



Getting Started with View Archive

View Archiving is your gateway to email e-discovery. Implementation of View with your existing mail services is simple. As long as your mail platform can perform RFC compliant email journaling, you can use View.

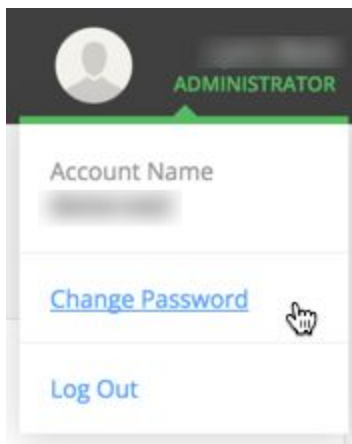
Here are a select few key steps you'll want to undertake upon your new archive account:

- Login & change/set your password to access the services
- Implement journaling new email to the archive
- Create users to access the archive
- Sign-up to View's Helpdesk service, the source for KB articles

This guide is intended to get you going as quickly as possible once you have received details to access your new archive.

Login & Change Your Password

1. When you are logged onto the service, you can change your password by hovering your mouse over your username located in the top right hand corner.
2. Select Change Password option:



3. Complete the change of password, saving your new entries:

Change Password

Lynn Beck (sonian)

Password

Password *

Confirm password *

Password must be at least 8 characters and contain an uppercase, a lowercase, a number and may contain special characters. !@#\$\$%^&



Implement Journaling

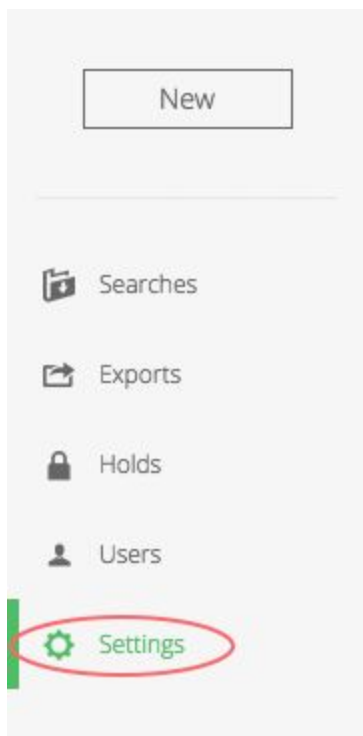
Your mail service will need to be configured to submit 'journaled' messages to the archive services, using delivery via SMTP. To perform this, you will need to locate your archives unique SMTP collector address.

This address should be kept securely, you do not want it be made available to anyone outside your organisation.

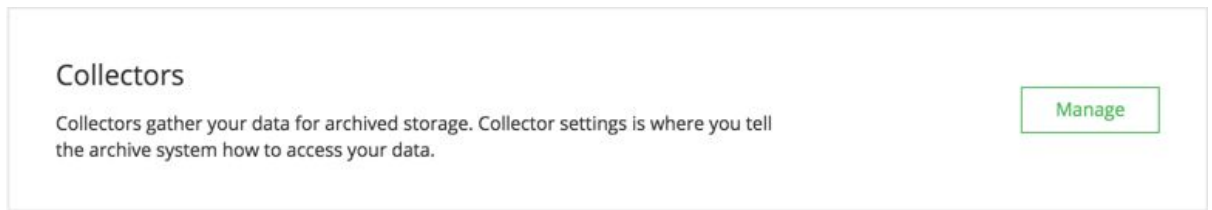
SMTP Collector Address

How to locate your archive mailbox address:

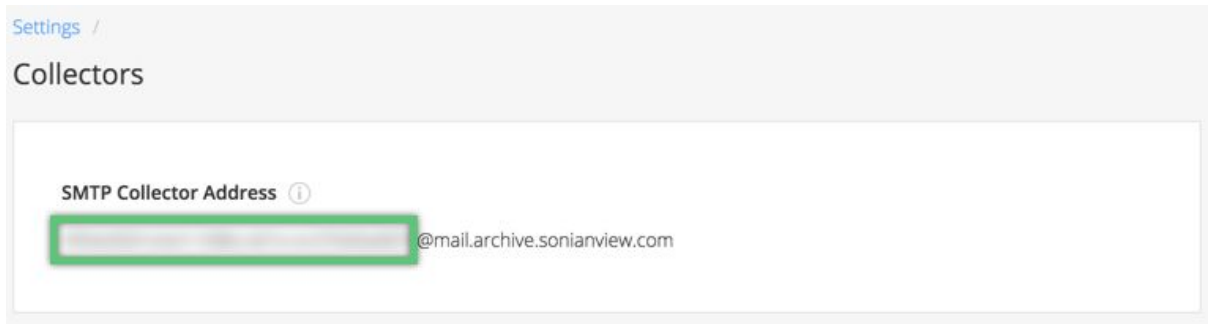
1. Log on to your View Archive account
2. Select *settings* from the list on the left hand side



3. Select 'Manage' in the "Collectors" panel



4. Your account's Mailbox email address will be shown on the main screen.



5. Copy this address as use it in the journaling configuration of your mail service.

Once you have journaling implemented, it can take upto 24 hours before you should expect to be able to search for newly journaled items within the archive.

Mail Service Configuration Guides

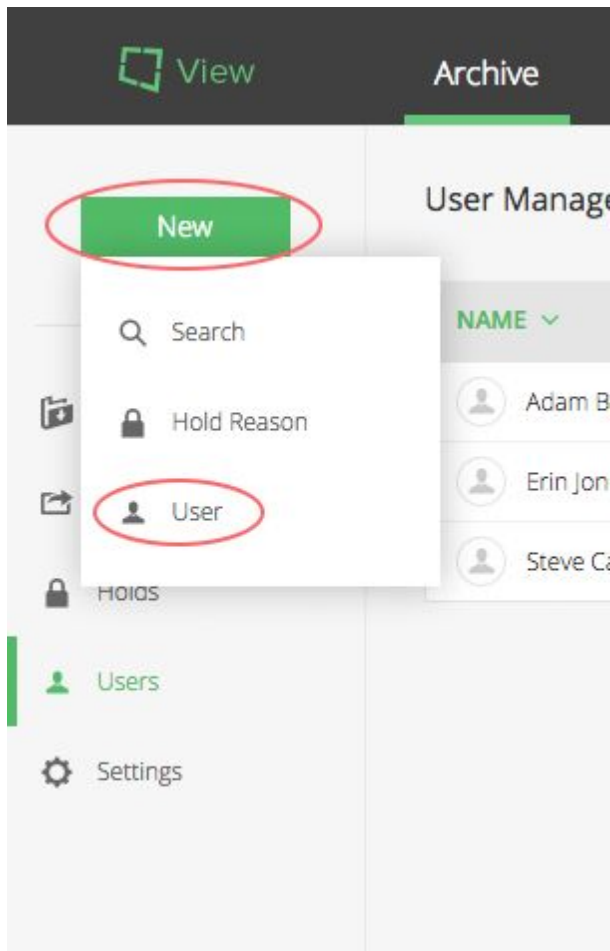
Configuring with Office 365, read this journaling implementation guide available online [here](#)

Creating Users

To create a new user in the system you must first be sure that you are logged in to a user account with Account Administrator privileges.

1. From any page within the application, click the "New" button. Select "User"





2. Complete the form to create a new user account.

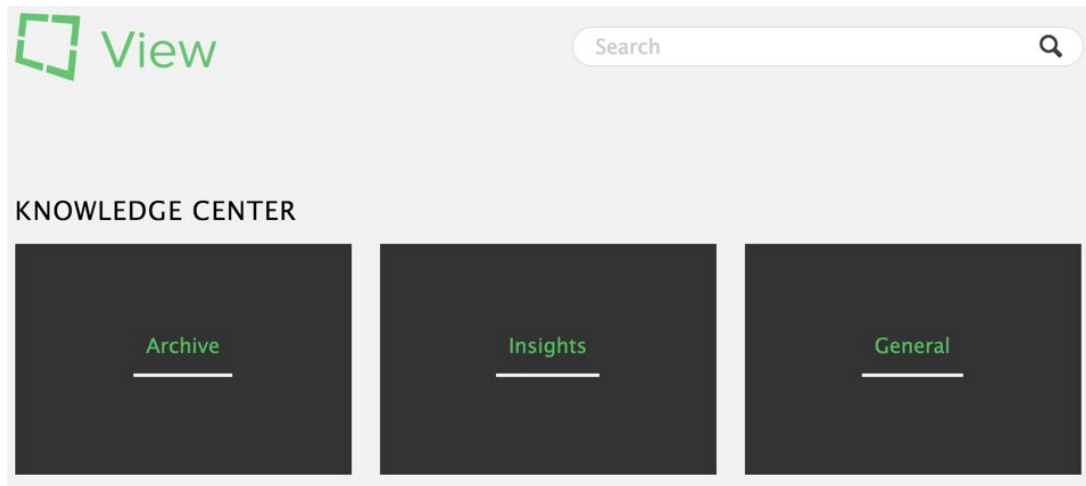
Tips on creating accounts:

- Usernames are case sensitive and must be unique within your account.
- Users must have at least one role selected; multiple roles can be selected.
 - Archive administrators have complete access across the archive with ability to create, modify, and export searches, manage hold reasons, system tags, users, groups, and permissions across the application.
 - Compliance officers are able to interact with data across the archive in addition to creating and managing hold reasons and system tags.
 - Search administrators are able to create, save, edit, export, and review searches across the entire archive
 - Exporters are able to review and export searches created by a search administrator or higher.
 - Reviewers are only able to view the results of searches created by a search administrator or higher.



Ways to Learn More

We are continually populating our Online KB site with hints & tips along with articles of interest. To view this site, please navigate to <https://view.zendesk.com>



If you need to get in touch with us, please attempt to use the in app help facilities, that in turn will have an option to contact Sonian via our ticketing service.

