



## Hosted Mail Archiving (HMA) Frequently Asked Questions

### I. About HMA:

**Q: What is hosted mail archiving (HMA)?**

A: Hosted mail archiving (HMA) is a new service that will allow agencies the capability to archive email, both sent and received, according to the retention requirements defined by your agency.

**Q: Why are we offering HMA?**

A: Based on the long-standing interest expressed by agency employees, our CIO Council and agency information technology resources (AITR), combined with the availability of a commercially available solution, the service was formalized and made part of the infrastructure services offerings. The service is of benefit to the Commonwealth because it allows all sent and received email to be captured and stored without any manual intervention. HMA simplifies email restores and freedom of information act (FOIA) requests.

**Q: How secure is HMA?**

A: All email is managed consistently in accordance with Commonwealth of Virginia policies and standards. Security compliance is managed at each stage of data transport: internal, perimeter, transport and in the archive itself. Email data is secure, and application passwords are enforced at the HMA interface.

**Q: How do I select who should receive HMA capabilities at my agency?**

A: This is up to each individual agency. We suggest you work with your user base to determine which employees should take advantage of HMA.

**Q: What is the ordering process for HMA?**

A: Please work with your customer account manager (CAM) to complete the standard work request form for HMA available on VITA's IT Service Catalog - <http://shop.vita.virginia.gov/>. The service requires authorization for each desired email account, and the recurring monthly fee for the service. Although the form only has room for 25 email accounts, a customer may append a document listing additional mailboxes. Customers also may request that everyone at an agency be signed up for the service. In this case, indicate "All Users" on the work request form. It is not necessary to include a list of all users at the agency.

**Q: What does it cost?**

A: The cost for the service is \$5.49 **per month per mailbox**.



**Q: Who should I select for archive read access on the standard work request form?**

A: The individual you select for archive read access will be your reviewer for the agency and therefore able to see the archives of all employees in your organization. We encourage you to work with your user base to determine the best suited candidate for read-all access.

**Q: Is personal email that comes to my Virginia.gov email address captured on the HMA service?**

A: Yes. HMA captures all emails sent to an agency employee. This includes emails from friends, family members and other state agencies.

**Q: What happens once I order HMA?**

A: Within a few days of submitting the work request, each mailbox that was listed on the form will receive an email with access instructions. Should the employee have any questions or concerns with access, he or she should contact the VCCC at (866) 637-8482. This Frequently Asked Questions document, as well as the user guide, can be found on the [AITR Resources page](#) on the VITA website.

**Q: When does archiving begin?**

A: Archiving begins as soon as your agency employees receive their access instructions email (with instructions to log in to their personal archive and links to the user guide).

**Q. Who can access the HMA archive?**

A. The employee who has the HMA service can access his or her individual information. Additionally, the reviewer for the agency can access all employees' information who have the service. To see the different roles and responsibilities for each user, please view the HMA Roles Matrix at the following link on the VITA website: [AITR Resources page](#).

**Q. What happens when an employee with HMA leaves the agency?**

A. When a user leaves the agency, the email data in the user's archive will remain until the retention period is met. During that time the user's archive can be accessed by the compliance manager or any approved user.

**Q. How do I deactivate HMA for an employee?**

A. An agency approved representative must submit a ticket to the VCCC to remove HMA from an employee's mailbox.

**Q. How do I add an employee to HMA after the initial work request has been submitted?**

A. If you would like to add an employee to HMA after you have already submitted and processed the initial work request for your agency, simply call the VCCC to submit a ticket and add the employee to the service.

## II. Using HMA:

### **Q. How do I access my archived email?**

A. Access your archived email by clicking on the archive link from your HMA activation confirmation email. Follow the information in the question below to log in for the first time.

### **Q. What is my password?**

A. Your initial password must be obtained by clicking on "forgot password" and entering your COV email address for your user name. Your password then will be sent to your email address, enabling you to log in for the first time.

### **Q. What if I click on the link to the email archive and the screen doesn't load?**

A. If your screen appears to be loading after the input of the email address and password, but never finishes loading the archive mailbox, you will need to double check your Internet Explorer settings. To do this, open your Internet browser and click on "Tools" from the toolbar. "Internet Options" should be selected from the tools drop-down menu. Once at the Internet Options screen, click on the "Advanced" tab. Once in the Advanced tab, scroll down to Security and make sure the box "Enable native XMLHTTP support" is checked. You may then select OK and try to access your archive again. If you still cannot access the archive, please contact the VCCC.

### **Q. How do I change my password?**

A. Click on the Change My Password link within your personal archive to change your password.

### **Q. What if I do not know my password?**

A. If you have forgotten your password, select Forgot Password on your personal archive logon screen. Enter your email address, and a new password will be sent to you via email.

### **Q. How do I archive my email?**

A. You do not have to do anything. All email sent or received by you is automatically archived.

### **Q. What information is archived?**

A. All email that you send or receive is copied automatically and uploaded to your personal archive within 24 hours. Contacts, calendar items and notes are not saved to the archive. Please note that as tabular formatting is not preserved in HMA, data tables may not present correctly after an email is archived.

### **Q. Can I delete items from my personal archive?**

A. No, you cannot delete items from your personal archive.

### **Q. Can I set up folders within my personal archive?**

A. While you cannot set up folders within the archive, you can perform searches, filter your view

or apply tags to individual email items.

**Q. Does archiving remove items from my Outlook mailbox?**

A. No, HMA is not a mailbox cleanup tool.

**Q. What email can be searched in the personal archive?**

A. You can search all of your archived email, including emails deleted from your Outlook inbox.

**Q. Can I search for calendar items, contacts or notes?**

A. Calendar items, contacts and notes, are not archived, so these items are not searchable at this time.

**Q. Do I need to include "and" between search terms?**

A. No, you do not need to include "and" when searching multiple terms. However, your search results may be impacted by the order in which you enter search terms.

**Q. Are stop words excluded from search?**

A. Yes, common words, or stop words, such as "and," "the," "or," and "of" are automatically dropped from searches.

**Q. Does capitalizing a word affect search results?**

A. No, search terms are not case sensitive.

**Q. How can I search for an exact phrase?**

A. To search for an exact phrase, put quotation marks around the search terms.

**Q. How can I search for two terms at once?**

A. Enter an uppercase "OR" between two search terms to find emails containing both terms.

**Q. Can I conduct a wildcard search?**

A. Yes, you can use an asterisk at the end of a word or prefix to conduct a wildcard search. For example, you can enter "comp\*" to find emails with the words computer, computing or company.

**Q. Can I include "NOT" in a search?**

A. Yes, you can enter NOT between search terms to exclude specific words. For example, you can enter "compliance NOT laws" to find emails with the word compliance that do not include the word laws. However, you cannot begin a search term with NOT because the personal archive does not return negative searches.

**Q. Can I search for a specific attachment?**



A. Yes, you can enter the name of the attachment with the file extension type (.doc, .pdf, .xls, etc) to find a specific attachment. Additionally, you can use the advanced search feature in your personal archive to search for emails with attachments.

**Q. Can I use the proximity of words as a search criteria?**

A. Yes, you can enter two search terms in quotation marks followed by a tilde and a numerical value to perform a proximity search. For example, enter "*sick approved*"~5 to find emails with the words sick and approved within five words of each other. An example result for this search would be: *Your requested sick day from October 31 is approved.*

**Q. Can I use Boolean search logic?**

A. Yes, you can use a combination of *AND*, *OR* and *NOT* with your search terms to construct more complicated search criteria.

**Q. How can I find more information about using HMA?**

A. Please visit the user guide on the [AITR Resources page](#) to find more information about the service.

**Q. What do I do if I submitted a request for HMA and waited several days for the order to process, but haven't yet received a welcome email?**

A. Please first check your junk email folder to ensure the message didn't get filtered as spam. If you do not see the message, please contact the VITA Customer Care Center (VCCC).