using both since it can be confusing where your messages are stored.

Regardless of how you choose to retrieve your email, you will still need to administer your email account through the web. Here you will be able to setup all sorts of nice things for yourself such as a reply address, forwarding rules, vacation rules, confirmation, formatting, and a signature. You can also change your password here from the default one that has been supplied to you.

Email

Login:

Password:

SharePoint

Login:

Password:

Network

Login:

Password:

Hitchhiker's Guide to SharePoint at All God's Children

ALL IN ONE CONCISE PAGE!

Overview

SharePoint is a Web-based collaboration tool which allows information sharing and document collaboration. SharePoint lets you create a central location where everyone can share issues, contacts, announcements, Web links, and calendars. Team members can easily create workspaces for meeting discussions, surveys, documents, task lists, and other collaboration needs that increase their productivity.

Requirements

SharePoint is accessed through your regular web browser (Firefox, Internet Explorer, Chrome, mobile browser), however Internet Explorer is highly recommended for all features to work properly. Some plug-ins may need to be installed for advanced features.

Access

Point your web browser to: <https://allgodschi79971.serverdata.net> and login when prompted to do so.

Credentials

Login:

Password:

Help

If you need help just let your friendly technology team know. Our helpdesk can be reached at helpdesk@agcmcc.org.

Hitchhiker's Guide to Email at All God's Children

ALL IN ONE CONCISE PAGE!

Overview

You are able to retrieve your email in two ways. The first is web based -- similar to HotMail or Gmail. The second way is POP based and works with Outlook and other similar programs. You are free to use either or both, however be careful in using both since it can be confusing where your messages are stored.

Regardless of how you choose to retrieve your email, you will still need to administer your email account through the web. Here you will be able to setup all sorts of nice things for yourself such as a reply address, forwarding rules, vacation rules, confirmation, formatting, and a signature. You can also change your password here from the default one that has been supplied to you.

The difference between an email client and webmail client

An email client is a program that is used to access email. Email clients can be located either locally on a computer or on the internet (clients based on the internet are known as "webmail clients").

An email client typically provides more options for mail management than a webmail client, and also has the ability to work offline. Common email clients include **Outlook**, **Apple Mail**, and **Thunderbird**.

A webmail client allows you to access your mail from anywhere, requiring only an internet browser. Common webmail clients include **AtMail**, **SquirrelMail**, **Gmail**, **Hotmail**, and **Yahoo Mail**.

Definitions

An email **address** is a label that usually identifies a mailbox where email can be sent. Email addresses have the format: name@domainname - for example, support@yourdomain.com. Each email address is unique, much like a regular postal address.

An email **alias** acts as a kind of relay station. Mail that reaches the forward is routed to one or more destination email addresses. Forwards do not store messages as mailboxes do.

An email **mailbox** is an area on a network where email is received, stored and retrieved. An email address identifies the mailbox. Each hosting account has a designated number of available mailboxes, which have a defined amount of storage/disk space.

A mailbox stores your email messages. You access your mailbox using the mailbox name and password, and a client of your choice (we'll discuss clients a bit later). Once logged in, you can read your mail, reply, delete, organize into folders, and basically manage your email any way you like.

An email **forward** give you the ability to create targeted email addresses like "sales@domain.com." On WebHost4Life, forwards can route to mailboxes, external email

addresses or lists of email addresses. Forwards do not store messages as mailboxes do; therefore, they do not have storage limits. You can create an unlimited number of forwards.

An email **distribution list**

Webmail vs. Email Clients

There are two basic types of mail clients: webmail and email. A webmail client (such as AtMail, Gmail, Yahoo!, etc.) allows you to access your email from any web browser, on any computer. An email client (Microsoft Outlook, iPhone) is stored on the device (for example, only your iPhone connects to your mailbox), allows you to access messages offline, and typically offers a wider range of mail management features.

Which one should you choose? It's completely up to you! You can even have both - an email client for your iPhone, and a webmail client to use when traveling or away from home.

Web Based Email and Administration Control Panel

This is the place where you administer your email account and optionally send/receive email. The online help is actually pretty good if you need assistance with personalizing your email account. Here is how you get to your personal control panel:

- 1.) Point your web browser to: <http://webmail.agcmcc.org>
- 2.) Enter your user name - which is your complete email address, including **@agcmcc.org** (for example technology@agcmcc.org)
- 3.) Enter your password
- 4.) Click the Login button

Email Client

If you don't want to retrieve email via Outlook or a similar email client then you can ignore this section. Here are the settings to retrieve POP email:

Incoming Mail (POP3): <pop.agcmcc.org>

Outgoing Mail (SMTP): <smtp.agcmcc.org> (or use your own ISP for outbound)

Incoming Account Name: your complete email address (including **@agcmcc.org**)

Incoming Password: your password

Restrictions

- Maximum email size of 25MB including attachments
- No more than 500 emails per hour
- No more than 5,000 emails a day
- Capacity of mailbox is 50mB or 3,000 emails
- The following file types are forbidden to be sent: .bat, .btm, .cmd, .com, .cpl, .dll, .exe, .lnk, .msi, .pif, .prf, .reg, .scr, .vbs, .url

Help

If you need help just let your friendly technology team know. Our helpdesk can be reached at helpdesk@agcmcc.org.

Configuring an Email Client

This article contains instructions for setting up email access using POP, IMAP, and SMTP connections through various email clients, including Microsoft Outlook, Apple Mail, and Mozilla Thunderbird. It also lists the email settings and port numbers for POP, IMAP, and SMTP configurations, as well as for SSL connections.

Difference between POP and IMAP settings

POP - an internet standard for retrieving email. POP stands for "**Post Office Protocol**." May also be referred to as "**incoming mail**."

POP is a one-way communication path. This means that when you access your email from your computer or other local device, your email client (such as Outlook or Thunderbird) will **save a local copy of the email to your computer, then delete the original from the mail server**. Email accessed using POP ties it to a specific computer or device, thus you will be unable to view your webmail from multiple sources. However, POP is useful for storing local copies of email to be read offline or when not connected to the internet, as well as for ensuring that your webmail mailbox in MailCentral will retain plenty of storage room for accepting more email in the future.

IMAP - an internet standard for retrieving email. IMAP stands for "**Internet Message Access Protocol**." May also be referred to as "**incoming mail**."

IMAP is a two-way communication path. This means that when you access your email from your computer or other local device, any changes that are made **will be synchronized with your webmail on the mail server**. For example, if you log in to MailCentral, create a new folder in your webmail, then put a message into that folder, this change will instantly and automatically appear in your email client (such as Outlook or Thunderbird), and on your mobile device. Also, if you are at work and you begin a message then save it, it will still be there in your mailbox when you log in from a different email client, such as one on your home computer.

IMAP provides a better method to access your mail from multiple devices, say from work, home, and your mobile, through two-way syncing capabilities between your mail clients and the WebHost4Life mailbox. However, because IMAP saves all your messages on the server, be sure frequently clean up your mailbox, deleting old messages and saving the ones you want to keep to a local computer.

Email server names and ports

The Email Server Names settings are:

- **Incoming Mail Server** - pop.agcmcc.org
- **Outgoing Mail Server** - smtp.agcmcc.org

The email server ports are:

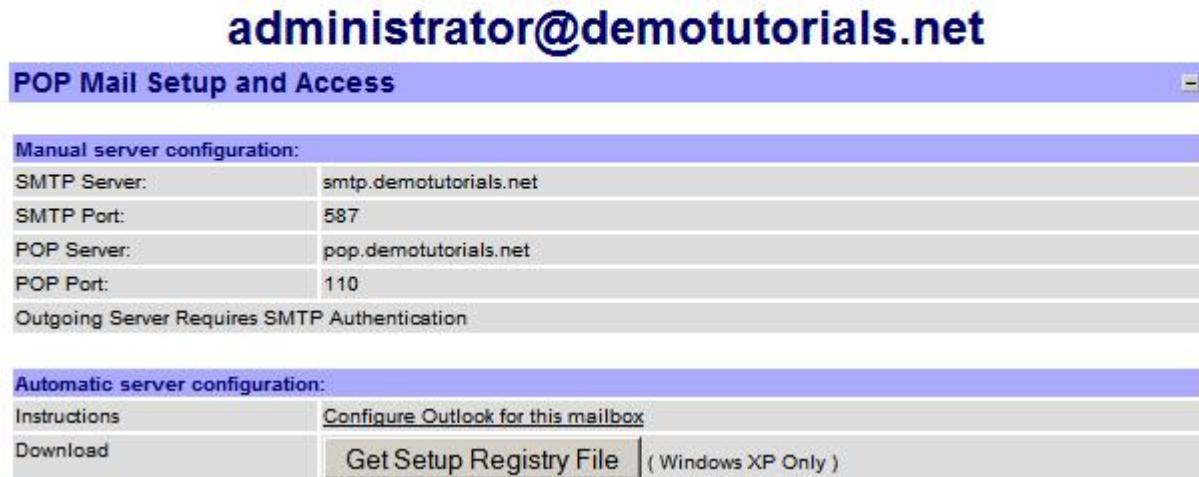
- **POP**: 110
- **IMAP**: 143
- **SMTP**: 587

Configure Outlook as your Email Client to access your POP mailbox

The process below adds a POP mailbox as an account in your existing Outlook profile.

1. Click **Setup** next to the mailbox that you want to configure with Outlook. The information you need to configure the new account (ports and mailservers) is displayed:

Outlook Setup



2. Open Outlook
3. Select **Tools > E-mail Accounts...**

This wizard will allow you to change the e-mail accounts and directories that Outlook uses.

E-mail

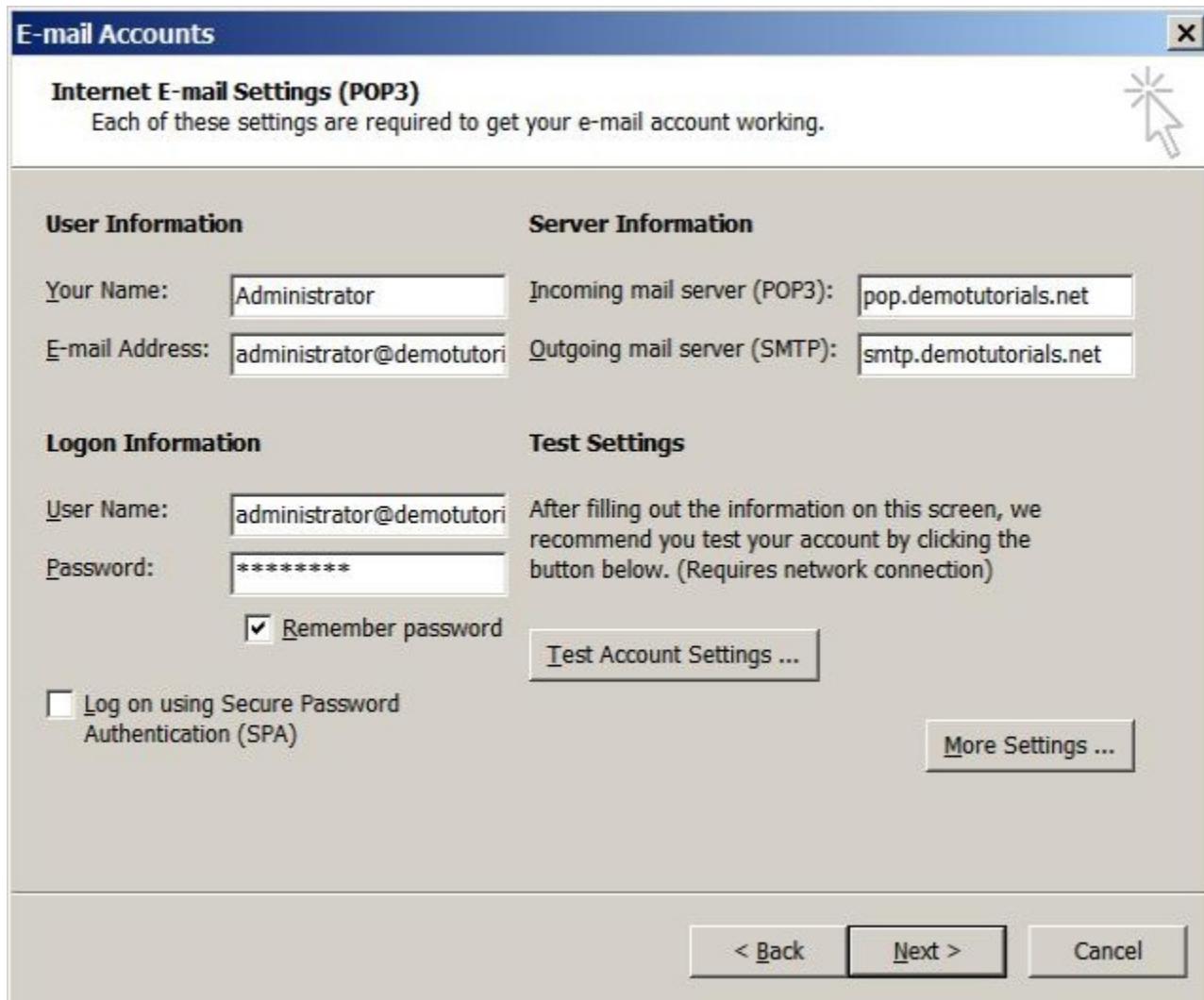
- Add a new e-mail account
- View or change existing e-mail accounts

Directory

- Add a new directory or address book
- View or change existing directories or address books

4. Select **Add a new email account**, then click **Next**
5. Select POP3, then click **Next**

6. Fill out the input fields as shown (all information necessary is in step 2 above):



- **Your name:** the name that you wish to appear on your emails in the "From" field
- **Email Address:** the email address of the mailbox
- **Incoming mail server** (POP server): see step 2 above - for example: pop.example.com (where "example.com" is your hosting account's [PrimaryDomain](#))
- **Outgoing mail server** (SMTP server): see step 2 above - for example: smtp.example.com (where "example.com" is your hosting account's [PrimaryDomain](#))
- **User name:** your full mailbox name, for example: administrator@example.com
- **Password:** your mailbox password

7. Click **More Settings...**

- Select the "Outgoing Server" tab
- Select "My Outgoing Server (SMTP) requires authentication"



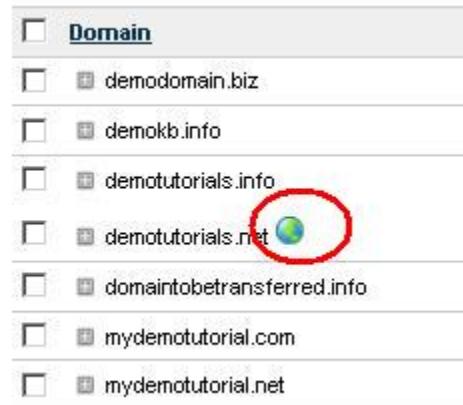
8. Click **OK**
9. Click **Test Account Settings**. All settings should work.
10. Click **Next**, then click **Finish**.

Configure Apple Mail as your email client (IMAP)

To configure Apple Mail, you first need to verify your primary domain, then check the [IMAP settings for an email client](#) :

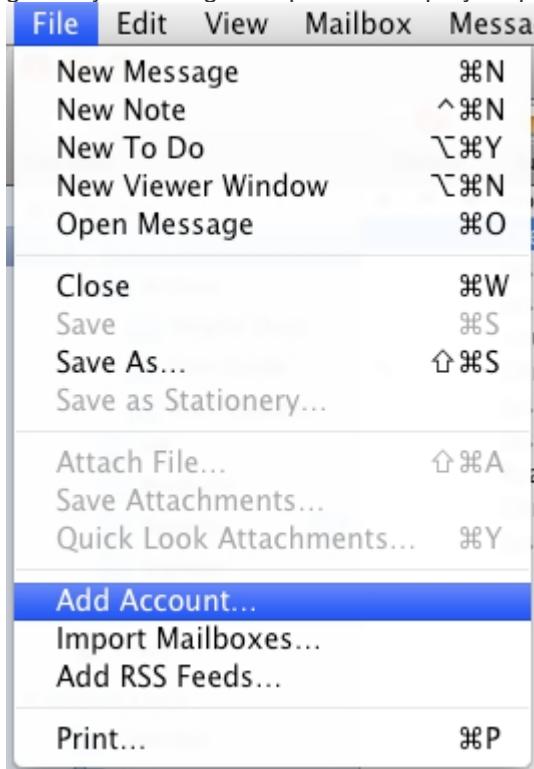
1. Verify your primary domain

1. Log in to your control panel, then go to [DomainCentral](#)



2. Your primary domain is denoted by a globe icon. In this example, our primary domain is demotutorials.net

2. Start Apple Mail. Select **File > Add Account**. The Add Account wizard opens - it guides you through this process step by step



3. Fill out the following fields:

- **Full Name** - enter the name of the mailbox owner, exactly how you want it to appear in the "From" field on your emails. For example, John Forth

- **Email Address:** enter the full address of your WebHost4Life mailbox. In this example, it's administrator@demotutorials.net
- **Password** - enter the mailbox password. If you don't remember what the password is, go back to [MailCentral](#). You can reset mailbox password there.

Click **Continue** once you've completed this step.

Add Account

You'll be guided through the necessary steps to set up an additional mail account.

To get started, fill out the following information:

Full Name:

Email Address:

Password:

?

Cancel

Go Back

Continue

4. For **Incoming Mail Server**, complete the fields as follows:
 - **Account Type** - select **IMAP** from the dropdown
 - **Description** - enter an email account description, which will appear in your Apple Mail account list. You might want to make this descriptive, like "Hosting Admin Mailbox"
 - **Incoming Mail Server** - enter **imap.primarydomain**, where primarydomain is the domain you verified in the first step. In this case the primary domain is demotutorials.net, so the incoming server is imap.demotutorials.net
 - **User Name** - enter the full address of your mailbox (a common mistake is to enter just Administrator, or the name, not the actual full address)
 - **Password** - enter the mailbox password (should be filled out already)

Click **Continue** once you've completed this step.

Add Account

Incoming Mail Server



Account Type: IMAP

Description: My IMAP Mail

Incoming Mail Server: imap.demotutorials.net

User Name: administrator@demotutori

Password: *****

 Checking connection to mail server
"imap.demotutorials.net"...

[?](#) [Cancel](#) [Go Back](#) [Continue](#)

5. For Outgoing Mail Server, complete the required fields as follows:
 - **Description** - enter the same description as in the previous screen
 - **Outgoing Mail Server** - the outgoing mail server is smtp.primarydomain. In this case, the primary domain is demotutorials.net, so the setting is: smtp.demotutorials.net
 - **Use Authentication** - check the box
 - **User Name** - enter your full mailbox address
 - **Password** - enter your mailbox password

Click **Continue** once you've completed this step.

Add Account

Outgoing Mail Server

Description: My IMAP Mail

Outgoing Mail Server: smtp.demotutorials.net ▾

Use only this server

Use Authentication

User Name: administrator@demotutori

Password: *****

?

Cancel

Go Back

Continue

6. Check the account summary to make sure that all setting were entered correctly. If it is correct, click **Create**. You are done!



7. Your new account appears in the list of Mailboxes in your Apple Mail. Notice that the mailbox description that you created in step 4 above is displayed as this mailbox's name.

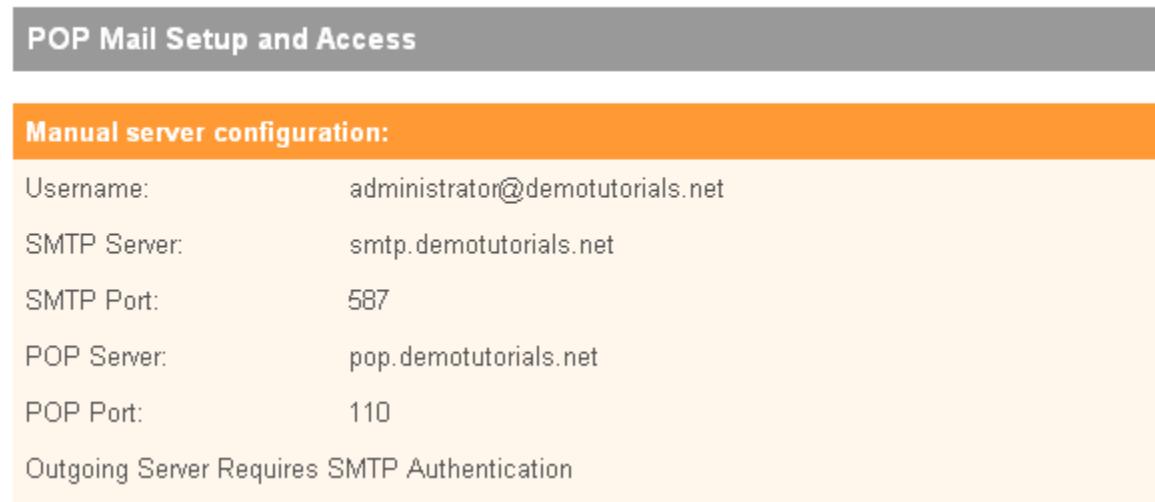


Configure Thunderbird as your Email Client to access your POP/IMAP mailbox (manual)

The process below adds a POP/IMAP mailbox as an account in your existing Thunderbird profile.

1. Log in to [MailCentral](#).
2. Click **Setup**. The information you need to configure the new account (ports and mailservers) is displayed

administrator@demotutorials.net



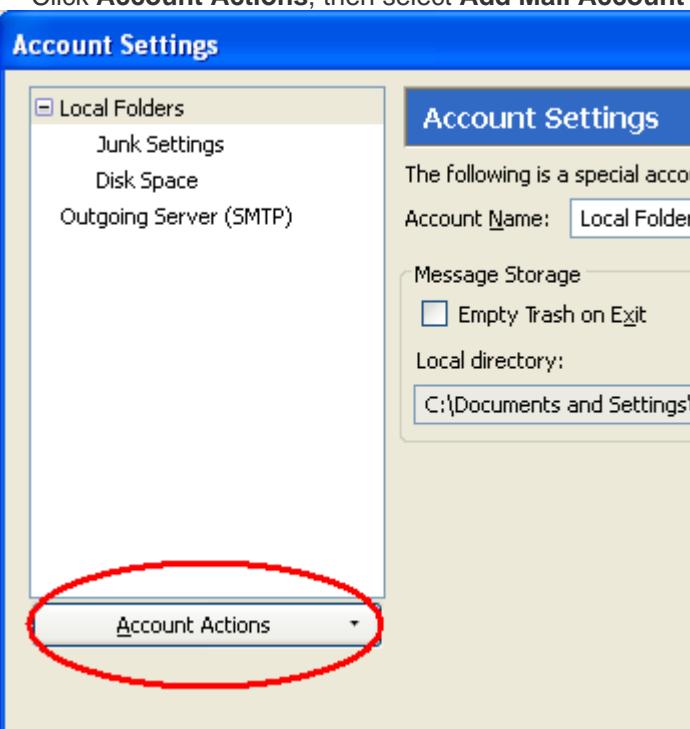
POP Mail Setup and Access

Manual server configuration:

Username:	administrator@demotutorials.net
SMTP Server:	smtp.demotutorials.net
SMTP Port:	587
POP Server:	pop.demotutorials.net
POP Port:	110

Outgoing Server Requires SMTP Authentication

3. Open Thunderbird
4. Select **Tools > Account Settings**
5. Click **Account Actions**, then select **Add Mail Account**



Account Settings

Account Settings

The following is a special account:

Account Name: Local Folder

Message Storage:

Empty Trash on Exit

Local directory:

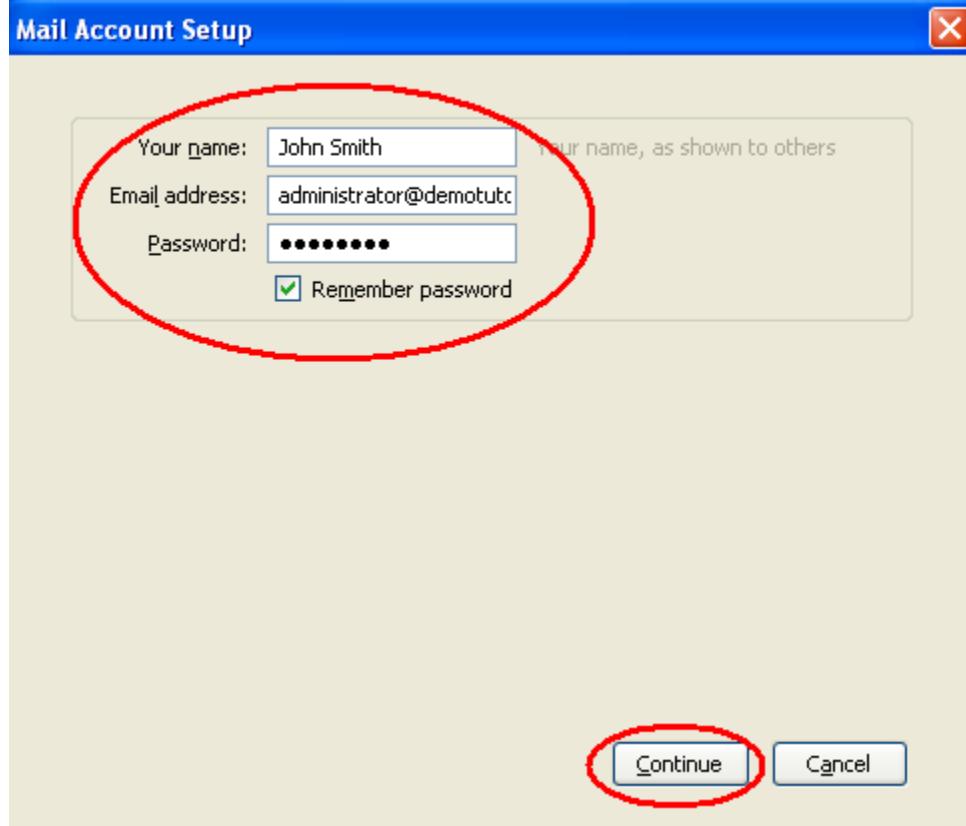
C:\Documents and Settings\

Account Actions

6. Fill out the input fields as shown (all information necessary is in step 2 above):

- **Your name:** the name that you wish to appear on your emails in the "From" field
- **Email address:** the email address of the mailbox
- **Password:** your mailbox password

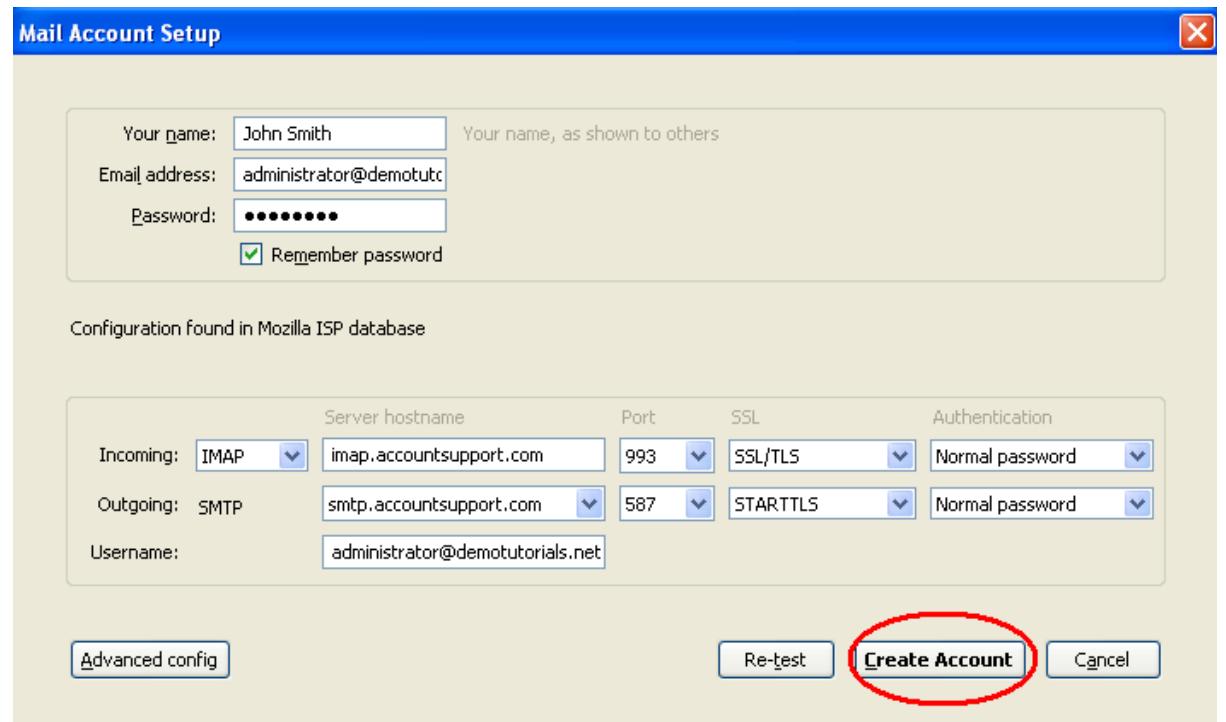
Click **Continue** once you've completed this step.



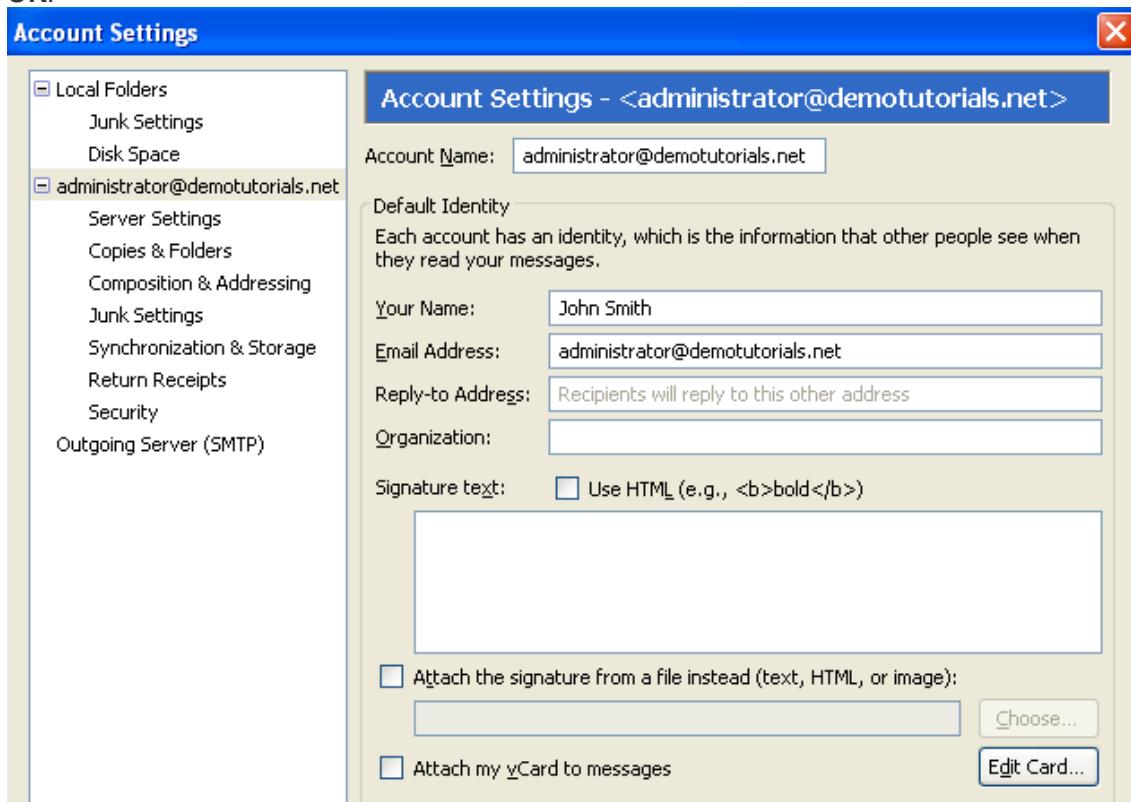
7. Thunderbird will begin to look for your email configuration based off of the information you entered in step 6 above. Once found, you will have the option of choosing an IMAP or POP connection for incoming mail.

NOTE: Please refer to the [Difference Between POP and IMAP settings](#) article to determine which incoming mail retrieval standard is a best fit for your current needs.

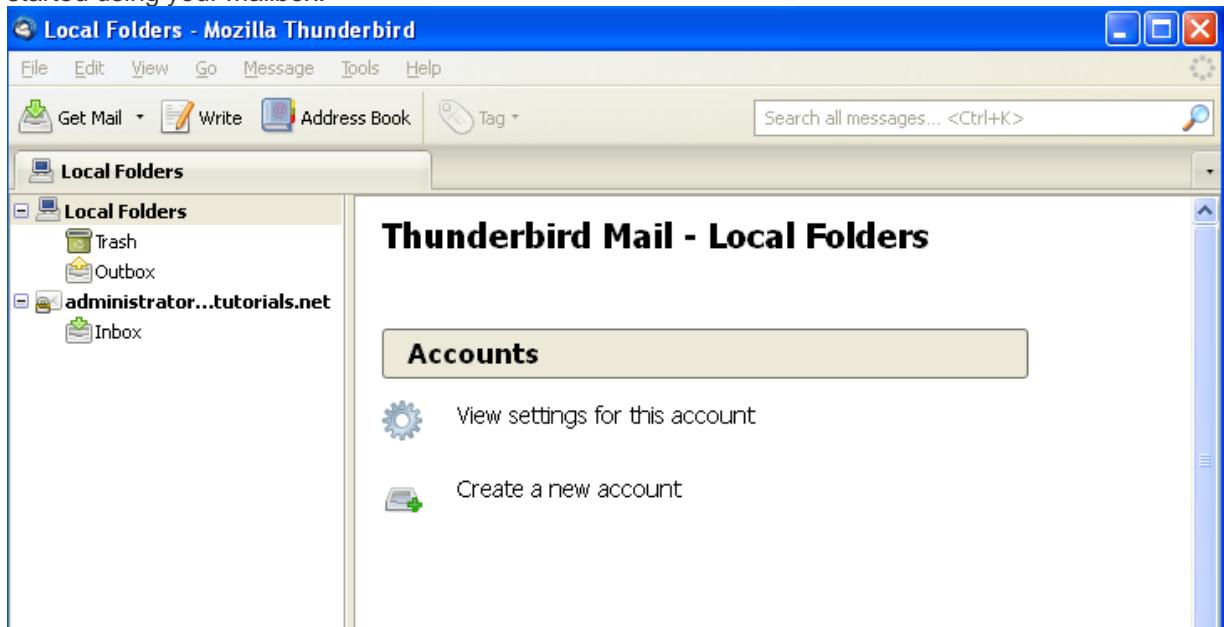
8. To complete your account setup:
 - If you plan on using the default settings (recommended for most users), click **Create Account** and proceed to step 9.
 - To manually configure your email server settings (recommended for advanced users), click **Manual Config**. The additional information shown in the screen below will appear. You will now be able to manually enter the server hostname, port information, [SSL information](#), and how you want Thunderbird to authenticate the account for the Incoming and Outgoing mail settings. Click **Create Account** to finish the manual configuration of your email in Thunderbird.



9. You will be taken back to the "Account Settings" screen. You may choose to modify the details for your email account here (please refer to Thunderbird online support for further assistance with this). Once you have completed reviewing this information, click **OK**.



10. You will be taken back to the "Local Folders" screen. You have now successfully set up a mailbox in Thunderbird. Your mailbox will appear in the list on the left side of this screen. Click "Inbox" under the name of your email address that you configured to get started using your mailbox.



Set up Open-Xchange Webmail in your Account

The first time you sign in to OX webmail you will be prompted with a wizard that will help you get your webmail account set up.

NOTE: You can turn this wizard off for future logins via a checkbox in the bottom left corner labeled "Do not show on start".

The wizard has four steps:

1. **Complete your account information**
 - After clicking through the first screen, you will be prompted to enter your personal information
 - Certain items will auto-populate based on information from your hosting account profile
 - Mandatory fields include your first name, last name, and the name that you want displayed when using OX webmail.
2. **Subscribe services**
 - Provides the option to subscribe to other email services, such as Gmail or Yahoo mail
 - Allows for IMAP or POP connections
3. **Configure your handheld device**
 - Lists instructions for supported mobile devices that can be used with the Open-Xchange server
 - Mobile devices using ActiveSync require an [upgrade to Open-Xchange Mobile Email](#)
4. **Download updater**
 - Provides a link to download an updater for the Connector for Microsoft Outlook to sync webmail with Outlook
 - Once downloaded, you must follow the on-screen instructions to complete the installation of the Connector for Microsoft Outlook

Once you reach the final screen, click **Close** to save your settings and proceed to your Open-Xchange homepage.

Navigate Open-Xchange

Once you've logged in to Open-Xchange (OX) webmail via MailCentral, you will by default be brought to your Inbox. Here you can compose messages and review any mail that you have received. Please refer to the [Composing an email in Open-Xchange](#) knowledgebase article for more information on this topic.

The icons listed at the top left corner of the screen are used to access the various features of OX webmail. They are (from left to right):

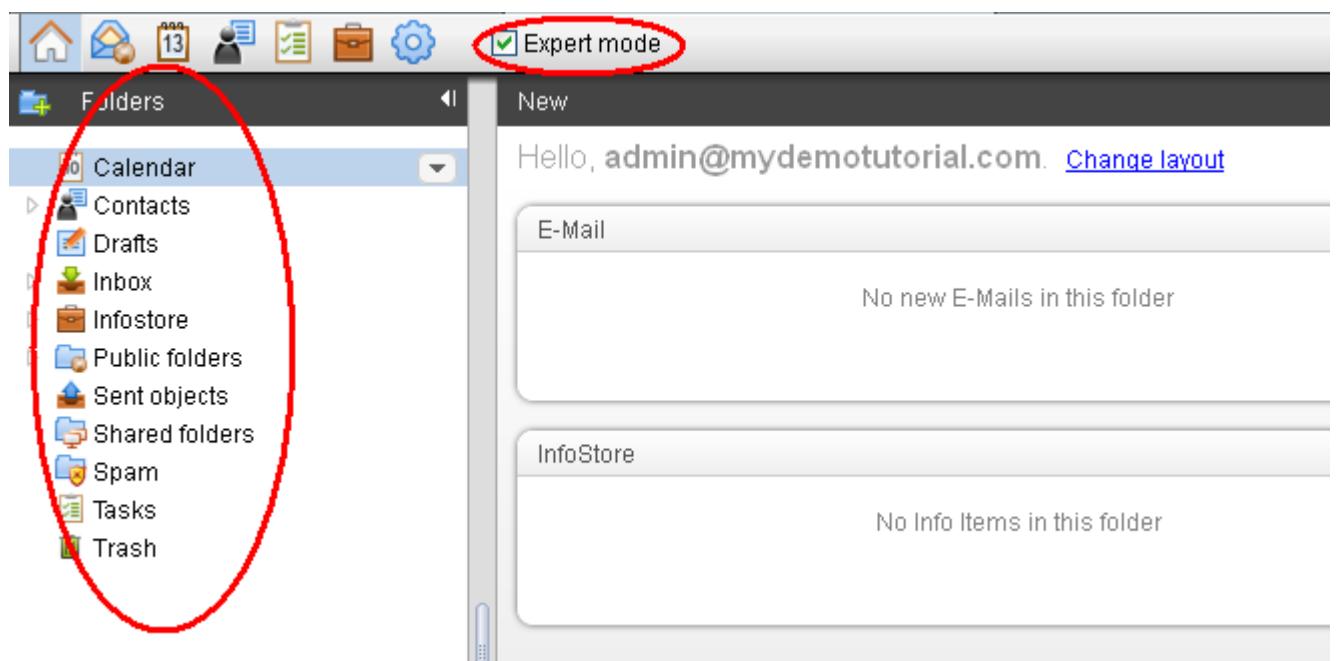
- **Home** (house icon)
- **Mail** (envelope icon)
- **Calendar** (icon shaped like a spiral-bound notebook showing the number 13)
- **Contacts** (icon shaped like the silhouette of a person)
- **Tasks** (clipboard icon)
- **Infostore** (briefcase icon)

- **Configuration** (gear icon)

NOTE: Infostore is only available to users who have purchased a Business Email credit for their Open-Xchange webmail. If your webmail account has not been upgraded to Open-Xchange Business Email, this icon will appear with a gold lock on it until it has been upgraded. Please [contact Support](#) for more information about upgrading to Open-Xchange Business Email.

Expert Mode

Additionally, there is a checkbox for "Expert Mode." Checking this box will open a new panel on the left side of the screen that displays a more detailed list of actions that can be taken in Open-Xchange.



Customize the Open-Xchange Home page

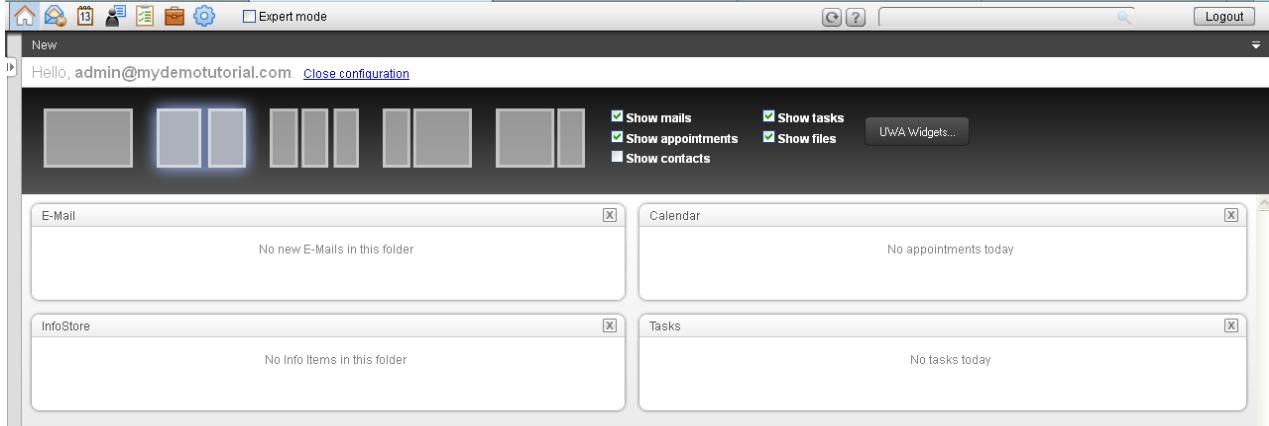
Clicking the house-shaped icon in the top left corner of the screen takes you to the Home page. An example of the default configuration for this page can be seen below:



On this page, you are presented with a summary of any email received, upcoming appointments, a list of items located in the InfoStore, and any tasks that you may have set. The items that are displayed on this page can be customized by doing the following:

1. When logged in to Open-Xchange, clicking the **Configuration** icon
2. Click the arrow next to "Start Page" to expand this category, then click "Layout"
3. Make any desired changes in the screen that appears on the right
4. Click **Save** to confirm your changes

You can also change the layout of the home screen by clicking the "Change Layout" link next to the displayed name for the webmail account. The layouts that you can use are shown below:



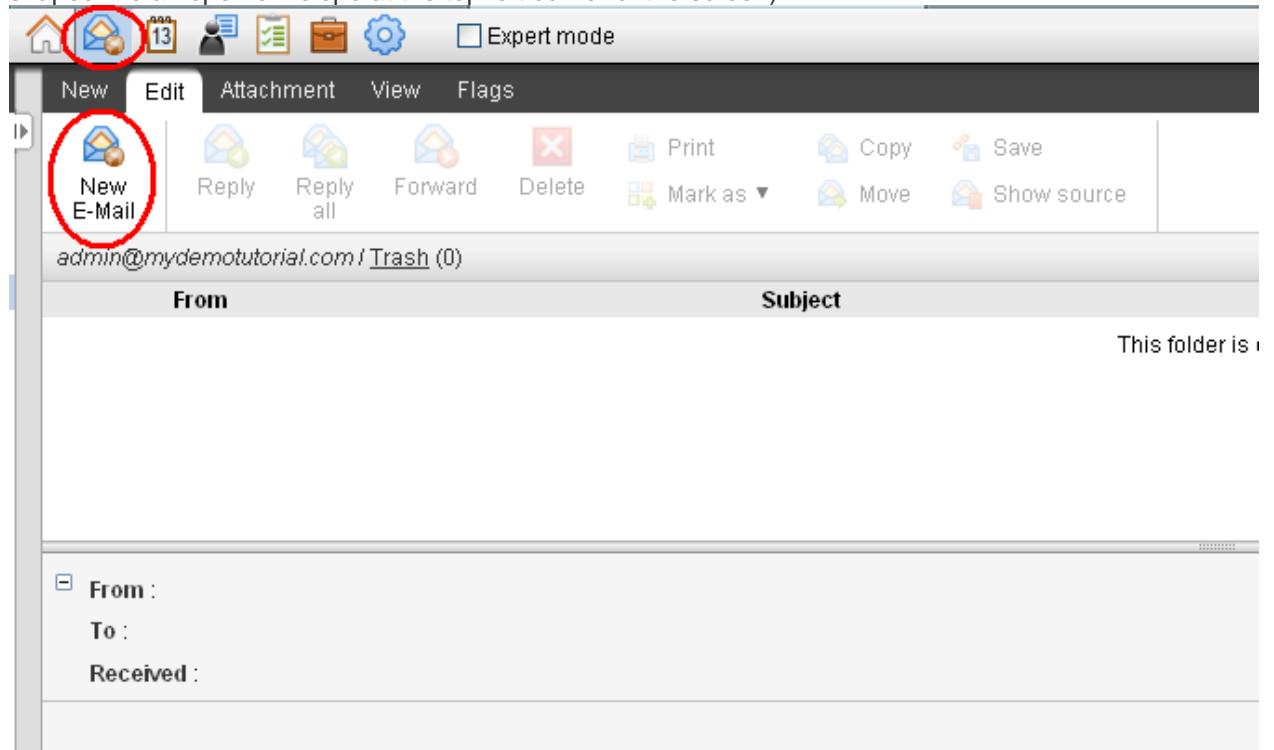
Return to this home screen at any time by clicking the Home icon in the top left corner of the screen.

Compose an email in Open-Xchange

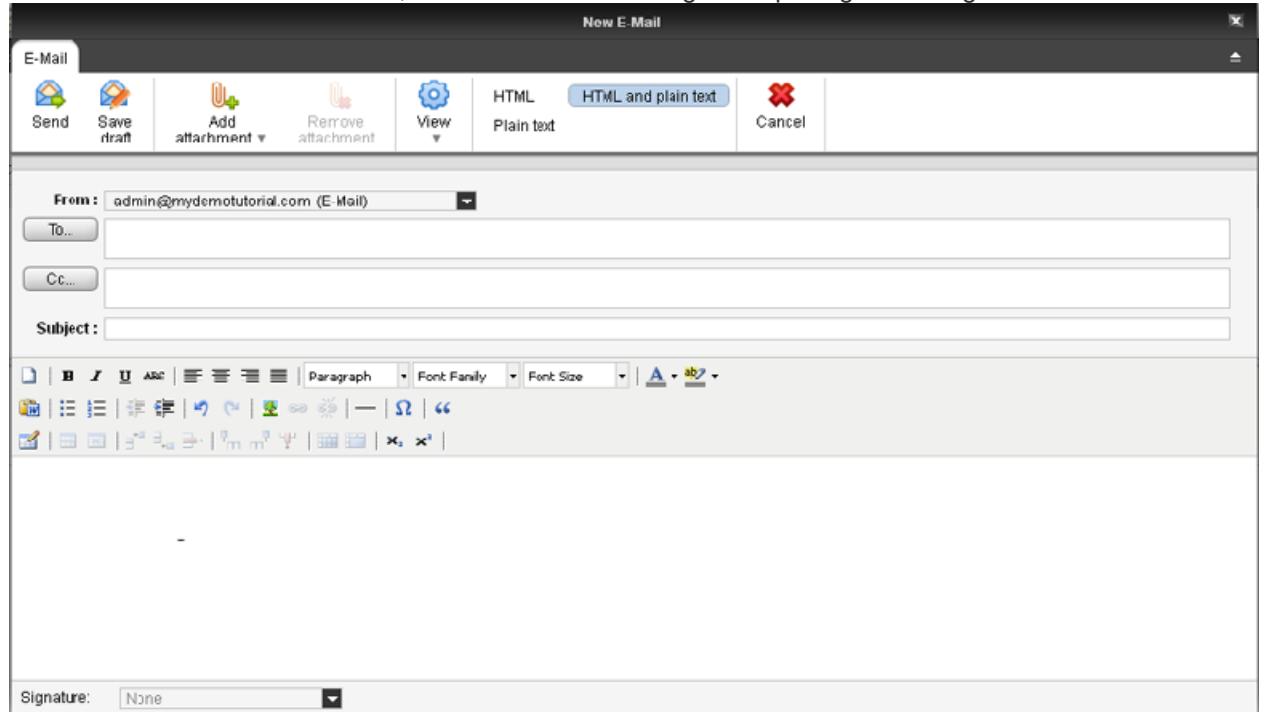
To compose a new email using Open-Xchange webmail:

1. Log in to [MailCentral](#)
2. Click the **Webmail** link next to the email address you want to use

3. By default, you will be taken to the mail page in Open-Xchange (note that you may access this page any anytime while logged in to Open-Xchange by clicking the Mail icon shaped like an open envelope at the top left corner of the screen).



4. Under the "New" or "Edit" tabs, click **New E-mail** to begin composing a message

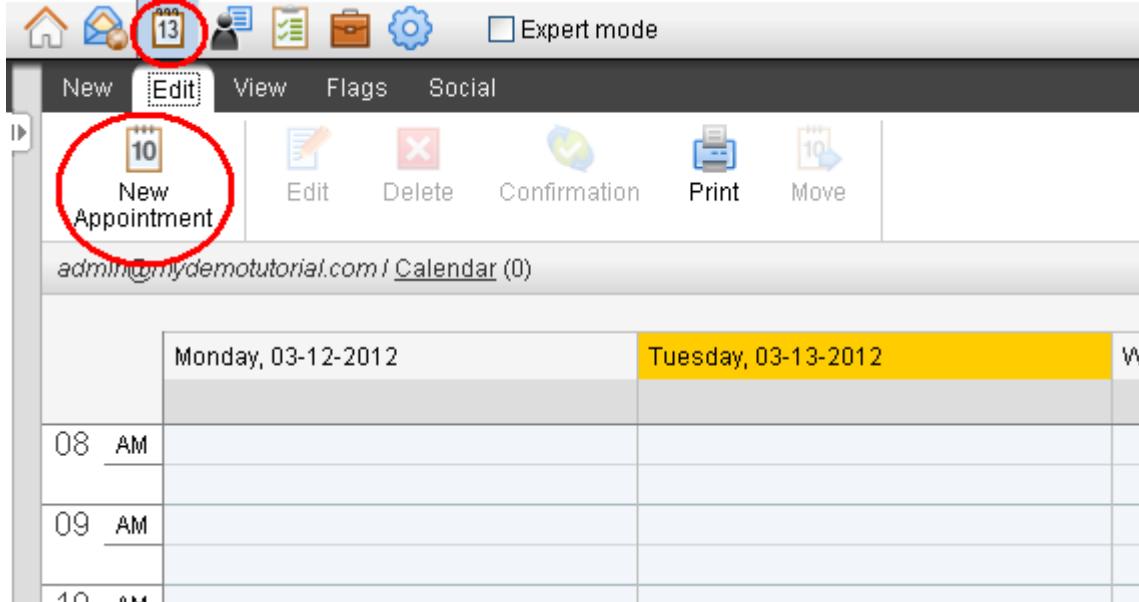


5. Click **Send** to send your message

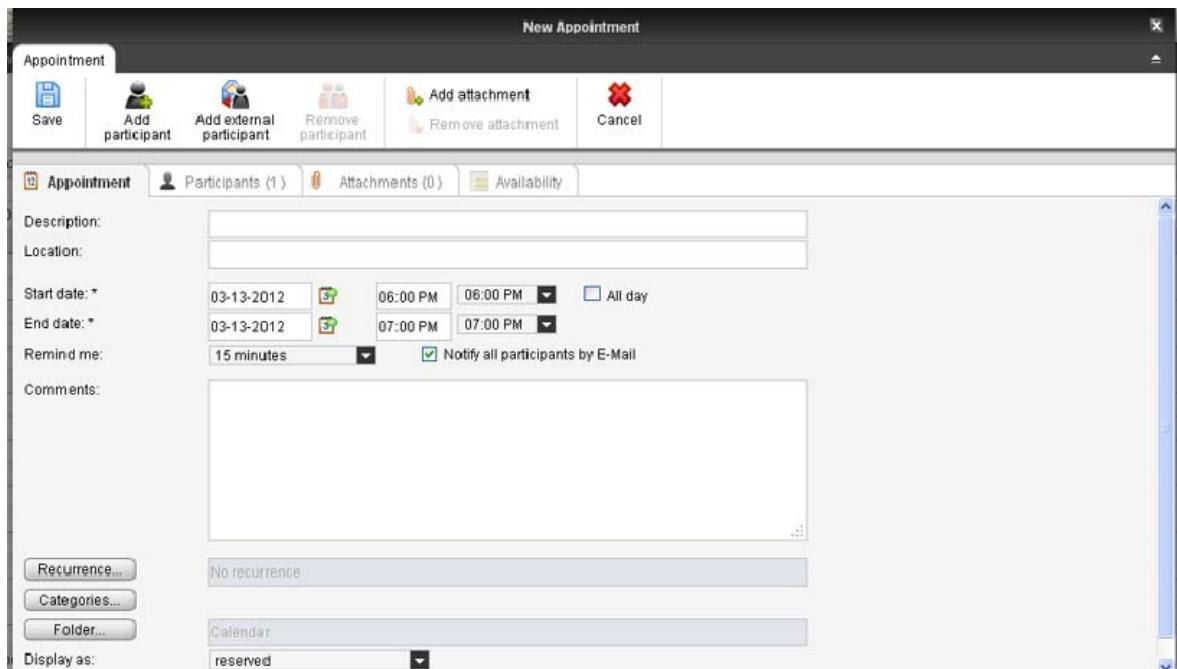
Create a Calendar Entry in Open-Xchange

To create a new appointment in your Open-Xchange webmail calendar:

1. Log in to [MailCentral](#)
2. Click the **Webmail** link next to the email address you want to use
3. Click the **Calendar** icon (it looks like a spiral-bound notebook with the number 13) at the top left corner of the screen. This takes you to the Calendar page.



4. Under the "New" or "Edit" tabs, click **New Appointment** to begin creating a new calendar entry



5. Click **Save** to add the appointment to your calendar