

**FAQs**  
**MAIL MESSAGING EXCHANGE -2010**  
**FOR**  
**PUNJAB NATIONAL BANK**

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## FAQ for Mail Messaging System

### **Q1. How can I get an email id in pnb domain.**

**Ans-** As per banks email policy “An employee of the officer grade is eligible for getting Email ID in pnb domain for official use.” You are required to fill Email id creation request form, get it approved from (Circle Head or scale VI and above official) and send a scan copy of the same to [mmshelp@pnb.co.in](mailto:mmshelp@pnb.co.in). On receipt of duly recommended valid request, email ID will be created same day from HO: ITD.

### **Q2.Can email id be created in the name of department/division/branch/administrative offices.**

**Ans-** Each of division/branch/administrative office will have one generic id where all the mails corresponding to them will be mailed. However in case of HO divisions additional generic email id can be created as exception in case of requirement with proper justification.

All general communications addressed to Circle office, Zonal Office should be sent to mail address of respective Circle/ZO. Personal ID of Circle head/ZM may be used for sending important communications/DO letters requiring attention of the CH/ZM

### **Q3.What is the naming convention of an email id.**

**Ans-** In the case of individual email id the same will be **first name.last name@domain** name. In case of branch it will be **bo followed first four digit of dno@domain name** for eg if branch dno is 0153 then email id will be [bo0153@pnb.co.in](mailto:bo0153@pnb.co.in) where pnb.co.in is domain name. In case of other generic email id the division/administrative office the email id will be such which reflects the name of concerned the division/administrative office.

### **Q4.What is the password policy of email.**

**Ans-** The email id password should be minimum 6 characters and alphanumeric with at least one special character.

### **Q5.When should I change the password.**

**Ans-** The password can be changed any time. However system forces a change of password after every 90 days.

If email id is not used for more than 90 days it goes into disabled state.

### **Q6.I tried to change my email password but the same does not got changed and system prompts as wrong user name or password.**

**Ans-** Ensure that old password is correctly entered. The new password entered is as per password guidelines (Password should be minimum 6 characters in length, should be alphanumeric with at least one special character and should not be last two used passwords).

The email id may be locked due to incorrect passwords. This happens due to 5 consecutive wrong password hits.

The request to be sent through mail to [mmshelp@pnb.co.in](mailto:mmshelp@pnb.co.in) for unlocking the same from email ID of your reporting/departmental head.

### **Q7.I have forgotten my email password. How it could be reset.**

**Ans-** Send an email to [mmshelp@pnb.co.in](mailto:mmshelp@pnb.co.in) from your department head's email id mentioning the email id and user name whose password has to be reset.

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**Q8. Unable to login despite giving correct username and password in browser and the mail is opening in outlook with the same password.**

**Ans-** It should be noted that in browser only logon name has to be given without domain name while in outlook logon name consists of domain name as well. For example if logon name is **abc** then in the browser it will be **abc** only while in outlook it should be [abc@mail.pnb.co.in](mailto:abc@mail.pnb.co.in)

**Q9. My Mailbox is full, what I should do.**

**Ans-** System prompts a message normally when 90% of Mailbox is full. It is preferred to make personal folder in outlook and shift your mails to local PST. This will create space in your mailbox.

The undesired mail can be deleted both from the active folder as well as deleted folder.

**Steps to make personal folder:**

**Go to Tools->Account Settings->Data Files ->Add->Office outlook Personal Folder File->Ok->Select Location (where to make .pst file)->ok.**

**Make folders in Personal folder file according to need for Eg Inbox, Sent Items and move your mails in the corresponding folder.**

**Q10. What is the storage size of my email?**

**Ans-**The storage space is allocated on the basis of scale of officer.

CMD and ED : 2 GB

GMs and DGMs : 1 GB AGMs and Chiefs : 200 MB

Sr. Managers/Managers/Officers/Bank staff: 100 MB

For all other generic email id the default email storage size is 100 MB.

**Q11. Is there any limit for size of attachment in my email.**

**Ans-** The maximum size of attachment that could be send is 6 MB while a attachment of 10 MB could be received.

**Q12.While sending mail to group it returns undelivered. How can I get permission to send message to a group.**

**Ans-** The delivery to group email id is restricted. GM's of the concerned Division should take prior approval from their respective EDs before sending bulk mails to all PNB users (using group IDs [pnb@pnb.co.in](mailto:pnb@pnb.co.in) and [branch@pnb.co.in](mailto:branch@pnb.co.in)) that too for a specific period. However, MD & CEO and ED may, by default, be allowed to send bulk mails using these two group IDs.

**Q13. Should I configure outlook in POP3 or Exchange.**

**Ans-**Outlook can be configured in both POP3 or Exchange but configuring outlook in exchange is preferred.

**Q14.What should be the size of .pst file.**

**Ans-** Recommended size of single .pst file should not be more than 2 Gb. It is recommended to make .pst file in drive other than on which OS is installed so that in case of system crash the data may be recovered even if OS need to be reinstalled.

**Q15.My outlook is getting hanged as it starts and a particular email is getting repeated in it.**

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**Ans-** Log into your email from browser and delete that particular email which is getting repeated and restart your outlook.

### **Q16. My outlook is getting hanged as and when I try to open personal folder.**

**Ans-** The personal folder might have gone corrupt. Follow following steps:

- (i) Detach that particular .pst file from outlook.
- (ii) Run scanpst.exe on that file to repair any such error
- (iii) Attach it again.

### **Q17. Can I check my current size of storage and space allocated to me.**

**Ans-** Yes, by login from web browser and place the mouse cursor on your name being displayed on the right hand side. The system will display the currently occupied space and the available free space allotted to your email id.

### **Q18. What is generic email id and how it can be created.**

**Ans-** A generic email id is one which is issued for any particular division/ administrative office/branch. As per banks email policy each branch/co/zo/administrative office will have only one generic email id. For creation of generic email id fill Email id creation request form, get it approved from (Circle Head or scale VI and above official) and send a scan copy of the same to [mmshelp@pnb.co.in](mailto:mmshelp@pnb.co.in) . The same will be created as per e-mail policy of the Bank.

### **Q19. When and where should I call for resolving mail messaging system issues.**

**Ans-** MMS is being maintained and monitored from HO: ITD, New Delhi. The user can call on 011-23718148 between 9AM to 6PM for assistance in case of any issue with mail messaging system.

### **Q20. What is a group mail ID and how it can be created.**

**Ans-** A group is a collection of email ids that is created to expedite sending of same mail message to more than one recipient in one go. It could be created by sending request to [mmshelp@pnb.co.in](mailto:mmshelp@pnb.co.in) suggesting purpose, name of the group and email id of the members which are to be added in the group.

### **Q21. I am a retired employee of the bank, I have an email id \*\*\*\*@pnb.co.in ,while trying to log into my email id the system prompts as wrong user name or password.**

**Ans-** The email id of retired employees gets disabled the day they retire from bank and so the system prompts the message as wrong user name or password.

### **Q22. Who is the owner of the mailbox?**

**Ans- Ownership:**

- For individual email Ids, ownership will be with the individuals.
- Ownership of mail id will be with divisional/circle head/ZMs in case of division/circle id/ZO Id & with department head in case of department Id, and with branch incumbent In charge in case of branch Id.
- For vendors, ownership will lie with the vendor with whom a NDA has been signed.
- Ownership of group will be with Mail Administrator (Server-Owner) at Data Center who is managing the mail server.

### **Q23. Whether mail should be used for financial transaction?**

**Ans-** No, MMS should not be used as basis for financial transactions. As per Email policy, the electronic mail shall not be allowed for change of data and financial transactions. ( Where impact is financial or nonfinancial).

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**Q24. As per “sending mails/distribution-general guidelines” of email policy. All email should bear Signature. What does signature implies?**

**Ans-** While sending mail, user should add Signature which means Name, Designation, Address and Contact Number.