

Best
The World's ~~First~~ Free Email Security Service



Operations Guide

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Introduction

SAFENTRIX is a hosted Email security solution keeping Virus, SPAM and Phishers off your network, while ensuring that genuine emails can always reach the users. System administrators can easily setup SAFENTRIX for use with their domains in three easy steps. Once setup, SAFENTRIX requires minimal maintenance. Whatever maintenance needs to be done can be performed by logging onto SAFENTRIX Control panel.

SAFENTRIX Control panel provides options for

1. Managing/Adding/Deleting domains
2. Managing/Adding/Deleting users from domains
3. Changing Account information
4. Adding funds to account

This guide explains the functionality available in SAFENTRIX Control panel and how to access them.

SAFENTRIX services

SAFENTRIX Service is available in two flavors:

1. Standard Service
2. Enterprise Service

Both services provide same level of Email security. Standard Service is free for any number of users and is supported by one line text based advertisement appended to every delivered email. Enterprise Service provides 100% SLA backed warranty.

The differences in features are as follows:

Particulars	Standard Service	Enterprise Service
Cost	Free	43 Cents per user per month.
Appends Single line text based advertisement as Signature to emails	Yes	No
100% SLA Warranty	No	Yes
Compatible with Industry Standards like HIPAA/GLB	No	Yes

SAFENTRIX allows administrators to mix these services in the same domain. For example, out of 100 users, administrator can give Standard Service to 60 users and Enterprise Service to 40 users.

SAFENTRIX also allows administrator to convert users from one service to another (Standard to Enterprise or vice-versa) at any point of time.

Control Panel Login

SAFENTRIX Control panel can be accessed by using the “Client Login” link. That will display the following page



To login, enter:

1. Your SAFENTRIX account name in “User Name” field.
2. Password in “Password” field.
3. Correct CAPTCHA response.

If the entire above are entered correctly, you will be logged in. If any of the above is incorrect, you will receive an error message as listed in the following table:

Incorrect field	Error Message
User Name	You are not a registered User. Please register to our site and then try again. Thanks for visiting Safentrix.com
Password	Invalid Login, Please try again with correct password.
CAPTCHA	Please enter the correct CAPTCHA response.

There are also a couple of other situations where you may not be able to login. They are described below.

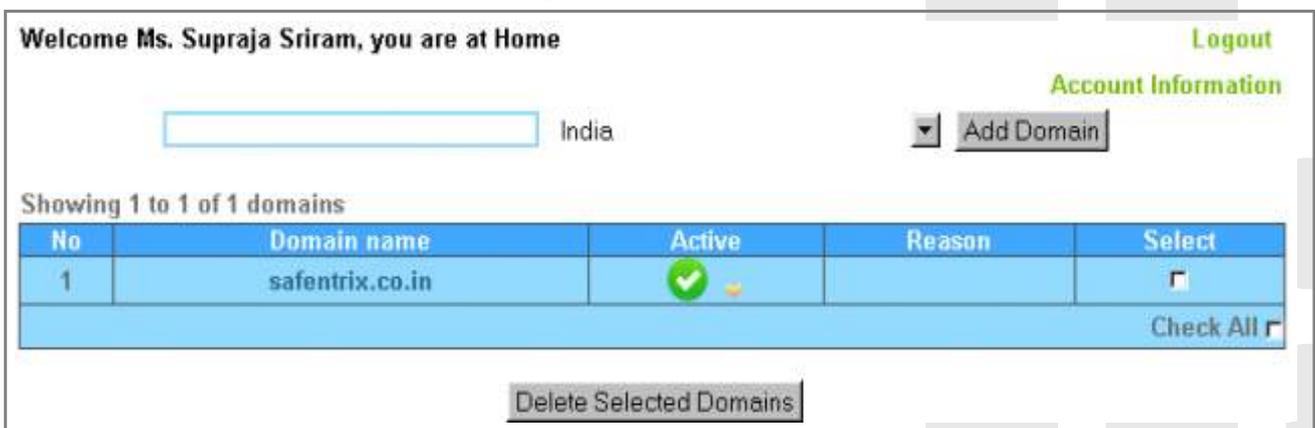
Situation	Displayed Error Message	Action to be taken by User
User has registered, but has not confirmed registration.	You have not confirmed your registration. Please check your email before proceeding further. Thanks for visiting safentrix.com	Please check your Email INBOX/SPAM folder. There will be an email from SAFENTRIX asking you to confirm your registration. Click on the link in the email from the same computer where you registered from.
User is trying to login from a new computer.	Invalid Login, Please try again with correct password. You are trying to login from an unauthorized IP. Please check your email before proceeding further.	SAFENTRIX, by default, keeps a list of IP addresses a user is allowed to login from. If user tries to login from a different place, an email is sent. User can click on that link and then login from the new computer. This is an additional security measure available with SAFENTRIX.

Once user logs into the Control Panel, a page with the list of domains in User's account is presented.

Control Panel

► Domain Management

Once a user logs in, list of domains in the account is presented. If the account already has some domains, the following page is presented.



Welcome Ms. Supraja Sriram, you are at Home Logout

Account Information

India ▼ Add Domain

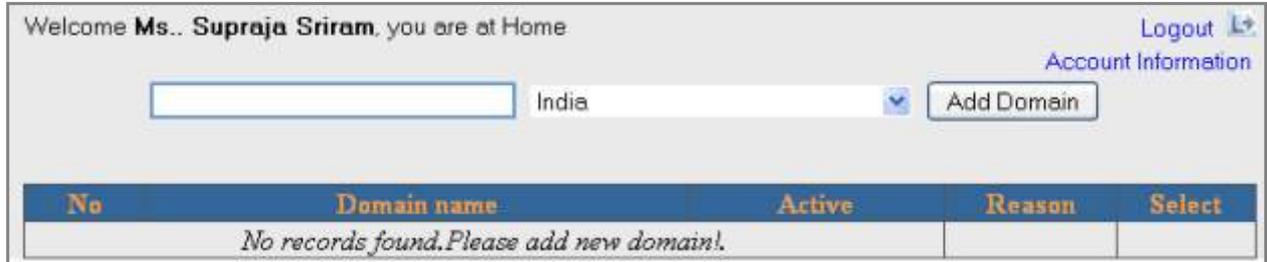
Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.co.in	✔		<input type="checkbox"/>

Check All

Delete Selected Domains

If there are no domains in the account, following page is presented.



Welcome Ms.. Supraja Sriram, you are at Home Logout 
Account Information

India Add Domain

No	Domain name	Active	Reason	Select
<i>No records found. Please add new domain!</i>				

►► Add Domain

The first step to getting SAFENTRIX services for your domain is to add the domain to your account. A domain can be added to your account using the following Control in domain page



India Account Information
Add Domain

1. Enter the domain name in field specified above (circled by Red Oval).
2. Change the Country of Origin, if incorrect.
3. Click on "Add Domain".

One of the key parameters to be entered with every SAFENTRIX domain is the "Delivery MX". These are the set of Email servers where SAFENTRIX will deliver email after scanning for Virus/SPAM/Malware. SAFENTRIX can "guess" the Delivery MX by looking into current MX records.

Once you enter the domain name and click on "Add Domain", SAFENTRIX will ask you if you want it to "guess" the Delivery MX from the current "MX" records. This is done by displaying a dialog:



The page at <https://www.safentrix.com> says:

 If this is a live domain with existing MX record, do you want us to set the current MX record as your delivery MX (Recommended)?

Possible scenarios and answers are given in the following table

Scenario	Answer
This domain has active email services and your current MX records are pointing to your email servers	OK
The domain has active email services and your current MX records are pointing to another Anti SPAM provider. You want to switch from this Anti SPAM provider to SAFENTRIX	Cancel
The domain has active email services and your current MX records are pointing to another Anti SPAM provider. You want to retain this Anti SPAM provider in addition to having SAFENTRIX services	OK
The domain is a new one, and there are no valid MX records	Cancel
The domain is a new one, but MX records are pointing to your email servers	OK

Once the input to the above dialog is obtained, SAFENTRIX tries to confirm that user is the owner of this domain. If SAFENTRIX cannot confirm the ownership of domain, it will ask to publish additional DNS records for the domain.

If SAFENTRIX requires user to add additional DNS records, a message similar to the one shown below will be displayed.



Please note that the exact DNS record (like 'sfxOnyxb2oWHhA.safentrix.in') to be added will vary depending on account as well as domain details.

At this stage, you will need to ask your DNS service provider to add the appropriate 'A' record. Once the 'A' record is added, you may need to wait for some time before adding the domain again. DNS records usually take some time to propagate and trying it after some time will ensure that SAFENTRIX recognizes the newly added records.

After adding the DNS record, re-add the domain. SAFENTRIX will then add the domain to your account and the same will be displayed as follows:

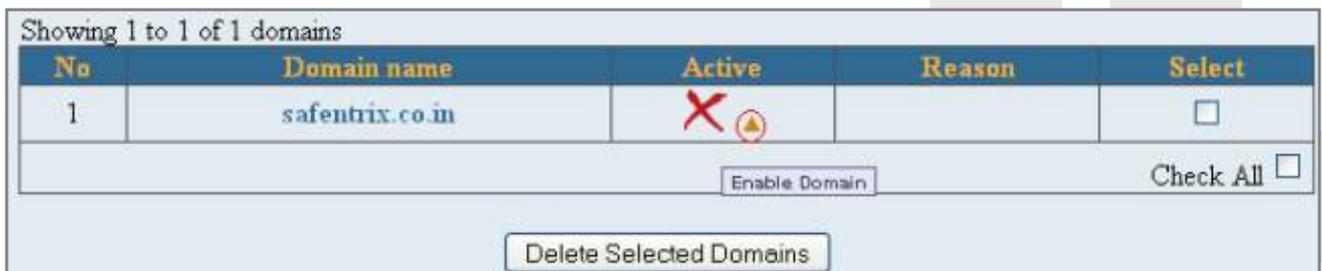


You will find that the domain has been added in the “Inactive” state (as seen in the Red Cross mark). Now we are ready to add details to the domain to make it active. In case the domain was present in somebody else's account, you may find the domain transferred in “Active” state. In this case, all the old information about the domain (like User names, Delivery MX) will be preserved.

A domain that is “Inactive” is not part of SAFENTRIX mail database. The domain has to be made “Active” before SAFENTRIX is ready to receive emails for the domain. A domain can be made active if it has at least one “Delivery MX”.

▶▶ Enable Domain

A domain that is marked “Inactive” can be manually made active. Refer to the figure below.



When a domain is inactive a Red X appears in the “Active” field. There is a small up arrow icon next to the “X” mark (it is marked by a Red Oval in the above picture). Clicking on this arrow allows user to manually Enable/Activate the domain.

Please note that enabling of a domain adds all the domain details to SAFENTRIX email server database and SAFENTRIX becomes ready to start accepting emails from Internet for this domain.

Enabling a domain is not an on line action. This means that whenever a domain is enabled manually, it is not enabled immediately. The request for “enabling” is added to a queue and processed in the order. Therefore, after enabling a domain, you may still see it being displayed as “Inactive”.

The running of the “Enabling” process in the queue could take anywhere from 15 minutes to 1 hour depending on pending requests. Once done, the domain will be displayed as “Active” as follows:

Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.co.in			<input type="checkbox"/>
				Check All <input type="checkbox"/>

Now SAFENTRIX is ready to receive emails for this domain.

▶▶ Disable Domain

Disabling a domain removes all domain details from SAFENTRIX Email server database and the Email servers no longer receive emails for this domain. It is similar to deleting the domain from SAFENTRIX, except that disabling can be reversed, whereas deletion cannot be reversed.

When a domain is “Active”, a Green tick mark is placed in its “Active” field. There is a small up arrow icon next to the Green tick mark as displayed in the following picture:

Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.co.in			<input type="checkbox"/>
				Check All <input type="checkbox"/>

The icon is highlighted by a Red Oval in the above picture. The domain can be disabled by clicking on the arrow icon. When you click on it, SAFENTRIX will ask for the reason you are disabling the domain and following dialog will be displayed.

User can enter any text as reason for disabling. The only condition is that the reason cannot be blank. Once you enter the reason, click on “OK”. The domain is disabled immediately and is displayed in “Inactive” state as in the picture below:

Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.co.in	 	Not using anymore	<input type="checkbox"/>

Check All

►► Delete Domain

Domains can be deleted from the Control panel. When this happens, all information about Domain (users, etc.) is permanently deleted from SAFENTRIX database. SAFENTRIX no longer receives email for this domain. This action cannot be reversed.

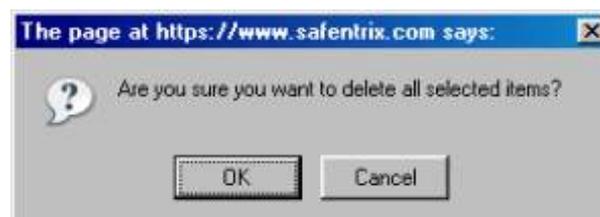
To delete the domain, first select the domain by checking the “Select” box next to the domain (illustrated in the following picture with a Red Oval):

Showing 1 to 1 of 1 domains

No	Domain name	Active	Reason	Select
1	safentrix.co.in	 	Not using anymore	<input checked="" type="checkbox"/>

Check All

Once the domain is selected (as above), click on “Delete Selected Domains”. Since this is an operation that could potentially seriously affect your email traffic, SAFENTRIX asks for additional confirmation by displaying the following dialog:



Confirm the Domain deletion by selecting “OK” in the above dialog. This will delete the selected domain and all associated records from SAFENTRIX database.

▶▶ Delete Multiple Domains

Multiple domains can be deleted from SAFENTRIX Control panel. To delete multiple domains, first select the domains by checking the “Select” box corresponding to the domains. An example is given in the picture below:

Showing 1 to 4 of 4 domains

No	Domain name	Active	Reason	Select
1com	✓ ▲		<input type="checkbox"/>
2com	✓ ▲		<input type="checkbox"/>
3com	✓ ▲		<input checked="" type="checkbox"/>
4	safentrix.com	✓ ▲		<input checked="" type="checkbox"/>

Check All

Delete Selected Domains

As the Red Oval shows, we have selected domain “3” and “4” to delete. Once the domains are selected, click on “Delete Selected Domains” button. SAFENTRIX will ask for a confirmation of deletion by displaying the following dialog:



Once the deletion is confirmed by clicking on “OK”, the domains are deleted from SAFENTRIX control panel.

► Delivery MX

►► Enable Domain

Once a user logs in, list of domains in the account is presented. If the account already has some domains, the following page is presented.

SAFENTRIX is a scan-and-forward service. Once configured, SAFENTRIX receives email for your domains. It rejects any email considered SPAM or has a Virus/Malware. Rest of the emails are forwarded to the domain's Original email server.

SAFENTRIX refers the Email servers to which the emails should be forwarded after scanning as "Delivery MX" for that domain. Each domain added to SAFENTRIX needs to have at least one "Delivery MX". A maximum of 5 "Delivery MX" can be specified for a domain.

In SAFENTRIX, every "Delivery MX" specified for a domain has a priority associated with it. This priority can be a number between 0 and 100. When delivering emails, SAFENTRIX tries to deliver the emails first to a "Delivery MX" with lesser priority number.

For example, if a domain has two "Delivery MX" as follows:

Host name/IP	Priority
mail.example.com	0
mail2.example.com	10

When an email comes in, SAFENTRIX will, first, try to deliver the email to "mail.example.com" because it has a lower priority number. If the delivery to "mail.example.com" fails, SAFENTRIX will try to deliver the email to server with next higher priority number.

In the above case, "mail2.example.com" has the next highest priority number and therefore SAFENTRIX will try to deliver the email to "mail2.example.com".

A domain needs to have at least one "Delivery MX" specified before it can be enabled. "Delivery MX" servers need to be valid email servers. If wrong "Delivery MX" details are specified, emails may get lost and the domain may be disabled by SAFENTRIX administrators.

If an account has multiple domains, each of the domains can specify different "Delivery MX". Emails for a domain will be delivered to the "Delivery MX" specified for that domain.

▶▶ Add

When logging in to SAFENTRIX Control panel, you will get the page giving the list of domains. Click on the domain name to which you want to add “Delivery MX”. That will display the following page:

Welcome **Ms.. Supraja Sriram**. You are at [Home](#) - safentrix.co.in Logout 
Show Users

DELIVERY MX

IP or Hostname Priority

LIST OF CURRENT DELIVERY MX

No	Priority	IP	Select
<i>No records found. Please add new MX.</i>			

In the above picture, the domain has no “Delivery MX” entered yet. To add a new “Delivery MX”,

1. Add the IP address/Host name of “Delivery MX” server. This must be a valid email server that will accept emails for this domain. SAFENTRIX will check for validity of email server and may reject the address if unable to validate. The address needs to be entered in “IP or Hostname” field in the above picture (field indicated by a Red Oval).
2. Add a priority for the “Delivery MX” Server. The priority must be a number between 0 and 100. Lower priority numbers indicate that SAFENTRIX should try those delivery servers first.

After entering the above information, click on “Add Delivery MX” button. SAFENTRIX will now check for the validity of Host name entered. If it is unable to validate, SAFENTRIX will display a message as follows:



User will need to correct the Host name in the above case.

If the Host name entered is fine, SAFENTRIX will add the "Delivery MX" to domain and display it as follows:

Show Users

DELIVERY MX

IP or Hostname Priority

LIST OF CURRENT DELIVERY MX

Showing 1 to 1 of 1 delivery MXs

No	Priority	IP	Select
1	0	mail.carizen.co.in	<input type="checkbox"/>
			Check All <input type="checkbox"/>

▶▶ Delete

"Delivery MX" for a domain can be deleted as follows:

1. Select the "Delivery MX" to be deleted by checking the "Select" box next to it (highlighted by a Red oval as in example in the following picture).

Showing 1 to 1 of 1 delivery MXs

No	Priority	IP	Select
1	0	mail.carizen.co.in	<input checked="" type="checkbox"/>
			Check All <input type="checkbox"/>

2. Click on "Delete Selected" button. SAFENTRIX will try to confirm the deletion by displaying following dialog:



3. Confirm deletion by selecting "OK".
4. The "Delivery MX" will be deleted and resulting table displayed in page.

►► Multiple Delete

Multiple “Delivery MX” for a domain can be deleted as follows:

1. Select all the “Delivery MX” to be deleted by checking the “Select” box next to them (highlighted by a Red oval as in example in the following picture)

LIST OF CURRENT DELIVERY MX			
Showing 1 to 2 of 2 delivery MXs			
No	Priority	IP	Select
1	0	mail.carizen.co.in	<input checked="" type="checkbox"/>
2	10	mail.safentrix.com	<input checked="" type="checkbox"/>
			Check All <input type="checkbox"/>
<input type="button" value="Delete Selected"/>			

2. Click on “Delete Selected” button. SAFENTRIX will try to confirm the deletion by displaying following dialog:



3. Confirm deletion by selecting “OK”.
4. All the selected “Delivery MX” will be deleted and resulting table displayed in page.

Please note that if all the “Delivery MX” for a domain are deleted, SAFENTRIX will automatically disable the domain and you will not be able to receive any emails for that domain.

► Users

►► Concept

To reduce SPAM, SAFENTRIX accepts email only for valid email addresses in a domain. This means that SAFENTRIX users must specify all the user names/email addresses that are valid for a domain.

SAFENTRIX Control panel gives easy, web based user interface for maintaining users. User maintenance page can be accessed as follows:

1. Login to the Control panel.
2. In the displayed domain list, click on domain for which user maintenance needs to be done.
3. In the page that comes up click on “Show Users” link at top right.
4. That will display the following page. This page provides way to do all user operations.

Welcome Ms.. **Supraja Sriram**, You are at [Home](#) - safentrix.co.in [Logout](#)

[Show MX Records](#)

USERS

User Name [Bulk Operations](#)

Show only names beginning with

Showing 0 of 0 users (Total : 0)

No	UserName	Active	Service	Reason	Select
No records found. Please add new user.					

►► Add

To add an email address to a domain,

1. Go to the User Management page. That will display the following:

Welcome **Ms.. Supraja Sriram**, You are at [Home](#) - safentrix.co.in Logout
Show MX Records

USERS

User Name [Bulk Operations](#)

Show only names beginning with
 All users

Showing 0 of 0 users (Total : 0)

No	UserName	Active	Service	Reason	Select
<i>No records found. Please add new user.</i>					

2. Enter the user part of the Email address to be created in “User Name” field (highlighted by the Red Oval in above picture).
3. User part of the Email address is the text which occurs before '@' symbol in the email address. For example, if the email address you are trying to add is info@safentrix.co.in, user part is 'info'.
4. Click on “Add User” button.

If the user name is valid and is a new email address, user gets added and displayed as follows:

Welcome **Ms.. Supraja Sriram**, You are at [Home](#) - safentrix.co.in Logout
Show MX Records

USERS

User Name [Bulk Operations](#)

Show only names beginning with
 All users

Showing 1 to 1 of 1 users (Total : 1)

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>

Check All

There are cases when user addition fails with an error message. The following table lists the error messages and situations corresponding to them.

Error Message	Description
This user already exists.	The email address is already in SAFENTRIX database. There is no need to add again.
Invalid user name.	The email ID is invalid. Internet Email addresses should follow a standard and the user name you tried to add does not conform to the standard. Please note that only the user name should be given and not the full Email address.

When a user is added, it is added in “Active” state with “Standard” Service.

►► Bulk Add

SAFENTRIX Control panel provides easy ways of adding multiple users. This is especially useful for organizations with large number of users.

To add multiple users into a domain, following needs to be done:

1. Prepare a text file with user names to be added to the domain, one line per user.
2. For example, let us take that we want to add the following email addresses:
 - sales@safentrix.co.in
 - marketing@safentrix.co.in
 - purchase@safentrix.co.in
3. Create a plain text file with the user names of the Email addresses (example follows):


```
sales
marketing
purchase
```
4. In Windows platform, use “Notepad” or “Word Pad” and remember to save the document as a text document.
5. In Linux platform, use “vi” to prepare the document.

- Now go to the user management page for “safentrix.co.in” in the Control panel. The following page is displayed:

Welcome **Ms.. Supraja Sriram**, You are at [Home](#) - safentrix.co.in Logout 
Show MX Records

USERS

User Name

Show only names beginning with
 All users

Showing 1 to 1 of 1 users (Total : 1)

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>

Check All

- Click on the “Bulk Operations” link (highlighted in the Red Oval in above picture).
- That will display the following page

Safentrix - Upload File - Mozilla Firefox _ □ X

<https://www.safentrix.com/ajax/upload.php>



Upload file for Bulk Operations

File Name	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Add Users"/> <input type="button" value="Delete Users"/>	
<input type="button" value="Switch Users to Standard Service"/>	
<input type="button" value="Switch Users to Enterprise Service"/>	

Done www.safentrix.com  

9. Click on “Browse” button (highlighted with a Red Oval in above picture). That will display a File Selection Dialog.
10. Using the File Selection dialog, select the text file created in the previous step.
11. Click on “Add Users”.
12. SAFENTRIX will check validity of file and if valid, will display the following dialog:



13. Please note that all Bulk Operations are not on line operations. They are batch operations. SAFENTRIX adds these requests to a process queue and the operations are processed in order.
14. When the operation is completed, SAFENTRIX database is updated and status of completion of operation is sent to user by an email.
15. When the users are added, an email is sent to the user. The email gives status of addition of every user in the file. Invalid user names are highlighted in the result email. A sample email is given below:

Previous | Next | Back to Message

Delete Reply Forward Spam Move...

This message is not flagged. [Flag Message - Mark as Unread]

Date: Fri, 6 Feb 2009 18:33:01 +0530

To: @yahoo.com

From: "Administrator" <webmaster@safentrix.com> Add to Address Book

Subject: SAFENTRIX ALERT: Bulk user addition results for 'safentrix.co.in'

Dear Ms. Supraja Sriram:

Please refer to your submission of users for bulk addition. The table below gives the results

User	Added/Reason for failure
sales	Added successfully
marketing	Added successfully
purchase	Added successfully

Thanking You,
The Safentrix Accounts Maintenance Team

►► Attributes

“USERS” section displays a list of users. The attributes of user are given in the same row as the user. A sample listing is given below:

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>

The following table gives a description of various attributes of the user

Attribute Heading	Description
No	Gives the Serial Number of the user in the list of users
UserName	User name
Active	Says if the user is “Active” now. If a user is marked “Active”, SAFENTRIX receives email for the user. If a user is not marked “Active”, SAFENTRIX will reject all emails for this user. User who is not marker “Active” is functionally equivalent to a user who is not in the user list of the domain.
Service	Says what kind of service (Standard/Enterprise) the user has. “S” says that user has “Standard Service”. “E” says that user has "Enterprise Service". If a user has Standard Service, it is not charged and all emails delivered to the user will have a one line text advertisement appended as a Signature. If a user has Enterprise Service, the service is chargeable and user's emails are passed as is without appending any signature.
Reason	If user is Inactive, this gives the reason as to why the user was disabled.
Select	Click on this box to select the user for various operations

►► Search

SAFENTRIX Control panel by default displays a sorted list of all users. When there are a large number of users (as SAFENTRIX supports up to 20,000 users per domain), there is a need to navigate to the users we want to maintain quickly.

Administrators can quickly navigate to the user names they are interested in using the Search facility. In SAFENTRIX, Search is possible based on the following criteria:

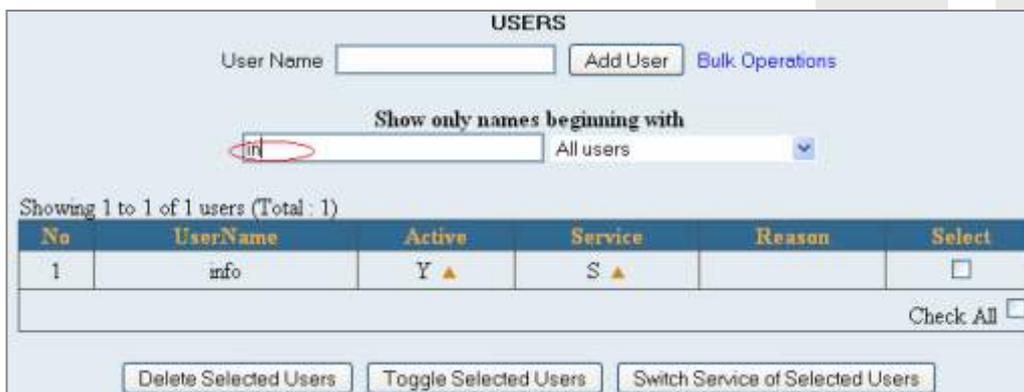
Criteria	How to Search
Name of user	Enter first few characters of user name and press “Enter”
Active/Inactive	Select appropriate criteria from the Combo box next to Search Edit box
Standard/Enterprise Service	Select appropriate criteria from the Combo box next to Search Edit box

By using the search facility, administrators can quickly get to the users they are interested in and maintain them. Now, we will look at how to search for users based on their names.

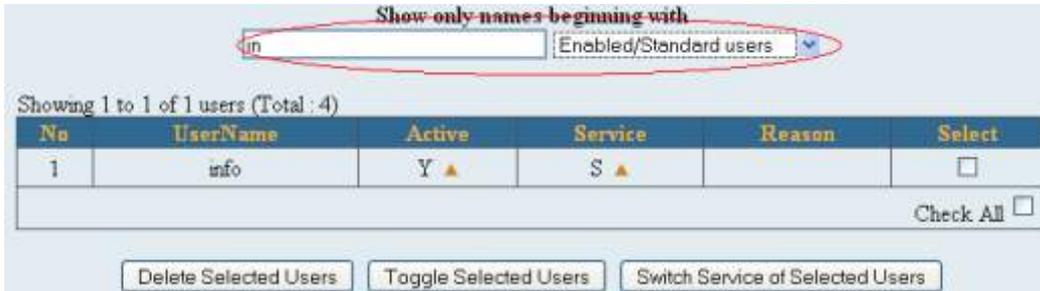


The Search box appears as above (is highlighted by a Red Oval). To search for a particular user, enter a few characters from the beginning of the user name and press “Enter” key. Then SAFENTRIX will display only users whose address starts with those characters.

For example, suppose we want to search for users whose name starts with “in”, we enter “in” into the Search box (highlighted with a Red Oval) and press “Enter”. Then, as per the figure below, only users whose name starts with “in” will be displayed.



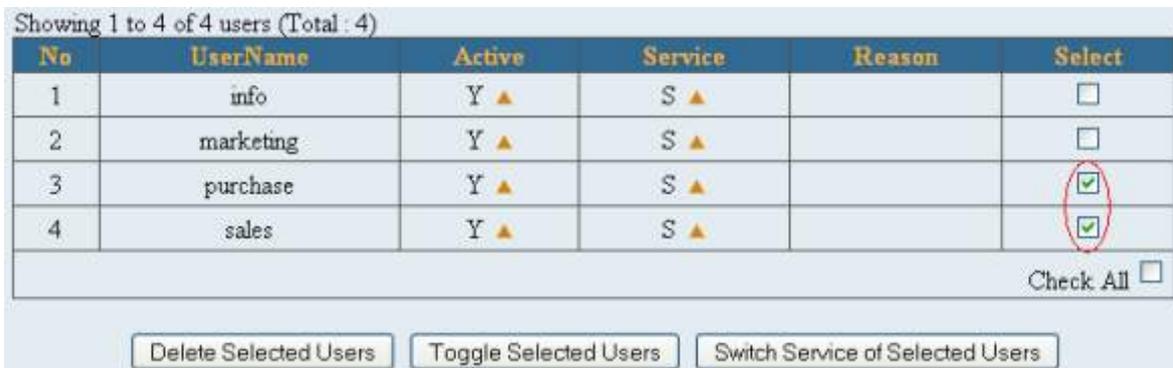
An example is given below:



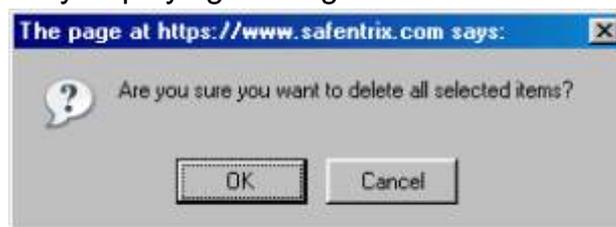
►► Delete

Users can be deleted as follows:

1. Search for the users to be deleted to make sure that those user names are displayed in the current page.
2. Once we have the users to be deleted in the page, select the users to be deleted by checking the "Select" Check box corresponding to users. In the example below, we want to delete the users "purchase" and "sales" and we have selected those users (selection highlighted using the Red Oval)



3. Once the users to be deleted are selected (as above), press "Delete Selected Users" button.
4. Since this operation cannot be reversed, SAFENTRIX asks for Deletion confirmation by displaying a dialog as follows:



5. Confirm deletion by clicking on "OK".
6. SAFENTRIX deletes these users from its domain database and display a confirmation as follows:



As mentioned, Search can also be done on other criteria. This is done using the Combo box next to the Search box (highlighted in the figure below):



Once a criterion is selected, only users fitting the criteria are displayed in the page. The different options in the Combo box are explained below:

Combo Box Text	Criteria Description
All users	A list of all users in the domain is displayed
All Enabled users	All users who are in “Active” state are displayed
All Disabled users	All users who are not in “Active” state are displayed.
All Enterprise Service users	All users who have “Enterprise Service” are displayed
All Standard Service users	All users who have “Standard Service” are displayed
Enabled/Standard users	All users who are in “Active” state and who have “Standard Service” are displayed.
Enabled/Enterprise users	All users who are in “Active” state and who have “Enterprise Service” are displayed.

Please note that whenever a user is disabled (made not “Active”), the user is automatically converted to “Standard Service”. Therefore, architecturally, it is not possible to have disabled users who have “Enterprise Service” and therefore that option is not available for searching in the above Combo box.

Searching based on name can be combined with the above criteria and then, only the subset of results will be displayed. For example, if we type in “in” in the Search edit box and choose “Enabled/Standard users”, we will get all users

- Whose name starts with “in”,
- Who are “Active”, and
- Who have “Standard Service”

4. Since this operation cannot be reversed, SAFENTRIX asks for Deletion confirmation by displaying a dialog as follows:



5. Confirm deletion by clicking on "OK".
6. SAFENTRIX deletes these users from its domain database and display a confirmation as follows:



►► Bulk Delete

While manual deletion of users (as described in the above section) is appropriate for small number of users, it becomes difficult to use that method when you have to delete hundred's or even ten's of users. In that case "Bulk Deletion" feature provided by SAFENTRIX Control panel can be used.

Bulk deletion of users can be done as follows:

1. Prepare a plain text file containing the list of user names to be deleted.
 - In Windows platform, use "Notepad" or "WordPad" and remember to save the document as a text document.
 - In Linux platform, use "vi" to prepare the document.
2. As an example, say we want to delete the following users
 - purchase
 - info

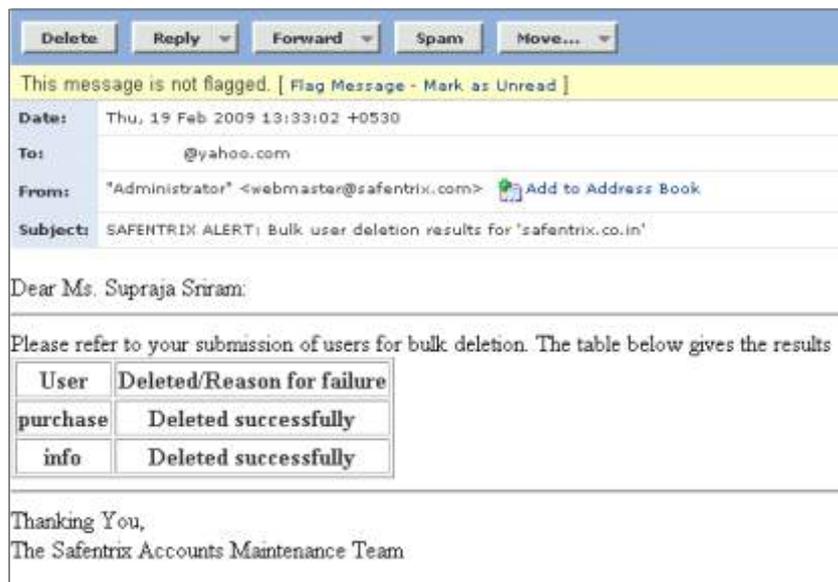
- Now go to the user management page for the domain name (in this case “safentrix.co.in”) in the Control panel. In the displayed page, click on “Bulk Operations” link. That displays the following page:



- Click on “Browse” button. That will display a File Selection Dialog.
- Using the File Selection dialog, select the text file created in the previous step.
- Click on “Delete Users”.
- SAFENTRIX will check validity of file and if valid, will display the following dialog.



3. Please note that all Bulk Operations are not on line operations. They are batch operations. SAFENTRIX adds these requests to a process queue and the operations are processed in order.
4. When the operation is completed, SAFENTRIX database is updated and status of completion of operation is sent to user by an email.
5. When the users are deleted, an email is sent to the user. The email gives status of deletion of every user in the file. Invalid user names are highlighted in the result email. A sample email is given below:



▶▶ Disable User

Disabling a user is equivalent to removing the user from SAFENTRIX database. Once disabled, SAFENTRIX rejects all emails for this user. Administrators can, however, enable any disabled user using the Control panel.

A user can be disabled as follows:

1. Go to the Users section for the domain in Control panel.
2. Search for the user.
3. In the row, where the user is displayed, there is a small up arrow icon next in the "Active" column. An example is given below:

Showing 1 to 1 of 1 users (Total : 4)

No	UserName	Active	Service	Reason	Select
1	marketing	Y	S		<input type="checkbox"/>

Check All

4. The icon is highlighted with a Red Oval in the above picture.
5. Click on the Icon.
6. SAFENTRIX will ask a reason for disabling by displaying the following dialog. You may enter any non-empty text.



7. After entering the reason, press "OK"
8. SAFENTRIX will disable the user and display the following dialog



9. SAFENTRIX will no longer receive emails for this user.
10. Now the user is shown in Inactive state (Example below)

Showing 1 to 1 of 1 users (Total : 4)

No	UserName	Active	Service	Reason	Select
1	marketing	N ▲	S	Left organization	<input type="checkbox"/>

11. If this were a "Enterprise Service" user, the user is automatically converted to "Standard Service". Then the unused portion of the amount in "Enterprise Service" is reimbursed and added back to the account.

▶▶ Enable User

Disabled users can be enabled manually by the account administrator. Once enabled, SAFENTRIX starts accepting emails for the user.

A user can be enabled as follows:

1. Go to the Users section for the domain in Control panel.
2. Search for the user.
3. In the row, where the user is displayed, there is a small up arrow icon next in the “Active” column. An example is given below:

No	UserName	Active	Service	Reason	Select
1	marketing	N 	S	Left organization	<input type="checkbox"/>

4. The icon is highlighted with a Red Oval in the above picture.
5. Click on the Icon.
6. SAFENTRIX will enable the user and display the following dialog



7. SAFENTRIX will now start accepting emails for this user
8. Now the user is shown in Active state (Example below)

No	UserName	Active	Service	Reason	Select
1	marketing	Y 	S 		<input type="checkbox"/>

Kindly note that all enabled users are by default given “Standard Service”. They can be switched to Enterprise Service as required.

▶▶ Disable/Enable Multiple Users

Multiple users visible on a page can be disabled/enabled by using the “Toggle Selected Users” function. To use the Toggle functionality, all users selected must be in the same state (Active or Inactive)

Multiple users can be Enabled/Disabled as follows:

1. Search for the users.
2. In the page that comes up, select the users whose status you want to Toggle. An example is given below

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>
2	marketing	Y ▲	S ▲		<input type="checkbox"/>
3	purchase	Y ▲	S ▲		<input checked="" type="checkbox"/>
4	sales	Y ▲	S ▲		<input checked="" type="checkbox"/>

Check All

3. In the example above, we want to disable users “purchase” and “sales”. We select the users by checking the “Select” box next to these users (highlighted by Red Oval).
4. Click on “Toggle Selected Users” button.
5. SAFENTRIX will confirm the operation by displaying the following dialog



6. Confirm the operation by selecting “OK”.

- If you are trying to Disable the users, SAFENTRIX asks for a reason for disabling by displaying the following dialog:



- Enter the reason for disabling (any non-empty text may be entered) and select "OK"
- SAFENTRIX toggles status of the users and display a dialog as follows:



- You will see the status of the users changed in the resulting page. In the example, we will see the users status as "Inactive" (highlighted by Red Oval)

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>
2	marketing	Y ▲	S ▲		<input type="checkbox"/>
3	purchase	N ▲	S	Left	<input type="checkbox"/>
4	sales	N ▲	S	Left	<input type="checkbox"/>

Check All

►► Switch to Enterprise Service

SAFENTRIX comes in two flavors. “Standard Service” is absolutely free for any number of users and is supported by third party advertisements. “Enterprise Service” is a paid service and comes with 100% SLA Warranty and compliance with Industry standards (HIPAA/GLB).

By default, all users created are given “Standard Service”. Account administrator can switch any user to “Enterprise Service” using the Control panel. Please note the following facts about “Enterprise Service”

1. “Enterprise Service” costs about 43 cents per user per month.
2. The service needs to be renewed on a monthly basis.
3. SAFENTRIX will send automatic reminders whenever “Enterprise Service” has to be renewed.
4. If there is sufficient balance in the account, SAFENTRIX will also do an auto-renew of “Enterprise Service” and inform the account administrator.
5. Charges for “Enterprise Service” are always calculated on a pro-rate basis with respect to the renewal date.
6. For example, if we convert an user to “Enterprise Service” and 15 days remain for renewal, only charges for 15 days are made (which is approximately 20 cents) and not the full amount for the month.
7. Similarly, when a user is converted from “Enterprise Service” to “Standard Service”, the unused charges till renewal date is credited back to Account.

When converting a user to “Enterprise Service”, it is important that the pro-rata charges for this action is present in the Account. If not, the operation will fail.

A user can be converted to “Enterprise Service” as follows:

1. Go to the Users section for the domain in Control panel.
2. Search for the user.
3. In the row, where the user is displayed, there is a small up arrow icon next in the “Service” column. An example is given below:

1	info	Y ▲	S 🔥		<input type="checkbox"/>
---	------	-----	-----	--	--------------------------

4. The icon is highlighted with a Red Oval in the above picture.
5. Click on the Icon.
6. If sufficient account balance is not present for this operation, SAFENTRIX will display a dialog as follows, giving the amount required for the operation.
7. If that is the case, kindly recharge the account (See “Account Information” section on how to recharge) and try again. The minimum recharge amount should be whatever amount is displayed in the displayed dialog.
8. If there is sufficient balance in account, user is switched to “Enterprise Service” and following message is displayed.
9. Now the user is shown with “Enterprise Service” (Example below)

No	UserName	Active	Service	Reason	Select
1	Info	Y 	E 		<input type="checkbox"/>

▶▶ Bulk Switch to Enterprise Service

While manual switching of users to “Enterprise Service” (as described in the above section) is appropriate for small number of users, it becomes difficult to use that method when you have to delete hundred's or even ten's of users. In that case “Bulk Switch Users to Enterprise Service” feature provided by SAFENTRIX Control panel can be used.

Bulk switching of users to “Enterprise Service” can be done as follows:

1. Prepare a plain text file containing the list of user names to be switched.
 - In Windows platform, use “Notepad” or “WordPad” and remember to save the document as a text document.
 - In Linux platform, use “vi” to prepare the document.
2. As an example, say we want to switch the following users to “Enterprise Service”.
 - purchase
 - marketing

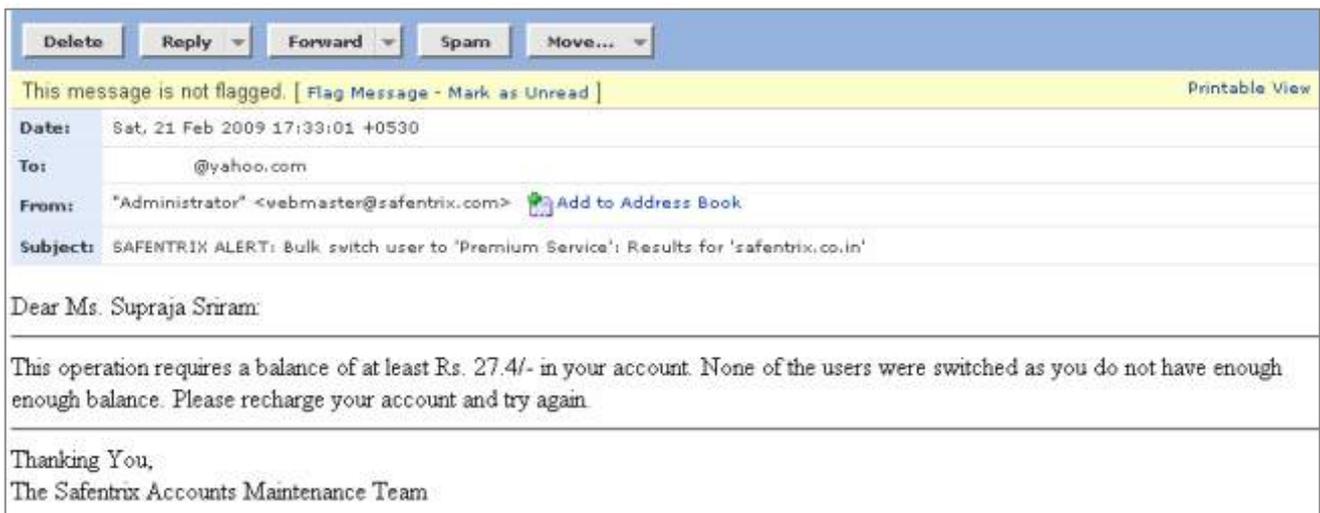
- Now go to the user management page for the domain name (in this case “safentrix.co.in”) in the Control panel. In the displayed page, click on “Bulk Operations” link. That displays the following page:



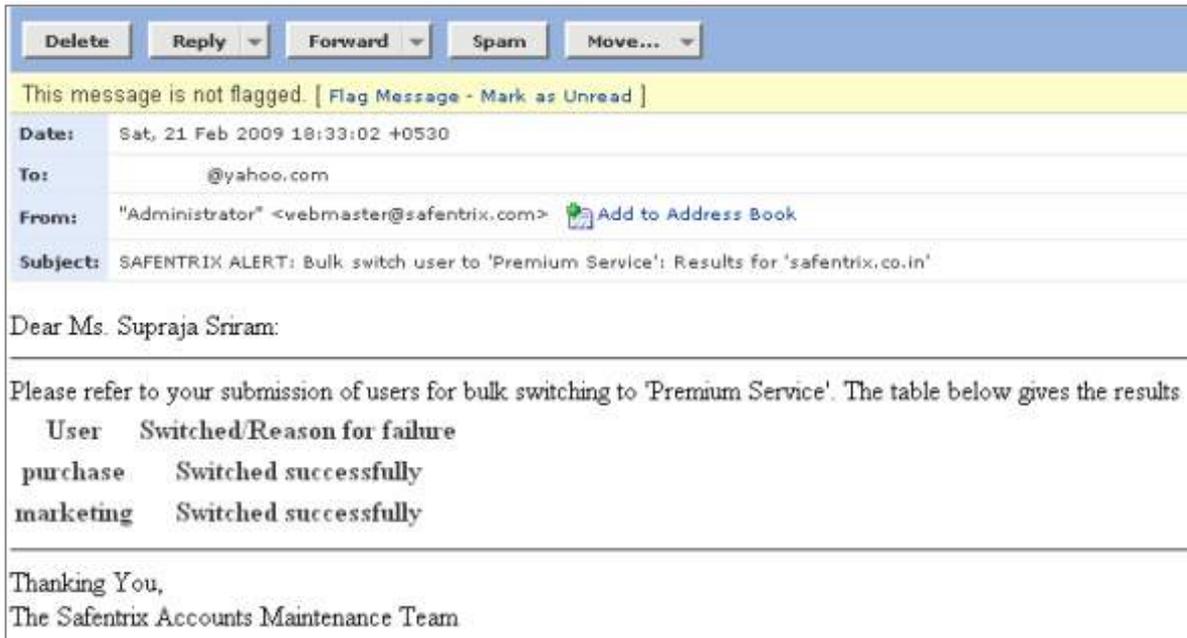
- Click on “Browse” button. That will display a File Selection Dialog.
- Using the File Selection dialog, select the text file created in the previous step.
- Click on “Switch Users to Enterprise Service”.
- SAFENTRIX will check validity of file and if valid, will display the following dialog.



8. Please note that all Bulk Operations are not on line operations. They are batch operations. SAFENTRIX adds these requests to a process queue and the operations are processed in order.
9. When the operation is completed, SAFENTRIX database is updated and status of completion of operation is sent to account administrator by an email.
10. As “Enterprise Service” is a paid service, you have to ensure that there is sufficient balance in the account for switching the users to “Enterprise Service”. If sufficient balance is not present in the account, the operation fails and the same is communicated to account administrator as an email (sample follows):



11. If your operation fails, kindly recharge the account with at least the amount specified in the email, and retry the operation.
4. If there is sufficient balance in the account, all the users in the file are switched to Enterprise Service and an email is sent to the account administrator. The email gives status of service of every user in the file. Invalid user names are highlighted in the result email. A sample email follows:



►► Switch to Standard Service

A user can be converted to “Standard Service” as follows:

1. Go to the Users section for the domain in Control panel.
2. Search for the user.
3. In the row, where the user is displayed, there is a small Up arrow icon next in the “Service” column. An example is given below:

No	UserName	Active	Service	Reason	Select
1	info	Y	E		<input type="checkbox"/>

4. The icon is highlighted with a Red Oval in the above picture.
5. Click on the Icon.
6. SAFENTRIX switches the user to “Standard Service” and following message is displayed.



8. Now the user is shown with “Standard Service” (Example below)

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>

8. When a user is switched from “Enterprise Service” to “Standard Service”, the unutilized amount for the user is calculated on a pro-rata basis and credited back into Account balance.

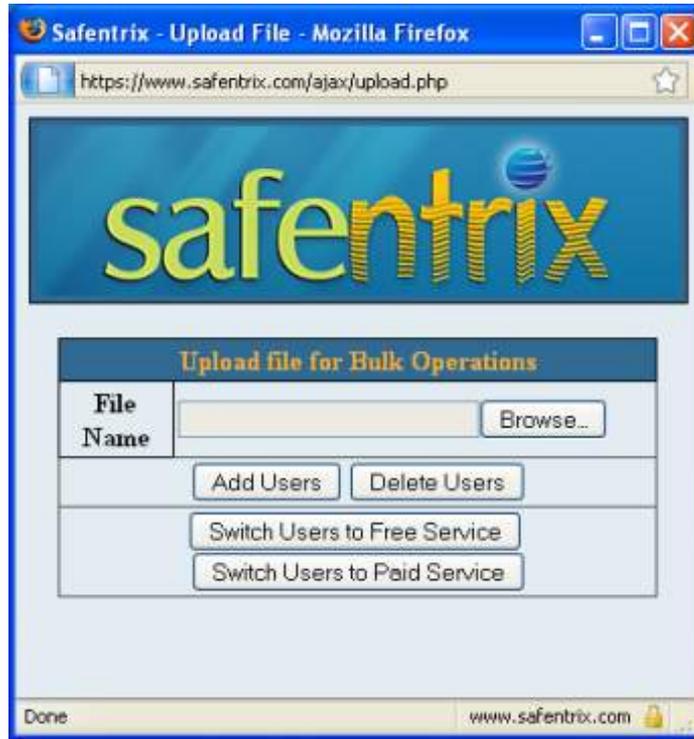
▶▶ Bulk Switch to Standard Service

While manual switching of users to “Standard Service” (as described in the above section) is appropriate for small number of users, it becomes difficult to use that method when you have to delete hundred's or even ten's of users. In that case “Bulk Switch Users to Standard Service” feature provided by SAFENTRIX Control panel can be used.

Bulk switching of users to “Standard Service” can be done as follows:

1. Prepare a plain text file containing the list of user names to be switched.
 - + In Windows platform, use “Notepad” or “WordPad” and remember to Save the document as a text document.
 - + In Linux platform, use “vi” to prepare the document.
2. As an example, say we want to switch the following users to “Standard Service”.
 - purchase
 - marketing

- Now go to the user management page for the domain name (in this case “safentrix.co.in”) in the Control panel. In the displayed page, click on “Bulk Operations” link. That displays the following page:



- Click on “Browse” button. That will display a File Selection Dialog.
- Using the File Selection dialog, select the text file created in the previous step.
- Click on “Switch Users to Standard Service”.
- SAFENTRIX will check validity of file and if valid, will display the following dialog.



- Please note that all Bulk Operations are not on line operations. They are batch operations. SAFENTRIX adds these requests to a process queue and the operations are processed in order.

- When the operation is completed, SAFENTRIX database is updated and status of completion of operation is sent to account administrator by an email. The email gives status of service of every user in the file. Invalid user names are highlighted in the result email. A sample email is given below:



▶▶ Switch Service of Multiple Users

Service (Standard/Enterprise) of multiple users visible on a page can be switched by using the “Switch Service of Toggle Selected Users” function. To use the Toggle functionality, all users selected must have the same service (Standard/Enterprise).

Service of multiple users can be switched as follows:

- Search for the users.
- In the page that comes up, select the users whose status you want to Toggle. An example is given below

No	UserName	Active	Service	Reason	Select
1	info	Y ▲	S ▲		<input type="checkbox"/>
2	marketing	Y ▲	S ▲		<input type="checkbox"/>
3	purchase	Y ▲	S ▲		<input checked="" type="checkbox"/>
4	sales	Y ▲	S ▲		<input checked="" type="checkbox"/>

Check All

- In the example above, we want to provide Enterprise Service to users “purchase” and “sales”. We select the users by checking the “Select” box next to these users (highlighted by Red Oval).
- Click on “Switch Service of Selected Users” button.
- SAFENTRIX will confirm the operation by displaying the following dialog



- Confirm the operation by selecting “OK”.
- If you are switching users from “Standard” to “Enterprise”, ensure that the account has enough balance to perform the operation.
- If there is sufficient balance to do the operation, SAFENTRIX toggles status of the users and display a dialog as follows:



- You will see the service of the users changed in the resulting page. In the example, we will see the users service as “Enterprise” (highlighted by Red Oval)

No	UserName	Active	Service	Reason	Select
1	info	Y	S		<input type="checkbox"/>
2	marketing	Y	S		<input type="checkbox"/>
3	purchase	Y	E		<input type="checkbox"/>
4	sales	Y	E		<input type="checkbox"/>

▶ Account Information

SAFENTRIX accounts have information associated with them. This information can be viewed (and if required changed) by clicking on Account Information in the Login page (highlighted by a Red Oval in the figure below):



When an account administrator clicks on this link, a page with all the Account information is displayed. A sample is given below:

Welcome Ms.. Supraja Sriram, You are at Home - Account Information Logout [l]

ACCOUNT INFORMATION

Please edit the following details, if required. All (*) fields are mandatory.

Company Name	Alpine Meridien
Contact Name	Ms [v] Supraja Sriram *
Designation	CEO *
Address 1	[] *
Address 2	[]
Address 3	[]
City	Chennai *
State	Tamil Nadu *
Country	India [v] *
Zip Code	[] *
Phone Number	[] *
Fax Number	[]
User name	supraja
Password	[]
Confirm Password	[]
Primary contact Email ID	[]@yahoo.com
Cash Balance	Rs. 0.03
Renewal Date	25 April 2009
Allow Login from Any IP	<input type="checkbox"/>
Enable listing as an Implementation Partner	<input type="checkbox"/>

Save Preferences

The account related information includes:

Sl. No.	Description
1	Contact person name
2	Contact Email address
3	Organization Name
4	Address of organization
5	Contact person designation
6	Contact Phone and Fax

There are some SAFENTRIX specific information. These are enumerated and their functionality described in the following table:

	Attribute	Description
1	User name	This is the account used by SAFENTRIX account administrator to login.
2	Cash Balance	This says the amount currently in the account. When any switch to “Enterprise Service” occurs, the charges for the same is taken from this balance. Similarly, when a switch to “Standard Service” occurs, the unused charges are credited back to this account. Account administrators can recharge the account and add to the account balance anytime using Credit card or Bank transfers.
3	Renewal date	Every account has a renewal date associated with it. If the account only has “Standard Service” users, this date has no relevance. If an account has “Enterprise Service” users, this date is used to calculate the Service charges (on a pro-rata basis if required) to be paid.

	Attribute	Description
4	Allow Login from any IP	<p>This is a security attribute. By default, account administrators can only login from IP addresses (roughly translates to their physical location in Internet) they have logged in before.</p> <p>If this attribute is checked, account administrator can login from anywhere in the world.</p> <p>We recommend that you do not change the default value of this attribute for security reasons.</p> <p>However, if you use an Internet connection which has a dynamic IP, then you will need to change the default value of this attribute so that you do not face problems logging in.</p>
5	Enable listing as an implementation partner.	<p>If you have at least one valid domain working with SAFENTRIX services, and you are willing to help other clients implement SAFENTRIX for their domains on a chargeable basis, you can check this option. Implementation partners can charge a maximum of US\$ 200 (Rs. 10,000/-) to setup SAFENTRIX for their clients.</p> <p>Once you check this option, your name will appear on the list of Implementation partners for SAFENTRIX and you may be contacted by potential SAFENTRIX users.</p>

All the editable information seen in this page can be changed (including passwords).

► Account Balance - Concepts

SAFENTRIX provides Standard Edition, which is free, and Enterprise Edition which is chargeable. If you plan to have provide SAFENTRIX Enterprise Edition service for users, it is preferable to understand the concept of “Account Cash Balance” (also referred to as “Account Balance”) in SAFENTRIX. This section explains the same.

SAFENTRIX follows a pre-paid model for payment transactions. Every SAFENTRIX account is associated with an Account Cash Balance. SAFENTRIX users can add (this process is referred to as “Recharge”) to the Account balance using Credit Cards/Direct payment.

Whenever, there is a chargeable operation, SAFENTRIX deducts cost of the Service from SAFENTRIX Account balance.

The chargeable operations in SAFENTRIX are:

Sl. No.	Operation
1.	Converting an user or a set of users to Enterprise Edition.
2.	Automatic renewal of Service for SAFENTRIX Enterprise Edition users.

If enough account balance is not available for a chargeable operation, the operation fails and the account balance is left as is.

Every SAFENTRIX account is associated with a “Renewal Date”. Please note that this is the case even if you do not have any Enterprise Edition users. Renewal date is incremented every month and can be seen in the “Account Information” page of SAFENTRIX Control panel.

“Renewal Date” is like a reference post. All Chargeable operations use the “Renewal Date” to calculate the cost of operation to be performed.

For example, when you convert an user to “Enterprise Edition”, SAFENTRIX does not deduct charges for a month. SAFENTRIX calculates the cost of services only till the next Renewal date and deducts from Account Balance. Similarly, if an user is deleted (or converted from Enterprise to Standard Edition), SAFENTRIX calculates the cost of unutilized services (again taking into account the Renewal date) and increments the Account balance.

“Renewal date” is also used for automatic renewals. On every renewal date, SAFENTRIX tries to renew the service of all Enterprise Edition users of all domains in your account. If sufficient Account balance is available for this operation, the renewal completes successfully and an acknowledgment is sent. If sufficient Account balance is not available for this operation, the account balance is left as is and all users in your account are converted to SAFENTRIX Standard Edition, which is free.

To provide SAFENTRIX Enterprise Edition service to users, it is essential that the Account balance is kept at the required levels. SAFENTRIX Account balance can be recharged online. SAFENTRIX provides an automated tool called “Recharge Calculator” to help calculate recharge amounts. In the next section, we will look at the Recharge Calculator in detail.

► Recharge Calculator – Concepts

As explained before, “Renewal Date” is the reference post for every Chargeable operation. This offers unparalleled flexibility to clients. For example, if you convert an user to Enterprise Edition and convert the user back to Standard Edition on the same day, your Account balance gets reduced only by an equivalent of one day charges.

However, this also makes the task of calculating the exact recharge amount difficult. As an example, let us say we want to find the charges for the following Enterprise Service requirements:

Today's Date	30-Aug-2009
Enterprise Service period	2 Months
Next Renewal Date	15-Sep-2009
Number of users	100

Expiry date should always coincide with the “Renewal date” (used as a reference post by all Enterprise Service chargeable operations). This means that we need to calculate charges till 15-Nov-2009 (2 months from next renewal date).

Our calculation would look like this:

Sl. No.	Description of Calculation
1	Pro-rata Enterprise Service charges for 100 users from 30-Aug-2009 (today) till next renewal date (15-Sep-2009).
2	Add to the above, Enterprise Service charges for 100 users from 15-Sep-2009 till 15-Nov-2009).
3	If we have any amount in Account Cash balance, we need to subtract that.

This is a very complex calculation. This is where the “Recharge Calculator” comes in. Given the number of users and number of months, Recharge Calculator gives the exact amount we need to add to Account Cash Balance.

In the next sections, we will see how to use Recharge Calculator and add to Account balance.

► Recharge Calculator – US/International Clients

SAFENTRIX Recharge Calculator is available in the “Account Information” page in Control panel. The page can be accessed by clicking on the “Account Information” link (circled by a Red Oval in the picture below).



When an account administrator clicks on this link, the following page appears. Recharge Calculator is accessed by clicking on the “Recharge” button (circled by a red Oval in the picture below):

Please edit the following details, if required. All (*) fields are mandatory.

Company Name	Alpine Merdien
Contact Name	Ms. [Dropdown] <input type="text" value="Supraja Sriram"/> *
Designation	<input type="text" value="CEO"/> *
Address 1	<input type="text"/> *
Address 2	<input type="text"/>
Address 3	<input type="text"/>
City	<input type="text" value="Niskayuna"/> *
State	<input type="text" value="NY"/> *
County	United States of America
Zip Code	<input type="text" value="12309"/> *
Phone Number	<input type="text" value="22393245"/> *
Fax Number	<input type="text" value="42185612"/>
User name	alpine
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Primary contact Email ID	<input type="text"/>
Cash Balance	Rs. 61.92 <input type="button" value="Recharge"/>
Renewal Date	15 September 2009
Allow Login from Any IP	<input checked="" type="checkbox"/>
Enable listing as an Implementation Partner	<input type="checkbox"/>

Clicking the “Recharge” button displays the following page

Welcome Ms. Supraja Sriram, You are at [Home](#) - [Account Information](#) - [Recharge](#) [Logout](#)
[Help](#)

RECHARGE

Recharge Calculator

Number of users	<input type="text"/>
Number of months	<input type="text"/>
<input type="button" value="Update"/>	

Recharge Amount (INR)
Transaction Charge (US\$)
Total charges (US\$)
Valid till

Contact Name: Supraja Sriram
Address 1
Address 2
City: Niskayuna
State: NY
Country: United States of America
Zip Code: 12309

In the above page, enter the following details:

1. Enter the number of users you want to have Enterprise Edition service for in “Number of Users” edit box (Indicated by a red oval in the picture above). The value should be a number between 1 and 20,000 (both inclusive).
2. Enter the Number of months for which you want the Enterprise Edition service in “Number of months” edit box (Indicated by a blue oval in the above picture). The value should be a number between 1 and 60 (both inclusive).
3. Please note that the number of months is always taken from the next Renewal date.
4. Click on “Update” button.

Once done, SAFENTRIX Recharge calculator calculates the Recharge Amount. If your Account has enough balance for this operation, Recharge Calculator displays the following alert:



In that case, there is no need to Recharge your account. However, if the Recharge Calculator finds that you do have to Recharge your account, it displays the values in the Recharge page as follows:

Welcome Ms. Supraja Sriram, You are at [Home](#) - [Account Information](#) - [Recharge](#) [Logout](#)
[Help](#)

RECHARGE

Recharge Calculator	<table border="1"> <tr> <td>Number of users</td> <td>100</td> </tr> <tr> <td>Number of months</td> <td>12</td> </tr> <tr> <td colspan="2" style="text-align: right;"><input type="button" value="Update"/></td> </tr> </table>	Number of users	100	Number of months	12	<input type="button" value="Update"/>	
Number of users	100						
Number of months	12						
<input type="button" value="Update"/>							
Recharge Amount (INR)	21033.97						
Transaction Charge (US\$)	1						
Total charges (US\$)	526.85						
Valid till	2010-09-15						
Contact Name	Supraja Sriram						
Address 1							
Address 2							
City	Niskayuna						
State	NY						
Country	United States of America						
Zip Code	12309						

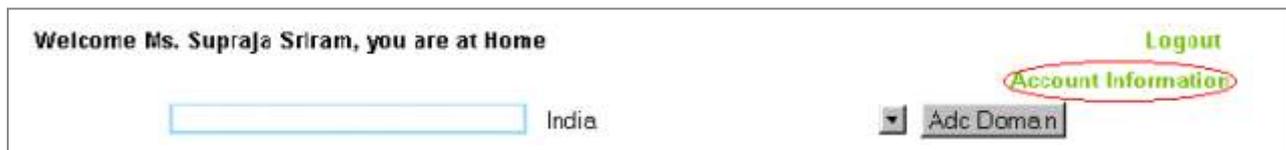
Recharge Calculator displays the following values:

Field Name	Field Value (in above sample)	Description	Indicated by in above picture.
Recharge Amount (INR)	21033.97	This value specifies the recharge value in INR. When this transaction gets completed, this gets added to the Account Cash Balance.	Blue Oval
Transaction Charge (US\$)	1	Every payment transaction carries a Transaction Charge of US\$1.	Green Oval
Total Charges (US\$)	526.85	This is the amount that should be paid in US\$ (inclusive of Transaction charges) to recharge the account by the value specified. If you proceed with the Credit card transaction, your Card will be charged this amount.	Red Oval
Valid till	2010-09-15	This gives the date (in YYYY-MM-DD format) till which the Enterprise Service will be valid for the number of users specified. Please note that if you add additional users sometime before "Valid till" date, your account balance may not be sufficient for services till this period.	Black Oval

To continue and make the payment using Credit card, refer to the Section on "Add Account Balance US/International Clients".

► Recharge Calculator – Clients from India

SAFENTRIX Recharge Calculator is available in the “Account Information” page in Control panel. The page can be accessed by clicking on the “Account Information” link (circled by a Red Oval in the picture below):



Welcome Ms. Supraja Sriram, you are at Home

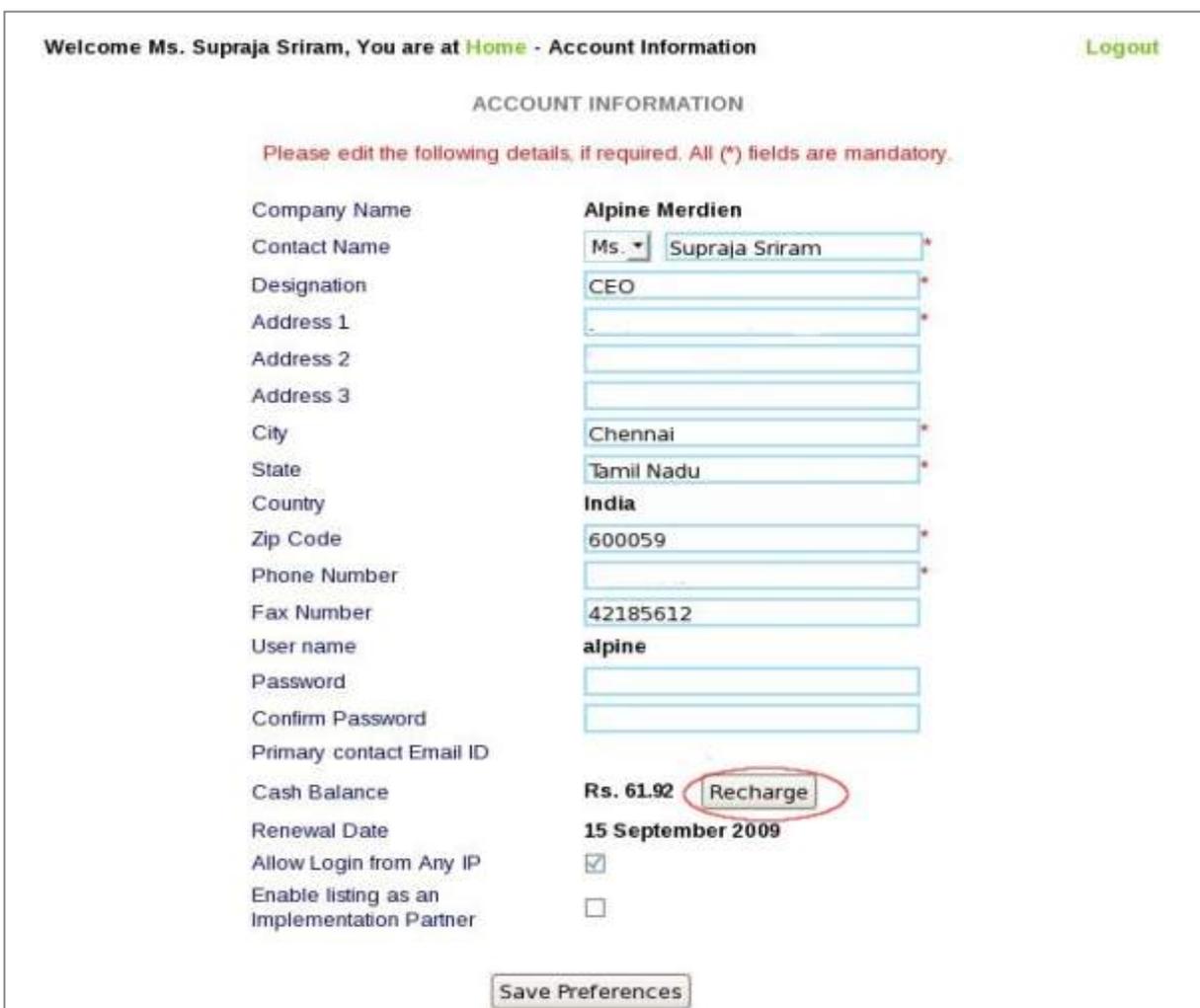
India

Logout

Account Information

Adc Domain

When an account administrator clicks on this link, the following page appears. Recharge Calculator is accessed by clicking on the “Recharge” button (circled by a red Oval in the picture below):



Welcome Ms. Supraja Sriram, You are at Home - Account Information

Logout

ACCOUNT INFORMATION

Please edit the following details, if required. All (*) fields are mandatory.

Company Name	Alpine Merdien
Contact Name	Ms. Supraja Sriram *
Designation	CEO *
Address 1	*
Address 2	*
Address 3	*
City	Chennai *
State	Tamil Nadu *
Country	India
Zip Code	600059 *
Phone Number	*
Fax Number	42185612
User name	alpine
Password	
Confirm Password	
Primary contact Email ID	
Cash Balance	Rs. 61.92 Recharge
Renewal Date	15 September 2009
Allow Login from Any IP	<input checked="" type="checkbox"/>
Enable listing as an Implementation Partner	<input type="checkbox"/>

Save Preferences

Clicking the “Recharge” button displays the following page

Welcome Ms. Supraja Sriram, You are at [Home](#) - [Account Information](#) - [Recharge](#) [Logout](#)
[Help](#)

RECHARGE

Recharge Calculator

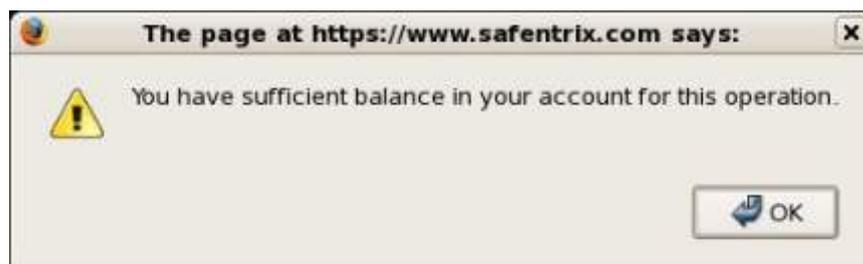
Number of users	<input type="text"/>
Number of months	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Clear"/>	

Recharge Amount (INR)
Service Tax (10.3%)
Total charges (INR)
Valid till

In the above page, enter the following details:

5. Enter the number of users you want to have Enterprise Edition service for in “Number of Users” edit box (Indicated by a red oval in the picture above). The value should be a number between 1 and 20,000 (both inclusive).
6. Enter the Number of months for which you want the Enterprise Edition service in “Number of months” edit box (Indicated by a blue oval in the above picture). The value should be a number between 1 and 60 (both inclusive).
7. Please note that the number of months is always taken from the next Renewal date.
8. Click on “Update” button.

Once done, SAFENTRIX Recharge calculator calculates the Recharge Amount. If your Account has enough balance for this operation, Recharge Calculator displays the following alert:



In that case, there is no need to Recharge your account. However, if the Recharge Calculator finds that you do have to Recharge your account, it displays the values in the Recharge page as follows:

Welcome Ms. Supraja Sriram, You are at [Home](#) - [Account Information](#) - Recharge [Logout](#)
[Help](#)

RECHARGE

Recharge Calculator

Number of users	100
Number of months	12
<input type="button" value="Update"/> <input type="button" value="Clear"/>	

Recharge Amount (INR) 21033.97
Service Tax (10.3%) 2166.5
Total charges (INR) 23200.47
Valid till 2010-09-15

To complete the recharge, kindly do the following steps:

1. Prepare a cheque/DD for Rs. 23200.47 in favour of Carizen Software (P) Ltd. payable at Chennai.
2. Print **this letter** (preferably in your company letterhead), fill in the Cheque/DD details and sign the same, along with company seal.
3. Please send the printed letter as well as payment to

Mr. K. R. Raghavan
Carizen Software Ltd.
3 Leith Castle Street
Santhome
Chennai 600 028
044-24958222/8
4. Once the payment is received, your account balance will be set and an Invoice will be sent by Email.

Recharge Calculator displays the following values:

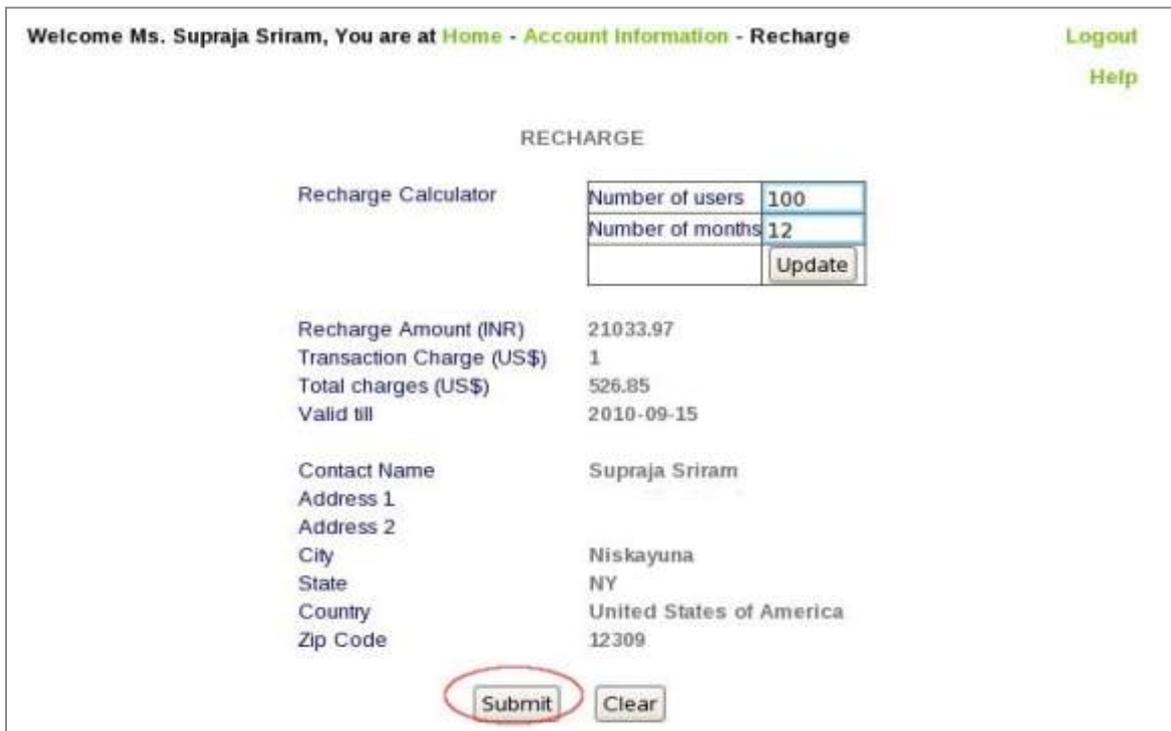
Field Name	Field Value (in above sample)	Description	Indicated by in above picture.
Recharge Amount (INR)	21033.97	This value specifies the recharge value in INR. When this transaction gets completed, this gets added to the Account Cash Balance.	Blue Oval
Service Tax (10.3%)	2166.5	All transactions from India carry an additional Service tax (currently 10.3% of Renewal charges).	Green Oval
Total Charges (INR)	23200.47	This is the amount that should be paid in INR (inclusive of Service tax) to recharge the account by the value specified.	Red Oval
Valid till	2010-09-15	This gives the date (in YYYY-MM-DD format) till which the Enterprise Service will be valid for the number of users specified. Please note that if you add additional users sometime before "Valid till" date, your account balance may not be sufficient for services till this period.	Black Oval

To continue and make the payment, refer to the Section on ["ADD ACCOUNT BALANCE - CLIENTS FROM INDIA"](#).

► Add Account Balance - US / International Clients

Prior to adding account balance, use the SAFENTRIX Recharge Calculator and ascertain the amount by following instructions in “RECHARGE CALCULATOR US/INTERNATIONAL CLIENTS” section.

The Recharge calculator will output the Value to be recharged and Credit card charges for the same. A sample output is given below:

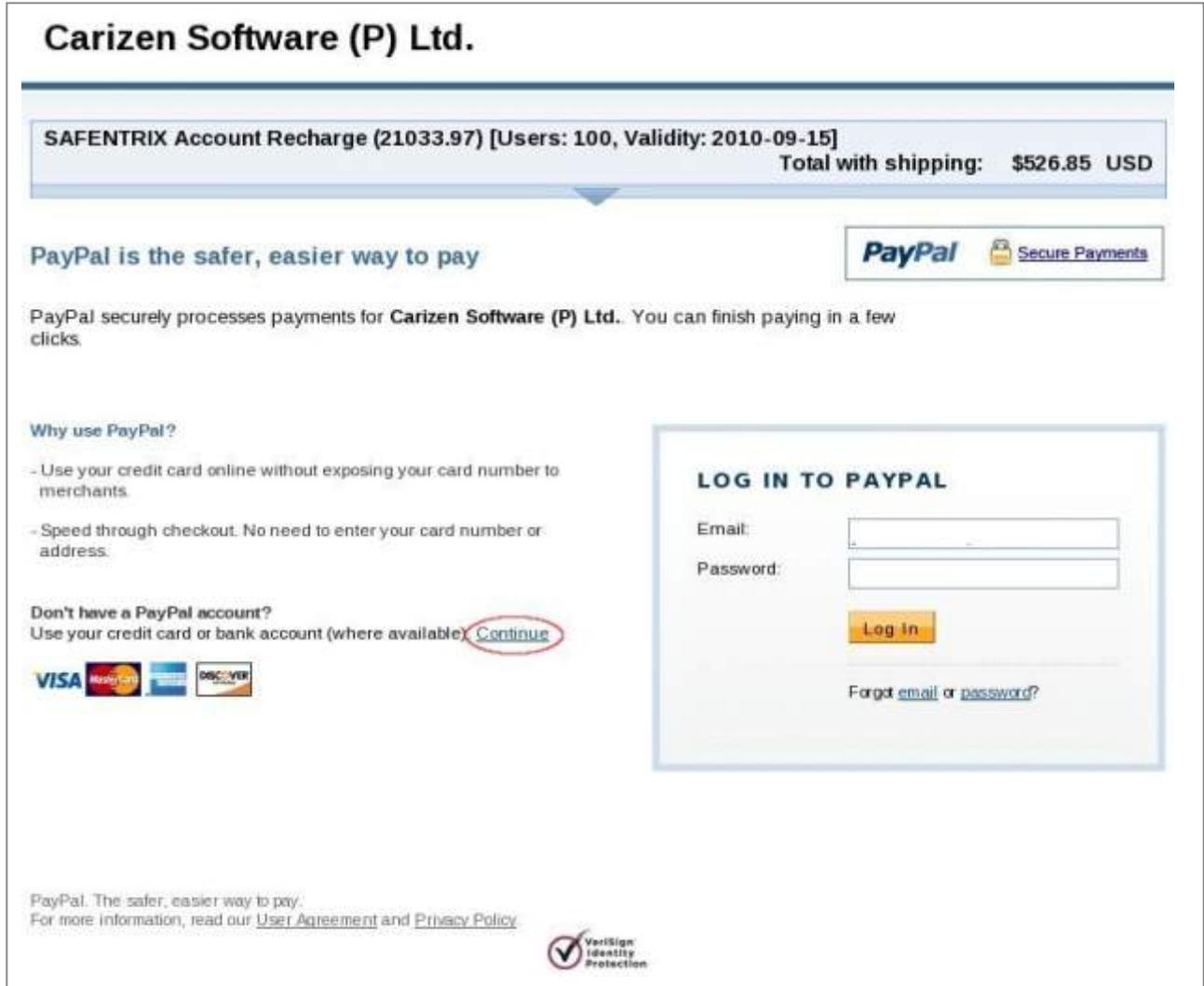


Click on “Submit”. SAFENTRIX will prompt with a Dialog as follows:



SAFENTRIX Account balance are not refundable and can only be used against future SAFENTRIX Enterprise Edition Services. Click “OK” to agree to the terms and proceed with the actual charge. If you do not agree, you may click on “Cancel” to cancel the payment process.

Once you click “OK”, you will be redirected to Credit card site as follows:



Carizen Software (P) Ltd.

SAFENTRIX Account Recharge (21033.97) [Users: 100, Validity: 2010-09-15]
Total with shipping: \$526.85 USD

PayPal is the safer, easier way to pay 

PayPal securely processes payments for **Carizen Software (P) Ltd.** You can finish paying in a few clicks.

Why use PayPal?

- Use your credit card online without exposing your card number to merchants.
- Speed through checkout. No need to enter your card number or address.

Don't have a PayPal account?
 Use your credit card or bank account (where available) [Continue](#)



LOG IN TO PAYPAL

Email:

Password:

[Log In](#)

[Forgot email or password?](#)

PayPal. The safer, easier way to pay.
 For more information, read our [User Agreement](#) and [Privacy Policy](#)



Click on “Continue” (Indicated with a Red Oval in above picture) to proceed with Credit Card transaction. Once the transaction is successfully completed,

1. An Email payment receipt is sent to your Email address.
2. Account Balance is incremented immediately (you can check the same in the “Account Information” page).
3. Scanned copy of a Paper Invoice is emailed to you within 3 Business days.

After recharging, you can use SAFENTRIX Control panel to convert the users to Enterprise Edition. For any payment related queries, you can send an email to payment@safentrix.com with all payment details.

If Credit card transaction is not feasible, a Wire transfer can be done as follows:

Wire transfer from anywhere to Bank Account

Kindly refer to the following page for your specific country

http://www.icicibank.com/pfsuser/icicibank/ibanknri/nrnewversion/moneytransfers_other_wiretransfer.htm

Account Number: 000105007540

Account Name: Carizen Software (P) Ltd.

Once you do the wire transfer, please send an email to payment@safentrix.com with following details:

- Transaction ID
- Date of transaction
- SAFENTRIX account name
- Amount

We will credit the account as soon as we receive the funds/email.

A soft copy of the Invoice will be generated and sent to your email ID once the account is credited.

► Add Account Balance - Clients from India

Prior to adding account balance, use the SAFENTRIX Recharge Calculator and ascertain the amount by following instructions in “RECHARGE CALCULATOR CLIENTS FROM INDIA” section.

The Recharge calculator will output the Value to be recharged and Total charges for the same. A sample output is given below:

Welcome Ms. Supraja Sriram, You are at [Home](#) - [Account Information](#) - [Recharge](#) [Logout](#)
[Help](#)

RECHARGE

Recharge Calculator

Number of users	100
Number of months	12
<input type="button" value="Update"/> <input type="button" value="Clear"/>	

Recharge Amount (INR)	21033.97
Service Tax (10.3%)	2166.5
Total charges (INR)	23200.47
Valid till	2010-09-15

To complete the recharge, kindly do the following steps:

1. Prepare a cheque/DD for Rs. 23200.47 in favour of Carizen Software (P) Ltd. payable at Chennai.
2. Print **this letter** (preferably in your company letterhead), fill in the Cheque/DD details and sign the same, along with company seal.
3. Please send the printed letter as well as payment to

Mr. K. R. Raghavan
Carizen Software Ltd.
3 Leith Castle Street
Santhome
Chennai 600 028
044-24958222/8
4. Once the payment is received, your account balance will be set and an Invoice will be sent by Email.

Click on the “this letter” link (indicated by a Red oval in the picture above). You can fill the details required in the letter. Payment can be made as follows:

Sl. No.	Description of Calculation
1	<p>Transfer to Bank Account (Within India)</p> <p>You may do a transfer to the following bank account:</p> <p>Bank Name: ICICI Bank</p> <p>Account number: 000105007540</p> <p>Please fill in details of the Account transfer in the payment letter and send signed Payment letter (address is given in the letter template).</p>
2	<p>Demand Drafts/Cashier’s Cheque/Banker’s Cheque (Within India)</p> <p>Please fill in details of the Cheque details in payment letter and send signed payment letter (address is given in letter template).</p>

Once the payment letter and Cheque/DD/Account transfer is received,

1. Your SAFENTRIX account will be credited with the new balance.
2. Scanned copy of Invoice will be sent to your Email address.

Once the balance is added to your account, you may convert users to SAFENTRIX Enterprise Service.