Secure Mail Utility Gateway (SMUG)
Online self-managed replacement for SMU

User Guide

Dated: January 5, 2015
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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](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.
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

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

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.*
Create a Form

Form Parameters

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

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

Text Area

Select Field

Radio Button Group
Checkbox Group

File Input

Hidden Input
Create a Form
Email Template

**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.)
Administrator

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Created Date</th>
<th>View</th>
<th>Edit</th>
<th>Create User</th>
<th>List Users</th>
<th>View Emails</th>
<th>Activate/ Deactivate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Office of the Courts</td>
<td>12/16/2014</td>
<td>☰</td>
<td>☰</td>
<td></td>
<td></td>
<td>☺</td>
<td>☰</td>
</tr>
</tbody>
</table>

Edit/View Agency Settings

View Successful/Failed Emails

There are currently 2 emails.

<table>
<thead>
<tr>
<th>Agency: DTI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sent Date</strong></td>
</tr>
<tr>
<td>Dec 16, 2014 08:49:52 AM</td>
</tr>
<tr>
<td>Dec 16, 2014 10:13:04 AM</td>
</tr>
</tbody>
</table>
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View Email Header

View Email Content

Resend/Forward Email
List Users

There are currently 1 users.

<table>
<thead>
<tr>
<th>Username</th>
<th>Full Name</th>
<th>Role</th>
<th>View</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>test user</td>
<td>tony marge</td>
<td>AGENCY ADMIN</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Create/Edit Users

Agency Name: Administrative Office of the Courts

Username: Must be AD listing, firstname.lastname

Full Name:

Email: user@domain.com

Phone #:

Role:

- ADMIN
- WEBMASTER
- AGENCY ADMIN

Submit  Cancel
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.