
Frequently Asked Questions:

What is MessageOne?

- MessageOne is an e-mail continuity program that will allow faculty and staff to access their UTSA e-mail in the event of an outage or network failure.

What does MessageOne do?

- In the event of an outage, basic e-mail functions (such as receiving and sending e-mail) will be available to UTSA faculty and staff using MessageOne's Email Management Services (EMS).

How do I set up my profile to ensure I am notified when my e-mail service is down?

- First, go to <https://ems.messageone.com/>.
- Log in using your UTSA e-mail address (ex: john.doe@utsa.edu) as your username. Use your network password as your MessageOne password.
- If you are logging in for the first time, you will be prompted to enter your preferred contact information (alternate e-mail address and/or a cell phone number for a text message notification).
- ***Note: Entering contact information is optional; however if you choose not to enter contact information, there will be no way to contact you in the event of an e-mail outage. ***
- In the event of an outage or network failure, MessageOne will be switched on by OIT and the Web component of e-mail continuity will be enabled.

What should I do if there is an outage and I need to access my e-mail account?

For Outlook users:

- Outlook users will be able to access their e-mail as normal. MessageOne will connect automatically. Users will be able to send and receive e-mail and be able to view "old" e-mail, contact list, and calendar events.
- Outlook users can also use the Web component of e-mail by going to <https://ems.messageone.com>. The Web component allows you to send and receive e-mail and view your contact list and calendar events; it does not allow you to see "old" e-mail.

For Mac/Linux users:

- Mac/Linux users or those running an older version of Outlook (older than 2003) will only be able to access e-mail continuity using the MessageOne Web site at <https://ems.messageone.com>. The Web component allows you to send and receive e-mail and view your contact list and calendar events; it does not allow you to see "old" e-mail.

Where can I get help using MessageOne through Outlook?

- If you have MessageOne installed on your Windows PC, Outlook will have a tab titled MessageOne EMS at the top left-hand side of the window. By clicking on the tab you can access a MessageOne Help section.

Is entering in contact information in the MessageOne EMS site secure?

- Yes. Any personal or contact information you enter on the MessageOne log-in page and site is secure.

How do I make sure that I will be able to see "old" e-mail if and when there is an e-mail outage?

For Outlook users:

- Microsoft Outlook users must configure their e-mail to "cached mode." To get assistance with this feature or to check to see if you're running in cached mode, please contact the Help Desk at x5538 or via e-mail at helpdesk@utsa.edu.

For Mac/Linux users:

- Mac/Linux users and those using an older version of Outlook later 2003 will not be able to view "old" e-mail. These users will only be able to access the Web component of their e-mail. The Web

component allows you to send and receive e-mail and view your contact list and calendar events; it does not allow you to see old e-mail.

How will I know that my e-mail client is back online?

- MessageOne EMS will send out an e-mail to users' UTSA e-mail that the issue has been resolved. Notification will also be sent to the alternate e-mail and cell phone number if the user set up notification options through their MessageOne profile.

What will happen to my e-mails once my e-mail client is back online?

- All e-mails (before, during and after the outage) will be recovered and available. The amount of time it will take to recover all the e-mail depends on the severity of the outage.

I can't access my e-mail through my e-mail client? What do I do?

For Microsoft Outlook users:

- To access e-mail functionality, go to <https://ems.messageone.com>. Log in using your UTSA email address and network password. (Note: You will be able to send and receive e-mail and view your contact list and calendar events. You cannot view "old" e-mail.)
- If you prefer not to use the Web component of MessageOne, it may be possible for you to access your Outlook account. Contact the Help Desk at 458-5538 for assistance.

For Mac/Linux users

- To access e-mail functionality, go to <https://ems.messageone.com>. Log in using your UTSA email address and network password. (Note: You will be able to send and receive e-mail and view your contact list and calendar events. You cannot view "old" e-mail.)

I am a BlackBerry user. Will I be able to access my e-mail from my BlackBerry?

- If you are using an updated software version on your BlackBerry and you have the MessageOne BlackBerry component installed on your device, you will have access to your UTSA e-mail.

Using MessageOne

The e-mails I send are being directed to my Outbox. Have my e-mails been sent?

- Yes. Using the MessageOne back-up system for e-mails places your Sent mail in the Outbox bin; however, your e-mails have been sent.

How do I update my notification options information in my MessageOne profile?

- Log into the MessageOne Web site at <https://ems.messageone.com>.
- Once logged in, click the "Notification Options" icon at the bottom.
- Update your contact information and click "Save."

More Help

If I have more questions or concerns, who do I contact?

- You can contact the Help Desk at 458-5538 or via e-mail at helpdesk@utsa.edu.