

EMAIL TRAINING DOCUMENT

{Created March 23, 2021}

This training document was created by HQ to have a more secure email system. All Dream Factory volunteers who have access to their chapter email account provided by HQ should review this document in its entirety.



To access your email

URL: mail.dreamfactoryinc.org

Username: {This is your chapter email}

Password: {Each chapter has its own unique password}

Steps we are adding to address passwords

- (1) Starting on April 1, 2021, all DF email accounts will be required to use a temporary password to select a more secure password. The temporary password was provided to each chapter director.
- (2) Also starting on April 1, 2021, a mechanism will be placed on our email system that requires all passwords be changed each six months. This will be changed by the user. The new password does not need to be sent to HQ – unless requested.
- (3) Whenever a new password is selected moving forward, the new features require all passwords be at a high strength.

Make sure to follow these guidelines

- Don't open an attachment unless you know who it is from and are expecting it
- Be cautious about email messages that instruct you to enable a program before downloading Word or Excel attachments
- Use anti-virus software on your local machine, and make sure it's kept up-to-date with the latest virus definitions
- If you receive an attachment from someone you don't know, don't open it
- Instead of clicking on links, open a new browser and manually type in the address
- Don't give your email address to sites/sources you do not trust
- Don't post your email address to public websites or forums
- Don't click the "Unsubscribe" link in a spam email as this only lets the spammer know you are a legit email, which results in more spam
- Don't ever reply to spam
- Don't share passwords
- Be sure to log out of your device each time you are finished
- Identify signs that the email is fraudulent:
 - Messages that contain threats to shut down your account
 - Request for personal information such as passwords or social security numbers
 - Words like "urgent"
 - Poor writing and grammar
- In addition, you will never receive an email from your email account asking you to update your account, even if this appears to be from Zimbra. Do not click on any link provided.

ANY QUESTIONS? Email tommie.kendall@dreamfactoryinc.org