



---

## USER GUIDE

---

FOR:  
**GOVERNMENT ONLINE  
SERVICE**

---

ISSUED BY:



DATE ISSUED:  
December 2013

Contacts:  
[Support@galaxybackbone.com.ng](mailto:Support@galaxybackbone.com.ng)  
[ccu@galaxybackbone.com.ng](mailto:ccu@galaxybackbone.com.ng)  
09-4601702



## List of Abbreviations

MDAs	Ministries, Departments and Agencies
SLA	Service Level Agreement
GBB	Galaxy Backbone
GWMC	Government Wide Messaging and Collaboration
LAN	Local Area Network
OWA	Outlook Web Access
EAS	Exchange Active Sync
SSL	Secure Socket Layer

# Document Control

---

## Revision History

Revision	Name	Role	Organization
Draft	Baffajo Beita	Contributor	Galaxy Backbone
Draft	Adedayo Adewoye	Contributor	Galaxy Backbone
Final	Akin Akinwolere	Contributor / reviewer	Galaxy Backbone

## Table of Contents

List of Abbreviations.....	2
<b>Document Control</b> .....	<b>3</b>
1. GovMail Services.....	5
1.1. Service Portfolio .....	5
2. Accessing the GovMail Services.....	6
2.1. Platforms .....	6
2.2. Getting Connected to GovMail.....	7
2.2.1 Outlook Web Access (OWA).....	7
2.2.2 Microsoft Outlook Client setup.....	9
2.2.3 Mobile Client Setup.....	12
2.3. Getting familiar with your mailbox .....	21
2.4. Setting up Digital Signatures .....	22
2.5. Changing your password .....	23

# 1. GovMail Services

GovMail service is a full fledged email service provisioned for staff of Federal Ministries.

The primary objective of the GovMail services is to provide a platform for Federal civil servants to communicate within and outside of the civil service via the use of electronic mail services and collaboration tools; which will serve as bedrock for other shared service initiatives within the sector.

## 1.1. Service Portfolio

GovMail comprises of the following service;-

- Unified Identity platform for all Federal Civil Servants at fedcs.gov.ng
  - Each user's respective fedcs.gov.ng identity become the unique identity for authenticating for most government online services.
- Provision of Email Services
  - Unique email addresses for Federal Civil Servants
  - Role Specific email addresses for designated offices and officers.
- Minimum Mailbox Size of 500MB
- Email accessible from Desktop, Mobile and Web Browser
- Highly available Email Service
- Self Service
- High availability and Disaster recovery for key on-site services (Mail, Portal, AD)

## 2. Accessing the GovMail Services

### 2.1. Platforms

The GovMail services has been tested and is accessible from the following platform.

1. Web Browsers
  - a. Internet Explorer 8 and later versions.
  - b. Firefox 3.0.1 and later versions
  - c. Chrome 3.0.195.27 and later versions
  - d. Safari 3.1 and later versions
2. Rich clients
  - a. Outlook 2007 with SP3
  - b. Outlook 2010
  - c. Outlook 2013
  - d. Outlook for MAC 2011
3. Mobile
  - a. Windows Phone 7 and Above
  - b. IOS 4.3 and above
  - c. Android 2.2 and above
  - d. Blackberry BIS Service (We don't offer BES)
4. Tablets

## 2.2. Getting Connected to GovMail

### 2.2.1 Outlook Web Access (OWA)

Outlook Web access is accessible from most web browsers.  
Requirement is to have Internet Access on the Device you are using.

#### Configuration steps

1. Open Your Browser (Internet Explorer, Chrome, Firefox or Safari)
2. In the address bar, Type <http://www.fedcs.gov.ng>



3. Click on the Check Email link at the bottom, it will open the OWA logon page



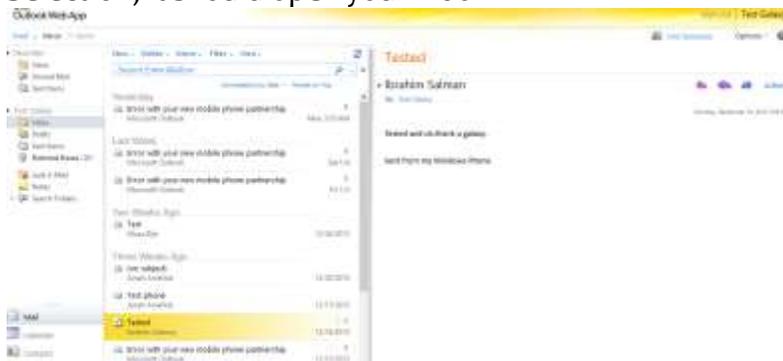
4. Check this is a Private Computer (if it is your personal computer, otherwise leave as is).
5. Type your username and Password



6. Click Sign in
7. If it is your first time login on, you will get the following prompt



8. Select Ok, it should open your inbox.



## 2.2.2 Microsoft Outlook Client setup

### Supported Operating System

- a. Windows XP
- b. Windows Vista
- c. Windows 7
- d. Windows 8 and 8.1

### Supported Outlook Version

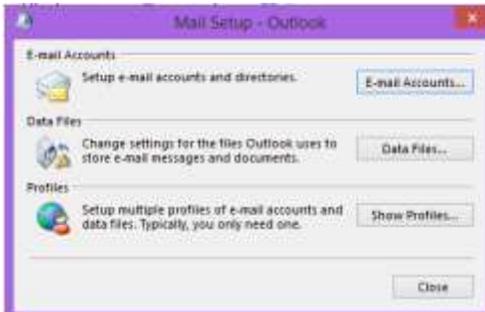
- a. Outlook 2007 Service Pack 3
- b. Outlook 2010
- c. Outlook 2013

### Configuration steps

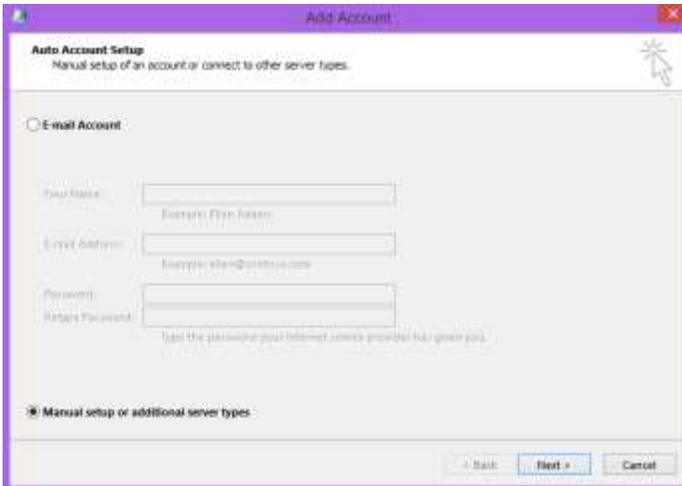
1. On your computer, open your control panel
2. Open the mail application (You can search for it)



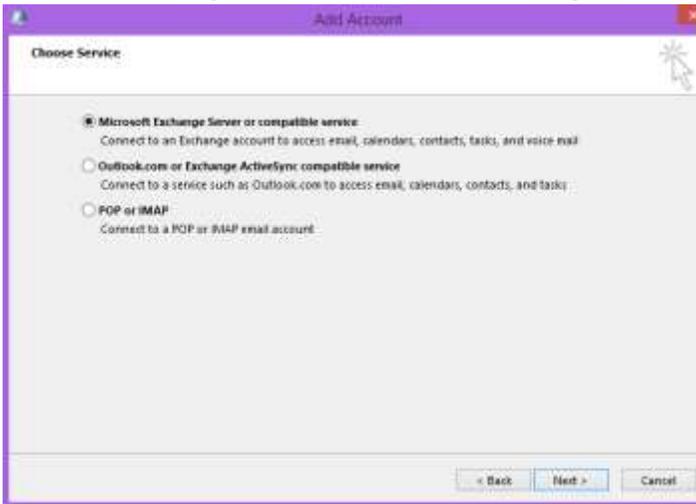
3. Click on Email accounts



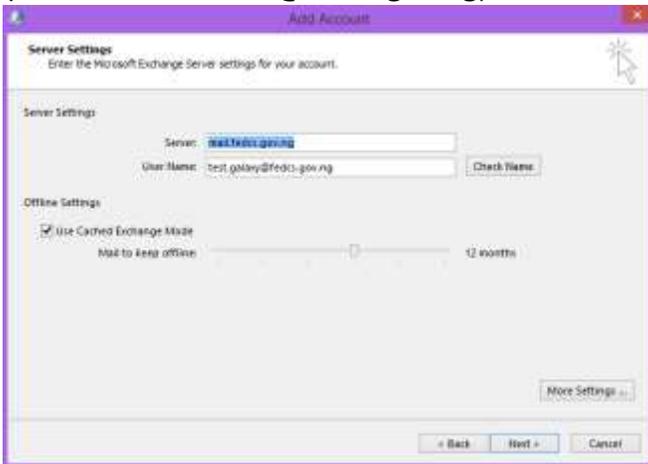
4. In the resulting Account Settings page, click on New
5. Select Manual Setup on the Add Account Page and click Next



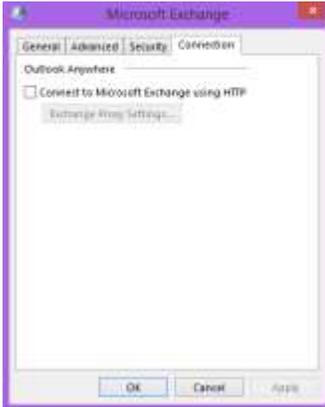
6. On the Next page select Microsoft Exchange or Compatible Service and click Next



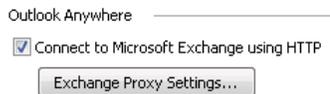
7. Type mail.fedcs.gov.ng in the server name, type your email address (firstname.lastname@fedcs.gov.ng) in the username field, then click more settings



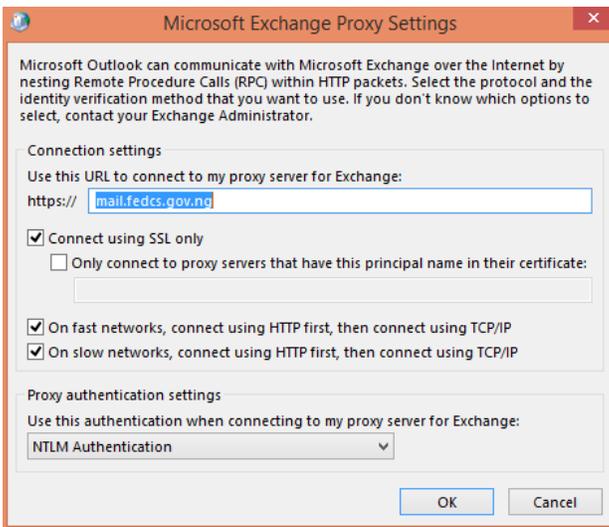
8. Select More Settings
9. Go to connection tab



10. Select Connect to Exchange using HTTP



11. Click Exchange Proxy Settings, type mail.fedcs.gov.ng in the URL and ensure NTLM is selected as the authentication method



12. Select Ok, then Ok, and click Next, then Finish.
13. Enter your password at the Prompt that come up.

### 2.2.3 Mobile Client Setup

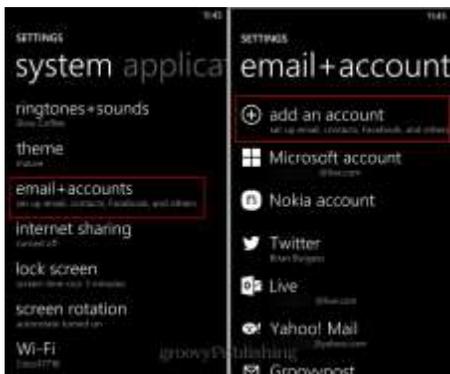
There are four (4) predominant mobile platforms that will be supported.

- a. Windows Phone 7 and Above
- b. IOS 4.3 and above
- c. Android 2.2 and above
- d. Blackberry BIS Service

#### 2.2.3.1.1 Windows Phone 7 (Nokia, Huawei, HTC, etc.)

##### Configuration steps

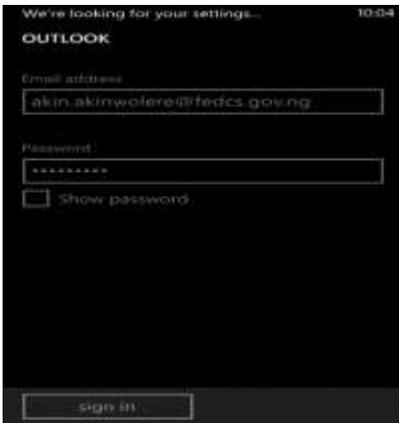
1. From the home screen, swipe left, scroll down and click on Settings
2. On the SETTINGS page, Select email+accounts
3. Click add an account



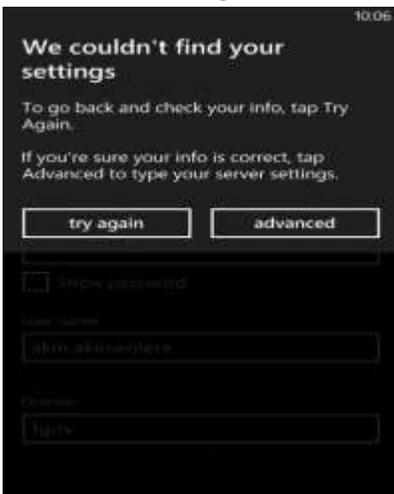
4. Select Outlook



5. Type your email address and password and click sign in



6. If it does not automatically retrieve your email, click advanced setting on the resultant message.



7. Add the Server (Mail.fedcs.gov.ng) and Domain (1gov) settings, then click sign in



8. It should complete and an Icon for your email will be created on the home page.

## 2.2.3.1.2 Android Platform

### Configuration steps

1. On the home screen, swipe from top and select setting, select Accounts



2. Select Add Account
3. Select Microsoft Exchange ActiveSync
4. Type your email address and Password



5. Select Manual Setup
6. Add the settings for your Server (Mail.fedcs.gov.ng) and Domain (1gov), click next



7. Select Ok on the Activation Pop up message



8. Accept the default account Option and click next.



9. Give the Account a Name or leave the default and click done



### 2.2.3.1.3 IOS Setup

#### Configuration steps

1. On the Device, go to Settings, Select Mail, Contacts and Calendars



2. Click Add Account



3. Select Exchange in the Account Type



4. Type your email address and Password and select Next



5. Add the Server (Mail.fedcs.gov.ng) and Domain (1Gov) Settings and click Next



6. Leave the Default and click save



#### 2.2.3.1.4 Blackberry setup

This guide cover the new blackberry 7 and 10 Platforms.

##### Blackberry 7 Platform

2. From the Home screen Select **Setup**
3. Select **Email Accounts**
4. Under type of email account select – **Internet Mail Account**
5. Select **Setup Email Account**
6. Under **Email Setup**, select **Others**
7. Select **Continue**
8. Click **Ok** on the error message
9. On the same screen select “**I will provide the settings**”
10. Select the radio button beside **POP/IMAP (Most Common)**
11. Under **Email server** type the following – **mail.fedcs.gov.ng**
12. Type your **username**
13. Select **Continue**
14. You should get a message that the **setup is complete**
15. Select **Return to setup**
16. Close Window
17. In a few minutes your emails should start downloading

##### Blackberry 10 Platform

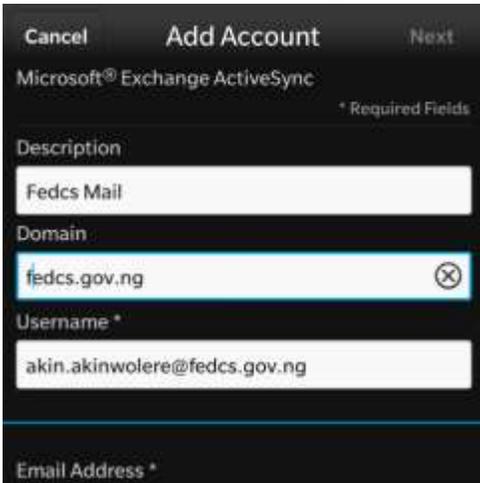
1. On the Home screen of your blackberry 10, swipe from the top to open the setting
2. Select System Settings, then Accounts.
3. Click the Add new account Icon



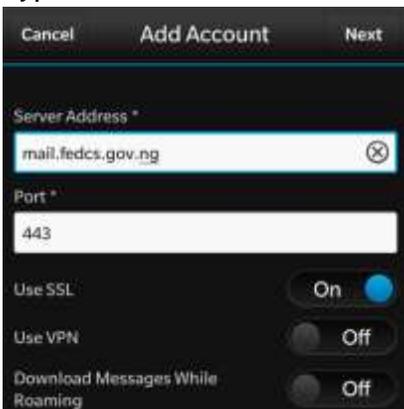
4. Select Email, Calendar and Contacts
5. Type your email address and click next



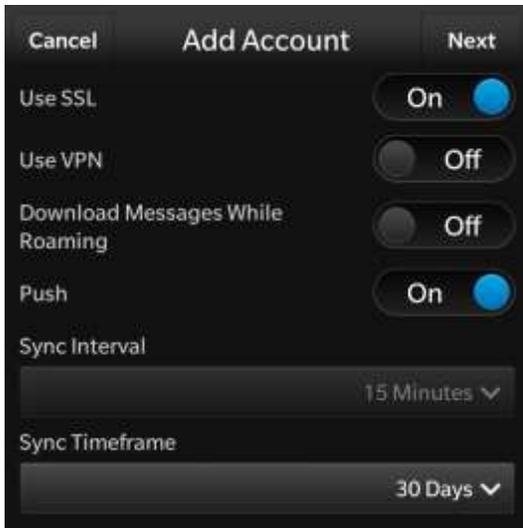
6. Type your password and click Next
7. Click Continue if the Provider Identity Message comes up
8. Click on Advanced Setup
9. Select Microsoft Exchange Active Sync



10. Type in the server address and leave others as default, click next



11. Click Next and leave default settings

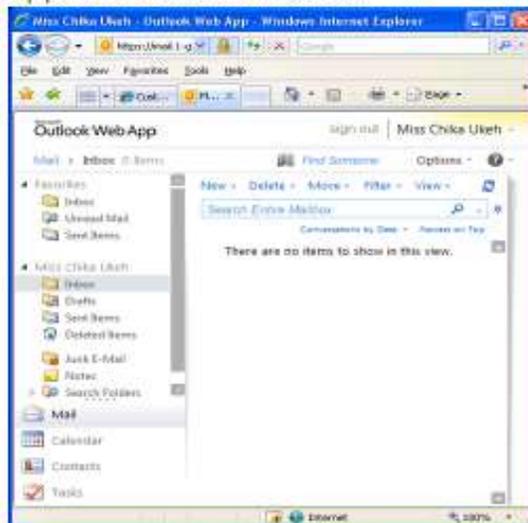


12. Click Finish

## 2.3. Getting familiar with your mailbox

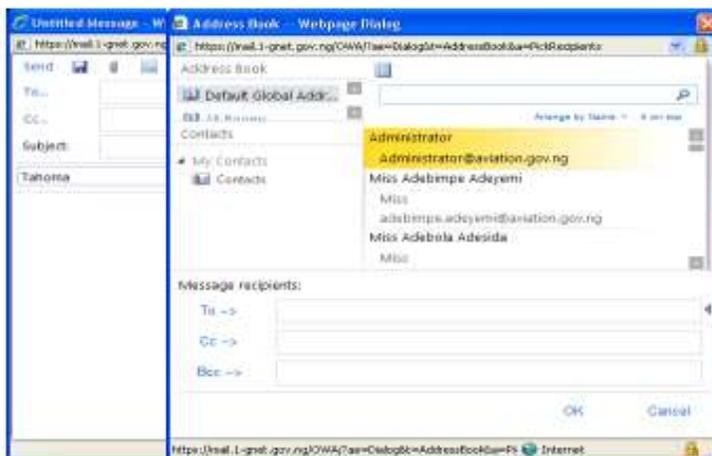
# Get familiar with your mailbox

- The Mailbox appears as shown below



# Start sending email ... using your contact list

- Click **New** to start sending emails ... In order to send emails to staff within the Ministry, Department or Agency, click on the **To** button and then double click to select the recipient

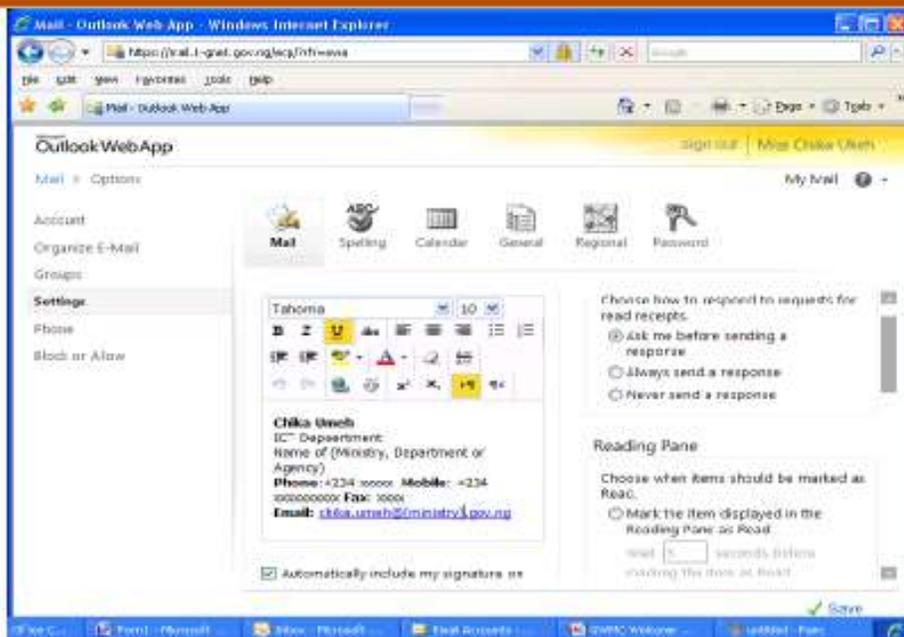


## 2.4. Setting up Digital Signatures

### Creating and using email signatures ...

- To create email signature, click **Options** on the top right corner.
- Then click **SEE ALL OPTIONS** in the drop down box, at the left end corner click on **SETTINGS**, click on **MAIL** and type in your email signature inside the **E-mail Signature** box...
- In order to have your email signature automatically appended to every mail you send, check the box with "Automatically include my signature on outgoing messages" and save upon completion
- See the image below

### Creating and using email signatures ...



## 2.5. Changing your password

# Changing your password

- To change your password, click **Options** on the top right corner. In the drop down box, click **Change your Password**.

