

Setting up StaffMail

1 Introduction

StaffMail is a fully functional email system which is based on Microsoft Exchange. It is hosted by the LGfL & is free to use for all Brent schools. It uses the LGfL's Universal Sign On (USO) as the secure access method, so, as a precursor to setting up StaffMail, users will need to have a USO.

2 Steps

2.1 Appoint Nominated Contact (NC)

USO accounts and StaffMail accounts are set up and managed by a single contact within the school. This person will be given a USO account with sufficient user privileges to be able to create additional accounts for staff members at this school **only**. Please note that the NC will be able see all users' passwords, with the exception of the Headteacher's.

2.1.1 School Action

2.1.1.1 Headteacher to appoint Nominated Contact and send from an official school email account, the full name of this contact plus date of birth (DoB) details to:

keith.bailey@brentmail.net or
matthew.cornish@brentmail.net

The USO will be created within 48 hours and details sent back to the official school email address used in 2.1.1.1.

2.1.1.2 NC to complete form at https://support.lgfl.org.uk/public/docs/LGfL_nc.pdf and get it signed by the Headteacher. This needs to be faxed back to the number at the bottom of the form.

- Note 1: DoBs are mandatory to enable USO accounts to be created.
Note 2: For security and audit purposes the request to create a Nominated Contact must come from the Head Teacher using an official school email account.

2.1.2 Response

2.1.2.1 A USO account plus a StaffMail account for the NC will be created. Login details will be sent to the email account from which the original details were received. In addition, the same details will be sent to the new StaffMail account. The Headteacher is asked to pass the login details to the NC.

2.1.2.2 At this point the school has a NC who can administer the StaffMail system and continue with the rest of the steps as detailed in the remaining pages of this document.

2.2 Collect Staff Details

The NC should approach the school's bursar or admin assistant and obtain an electronic list of staff **legal first name, last name, gender and Date of Birth (DoB)** from the school's Management Information System (MIS). This should be saved to a secure location and not to a USB key/fob. DoB is mandatory and a USO cannot be created without it.


It is highly recommended that the staff names are taken from the MIS rather than any other source because, in the near future, the school's MIS will be securely queried remotely to obtain both staff and pupil information using the Standard Interoperability Framework (SIF). This will become mandatory on schools from 2010.

USOs will become the standard method to access the London MLE together with an increasing range of LGfL services and it is planned that these will be created automatically from the data extracted from the school's MIS. In order that the data collected automatically matches that for accounts created manually, it is important that the data comes from the same source i.e. the MIS.

2.2.1 School Action

2.2.1.1 NC obtains a spreadsheet from the school's MIS that contains the following fields in this order:

- First Name (Mandatory)
- Middle Name (Optional)
- Last Name (Mandatory)
- Date of Birth (Mandatory)

2.2.1.2 The NC goes to <http://support.lgfl.org.uk> and logs into the  area using their USO username and password. Move mouse over the "User Accounts" tab then click "User Request Bulk". Click on the link [bulk creation spreadsheet](#) and this will open up a spreadsheet that should look like this:

Email address:
School:
DCSF (DfES) code:

Email address	First Name	Middle Name(s)	Last Name	Gender	Date of Birth	UPN	Year of Entry
<i>(optional)</i>	<i>(required)</i>	<i>(optional)</i>	<i>(required)</i>	<i>(optional)</i>	<i>(required)</i>	<i>(required)</i>	<i>(optional)</i>

Note that this spreadsheet is also used for creating USOs for pupils and contains fields for other data. Please ignore the UPN and Year of entry columns.

- 2.2.1.3** Open the spreadsheet obtained from the school's MIS and copy and paste the name and DoB information into the correct columns. Check the data is correct and complete. Save the file to a secure location (not a USB key/fob) and make a note of the location where you have saved this file.
- 2.2.1.4** Return to the Support website. Click on User Accounts and then User request (bulk). Navigate towards the bottom of the support site web page and confirm that the "Authority" is set to "Brent" and the "School" is set to your school. If these have been changed reset them correctly. Click the "Browse" button and navigate to the location of the file saved in step 2.2.1.3 above. Click on the file name to select it then click "Open". The file name should now appear in the "File" box on the web page. Click the Submit button to upload it.
- 2.2.1.5** Send an email to Keith Bailey (keith.bailey@brentmail.net) or Matthew Cornish (matthew.cornish@brentmail.net) confirming that you have completed Step 2.2.1.4 - we will then activate all of your StaffMail accounts and send an email to the NC's StaffMail email address.

In the future when you create single USO accounts (through User Accounts > User request (Single)) you will be able to activate StaffMail on a single USO basis by searching under User Accounts > LGfL StaffMail Accounts and clicking Select.

2.2.2 Response

- 2.2.2.1** Within three working days you will receive an email from the Atomwide support team confirming the creation of the accounts.
- 2.2.2.2** When all your StaffMail accounts have been activated (Step 2.2.1.5) we will send an email confirming this to the NC's StaffMail email address.
- 2.2.2.3** The NC should check their StaffMail account (<http://mail.lgflmail.org>) using their USO username and password.

2.3 Aliases and Mail Domain Names

When StaffMail accounts are created, by default, the email address is USO_Username@lgflmail.org. However, it is extremely simple to add what are called aliases that can make the email address appear to be different. Most schools have existing email addresses that look like username@schoolname.brent.sch.uk ie kb@kingsbury.brent.sch.uk. It is very easy to retain this format by setting up aliases.

It is also possible for schools to change their existing .brent.sch.uk domain name if so desired. There is a small cost for this and some procedures to complete – please contact Keith Bailey or Matthew Cornish for details on changing your school domain.

It is also possible to create aliases to the user's name such as admin or headteacher so that mail can be addressed to headteacher@school.brent.sch.uk and be delivered correctly. It is also possible to alias the USO username so that mail addressed to Firstname.Lastname@school.brent.sch.uk is delivered correctly.

There is no real limit to the number of aliases that can be created for a user so there is plenty of scope to accommodate unusual requirements. It is also possible to set one of the aliases to be the “return address” ie the one that an email appears to have been sent from i.e USO_name@lgflmail.org appears to have come from Firstname.Lastname@school.brent.sch.uk.

2.3.1 Actions

2.3.1.1 To set up aliases using your existing schoolname.brent.sch.uk domain.

Follow this help guide:

https://support.lgfl.org.uk/public/docs/StaffMail_add_domain.pdf

If you are not sure about anything then please speak to Atomwide Support on 020 55 55 55, option 3 or Matthew Cornish or Keith Bailey.

2.3.1.2 To create a new mail domain name.

Speak with Matthew Cornish or Keith Bailey – matthew.cornish@brentmail.net or keith.bailey@brentmail.net

It is strongly advised that your domain ends with **brent.sch.uk** as these are only available to schools and many commercial providers are only accepting orders placed through an official school email address.

Check www.nominet.org.uk to see if your domain is available.

2.4 Using StaffMail

2.4.1 Action

2.4.1.1 A complete user help guide can be downloaded here:

https://support.lgfl.org.uk/public/docs/Staffmail_UG_LR_V1.pdf

2.4.1.2 StaffMail can be accessed from anywhere in the world using a web browser such as Internet Explorer or Firefox by going to <http://mail.lgflmail.org>

2.4.1.3 Alternatively, StaffMail can be accessed using Microsoft Outlook 2003, Outlook 2007, Outlook Express or a PDA using Windows Mobile 5 or above.

2.4.1.4 Navigate to <https://mail.lgflmail.org/support>.

Log in with your USO username and password. You will see a screen that looks like this:

- [Information about your mailbox](#)
 - [Microsoft Outlook 2003](#)
 - [Microsoft Outlook 2007](#)
 - [PDA running Windows Mobile 5 or later](#)
 - [Outlook Express \(POP3\)](#)
 - [Apple iPhone/iPod Touch](#)
 - [Settings for basic POP3 client](#)
- Your username is kbailey.304
displayname = Keith Bailey
LEA = Brent
school = Brent - Brent LA or Council
mailbox server = MAIL1
primary email address : keith.bailey@brentmail.net
additional email addresses : kbailey.304@lgflmail.org
in address books : Brent - Brent LA or Council GAL; Brent - Brent LA or Council; Brent

To use Outlook click on either the link for Outlook 2003 or Outlook 2007. This will give detailed instructions on how to setup these email clients.

Please note that the LA can only give help to users using a web browser to access StaffMail.

This document is available electronically at
www.brent.lgfl.net