



STANDARD OPERATING PROCEDURE

PTSL / SOP / IT / CREATE EMAIL ACCOUNT

	Name	Signature	Date
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For the attention of the User

Users may give feedback or present comments and recommendations on any aspect of this Document and address them to Internal Audit Department, Yong Tai Berhad.

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1.0 OBJECTIVE

To Create Email Account for new staff. Staff able to use company email account. Company email account will be xxx@thepines-melaka.com for send and receive email from Staff, Customer, Supplier, Guest, Support and etc.

2.0 SCOPE

This procedure applies to create Email Account for new join staff, who need to use email for Office work.

3.0 DEFINIITION

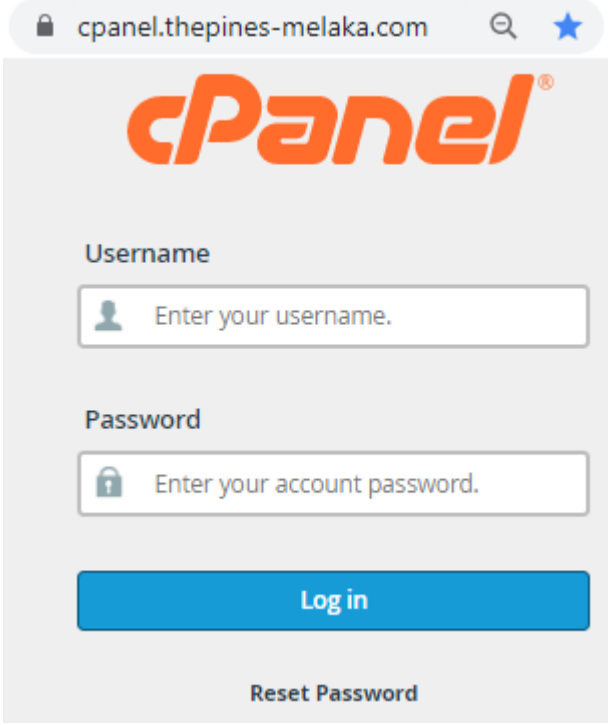
- 3.1 "IT" shall refer to Information Technology Staff
- 3.2 "HOD" shall refer to Head of Department

4.0 RESPONSIBILITY

- 4.1 IT Department create Email Account to carry out their job strictly and professionally and accordance to Company's policies and procedures.
- 4.2 IT Department to ensure the security of the staff & premises and only allow authorized staff to use Office PC with Windows Login.

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5.0 PROCEDURE

STEP	DESCRIPTION	RESPONSIBILITY
5.1	Staff must submit IT User Creation and Change Request Form to IT Department with complete detail and Manager Department and Hotel General Manager Approval.	Department Manager
5.2	<p>Step to create Email Account at Web Server. Login to thepines-melaka.com CPanel at https://cpanel.thepines-melaka.com/ using Google Chrome</p> <p>Key in Admin ID and Password to login to panel.</p> 	IT Department
5.3	After Login, scroll down to Email Panel, click on Email Accounts Button.	IT Department
5.4	It will display Email Account Page. Click Create Button on right side.	IT Department

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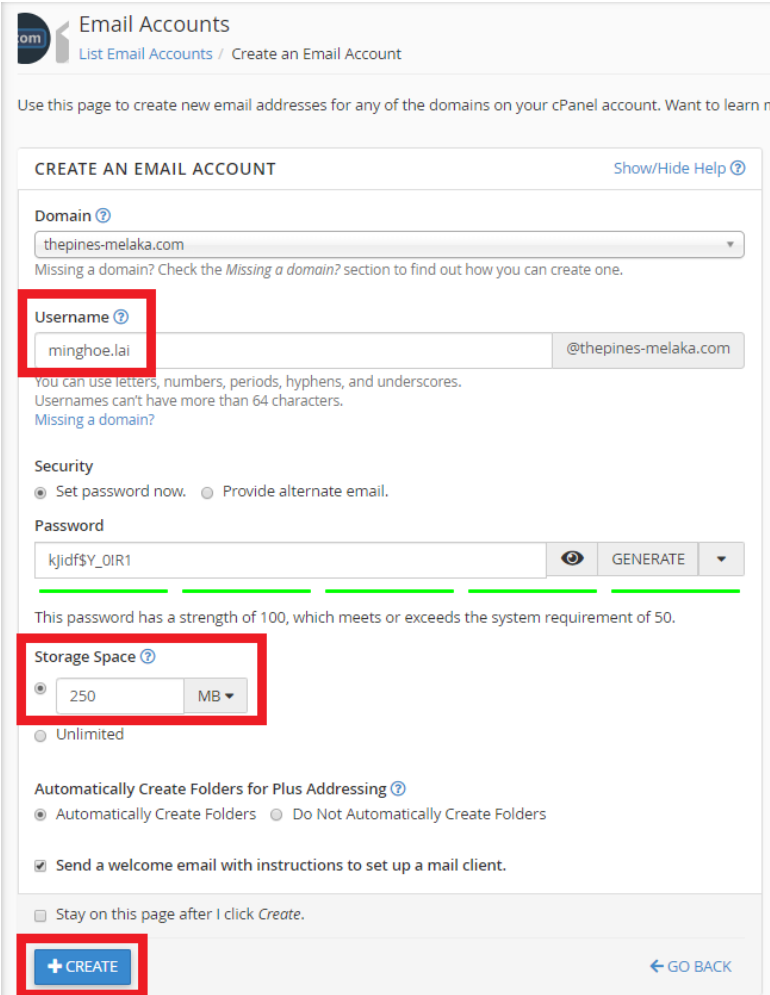
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STEP	DESCRIPTION	RESPONSIBILITY
5.5	<p>Key in User Name, Password and Storage Space.</p> <p>User Name must follow lastname.firstname@thepines-melaka.com, for corporate image. Example minghoe.lai@thepines-melaka.com</p> <p>Password must put strong password include character, number and symbol for security purpose, to prevent outside hack email account.</p> <p>Storage Space key in as 250mb size. Click Create Button, then done for create new email account.</p>  <p>The screenshot shows the 'CREATE AN EMAIL ACCOUNT' form. The 'Domain' field is set to 'thepines-melaka.com'. The 'Username' field contains 'minghoe.lai' and is highlighted with a red box. The 'Password' field contains 'kjldf\$Y_0IR1' and is highlighted with a green bar. The 'Storage Space' field is set to '250 MB' and is highlighted with a red box. The 'CREATE' button is highlighted with a red box.</p>	IT Department

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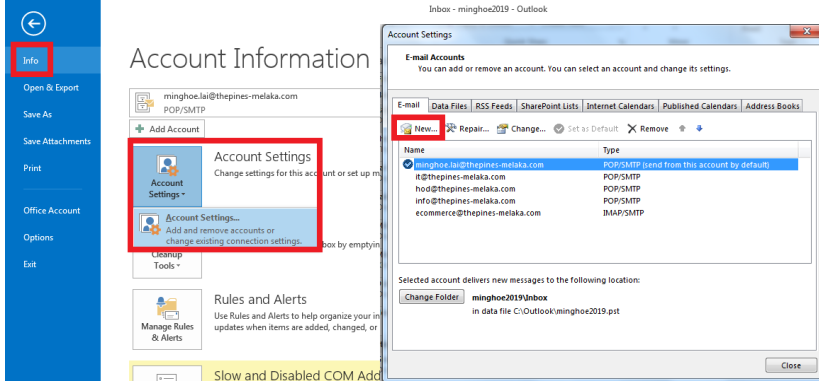
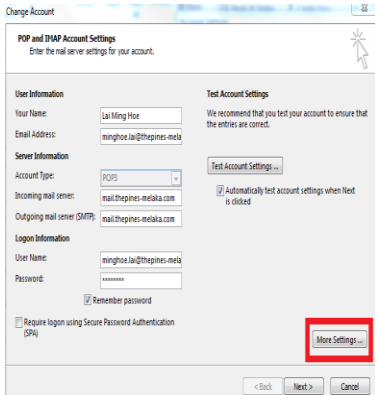
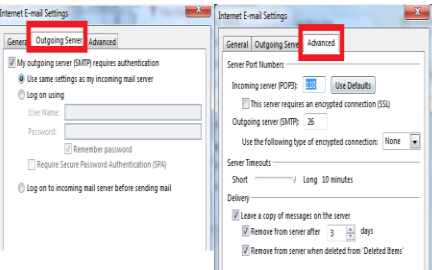
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STEP	DESCRIPTION	RESPONSIBILITY
5.6	<p>Setup Email Account at Microsoft Outlook 2013 or 2016.</p>  <p>Email Account Setting -> in Email Tab -> Click New Button Select Email Account -> Next Button. Select Manual Setup Button -> Next Button. Select POP or IMAP -> Next Button. Key in user info, email account, password & email server. Incoming Mail Server = mail.thepines-melaka.com Outgoing Mail Server = mail.thepines-melaka.com Go to More Setting -> Outgoing Server Tab Tick My Outgoing Server (SMTP) requires authentication. In Advance Tab. Incoming Server POP3 = 110 Outgoing Server SMTP = 26 Tick Leave a copy of message on the server Tick Remove from Server after 5 days. Click ok, then Test Account Button.</p>  	IT Department

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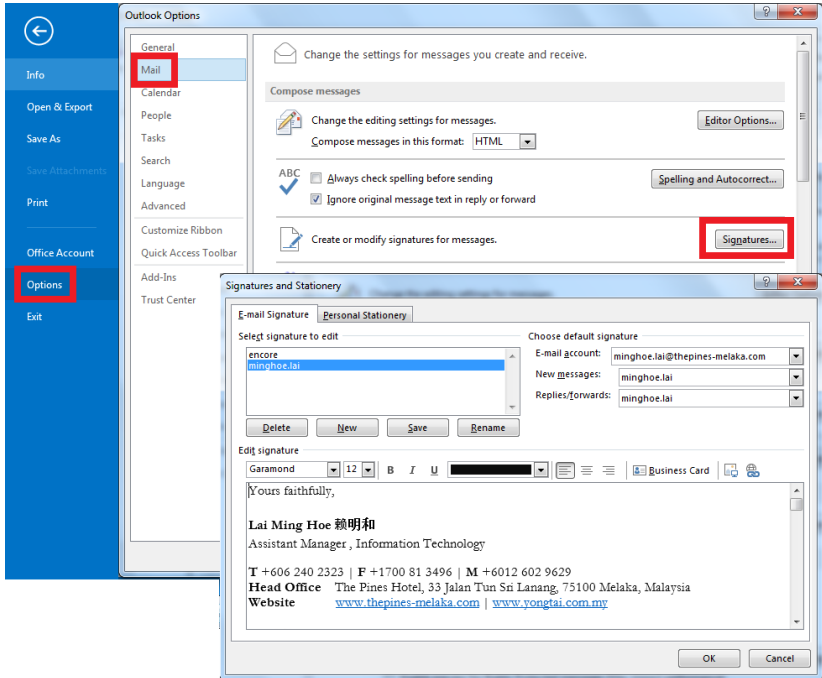
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STEP	DESCRIPTION	RESPONSIBILITY
5.7	<p>Create Email Signature.</p> <p>Click on File -> Select Option -> Select Mail -> Select Signature -> Email Signature. Create new Signature Name and add new message and reply message to the new signature.</p>  <p>Font Type = Garamond Font Size = 12 Font Color = Black</p>	IT Department

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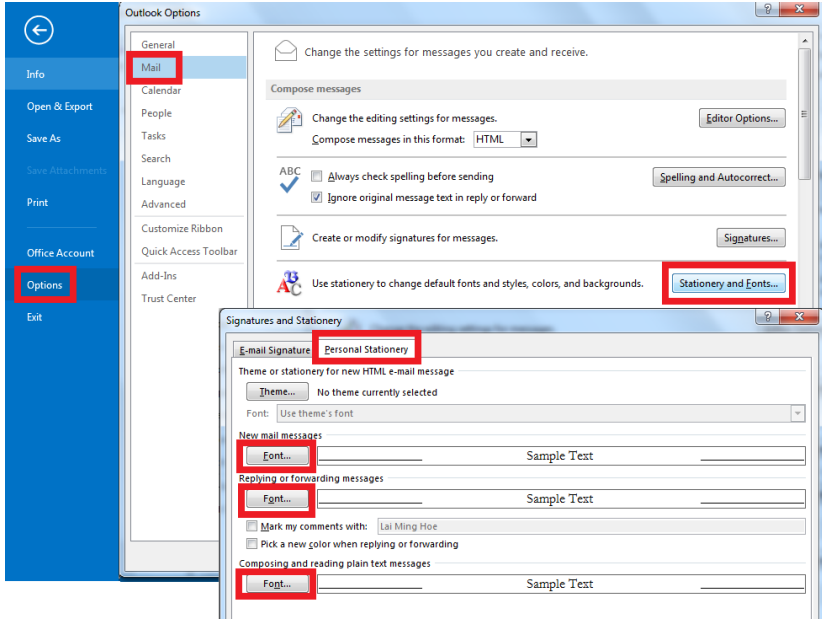

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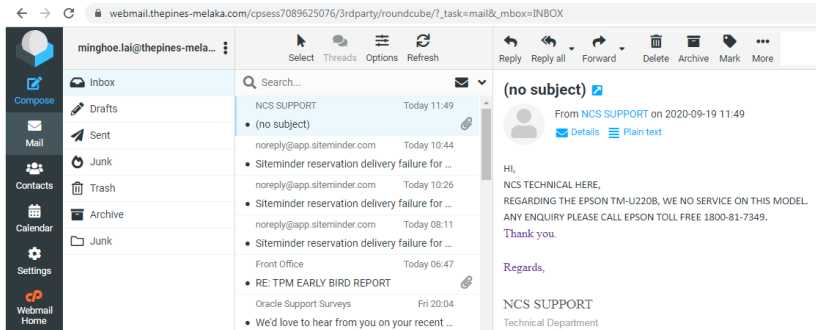
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STEP	DESCRIPTION	RESPONSIBILITY
5.8	<p>Set All Font to Font Type = Garamond Font Size = 12 Font Colour = Black</p> 	IT Department
5.9	<p>If PC did not have Microsoft Outlook, user can go to any Browser and type https://webmail.thepines-melaka.com for webmail usage with Login Email ID and Password.</p> 	IT Department

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STEP	DESCRIPTION	RESPONSIBILITY
5.10	After Login, user able to view and reply email using Webmail service. 	IT Department
5.11	User also able to set in their Email at Mobile Phone provide the Mobile phone have install Email apps.	User

Note:

User must submit complete form with Department Head approval signature.

The form must sign and date by complete IT User.

Email Password must create complicated to prevent hacker hack email account.

6.0 RECORDS

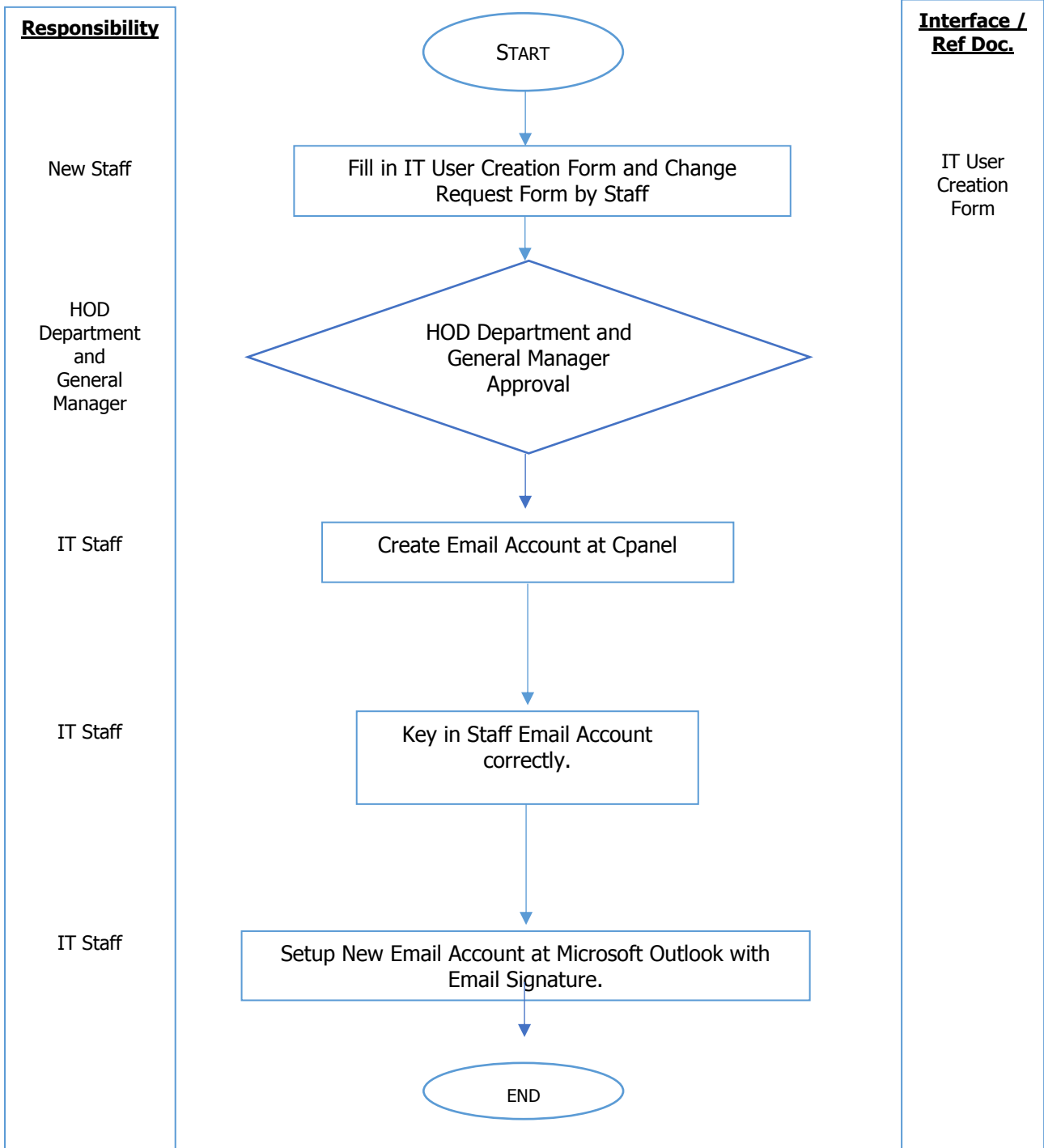
Records Type/Title	Retention Period
IT User Creation and Change Request Form	2 years

7.0 APPENDIX

Appendix 7.1: Process Flow of Create Email Account.

Appendix 7.2: IT User Creation and Change Request Form.

Process Flow of Create Email Account





THE PINES
MELAKA

IT User Creation and Change Request Form

Name: _____

Department: _____

Designation: _____

Commencement Date: _____

Applications

Windows MICROS

Email Q3F

Please specify: _____

Opera Materil Control

Please specify: _____

Details of Request:

Requested by: _____

Approver's Name: _____

Approver's Signature: _____

Date: _____

For IT Department Use

Completed by: _____

Date: _____