

EMCAP Pilot User Guide

For Microsoft Outlook 2003

Pennsylvania Historical & Museum Commission
Bureau of Archives & History
E-mail Collection and Preservation Tool
NHPRC Collaborative Grant
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Introduction

Thank you for your participation in the pilot project for the e-mail archiving EMCAP (E-mail Collection and Preservation) tool. This tool can be used within Microsoft Outlook 2003 to collect messages that the user has organized and designated to be archival, based on the messages' content, using the General Administrative Records Retention and Disposition Schedule (Manual 210.9) and the agency retention and disposition schedule to identify what messages should be permanently retained (see Addendum). EMCAP appears as an additional e-mail account in Outlook that can be treated just like another folder in which to store messages.

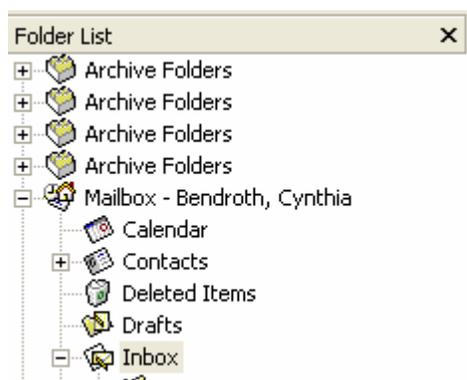
This manual explains how to make administrative changes for the tool as well as how to archive e-mails using the tool within Outlook. Information about the grant project through which the e-mail archiving tool was developed can be found here:

<http://www.ah.dcr.state.nc.us/records/EmailPreservation/default.htm> .

Why the EMCAP Archive Folder is Different than Outlook's Archive Folder

You might notice that Archive Folders already exist in your Outlook folder list. (See Below) This is because Outlook uses the term "archive" to describe the way it efficiently stores e-mail messages. When Outlook asks to "auto-archive" your messages, or when you create your own archive settings, Outlook moves older messages to a different storage unit to more easily access the messages that are more current.

Keep in mind that your auto-archive settings do NOT affect how you should retain your messages per your agency's retention schedule. You should copy permanent records found in your e-mail to the EMCAP Archive folder regardless of whether they are currently located in your Personal Folders or in your Archive Folders in Outlook.



EMCAP Set-up

The EMCAP server stores all e-mail designated as archival. Your Bureau of Archives & History staff will create the account information for each user and configure the EMCAP account on each user's computer. Since the tool works like an e-mail account, each participating agency will have a domain name assigned to it to use the tool. A typical user account will look something like this:

yourname@phhmail.pa.lcl

Once a user name and password is created, the user can manage his or her account from this site:
<http://phhmail/emcap>

Emcap Account Status
Login Page

PHMC
E-mail Collection and Preservation Server

Please login.

Enter either your archival account address or your regular account address.

Archival E-mail address

Regular E-mail address

Archival account password*

[Click here if you have forgotten your password.](#)

* The password used to access your archival account is required here whether you supply your archival e-mail address or your regular e-mail address

Figure 1. EMCAP Account Status Log-in Screen

Log in to view EMCAP account status

- To log in, you must provide your archival e-mail address or your regular e-mail address.
- Your BAH staff will also have created a temporary account password for your EMCAP account during set-up. You will be required to change it on the Account Status page as well as in your e-mail account before the EMCAP account is activated. The complete steps to change your password will follow.
- The Account Status site also provides information about how much e-mail you have moved to your EMCAP account, the regular e-mail address associated with the account, and the unit in which you work. You can modify the associated e-mail address (your normal work e-mail address) and unit name (the bureau in which you work). (See figure 2.)

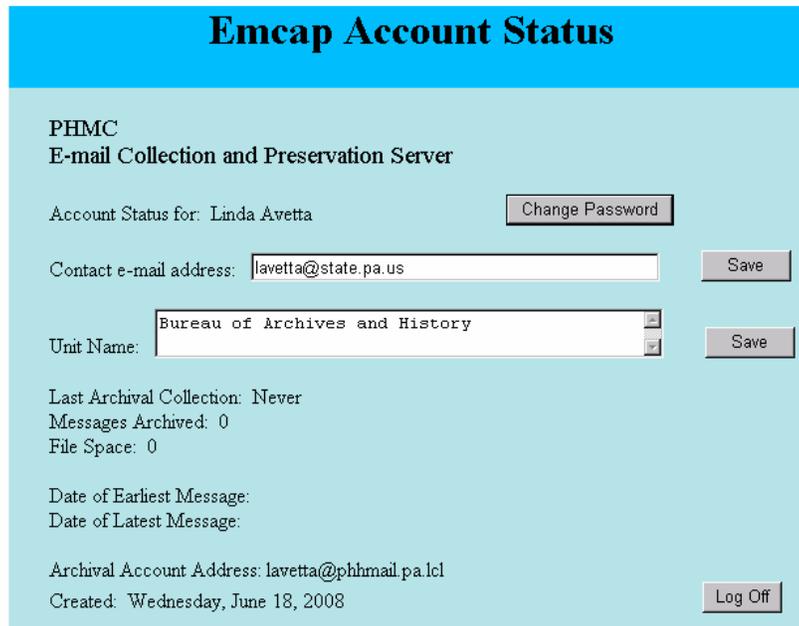


Figure 2. EMCAP Account Status Page

Outlook Set-up

BAH staff will have set up the EMCAP tool in your Outlook client so that it looks like another e-mail account folder (figure 3). This means that archiving your e-mail is just like copying messages between folders. Details about how and when to archive your messages are explained on page 5 of this guide.

Changing your EMCAP account password

When you change your password, you will need to change it in two places. First, log in to your EMCAP account at <http://phhmail/emcap>. (See figure 1 on previous page.) On the Account Status page (figure 2), click **Change Password**.

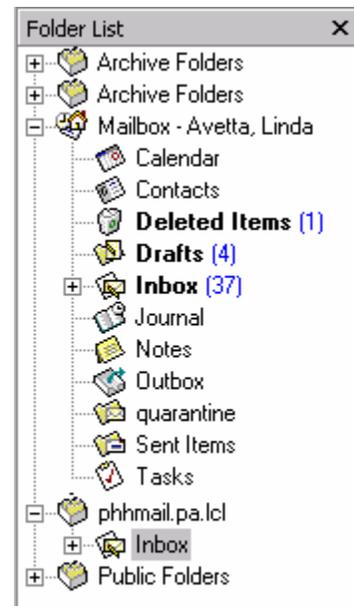


Figure 3. Microsoft Outlook Folder Structure with EMCAP; shown as mailbox named "phhmail.pa.lcl"

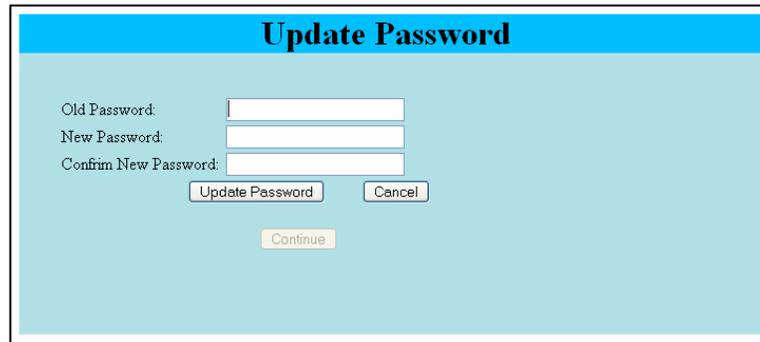
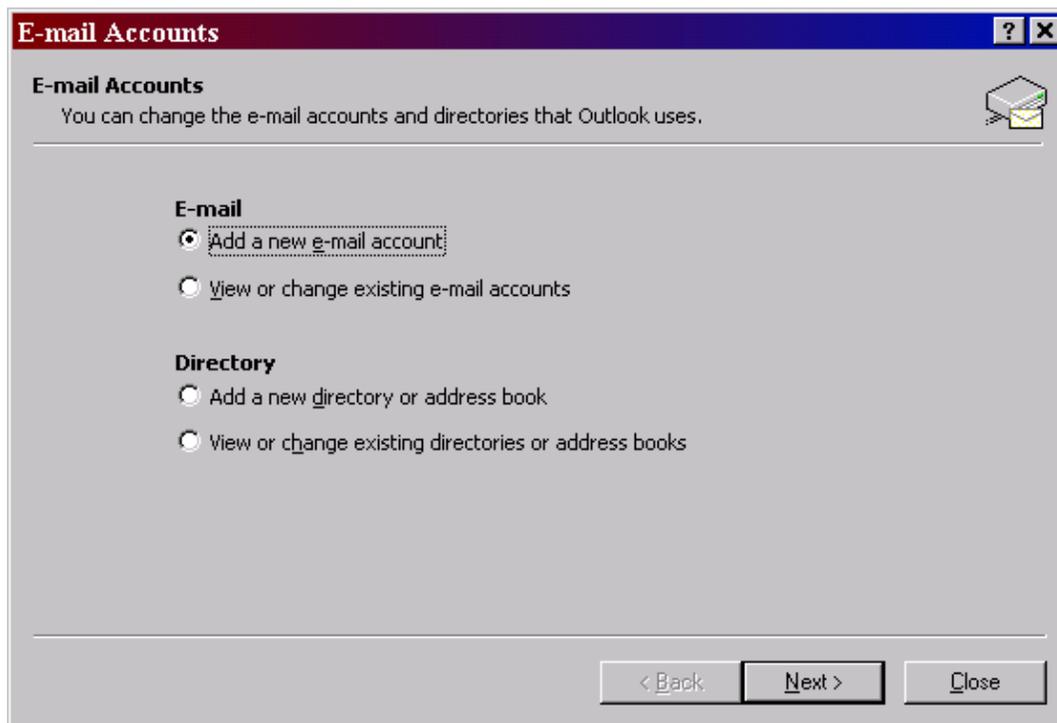


Figure 4. Update Password Page

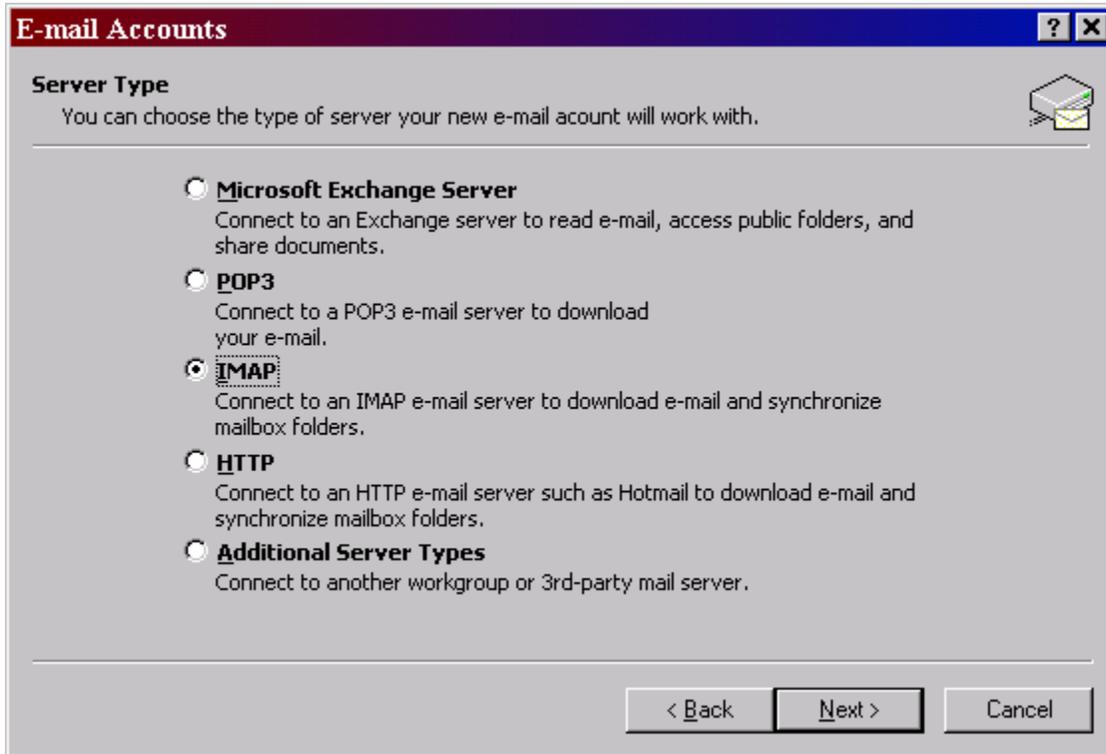
The Update Password screen (figure 4) will prompt you to enter your old password, new password, and then confirm the new password by typing it again. Select **Update Password** to make the change. **Log out** of the Account Status page and close the browser window. Open Microsoft Outlook.

Adding EMCAP to Outlook

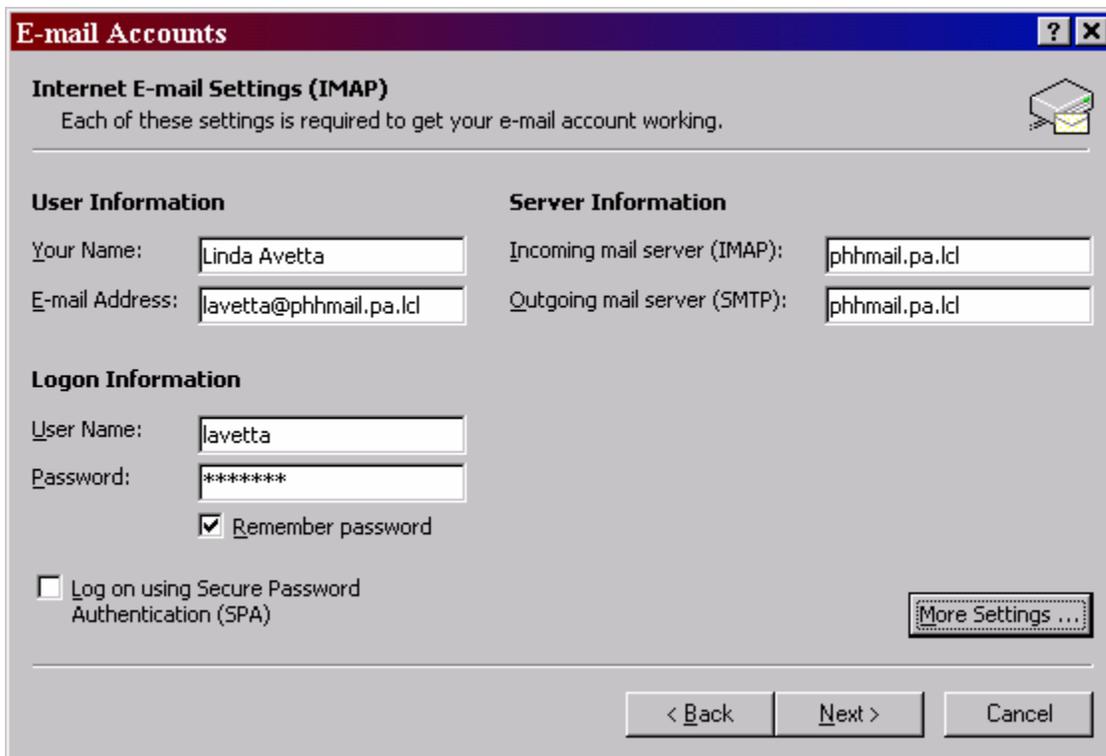
Once you open Outlook, go to “**Tools**” in the menu bar, and then to “**Email Accounts.**” The below prompt will be displayed:



Check “**Add a new e-mail account**”, and select “**Next**”. The next screen should be:

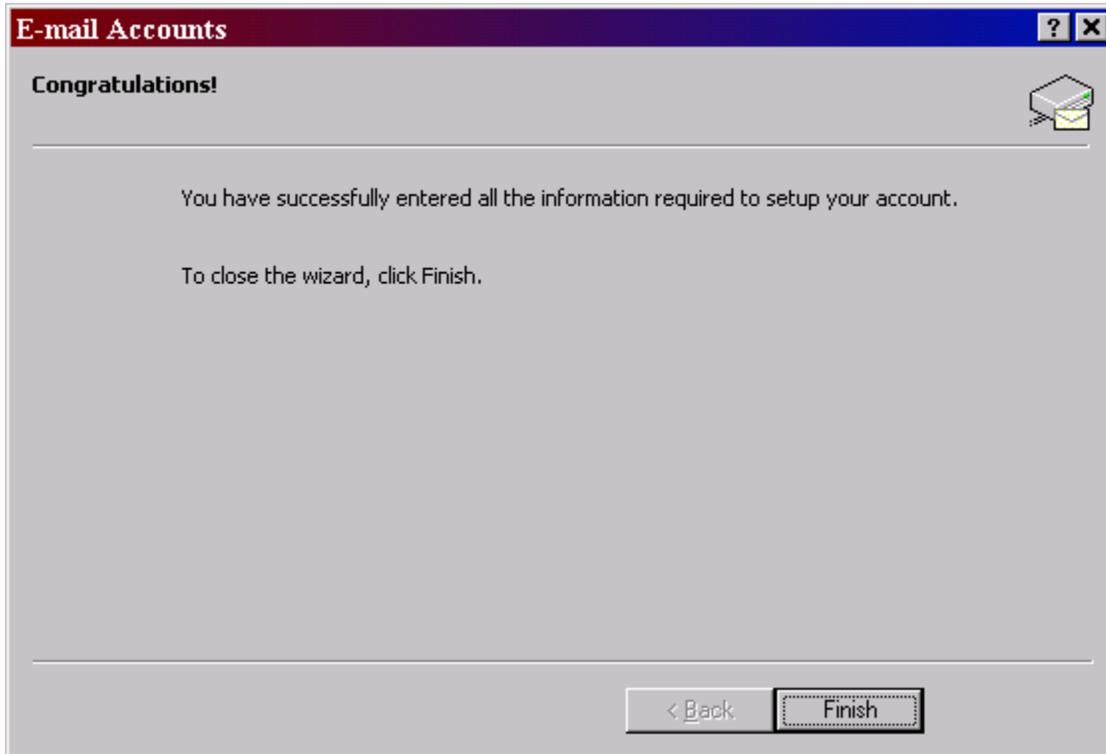


Check "IMAP" for the connection, and select "Next." The next screen:



You will need to **enter your full name** under "Your Name," the E-mail Address will be your user name as in **CWOPA name@phhmail.pa.lcl**. Incoming and Outcoming mail servers will both be
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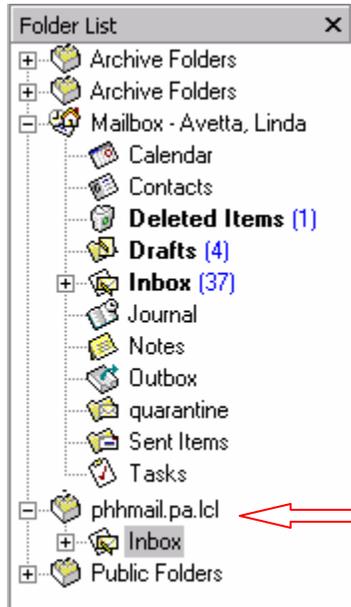
“**phhmail.pa.lcl.**” Enter Login information of **User Name** which is your CWOPA user name and password is the same as the EMCAP password entered previously (see figures 1 & 2) . Check “**Remember password.**” Select “**Next.**” The prompt below should appear:



Once you are back in Outlook the below prompt will appear:



Again, enter your **username with the complete email address**, and same **password**. Check “**Remember Password,**” and select “**OK.**” You will no longer receive the prompt for your password.

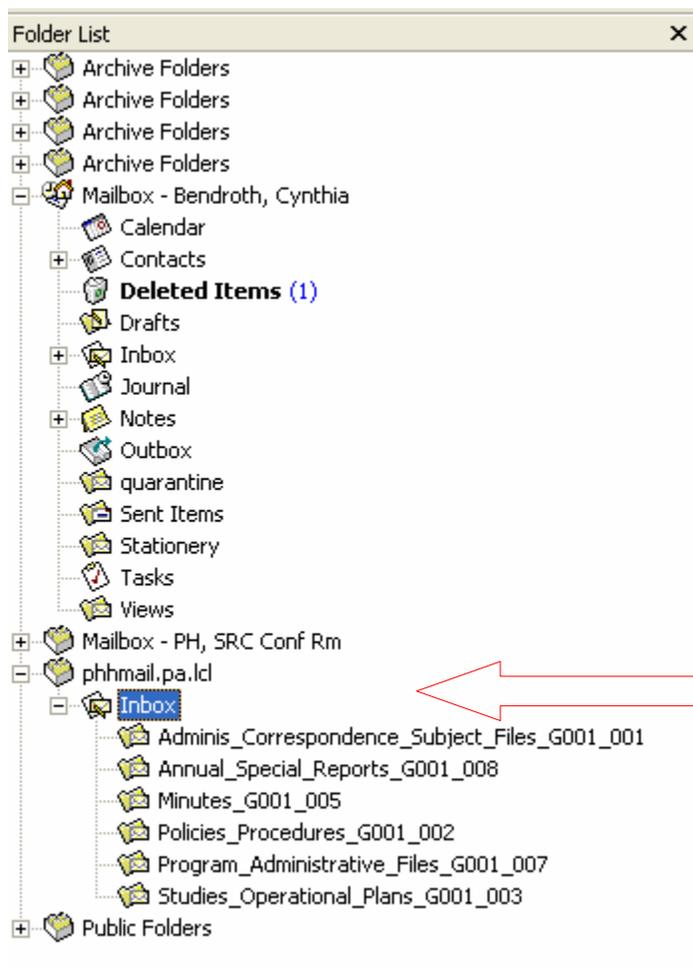


You should see on the folder listed at the bottom, named "phhmail.pa.lcl." This is where you will copy the email that is considered archival.

Part 2: Copying E-mail

Copying E-mail Messages to EMCAP

Outlook offers many shortcuts to locate groups of messages that you can use when you begin to move your archival messages to your EMCAP folders. This section outlines several options; use those that make the most sense for the quantity and location of messages you need to move. EMCAP is only for messages of a permanently archival nature (See Addendum). Because the EMCAP tool is currently a pilot, all messages should be **copied** to the EMCAP folders (so that another copy exists in another location).



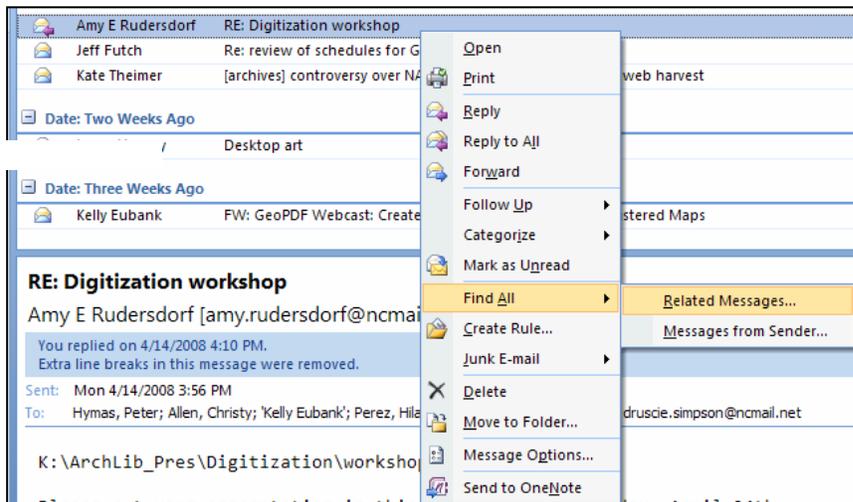
Copying e-mail by subject or sender

If using the EMCAP tool is a jumpstart to organizing your folders, you might need to take advantage of some search tools. The first tool enables you to find messages related to a single e-mail, based on the subject heading or the sender.

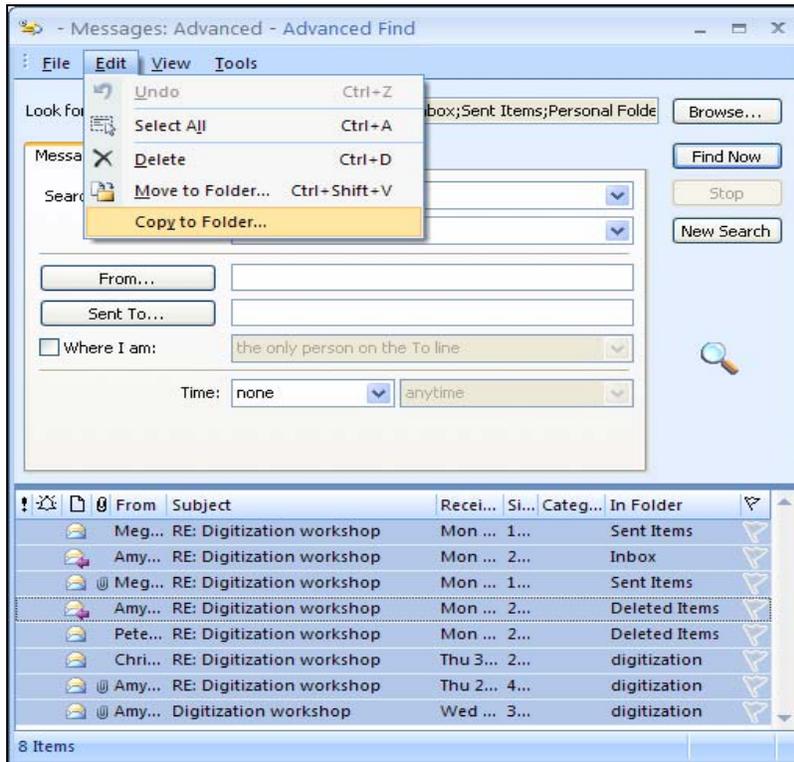
The following example finds all related messages based on the subject heading.

1. Select a message that should be copied to EMCAP.
2. **Right-click** that message to see the drop-down menu.
3. Select **Find All, Related Messages** (figure 5).

Figure 5. Find all related messages.



4. A new window will appear with a subset of all of the related messages (figure 6). To review any of the messages, double-click on a message in the list and it will open normally, just like you are opening it from your inbox. You can sort the messages by the column headings, including date sent, sender, or current folder location.
5. If all of the messages can be copied together, click **Edit** in the drop-down menu of the window. Choose **Select All**. Then click **Edit** again and select **Copy to Folder** (figure 6). If you want to move only a few of the messages hold down the **Ctrl** key while clicking on the messages you want to include before choosing **Copy to Folder**.



A new window will appear (figure 7). You can select the folder where you want to store the selected messages, or you can first create a new folder. In this example we will create a new folder; if your folder exist, continue, if not, go to next step 8.

Figure 6. Copy to Folder.

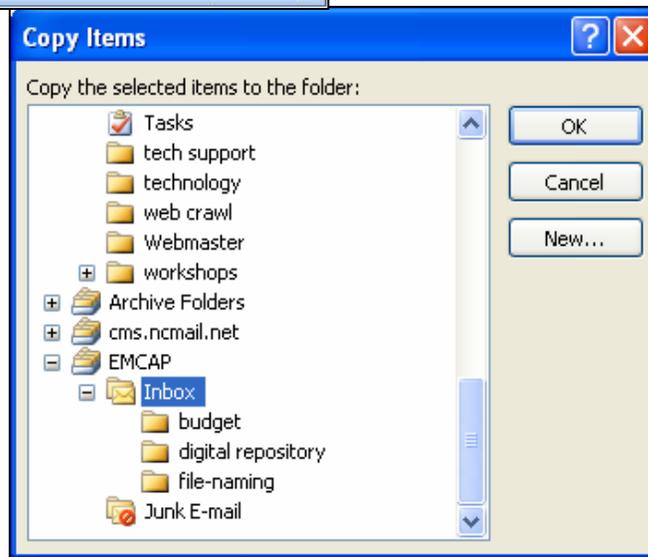


Figure 7. Select folder to Copy Items.

6. Enter the name of the new folder in the text box. (In this example it the new folder name is *grants*). Make sure that the EMCAP folder or a folder within the EMCAP account is selected as the location for the new folder. Press **OK**.
7. Select the folder to which you want to copy the messages and press **OK**. The messages will be copied and you will be returned to the previous screen (figure 6).
8. To create a new folder to store the selected messages, select the **New** button on the right side of the window. This will open another window. (See figure 8.)

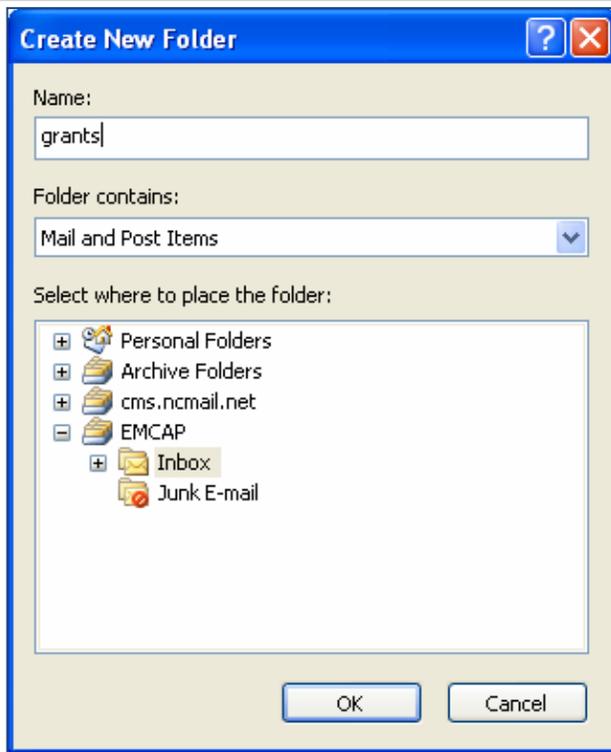


Figure 8. Create a New Folder.

To continue this search and sort process, click **New Search** to select a new sender or subject line by which to search.

You can also access this search tool without first selecting a specific message. Click on **Tools**, then **Advanced Find** from the drop-down menu. (A new window will open, like that in figure 5, except without any messages listed.)

From this window, you can search based on subject, keyword, sender, or recipient; you can also identify specific folders to search.

When you are finished, close this window to return to your Inbox.

Any of the methods explained in this manual can be used to manage your e-mail account according to your records retention and disposition schedule. Choose those that work the best for you, based on the types of records you receive and how you currently manage your e-mail.

General Administrative Schedule Series to be used in EMCAP

G001.001 Administrative Correspondence and Subject Files

Executive level documentation of agency activities. May include organizational charts, reports, studies, correspondence, speeches, and other materials. (Does not apply to program-level records.)

G001.002 Policies and Procedures

Executive level policies and procedures issued to address agency-wide operations, critical agency functions, or issues of public visibility or concern. May include directives, policy statements, printed or published procedures, manuals, bulletins, orders, rules, or notices.

G001.003 Studies and Operational Plans

Major administrative studies initiated at the executive level. May include but is not limited to: strategic plans, project design plans, surveys/ questionnaires, charts, diagrams, statistics, preliminary analysis reports, research materials, drafts, and other documentation related to Agency projects, management studies, nonfiscal audits, and planning studies. (Does not apply to program-level records.)

G001.004 Official Recommendations/Appointment Records

A record of the procedure by which members are asked to do service by appointment or recommendation on any committee, council, board, or task force. May include: correspondence, appointment letters, instructions, and notices of termination or re-appointment. Does not include that information which resides in the official personnel folder.)

G001.005 Minutes of Meetings

Official minutes, agendas, and supporting documentation of all state agencies, commissions, and boards. Information includes agenda, place, date, list of attendees, and a summary of discussions, decisions, and orders dictated by an agency.

G001.007 Program Administration Files

This record series documents the administration of divisions, bureaus, offices, programs, and similar governmental organizations and usually is received or produced by the administrator and/or key staff. These records are part of official program files that serve as unique documentation of the functioning body for which the program exists. The files may consist of: correspondence and memos concerning program functions; program activity reports and statistics; files on the development and establishment of goals and objectives, plans, laws and regulations; and other related records.

G001.008 Annual/Special Reports and Publications

Summaries and publications of important activities and accomplishments of an agency/commission/board in narrative and statistical form. May include but is not limited to: documents, pamphlets, studies, brochures, books, annual reports, codes, regulations, journals, periodicals, or magazines published by or for the Commonwealth, its legislature, courts, constitutional offices, or any authority, board, commission, department or other state governmental agency or issued in conjunction with, or under contract with, the federal government, local units or government, private individuals, institution, or corporation.

G001.011 Accreditation Records

Documents the accreditation process relating to an agency's program or programs as required by federal or state statute, or other professional organizations. Includes background support materials, correspondence, guidelines, reports, and procedures.

G001.012 Reorganization Studies

Records documenting actual and proposed agency organizational structure. Includes organizational charts.

G002.001 Press Releases

Press or news releases, speeches and speeches issued by an agency to the media to inform the public about events, activities, and accomplishments.

G002.002 Public Relations

Information concerning agency publicity. May include biographies, promotional materials, broadcast scripts, and bulletins designed to provide information about agency activities.

G002.003 Invitations and Programs

Documents created for an official agency function.

G002.004 Memorabilia

Items and materials with special value to an agency that relates to its history. Includes, but is not limited to scrapbooks, agency photographs, picture books, albums, slides, audio/videos, and digital images and albums.

G003.001 Legislative Correspondence

Correspondence relating to legislative issues, agency policies, or the agency's position on issues. May include correspondence with other agencies.

G003.002 Legislative Bill Files

Copies of bills under consideration by the Legislature with possible significant impact on the agency. May include bill drafts, amendments, fiscal notes, memos, correspondence, committee reports, monitoring reports, and related records.

G004.002 Litigation Case Files - Precedent-Setting

Correspondence, court documents, research materials, reports, press releases, and other related information documenting precedent-setting cases that directly affect an agency and its environs. In this context, “precedent-setting” means that the case impacted the previous status quo of the agency, its rules, way of doing business, etc.

G004.003 Legal Opinions

A record of published, formal opinions on legal matters directly relating to the activities of state agencies.

G004.005 Legal Issue Files

Files on legal issues of concern to a state agency. Interpretations of laws and policies, studies, reports, correspondence, copies of legal documents, and other materials pertaining to specific issues.

G005.004 Grants Received by State Agencies - Final Reports

Copy of Final Report that is generated to document the deliverables of the program.

ADDENDUM

PENNSYLVANIA STATE ARCHIVES-PRESERVING ESSENTIAL EVIDENCE

Though government officials create and maintain records in order to transact official agency business, some of these records have evidential and informational value which extends beyond the original business purposes for which they were initially used:

Evidential value-refers to the significance of the information a record provides about a government office and the function that produced it. It is the evidence of an agency's existence and achievements. Records that document significant government functions, policies, and decisions have evidential value.

Informational value-refers to the value records derive from the information they contain on persons, places, and historical events.

The Archives of Pennsylvania State Government are maintained to:

- establish and protect the legal, financial, and other rights of the government
- protect the rights and interests of persons directly affected by an agency's activities
- permit policy and administrative continuity and consistency by providing perspective on which to base planning
- document organization, functions, programs, activities, policies, decisions, procedures, and essential transactions for practical and cultural purposes

The following records are normally appraised by the State Archives for permanent retention:

- Records on Organization and Functions (organization charts and studies)
- Formal Minutes of Boards and Commissions (including agenda packets)
- Records of Internal Agency, Interagency and Nongovernmental Conferences, Councils, Committees, Task Forces, and Study Groups
- Legal Opinions and Comments on Legislation
- Formal Directives, Procedural Issuances, and Operating Manuals
- Evaluations of Internal Operations
- Analytical Reports
- Agency Histories and Selected Background Materials
- Briefing Materials
- Public Relations Records (speeches, addresses, comments and releases)
- Audio, Visual, and Graphic Records
- General Subject Files Documenting Substantive Agency Programs
- Selected Case Files
- Publications
- Scientific and Technical Data
- Socioeconomic Micro-Level Data

If an agency maintains any of these records, regardless of format (paper, microfilm, magnetic/ optical tapes or discs), it should notify the State Archives to make certain they have been properly scheduled and reviewed in conformance with State Law and existing Management Directives.