

Email Services

Email services define the email accounts and mail flow for your organisation. These are crucial for day-to-day operation and can be troublesome to resolve when offline. It's important to keep secure records of who provides these services, as well as emergency contact details, so that in the event of an issue, services can be restored as quickly as possible.

Website/Name

Who is the supplier?

Include company name or website address of the direct supplier of the hosting service

Who has admin account access?

Include contact details, admin usernames, email addresses and who can grant access

When does it renew?

What date does the hosting renew? Is it set to auto-renew? What is the term?

Billing details

What are the billing details set to? When do these expire? Who should update these? How often is the service billed out?

Email account access details

How do you access the account? Who is main point of contact for these details?

Backup contact details

If email services are down, what are your backup contact details? Who needs access to these?

Mail client access

What are the details needed for mail client access to the accounts? (e.g. SMTP, etc.)

List location of user guides/help documents

Notes/Comments

For example, list of key email accounts or location of full email account list

DNS settings that may need to be put into place and contact details for these services

Include general comments that may be useful for administration in an emergency

Document review

When was this last reviewed? How long is it valid for? Who is responsible/the contact for more details?