Self Service Portal for End Users (Moved to KnowledgeBase HelpDesk)

Why can't a user access her Vaultastic account using a POP/IMAP client?

To improve the security and at the same time maintain simplicity, data can be accessed using the easy to use and intuitive self service portal (https://docs.mithi.com/home/how-to-use-the-self-service-portal-of-vaultastic) on Vaultastic (web interface).

How does an end user retrieve mail from Vaultastic?

For a end user to retrieve mail from Vaultastic, he has to login to the Vaultastic web client and export selected mail into a PST or EML format (https://docs.mithi.com/home/how-to-use-the-archive-view-to-search-for-reply-forward-or-download-a-mail#7-export-mail). PST files can be directly imported into Outlook.

What will the Vaultastic id and password of the user be?

- The Vaultastic id of the user will be in the format primary-id@.vaultastic.com.
- Users logging in for the first time have to set the password by clicking the Forgot Password (https://docs.mithi.com/home/how-to-reset-forgotten-password-of-your-account) link on the login page .

How to control the access to eDiscovery data?

The eDiscovery (https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check)interface is available to all users from the self service portal (https://docs.mithi.com/home/how-to-use-the-self-service-portal-of-vaultastic). However the data visible in the eDiscovery application depends on two factors.

1. Whether the user's data is indexed. This is decided depending on the Plan (https://docs.mithi.com/home/how-to-assign-a-plan-to-a-vaultastic-account#what-are-the-vaultastic-plans-)
2. The list of user's whose indexed data is visible to a user.

A user assigned a senior admin role (https://docs.mithi.com/home/how-to-assign-administrative-roles-in-vaultastic) can control the access to the indexed data.

As an administrator, can I search through a user's archive?

If you have a senior admin role, there are two ways you can look through a user's archive.

1. By resetting the user's Vaultastic account password and logging into her account OR
2. Configuring your account to view the user's email in the eDiscovery view(https://docs.mithi.com/home/how-to-allow-users-to-see-mail-from-other-accounts-in-the-ediscovery-view).