

D. Administrator Responsibilities

D-I Importance

To assure proper implementation and operation of **Email ConneXion**, the local ministry must assign an administrator who is responsible for managing and providing technical support for the email system.

Email is a critical application. Communication is vital and staff members depend on email for their communication to others. A poorly operating system could cause significant frustration and hinder communication; therefore, the administrator must make himself available to educate himself if needed and perform these vital functions.

In many cases, the administrator will have other assigned responsibilities. The tension in competing job responsibilities must be adequately managed to insure efficient and reliable ministry communication.

The administrator is the local technical expert for the email system and is also responsible for security in the email domain. It is therefore imperative that the administrator understands basic concepts and issues behind email security, and is able to coach users in practicing good security habits when sending email. Please review the white paper on "Email Security" in the appendix of these guidelines which discusses basics security issues domain administrators should know.

D-II Knowledge

The individual must have a technical understanding of computer systems such as:

- How to connect computers to the Internet
- How to setup computers to send and receive email
- How to backup mail stores
- How to protect computers from viruses

D-III Ongoing Functions

- **Maintenance** – Create, Delete and Maintain mailboxes and mailing lists for users in the domain.
- **Training** – Train users and help them with installation of Email and AntiVirus software programs used in conjunction with **Email ConneXion**.
- **Security of email system**. This includes training, coaching and raising the level of awareness of Internet crime and its impact on computer users.
- **Solving day-to day problems** – Problems **Email ConneXion** users may have; for example:
 - Forgotten password
 - Can't get email to work
 - How do I backup my e-mail?
 - How do I use the AntiVirus program?

D-IV Startup Responsibilities

The Administrator also has responsibilities for the Startup (or Roll-out) of **Email ConneXion** which include three additional functions:

1. **Research** – Find an ISP (**I**nternet **S**ervice **P**rovider) and Domain name for the ministry
2. **Preparation** – Complete the necessary pre-requisites to establish **Email ConneXion** prior to Roll-out.
3. **Roll-out & Training** – Prepare users to use **Email ConneXion**

These functions are detailed in the **Roll-out Control Sheet** on the following page with some checklist items to enable the administrator to keep track of necessary activity during startup of **Email ConneXion**.

If it is desirable to test **Email ConneXion** before deciding on using it as your email system, contact Lake Hart Headquarters to get instructions and a test mailbox.

D-V Roll-out Control Sheet

Phase 1 – Research

- If you do not have an **Internet Service Providers (ISP)**, research to select one that is most reliable and cost effective.
- Many ministries already own a domain name for their website. If your ministry does not have one you may have to research **Internet Registration Agencies** in your area for a domain name. The ministry will then have to acquire a domain name and pay the periodic renewal fee.



ISP's and Domain name providers vary in their quality of service and pricing; shop around and select wisely.

Phase 2 – Preparation

1. Choose an available domain name for your ministry
2. Purchase and register the domain name with the selected Internet Registration agency
3. Ask your Internet Registration agency to setup an MX record for your mail domain to point to smtp.ccci.org
4. Send your new domain name to Lake Hart Headquarters so that your new mail domain can be setup at the Lake Hart **Email ConneXion** servers
5. Obtain notice from Lake Hart that your domain is setup and ready for email transmission
6. Receive Domain Administrator and User documentation on how to use **Email ConneXion**
7. Translate User documentation for using **Email ConneXion** into the best working language for the ministry if necessary
8. Setup a new mailbox for each person in the domain
9. Setup mailing lists for your users as desired
10. Install **Outlook Express 6** on all computers which will be using **Email ConneXion**
11. Install **Command Antivirus** on all computers which will be using **Email ConneXion**

Phase 3 – Roll-out & Training

1. Distribute guidelines to the new users for setting up their computers to use their new mailboxes
2. Notify users of their username and password
3. Provide training or assistance to users as needed to use **Email ConneXion**

Helpful website links – for understanding email or technical issues

- **Right Now** — this is a Campus Crusade knowledge base that will contain information on how to use the **Email ConneXion** system:
<http://staffweb.custhelp.com/cgi-bin/staffweb.cfg/php/enduser/home.php>
- **How Stuff Works** — this is a site that helps people understand technical issues relative to computers
<http://www.howstuffworks.com>
- **Microsoft** — this is a Microsoft's site that can help you explain problems or issues using Outlook Express:
<http://support.microsoft.com/oex>