



# Secure Mail Utility Gateway (SMUG)

Online self-managed replacement for SMU

## User Guide

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- *Easy to Use Web Application*
- *Agency Administered*
- *Spam Resistant*
- *Drag and Drop Interface*
- *View All Emails*
- *Attachments (up to 20mb)*
- *Form Pages Stay on Your Server*
- *State Login Credentials*

## Advantages:

### Easy to Use Web Application

SMUG is a replacement for the old SMU system, which in turn was a replacement for CGI email. It gives webmasters an opportunity to use email forms on their pages so users don't have to use their own email application to send feedback to agencies.

When a webmaster creates a form in the system, they are basically "registering" it with SMUG, so it knows exactly what form fields are going to be posted to it, and what to do with the data after it receives it.

### Agency Administered

SMUG is a user-managed web application for spam resistant, webform based email. Webmasters and agency administrators log in to the service (<https://smugadmin.dti.state.de.us/smuadmin>) and can create, edit, and delete forms at will. Agency administrators have the additional ability to manage webmasters for their agency.

### Spam Resistant

SMUG uses the same spam resistant technology as our previous SMU system. It analyzes all form submissions and uses different techniques to pull out spam. These techniques will be modified on an ongoing basis as new spam threats arise.

### Drag and Drop Interface

All a webmaster needs to do is drag and drop the fields they need and create an email template. They can then copy the base form HTML and use it on their webpage, manipulating it there. The form on SMUG and the code on the webpage do not have to match exactly. Just make sure the fields are in both and the mandatory code is untouched (you'll see it commented as "*<!-- Do not remove or alter this section -->*")

### Form Pages Stay on Your Server

The separate website that SMU used to have for each agency is not being used, so webpages may be kept on the agencies regular web servers.

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## View All Emails / Attachments

Agency administrators now have the ability to view all of the emails sent using SMUG, and can re-send or forward them if needed. Attachment fields can be used on forms, and limits on attachments are the same as our internal Exchange limitations (20mb, no executables, virus scanning, etc.) The emails sent from SMU are in text format (not HTML), and the email template is linked to the form on a one to one basis, just like before. Email headers can also be viewed for forensic purposes.

## State Login Credentials

Webmasters and administrators don't have to remember another username and password to use SMUG. Instead, both will login using their regular state credentials.

## Login

State of Delaware  
The Official Website of the First State

DTI Intranet >> Statewide Support Center >> SMU Admin

Please enter your STATE username and password, just like when you sign into your PC.

Username:

Password:

Login

Privacy | Contact | Phone Directory

Use your normal state credentials to log into the application. If you have a problem, contact the DTI Service Desk.

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## List Forms

DTI Intranet >> Statewide Support Center >> SMU Admin

SMU List Forms Create Form Administration tony.marge

Agency: Delaware Department of Technology and Information Rows per page: 5

1 2 3 > >>

Agency: DTI

There are 15 total forms.

Form Name	Description	Modified Date	HTML	Edit Form	Edit Fields	Email Template	Duplicate	Delete	Enable/Disable
PercyFormTest1	Test 1	12/17/2014							
Form_Kiran1	Form_Kiran1 Description	12/18/2014							
Form_Kiran2	Form_Kiran2 Desc	12/17/2014							
PercyFormTest2	Test 2	12/17/2014							
AddDTIComments	Add comments	N/A							

**Legend**

Enable Disable

Here you can:

- View the HTML of a form
- Edit a form
- Edit the fields on a form
- Edit the email template for a form
- Duplicate a form
- Delete a form
- Enable/disable a form

### NOTES:

*Please remember that multiple forms can have the same name, but only one of those forms can be enabled at a time.*

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## Create a Form

### Form Parameters

Form Name:	<input type="text" value="Form_1"/>
Description:	<input type="text" value="This is a test form to use for SMU testing."/>
Agency:	<input type="text" value="DTI"/> ▼
To Address:	<input type="text" value="dtiforms@state.de.us"/>
CC Address:	<input type="text" value="EX: user@domain.com, user2@domain.com"/>
BCC Address:	<input type="text" value="EX: user@domain.com, user2@domain.com"/>
From Address:	<input type="text" value="smu@state.de.us"/>
Subject:	<input type="text" value="Test Form Email Subject"/>
Failure URL:	<input type="text" value="http://dti.delaware.gov/forms/form_1/success.shtml"/>
Success URL:	<input type="text" value="http://dti.delaware.gov/forms/form_1/failure.shtml"/>
Include Reset Button:	<input type="checkbox"/>
Include "Send a copy of email to me" Option:	<input type="checkbox"/>

Fill out all fields as needed, then click *Next*.

#### NOTES:

- The form name must not contain spaces.
- The **To** field can contain only one email address.
- The **CC** and **BCC** fields can have multiple email addresses, separated by commas.
- The **From Address** can be whatever you want it to be as long as it is \*.delaware.gov.
- If you check **Send a copy of email to me**, you will need to put your email address in the **CC** field. It acts like an "Email a Friend" form and will add two items: an email address field and a "Send a Copy to Me" checkbox. Both must not be changed and both will be handled by SMUG.

## Create a Form

### Form Preview Area

**Form: Form\_1**

**Form Controls**

Click the (+) to add a control to your form.

- (+)
- (+)
- (+)
- Radio Button Group (+)
- Checkbox Group (+)
- (+)
- Hidden Input (+)

FORM PREVIEW AREA:

Create your form using the *Form Controls* on the left-hand side.

To move fields around after you add them, click the *Edit* button, then move the fields with your mouse.

### Menu Choices:

- Edit (move and delete fields, edit HTML)
- View HTML (to copy it to your HTML page)
- Save Form
- Cancel

## Create a Form Form Controls

### Text Fields

Add New Text Field

**Required Attributes**

Name:

Label:

**Optional Attributes**

Id:

Class:

Default Value:

### Text Area

Add New Text Area

**Required Attributes**

Name:

Label:

**Optional Attributes**

Id:

Class:

Default Value:

Number of Rows:

Number of Columns:

### Select Field

Add New Dropdown

**Required Attributes**

Name:

Label:

**Option List**

Value	Displayed Text
<input type="text"/>	<input type="text"/>

**Optional Attributes**

Id:

Class:

Size:

Enable Multi-Select:

### Radio Button Group

Add New Radio Button(s)

**Required Attributes**

Name:

Label:

**Option List**

Value	Displayed Text	ID	Default
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>

**Optional Attributes**

Class:



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## Checkbox Group

Add New Checkbox(es) ✕

**Required Attributes**

Name:

Label:

**Option List**

Value	Displayed Text	ID	Checked?
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add New Option

**Optional Attributes**

Class:

Add Cancel

## File Input

Add New File Input ✕

**Required Attributes**

Name:

Label:

**Optional Attributes**

Id:

Class:

Add Cancel

## Hidden Input

Add Hidden Input ✕

**Required Attributes**

Name:

Value:

Add Cancel

## Create a Form Email Template

Edit Template ✕

Edit the template below. Please do not change the form field parameters.

**To:** dtiforms@state.de.us  
**From:** smu@state.de.us  
**Subject:** Test Form Email Subject

test1: [test1]  
test4: [test4]  
test2: [test2]  
test3: [test3]

### NOTES:

- A default template is created using all of the form's field labels, followed by the field names.
- Field names are always in brackets. *[fieldname]*
- Emails are text, not HTML.
- Edit the form from the List Forms windows to change the *To*, *From*, or *Subject*. (Ignore the yellow text at the top.)

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## Administrator

Administrators can view and edit agency settings, create and edit agency users, and activate/deactivate agency SMUG accounts.

Name	Created Date	View	Edit	Create User	List Users	View Emails	Activate/Deactivate
Administrative Office of the Courts	12/16/2014						

## Edit/View Agency Settings

**Edit Agency** ✕

**Agency**

Agency Name:

Description:

Contact Email:

Contact Phone:

Activate?:

## View Successful/Failed Emails

There are currently 2 emails.

Agency: DTI				
Sent Date	Status	View	View Headers	Resend
Dec 18, 2014 09:49:52 AM	Message sent successfully			
Dec 18, 2014 10:13:04 AM	Send Failed			

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## View Email Header

View Header ✕

**Headers**

X-DTI-CLIENT-IP: 172.16.14.198  
X-Priority: 3  
X-DTI-AGENCY-NAME: DTI  
X-DTI-FORM-NAME: Form\_Kiran1

OK

## View Email Content

View Email ✕

**Email**

To: cherisse.taylor@state.de.us  
From: kiran\_from@state.de.us  
Subject: Form subject

Hi, Here are the fields entered by the user.  
RadioButtonGrp\_Label: RBGrp\_v1  
rb\_label: rb-value1  
Text2 Label: Hellow World

OK

## Resend/Forward Email

Resend Email ✕

Are you sure you want to resend this email?

**Recipient:**

**Previous Recipient:** cherisse.taylor@state.de.us

OK CANCEL

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## List Users

There are currently 1 users.

Create User

Agency: DTI-TestMe					
Username	Full Name	Role	View	Edit	Delete
test.user	tony marge	AGENCY ADMIN			

## Create/Edit Users

**Agency Name:** Administrative Office of the Courts

**Username:**

**Full Name:**

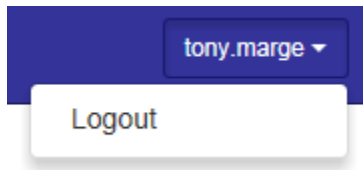
**Email:**

**Phone #:**

**Role:**

- ADMIN
- WEBMASTER
- AGENCY ADMIN

## Logout



Use the dropdown on the top right of the page to logout. The application will timeout on its own after 30 minutes of inactivity.