

Using Your Documentation

The following documentation is included with Relatamail to help you effectively use the software.

Administration Manual

This manual offers information on how to manage Relatamail and its registered users. It's important that the Relatmail administrator read this manual before using Relatamail.

Contents of This Manual

Table of Contents

| | |
|------------------------------------|---|
| Chapter 1 Introduction | 3 |
| Chapter 2 Administering Relatamail | 4 |
| 1.0 Main Menu | 4 |
| 2.0 New Relatamail User | 5 |
| 3.0 List Registered Users | 6 |
| 4.0 List Active Users | 7 |
| 5.0 View Blast Queue | 8 |
| 6.0 View Blast Log | 9 |

Chapter 1

Introduction

Relatamail is the first component in a suite of open-source Customer Relationship Management (CRM) software tools, collectively known as Relata.

Relatamail is a complete industrial strength web-based email communications package with both user and administrative interfaces. Being web-based, the interface is a standard web browser.

The Relatamail source code is written in PHP (scripting language), HTML (hypertext markup language) and JavaScript (scripting language). JavaScript is used only for displaying pop-up windows and message boxes. The PHP is used for all Relatamail functionality and is embedded in the HTML. Why PHP? Stratabase.com believes in making their source code accessible to as broad an audience as possible. PHP has a rapidly growing developer base because of its ease of use and scalability. Relatamail is specifically built to function alongside some of the most widely used open-source applications such as MySQL, Apache, Linux, and Sendmail.

Relatamail allows distribution of mass customized email to thousands of recipients, supporting multiple lists, and offers automated web-based unsubscribe functionality and handling of undeliverable emails.

Relatamail includes a fully automated click-through tracking feature, and also provides AOL-friendly hyperlink formatting. The database integrated with Relatamail is MySQL, and the database structure provided is designed for enhanced scalability and data-capture.

Relatamail facilitates target marketing by allowing you to append marketing variables to destination URLs. This will allow for user-friendly communication using devices such as pre-filled forms that can ultimately strengthen relationships - all without the use of cookies.

Relatamail is free and released under the GNU General Public License.

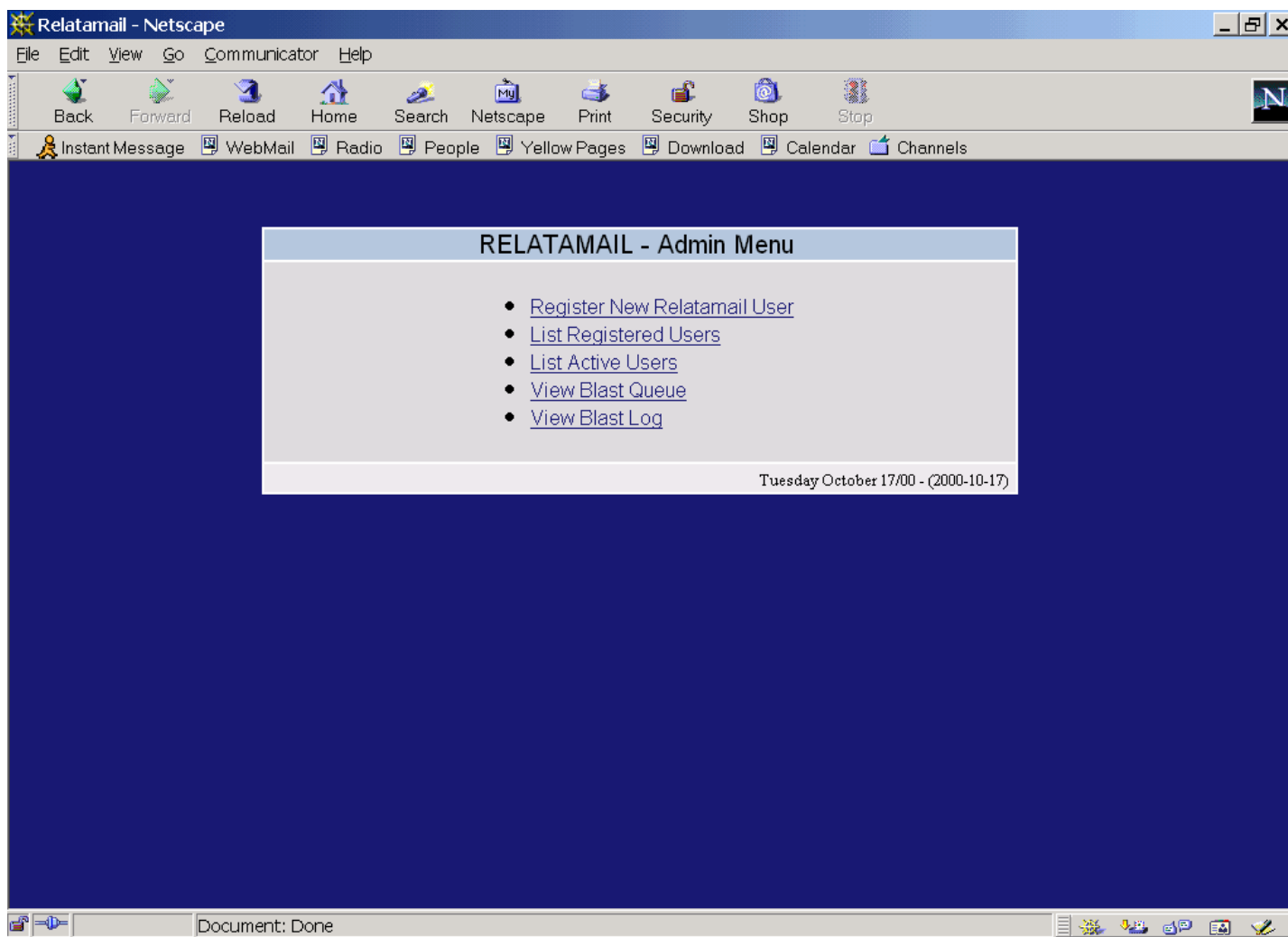
We hope you enjoy Relatamail as much as we did creating it!

- Stratabase.com

This chapter of the manual explains how to administer Relatamail and assumes that Relatamail has been successfully installed and configured. It is important that the Relatamail administrator reads this chapter to understand how to manage Relatamail and its registered users.

1. Main Menu

Upon accessing the administrative interface, the following web page will appear:



There are five menu options, namely:

- Register New Relatamail User
- List Registered Users
- List Active Users
- View Blast Queue
- View Blast Log

2.0 Registering New Users

Upon selecting 'Register New Relatamail User' from the main menu, you will be presented with the following web page:

The screenshot shows a Netscape browser window titled "Relatamail - Netscape". The address bar is empty. The menu bar includes "File", "Edit", "View", "Go", "Communicator", and "Help". The toolbar contains icons for "Back", "Forward", "Reload", "Home", "Search", "Netscape", "Print", "Security", "Shop", and "Stop". The sidebar shows links for "Instant Message", "WebMail", "Radio", "People", "Yellow Pages", "Download", "Calendar", and "Channels". The main content area displays a registration form titled "RELATAMAIL - Register New User". The form has the following fields: "Email:" with the value "avinesh@stratabase.com", "First Name:" with the value "Avinesh", "Last Name:" with the value "Bangar", "Login:" with the value "avinesh", "Password:" with the value "*****", and "Re-Type Password:" with the value "*****". Below the fields are three buttons: "Register", "Cancel", and "Clear". At the bottom right of the form, the text "Thursday October 19/00 - (2000-10-19)" is displayed. The status bar at the bottom of the browser window shows "Document: Done".

RELATAMAIL - Register New User

Email:

First Name:

Last Name:

Login:

Password:

Re-Type Password:

Thursday October 19/00 - (2000-10-19)

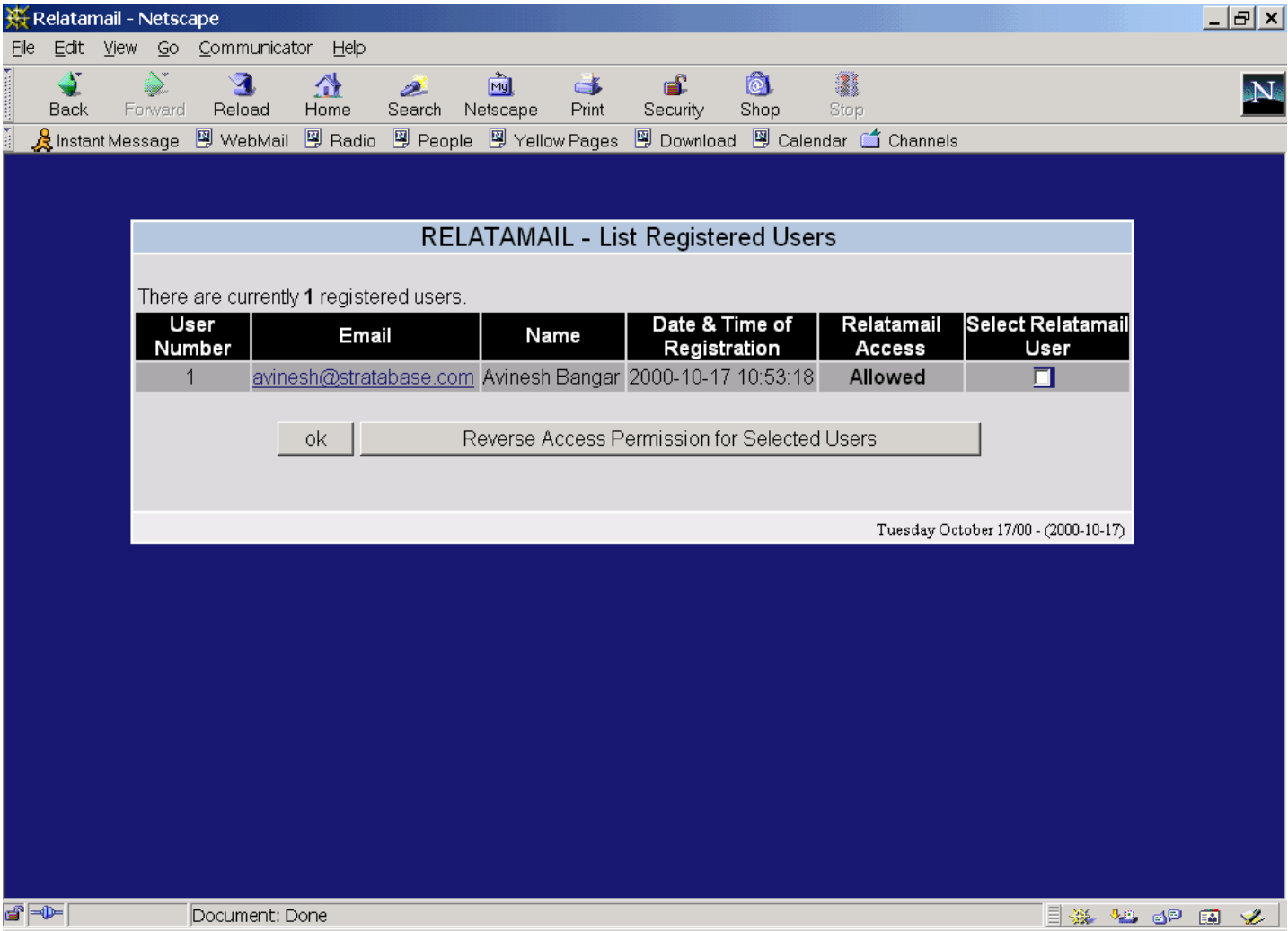
Registering a new user requires five entries, namely: the email address of the individual, the first name of the individual, the last name of the individual, the login, and the password of the individual. The password is encrypted when it is stored in the database. If a user forgets his/her password, a new one will have to be assigned.

Note: Please keep in mind that Relatamail requires an alphanumeric password of at least 8 characters in length.

3.0 Listing Registered Users

The 'List Registered Users' menu option allows you to view currently registered Relatamail users.

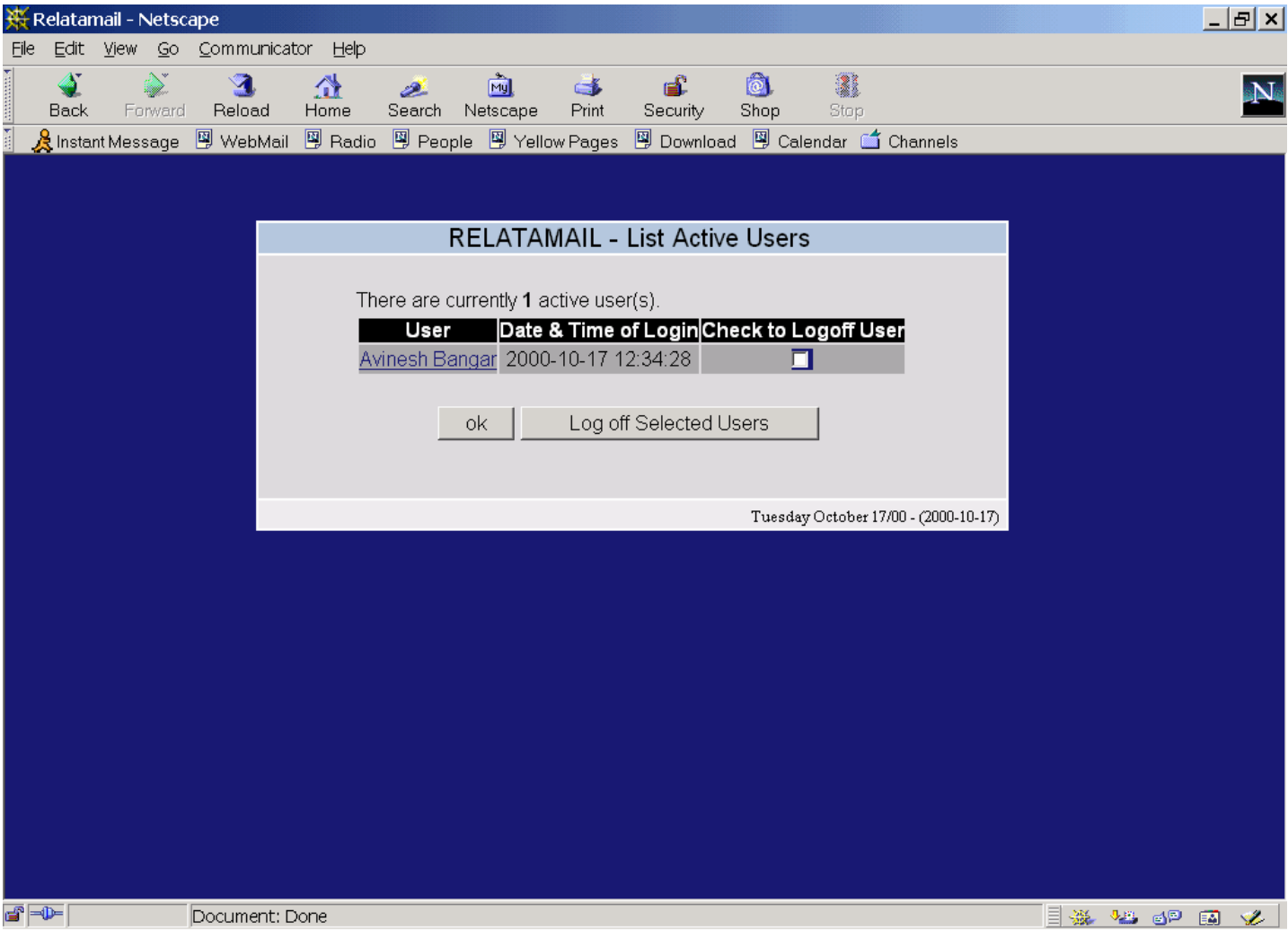
Shown below is one registered user.



Newly registered users are, of course, granted access to Relatamail by default. Should access need to be revoked for a particular user, click the checkbox in the last column of the user's row. Once the checkbox has a 'checkmark' in it, click on 'Reverse Access Permission for Selected Users' to deny the user access to Relatamail.

4.0 Listing Active Users

Upon accessing the 'List Active Users' menu option, you will be presented with the following web page:



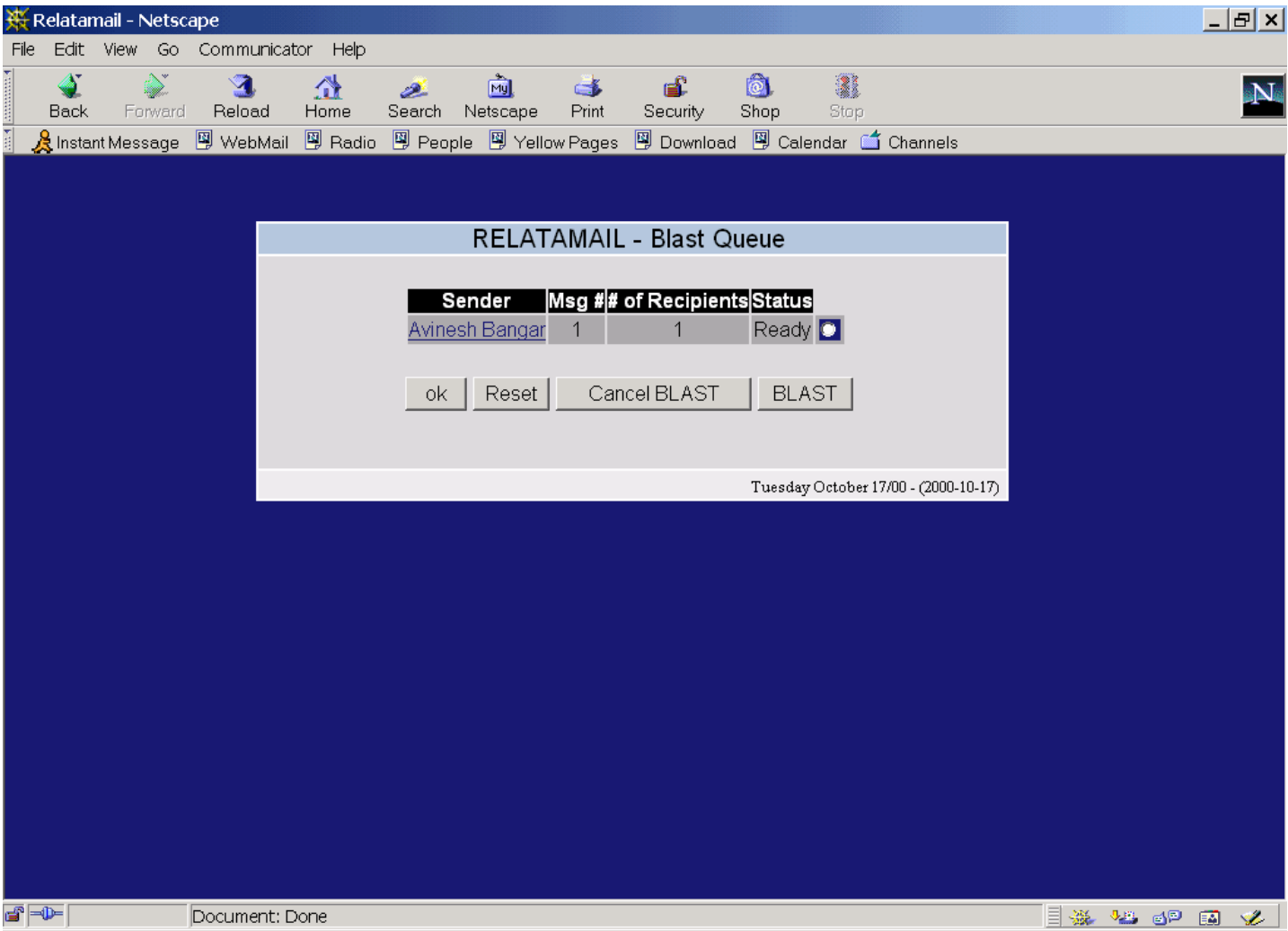
There is currently one Relatamail user logged in as shown in the above example.

If you decide, for some valid reason, that a particular user needs to be logged off from Relatamail, simply click in the checkbox in the 'Check to Logoff User' column for that user and then click 'Log off Selected Users' to log the user off.

You may then click on the user's hyperlink to email the user and explain why you have logged him/her off from Relatamail.

5.0 Viewing the Blast Queue

Upon selecting 'View Blast Queue' from the main menu, you will be presented with the following web page:



Select a particular blast by clicking inside the appropriate radio button beside the 'Status' column.

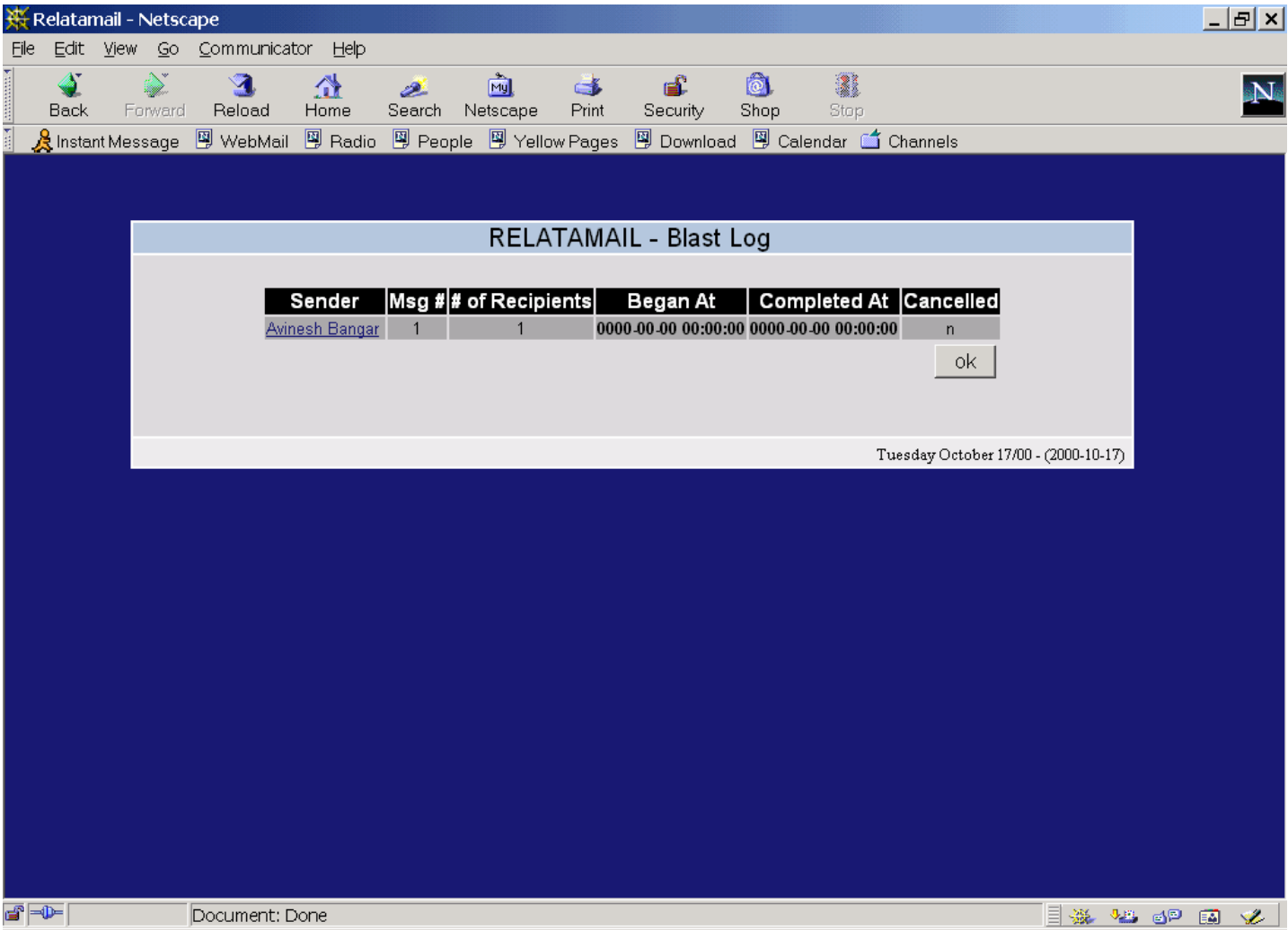
You may then cancel the selected blast by clicking 'Cancel Blast'. If a blast is cancelled it will no longer appear in the 'Blast Queue'.

Or, you may click 'BLAST' to proceed with the email campaign.

This 'Blast Queue' web page will refresh every five seconds to show the number of recipients that have received the email message being sent out. That number will be shown in the 'Status' column of the running blast. Once the email message has been sent to all the recipients, the blast entry will disappear from the 'Blast Queue'.

6.0 Viewing the Blast Log

Upon accessing the 'View Blast Log' menu option from the Main Menu, you will be presented with the following web page:



The senders name is noted, the message number is noted, the number of recipients is noted, the time the blast began is noted, and the time the blast completed is noted, as well as whether the blast was cancelled.

The blast log automatically refreshes every five seconds showing blasts in progress and those that have completed.

The Relatamail administration tour ends here.

Thank you

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