

How to add an Out Of Office (OOO) message in Plesk 10.X

Parallels is the manufacturer of your mail user interface, Plesk. When they came out with version 10.X, they decided to move away from individual user management of mail settings and go to an Administrator model. Where one user login is able to administer all mailboxes. Important: Anyone who has access to this administrator account can change any mailbox password, and thus have access to the mail box. (There is a way to configure Plesk to allow an individual user to manage their own mailbox. Please contact ASCWebServices if you feel this is needed.) Follow these directions to administer your mailboxes. (When you wish to check your mail using webmail, you will still log in to Hoard, your webmail interface.)

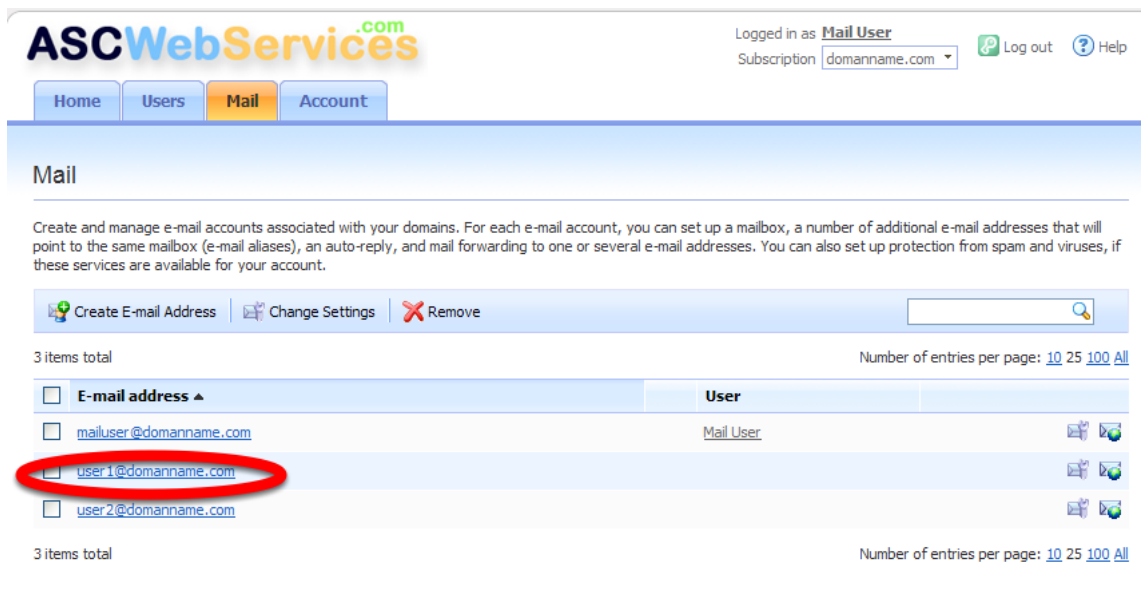
Log in to Plesk



The image shows the login page for ASCWebServices.com. It features a header with the logo, followed by input fields for 'Username' and 'Password'. Below these is a dropdown menu for 'Interface language' set to 'Default'. There is a 'Forgot your password?' link and a 'Log in' button.

Go to: <http://plesk.ascwebservices.com>, Enter the email address and password you were given as the "mail admin" account info.

Click on the Mail tab



The image shows the Plesk Mail management interface. At the top, there's a navigation bar with 'Home', 'Users', 'Mail', and 'Account' tabs. The 'Mail' tab is selected. Below the navigation bar, there's a header for 'Mail' with a description: 'Create and manage e-mail accounts associated with your domains. For each e-mail account, you can set up a mailbox, a number of additional e-mail addresses that will point to the same mailbox (e-mail aliases), an auto-reply, and mail forwarding to one or several e-mail addresses. You can also set up protection from spam and viruses, if these services are available for your account.'

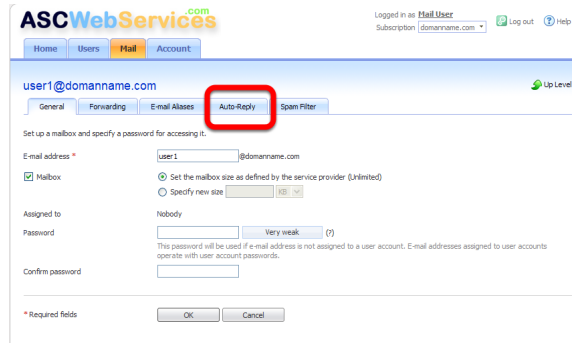
Below the description, there are three buttons: 'Create E-mail Address', 'Change Settings', and 'Remove'. There is also a search bar. Below the buttons, it says '3 items total' and 'Number of entries per page: 10 25 100 All'. The main content is a table with two columns: 'E-mail address' and 'User'. The table contains three rows:

| E-mail address | User |
|--|-----------|
| <input type="checkbox"/> mailuser@domannname.com | Mail User |
| <input checked="" type="checkbox"/> user1@domannname.com | |
| <input type="checkbox"/> user2@domannname.com | |

At the bottom, it says '3 items total' and 'Number of entries per page: 10 25 100 All'. The 'user1@domannname.com' row is circled in red.

Click on the email address of the mail user you wish to create an OOO message for.

Click on the Auto-Reply tab.



ASCWebServices.com
Logged in as Mail User
Subscription domannname.com

Home Users Mail Account

user1@domannname.com Up Level

General Forwarding E-mail Aliases **Auto-Reply** Spam Filter

Set up a mailbox and specify a password for accessing it.

E-mail address * user1@domannname.com

Mailbox Set the mailbox size as defined by the service provider (Unlimited)
 Specify new size: 100 MB

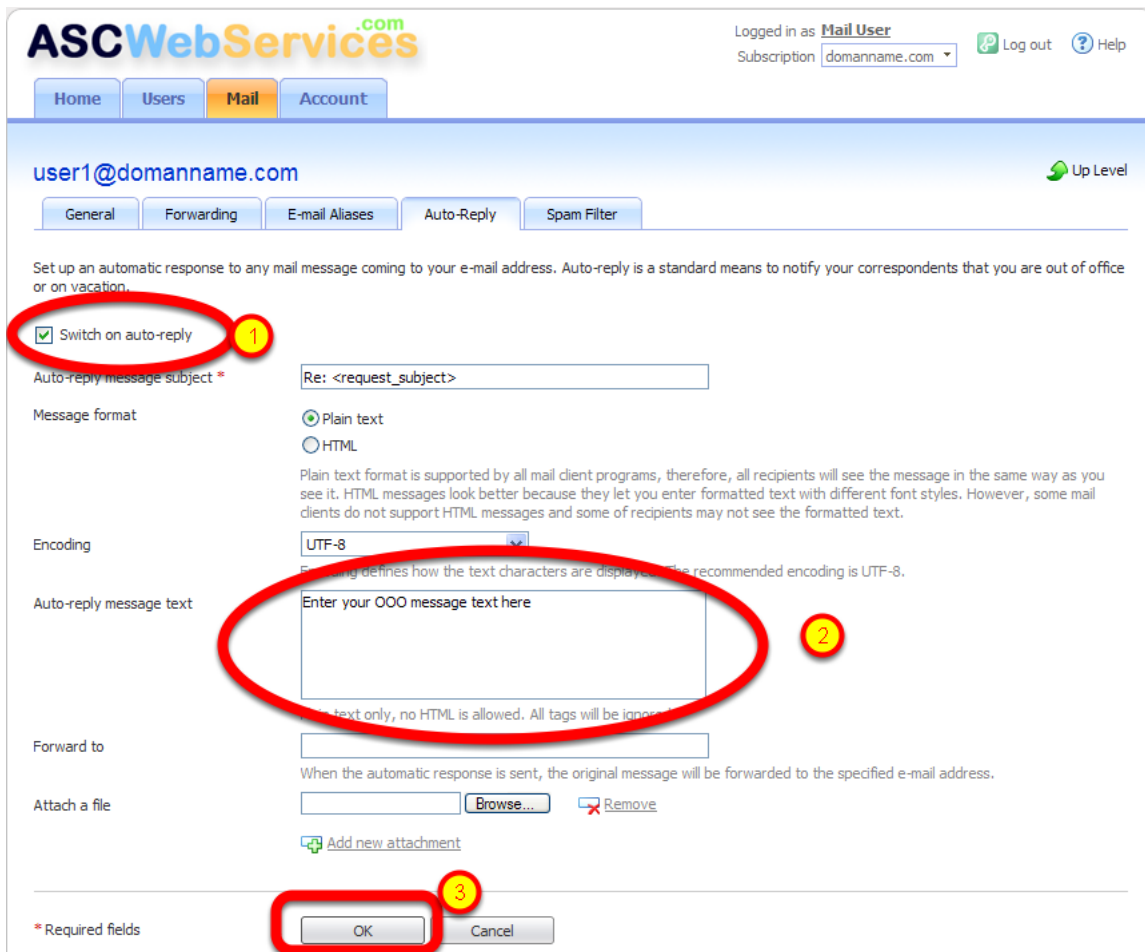
Assigned to: Nobody

Password: Very weak (7)
This password will be used if e-mail address is not assigned to a user account. E-mail addresses assigned to user accounts operate with user account passwords.

Confirm password:

* Required fields OK Cancel

Create your OOO message text



ASCWebServices.com
Logged in as Mail User
Subscription domannname.com

Home Users Mail Account

user1@domannname.com Up Level

General Forwarding E-mail Aliases **Auto-Reply** Spam Filter

Set up an automatic response to any mail message coming to your e-mail address. Auto-reply is a standard means to notify your correspondents that you are out of office or on vacation.

Switch on auto-reply 1

Auto-reply message Subject * Re: <request_subject>

Message format
 Plain text
 HTML
Plain text format is supported by all mail client programs, therefore, all recipients will see the message in the same way as you see it. HTML messages look better because they let you enter formatted text with different font styles. However, some mail clients do not support HTML messages and some of recipients may not see the formatted text.

Encoding UTF-8
Encoding defines how the text characters are displayed. The recommended encoding is UTF-8.

Auto-reply message text
Enter your OOO message text here 2

Forward to:

Attach a file
Browse... Remove

Add new attachment

* Required fields OK Cancel 3

1. Put a check in the "switch on auto-reply" box.
2. Enter the text of your OOO message.
3. Leave all other fields as they are and click OK to save your message.

You may turn your message on or off, with the "switch on auto-reply" box.