

Enterprise Vault User Manual for York County School Division

Introduction

The York County School Division utilizes the Symantec Enterprise Vault™ to manage e-mail in a manner that:

- 1) Enhances compliance with record retention laws
- 2) Provides secure storage and retrieval
- 3) Provide the user with a practical interface to e-mail

This manual contains instructions on how to use the Symantec Enterprise Vault™ and guides a User in best methods for utilizing the tool to manage e-mail information.

The Archiving and Retention Rules

York County School Division has a position-based archiving and retention policy in place for all stored messages within the e-mail system. This policy will automatically archive e-mail into the Symantec Enterprise Vault™ after ninety (90) days. Messages older than 90 days will be moved to the archive system. After a period of two (2) years, e-mail will be automatically removed from the system to comply with the division's retention policy, unless you are in a position that requires a different retention setting as specified in the division policy.

Changes to the End User Experience

To view and retrieve information from the Symantec Enterprise Vault™ system there are new icons within the Microsoft Outlook client and Outlook Web App (Webmail) [future implementation will also allow access to the archive when logging into Outlook Web App from outside the division]. (See *Figure 1 and Figure 2*)

These icons include:

-*Archive Explorer* – Provides a viewing experience similar to viewing through the Outlook client. This will provide an easy solution to browsing archived e-mail.

-*Search Vaults / Search Archives* – Provides a search platform in order to do a mass search through the entire archive for a user.

The archive system will also provide the ability to search archived e-mail from the Outlook Web App (Webmail) while logged in from outside the division.

Changes to the Outlook Client

A new ribbon view will be available within Microsoft Outlook 2010 once archiving has been completed. This ribbon is accessed on the right side of the *View* ribbon on the top of the Outlook client.

Within this ribbon, 2 new icons are visible.

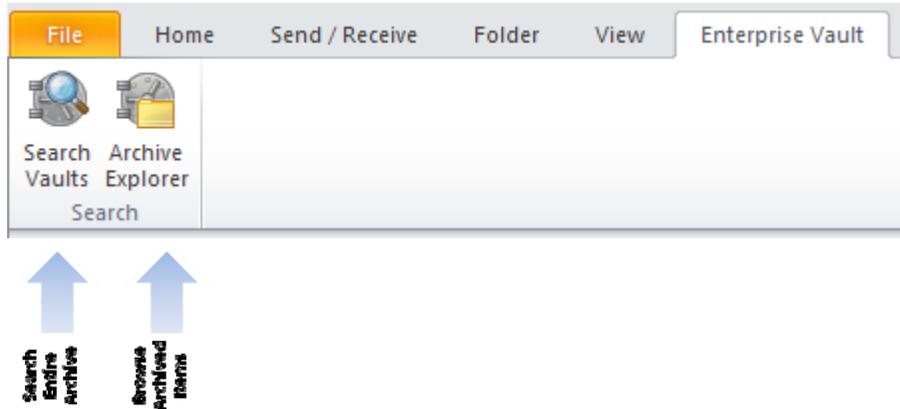


Figure 1

Changes to the Outlook Web App (Webmail)

On the bottom left corner of the Outlook Web App (Webmail) viewing page, the new icons are visible.

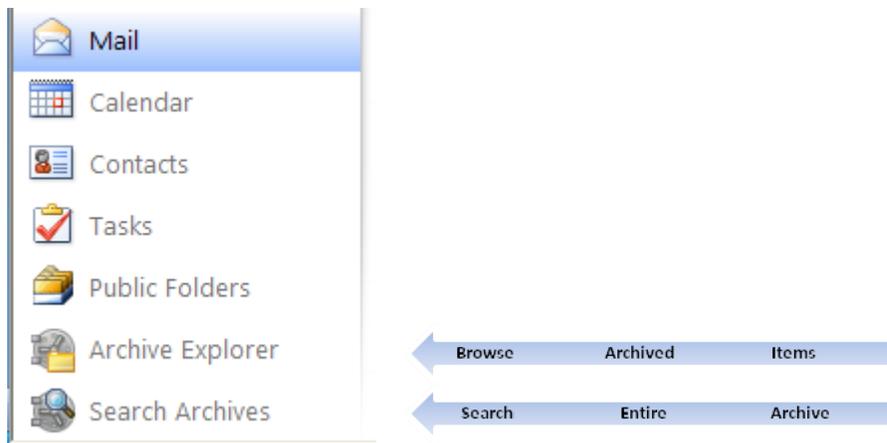


Figure 2

Using the Symantec Enterprise Vault™ system

Archive Explorer

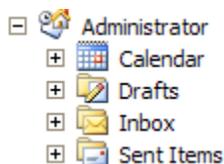
Archive Explorer is used primarily for browsing through e-mails and is organized in the same manner as a users Microsoft Outlook Client. All subfolders used within the Outlook client will be maintained in this view when browsing archived e-mail.

Once Archive Explorer is chosen by clicking on the icon, the archive system may ask the user to re-authenticate to the system. If prompted, login to this authentication page with your YCSD\username and password. (See Figure 3)



Figure 3

Once you have confirmed your login information, expand the left pane by clicking the [+] symbol. This will open up a viewing experience very similar to the Outlook Client and can be used in a similar manner. (See Figure 4)



Please select a folder in the left hand pane.

Figure 4

Once a folder is chosen from the left pane, the right pane will populate with information. When a message is selected for viewing it will open within the Outlook client.

Search Vaults / Search Archives

The Search Vaults / Search Archives icon is used primarily for searching through e-mails in the archive. Once the icon is selected, the archive system may ask the user to authenticate to the system. If prompted, login to this authentication page with your YCSD\username and password. (See Figure 3)

When using the *Search Archives* icon from the Outlook Client or Outlook Web App (Webmail) it has three (3) available search options. These options are: (See Figure 5)

- Integrated Search – Provides the means for fast searching
 - Found in the center of the screen
- Advanced Searching – Provides more searchable fields within an e-mail message
 - Click the *Advanced Find...* button on the top right of the window pane
- The Full Feature version – Advanced searching and basket capabilities (Figure 6)
 - Click the *Browser search* button on the top left of the shown screen



Figure 5

Symantec Enterprise Vault™ has the capability to search all of your archived messages, and is able to save searches in a grouping referred to as a basket. Using the buttons on the left hand side of the screen you can quickly search, create new baskets, preview archived messages or list all previous baskets you have created. The help menus are also linked on the left side for assisting you with using the software.

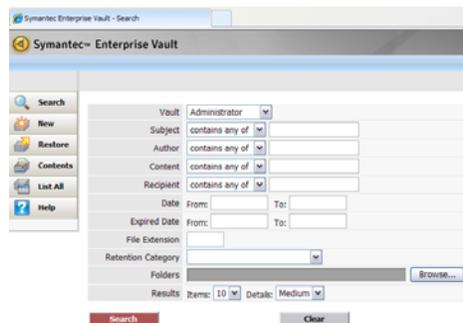


Figure 6

Troubleshooting

For questions please refer to your Education Technology Facilitator

For problems please refer to the Help Desk at x0311