How to Recall a Message – USER

Unfortunately the message recall feature is not infallible as it is dependent on the recipient of the email allowing message recall in their mail box. Also, there is an option when performing the recall to select the option "**Recall the message even if it has been read**". This will help ensure a higher number of successful recalls.

Finally, in order to receive the report back as to which messages had been recalled, it is best to perform the recall when connected to MOFMAIL1 as the delivery report gets stuck in the router mailbox if you are on MOFMAIL2.

In order to Recall a Message, user MUST have an ID file in their mail file.

To check:-



1. From their Inbox, have them select More > Preferences

	Mail-Inbox X	Preferences X	
l			
	Save and Close Cancel		
	🖸 Basics	Change Password	
l	🖬 Mail	(Change)	
l	🖪 Calendar	Notes ID management for secure mail features Your Notes ID, a file that your administrator creates, allows you to decrypt, sign, and encrypt documents, and to recall messages. Your Notes ID contains your name, security certificates,	
l	International	and other information. Your mail file CONTAINS a Notes ID Notes ID Info	
:	Delegation	Synchronize Notes ID with Vault:	
	Security	Synchronizes your current Notes ID with the copy that is stored in the Notes ID Vault. If	
	Offline	your mail file does not contain your Notes ID, synchronizing with the Notes ID Vault adds a copy of your Notes ID to your mail file.	

2. Select Security

3. They should see "**Your mail file CONTAINS a Notes ID**". If not there, user Lotus ID must be created. See instructions in other section below on *How to Create a Lotus ID for existing Email account pg 7.*

Note: The *Notes Password* is not the same as the one used to access the email through the browser. But here the password can be changed for the Notes ID once the original password is

Recalling the Email - Process

🖹 🖅 🍿 Server Login	🐞 Inbox X + V		o ×		
\leftarrow \rightarrow \circlearrowright \textcircled{a}	A https:// <mark>email.</mark> bahamas.gov.bs/mail/parmbris.nsf	t≡ lL	B		
IBM iNotes 🛛 🗮 🗮	Top sites	PATRICIA ARMBRIST	er - 🕜		
🖂 Mail	You have new mail.	¢	٩		
PATRICIA AR 🗳	Search history Manage search history	8			
MOFMAIL2/BAHAMASGOV	ア cyclone	lark As 👻 🛗 M	ore - 🏾 🗧		
Inbox	0 storms tracking	Sort by Date v			
Drafts	2 storms dacking	08/11/2020 07:31AM			

1. If user is already in their email have them look under their name on the left to see if they are already on MOFMAIL1/BAHAMASGOV. If NOT have them adjust the URL by changing **email** to **mofmail1** and pressing **enter**.

Note: Changing the URL address to reflect **MOFMAIL1** is the only way a Message Recall Report will be received. If the URL is saying *MOFMAIL2* the email will be recalled but the report will not be received.

IBM iNotes 🛛 🖼 🟛						
🔀 Mail	Mail-Sent ×					
PATRICIA AR 🔍 🕶	C New - Forward - 🖿 - ★ - 🛅 Recall Message More - 🖨 🗬 -					
Inbox (3)	I Recipient Subject					
Drafts	Jacqueline Whymns Re: Distribution of Interest/Dividend Payments					
Sent	MELVELYN SYMON Re: After Hours contact					
	MYSC GENERAL Re: Fw: LPP wins on Environmental Score					
Follow Up	MYSC GENERAL Re: Fw: LPP wins on Environmental Score					

2. From the left navigator select **Sent**.

🖹 🖅 🍿 Server Login	🐱 Sent	× + ~
\leftrightarrow \rightarrow \heartsuit	A https://mofmail1.bahamas.gov.bs/mai	l/parmbris.nsf
IBM iNotes 🛛 🗮 .	LÖER	
🔀 Mail	Mail-Sent X Preferences	🗙 🔳 Bahamas w 🗙
PATRICIA AR 😫	C New - Forward - M -	🗸 🖮 Recall Message More
Inbox (7)	Recipient	Subject
Drafts	DIT_SME	Po: Somple Email for Message Rec
Sent	Den Laura Refresh	from last week since it is
	a Laura	Control Desk Meeting Aug.
Follow Up	Laura Forward	ol Desk Meeting Aug.12, 2
All Documents	ANNIS Folder	Finance Clearance Approv
Junk	Policer VVON Follow Up	ol Desk Meetig TODAY
	∠ Laura Delete	sification Question
Irash	DIT_S	rchive Option and Traveler
Views	E Laura	sification Question
	NADI/ Print	> SS
Eoldore	FIIM	

- 3. Select the email you wish to recall and right click it.
- 4. Select Recall Message

Recall Message	×
Select recipients to recall from.	
Deselect All	
✓ DIT_SME@BAHAMASGOV	
Recall the message even if it has been read	
Send me a recall status report for each recipient	
Messages can be recalled only from recipients using IBM Domino e-mail.	
OK Cancel	

- 5. Place checkmark in the box beside the person(s) name you wish to recall the message from.
 - \square Recall the message even if it has been read
 - Send me a recall status report for each recipient
- 6. Place *checkmark* in option whether or not to recall even though it may have been read.

7. Select OK



8. Key enter your **Notes ID** password. (*If unknown must be supplied by the lotus Administrator.*

Note: This is not the web browser inotes password but the original Notes ID password). **See Instructions below on Locating Notes ID Password on page 7**

9. Select Ok.

	×	
This site says		
A recall request has been sent. If reports, you will be sent a report	you asked for recall status for each selected recipient.	
	ОК	

Note: Some persons have in their Preferences selected option to *stop any messages from being recalled from them.*

As person recalling the message, below is what they will receive in their email – Message from Mail Router.

Nev	v • Reply • Reply	to All • Forward • • • • • • • • • • • • • • • • • • •		Show	•		
	□ !Who → Subject Date ▼ S						
	Imelda Factor	Request for Govt email	11:34 AM	6K	÷		
	Mail Router	Message Recall:Re: Sample Email for Message Recall Instructions	11:24 AM	1K			
_	-· ·						

Similar message content below. **Note:** user can have setting in preferences where an email cannot be recalled.

Close			
Message Recall Status			
Request date: 12/08/2020 Number of recipients: 1 Recall Request:			
Summary			
Recipient	Status	Server	Details
DIT_SME@BAHAMASGOV	Recalled	MOFMAIL1/BAHAMASGOV	Message has not been read

I recommend that you set your email where a message can NOT be recalled from your mail.

Save and Close Canc	el	
International	Outgoing Mail	From Inotes
Delegation	Spell-check message before sending	1. Open your email go to
Security		2. More > Preferences > Mail > General
Offline	Check for new mail every 5 minutes	3. Scroll down to the bottom of the options.
	When new mail arrives:	4. Make sure there is no checkmark in the
	☐ Refresh Inbox automatically ☑ Display a popup alert	option – Allow Others to recall Messages sent to you.
	Composing Internet Style Replies Prefix each line with Wrap each line at 70 characters	5. Select Save and Close
	View and Folder Management When I delete a calendar document from any view or folder: Ask me if I want to remove or delete When I delete any document in the Sent View: Ask me if I want to remove or delete Select a default folder for the 'Move and Close' action: Select. Allow others to recall mail sent to you	

How to Stop Emails from being "Recalled"

How to change the password of the ID file stored in the mail file from the security preferences in iNotes.

There are two ways:

- 1. Domino Administrator Extract the ID file from the ID Vault with a new password and then have the user import the new ID file into their mail file from the security preferences in iNotes. See page 8
- 2. ID Manager Re-create the ID file which will create a new password for the ID file and upload to the mail file, but you will first need to delete the current ID file in the ID Vault database if it exists. See page 10

Locating Notes ID

Notes ID can be in either of 2 locations ID Manager Vault or Lotus Domino Vault. Check ID Manager Vault first, If the ID exists in the ID Manager Vault, then there is no need to extract and upload to iNotes as it is already in the mail file, you need only provide the password from the ID Manager Vault document to the user.

Obtaining Notes Password from ID Manager Vault

- 1. Go to Lotus Notes Workspace
- 2. Select ID Manager ID Vault

ID Manager	↑ New User ID							
ID Vault for IBM Notes & Domino	Search in View 'User IDs By First Name' Search for							
AT Same	Name	Created \Diamond Shortname \land Location						
	BRONELL WILLIAMS/IMMI/BAHAMASGOV BROOKE EVANS/CUST/BAHAMASGOV	30/07/2018 BRONELLWILLIAMS 31/07/2018 BROOKEEVANS						
	BRUCE LEE/FINA/BAHAMASGOV BRUCE LEE/FINA/BAHAMASGOV	24/05/2018 BROOKLETSAUNDE 18/08/2020 BRUCELEE						
	BUDGETINFO FINA/FINA/BAHAMASGOV BULAAH MORLEY/LABO/BAHAMASGOV	06/06/2019 BUDGETINFOFINA 01/07/2019 BULAAHMORLEY						
Copyright 1996 - 2016 HELP Software	BURCUDETTE TURNQUEST/CUST/BAHAMASGOV BUS UNIFICATION MOTA/MOTA/BAHAMASGOV	29/04/2019 BURCUDETTETURN 11/03/2020 BUSUNIFICATIONMC						
All Documents	C MCMAHON CAMPBELL/FINA/BAHAMASGOV CABINET WEBEX/CABI/BAHAMASGOV	10/04/2018 CMCMAHONCAMPBI 20/07/2020 CABINETWEBEX 25/05/2010 CADESUEASMITU						
By First Name	CALAY GIBSON/DPSE/BAHAMASGOV	25/05/2018 CADESHEASMITH 27/12/2019 CALAYGIBSON						
By Last Name By Expiration Date Notes Users By Last Name	CAMERON WALLACZ/LABO/BAHAMASGOV CAMILLE CARTWRIGHT/CUST/BAHAMASGOV CAMILLE FEASTE/MOSS/BAHAMASGOV	23/08/2019 CAMILLECARTWRIG 11/03/2019 CAMILLEFASTE						

- 3. Select Users
- 4. Select By First Name (or last name)
- 5. Select user's first name e.g. Bruce

Save	📝 Save & Close	🔯 Switch To ID	60 Un-Hide	👸 Open Person Doc	🍄 Open Mail File
					ID Manager User ID
User	Name:	BRUCE LEE	FINA/BA	HAMASGOV	
Passv Interne	vord: et Password:	v3u9w98uzi (GzDu4d8lrC5XG	ikslgL1J)		
Currer Attach	nt ID File: User ID Remove	User ID	eid "		
Old ID) Files:				
-					

Password for the ID will appear under the User Name.

- 6. Copy password and give to User.
- 7. Note you can also get a User's Lotus ID from here by copying it and pasting it where you wish.

How to Reset the Password in the Vault

Note: This will reset for the Notes client users when they try to log back in using the Notes Client

Lotus Domino ID Vault

	🛓 BAHAMASGOV Domain - MOFHU 🝿 Internet Password Lockout (9) 🗙											
	People & Groups Files Server Messaging Replication Configuration											
Ì	Server: MOFHUB1/BAHAM Release 9.0.1FP10 HF38	IASG 80 on	D V Vindows/I	Longhorn 6.3 Intel Pentium								'√Tools
	♥ ① Domino Directories ♥ ① BAHANASGOVS Address B: ● ▲ People ▲ Reople ◆ ▲ Groups ◆ ☆ Mai-In Databases and R ♥ ▲ Policies ♥ ▲ Dynamic Policies ▲ By Person/Group ▲ by Category	0	Add Pers	on 🖉 Edit Person	Delete Person	Copy to Personal Ac	ldress Book 🖉	Send Upgrade	Notifications 🕑)Open Mail File Chat▼		🕨 👌 People
Ť		Sea	arch in '	View 'People'				Show results	By relevance	💌 🔘 Indexed	? X	🕨 📸 Groups
2		Sea	rch for						Search		×	🤝 🔟 ID Vaults
		-		Name 🔺	Teleph	ione	Company A		E-Mail			Reset Password
		~		LEE BRUCE	, or obt		company		BRUCE LEE/FI	NA/BAHAMASGOV@BAHAMA	SGOV ^	Set ID Download Count
				LEE , LAURA					LAURA LEE/PF	ROJ/BAHAMASGOV@BAHAMA	SGOV	Extract ID From Vault
	Settings			LEGALDIV, MOFA					MOFA LEGALE	DIV/MOFA/BAHAMASGOV@BA	HAMASGO	Password Reset Authority
	Certificates			LEIGH , RICK					RICK LEIGH/B	SLI/BAHAMASGOV@BAHAMA	SGOV	

- 1. Go to Administrator
- 2. On MOFHUB1/BAHAMASGOV server
- 3. Locate User name and put checkmark beside it

- 4. Select ID Vault (on right)
- 5. Select Reset Password

Proceed to step 6 to continue.

Screen below may appear – select **OK** and go to

ID Manager to obtain Lotus ID Password.

Password Reset X					
1	User's ID has not been uploaded to Notes ID vault.				
	ОК]			

Reset User's Password	? ×	Random Password
Use this tool to reset the user's	Reset Password	Exception:
	Cancel	The only exception to this rule is if the user has a Notes
User name: BRUCE LEE/FINA/BAHAMASGOV	Random Password	Client and will be logging into their client shortly, as that will
Password reset and notification		force them to change the
How to <u>n</u> otify: In person	~	password which in turn will get updated to the Vault.
New password:	XXXXXX	
Confirm new password:		

- 6. In New password and Confirm new password key enter a Random Password
- 7. Select **Reset Password** *Screen below should appear.*



- 8. Select OK
- 9. Give user the password.

How to Re-Create a Notes ID for existing Email account in ID Manager

1. Go To ID Manager



- 2. Select Create New User.
- 3. Select New User Request

Save	🗐 Existing User?	省 Groups	Approve / Deny / Hold	🙀 Register User Now 🥸 Open 🛛 🔯 Change Status 👌 Help
			ID Mana	ager New User ID Request for New Request
-				
			User Mail Work	Home Admin Roaming Alate Passwords Access Regulat Custom Edits
			User Name & General	Trend Prend Trendming Prend Prederive Prederive Trederic Guident Law
			User Name & General	
			Profile:	/FINA/BAHAMASGOV New User Profile
			Request Status:	
			Requester: Date Required:	PATRICIA ARMBRISTER/DATA/BAHAMASGOV
			Requester Comm	?
			nequeater comm	
			First Name:	BRUCE
			Middle Initial:	
			Last Name:	IFF
			Ontional Ora Unit	
			User Name:	?
			Clone Settings Fr	rom: 📃 ?

- 4. Select User's current agency certifier.
- 5. Key enter user's Name as it appears in the government email addressbook.
- 6. **IMPERATIVE** Place checkmark in **Re-Create user ID** (*If not done client's account information may be erased*)

- 7. Go to Admin tab
- 8. Select Admin2
- 9. Remove Lynn Williams from the Notification
- 10. Select Save
- 11. Select Approve
- 12. Select Register User Now (Notes ID will be created in ID Manager Vault).

Note: ID will be created in ID Manager Vault