

Administering your Synetrix Webmail Accounts

Administration of the Webmail accounts are now carried out through the Talk2Synetrix web site. To carry out the necessary administration please go to <http://www.talk2synetrix.com>



Synetrix Customer Service Centre

The Synetrix Customer Service Centre is a portal that provides support services and information to customers of Synetrix.

If you do not have an account, please contact Synetrix support for a username and password. Alternatively if you are a London school, then you can also get the account information from your LEA.

Support phone number : 0870 3004010
Support email : servicedesk@synetrix.co.uk

Login

User ID

Password

[Forgot password?](#)

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Use your Synetrix Username and password to access the site. If you don't have these, please contact Andrew Ferrier (0208 461 6224)

Login

User ID

Password

[Forgot password?](#)

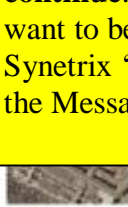


Don't show any of these messages again
[Continue to Synetrix Customer Service Centre](#)

Click this link to continue. If you don't want to be hit with Synetrix 'ads' then tick the Message box above.



Desktop Content Control
 Clear the path from unwelcome user behaviour. Sitting within the LGL network and at the heart of I...
 Don't show this message again



Free Internet Safety Leaflets
 Childnet International is a registered charity with the mission to work in partnership with others a...
 Don't show this message again

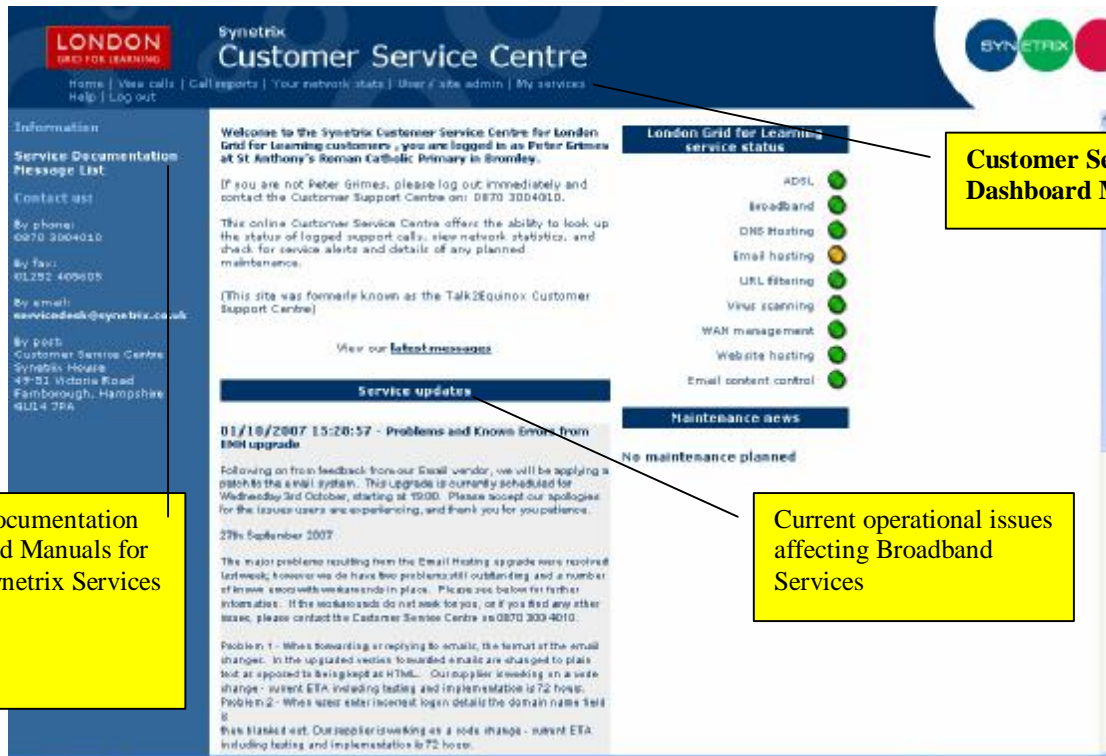


Peek a boo!
 The Campus Monitoring and Protection (CMP) security monitoring service designed for LGL schools was...
 Don't show this message again



Free Internet Safety Leaflets
 Childnet International is a registered charity with the mission to work in partnership with others a...
 Don't show this message again

You are now in the Customer Service Centre. Click the link to continue



Documentation and Manuals for Synetrix Services

Customer Service Dashboard Menus

Current operational issues affecting Broadband Services

You are now at the dashboard of the Customer Service Centre.

Customer Service Menu

Home	Returns you to the Dashboard Screen
View Calls	Provides you with a list of service calls related to your school. Use this to track the progress of that tasks
Call Report	Provides an archive of all the service calls related to your school. Categories covered include Faults, Change Requests, Security Alerts,H?W maintenance and Inf Requests
Your Network Stats	Provides a graph of the network traffic to and from your school
User Site Admin	Allows you to change your Admin password. Lists the names of contacts in the school with Synetrix Accounts. If the details are not correct please email Andrew.ferrier@bromley.gov.uk
My Services	List of services that you can administer. You can also view existing Change requests allocated for your school
Help	Provides advice and tips about using your Talk2synetrix site
Logout	What is says...

Administering Web Mail

1. Click *My Services* link. The following screen will appear

LONDON
GRID FOR LEARNING

Synetrix
Customer Service Centre

Home | View calls | Call reports | Your network stats | User / site admin | My services
Help | Log out

Information

Service Documentation
Message List

Contact us:

By phone:
0870 3004010

By fax:
01252 405609

By email:
servicedesk@synetrix.co.uk

By post:
Customer Service Centre
Synetrix House
49-51 Victoria Road
Farnborough, Hampshire
GU14 7PX

View service administrators - Find who administers your Synetrix services within your organisation.

View existing change requests - View details of outstanding change requests logged online.

We have you on record as the service administrator for the following services:
If this list is incorrect or incomplete, please contact the CSC on 0870 3004010.

My services

Email content control
No ECC services to administer

Email hosting service

Email domain st-anthonys@bromley.sch.uk	Site St Anthony's Roman Catholic Primary	Admin 2
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DNS Hosting Service

DNS domain st-anthonys.bromley.sch.uk	Site St Anthony's Roman Catholic Primary	Raise S.C.R. >
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Broadband Service

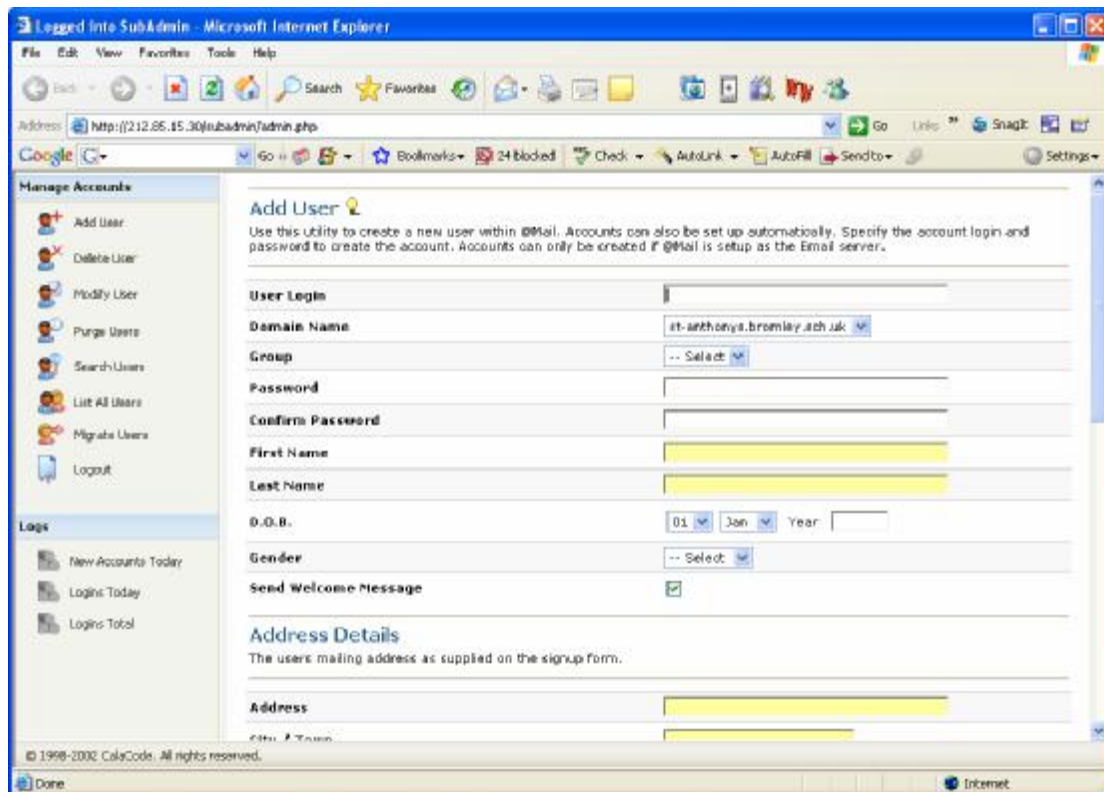
Site St Anthony's Roman Catholic
--

2. Look for *Email Hosting Service Window*.

Email Hosting service

Email domain	Site	
st-anthonys.bromley.sch.uk	St Anthony's Roman Catholic Primary	Admin >

3. Click the *Admin* button.



You can now carry out your webmail admin tasks

If you want more information you should visit the Service Documentation Centre in your Talk2Synetrix web site.

If you don't have the Admin rights for the webmail and feel that you should please email me (Andrew.ferrier@bromley.gov.uk)