

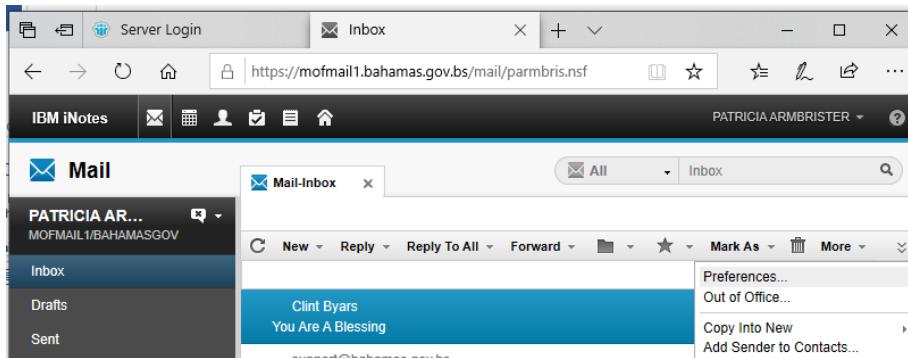
How to Recall a Message – USER

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.

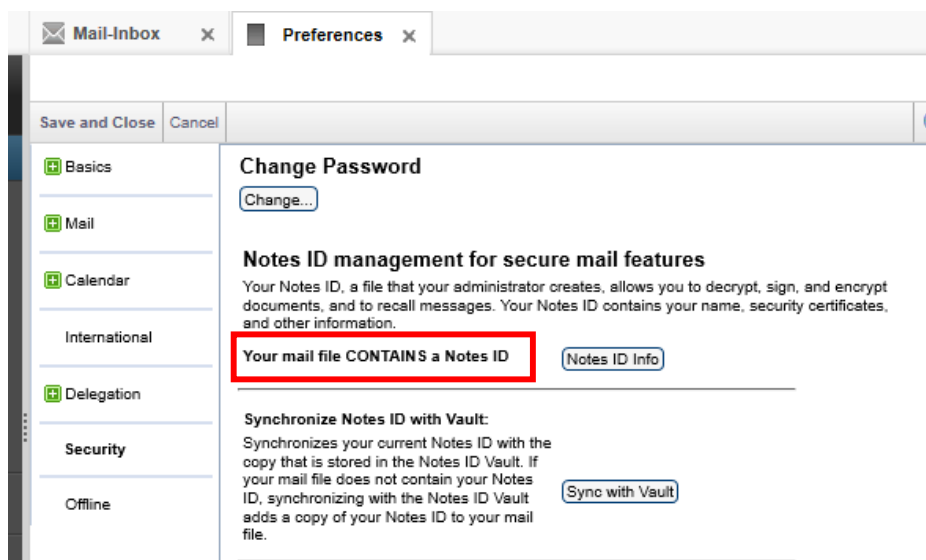
Finally, in order to receive the report back as to which messages had been recalled, it is best to perform the recall when connected to MOFMAIL1 as the delivery report gets stuck in the router mailbox if you are on MOFMAIL2.

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**

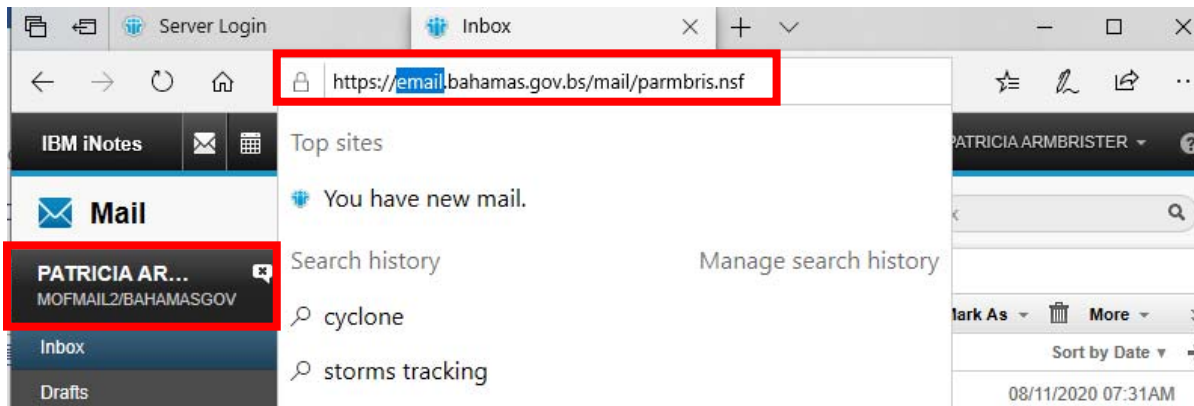


2. Select **Security**

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**.

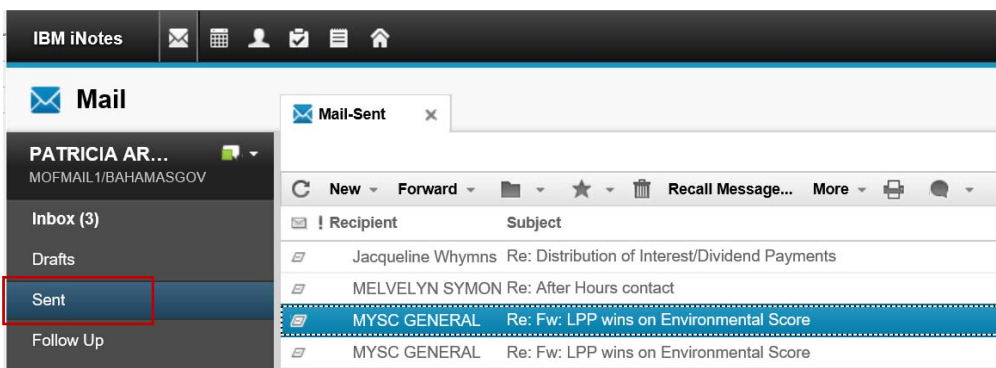
Note: The *Notes Password* is not the same as the one used to access the email through the browser. But here the password can be changed for the Notes ID once the original password is

Recalling the Email - Process

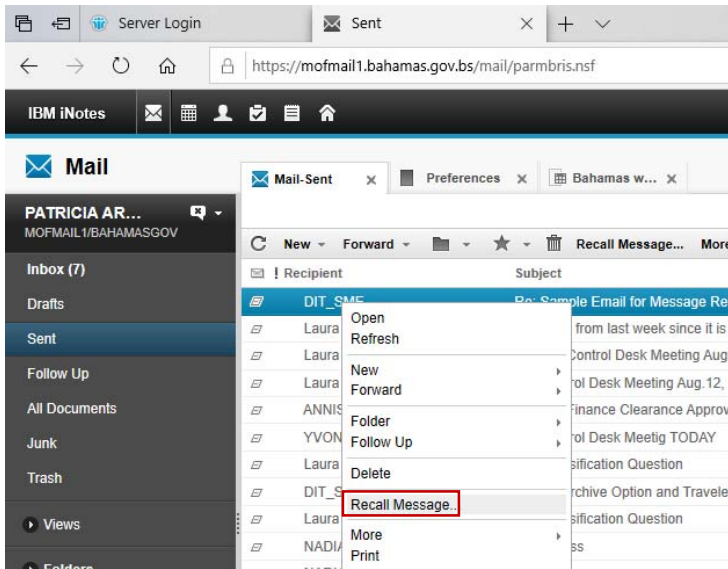


1. If user is already in their email have them look under their name on the left to see if they are already on MOFMAIL1/BAHAMASGOV. If NOT have them adjust the URL by changing **email** to **mofmail1** and pressing **enter**.

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.

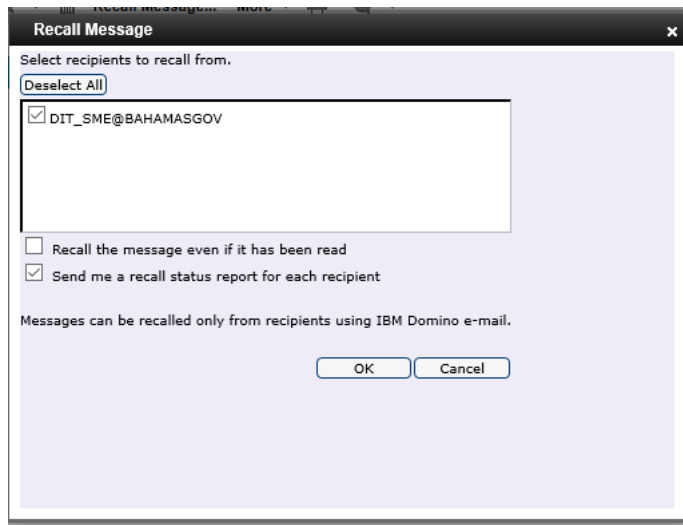


2. From the left navigator select **Sent**.



3. Select the email you wish to recall and right click it.

4. Select **Recall Message**

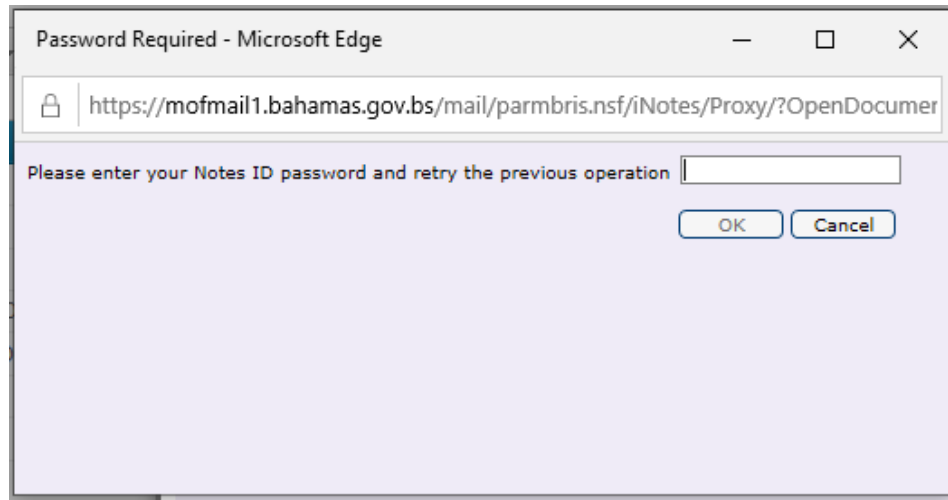


5. Place checkmark in the box beside the person(s) name you wish to recall the message from.

- 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.

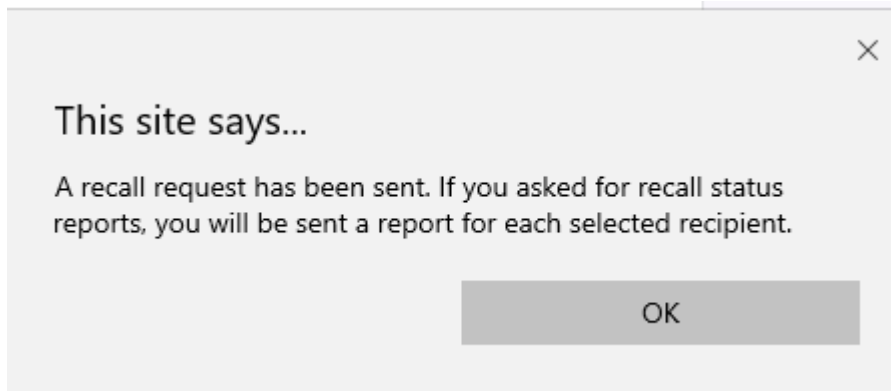
7. Select **OK**



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**.



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.

Who	Subject	Date	Size
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

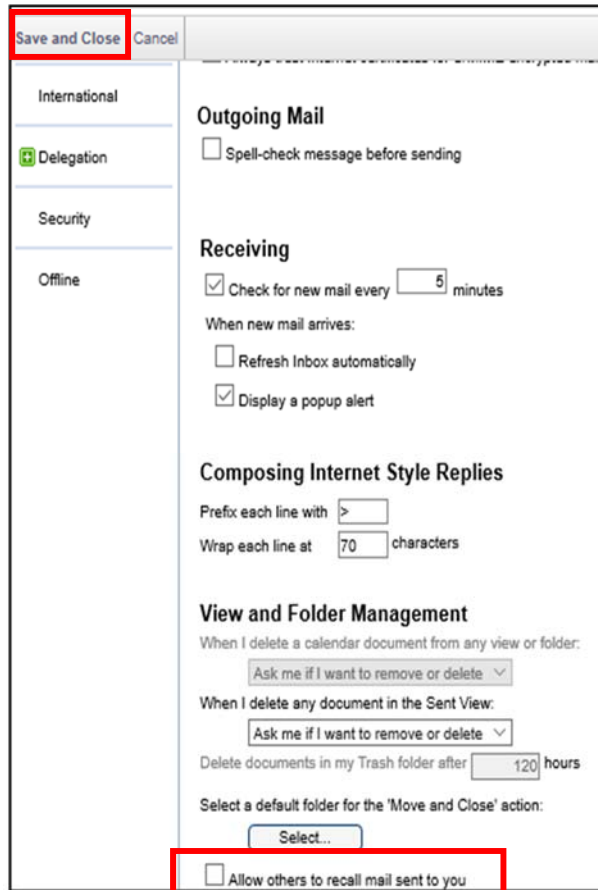
Request date: 12/08/2020
 Number of recipients: 1
 Recall Request: 

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.

How to **Stop** Emails from being “Recalled”



From Inotes

1. Open your email go to
2. **More > Preferences > Mail > General**
3. Scroll down to the bottom of the options.
4. Make sure there is **no** checkmark in the option – **Allow Others to recall Messages sent to you.**
5. Select **Save and Close**

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

There are two ways:

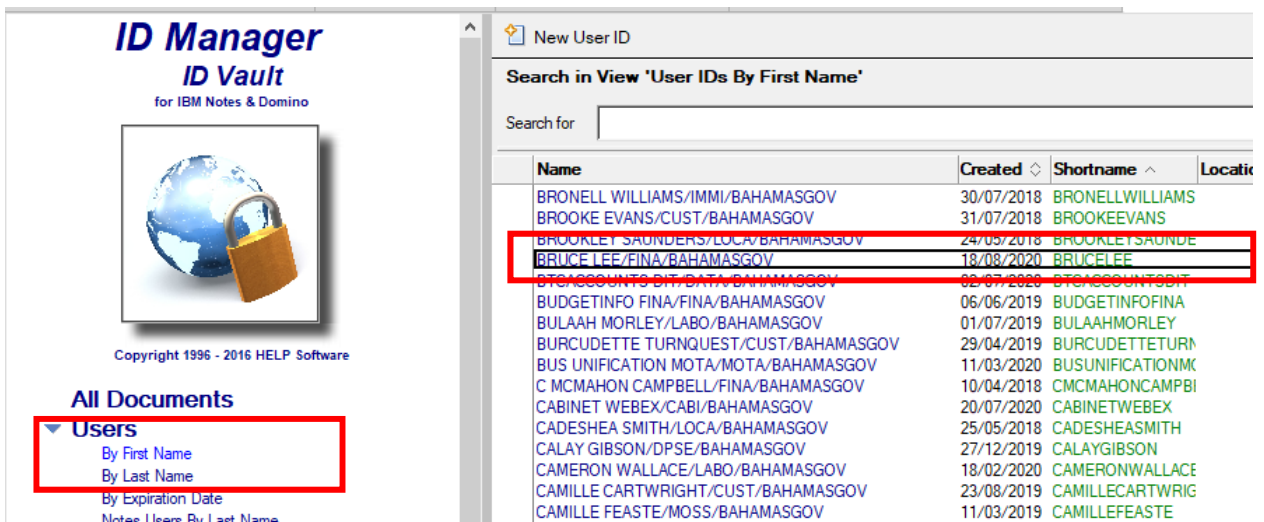
1. Domino Administrator - Extract the ID file from the ID Vault with a new password and then have the user import the new ID file into their mail file from the security preferences in iNotes. [See page 8](#)
2. ID Manager - Re-create the ID file which will create a new password for the ID file and upload 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

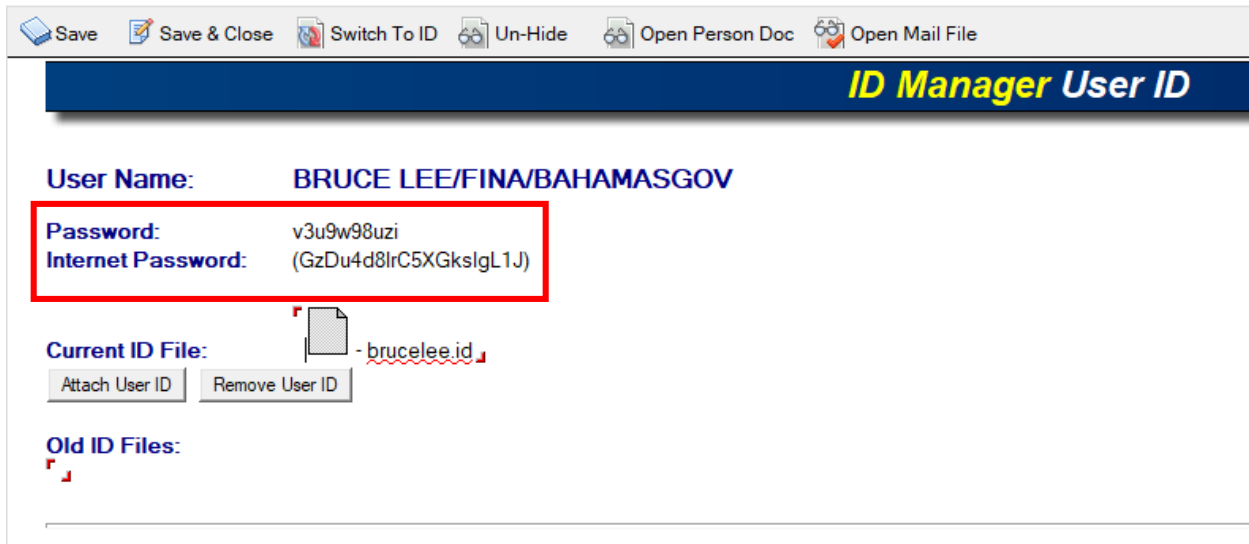
1. Go to Lotus Notes **Workspace**
2. Select **ID Manager ID Vault**



The screenshot shows the ID Manager ID Vault interface. On the left, there is a logo for 'ID Manager ID Vault for IBM Notes & Domino' and a navigation menu under 'All Documents' with 'Users' selected. On the right, a table titled 'New User ID' displays a list of users. The user 'BRUCE LEE/FINA/BAHAMASGOV' is highlighted with a red box, and the 'Users' menu item is also highlighted with a red box.

Name	Created	Shortname	Location
BRONELL WILLIAMS/IMMI/BAHAMASGOV	30/07/2018	BRONELLWILLIAMS	
BROOKE EVANS/CUST/BAHAMASGOV	31/07/2018	BROOKEEVANS	
BROOKLEY SAUNDERS/LOCA/BAHAMASGOV	24/09/2018	BROOKLEYSAUNDE	
BRUCE LEE/FINA/BAHAMASGOV	18/08/2020	BRUCELEE	
BTEACCOUNTS-DIT/DATA/BAHAMASGOV	02/07/2020	BTEACCOUNTSDIT	
BUDGETINFO FINA/FINA/BAHAMASGOV	06/06/2019	BUDGETINFOFINA	
BULA AH MORLEY/LABO/BAHAMASGOV	01/07/2019	BULA AHMORLEY	
BURCUDETTE TURNQUEST/CUST/BAHAMASGOV	29/04/2019	BURCUDETTETURN	
BUS UNIFICATION MOTA/MOTA/BAHAMASGOV	11/03/2020	BUSUNIFICATIONM	
C MCMAHON CAMPBELL/FINA/BAHAMASGOV	10/04/2018	CMCMAHONCAMPBI	
CABINET WEBEX/CABI/BAHAMASGOV	20/07/2020	CABINETWEBEX	
CADESHEA SMITH/LOCA/BAHAMASGOV	25/05/2018	CADESHEASMITH	
CALAY GIBSON/DPSE/BAHAMASGOV	27/12/2019	CALAYGIBSON	
CAMERON WALLACE/LABO/BAHAMASGOV	18/02/2020	CAMERONWALLACE	
CAMILLE CARTWRIGHT/CUST/BAHAMASGOV	23/08/2019	CAMILLECARTWRIG	
CAMILLE FEASTE/MOSS/BAHAMASGOV	11/03/2019	CAMILLEFEASTE	

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



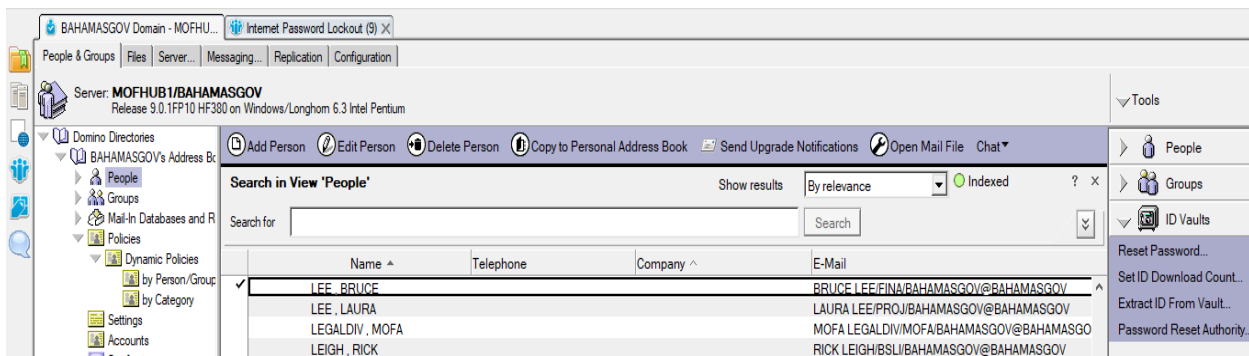
Password for the ID will appear under the User Name.

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

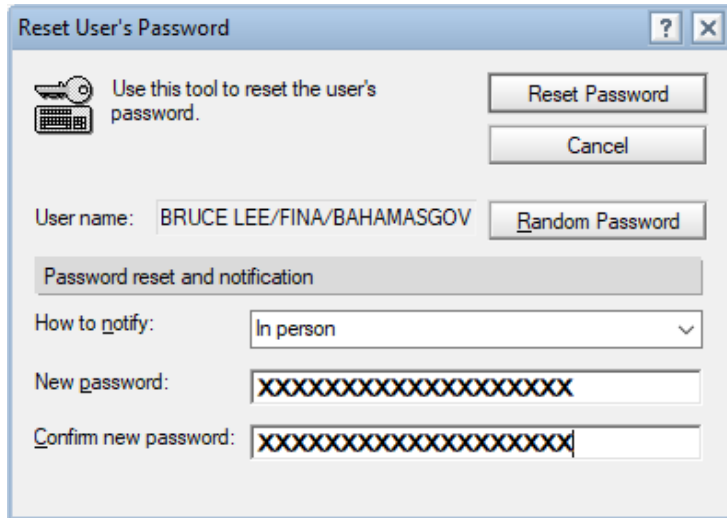
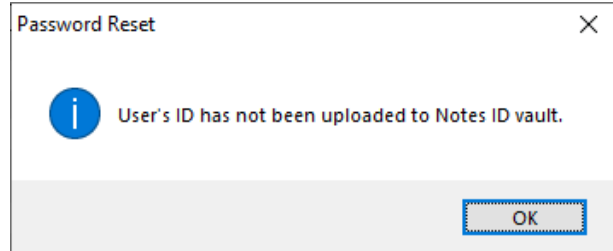


1. Go to **Administrator**
2. On **MOFHUB1/BAHAMASGOV** server
3. **Locate** User name and put **checkmark** beside it

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

Proceed to step 6 to continue.

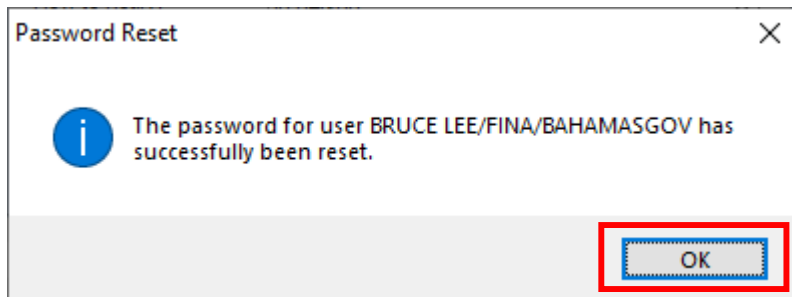
Screen below may appear – select **OK** and go to ID Manager to obtain Lotus ID Password.



Random Password Exception:

The only exception to this rule is if the user has a Notes Client and will be logging into their client shortly, as that will force them to change the password which in turn will get updated to the Vault.

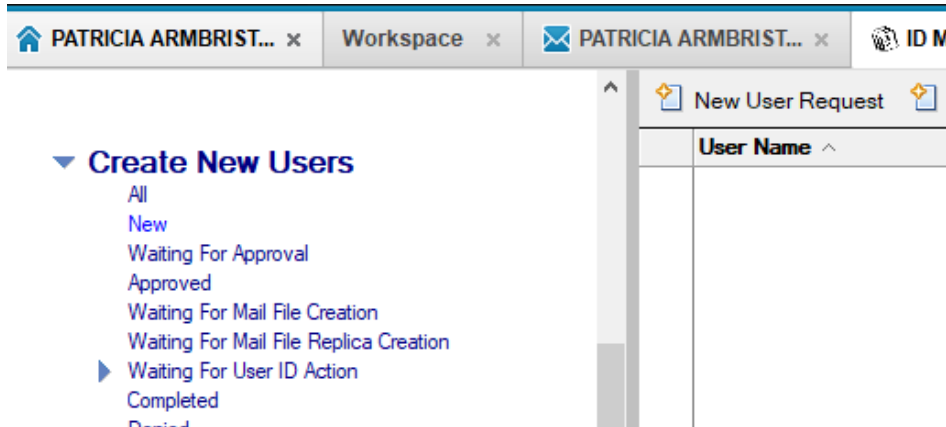
6. In **New password** and **Confirm new password** key enter a **Random Password**
7. Select **Reset Password** *Screen below should appear.*



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**

A screenshot of the 'New User Request' form in ID Manager. The form is titled 'User Name & General Info' and includes fields for Profile, Request Status, Requester, Date Required, Requester Comments, First Name, Middle Initial, Last Name, Optional Org Unit, User Name, and Clone Settings From. The 'Re-create User ID?' checkbox is checked and highlighted with a red box. The 'User Name' field contains the text 'BRUCE LEE/FINA/BAHAMASGOV'.

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*