Online Compliance Center

Admin-Guide Compliance Archiv – E-Mail – EN – Stand: Februar 2025

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Contact

You can generally reach us from Monday to Friday between 9:00 AM and 5:00 PM. Feel free to give us a call or send us an email. Our technical support hotline is also available from Monday to Friday between 7:30 AM and 6:00 PM. Please note your individual support agreement.

Feedback

We highly value customer feedback and encourage you to share both positive and negative criticism, new ideas, and your individual challenges with us. Our goal is not only to assist you quickly with technical issues but also to take your suggestions into account and continuously develop our product to meet your needs.

Sales

Do you have questions about your licensing or our product? Feel free to reach out to us anytime!

Phone number: +49 6126 5019 500

Email: sales@sitaas.de

Support

Do you have a problem or a question? Don't hesitate to contact our support team!

Phone number: +49 6126 5019 599

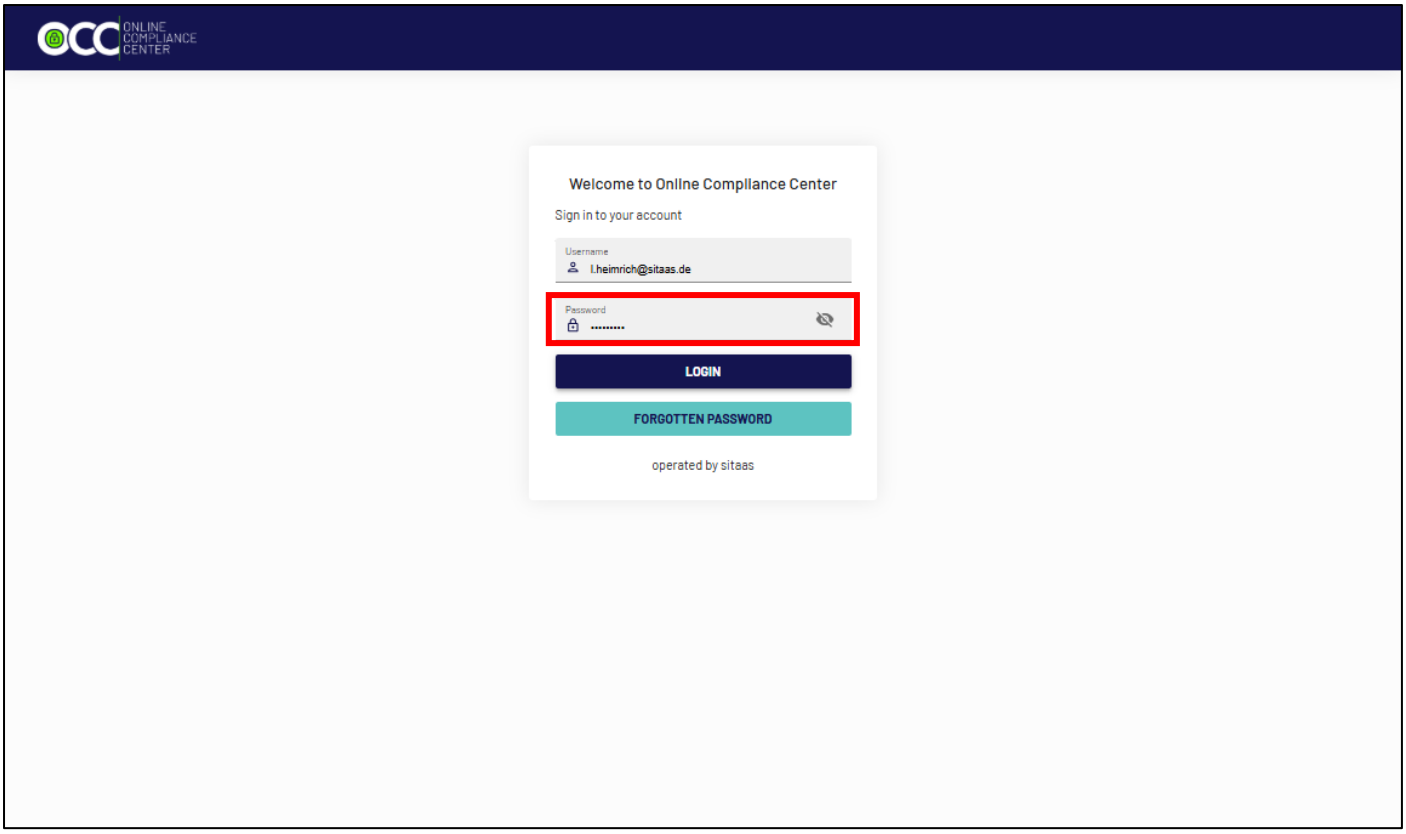
Email: support@sitaas.de

You can also find an overview of our support contact options in the Online Compliance Center. There, you can easily make a call or send an email directly from the platform.

Login to the Online Compliance Center

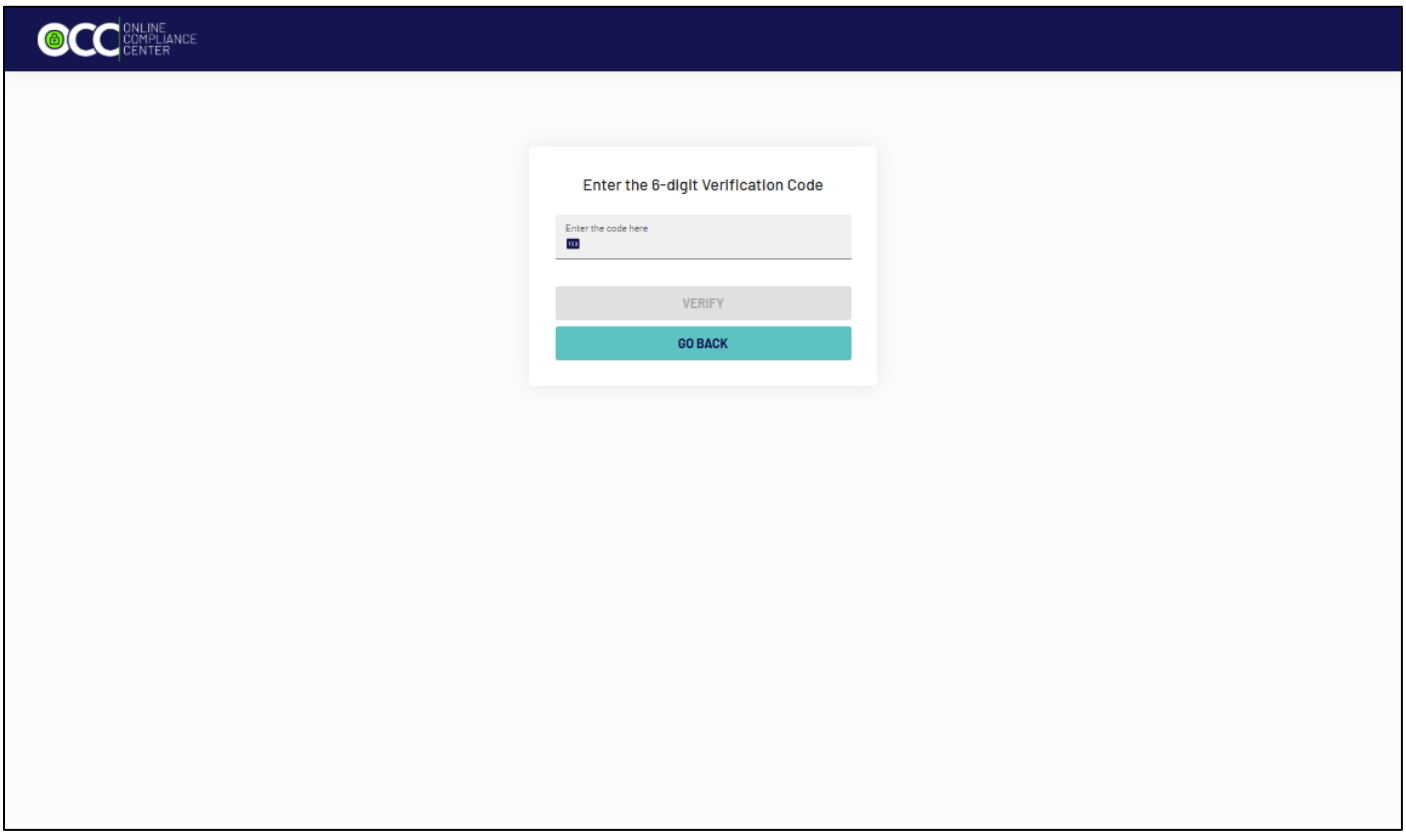
Open the Website: https://portal.netmail.cloud

Enter your **username** and **password**, then click "**Login**."

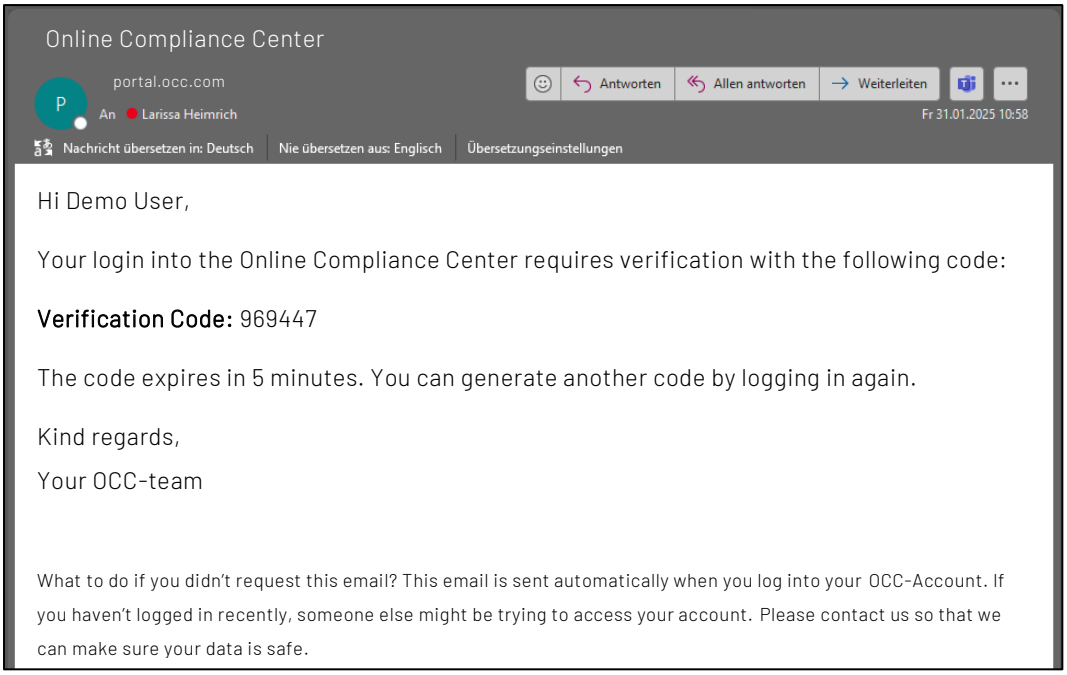


If you have forgotten your password, you can request a new one at any time via "Forgotten Password."

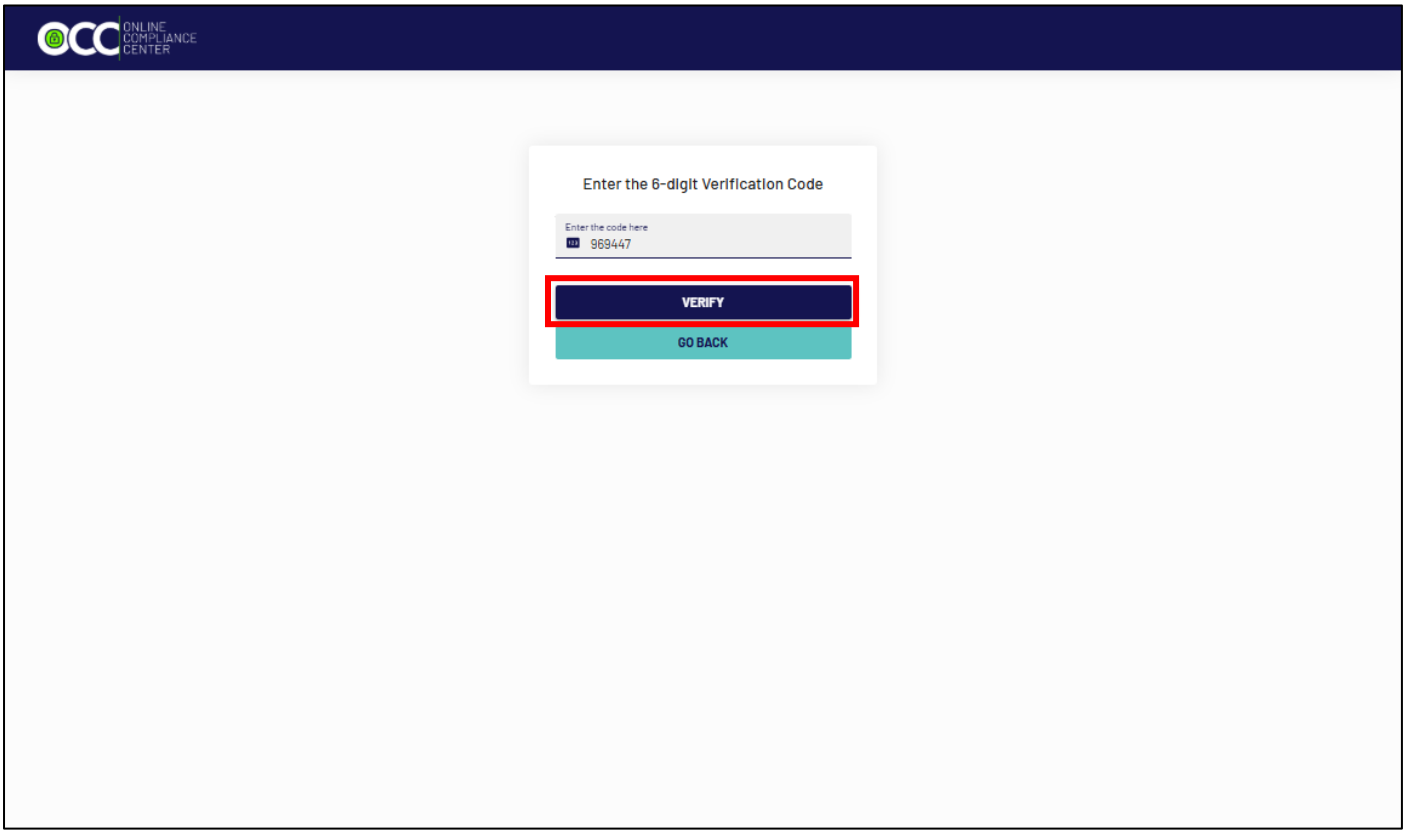
When you log in to the Online Compliance Center, the following message will be displayed after entering your username and password.



You will receive an automatically generated email with a 6-digit confirmation code.



Please enter the code you received via email in the portal and click on "Verify."



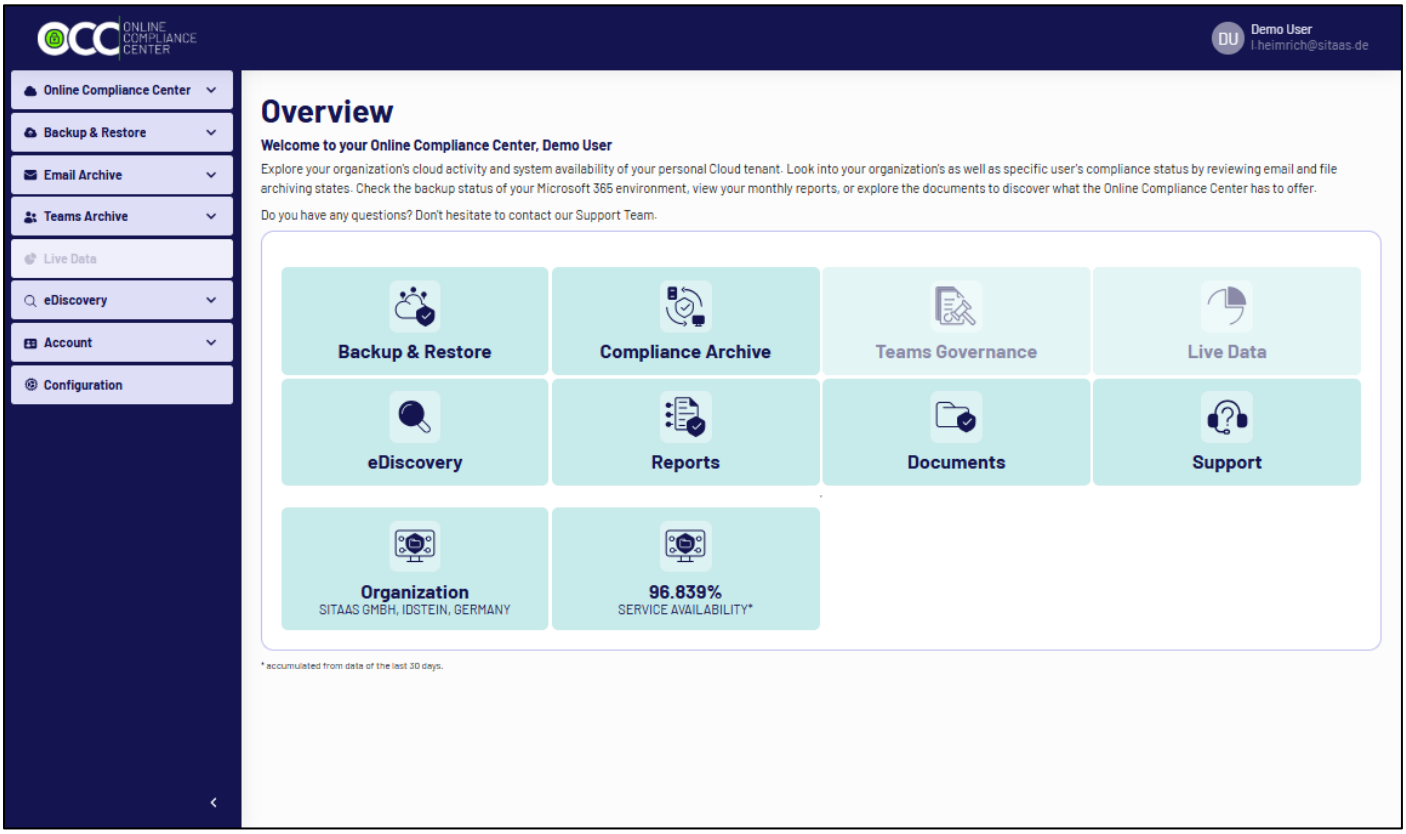
Although the verification process may be cumbersome for users during each login to the Online Compliance Center, we aim to provide a high level of security. Therefore, we support multi-factor authentication via email with every login.

Additionally, you will be automatically logged out of the Online Compliance Center after 5 minutes of inactivity.

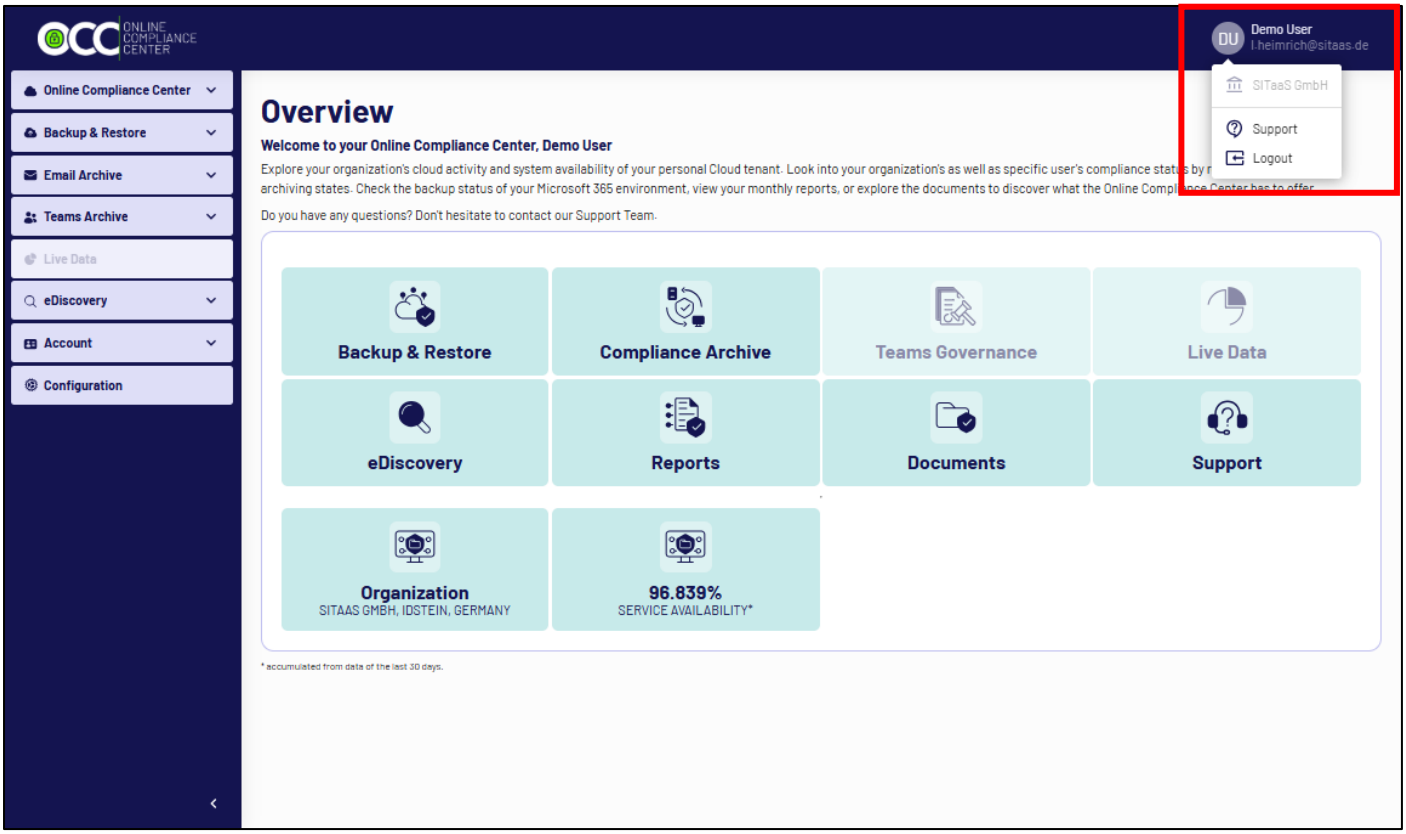
Overview

After a successful login to the Online Compliance Center, you will be directed to the "Overview" page. From here, you can easily access the individual modules or start the "eDiscovery" portal with a single click. Additionally, you will find direct access to your reports, documents, and our support.

In the last row of the overview, you will see your organization and the "Service Availability." We promise our customers a service availability of 99.5%. Since the following screenshot is from a demo environment, the service availability is below 99.5%.

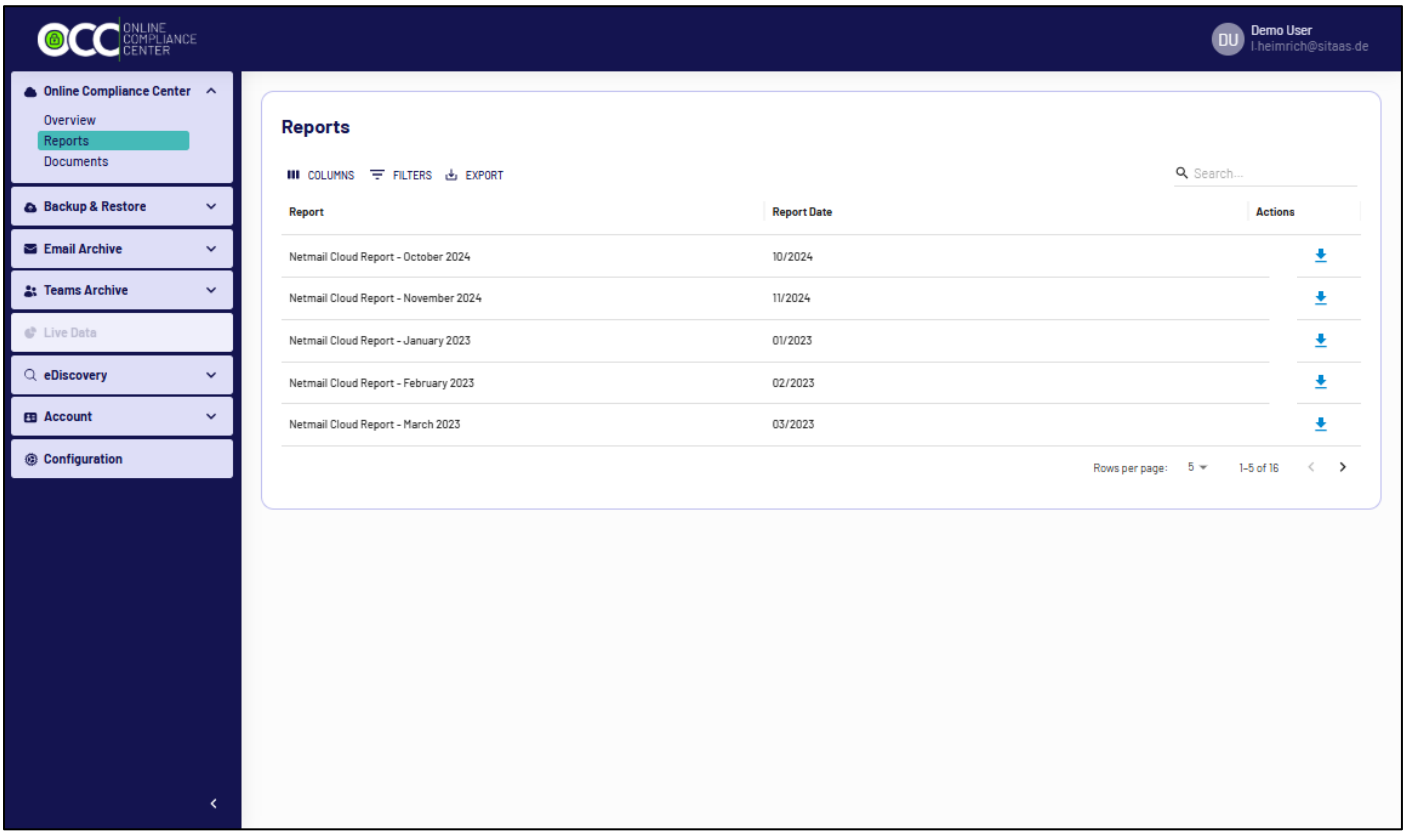


You can log out at any time via your user profile. Additionally, the link to our support is also available here.



Reports

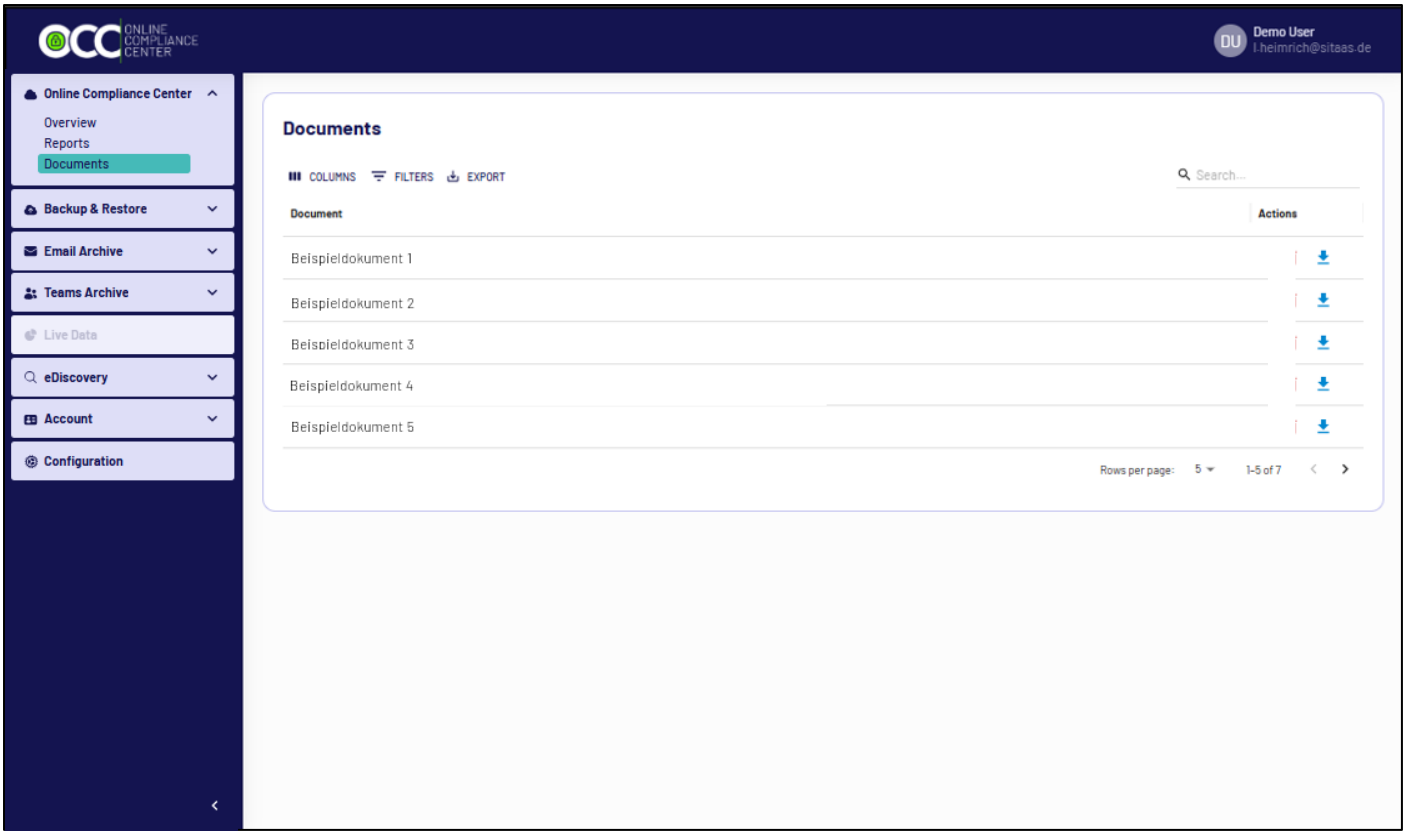
Under "Reports," the monthly cloud reports are available for download.



The report includes the monthly number of users & resources, your active archive licenses, as well as the number of archived mailboxes, archived messages, and archived attachments.

Documents

Under "Documents," we provide relevant information for you to download. These documents are tailored to your use of the Online Compliance Center.



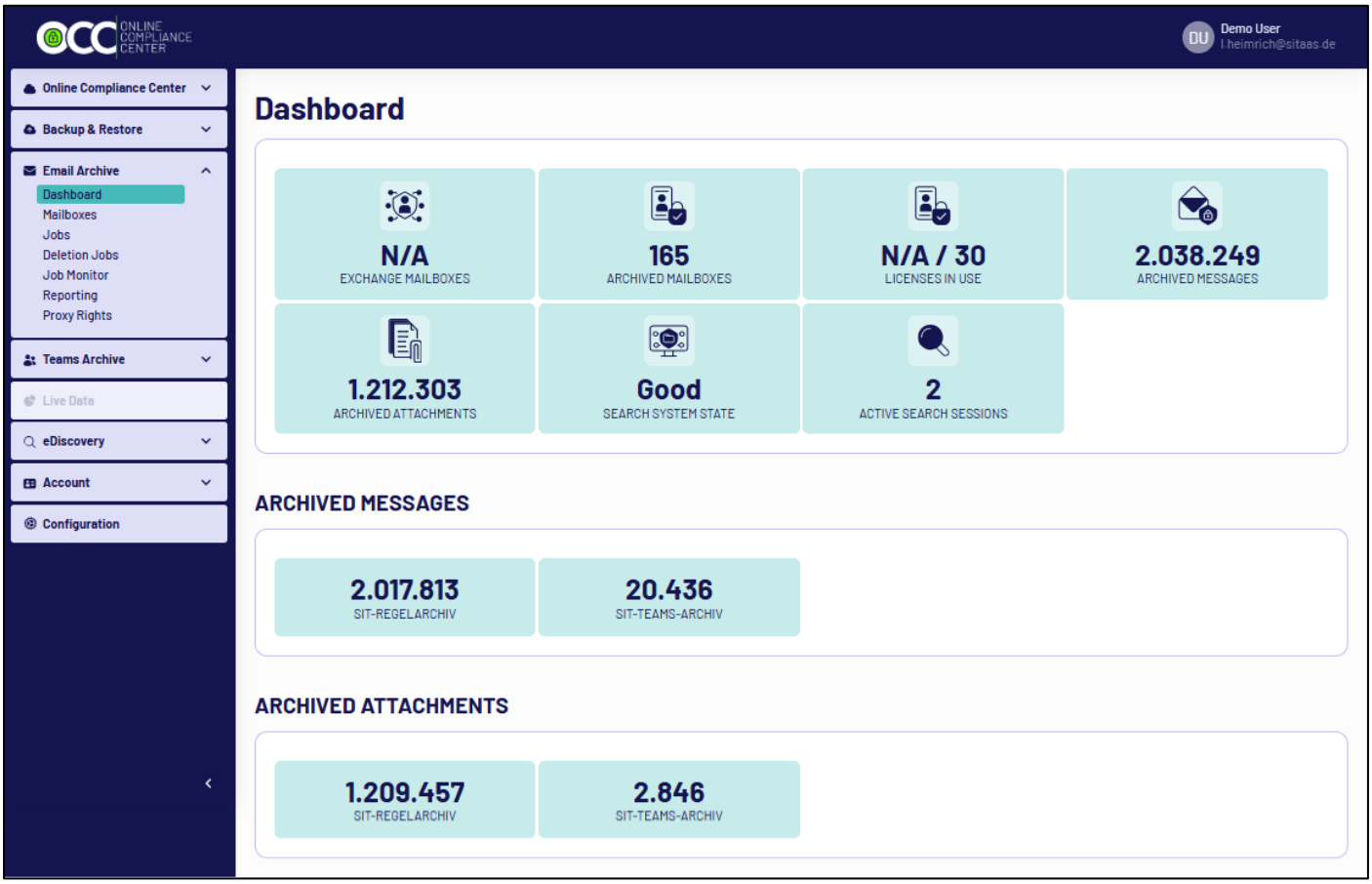
Email Archive

Dashboard

The dashboard provides you with all the information related to your compliance archiving of Exchange. Since the following view is from a demo instance, no realistic data is displayed here.

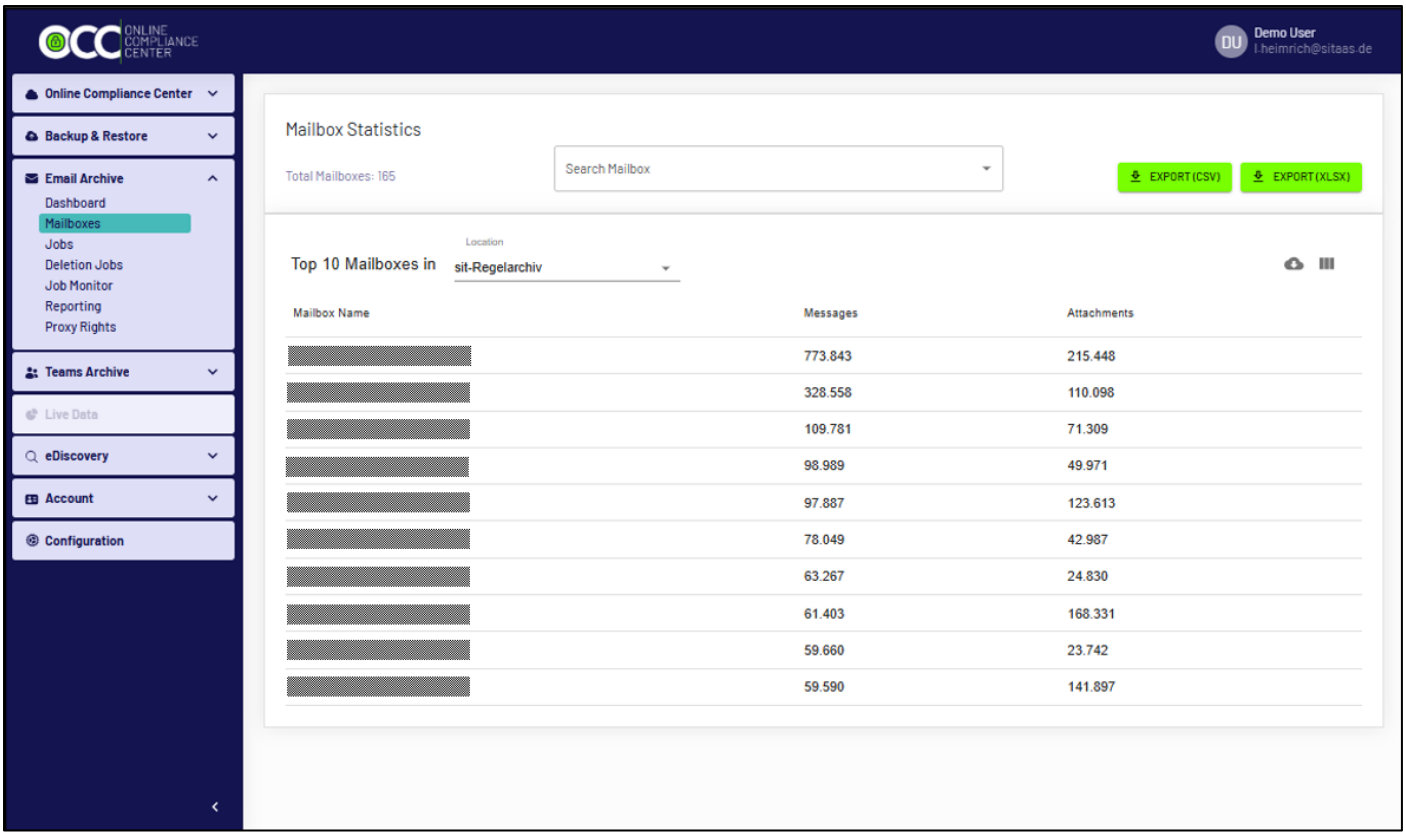
The dashboard shows you the number of your Exchange and archived mailboxes, your consumed licenses, archived messages and attachments, as well as your system status and "Active Search Sessions." The "Active Search Sessions" count shows how many users are currently searching your archive via Search.

Additionally, you can see messages and attachments classified according to your custom-configured locations. The number and naming of the locations are defined individually for each customer.



Mailboxes

Through "Mailboxes," you can access your mailbox statistics. Here, you can view the top 10 mailboxes of your organization and export this data. You can select the different locations you have defined for your organization. The displayed information includes the number of items, such as messages and attachments, for each mailbox.

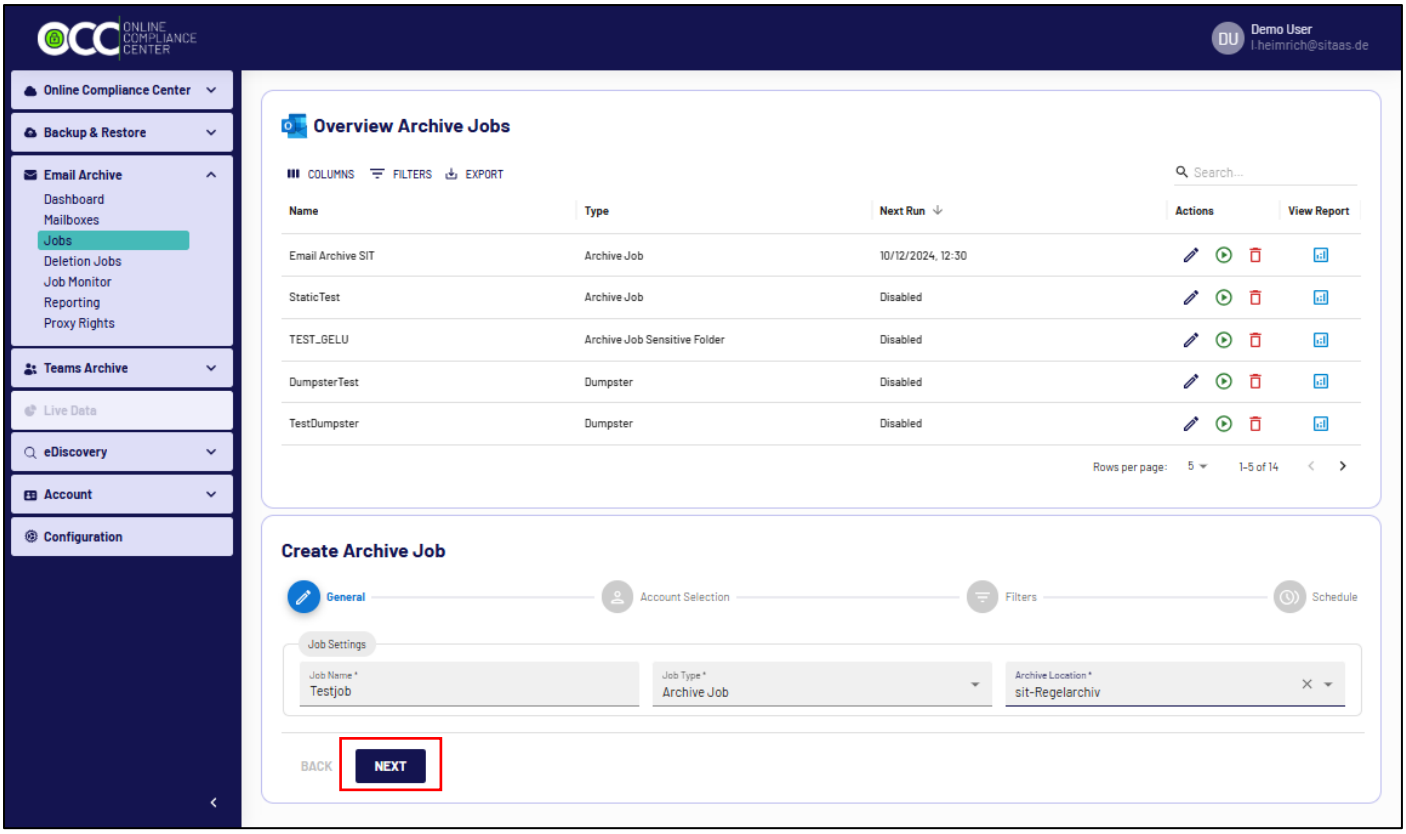


Jobs

To create new archive jobs, go to the "Create Archive Jobs" window and define the basic parameters for your archiving under "General."

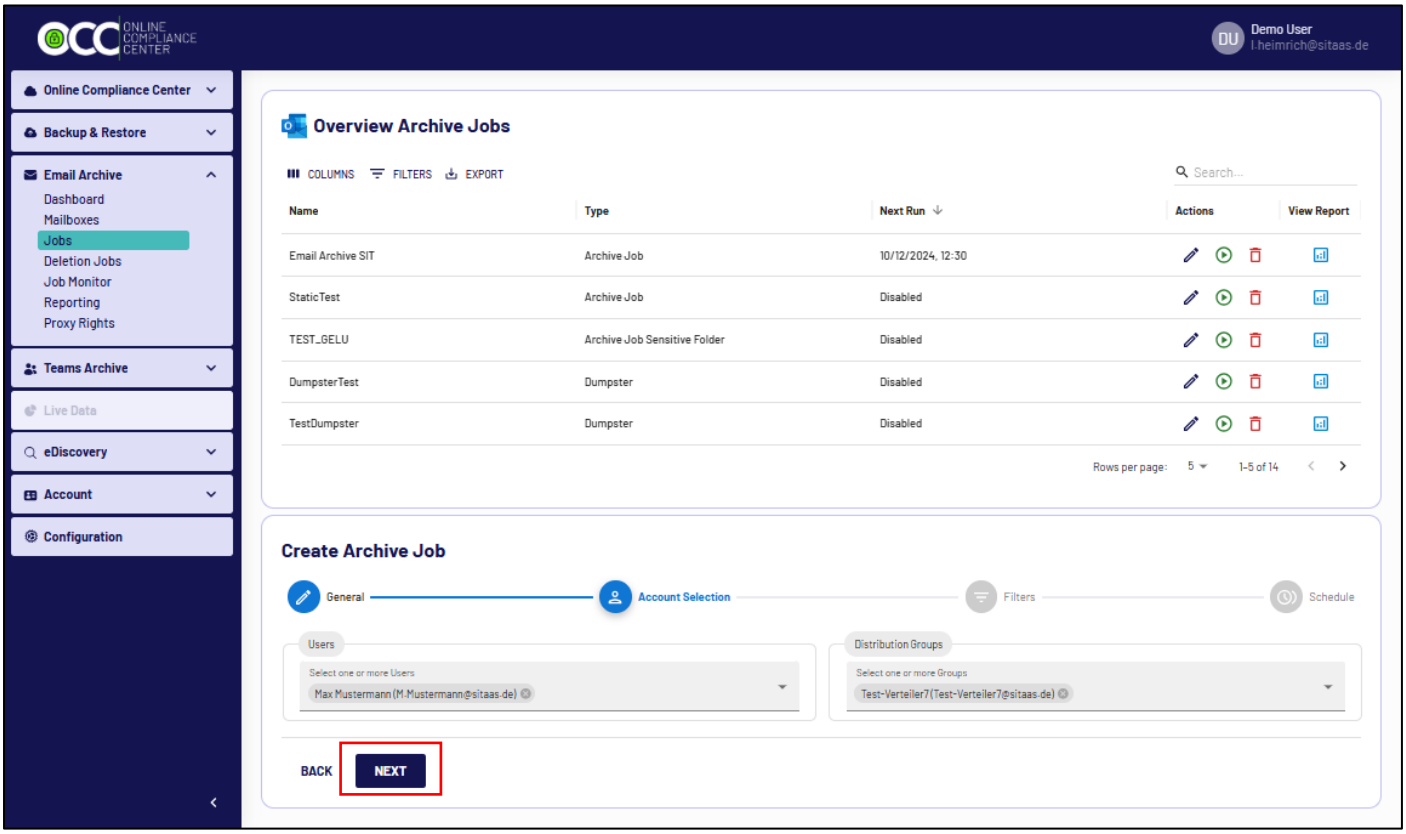
Please note that these settings cannot be changed later.

Give your job a name, define the "Job Type," and select the appropriate location for your archiving.



Click on "Next" to proceed to the account settings.

Now, select a single user, multiple individual users, or one or more distribution groups for your archiving.



Click on "Next" to proceed to the filter settings.

You have flexible options to set filters for your archiving.

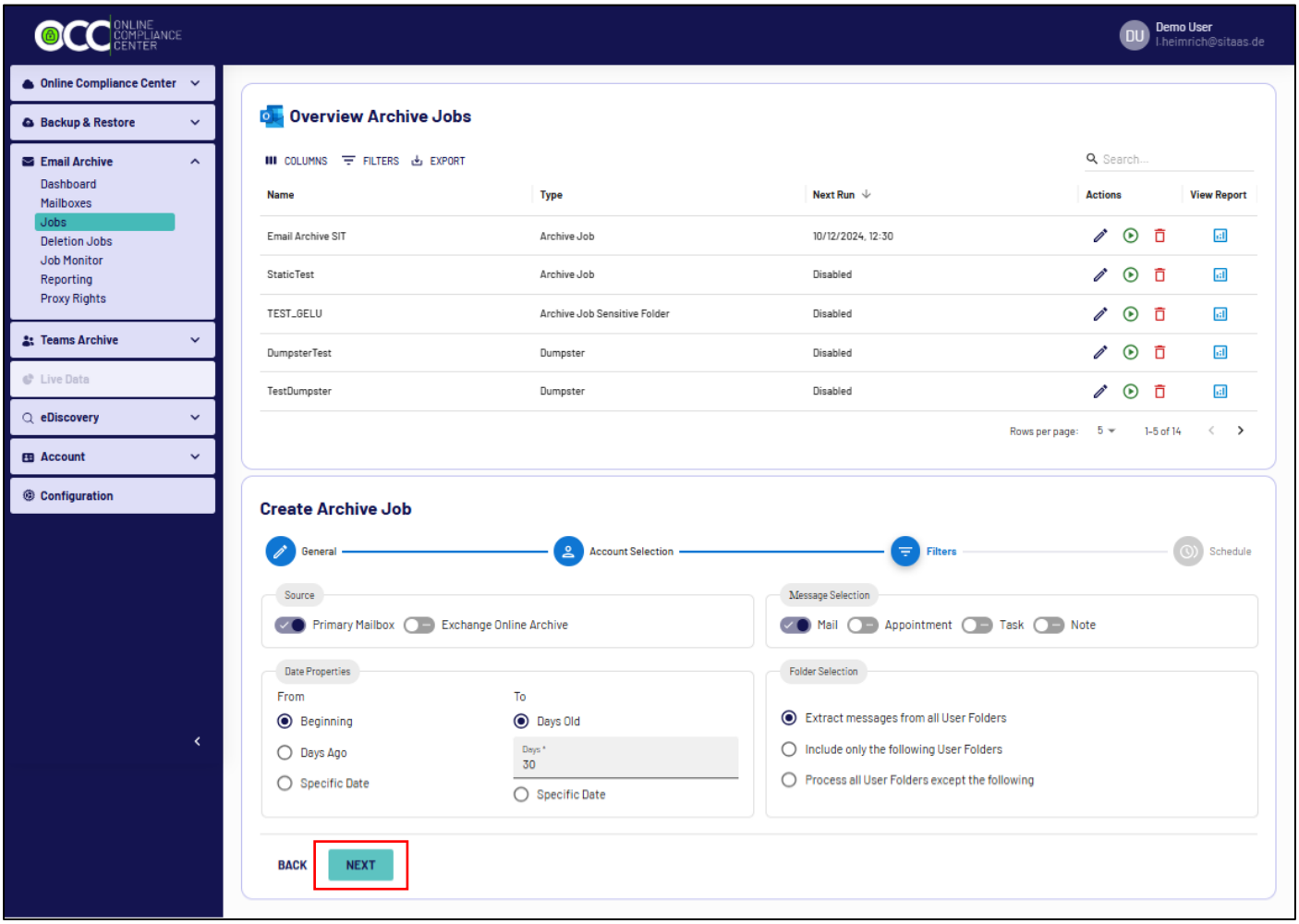
First, you can define the source for your archiving. By default, the Primary Mailbox is selected.

Additionally, you can decide which components of the email should be archived. You can select emails, calendar events, tasks, and notes. By default, only the email itself is selected.

Under "Date Properties," you can flexibly define the time parameters for your archiving.

The email archiving can also replicate the entire folder structure, archive only specific folders, or exclude individual folders from the archiving.

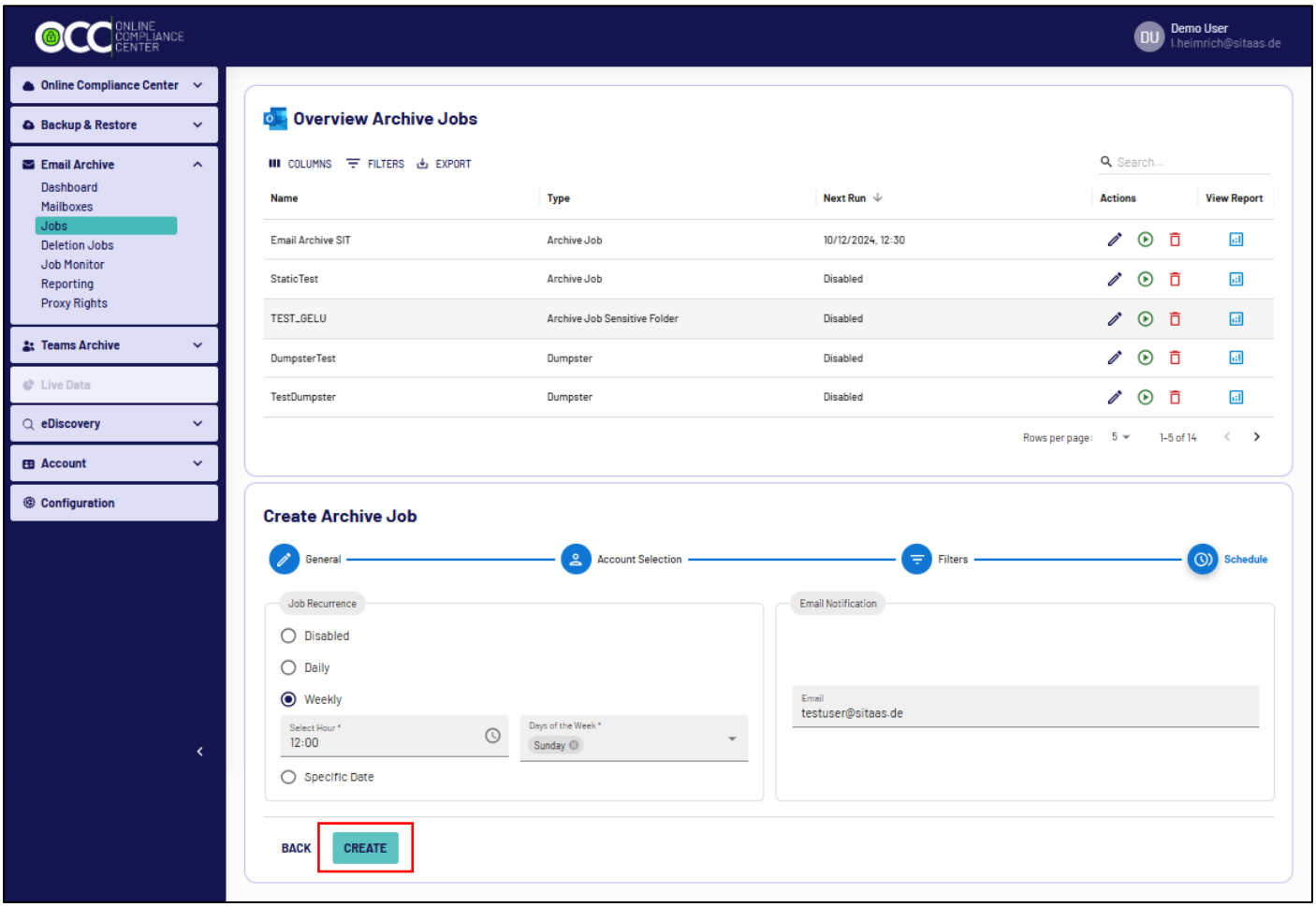
Please note that the correct spelling of the folder is crucial for the rule to be applied correctly by the system.



Click "Next" to proceed to the time settings.

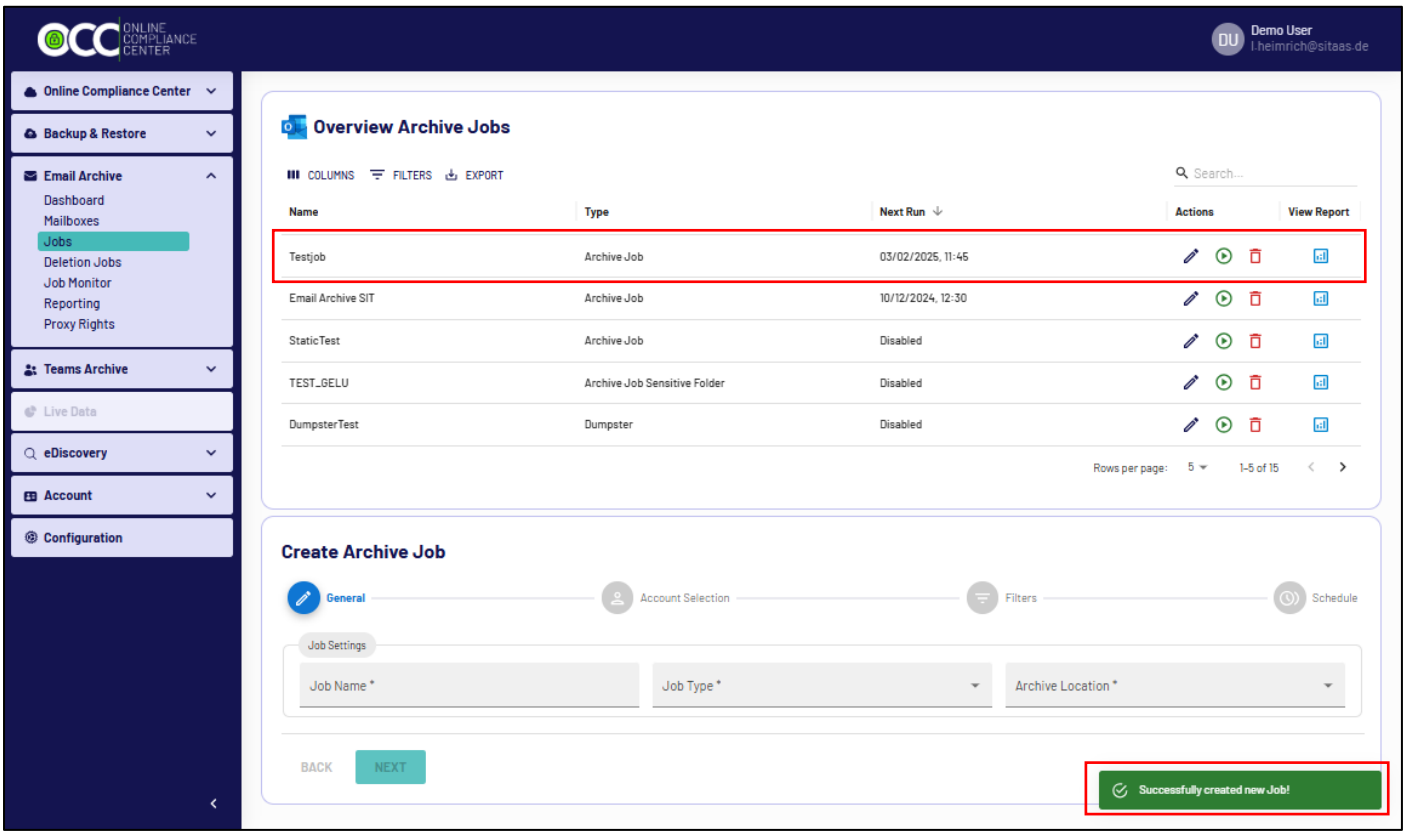
Under "Schedule," you can flexibly define whether the archiving should occur on a specific date or at a defined interval. Additionally, you can set the job to "Disabled." This means the job will be created and saved but will not run until you either manually start it or redefine the time parameters later through "Edit."

You can also enter an email address to receive a notification once the archiving has occurred for the first time.



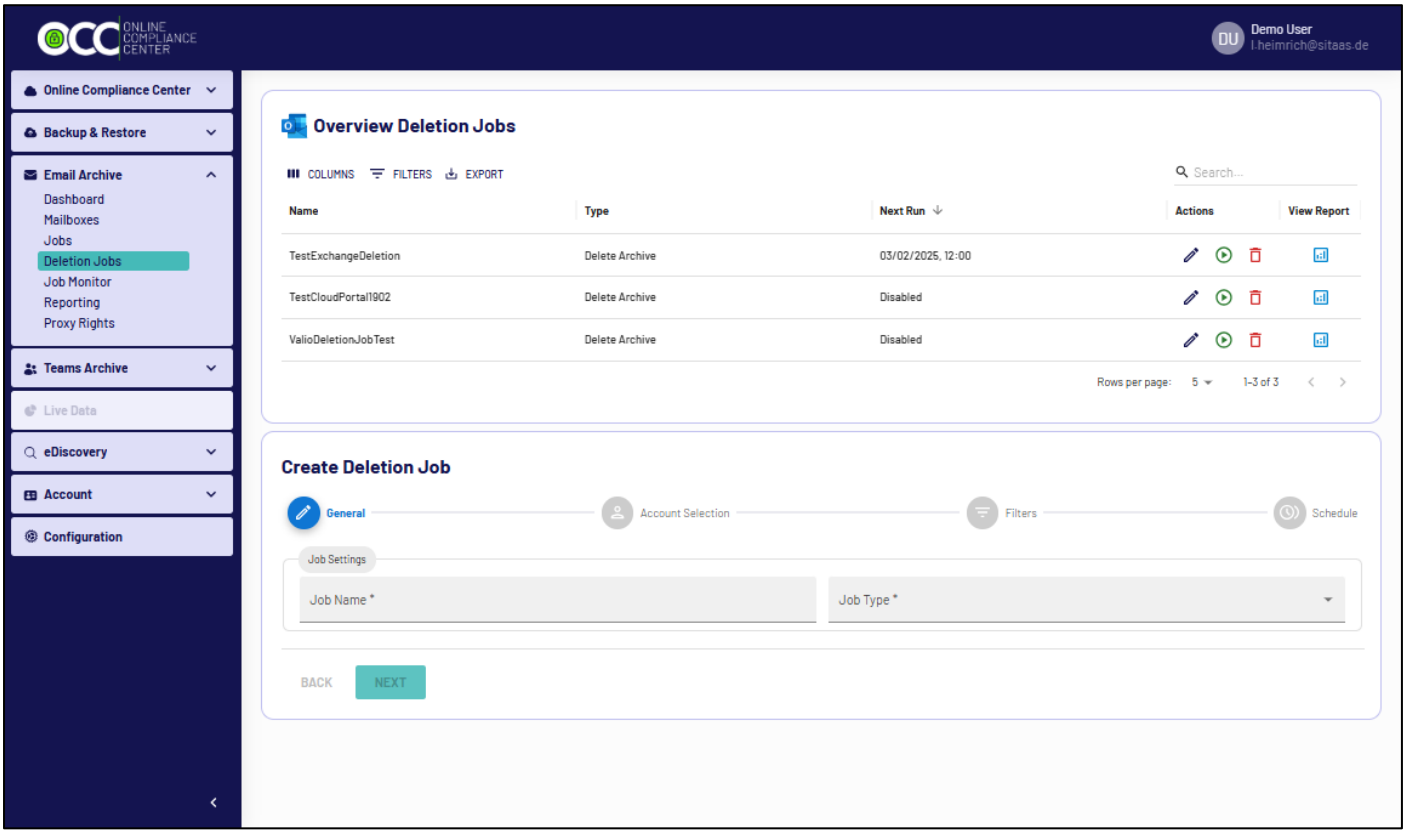
Click "Create" to complete and save the job for your archiving.

A green notification will indicate that the archiving job has been successfully created. The job will then be displayed in the "Overview" section.



Deletion Jobs

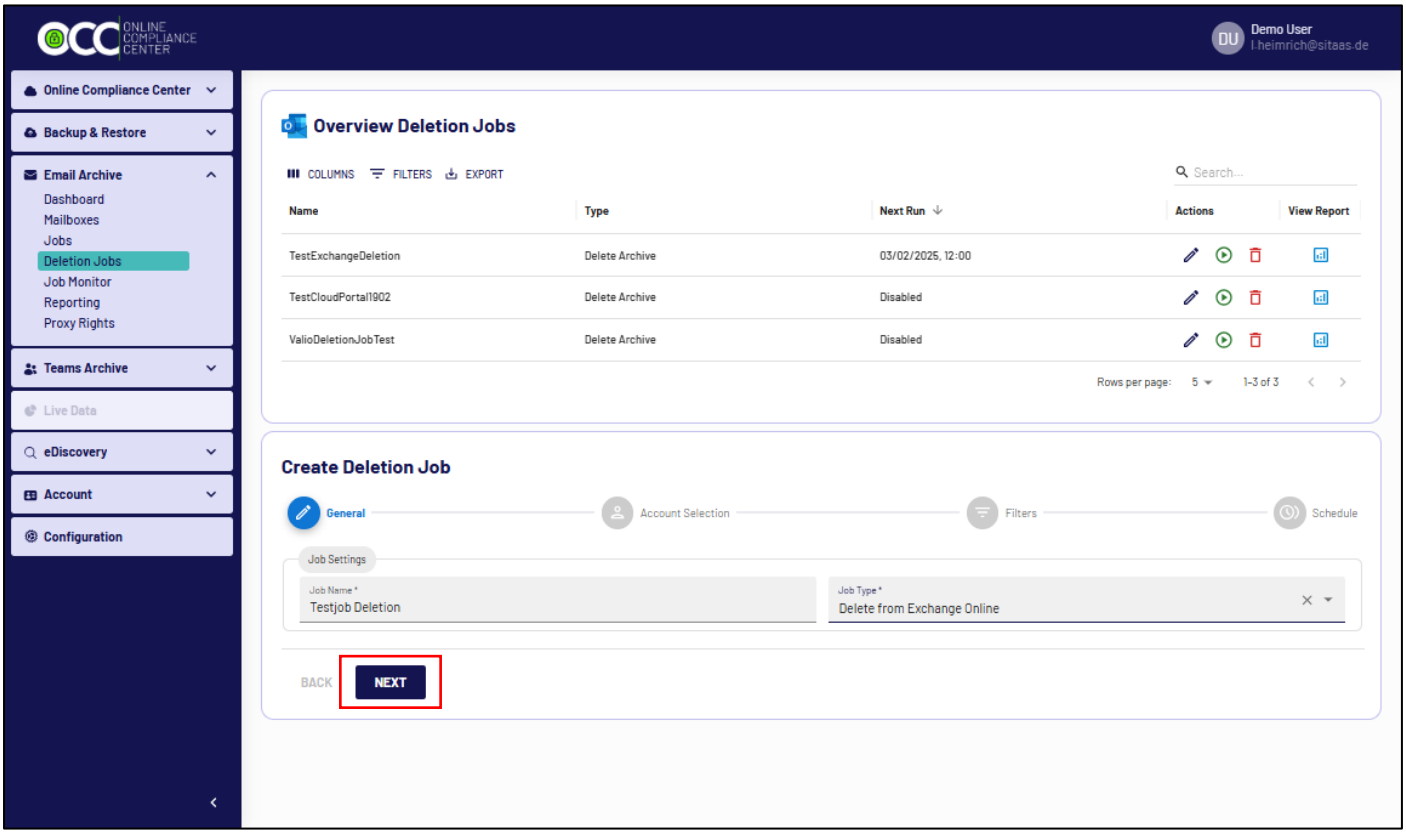
To comply with various legal regulations, data deletion is as important as data archiving. To perform deletions, use the "Deletion Jobs" menu item. Similar to creating archiving jobs, you will go through the individual selections "General," "Account Selection," "Filters," and "Schedule" for the deletion jobs.



To create a new "Deletion Job," go to the "Create Deletion Jobs" window and define the basic parameters for the deletion under "General."

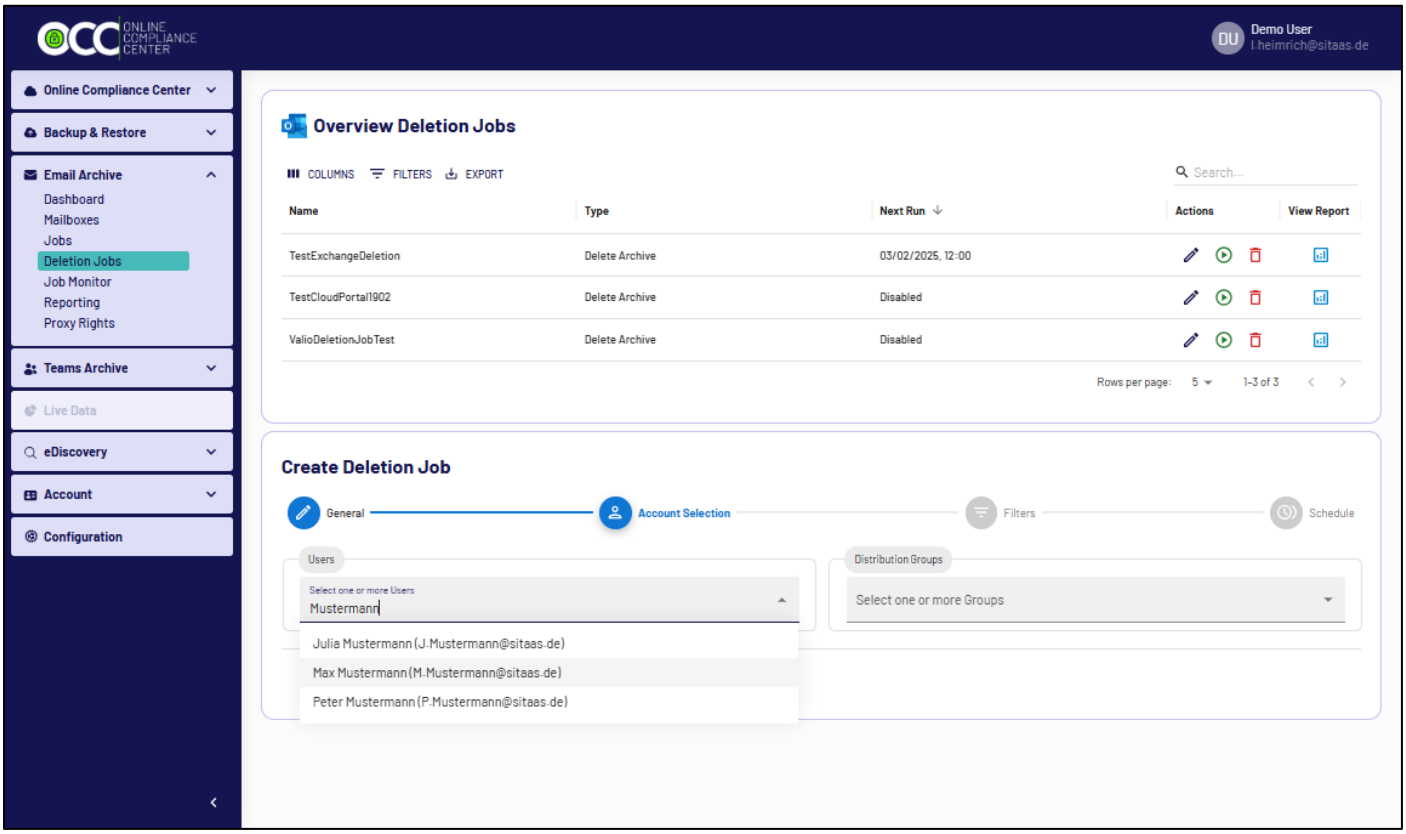
Please note that these details cannot be changed afterward.

Give your job a name and define the "Job Type."

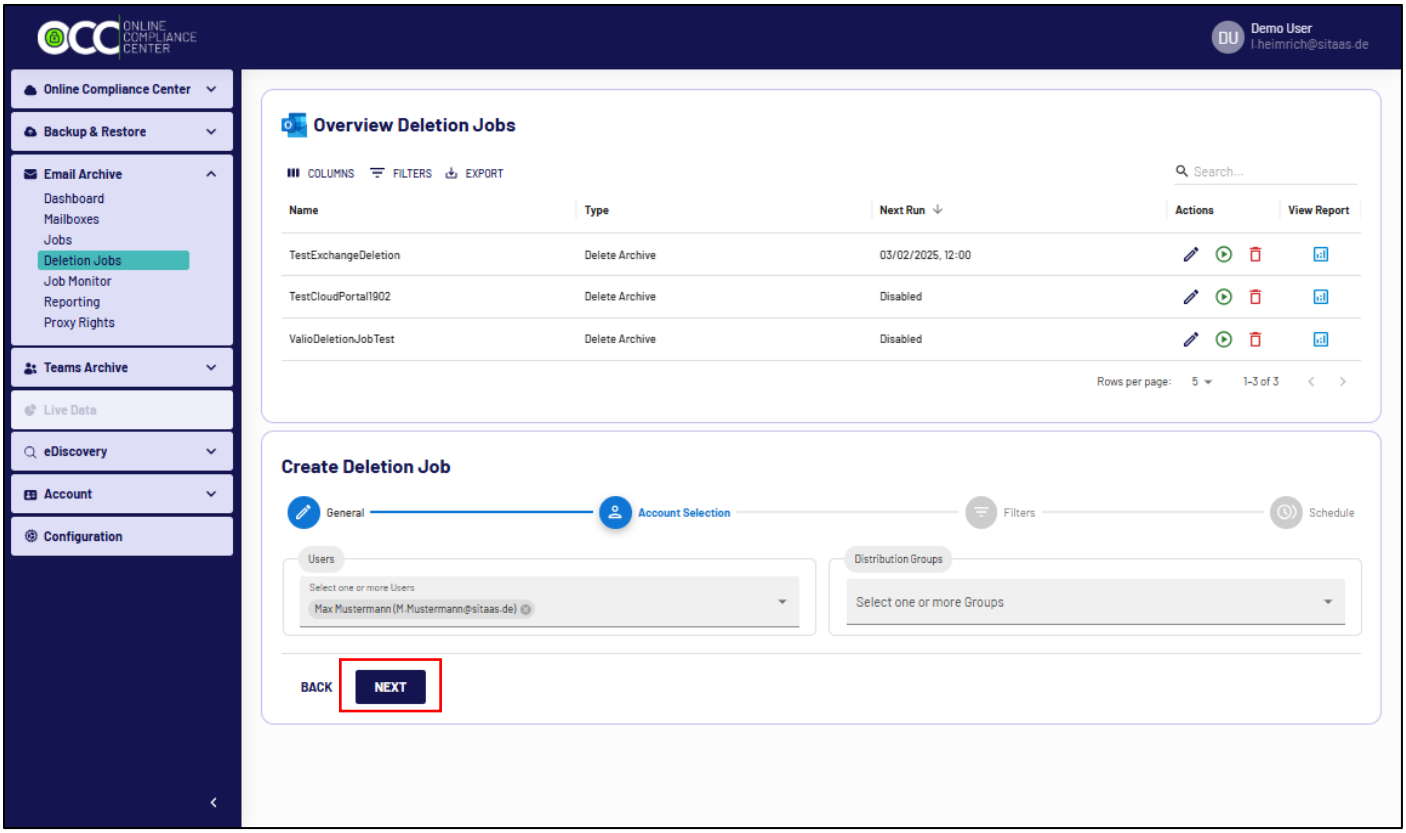


Click "Next" to proceed to the account settings.

Now, select a single user, multiple individual users, or one or more distribution groups for your upcoming deletion. You can enter the name in the search field to find them.



Click on the user or distribution group from which you want to delete data.



Click "Next" to proceed to the filter settings.

You have flexible options to set filters for your deletion.

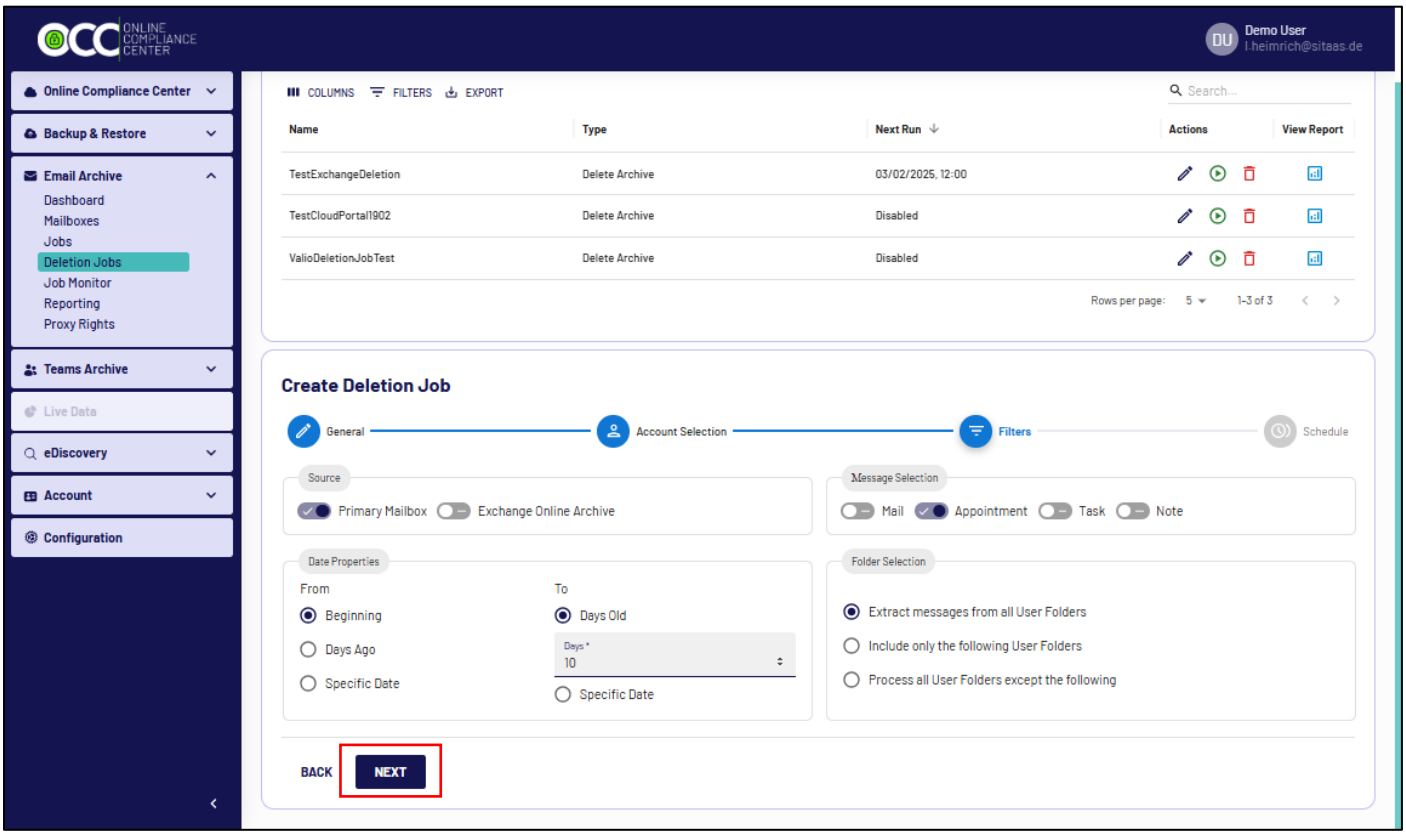
First, you can define the source for your deletion. By default, the Primary Mailbox is selected. In the past, deletion jobs were often used to reduce the storage volume of the Exchange mailbox. However, with the available storage space in the Exchange Online Mailbox (depending on the license plan), this type of deletion is now rarely applied. Instead, deletions are mainly used to comply with legal retention periods or to fulfill data deletion requests under the GDPR.

You can decide which components of the email should be deleted. You can select emails, calendar events, tasks, and notes. By default, only the email itself is selected. (In the example shown, "Appointment" was selected).

Under "Date Properties," you can flexibly define the time parameters for your deletion.

The data deletion can replicate the entire folder structure, delete only specific folders, or exclude certain folders from deletion.

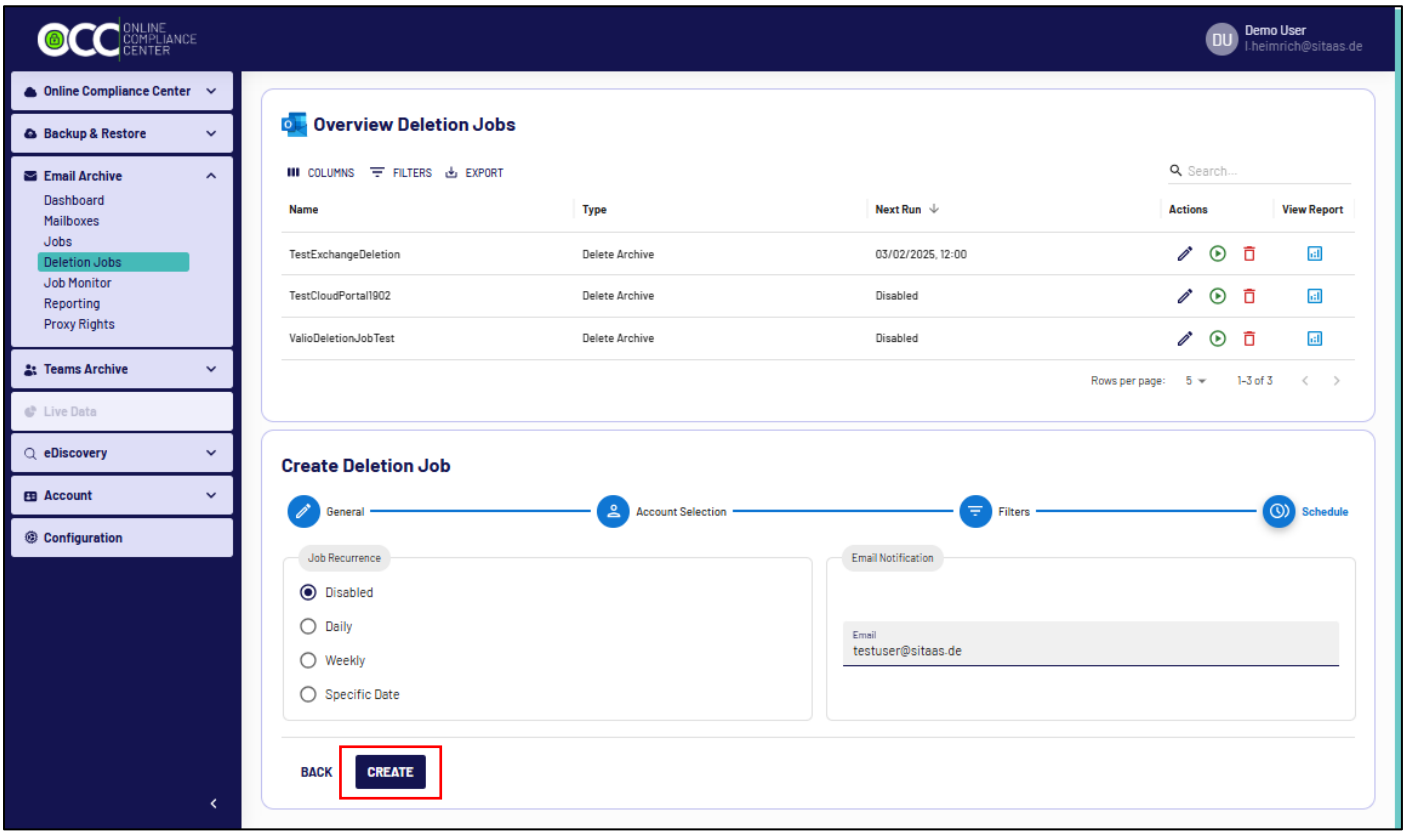
Please note that the correct spelling of the folder is crucial for the rule to be applied correctly by the system.



Click "Next" to proceed to the time settings.

Under "Schedule," you can flexibly define whether the deletion should occur on a specific date or at a defined interval. Additionally, you can set the job to "Disabled." This means the job will be created and saved but will not run until you either manually start it or redefine the time parameters later via "Edit."

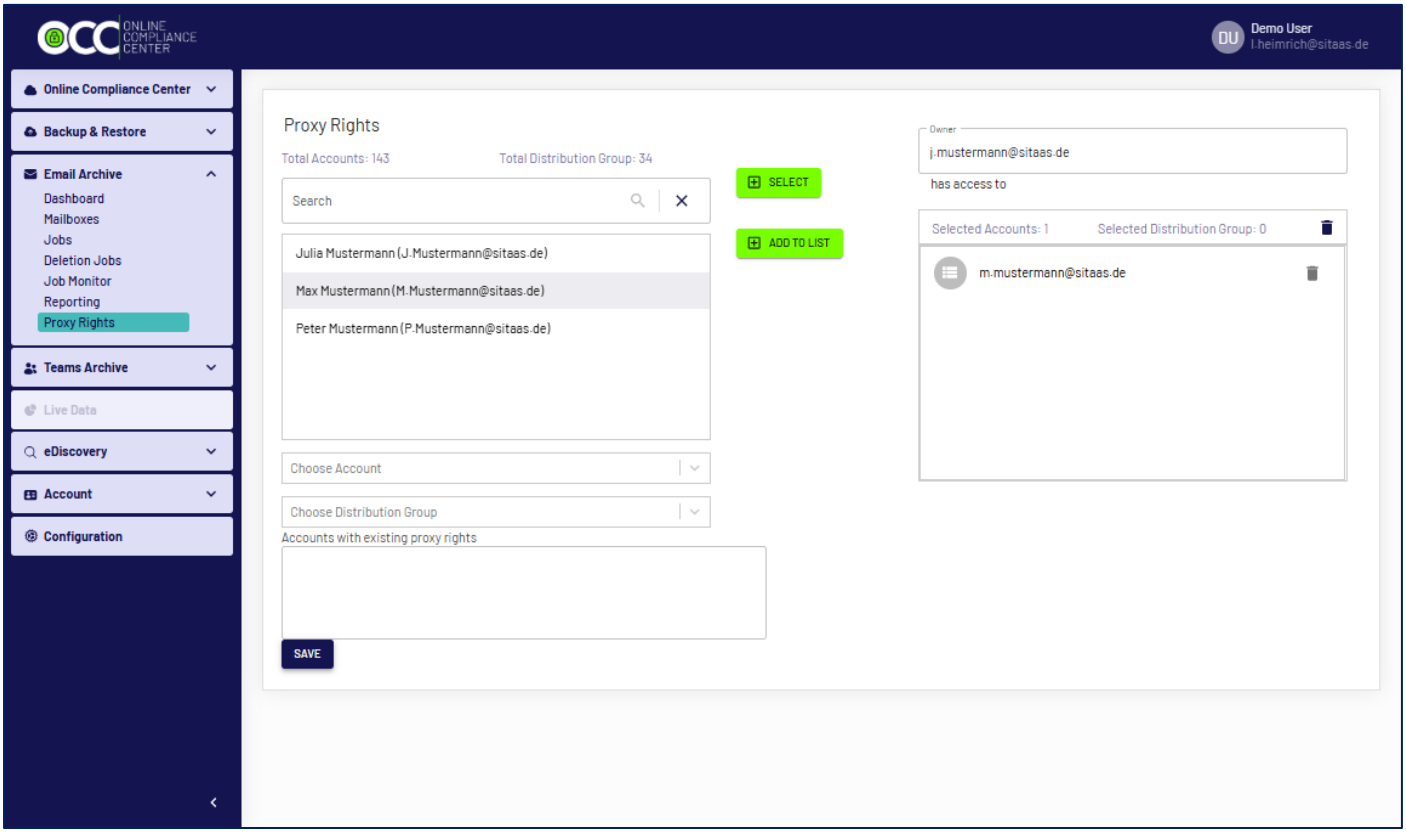
You can also enter an email address to receive a notification once the deletion has occurred for the first time.



Click "Create" to complete and save the deletion job.

A message will appear confirming that the deletion job has been successfully created, and you can then view and edit it in the "Overview Deletion Jobs" section.

Proxy Rights

For compliance archiving, you can manually set delegation permissions. This allows a user to access another user's archive. Many customers apply the same delegation permissions from Exchange to the archive, which can be implemented through our support.

Please note that this setting is generally only relevant if your employees gain access to your archive via "Search."