Iconic Staff & Administration FAQs

Group Email for all Cast and Crew Employees

Where a cast or crew staff member is required to communicate with an Iconic Production or Iconic Performance customer or is work related, they are to use the following email account of iconic_castcrew@iconic.productionsÂ

Where workers of Iconic are required to receive an email from a customer or contact for work related purposes, they are to use their @iconic.productionsÂ work email address to receive the email. They should not use their personal email address to reply. Replying should be done using the group email address.

To access the group email account for cast and crew staff click on this link https://www.iconic.productions:2096/ or https://www.iconic.productions/webmailÂ Â (both links work).

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Where it says Enter your email address. typeÂ iconic_castcrew@iconic.productionsÂ
Where it says Enter your email password. type the password provided to you by the Iconic Server. The Password is **Iconic1300860074**

1. Do not save the password as the password will change daily.
2. o not make any changes to the settings.
3. Do not use this email account to communicate with staff or contractors of Iconic Productions.Â It is only to be used when you are required to communicate with a staff member. Â Most communication between yourself and the customer should be done by telephone unless you are instructed to communicate via email.

When using the Email Account you are required to enter your name and position in the signature section of the email where it saysÂ

- **Regards,**
  (ENTER YOUR NAME)
  (ENTER YOUR POSITION AT ICONIC)

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PLEASE NOTE: access to this email is only for work related email communication for employees of Iconic Productions and Iconic Performances.
Under no circumstances are you to use this email for personal reasons.

Do not provide access of this email account and/or password to any other staff member

This email account is not accessible by contractors. Â Contractors of Iconic Performances or Iconic Productions are to use the Contractors Email Address.

Questions Asked and Answered:

1. David Phillip | 02-Oct-2020 08:45 |
   Question: if I need to speak with another staff member of iconic Productions who am I cannot contact on slack do I use the group email function?
   a. answered by @steve.baltzois 04-Oct-2020 10:42

   a. The group email function is for Iconic Workers to email customers, if the Iconic Worker does not have access to the ERM or access to an iconic.productions email account as it states here.Â If you need to speak with another Iconic

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worker and you do not have access to them on Slack use your company work email address which would end in @iconic.productions and send them an email through your company work email address account.Â You would need to login into your iconic webmail account by going to https://www.iconic.productions/webmail and use your email address and password you would have been given to log in.Â If you forgot these use the password request process to find out what your policy is.Â Not all Iconic workers have access to a webmail account.Â You would have been informed if you have access to this when you started.Â If you do not know or can't recall then this is a support request for help situation and so use the policy on how to request for support.

Attached files:

Unique solution ID: #1293
Author: Matthew Walker
Last update: 08-Oct-2019 07:35

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URL: https://staff.iconic.productions/KB/content/0cat=1/294/en/group-email-for-all-cast-and-crew-employees.html