

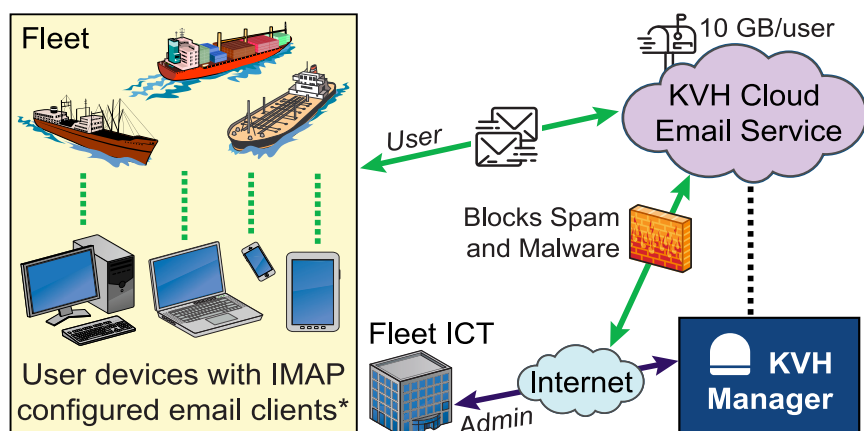
# KVH Cloud Email Service

## Quick Start Guide for Administrators



This guide explains how to get up and running with the KVH Cloud Email Service. It is intended for ICT professionals. *For details on configuring email clients on user devices, refer to the Quick Start Guide for Users.*

The KVH Cloud Email Service allows crew members serving on your fleet’s vessels to send and receive emails reliably both at sea and in port. A cloud-based server stores all user emails on your account (10 GB mailbox per user) and blocks spam and malware. KVH Manager allows you to easily add, delete, and modify user accounts and passwords over the Internet.



\* Such as Mozilla Thunderbird, Microsoft Outlook, or native iOS or Android Mail app

- Add/remove users
- Reset password
- View usage data

### IMPORTANT!

To set up the KVH Cloud Email Service, you will need a **domain name**. If you do not already have a domain, you will first need to purchase one from a domain name registrar.

## Contents

<b>DNS Configuration</b> .....	<b>2</b>	<b>User Management</b> .....	<b>3</b>
Step 1: MX Records .....	2	Accessing KVH Manager .....	3
Step 2: SPF Record .....	2	Creating a New Email User .....	3
Step 3: Autodiscover and Autoconfig Records (Optional) .....	2	Bulk Upload of Users .....	3
		Changing a User Password .....	4
		Deleting an Email User .....	4
		Viewing Usage Data .....	4

## Technical Support

Within Continental U.S.A.: 1 866 701-7103, Worldwide: +1 401 851-3806

Email: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

# DNS Configuration

Follow these steps to update the DNS for your domain to include the KVH Cloud Email servers.

**Note:** It might take some time to see the changes in your DNS depending on your provider and domain settings.

## Step 1: MX Records

MX (Mail Exchange) records specify which server should receive the emails sent to your domain and deliver them to the specified email provider, straight to your mailbox. You can usually edit the MX records for your domain from the same control panel you use for managing your DNS. You can safely keep your website hosted with another provider and only use our hosting services for the email.

First remove all other MX records. Then add the following with the specified preference (Host value is usually “@”):

Type	Host	Points to	Priority/Preference
MX	@	mx.kvhmail.com	5
MX	@	mx2.kvhmail.com	10

### IMPORTANT!

Do not create CNAME records within your domain that point to KVHMail MX records and use that CNAME as your MX records.

## Step 2: SPF Record

The SPF (Sender Policy Framework) record prevents your email from being marked as Spam and helps ensure emails are delivered. It specifies a list of authorized hosts that can send emails on behalf of a domain.

First, check for any existing TXT records with “SPF.”

### If you do not have an existing SPF record:

Add a TXT record with the following value (the host value is usually “@”):

Type	Host	TXT Value
TXT	@	v=spf1 include:kvhmail.com -all

### If you have an SPF record

Edit it and insert the following value before the final **-all** directive: **include:kvhmail.com**

## Step 3: Autodiscover and Autoconfig Records (Optional)

The Autodiscover and Autoconfig web services simplify the configuration of email clients. Users will just need to enter their email address and password and not have to worry about entering server and port information.

Autodiscover is used by iOS and Android mobile devices, while Autoconfig is used by Mozilla Thunderbird. To enable Autodiscover and Autoconfig services, add the following **A** type records in the DNS for your domain:

A record hostname	Points to
autodiscover.<yourdomain.com>	69.28.212.195
autoconfig.<yourdomain.com>	69.28.212.195

**Note:** Autodiscover for IMAP is no longer supported by Microsoft Outlook.

# User Management

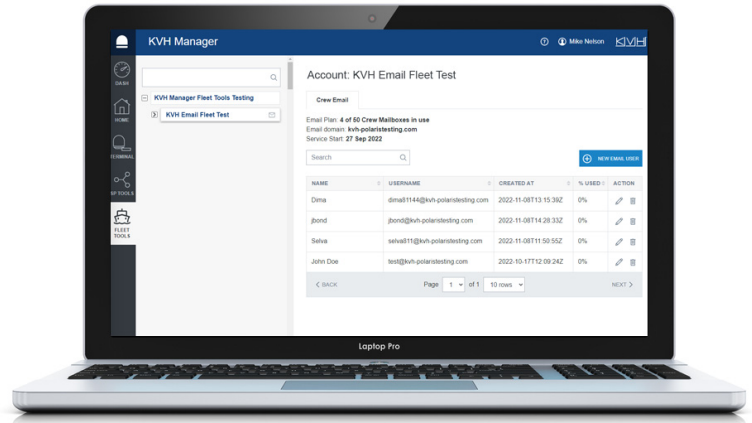
You can create, modify, and remove KVH Cloud Email user accounts in KVH Manager.

## Accessing KVH Manager

KVH Manager is available only to authorized users for the fleet's account. Contact KVH Airtime Services ([airtimeservices@kvh.com](mailto:airtimeservices@kvh.com)) if you need to be added as an authorized user.


To access KVH Manager, follow these steps:

1. Go to the following website:  
<https://www.mykvh.com>
2. At the myKVH login page, enter your email address and myKVH password (provided by KVH).
3. Select **KVH Manager**.



## Creating a New Email User

1. At KVH Manager, select **Fleet Tools**.
2. Select the applicable account.

**Note:** A mail  icon indicates the account has a KVH Cloud Email Service subscription.

3. Select the **KVH Cloud Email** tab.
4. Select **New Email User**.
5. Enter a name and username for this user. Also enter and reenter this user's password.
  - The name/username may identify a vessel role (e.g., Captain or Chief Engineer) rather than an individual.
  - The username is the name before the “@<yourdomain.com>” in the email address.
  - The password must have at least 8 characters, 1 uppercase character, 1 lowercase character, 1 digit, and 1 special character.
6. Select **Create Email User**.

## Bulk Upload of Users


Rather than creating one user at a time, you can submit a request to KVH Technical Support to upload a CSV file to create multiple users at once. The CSV file must be formatted to include the following fields:


username	domain	password	full_name
<username>	<yourdomain.com>	<password>	<name>

- The username is the name before the “@<yourdomain.com>” in the email address.
- The domain must match the domain name provided for your KVH Cloud Email Service account.
- The password must have at least 8 characters, 1 uppercase character, 1 lowercase character, 1 digit, and 1 special character. It cannot be left blank.
- There is a single “full\_name” field for the name – include both first and last name, if applicable.

## Changing a User Password


1. At KVH Manager, select **Fleet Tools**.
2. Select the applicable account.


**Note:** A mail  icon indicates the account has a KVH Cloud Email Service subscription.

3. Select the **KVH Cloud Email** tab.
4. Using the Search, find the user that you need to modify. Then select the edit  button next to that user record.
5. Enter a new password. The password must have at least 8 characters, 1 uppercase character, 1 lowercase character, 1 digit, and 1 special character. You cannot repeat either of the last two passwords.
6. Select **Save**.

## Deleting an Email User

1. At KVH Manager, select **Fleet Tools**.
2. Select the applicable account.


**Note:** A mail  icon indicates the account has a KVH Cloud Email Service subscription.

3. Select the **KVH Cloud Email** tab.
4. Using the Search, find the user that you need to delete. Then select the delete  button next to that user record.
5. Select **Delete** to confirm. This action cannot be undone.

## Viewing Usage Data

Each email user on your account is allotted a 10 GB mailbox on the KVH Cloud Email server. Whenever a user's mailbox approaches max capacity, they will receive an email alert asking them to delete old emails to free up space. You can view the current mailbox usage of all users on your account in KVH Manager.

1. At KVH Manager, select **Fleet Tools**.
2. Select the applicable account.

**Note:** A mail  icon indicates the account has a KVH Cloud Email Service subscription.

3. Select the **KVH Cloud Email** tab.

The "% Used" column indicates the amount of mailbox storage each user has consumed.