RCIC Mail

Your firm's email inside RCIC App: your firm's address, your own domain, personal and shared mailboxes, sending, Spam and Trash, and filing mail to a client's file.

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What RCIC Mail is

RCIC Mail is email inside RCIC App. Your firm sends and receives its mail here, beside your clients' files, and the mail is stored in Canada.

Your firm's address. RCIC App issues each firm on RCIC Mail an address made from your firm's booking page name, for example yourfirm@inbox.rcicapp.ca. Mail to it arrives in the **Firm mailbox**, which every member of the firm reads unless the Owner narrows it. Once issued, this address cannot be changed. If your firm's address has not been issued yet, contact RCIC App support and we will issue it.

Your firm's own domain. When the Owner adds a domain the firm owns, for example yourfirm.ca, and it is verified, each person can have their own address on it, and the firm can have shared mailboxes such as reception@yourfirm.ca.

What it does not do today. RCIC Mail is used inside RCIC App, in a web browser on a computer or a phone. It cannot be added to Outlook, Apple Mail or another mail app, and mail you already have with another provider is not copied into RCIC App.

Getting started: the Owner's first steps

Setting up RCIC Mail is the Owner's job. The two pages it needs appear under **Settings** only for the firm's Owner, and only once RCIC App has issued your firm's address.

- **1. Your firm's address.** RCIC App issues it. From then on, mail to it arrives in the Firm mailbox, and you can send from it. If your firm's address has not been issued yet, contact RCIC App support and we will issue it.
- **2. Add your domain.** Go to **Settings** ’**Your mail domains**, type your firm's domain, for example yourfirm.ca, and click **Add domain**. The next section walks through the records to add.
- **3. Create the addresses.** When the domain shows **Verified. Addresses can be created**, go to **Settings** ’**Your mail addresses** and use **Create an address** for each person, and for each shared mailbox.
- **4. Move your mail.** Only when the domain shows **Live: sending and receiving** does RCIC App show your domain's MX record. Change your MX record then, and not before.

Adding your firm's domain

Go to **Settings** ’**Your mail domains**. Type only the domain, for example yourfirm.ca, and click **Add domain**. A public mail provider such as gmail.com cannot be added, and neither can a domain that is already being set up in RCIC App. The domain then moves through these steps, and the page shows which one it is at.

- **Waiting for RCIC App to prepare your records.** RCIC App sets the domain up with Amazon's mail service, usually within one business day. Change nothing at your domain provider yet.
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Add these records at your domain provider. A table lists each record with its Type, Name, Priority and Value. Add each one exactly as shown, at the company that manages your domain's DNS, then click **Check now**. DNS changes can take up to 48 hours to be seen.

- **Found. Waiting for Amazon to confirm.** RCIC App can see every record. Amazon checks them on its own schedule.
- **Verified. Addresses can be created.** You can now create addresses on the domain. RCIC App then connects the domain to receiving and sending.
- **Live: sending and receiving.** The table now also shows the MX record for the domain itself. Change your domain's MX record to that value now. Until you do, mail to your addresses at the domain still goes to your current mail service, and the page says so under the table.

The records you add. Click **Copy value** beside a value to copy it without typing it. Before the domain is live, the table holds:

- three CNAME records whose names end in ._domainkey.yourfirm.ca, which let receiving servers check that your mail really comes from your firm;
- an MX record and a TXT record on the sending subdomain named in the table, which carry the bounces for mail you send;
- a TXT record named _dmarc.yourfirm.ca. This one is a suggestion: if your domain already has a DMARC record, keep yours.

After each check, every row shows what was found: **Found**, **Not found**, **Found, but not the value shown**, or **Could not check**.

Do not change your MX record early. RCIC App shows the domain's MX record only once the domain is live. Pointing your MX record here sooner would have your clients' mail bounced.

If the domain is not verified within 14 days, it shows **Expired. Add it again**, and you add the domain again to start over. Until then, the page shows the date it expires.

Sending is stopped from this domain appears if a record goes missing after the domain is live. Receiving continues. Put the records shown back in place, then click **Check now**.

Sign-in comes first. If anyone in your firm signs in to RCIC App with an email address at this domain, the page names them, because moving the domain's mail would lock them out. Each must enrol two-step sign-in or change their sign-in email before you change the MX record.

Removing a domain. Click **Remove**, then **Yes, remove it**. A live domain carries your mail and cannot be removed from this page: contact support.

Addresses and mailboxes

Go to **Settings** ’**Your mail addresses**. The page lists every mailbox in your firm, with its addresses and who reads it.

Creating an address. Under **Create an address**, choose **One person** or **A shared mailbox**, type the part of the address before the @ and choose the domain. For one person, pick the member under **Who it is for**. For a shared mailbox, give it a name, for example Reception, and tick **Every member of the firm reads this mailbox** if the whole firm should read it. Then click **Create**. Addresses go only on a domain your firm has had verified. postmaster and abuse stay with your Unassigned mailbox and cannot be given to anyone.

Who reads a shared mailbox. When **Every member of the firm reads this mailbox** is not ticked, **Who reads it** lists the people who do, with **Add a member** to add one and **Remove** beside each. Unticking the box later takes

the mailbox away from everyone you have not added, including mail they read before, so the page asks you to confirm with **Narrow it**. The Firm mailbox can be narrowed the same way.

Retiring an address. Click **Retire**, then **Retire it**. It stops as a sending address, and mail to it keeps arriving. Your firm's RCIC App address cannot be retired.

Unassigned. Mail to an address at your domain that nobody holds arrives in the **Unassigned** mailbox. The Owner always reads it, and can share it with other members the same way.

When someone leaves the firm. Their mailbox stays, marked This person has left the firm. Their mail keeps arriving here.

Reading your mail

Click **RCIC Mail** in the menu on the left. The number beside it is how many unread messages you have. The page lists your firm's mail, newest first.

Your mailboxes. The page lists the mailboxes you read: **Your mailbox** first, then the shared ones, such as the **Firm mailbox**, each shared mailbox under its name, and, for the Owner, **Unassigned**. Each mailbox has its **Inbox** and its **Sent** folder. On a phone, choose the mailbox and the folder from the lists at the top of the page.

Who sees what. You see your own mailbox, every shared mailbox the Owner lets you read, and the mail filed to a client's file you can open. Nobody else reads your own mailbox. The Owner always reads Unassigned.

New mail. When mail arrives while you are looking at a list, **New mail. Show it.** appears above it. Unread messages are in bold, and each Inbox shows how many are unread. To keep a message unread after opening it, click **Mark as unread**.

Searching. Click **Search** to look for mail by the sender's name or address, an exact address as sender or recipient, words in the subject, or a range of dates. Search does not look inside message text or attachments.

Attachments. A message's files are listed under **Attachments**. They are stored as received and are not checked for viruses, so open only what you expect.

Writing and replying

Click **New message**. To answer a message, open it and click **Reply**, **Reply all** or Forward.

Choosing the From. The panel shows **Sending as** and the address the message will leave from. When you can send from more than one address, click **Change** and pick one under **Send from**: **Your mailbox**, then each shared mailbox you read, under its name or as **Shared mailbox**. An address you cannot use right now is greyed out, with the reason beside it.

Limits. A message can go to at most 50 recipients across To, Cc and Bcc. A file can be at most 25 MB, and all the attachments together at most 25 MB. A forwarded message is sent as plain text, without its formatting or inline images; tick **Attachments from the original** to include its files.

Drafts are not saved yet. Closing the panel discards what you wrote.

After you send. Sent. The message is in your correspondence. Under a sent message, each recipient shows **Delivered**, **Delayed** or **Bounced** as the delivery reports arrive.

A new domain's first messages. While your domain is new, mail you send from it can land in some recipients' spam folders at first, until mail services come to know it. Ask a client who is expecting a message from you to check there and mark it as not spam.

Spam, Trash and deleting

Each mailbox also has a **Spam** and a **Trash** folder once deletable mail is turned on for your firm, and the buttons below appear with them.

Spam. Mail flagged as spam, mail that fails a forged-sender check, and mail from a sender you blocked goes to Spam. It is never dropped or bounced. If a message there is not spam, open it and click **Not spam**: it moves to your Inbox.

Blocking a sender. In the Inbox or in Spam, open the message, click **Block sender**, then **Block for this mailbox** or, for the Owner, **Block for the whole firm**. That sender's mail then goes to Spam. **Settings** ’**Blocked and remembered senders** lists the senders blocked or marked as not spam in the mailboxes you read; click **End this rule** to end one. Only the Owner can end a rule for the whole firm.

Deleting. Click **Delete** to move a message to Trash. **Moved to Trash.** appears, with **Undo**. In Trash, click **Restore** to put a message back where it was.

After 30 days. Messages in Trash are deleted for good after 30 days, and so are messages in Spam. A message that a colleague still has in another folder stays until their copy is deleted too. File anything a client's file needs before then.

Kept permanently. A message filed to a client's file cannot be deleted, even after the filing is withdrawn. So is mail captured from your firm's other addresses, and mail stored before deletable mail was turned on for your firm. Where Delete would be, the message says Kept permanently. and gives the reason.

Filing a message to a client's file

Open the message. Under **File to a matter**, RCIC App lists your clients' files that match an address on the message. Click **File here** beside the right one. Filing is done by the Owner or a verified RCIC.

What filing does. Filing makes this message visible to everyone who can open this client's file. When your firm uses RCIC Drive, the message and its attachments are copied there. The message is kept permanently from then on. Text inside filed messages and attachments is not added to RCIC Drive search.

Withdrawing a filing. Click **Withdraw**, type the reason under **Reason (required)** and click **Withdraw filing**. The message stays kept permanently, and copies already in RCIC Drive are not removed.