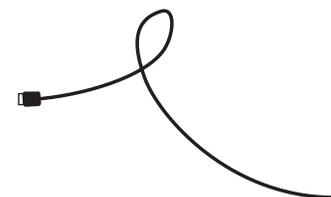


alestra*

SmartBusiness
eMail
Manual del Administrador

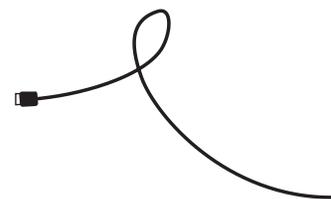
Autor:

Martha Lizbeth Salazar Cavazos
Sergio Partido Barrios



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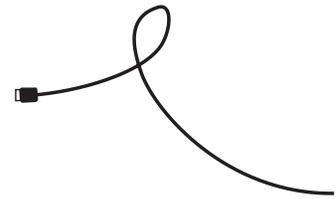


1 Usuarios

1.1 Agregar Usuario

- a) Click "Users" del menú izquierdo, sección Manage Organization
- b) Click "New User" de la sección Tasks
- c) Llenar los detalles del usuario
 - User Principal Name: Este es el nombre de acceso para el nuevo usuario, es decir, su cuenta de correo. Ejemplo: mlsalazar@demo.v-office.com.mx
 - Is admin: Si se activa esta casilla, el usuario será administrador y podrá modificar opciones de cualquier otro usuario; si se deja en blanco, el usuario solo podrá entrar a ver el detalle de su cuenta y cambiar su contraseña.
 - Display Name: Este nombre es el que aparecerá en la lista de direcciones de Outlook
 - First Name:
 - Middle Name (Optional): Como el nombre del campo lo indica, este dato es opcional.
 - Last Name:
 - Initials (Optional): Como el nombre del campo lo indica, este dato es opcional.
 - Description: Esta descripción se mostrará cuando se vea la lista de usuarios
 - Password: La contraseña debe contener al menos 3 de las siguientes 4 características -> minúsculas, mayúsculas, caracteres especiales y números; debe tener al menos 6 caracteres; se puede utilizar el nombre ó apellido de la cuenta y no se pueden repetir las últimas 24 contraseñas
 - Confirm Password:
 - Password Never Expire: Habilitar esta opción en caso de que no se desee que la contraseña expire.
 - Mailbox features: Seleccionar el tipo de plan correspondiente al usuario
 - Hide User from address list: Habilitar esta opción si no se desea que la cuenta sea mostrada en la lista de direcciones de la empresa.

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d) Click Apply

My Account

Logged In As: admin@demo.v-office.com.mx

Role: Customer Admins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

TASKS

Usage Summary

Manage Contact Templates

Manage Sharepoint Sites

New User

New Contact

New Group

EAF 4 - Web Control Panel - Windows Internet Explorer

https://control.v-office.com.mx/EAF/NewBusinessUser.aspx?obj=a986bd50605acbr4a46fc7fad6055101

Home

My Account

Logged In As: admin@demo.v-office.com.mx

Role: Customer Admins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

TASKS

Manage Users

Create a New User Current Organization: Demo

User Principal Name(UPN): msalazar @ demo.v-office.com.mx

Is Admin(optional):

Display Name: MSalazar

First Name: Martha

Middle Name(optional):

Last Name: Salazar

Initials(optional):

Description: Martha Salazar

Password:

Confirm Password:

Password Never Expires:

Contact Details Template: None

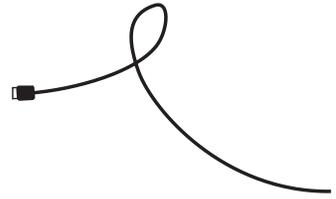
Predefined collection of Exchange features and mailbox properties. A plan must be selected to enable mail. The below properties can override specific features of the plan. However, you can not override any mailbox features if a plan has not been selected.

Mailbox Features: Plan Corporate

Hide User from Address List:

Apply

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- e) Para verificar si el usuario ha sido dado de alta adecuadamente, seleccione el menú “Users” en donde se mostrará la lista de usuarios dados de alta.

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: CustomerAdmins

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

[Groups](#)

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

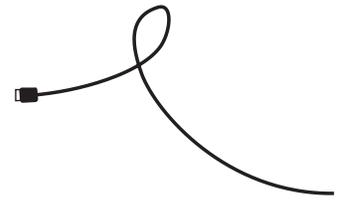
TASKS

[Manage Users](#)

Manage Organization Users Current Organization: Demo

User	Display Name	Mail	Description
Admin@demo.v-office.com.mx	Admin		admin@demo.v-office.com.mx
apatino@demo.v-office.com.mx	Antonio Patifo	apatino@demo.v-office.com.mx	Antonio Patifo
galvarez@demo.v-office.com.mx	Guillermo Alvarez	galvarez@demo.v-office.com.mx	Guillermo Alvarez
jgarnica@demo.v-office.com.mx	jgarnica		jgarnica
msalazar@demo.v-office.com.mx	MSalazar	msalazar@demo.v-office.com.mx	Martha Salazar

1



1.2 Eliminar Usuario

a) Click "Users" del menú izquierdo, sección Manage Organization

My Account

Logged In As: admin@demo.v-office.com.mx

Role: CustomerAdmins

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

[Groups](#)

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

[New Group](#)

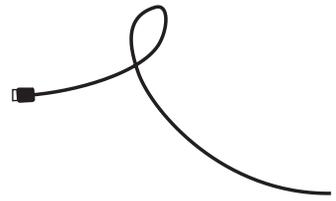
Manage Organization Users Current Organization: Demo

User	Display Name	Mail	Description
Admin@demo.v-office.com.mx	Admin		admin@demo.v-office.com.mx
apatino@demo.v-office.com.mx	Antonio Patiño	apatino@demo.v-office.com.mx	Antonio Patiño
g Alvarez@demo.v-office.com.mx	Guillermo Alvarez	galvarez@demo.v-office.com.mx	Guillermo Alvarez
jgarnica@demo.v-office.com.mx	jgarnica		jgarnica
msalazar@demo.v-office.com.mx	MSalazar	msalazar@demo.v-office.com.mx	Martha Salazar

1

b) Click sobre el usuario que se desea eliminar

[Alestra SmartBusiness eMail]

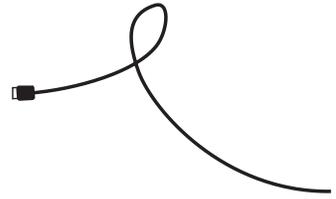


c) Click "Delete User" de la sección Tasks

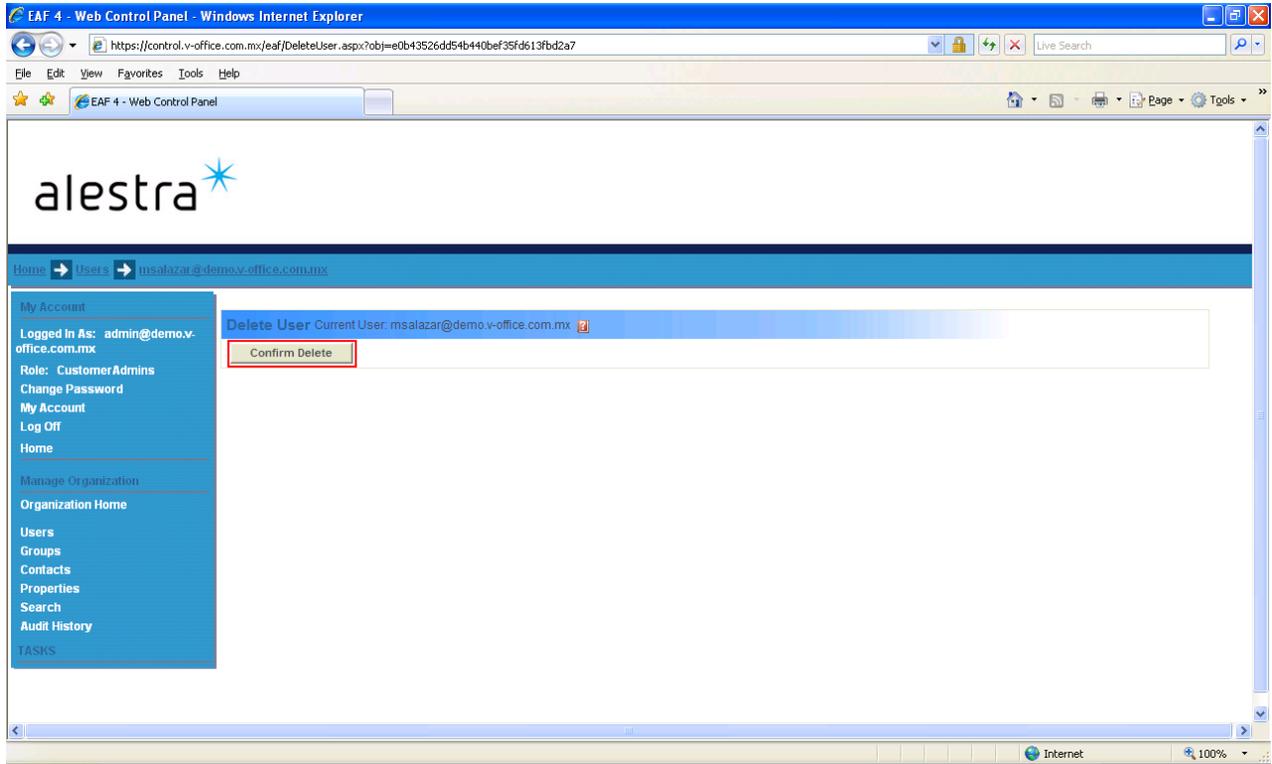
The screenshot shows the 'Manage User' interface for user 'msalazar@demo.v-office.com.mx'. The left sidebar contains a 'TASKS' section with 'Delete User' highlighted. The main content area displays user details:

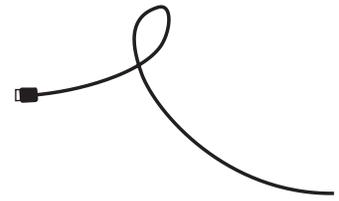
Section	Property	Value
User Properties	User Status	Enabled
	User Mailbox Status	Enabled
	Mailbox Usage	0Mb / 190Mb (1%)
	Mail Forwarding Recipient	Disabled
Contact Info	Hide Address	No
	Display Name	MSalazar
Contact Info	First Name	Martha
	Middle Name	-- not present --
	Last Name	Salazar
	Initials	-- not present --
	Address	-- not present --
	City	-- not present --
	State/Province	-- not present --
	Zip Code	-- not present --
	Country	-- not present --
	Home Phone	-- not present --
	Work Phone	-- not present --
	Fax	-- not present --
	Mobile	-- not present --
	Description	Martha Salazar
Locked Out	No	

[Alestra SmartBusiness eMail]



d) Click "Confirm Delete"





1.3 Bloqueo y desbloqueo de Usuarios

a) Click "Users" del menú izquierdo, sección Manage Organization

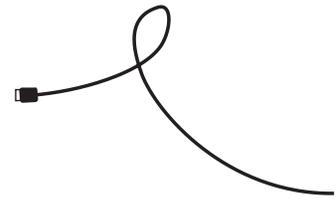
The screenshot shows the 'Manage Organization Users' interface. On the left, a blue sidebar menu contains the following items: My Account, Logged In As: admin@demo.v-office.com.mx, Role: CustomerAdmins, Change Password, My Account, Log Off, Home, Manage Organization, Organization Home, **Users** (highlighted with a red box), Groups, Contacts, Properties, Search, Audit History, TASKS, Usage Summary, Manage Contact Templates, Manage Sharepoint Sites, New User, New Contact, and New Group. The main content area is titled 'Manage Organization Users' and shows a table with the following data:

User	Display Name	Mail	Description
Admin@demo.v-office.com.mx	Admin		admin@demo.v-office.com.mx
apatino@demo.v-office.com.mx	Antonio Patiño	apatino@demo.v-office.com.mx	Antonio Patiño
galvarez@demo.v-office.com.mx	Guillermo Alvarez	galvarez@demo.v-office.com.mx	Guillermo Alvarez
jgarnica@demo.v-office.com.mx	jgarnica		jgarnica
msalazar@demo.v-office.com.mx	MSalazar	msalazar@demo.v-office.com.mx	Martha Salazar

Below the table, there is a blue bar with the number '1'.

b) Click sobre el usuario que se desea bloquear/desbloquear

[Alestra SmartBusiness eMail]



c) Click “User Account Access” de la sección Tasks

My Account

Logged In As: admin@demo.v-office.com.mx
Role: CustomerAdmins
Change Password
My Account
Log Off
Home

Manage Organization

Organization Home

Users

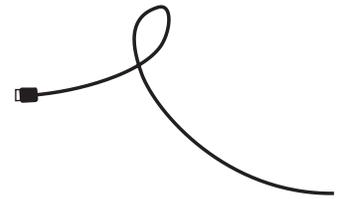
Groups
Contacts
Properties
Search
Audit History

TASKS

User Account Access
Delete User
Reset Password
Mail Forwarding
Manage User Mailbox
Manage Email Addresses
Modify User Group
Change Organization Info
Change Contact Info
Rename User

- **User Status:** Al desactivar la cuenta de usuario, este no podrá acceder a su cuenta ni por la consola de administración, ni podrá descargar sus correos a Outlook. En este punto el buzón seguirá recibiendo correos, pero no podrán ser vistos hasta que la cuenta esté habilitada de nuevo.
Una vez habilitada de nuevo la cuenta e intentando el acceso a ésta mediante Outlook, se deberá dar click al botón de “Use Temporary Mailbox” si lo que se desea es ver los mensajes que la cuenta recibió mientras estaba bloqueada. Estos cambios aplicarán después de que el usuario cierre y abra de nuevo su sesión.
- **Lockout Status:** En esta sección es donde se podrá desbloquear un usuario que se bloqueó automáticamente al equivocarse muchas veces de contraseña.

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- Mailbox Status: Para deshabilitar el buzón, es necesario que antes se deshabilite la cuenta (User Status). Se puede habilitar de nuevo en cualquier momento.

1.4 Restaurar contraseña

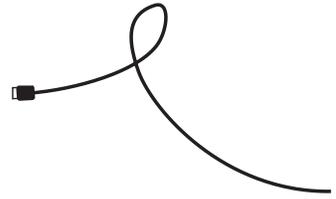
- a) Click "Users" del menú izquierdo, sección Manage Organization
- b) Click sobre el usuario al que se desea restaurar la contraseña
- c) Click "Reset password" de la sección Tasks

The screenshot displays the 'Manage User' page for user 'msalazar@demo.v-office.com.mx'. The interface is divided into several sections:

- User Properties:**
 - User Status: Enabled
 - User Mailbox Status: Enabled
 - Mailbox Usage: 0Mb (0%) / 190Mb
 - Mail Forwarding Recipient: Disabled
 - Hide Address: No
- Contact Info:**
 - Display Name: MSalazar
 - First Name: Martha
 - Middle Name: L
 - Last Name: Salazar
 - Initials: MLSC
 - Address: Dirección temporal
 - City: Sa Nicolas
 - State/Province: Nuevo León
 - Zip Code: 66450
 - Country: MX
 - Home Phone: (81)87486100
 - Work Phone: (81)87486100
 - Fax: NA
 - Mobile: NA
 - Description: Martha Salazar
- TASKS:**
 - User Account Access
 - Delete User
 - Reset Password** (highlighted)
 - Mail Forwarding
 - Manage User Mailbox
 - Manage Email Addresses
 - Modify User Group
 - Change Organization Info
 - Change Contact Info
 - Rename User

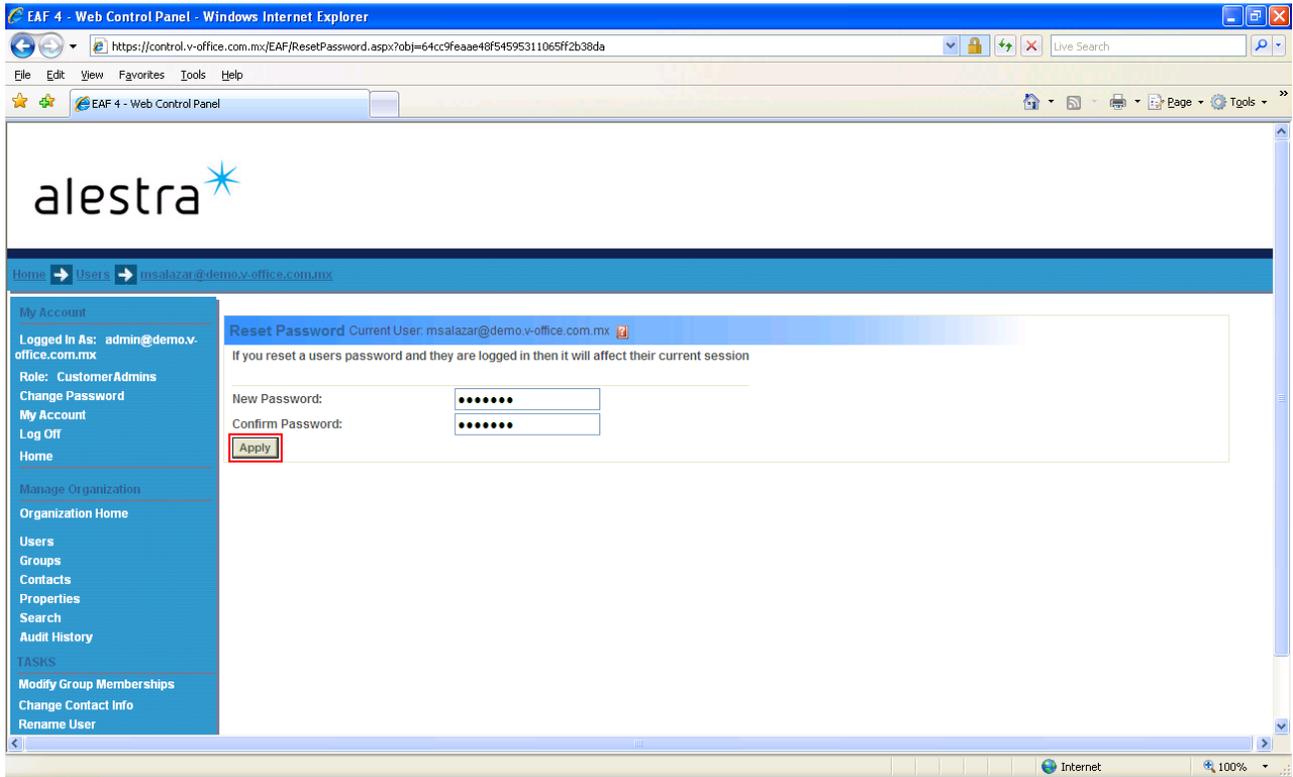
- d) Ingresar la nueva contraseña y confirmarla

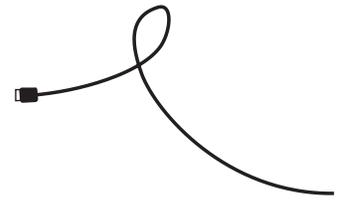
[Alestra SmartBusiness eMail]



e) Click “Apply”

Nota: Si la sesión del usuario está abierta al momento del cambio de la contraseña, éste tomará efecto una vez que se reinicie la sesión





1.5 Renombrar Usuario

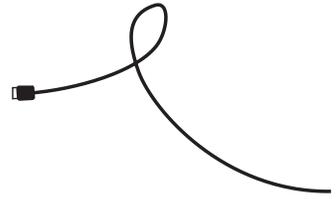
- Click "Users" del menú izquierdo, sección Manage Organization
- Click sobre el usuario al que se desea renombrar
- Click "Rename User" de la sección Tasks

The screenshot shows the 'Manage User' page for user 'msalazar@demo.v-office.com.mx'. The left sidebar has a 'TASKS' section with 'Rename User' highlighted. The main content area displays user properties and contact information.

User Properties	
User Status	Enabled
User Mailbox Status	Enabled
Mailbox Usage	0Mb (0%) / 190Mb
Mail Forwarding Recipient	Disabled
Hide Address	No

Contact Info	
Display Name	MSalazar
First Name	Martha
Middle Name	L
Last Name	Salazar
Initials	MLSC
Address	Dirección temporal
City	Sa Nicolas
State/Province	Nuevo León
Zip Code	66450
Country	MX
Home Phone	(81)87486100
Work Phone	(81)87486100
Fax	NA
Mobile	NA
Description	Martha Salazar

[Alestra SmartBusiness eMail]



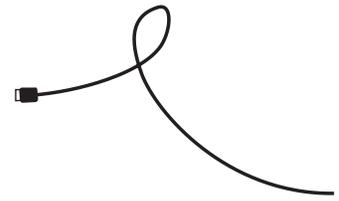
- d) Asignar el nuevo nombre en los campos “CN Name” y “User Principal Name”
- e) Click “Apply”

Nota: Al renombrar al usuario, lo que se está haciendo es cambiando la cuenta con la que accesa a su correo (ya sea vía web ó mediante Outlook), sin embargo, el buzón seguirá siendo la cuenta que inicialmente se dio de alta. No es posible cambiar el buzón, en este caso se tendrá que eliminar y crear uno nuevo.

The screenshot shows a web browser window titled "EAF 4 - Web Control Panel - Windows Internet Explorer". The address bar shows the URL: <https://control.v-office.com.mx/EAF/RenameUser.aspx?obj=64cc9feaae48f54595311065ff2b38da>. The page displays the Alestra logo and a navigation menu on the left. The main content area is titled "Rename User" and shows the current user as "msalazar@demo.v-office.com.mx". The form contains the following fields:

CN Name	<input type="text" value="martha"/>	@	<input type="text" value="demo.v-office.com.mx"/>
User Principal Name	<input type="text" value="martha"/>	@	<input type="text" value="demo.v-office.com.mx"/>
SAM Account Name	<input type="text" value="msalazar_demo.v-offi"/>		

Below the form is an "Apply" button, which is highlighted with a red box in the original image.

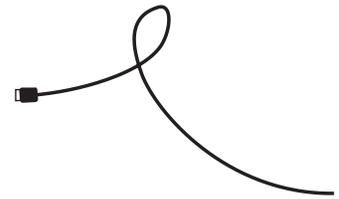


1.6 Modificar grupo de usuario

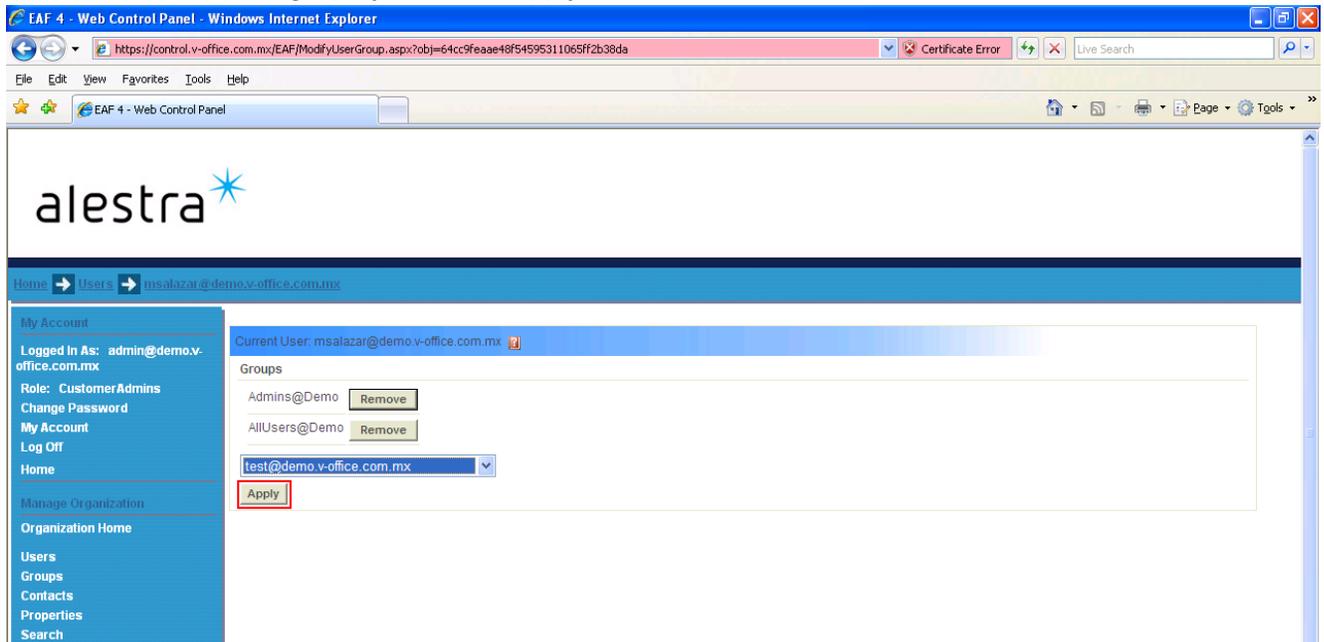
- Click "Users" del menú izquierdo, sección Manage Organization
- Click sobre el usuario al que se desea agregar ó eliminar de un grupo
- Click "Modify User Group" de la sección Tasks

The screenshot shows the 'Manage User' interface. The left sidebar contains a navigation menu with the following items: My Account, Manage Organization, Users, Groups, Contacts, Properties, Search, Audit History, TASKS, User Account Access, Delete User, Reset Password, Mail Forwarding, Manage User Mailbox, Manage Email Addresses, **Modify User Group** (highlighted in red), Change Organization Info, Change Contact Info, and Rename User. The main content area is divided into two sections: 'User Properties' and 'Contact Info'. The 'User Properties' section includes fields for User Status (Enabled), User Mailbox Status (Enabled), Mailbox Usage (0Mb / 190Mb), Mail Forwarding Recipient (Disabled), and Hide Address (No). The 'Contact Info' section includes fields for Display Name (MSalazar), First Name (Martha), Middle Name (-- not present --), Last Name (Salazar), Initials (-- not present --), Address (-- not present --), City (-- not present --), State/Province (-- not present --), Zip Code (-- not present --), Country (-- not present --), Home Phone (-- not present --), Work Phone (-- not present --), Fax (-- not present --), Mobile (-- not present --), Description (Martha Salazar), and Locked Out User (No).

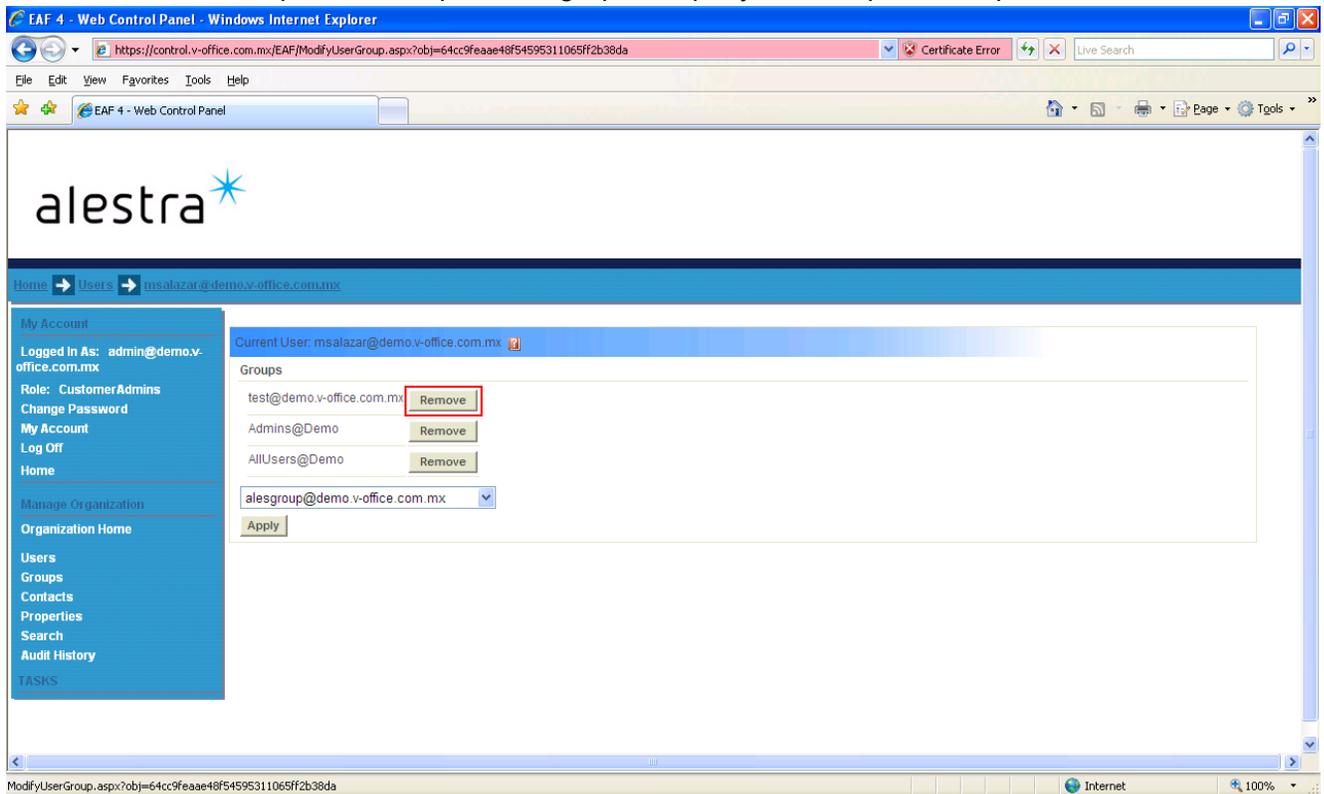
[Alestra SmartBusiness eMail]

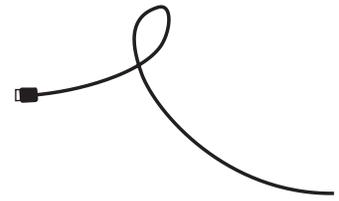


- d) Si lo que se requiere es agregar a un usuario a algún grupo, se deberá seleccionar el nombre del grupo y click en “Apply”



- e) Si lo que se requiere es eliminar de algún grupo al usuario, se deberá presionar el botón “Remove” que le corresponda al grupo de que ya no se quiere ser parte.





1.7 Cambiar información de Organización del Usuario

- Click "Users" del menú izquierdo, sección Manage Organization
- Click sobre el usuario al que se desea cambiar la información
- Click "Change Organization Info" de la sección Tasks

The screenshot shows a web browser window titled "EAF 4 - Web Control Panel - Windows Internet Explorer". The address bar shows the URL: <https://control.v-office.com.mx/EAF/ManageUser.aspx?obj=64cc9feaae48f54595311065ff2b38da>. The page content is as follows:

My Account
Logged In As: admin@demo.v-office.com.mx
Role: Customer Admins
Change Password
My Account
Log Off
Home

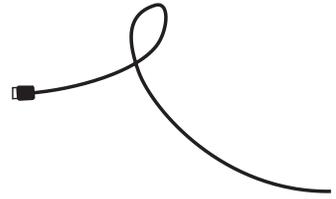
Manage Organization
Organization Home
Users
Groups
Contacts
Properties
Search
Audit History

TASKS
User Account Access
Delete User
Reset Password
Mail Forwarding
Manage User Mailbox
Manage Email Addresses
Modify User Group
Change Organization Info
Change Contact Info
Rename User

Manage User Current User: msalazar@demo.v-office.com.mx

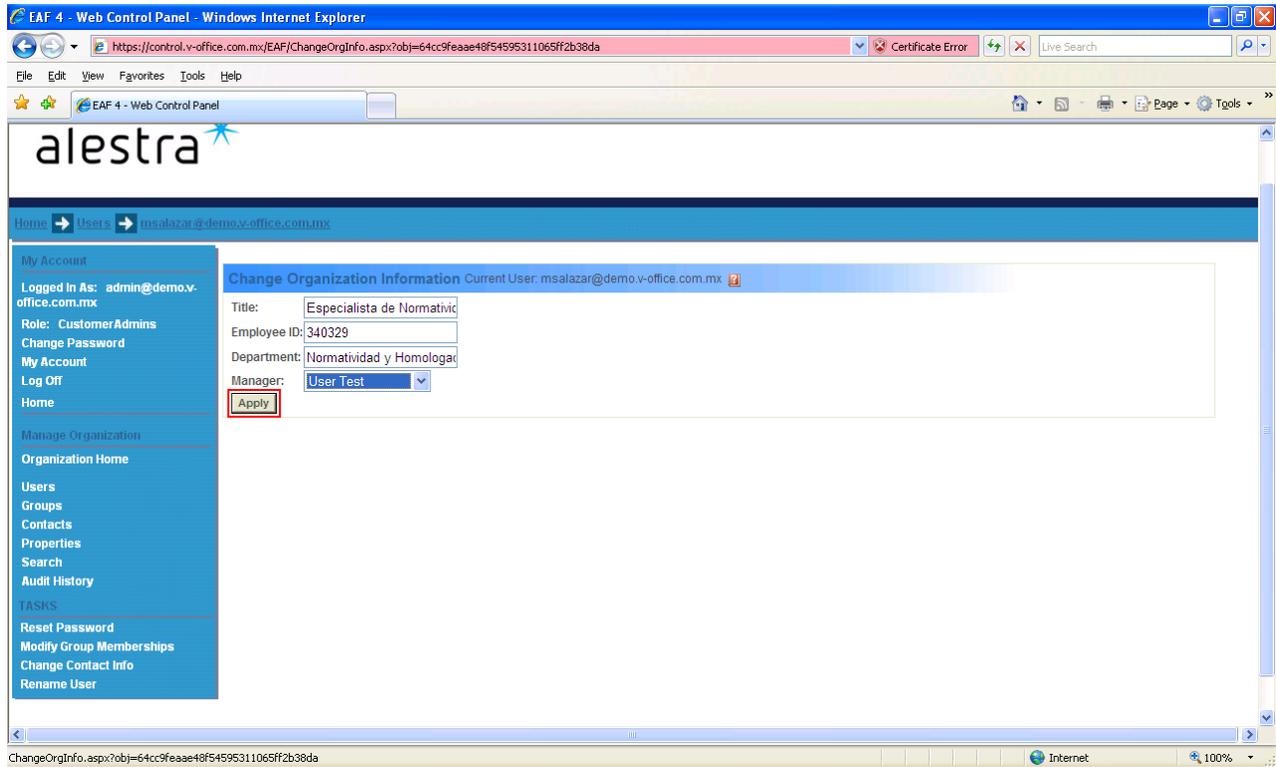
Section	Property	Value
User Properties	User Status	Enabled
	User Mailbox Status	Enabled
	Mailbox Usage	0Mb (0%) <input type="text"/> 190Mb
	Mail Forwarding Recipient	Disabled
Contact Info	Hide Address	No
	Display Name	MSalazar
	First Name	Martha
	Middle Name	-- not present --
	Last Name	Salazar
	Initials	-- not present --
	Address	-- not present --
	City	-- not present --
	State/Province	-- not present --
	Zip Code	-- not present --
	Country	-- not present --
Home Phone	-- not present --	
Work Phone	-- not present --	
Fax	-- not present --	
Mobile	-- not present --	
Description	Martha Salazar	

[Alestra SmartBusiness eMail]

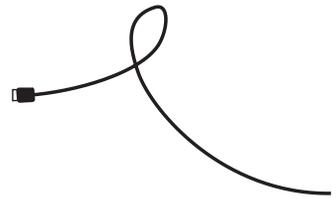


d) Llenar los campos y click en “Apply”

- Title: Título del empleado.
- Employee ID: ID del empleado, ej: número de empleado.
- Department: Departamento en el que está.
- Manager: Quien es su jefe.



[Alestra SmartBusiness eMail]

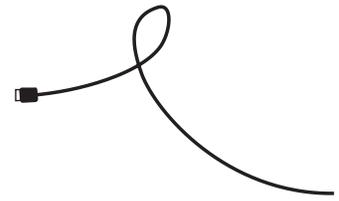


e) Cuando haya realizado la ultima operación, la información que capturo se mostrará en la información del usuario.

The screenshot shows a web browser window titled "EAF 4 - Web Control Panel - Windows Internet Explorer". The address bar shows a URL from control.v-office.com.mx. The page content includes a left-hand navigation menu with options like "Search", "Audit History", and "User Account Access". The main content area displays user details for "Martha Salazar", including fields for Address, City, State/Province, Zip Code, Country, Home Phone, Work Phone, Fax, Mobile, and Description. A red rectangular box highlights the "Org Info" section, which contains the following data:

Title	Especialista de Normatividad
Department	Normatividad y Homologación
Employee Id	340329
Manager	User Test

Below the "Org Info" section, there are sections for "Group Membership" (listing "Test", "Admins@Demo", and "AllUsers@Demo") and "Email Addresses" (listing "msalazar@demo.v-office.com.mx").



1.8 Cambiar información para Contacto

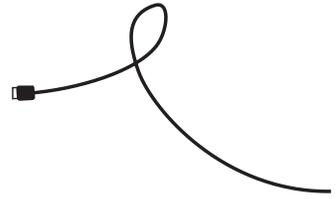
- a) Click "Users" del menú izquierdo, sección Manage Organization
- b) Click sobre el usuario al que se desea cambiar la información
- c) Click "Change Contact Info" de la sección Tasks

The screenshot shows the 'Manage User' page for user 'msalazar@demo.v-office.com.mx'. The 'Contact Info' section contains the following data:

Display Name	MSalazar
First Name	Martha
Middle Name	-- not present --
Last Name	Salazar
Initials	-- not present --
Address	-- not present --
City	-- not present --
State/Province	-- not present --
Zip Code	-- not present --
Country	-- not present --
Home Phone	-- not present --
Work Phone	-- not present --
Fax	-- not present --
Mobile	-- not present --
Description	Martha Salazar

- d) Llenar los campos y click en "Apply"
 - Template: No aplica, se queda con el default
 - Display Name
 - First Name
 - Middle Name
 - Last Name
 - Initials
 - Address
 - City
 - State/Province
 - Zip/Postal Code
 - Country
 - Home Phone
 - Work Phone
 - Fax

[Alestra SmartBusiness eMail]



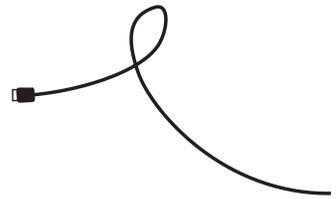
- Mobile Phone
- Description

Change Contact Info Current User: msalazar@demo.v-office.com.mx

Template:	None
Display Name	MSalazar
First Name	Martha
Middle Name	L
Last Name	Salazar
Initials	MLSC
Address	Dirección temporal
City	Sa Nicolas
State/Province	Nuevo León
Zip/Postal Code	66450
Country	Mexico
Home Phone	(81)87486100
Work Phone	4051
Fax	NA
Mobile Phone	NA
Description	Martha Salazar

Apply

[Alestra SmartBusiness eMail]



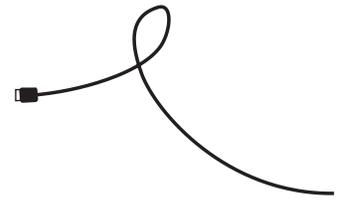
- e) Cuando haya realizado la ultima operación, la información que capturo se mostrará en la información del usuario.

The screenshot shows a web browser window titled "EAF 4 - Web Control Panel - Windows Internet Explorer". The address bar shows the URL "https://control.v-office.com.mx/EAF/ManageUser.aspx?obj=64cc9feaaa48f54595311065ff2b38da". The page content is divided into a left sidebar and a main content area. The sidebar contains navigation links for "My Account", "Manage Organization", "Users", "Groups", "Contacts", "Properties", "Search", "Audit History", and "TASKS". The main content area is titled "Manage User: Current User: msalazar@demo.v-office.com.mx" and contains two sections: "User Properties" and "Contact Info". The "User Properties" section includes fields for "User Status" (Enabled), "User Mailbox Status" (Enabled), "Mailbox Usage" (0Mb (0%) / 190Mb), "Mail Forwarding Recipient" (Disabled), and "Hide Address" (No). The "Contact Info" section is highlighted with a red box and includes fields for "Display Name" (MSalazar), "First Name" (Martha), "Middle Name" (L), "Last Name" (Salazar), "Initials" (MLSC), "Address" (Dirección temporal), "City" (Sa Nicolas), "State/Province" (Nuevo León), "Zip Code" (66450), "Country" (MX), "Home Phone" ((81)87486100), "Work Phone" ((81)87486100), "Fax" (NA), "Mobile" (NA), and "Description" (Martha Salazar). Below this section is a "Locked Out" field with the value "No".

User Properties		
User Status		Enabled
User Mailbox Status		Enabled
Mailbox Usage	0Mb (0%)	190Mb
Mail Forwarding Recipient		Disabled
Hide Address		No

Contact Info		
Display Name		MSalazar
First Name		Martha
Middle Name		L
Last Name		Salazar
Initials		MLSC
Address		Dirección temporal
City		Sa Nicolas
State/Province		Nuevo León
Zip Code		66450
Country		MX
Home Phone		(81)87486100
Work Phone		(81)87486100
Fax		NA
Mobile		NA
Description		Martha Salazar

Locked Out		No
------------	--	----



2 Reenvío de correos

Para configurar el reenvío de correos, es necesario que primero se agregue un contacto, una vez que se tiene el contacto, se deben seguir estos pasos:

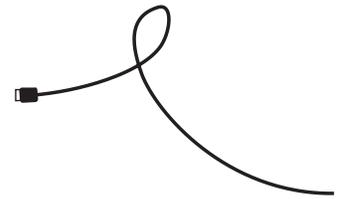
- a) Click “Users” del menú izquierdo, sección Manage Organization
- b) Click sobre el usuario al que se desea configurar el reenvío de correos
- c) Click “Mail Forwarding” de la sección Tasks

The screenshot shows the 'Manage User' page for user 'msalazar@demo.v-office.com.mx'. The left sidebar contains a 'TASKS' section with 'Mail Forwarding' highlighted. The main content area is divided into 'User Properties' and 'Contact Info'.

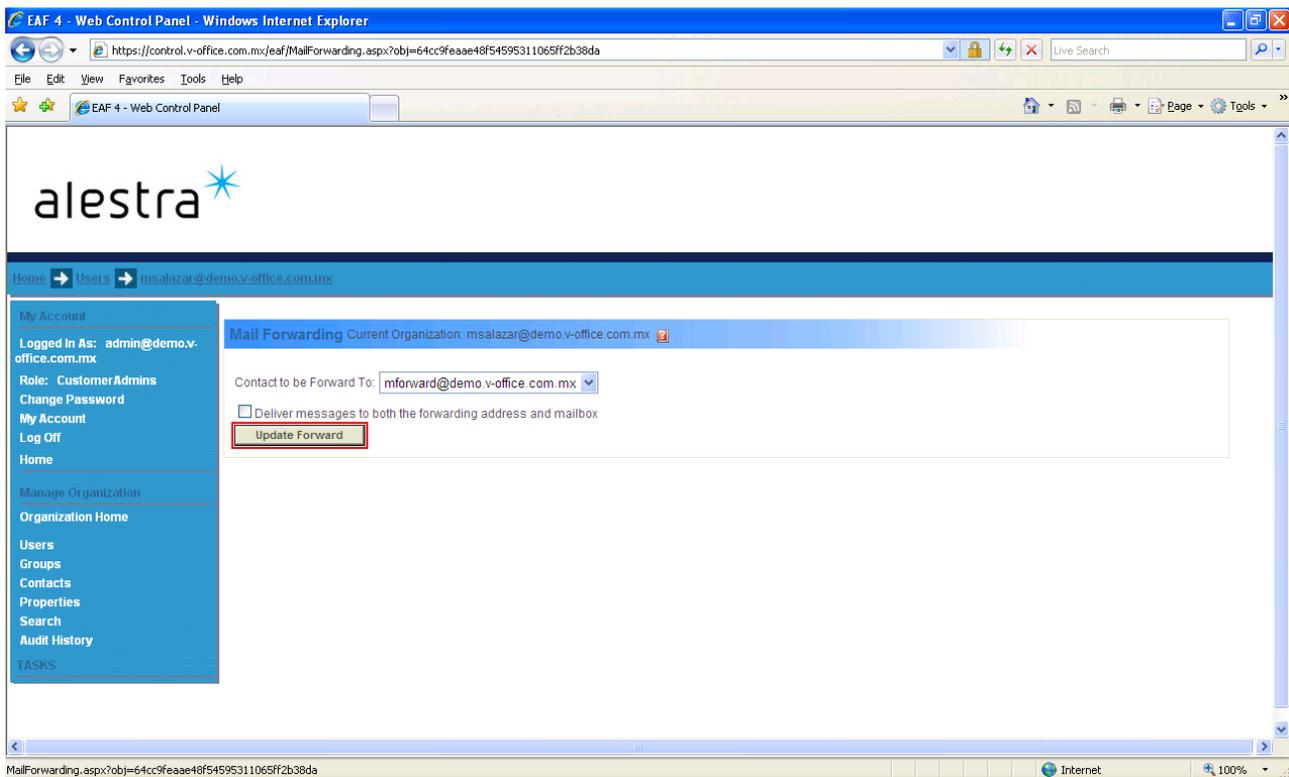
User Properties	
User Status	Enabled
User Mailbox Status	Enabled
Mailbox Usage	0Mb (0%) / 190Mb
Mail Forwarding Recipient	Disabled
Hide Address	No

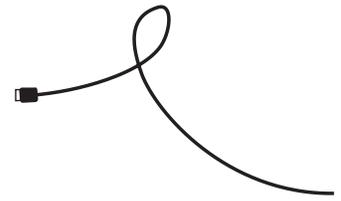
Contact Info	
Display Name	MSalazar
First Name	Martha
Middle Name	L
Last Name	Salazar
Initials	MLSC
Address	Dirección temporal
City	Sa Nicolas
State/Province	Nuevo León
Zip Code	66450
Country	MX
Home Phone	(81)87486100
Work Phone	(81)87486100
Fax	NA
Mobile	NA
Description	Martha Salazar
Locked Out	No

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- d) Seleccionar el contacto (previamente creado) al que se le desean reenviar los correos y click "Update Forward"
- Al habilitar la opción "Deliver messages to both the forwarding address and mailbox", los correos enviados al usuario llegarán tanto a él mismo, como al correo configurado en el contacto que se seleccionó para el reenvío, de lo contrario, solo le llegarán al contacto y no al usuario al que realmente le están enviando los correos.
 - Para deshabilitar mail forwarding, se deberá eliminar el contacto al que se está haciendo referencia.

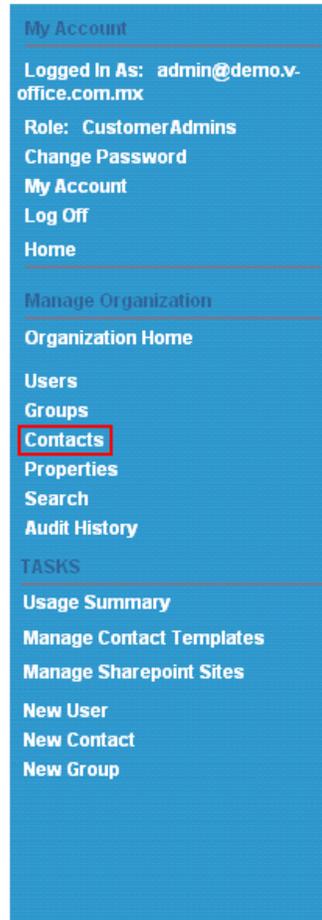




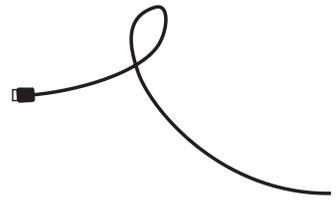
3 Contactos

3.1 Agregar contacto

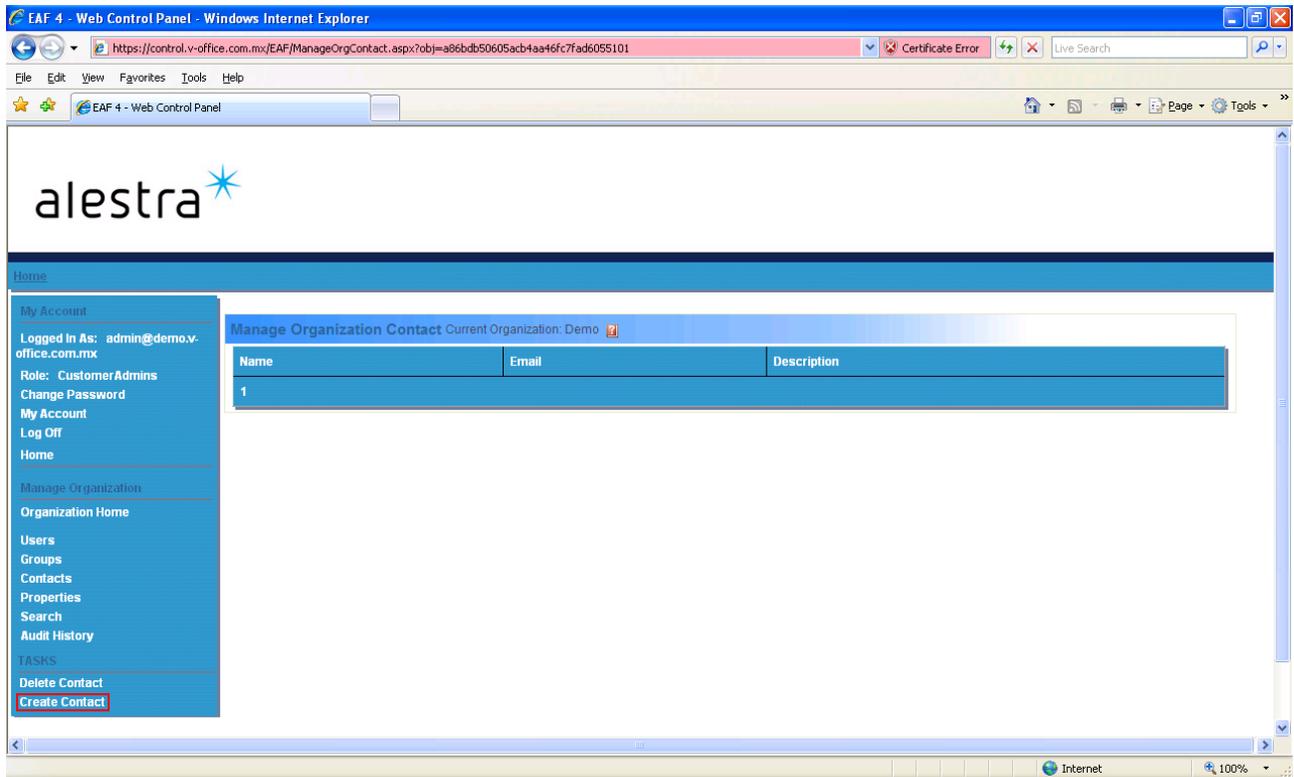
- a) Click “Contacts” del menú izquierdo, sección Manage Organization



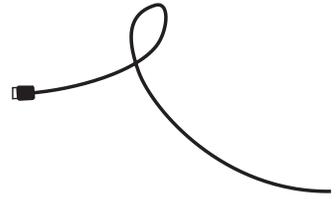
[Alestra SmartBusiness eMail]



b) Click "Create Contact" de la sección Tasks



[Alestra SmartBusiness eMail]

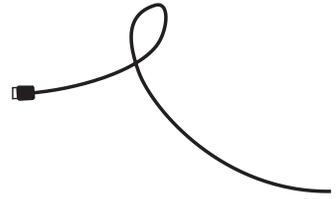


- c) Llenar los detalles del nuevo contacto y click "Apply"
- Contact Name: En este campo no se puede utilizar el nombre de algún usuario existente.
 - First Name
 - Last Name
 - Display Name
 - Email Address: A esta dirección se reenviarán los mensajes si se configura la sección de "Mail forwarding"

The screenshot shows a web browser window titled "EAF 4 - Web Control Panel - Windows Internet Explorer". The address bar shows the URL: <https://control.v-office.com.mx/EAF/newcontact.aspx?obj=a86bdb50605acb4aa46fc7fad6055101>. The page content includes the Alestra logo and a navigation menu on the left. The main content area is titled "Create Contact" and contains the following form fields:

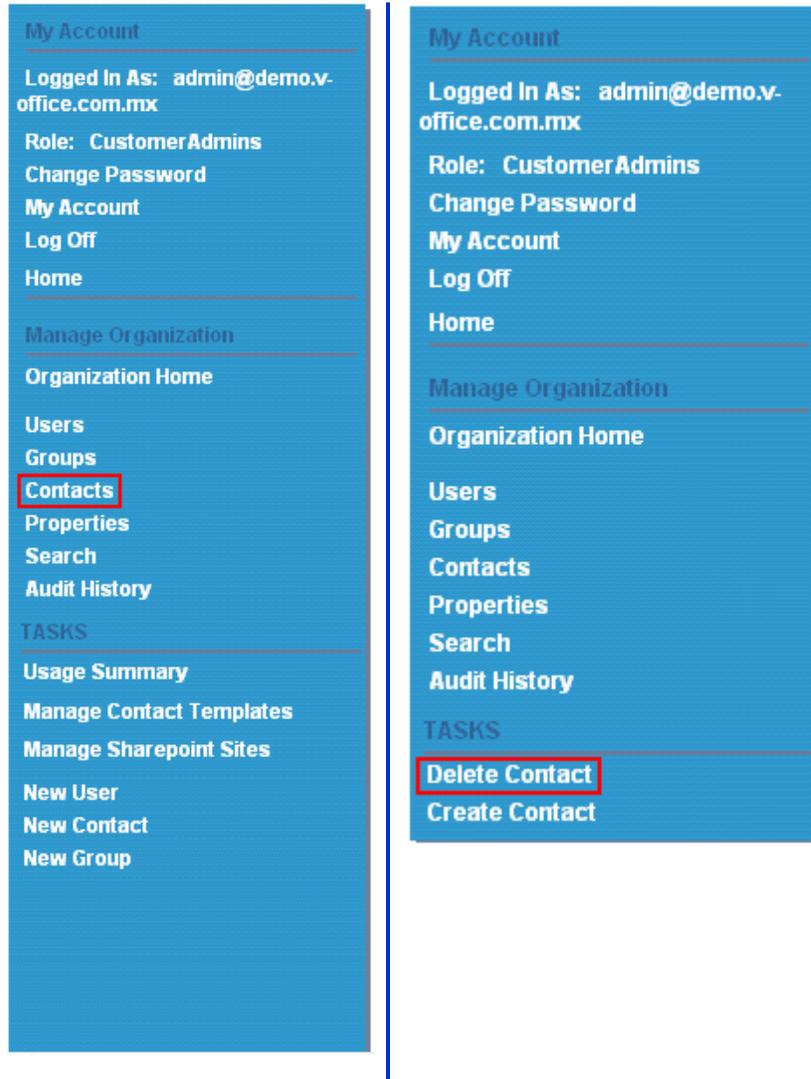
- Contact Name: mforward @ demo.v-office.com.mx
- First Name: Martha
- Last Name: Forwarding
- Display Name: forward
- Email Address: mlsalazar@att.net.mx

The "Apply" button is highlighted with a red box.

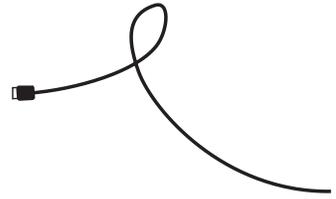


3.2 Eliminar Contacto

- a) Click "Contacts" del menú izquierdo, sección Manage Organization
- b) Click "Delete Contact" de la sección Tasks

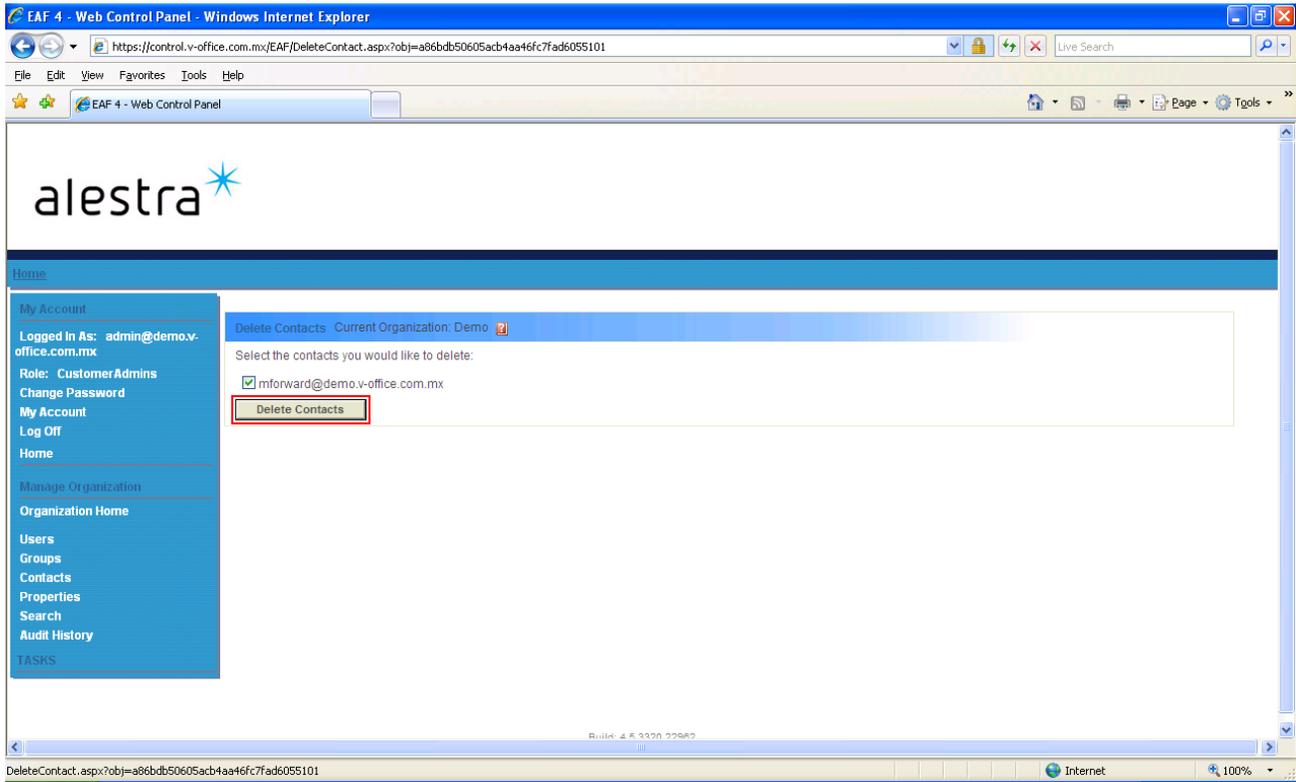


[Alestra SmartBusiness eMail]

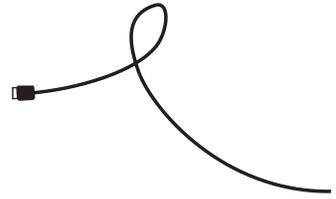


c) Seleccionar el(los) contacto(s) que se desea(n) eliminar y click “Delete Contacts”

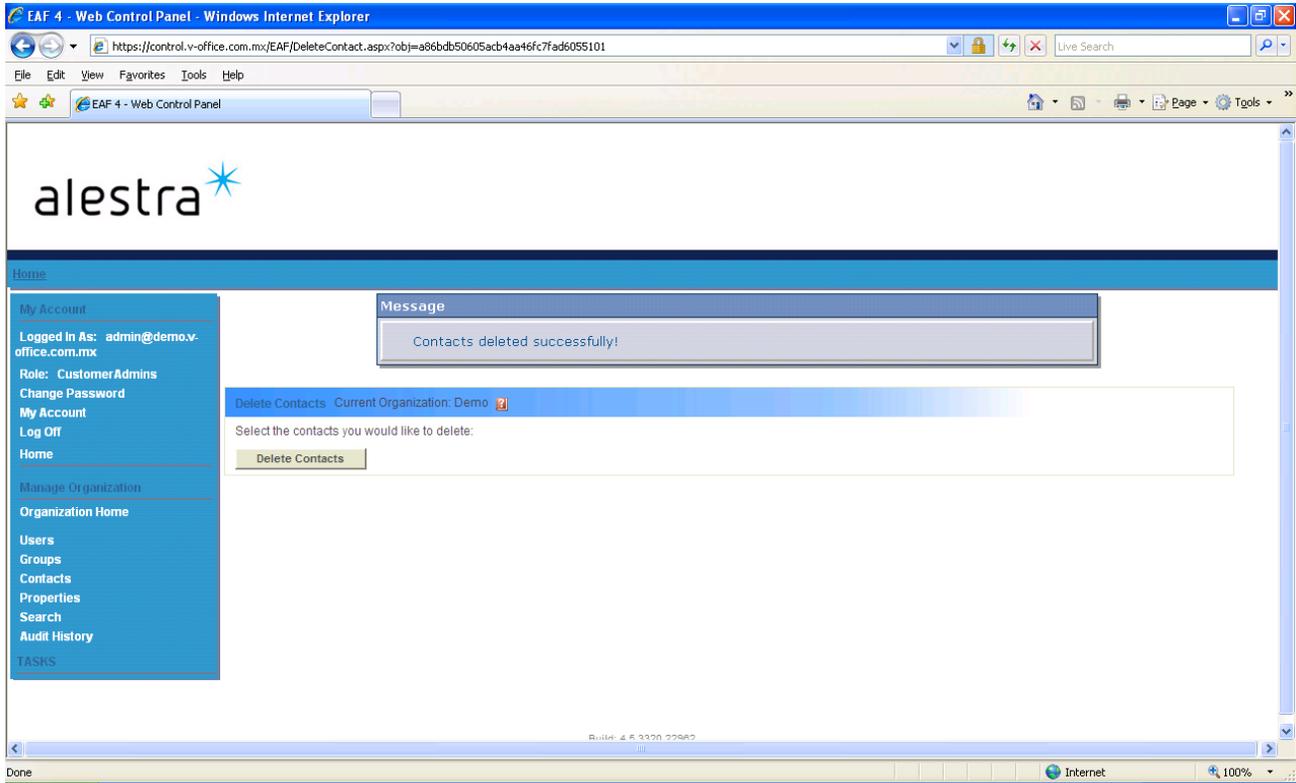
Nota: Al eliminar el contacto, si éste estaba siendo utilizado para mail forwarding, automáticamente deja de existir esta configuración y ya no se reenviarán los correos.

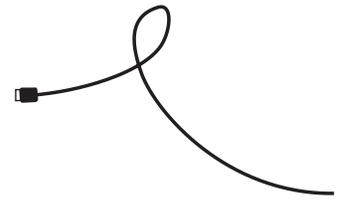


[Alestra SmartBusiness eMail]



d) Si la operación fue exitosa, aparecerá el siguiente mensaje de confirmación:





3.3 Renombrar Contacto

a) Click "Contacts" del menú izquierdo, sección Manage Organization

My Account

Logged In As: admin@demo.v-office.com.mx
Role: CustomerAdmins
Change Password
My Account
Log Off
Home

Manage Organization

Organization Home

Users
Groups
Contacts
Properties
Search
Audit History

TASKS

Usage Summary
Manage Contact Templates
Manage Sharepoint Sites
New User
New Contact
New Group

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Home

My Account
Logged In As: admin@demo.v-office.com.mx
Role: CustomerAdmins
Change Password
My Account
Log Off
Home

Manage Organization
Organization Home

Users
Groups
Contacts
Properties
Search
Audit History

TASKS
Delete Contact
Create Contact

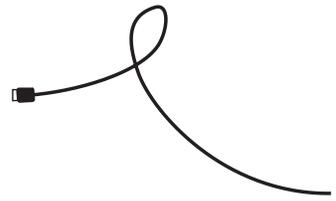
Manage Organization Contact Current Organization: Demo

Name	Email	Description
mforward@demo.v-office.com.mx	mforward@demo.v-office.com.mx	

1

https://control.v-office.com.mx/leaf/ManageContact.aspx?obj=7da7520e5d41b04fb9459c30b3c8b86ce

[Alestra SmartBusiness eMail]



b) Click sobre el contacto al que se desea renombrar

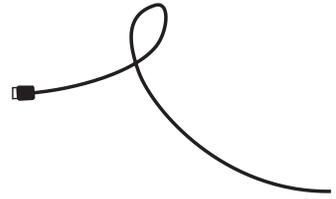
The screenshot shows the 'Manage Contact' page for the contact 'mforward@demo.v-office.com.mx'. The left sidebar contains the following navigation options:

- My Account
 - Logged In As: admin@demo.v-office.com.mx
 - Role: Customer Admins
 - Change Password
 - My Account
 - Log Off
 - Home
- Manage Organization
 - Organization Home
 - Users
 - Groups
 - Contacts
 - Properties
 - Search
 - Audit History
- TASKS
 - Rename Contact** (highlighted in red)
 - Modify Contact
 - Delete Contact

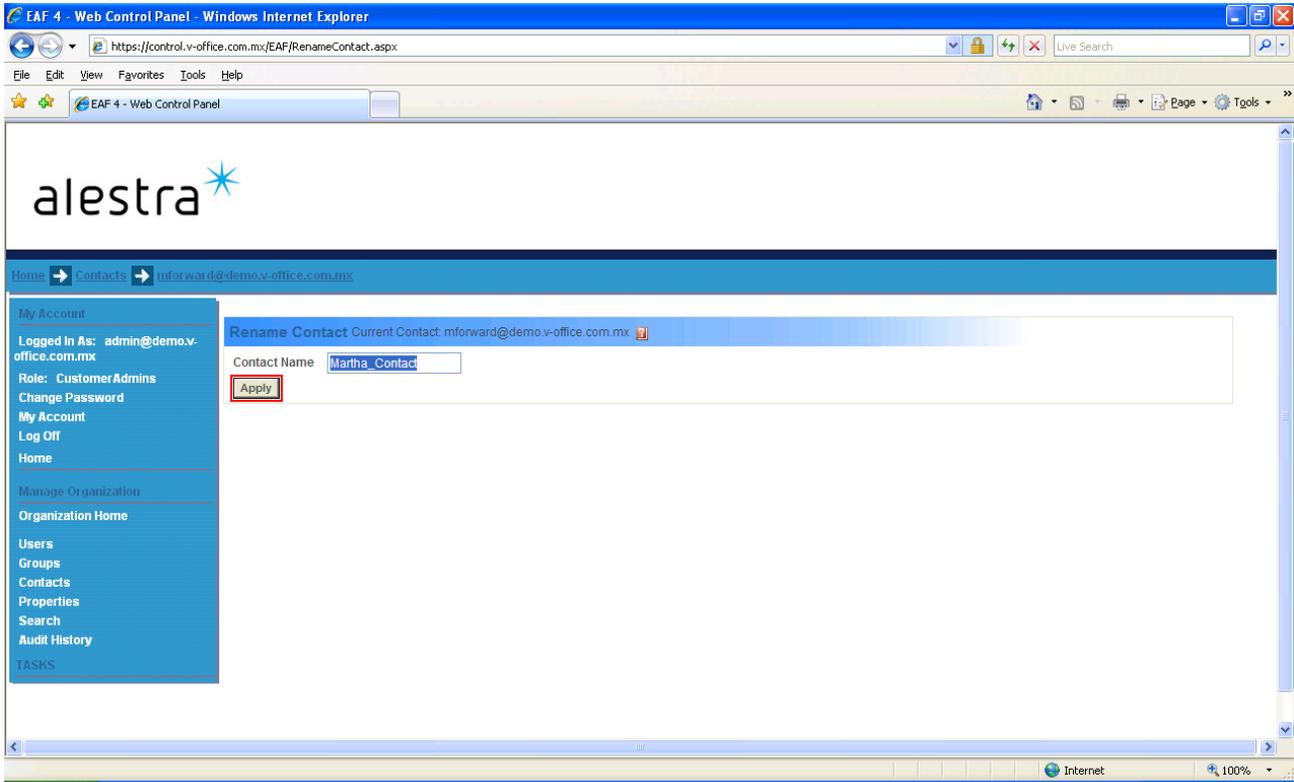
The main content area displays the following contact details:

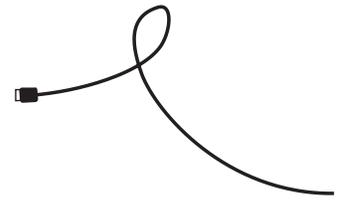
- User Principal Name: mforward@demo.v-office.com.mx
- First Name: Martha
- Last Name: Forwarding
- Display Name: forward
- Email Address: galvarez@demo.v-office.com.mx
- Hide Contact from: No
- Address List:

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c) Ingresar el nuevo nombre del contacto y click “Apply”





3.4 Modificar Contacto

- a) Click "Contacts" del menú izquierdo, sección Manage Organization
- b) Click sobre el contacto al que se desea modificar

My Account

Logged In As: admin@demo.v-office.com.mx
Role: CustomerAdmins
Change Password
My Account
Log Off
Home

Manage Organization

Organization Home

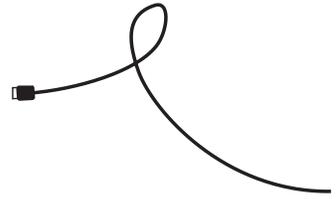
Users
Groups
Contacts
Properties
Search
Audit History

TASKS

Usage Summary
Manage Contact Templates
Manage Sharepoint Sites
New User
New Contact
New Group

Name	Email	Description
mforward@demo.v-office.com.mx	mforward@demo.v-office.com.mx	

[Alestra SmartBusiness eMail]



c) Click "Modify Contact" de la sección Tasks

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Home → Contacts → mforward@demo.v-office.com.mx

My Account
Logged In As: admin@demo.v-office.com.mx
Role: Customer Admins
Change Password
My Account
Log Off
Home

Manage Organization
Organization Home
Users
Groups
Contacts
Properties
Search
Audit History

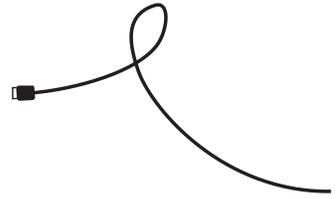
TASKS
Rename Contact
Modify Contact
Delete Contact

Manage Contact Current Contact: mforward@demo.v-office.com.mx

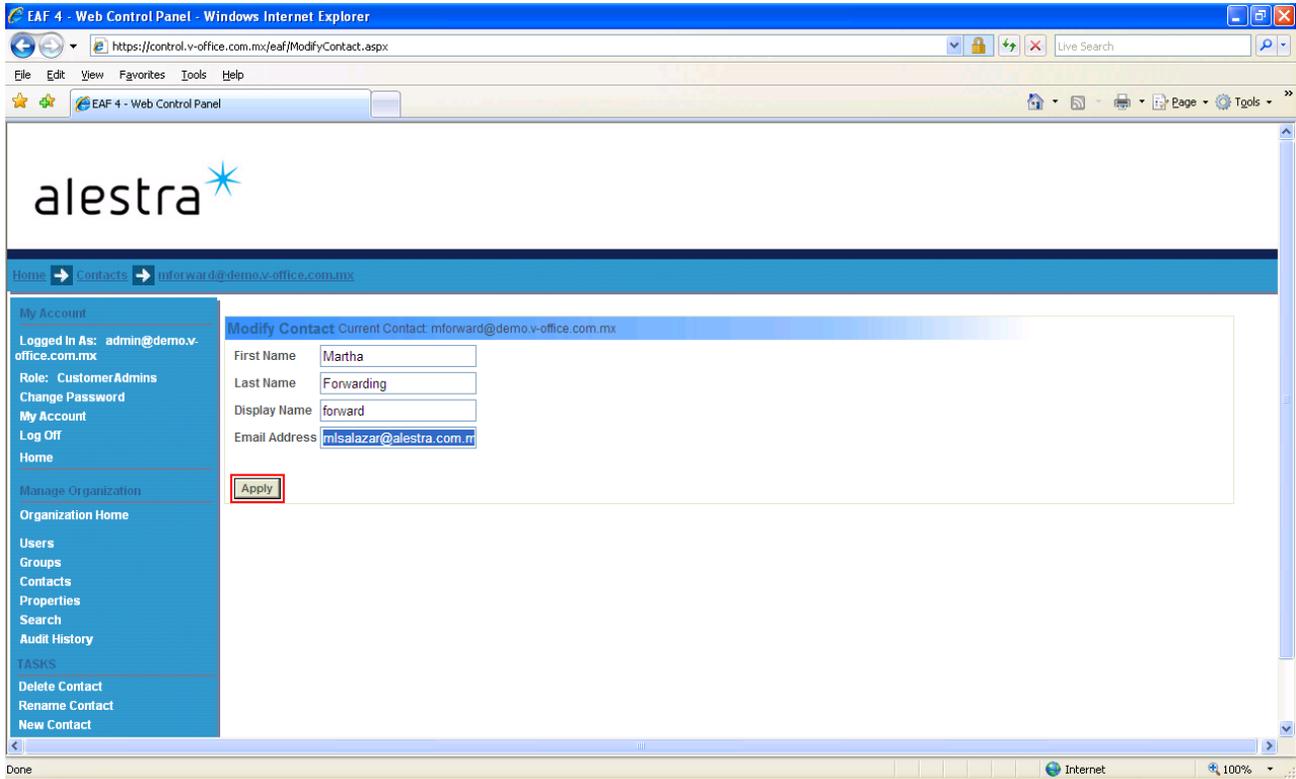
User Principal Name: mforward@demo.v-office.com.mx
First Name: Martha
Last Name: Forwarding
Display Name: forward
Email Address: mlsalazar@att.net.mx
Hide Contact from Address List: No

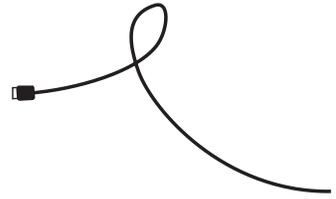
https://control.v-office.com.mx/leaf/ModifyContact.aspx

[Alestra SmartBusiness eMail]



d) Realizar el cambio necesario y click "Apply"





4 Grupos (Lista de distribución)

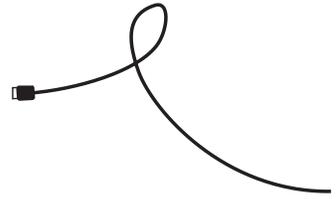
4.1 Agregar grupo

- Click "Groups" del menú izquierdo, sección Manage Organization
- Click "New Group" de la sección Tasks

The image displays two side-by-side screenshots of the Alestra SmartBusiness eMail user interface, both for a user logged in as 'admin@demo.v-office.com.mx' with the role of 'CustomerAdmins'. The left screenshot shows the 'Manage Organization' menu with 'Groups' highlighted in red. The right screenshot shows the 'TASKS' menu with 'New Group' highlighted in red.

Section	Item
My Account	Logged In As: admin@demo.v-office.com.mx
My Account	Role: CustomerAdmins
My Account	Change Password
My Account	My Account
My Account	Log Off
My Account	Home
Manage Organization	Organization Home
Users	Groups
Users	Contacts
Users	Properties
Users	Search
Users	Audit History
TASKS	Usage Summary
TASKS	Manage Contact Templates
TASKS	Manage Sharepoint Sites
TASKS	New User
TASKS	New Contact
TASKS	New Group

[Alestra SmartBusiness eMail]



c) Llenar los campos y click "Apply"

- Name: Nombre del grupo
- Display Name: Nombre con el que aparecerá la lista en la libreta de direcciones
- Description:
- Managed By: Usuario que administrará el grupo.

Nota: Al eliminar el contacto, si éste estaba siendo utilizado para mail forwarding, automáticamente deja de existir esta configuración y ya no se reenviarán los correos.

Create Group Current Organization: Demo

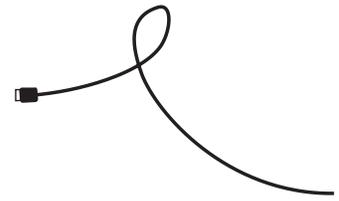
Name: GrupoDemo @ demo.v-office.com.mx

Display Name: Grupo Demo

Description: Grupo Demo

Managed By: msalazar@demo.v-office.com.mx

Create



4.2 Habilitar Grupos

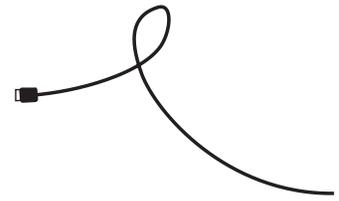
a) Click "Groups" del menú izquierdo, sección Manage Organization

Name	Display Name	Email	Description
Admins@Demo			
alesgrupo@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

b) Seleccionar el grupo que se desea habilitar

[Alestra SmartBusiness eMail]



- c) Click "Mail Enable/Disable Group" de la sección Tasks
- d) Click "Mail Enable Group"
 - Esta característica creará un correo para la lista de distribución y al ser enviado un mensaje a éste, les llegará a los miembros que se agreguen al grupo

My Account

Logged In As: **admin@demo.v-office.com.mx**

Role: CustomerAdmins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

TASKS

Delete Group

Mail Enable/Disable Group

Modify Group

Manage Group Members

EAF 4 - Web Control Panel - Windows Internet Explorer

https://control.v-office.com.mx/EAF/MailEnableGroup.aspx

File Edit View Favorites Tools Help

EAF 4 - Web Control Panel

alestra

Home > Groups > GrupoDemo@demo.v-office.com.mx

My Account

Logged In As: admin@demo.v-office.com.mx

Role: CustomerAdmins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

TASKS

Mail Enable/Disable Group Current Group: GrupoDemo@demo.v-office.com.mx

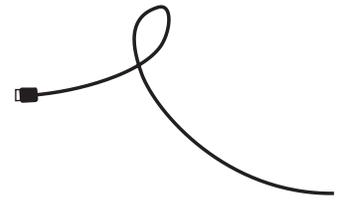
Click here to mail enable this group and allow users to send auto "Out of Office" from the group

Click here to mail disable this group

Mail Enable Group

Mail Disable Group

MailEnableGroup.aspx



4.3 Deshabilitar grupos

- a) Click "Groups" del menú izquierdo, sección Manage Organization
- b) Seleccionar el grupo que se desea deshabilitar

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: **CustomerAdmins**

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

Groups

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

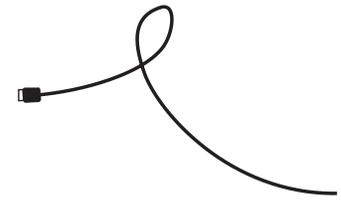
[New Group](#)

Manage Organization Groups Current Organization: Demo

Name	Display Name	Email	Description
Admins@Demo			
alesgroup@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

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- c) Click "Mail Enable/Disable Group" de la sección Tasks
- d) Click "Mail Disable Group"

My Account

Logged In As: admin@demo.v-office.com.mx

Role: CustomerAdmins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

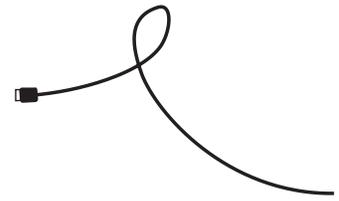
TASKS

Delete Group

Mail Enable/Disable Group

Modify Group

Manage Group Members



4.4 Eliminar grupo

- Click "Groups" del menú izquierdo, sección Manage Organization
- Seleccionar el grupo que se desea eliminar

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: **CustomerAdmins**

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

Groups

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

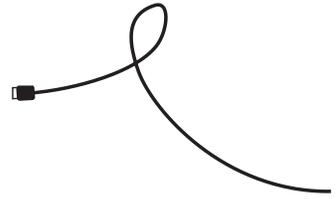
[New Group](#)

Manage Organization Groups Current Organization: Demo ?

Name	Display Name	Email	Description
Admins@Demo			
alesgroup@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

[Alestra SmartBusiness eMail]



- c) Click "Mail Enable/Disable Group" de la sección Tasks
- d) Click "Confirm Delete" para eliminar el grupo

My Account

Logged In As: admin@demo.v-office.com.mx
Role: Customer Admins
Change Password
My Account
Log Off
Home

Manage Organization

Organization Home

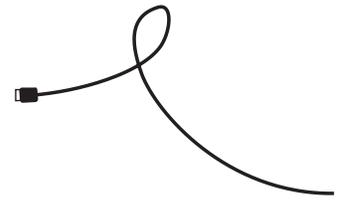
Users
Groups
Contacts
Properties
Search
Audit History

TASKS

- Delete Group**
- Mail Enable/Disable Group
- Modify Group
- Manage Group Members

Delete Group Current Group: GrupoDemo@demo.v-office.com.mx ?

Confirm Delete



4.5 Modificar grupo

- a) Click "Groups" del menú izquierdo, sección Manage Organization
- b) Seleccionar el grupo que se desea modificar

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: **CustomerAdmins**

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

Groups

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

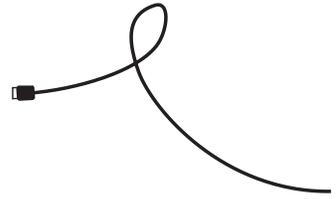
[New Group](#)

Manage Organization Groups Current Organization: Demo ?

Name	Display Name	Email	Description
Admins@Demo			
alesgroup@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

[Alestra SmartBusiness eMail]



- c) Click “Modify Group” de la sección Tasks
- d) Hacer los cambios en los campos que se necesiten y click “Apply”

My Account

Logged In As: admin@demo.v-office.com.mx

Role: CustomerAdmins

Change Password

My Account

Log Off

Home

Manage Organization

Organization Home

Users

Groups

Contacts

Properties

Search

Audit History

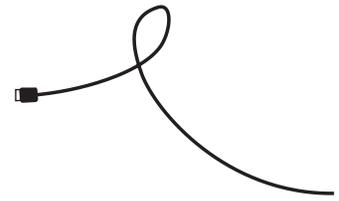
TASKS

Delete Group

Mail Enable/Disable Group

Modify Group

Manage Group Members



4.6 Agregar usuarios al grupo

- a) Click "Groups" del menú izquierdo, sección Manage Organization
- b) Seleccionar el grupo que se desea administrar

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: **CustomerAdmins**

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

Groups

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

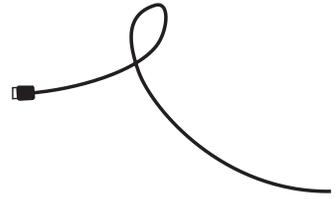
[New Group](#)

Manage Organization Groups Current Organization: Demo ?

Name	Display Name	Email	Description
Admins@Demo			
alesgroup@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

[Alestra SmartBusiness eMail]

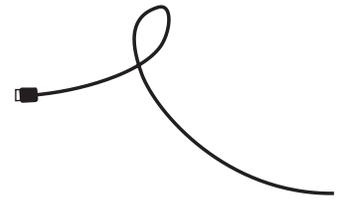


- c) Click “Manage Grupo Members” de la sección Tasks
- d) Seleccionar el usuario que se desea agregar y click “Add Member”

The screenshot displays the Alestra SmartBusiness eMail interface. On the left is a blue sidebar menu with the following sections:

- My Account**
 - Logged In As: admin@demo.v-office.com.mx
 - Role: Customer Admins
 - Change Password
 - My Account
 - Log Off
 - Home
- Manage Organization**
 - Organization Home
 - Users
 - Groups
 - Contacts
 - Properties
 - Search
 - Audit History
- TASKS**
 - Delete Group
 - Mail Enable/Disable Group
 - Modify Group
 - Manage Group Members** (highlighted with a red box)

The main content area has a blue header bar that reads "Current User: GrupoDemo@demo.v-office.com.mx" with a help icon. Below the header is a search box containing "galvarez@demo.v-office.com.mx" and a dropdown arrow. A button labeled "Add Member" is highlighted with a red box below the search box.



4.7 Eliminar usuarios del grupo

- Click "Groups" del menú izquierdo, sección Manage Organization
- Seleccionar el grupo que se desea administrar

My Account

Logged In As: [admin@demo.v-office.com.mx](#)

Role: **CustomerAdmins**

[Change Password](#)

[My Account](#)

[Log Off](#)

[Home](#)

Manage Organization

[Organization Home](#)

Users

Groups

[Contacts](#)

[Properties](#)

[Search](#)

[Audit History](#)

TASKS

[Usage Summary](#)

[Manage Contact Templates](#)

[Manage Sharepoint Sites](#)

[New User](#)

[New Contact](#)

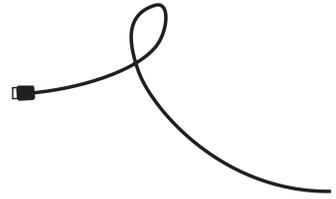
[New Group](#)

Manage Organization Groups Current Organization: Demo ?

Name	Display Name	Email	Description
Admins@Demo			
alesgroup@demo.v-office.com.mx	Ales		prueba
CSRAdmins@Demo			
Grupo3@demo.v-office.com.mx	Grupo 3	Grupo3@demo.v-office.com.mx	Test Group
GrupoDemo@demo.v-office.com.mx	Grupo Demo		Grupo Demo

1

[Alestra SmartBusiness eMail]



- c) Click “Manage Grupo Members” de la sección Tasks
- d) Seleccionar el usuario que se desea eliminar y click “Remove”

The screenshot displays the Alestra SmartBusiness eMail interface. On the left is a blue sidebar menu with the following items: My Account, Logged In As: admin@demo.v-office.com.mx, Role: Customer Admins, Change Password, My Account, Log Off, Home, Manage Organization, Organization Home, Users, Groups, Contacts, Properties, Search, Audit History, TASKS, Delete Group, Mail Enable/Disable Group, Modify Group, and **Manage Group Members** (highlighted with a red box). The main content area has a blue header bar that reads "Current User: GrupoDemo@demo.v-office.com.mx" with a help icon. Below the header, there is a list of users. The first user is "galvarez@demo.v-office.com.mx" with a "Remove" button next to it, which is highlighted with a red box. Below this is a dropdown menu showing "Admin@demo.v-office.com.mx" and an "Add Member" button.