

**VMware Zimbra®**

**Zimbra Web Client User Guide  
Advanced Web Client**

**ZCS 8.0 Draft**

**August 2012**

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# 1 Setting Up Your Web Client Account

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The Zimbra Web Client (ZWC) is a full-featured messaging and collaboration application that offers reliable, high-performance email, address books, calendaring, task lists, and Web document authoring capabilities.

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**Note:** *Your account might not include all the features described in this guide. Check with your administrator to see which features are available.*

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## Using Advanced and Standard Clients

The ZWC has two versions:

**Advanced Web Client** offers the full set of Web collaboration features. It works with most current browsers and faster Internet connections.

If you have a slow Internet connection or prefer HTML-based messaging, you can use the **Standard Web Client** version, which has many of the same features as the Advanced Web Client version but might be accessed differently.

The user guide describes the advanced ZWC. Many of the same features are available for the standard ZWC but may not be accessed as described in this guide. The differences between the advanced and standard versions of the ZWC are summarized in Appendix A: Standard Zimbra Web Client. Refer to the Help in the ZWC for more information about these features.

### Browser Tools

- The browser's **Back** button takes you to the previous page you were viewing. You can also use the **Forward** button.
- Do not use the browser's **Reload** (Refresh) button. Doing so will restart your session.

## Signing In and Signing Out

You must use a browser to run the ZWC. Not all browsers are supported, so check with your administrator.

When you sign in to ZWC you enter your name and password, and select the client version to use. You can select use the **Default** client, or change the client version.

Your session remains active until the session expires. If you select the **Remember me** option, you do not have to sign in every time you restart the browser during a day.

If you leave your web client open but do not access your mailbox for a period of time, your session might time out and you will need to sign back in.

## Sign In

1. Open a browser window and enter the URL provided by your Zimbra administrator.  
For example: **http://mail.domain.com/zimbra/mail**
2. When the sign in screen appears, type your **User name**. You might be required to type your full email address as the username (for example, myra@example.com) and your **Password**.
3. To be remembered on this computer until the session expires or you sign out, check **Remember me**.
4. If you do not want to use the **Default** client, you can change the version.
5. Click **Sign In**.

## Sign Out

To prevent others from having access to your email account, you should always sign out when you are not using your computer. If you browse to a different site without signing out first, your session might sign out automatically when it reaches the specified timeout.

- ◆ In the drop-down menu arrow next to your name in the top right corner, select **Sign out**.

## Switch Client Versions

You can set the default client version of ZWC to sign in to. If you are frequently changing which client you are using, you can change it.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Sign in using** section, select how you want to sign in.
  - **Advanced**. Offers the full set of Web collaboration features. This Web Client works best with newer browsers and faster Internet connections.
  - **Standard**. Recommended when Internet connections are slow, when using older browsers, or for easier accessibility.

### 3. Click **Save**.

The next time you sign in, your selection appears as the default.

## If Your Session Expires

Your system might be configured to log you out if your session is inactive for a preconfigured period of time.

Your administrator might also set a maximum amount of time that you can be logged in, regardless of whether any activity occurs.

If you are automatically logged out, simply log in again and continue working.

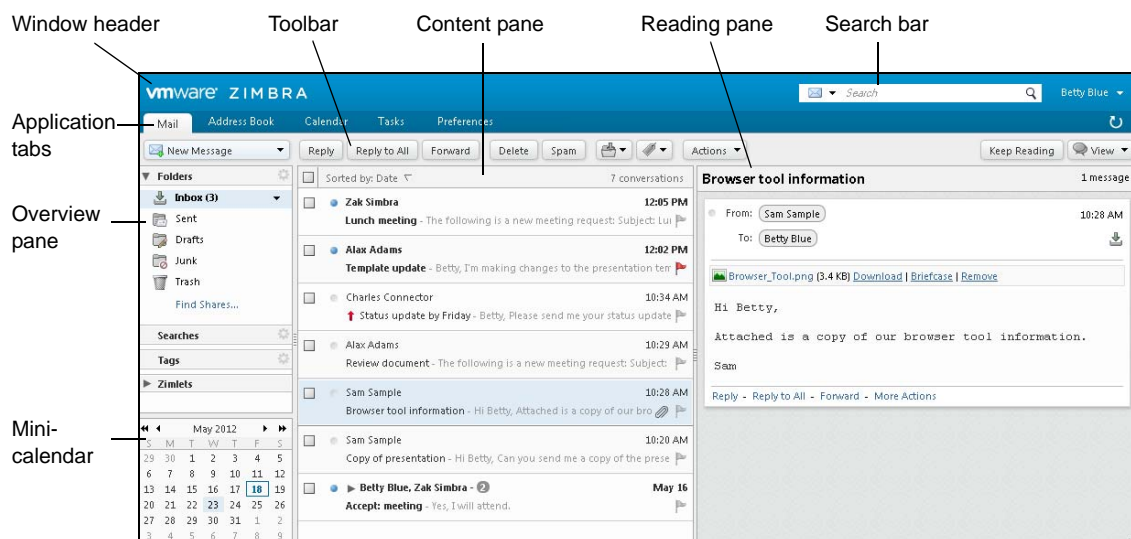
## Changing Your Password

You can change your password. If you have trouble changing your password or have forgotten your password, or if the **Password** option is not displayed, contact your administrator.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Password**, click **Change Password**.
3. Enter your **Old password**, **New password**, and **Confirm**.
4. Click **Change password**.
5. Click **Save**.

## Navigating the Zimbra Web Client

When you sign in you see a screen view similar to the one shown below. This view is the Mail view. The view changes when you use another application, such as Address Book or Calendar.



Option	Description
<b>Window header</b>	The Window header displays: <ul style="list-style-type: none"><li>• Search box</li><li>• User Name under which you are logged in. From the drop-down menu of your user name you can access product help, new features, about, change password, and sign out features.</li></ul>
<b>Application tabs</b>	The applications that you can access are listed in the tabs on this row, such as Mail or Calendar applications.
<b>Overview pane</b>	The Overview pane displays: <ul style="list-style-type: none"><li>• Folders – including system folders (Inbox, Sent, Draft,</li><li>• Junk (and Trash) as well as customer folders you created</li><li>• Searches – search queries that you created and saved for future use</li><li>• Tags – any tags you have created. Click on a tag to quickly see all messages that are tagged with that tag.</li><li>• Zimlets – links that may have been created to integrate with third-party applications from within your mailbox.</li><li>• When you are in the Calendar application, the Overview pane displays your calendar list and Zimlets.</li></ul>
<b>Mini-calendar</b>	The mini-calendar is optional. You can disable the mini-calendar using the Preferences>Calendar page.
<b>Toolbar</b>	The toolbar shows actions available for the application you are currently using.
<b>Content pane</b>	The Content pane area changes depending on what application is in use. In the Inbox view, it displays all messages or conversations in your Inbox.
<b>Reading pane</b>	Email messages are displayed in the Reading pane.
<b>Search bar</b>	Search options, including the Advanced Search feature, are displayed in this area. You can also save searches from here.

## Get Help

Passing your mouse cursor over items, such as command buttons, conversations, or mail addresses in message headers, displays a small text box of descriptive information about the item.

## Folder Information

If you hover the cursor over a folder, the number messages in the folder and the size of the folder display.

# Personalizing the View of Your Account

## Change the Theme

The theme for your mailbox interface can be changed. Carbon is the default theme.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Theme** section, select the theme you want to use.
3. Click **Save**.

## Change the Language

Change the language used to display text.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Language** section, select the language you want to use.
3. Click **Save**.

## Compose Left to Right or Right to Left

Change the direction of your typing composition from left to right, or right to left.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Compose Direction** section, select **Left to Right** or **Right to Left**.

If you want to display this a feature in the toolbar to toggle back and forth, select **Show direction buttons in compose toolbar**.

3. Click **Save**.

If you make a change to the composition direction of your account, when you click Save a warning displays asking if you want to reload your account now to display the new font, or to display the new font the next time you sign in.

## Change the Font Option

Options include Standard, Modern, Classic, and Wide. The option you select, changes the font face and font size in your view of the ZWC.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Font** drop-down menu, select the option you want to display.
3. Click **Save**.

## Move the Reading Pane

You can change the display to a three-pane view, with the Overview pane on left, Content pane in the center and the Reading pane on the right.

- ◆ On the toolbar, click **View** and select the reading pane to display on the right, bottom or off.

## Change the Pane Size

- ◆ For split-pane windows such as the Conversation view, you can use the sash to increase or decrease the relative sizes of the upper and lower panes. Click and drag on the bar separating the panes.

## Change Your Default Time Zone

The default time zone setting that is displayed is used to localize the time for received messages and calendar activities in the standard web client. The advanced web client uses the time zone setting on the computer as the time stamp for received messages and calendar activities, not the time zone setting in the General page.

The time zone for your account can be different from your computer time zone.

1. Go to the **Preferences>General** page.
2. In the **Sign in Options>Default Timezone** drop-down menu select the time zone you want to use.
3. Click **Save**.

## Using Keyboard Shortcuts

Many ZWC functions and commands have keyboard shortcuts.

### View Shortcut Keys

- ◆ To view a list of shortcuts while working in your mailbox, press **Ctrl+q**.

If you want to leave the shortcut window open while you work in your account, click **New Window**.

### Print Shortcut Keys

- ◆ Go to the **Preferences>Shortcuts** page for a list of shortcut keys. Click **Print** in the upper right to print the list.

## Accessing Your External Accounts

Instead of logging on to each of your external email accounts, you can retrieve your accounts' email messages directly from your ZWC account. When you set up to access other external mail accounts, you can specify where the messages are saved and create a persona to be used when you reply to or forward a message received from that external account.

Messages from your external account are not automatically received in your ZWC account. Click the **Refresh** icon on the toolbar to get the latest messages.

If you set up **add an external POP account**, you can configure the POP access behavior when messages are downloaded to your account.

### Add External Accounts

1. Go to the **Preferences>Accounts** page.
2. Click **Add External Account**. The account name **New External Account** displays in the Account Name column and in the **External Account Settings>Account Name** text box.
3. In the **External Account Settings** section, enter the email address of the external account.
4. In **Account Name** text box, enter a name to identify this account. This is used to identify the external account.
5. Select the type of account: **POP** or **IMAP**.
6. In the **Username of Account** text box, enter the name associated with this email account. Sometimes your user name is the part of your email address before the @ and other times it is your full email address.
7. In the **Email server** text box, enter the name for your external account's server.
8. In the **Password** text box, enter the password you use to sign in to this external account. To see that the password you typed is correct, select **Show password**.
9. If your service provider uses a different port than the default, change it in the **Advanced Settings** area. If you use a secure connection, enable **Use an encrypted connection (SSL) when accessing this server**.

Your provider should let you know if they do not use a standard IMAP (143) or POP (110) port.

10. Click **Test Settings**. The information is verified.
11. Select where the messages should be downloaded to and saved.
12. To delete messages from the external account after you receive them in your ZWC account, check **Delete messages on the server after downloading them**.
13. Type the name that should appear in the **From** field of your outgoing email messages (for example, John). This is the name that is shown before your email address.
14. To direct replies to email messages from this persona to a name and address different from that which you configured in **From**:
  - a. Select **Set the “Reply-to” field of email messages to**:
  - b. Enter the name in the text box.
15. (Optional) To associate a signature with the persona, click **Signature>**
16. Click **Save**.

If you set up a POP account, go to the Preferences>Mail page to set up how messages in that account should be downloaded to your ZWC account.

### Set Up POP Behavior for Your Account

If you set up add an external POP account, you can configure the POP access behavior when messages are downloaded to your account.

1. Go to the **Preferences>Mail** page, **Access from Other Mail Clients** section.
2. Select how messages received from your POP accounts should be handled.

Option	Description
<b>Message Downloads</b>	Select whether all mail saved in your POP account should be downloaded to your ZWC account or only new mail received beginning when you set up the access to the external account.
<b>Incoming Junk Messages</b>	Select this if you want messages sent to your POP account Junk folder sent to your ZWC account. The messages are added to your POP account folder.



Option	Description
<b>Incoming Deleted Messages</b>	Select how you want messages you deleted in your POP account to be saved to your ZWC account.

---

3. Click **Save**.



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## 2 Managing Your Email

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This chapter describes how to customize your mailbox and how to handle messages you receive.

### Customizing Your Mailbox Initial View

In your Preferences Mail page, **Default Mail Search** specifies the initial view when you log into your mailbox. The default search is your Inbox folder. Therefore, when you sign in, the results of your Inbox display.

You can change this to have another folder, tag, or a saved search displayed when you first open the web client.

1. Go to the **Preferences>Mail** page.
2. In the **Displaying Messages>Default Mail Search** text box specify which messages are displayed when you open your mailbox. Enter the search keyword, followed by a : and folder, tag, or a saved search name.

The following table lists some examples to enter in the text box.

<b>is:unread</b>	To display only unread messages
<b>tag:&lt;tagname&gt;</b>	To display email messages that are tagged with specific tags. For example, to display only messages marked with the ToDo tag, type tag:ToDo
<b>in:&lt;foldername&gt;</b>	To display messages that are sent to a specific folder via an email filter

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**Note:** Use quotes if the folder or tag is more than one word. For example *in:"Unread Email"*

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3. Click **Save**.

### View Email Messages by Conversation

In the Conversation view your messages are grouped to make it easier to follow the thread of an email exchange. A conversation thread begins when you send or receive an email and then send or receive subsequent replies and

forwards based on the original email. The subject displays only once in your Inbox, and the number of email messages in the conversation is shown. Conversations containing unread messages are shown in bold.

Conversations can span folders. For example, one could be in your Inbox another in your Sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

To create a new conversation thread, you must create a new message, not reply to or forward an existing message.

### Change the Message View

Email messages in your mailbox can be organized by the date a message is received and by Conversation.

1. On the **Mail** tab toolbar, click the **View** drop-down menu.
2. Select either **By Conversation** or **By Message**.

## Using A Reading Pane

You can use the Reading Pane to preview messages in your Inbox and other folders. If you have the Reading Pane on, when you click on an email message, the message displays in the Reading Pane and the message is marked as read.

To adjust the size of the Reading Pane, place your pointer on the divider bar and drag the bar.

### Turn Reading Pane On or Off

The Reading Pane lets you read email messages from your Inbox without opening the email. Depending on your view, the Reading Pane can be at the bottom or on the right, or turned off.

1. On the **Mail** tab toolbar, click the **View** drop-down menu.
2. Select the Reading Pane option.

### Set the Reading Pane for Marked as Read Behavior

You can also select whether messages you view in the Reading Pane are marked as read or not marked as read.

1. Go to the **Preferences>Mail** page.
2. In the **Displaying Messages>Reading Pane** section, select how messages are handled when the message is selected.
3. Click **Save**.

## Changing How Often Your Account Checks for New Mail

You can set preferences for receive new messages including how often you receive email messages and whether you are notified when you receive new messages.

Your account is updated with new messages based on the polling interval set up in the mail preferences **Check New Mail** drop-down menu. The default is every five minutes. If you are expecting an email message, you can click the refresh icon on the right side of the toolbar any time to receive new email immediately.

1. Go to the **Preferences>Mail** page.
2. In the **Displaying Messages>Check New Mail** drop-down menu select how often to check for new mail.

If you select **Manually**, you must click the reload icon to get new email.

3. Click **Save**.

## Setting Desktop Alerts For New Email Messages

You can set up desktop alerts for new email notification. To receive alerts, your mailbox must be opened.

1. Go to the **Preferences>Mail** page.
2. In the **Receiving Messages>Message Arrival** section, select how you want to be notified when new message arrive. Select any of these options.

Option	Description
<b>Play a sound</b>	You are notified by a beep. If you have your volume set to mute, you do not hear a sound. For this to work, you must have either QuickTime or Windows MediaCenter installed.
<b>Highlight the Mail tab</b>	The Mail tab is highlighted if you are not working in the Mail tab at the time.
<b>Flash the browser title</b>	Browser flashes until you open the Mail tab
<b>Show a popup notification</b>	Information about the message displays. You must have Yahoo!BrowserPlus installed. To get a copy, go to <a href="http://browserplus.yahoo.com/">http://browserplus.yahoo.com/</a>

## Moving Less Important Mail Out of the Inbox

You can set up the Activity Stream filter to have email messages that are less important, such as newsletters and social update communications, delivered

to the Activity Stream folder instead of your Inbox. The Activity Stream Folder is added to your personal folders list in the Overview pane.

1. Click the gear icon in the **Folders** heading in the Navigation pane and select **Activity Stream**.

You can also set this up from the **Preferences>Filter** page, **Activity Stream Settings** link.

2. In the **Activity Stream** dialog box, select **Enable moving messages into Activity Stream**.
3. Select the type of messages to move. You can move the following type of messages:
  - Messages where your address is not in the **To** or in the **To or Cc** field
  - Messages from people not in your address book
  - Messages sent to a distribution list that you are a member of
  - Commercial mass marketing and bulk mail messages
4. Click **OK**.
5. In the information box that opens click **Yes**.

If you want to set more advanced filtering for messages delivered to the Activity Stream folder, see the Working with Email Filters chapter.

## Automatically Forwarding Messages You Receive

You can configure your email preferences to automatically forward a messages you receive to another account.

1. Go to the **Preferences>Mail** page.
2. In the **Receiving Messages>Message Arrival** section, Forward a copy to: text box enter the email address where email messages should be sent.
3. If do not want the messages saved in your mailbox, select **Don't keep a local copy of the message**.
4. Click **Save**.

## Receiving New Mail Notification to Another Email Address

You can configure your email preferences to notify you at another email address when you receive an email message to your Zimbra mailbox. This feature might be useful if you do not receive a lot of email to this account, but when you do receive email, it's important enough to require a timely response.

1. Go to the **Preferences>Mail** page.

2. In the **Receiving Messages>Message Arrival** section, select **Send a notification message to**.
3. Enter the email address in the text box.
4. Click **Save**.

## Marking Multiple Messages for the Same Action

Use the check box on the Content page to select one or more messages or conversations to perform the same action on.

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**Note:** *If check boxes are not displayed in your Mail view, go to the Preferences>General page and in the Other section, select Settings.*

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Selecting the box in the header automatically checks all the messages on the page.

### Delete more than one message at once

1. In the **Mail Content** pane, select the boxes for messages that you want to delete.
2. Right-click and select **Delete**.

### Tag more than one message at once

1. In the **Mail Content** pane, select the boxes for messages that you want to tag with the same tag.
2. Right-click and select **Tag Conversations**.
3. Select the tag from your list or create a new tag.

### Print more than one message at once

1. In the **Mail Content** pane, select the boxes for messages that you want to print.
2. Right-click and select **Print**.
3. In the Print Box, click **OK**. All the messages are printed as one continuous file.

### Forward more than one message at once

1. In the **Mail Content** pane, select the boxes for messages that you want to forward.
2. Right-click and select **Forward**. A message compose page opens with the email messages attached.

3. Complete the message and send.

## Moving Email Messages

You can move email messages or entire conversations from a folder.

- Drag and drop the item to the desired folder in the left-hand Overview pane.
- Right click the message and select **Move**. The **Move Message** dialog appears.

If you are moving a few messages within a conversation, the conversation appears in both places. The Conversation Detail View window shows the new location of the message that was moved.

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**Note:** You can immediately undo the move. Click **Undo** that appears at the top of the page to move the message back to its original location.

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## Sorting Messages in the Content Pane

You can sort your email messages in a folder by Subject, Size, Date, Attachment, Flag and Priority. You can only sort by one column at a time.

- ◆ In the Content pane header, right-click and select the sorting option.  
The header displays the sort order.

### Group Messages

In each of your folders, you can group message by date or by size in ascending or descending order.

When you group messages by date, messages display grouped by messages received today, yesterday, last week, two weeks ago, three weeks ago, last month and older.

When you group messages by size, messages display grouped by enormous (messages larger than 5MB) and tiny (messages less than 10KB). Grouping message by size is a good way to manage your mailbox quota by finding the largest messages to remove from your account.

1. Select the folder and in the Content pane header right-click and select **Group By**.
2. Select to group by date or size.
3. Select the order that the messages should be displayed.



## Removing Spam

Most filtering of unsolicited automated email (also known as **spam** or **junk mail**) is handled by a spam filter before those email messages reach your Inbox.

Email that might possibly be junk mail, but is not certain to be junk, is placed in your **Junk** folder. You can review these messages and either move them out of the Junk folder or delete them. If you do not move or delete the messages, they are purged after a number of days as specified by your administrator.

If you are receiving a large number of unwanted email messages, contact your administrator. Reporting email as spam helps your email administrator to fine-tune spam filtering.

### Mark Email as Spam

1. Select the message to mark as junk.
2. On the toolbar, select **Spam**.

You can also right-click the message and select **Mark as Spam**.

The email is moved to your Junk folder.

### Mark Email as Not Spam

Sometimes messages that are not junk are placed in the Junk folder. You can move the messages to the appropriate folder.

- Drag the message to another folder.
- Right-click the message and select **Mark as Not Spam**. The selected message is moved to your Inbox.

### Empty the Junk Folder

The contents of the Junk folder are automatically purged after an administration-configured number of days. You can empty your Junk folder any time.

1. Right-click the Junk folder and select **Empty Junk**.
2. Click **OK**.

### Spam Mail Options

If you notice that certain email addresses are always being incorrectly added to your Inbox or Junk folder, you can identify those addresses to block or not block.

1. Go to the **Preferences >Mail** page.
2. Scroll to the **Spam Mail Options** section.

3. In the **Block messages from** text box, enter email addresses that should always be treated as junk. You can list up to 100 addresses.
4. In the **Allow messages from** text box, enter email addresses you trust that for some reason end up in your Junk folder, such as newsletters you subscribe to. Messages from these email addresses are never blocked. You can list up to 100 addresses.
5. Click **Save**.

## Maintaining a Trusted Addresses List

You can specify email addresses from specific domains as trusted addresses so that embedded images in messages you receive from these addresses automatically display when you open the message.

You can add up to 500 addresses to this list.

1. Go to the **Preferences>Trusted Addresses** page.
2. Enter the email address or domain name in the text box.  
To include all addresses from a specific domain, type \* before the @domain.com name.
3. Click **Add**.
4. Click **Save**.

## Finding the Origin of an Email Message

When you receive a message and you want to see message transport history, you can right-click on a message and select **Show Original**. The text page displays header information along with the text of the body of the message.

The header is sometimes referred to as the envelope information. The message header details the path the message took from the sender to the recipients. The header includes the IP addresses, dates, and spam flagging information.

- ◆ To find the origin of the message, right-click the message and select **Show Original**.

A new window opens with the information displayed.

## Managing Your Account Quota

To manage disk and resource usage, your administrator might enforce quotas to limit the amount of disk space your account can use.

- ◆ To display your mail quota and how much you have used, hover the mouse over your name on the toolbar.

If you are over quota, the following things might happen:

- You receive an email notification.
- Your email interface displays a notification when you log in.
- Email sent to you might be returned to the sender, along with a notification that your mailbox is full.

### Reduce the Size of Your Mailbox

- Delete old messages that are no longer needed.
- Delete large file attachments to messages. Save the file attachments locally if you want to preserve them.
- Empty the Trash folder.

Your administrator may have set up automatic purging of messages that are over a certain number of days old. Your administrator sets the policy for when messages are purged, how old they have to be, and which folders are purged.

## Setting Up an Out of Office Message

You can create a message that automatically replies to people who send you messages when you are out of the office.

If you want people who send you email that are not in your domain to receive a different reply message, you can create a separate reply message.

The auto-reply message is sent to each recipient only once in a specified interval of days regardless of how many messages that person sends during that period. The default is seven days but the administrator can change this.

1. Go to the **Preferences > Out of Office** page.
2. Check **Send auto-reply message**.
3. In the **Auto Reply Message** text box, type the response to send while you are out of the office.
4. If you want this message enabled for a specific time frame, select **Send auto-replies during the following time period** and enter the start and end dates to send the auto-reply message.

If you do not specify a specific time frame, auto-replies are sent until you select **Do not send auto replies**.

5. (Optional) If you want to send a different message to users outside of your domain, select **External Senders**.

Select the type of external users to receive the second message. The default is anyone outside my domain. If you want contacts listed in your address books to receive the first message, in the drop-down menu select **anyone outside my domain except those in address book**.

6. Click **Save**.

## Subscribing to RSS Feeds


You can subscribe to Web sites that provide your favorite RSS (Really Simple Syndication) and podcast feeds to send updated information directly to your mailbox. You must know the URL of the feed to set up the subscription.

1. Click the gear icon in the **Folders** heading and select **New Folder**.

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**Note:** *You must create a separate folder for each RSS feed.*

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2. In the **Name** text box, type the name of the RSS feed folder.
3. Check **Subscribe to RSS/ATOM feed**.
4. Enter the URL for the feed in the **URL** field.
5. Select where to add the RSS feed folder in the folder menu. If you choose the root folder, the new folder is placed at the highest level in your folder view, which is the same level as your Inbox folder.
6. Click **OK**. The new folder appears in the Overview pane with the RSS feed icon .

Your RSS data feed is automatically updated every 12 hours. Click **Load Feed** in the toolbar to update the content at any time.

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**Note:** *RSS feeds you save count against your account quota.*

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## Reading Mail

By default new messages are placed in your Inbox. If you have mail filter rules, new messages can appear in folders other than your Inbox. The number in parentheses next to each folder name indicates the number of unread messages within that folder.

### Read a Message in Conversation View

1. To read a message in the Conversation view double-click the conversation containing the message. The Content pane changes to show the individual messages in the conversation.
  - To expand the message to see all the conversations, click **Show quoted text** at the end of the message.
  - To collapse the conversation view so only the last message is displayed, click **Hide quoted text** at the end of the message.
  - To collapse all messages to view only the sender's name and the snippet of the first line of the message, double-click in the message header.

2. To open the message, click the line that contains the message you want to read.

If you have Reading Pane enabled, the message body appears in the Reading Pane. Otherwise, double-click the message. The message is displayed in the Content pane.

### **Read a Message in Single Message View**

- ◆ If the Reading Pane feature is enabled, click the message and read it in the Reading Pane.
- ◆ If the Reading Pane feature is not enabled, double-click the message. The message is displayed in the Content pane.

## **Opening Attachments to an Email Message**

Email messages can include attached files such as word processing documents, spreadsheets, text files, ZIP files, images, executable applications, or any other type of computer file that resides on the sender's computer network. Messages that contain attachments display a paper clip next to the subject.

You can open any file attachment directly from your account, provided that you have the right application and the extension is not blocked by your system administrator.

If the file type is one that is supported by the installed software on your computer, you can typically double-click the file and your computer automatically launches the right application for reading that file.

Computer viruses are often spread via file attachments. Therefore, system administrators might block incoming email containing certain types of attachments, often with the extension .EXE or .ZIP as part of their filename.

Computer viruses can spread through email attachments. It is considered standard practice for system administrators to implement virus filtering for incoming mail as well as virus scanning for personal computers. However, there is always a chance that something could get through.

In the case of email viruses, the majority of them are activated when a file attachment containing the virus is opened or viewed. Many of these viruses have been known to spread themselves using entries in users' address books. Therefore, we recommend that you use care when opening file attachments, even from senders who appear to be known to you.

### **View Attachments**

To view an attachment open the message:

- Click the name of the attachment to open the attachment (if you have the correct application available).

- Click **Download** to choose whether to open the file or save it on your computer. If you choose **Save to Disk**, a browser dialog box appears so that you can choose where to save the file.

The file is still attached to the message until you remove it.

### Remove Attachments

Attachments to your email affect your quota. You may want to remove larger attachments from the message. Removing the attachment deletes the file from your mailbox. If you downloaded the file, you still have a copy.

- ◆ To remove an attachment open the message and click **Remove**.

### Preview Attachments

If you have the Preview option, you can quickly view the content of the attachment without having to download or open the attachment.

- ◆ To preview an attachment click **Preview** to open the attachment even if the application is not installed on your network.

### View Attachments as HTML

You may have the feature to view attachments as HTML. This allows you to open an attachment even if the corresponding application is not installed. Click view as html to view the content of the file. This feature is set by your system administrator.

## Displaying Messages in HTML Format or Plain Text

You can view email messages in two formats, HTML or plain text.

- HTML messages can have text formatting, numbering, bullets, colored background, and links, which can make messages easier to read.
- Plain text messages can always be read by other email clients. Plain text does not support any text formatting, styles, links or images. You can view a message in plain-text mode even if it contains HTML. The HTML tags are displayed in the body of the message in the plain text view.

### Set Message Display Format

1. Go to the **Preferences>Mail** page.
2. In the **Displaying Messages>Display Mail**, select either **As HTML (when possible)** or **As Text**.
3. Click **Save**.

## Turn Off Preference to Display Images in Messages

When you display mail as HTML, images attached to a message are automatically displayed when you open the message.

1. To change this go to the **Preferences>Mail** page, **Images** and deselect **Display pictures automatically in HTML Email**.
2. Click **Save**.

## How Address Bubbles Work

Names in the address field display in an email “bubble” rather than as text. The bubbles are more interactive than email addresses displayed as text. The following actions are available when using bubbles for email addresses.

- When addressing an email, you can right-click on a bubble to display a menu of options, including Delete, Edit, Edit Contacts.
- When reading an email message, you can right-click on a bubble to display a menu of options, including Add to Contacts, New Email, Advanced Search.
- You can left-click a single bubble and drag and drop it into another address field or select multiple bubbles and drag the addresses using the "rubber band" selection tool to move bubbles. "Rubber band" selecting is left clicking on the white space on the field and dragging a selection box across selected bubbles. The selected bubbles are highlighted in blue. You can now drag and drop them to another field.
- You can use CTRL+C to copy and CTRL+V to paste the address.
- You can tab or use the left/right arrow keys to navigate between bubbles.
- When autocomplete is used to select a distribution list, the bubble includes a + (plus) sign to identify the address as a distribution list. You can click the + to expand the list to display distribution list members. You can also click on an address in the list to send an individual email to the selected addressee.

Bubbles are enabled by default. You can enable or disable bubbles by going to the **Preferences>General** page, **Other** section.

## Returning Read Receipts

Messages you receive from other Zimbra users can be marked to request a return receipt message to be sent back when you open your message. You can specify how to handle return receipt requests:

1. Go to the **Preferences>Mail** page, **Receiving Messages** section
2. In the **Read Receipt** section, select how you want read receipt requests to be handled.

Option	Description
<b>Never send a read receipt</b>	When a message is received with a return read receipt request, the request is ignored. You are not informed of the request. This is the default.
<b>Always send a read receipt message</b>	A return read receipt message is sent when you open an email flagged for a return receipt.
<b>Ask me</b>	You are given the option to send a receipt when you open an email flagged for a return receipt.

3. Click **Save**.

## Printing an Email Message

The default font size used when a message is printed is 12 points. You can change this from the Preferences tab>General page.

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**Note:** *Do not use the browser's **File>Print** feature. The page will not be well-formatted, and your message may be difficult to read.*

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1. Right-click on the message and select **Print**. The message opens in a new window. A standard print dialog appears.
2. Choose a printer.
3. Click **OK**. The message is sent to the selected printer.
4. Close the message window.

Alternately, you can select **Print** from the Actions link on the toolbar.

### Print a conversation (all messages)

1. Right-click the conversation to be printed, and select **Print**. The conversation opens in a new window. A standard print dialog appears.
2. Choose a printer.
3. Click **OK**. The conversation is sent to the selected printer.
4. Close the conversation window.

Alternately, you can select **Print** from the Actions link on the toolbar.

### Print one message in a conversation

1. Open the conversation and select the message to print.



2. At the end of the message, click the gear icon and select print. The message opens in a new window. A standard print dialog appears.
3. Choose a printer.
4. Click **OK**. The message is sent to the selected printer.
5. Close the message window.

## Deleting a Message

You can delete specific email messages or a complete conversation thread.

- ◆ Right-click the message or conversation to delete and select **Delete**.

Deleted messages are moved to your Trash folder.

You can recover files from Trash within 30 days of deleting them. After 30 days, the items are permanently deleted.

- ◆ To permanently delete a message, click **Shift>Delete**.

Messages are permanently deleted from your account.

## Empty Your Trash Folder

The Trash folder is available for each application in your account. When you open the Trash folder from an application such as Mail, only items for that application are displayed. But when you select Empty Trash from any of your applications, items from **all** applications are deleted.

You can empty your Trash folder any time.

- ◆ Right-click on the Trash folder and select **Empty Trash**. All messages are deleted.

Items deleted from Trash are removed from your account and your account quota is updated.

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**Note:** *Messages might be automatically purged if Trash purge policies are configured.*

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## Recover Items Purged from Trash

If **Recover Deleted Items** displays when you right-click the Trash folder, you have the ability to recover email messages you deleted from Trash.

1. Right-click on the Mail **Trash** folder and select **Recover Deleted Items**.
2. Select one or more messages to recover.  
Use the **Search** text box to find a specific item to recover.
3. Click the **Folder** icon below the Search text box and select the destination folder or create a new folder.

4. Click **OK**.

## Assigning Retention Policies to Email Folders

If your organization notifies you to apply an email message retention policy to your email folders, you set the retention policy for each folder. You do not set a retention policy on the Junk or Trash folders. You can also set your own custom policy for a folder.

Two options can be set up:

- **Message Retention.** When Enable Message Retention is selected, when you select to delete a message in the folder with a receive or sent date within the range configured, a warning displays stating that the message is within the folder's retention period to remind you not to delete the message.
  - **Message Disposal.** Messages in the folder that are older than the time configured are automatically deleted. You are not notified.
1. In the **Navigation** pane, right-click on a mail folder and select **Edit Properties**.
  2. Click the **Retention** tab.
  3. To set the retention policy, select **Enable Message Retention**.
  4. In the **Retention Range** drop down list, select which retention policy to apply. If you are setting a custom policy, in the text box enter the number of years, months, weeks or days and select the period from the drop-down menu.
  5. To set when messages should be deleted from the folder, select **Enable Message Disposal**.
  6. In the **Disposal Threshold** drop down list, select which policy to apply. If you are setting a custom policy, in the text box enter the number of years, months, weeks or days and select the period from the drop-down menu.
  7. Click **OK**.

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## 3 Composing and Sending Email

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You can compose and send your email messages as soon as you write them, compose a draft and return to it later to finish and send, or compose the message and specify a time in the future to send the message.

You can customize your options for composing messages in your **Preferences>Mail** page.

### Composing a new email message

Depending on your mail preferences, when you click New Message either a Compose tab appears in the Application toolbar or the compose page opens in a separate window.

1. In the Mail tab click **New Message**.

Depending on your email preferences, the blank compose page opens in a new tab or opens as a separate compose window.

2. In the **To** text box, enter the email addresses of the person or persons to whom you are sending the message. Either type the address or click **To** to search through your contacts or the global address list.

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**Note:** You can drag and drop the address bubble in the text box to the **Cc** or **Bcc** text boxes, and you can copy the address bubble by clicking **CTRL+C**.

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3. If you have more than one email identity (also known as a persona) configured, **From** is displayed above the **To:** field. Select the identity to use for this email.
4. (Optional) In **Options**, click **Signatures** and select the signature that should be added to the message.
5. (Optional) To send a copy of the email to other recipients (**Cc**) or to send a blind copy (**Bcc**) without the recipients knowledge, enter email addresses in the **Cc** and **Bcc** fields.

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**Note:** You can send a message without an address in the **To** field if there is an address in either the **Cc** or **Bcc** field.

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6. In the **Subject** field, tell the recipient what the message is about.
7. Click **Send** to send the email message.

A copy of the message you sent is saved in your Sent folder.

## Addressing a Message

The auto complete feature suggests names as you type into the **To**, **Cc**, and **Bcc** fields in a new message. A list of possible addresses from your contacts in which either the first name, last name, or email address starts with the text you typed is displayed.

As you continue to type, the list of matching addresses becomes smaller as fewer matches are available. The list disappears if there are no matches.

For example, to send an email message to David Brinks, whose email address is dbrinks@acme.com, when you type **D**, a list appears showing all possible matches, with the matching portions highlighted. In this case, it might display:

- Dale Edwards <ded@acme.com>
- David Brinks <dbrinks@acme.com>
- Erica Dodd <erica878@xyz.com>

When you add an “a” (**Da**) into the **To** field, the list would display:

- Dale Edwards <ded@acme.com>
- David Brinks <dbrinks@acme.com>

### Use Automatic Address Completion

To select a match from the list, you can click the match with the mouse or use one of the following keys to perform an action:

- The comma, semicolon, Return/Enter, and Tab keys all complete the first match in the list and place it in the field.
- ESC hides the list.
- The up and down arrow keys change the selection in the list. Moving the mouse cursor over the list also changes the selection.

To select an address when composing an email

1. Type enough characters until the contact you want is the first match.
2. Press a quick key, such as Enter or the semicolon. The address displays in the recipient field.

## Adding Attachments

You can attach any file on your file system that you can find using Browse.

You can open any file attachment directly from your mailbox, provided that you have the right application and the extension is not blocked by your administrator.

If the file type is one that is supported by the installed software on your computer, you can typically double-click the file and your computer automatically launches the right application for reading that file.

Computer viruses are often spread through file attachments. Therefore, system administrators might block incoming email containing certain types of attachments, often with the extension .EXE or .ZIP as part of their filename. If you send an email message to someone whose email system has been configured to block certain types of attachments, you might not receive any notification if the email was blocked.

### Add an Attachment to a Message

You can attach documents, spreadsheets, pictures, slide shows, and other types of files to an email message.

1. Compose the email message.
2. Below the **Subject** field, click **Attach** and select **My Computer**.
3. Select the files and click **Open**. The file names displays below the Subject text box.
4. Click **Send** to send the message and the attachments.

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**Note:** *Recipients must have the appropriate software to open the file. Common file formats, such as text files, HTML files, and images such as GIF or JPEG files, can be opened in a variety of programs.*

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### Add Attachments Using Drag and Drop

You can easily add an attachment to an email message by dragging the file from a folder into your email.

1. Select one or more files and hold down the cursor on the file(s) to be attached.
2. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

### Removing an Attachment

To remove an attachment, click the **x** in the attachment bubble.

## Using Signatures Automatically

You can include an automatic signature at the end of an email. A signature can include your name and any additional text. If you are using an HTML editor, you can format your signature, add a link to a URL and add graphics.

You can create more than one signature. For example, you can have a formal signature for emails sent to customers and an informal signature for emails sent to friends.

If you create multiple email identities (also known as personas), you can create different signatures and assign them to specific addresses.

1. Go to the **Preferences>Signatures** page.
2. In the **Name** text box, type a descriptive name to identify the signature. You can create multiple signatures, so using an identifiable name here is helpful.
3. (Optional) To format in plain text, click **Format as HTML** and select **Format as Plain Text**.
4. In the text box, type the signature text as you want it to appear. If you are using **Format as HTML**, you can add images and create links to your signature text.
5. In the **Using Signatures** section, select the default signature from the drop down menu to use with messages sent from your various accounts.
6. Select the placement of your signature in a message.
  - Select **Above included messages** to add your signature at the end of your reply and before the included messages.
  - Select **Below included messages** to add your signature at the end of the message.
7. Click **Save**.

## Using Other Account Identities When You Send an Email

When you send email, it is identified with an email account. When your email account is set up, your account name is your primary identity. However, you can create other email identities called personas to manage different types of email.

For example, you can create one persona for your business email and another for your personal email.

If you have more than one persona or added external accounts, when you send an email you can select the account you want to use as the From address.

## Add Personas

Creating different personas allows you to use multiple email addresses from your mailbox. For example, you could use your primary account persona for your business email correspondence, and create a new persona for your personal email correspondence.

1. Go to the **Preferences>Accounts** page. Your default account and personal information is shown as the primary account.
2. Click **Add Persona**. The account name **New Persona** displays in the Account Name column and in the **Persona Settings>Persona Name** text box.
3. In the **Persona Names** text box enter a name to identity the persona to use in the From list when you are composing an email. This name does not appear in the email message.
4. In the **Settings for Sent Messages** section, specify the **From** information for this persona.
  - a. In the **From** text box type the name that appears in the **From** field of your outgoing email messages. This is the name that is shown before your email address.
  - b. In the drop-down menu next to the text box, select the email address from which to send messages. If this field is not editable, you do not have additional external accounts identified.
5. To direct replies to email messages from this persona to a name and address different from that which you configured in **From**.
  - a. Select **Set the "Reply-to" field of email messages to**.
  - b. Enter the name in the text box.
6. (Optional) To associate a signature with the persona, click **Signature**.
7. To automatically use this persona when replying to messages sent to a specific email address or when forwarding messages from that address:
  - a. Select **When replying or forwarding messages sent to**.
  - b. Type the email address in the text box. If you are entering more than one email address, separate the addresses with either a comma or a semi-colon.
8. To automatically use this persona when replying to messages in a specific folder or when forwarding messages from this folder:
  - a. Select **Replying to or forwarding messages in folder(s)**.
  - b. Click the folder icon to select one or more folders from the list of existing folders or to create a new folder.
  - c. If you are selecting more than one folder, separate the folder names with either a comma or a semi-colon.

9. Click **Save**.

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## Customizing Your Options for Composing Messages

From your preferences you can select to create simple plain text messages or create message with HTML styling, and you can set up signatures and personas that can be applied to messages you send.

In addition to the options for composing messages, other options you can set up include return receipt requests, whether to compose messages in a new window and to require that your message are spell checked before they are sent.

1. Go to the **Preferences>Mail** page, **Composing Messages** section.
2. Select how you want your messages to be sent, **As HTML** or **As Text**.
3. If you select **As HTML**, in the drop down menus, select the **Font** style, **Size**, and **Color**.
4. In **Settings**, select the options for how you want to manage composing messages.

Option	Description
<b>Automatically save drafts of messages while you are composing</b>	While you compose your message, a copy is periodically saved in your Draft folder.
<b>Always request read receipt</b>	All messages you send request a return receipt message sent back to you when the recipient opens your message. When you set this as your default, you can change this for individual email messages from the <b>Options</b> drop-down menu on the compose toolbar.
<b>Reply/Forward using format of the original message</b>	Even if your default text editor is different from the message received, check this box to reply to the message in the same format as received. This is useful to make sure the recipient can get the message in the best format they can read.
<b>Always compose in new window</b>	A separate compose window opens. You can view and navigate within your mailbox while the compose window is open.
<b>Mandatory spellcheck before sending a message</b>	All messages are automatically spell checked before they are sent.



Option	Description
<b>Save a copy to Sent folder</b>	This is enabled by default. You can deselect this option.

5. (Optional) Click **Accounts Page** to go to the Accounts preferences page and set up your personas.
6. (Optional) Click **Manage your signatures...**, to go to the Signatures Preferences page and add signatures that can be used when sending messages.
7. Click **Save**.

## Using HTML to Compose Messages

Messages created using the HTML editor can have text formatting, numbering, bullets, colored background, tables, and links. However, some email clients do not accept messages formatted in HTML. You can change the editor for a specific message.

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**Note:** *You do not need to know HTML to use the HTML editor.*

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To change the format for the message that you are sending, under Options, select either **Format As HTML** or **Format As Plain Text**.

### Request a Return Receipt

Message you send to other Zimbra users can be marked to request a return receipt when the recipient opens your message. However, the recipient must have the **Return Receipt** feature enabled.

To set this as the default

- ◆ Go to the **Preferences>Mail** page, and in the **Composing Messages** section, select **Always Request read receipt**.

To set this request per message

- ◆ Before sending the message, in the **Options** drop-down list, select **Request Read Receipt**.

### Save a Message as a Draft

You can save a message to finish and send later.

- ◆ Click **Save Draft**. The message is saved in the Drafts folder.

To retrieve a draft, open the Drafts folder and click on the message. When the message is sent, the message is removed from the Drafts folder.

## Mark the Priority Level of a Message

You can indicate a message's level of importance. For example, if you have a request that needs to be replied to as soon as possible.

- ◆ Before you send the message, in the **Priority** drop-down menu in the message header, select the priority option, **high**, **normal**, or **low**.

The recipient sees the message priority flag in their mailbox and in the message.

## Spell Check a Message

You can use the spell check feature at any time to check your spelling.

1. On the toolbar, click the **Abc** link. Words in the email message that are unknown to the spell checker are highlighted.
2. Right-click on a highlighted word. A drop-down menu displays suggested corrections.
3. Select the correct word. The word is highlighted in another color.
4. To accept your changes and close the spell checker, click **Resume editing**.

Before you close the spell checker, you can change a corrected word back to the original spelling. Click on the highlighted word and select the initial spelling from the top of the pop-up.

## Adding Words to the Spell Dictionary

- ◆ Right-click on the correctly spelled word and click **Add**.

You cannot remove words from your dictionary after they are added. You can also configure the spell check to ignore words, right-click on the word and click **Ignore**.

## Spell Check All Messages Before They are Sent

1. Go to **Preferences>Mail>Compose**.
2. Select the option **Mandatory spellcheck before sending a message**.
3. Click **Save**.

## Replying to Email Messages

You can reply to the sender of a message or to the sender and all recipients.

By default, when you reply to a message, the original message is included in the body, but the original attachments are not. You can also decide to prefix each response in the message to track the different replies.

For example, each reply within the message is marked with an angle bracket (>). The most recent reply has one > before each line, the reply before that has two (>>), before that three (>>>):

> Previous message  
> > Message before previous message  
> > > And so forth

## Reply to a Message

1. Select the email you want to reply to.
2. Click **Reply** or **Reply to All** in the toolbar. A new compose window is displayed with the address(es) in the header and the original message in the body.  
  
If you view message in the Conversation view, you can click reply at the bottom of the message
3. Type your reply.
4. Click **Options** on the toolbar and select an option if you want to change how the original message is included in the reply.
5. Click **Send**.

**Note:** If you add your signature automatically to your messages, it is placed in the message according to your preference settings.

## Set Preferences for Email Replies

To reply to the message in the same format it is received, select **Reply/Forward using format of the original message**. This ensures that the recipient gets the message in the most readable format.

1. Go to the **Preferences>Mail** page, **Composing Messages** section.
2. To reply to the message in the same format it is received, select **Reply/Forward using format of the original message**.
3. Select whether to include the original text in your reply message. If you are including the original message:
  - Choose whether to mark the previous responses with a character or include the original details in the header (The To, From, and Subject fields). You can also include the original message as an attachment.
  - If you want to prefix the previous responses, select either the angle bracket (>) or pipe (|).
4. Click **Save**.

## Forwarding Email Messages

You can forward an email message to someone else. Forwarding a message includes all file attachments.

### Forward an Email Message

1. Select the email you want to forward.
2. Click **Forward** on the toolbar. The text of the forwarded message appears in the body of the compose page, unless you have set your preferences to forward messages as attachments.
3. Enter addressees.
4. Click **Send**.

### Forward a Message as the Originator

You can forward an existing message as if you are the originator of the message. The forwarded notice is not added to the subject field and the header information shows you are the originator.

1. Right-click on the message and select **Edit as New**.
2. Address the message, remove existing address if necessary.
3. Click **Send**.

### Forward a Message as a Redirected Message

Redirecting a message lets you send an email message you received as if the original author sent the message. Redirect a message instead of forwarding it makes it easier for the recipient to reply to the original sender.

1. Right-click on the message and select **Redirect**.
2. In the **Redirect** text box, enter the recipients addresses.
3. Click **OK**.

### Set Preferences for Forwarded Email

When you forward an email you can choose how to handle the original text when forwarding an email message.

1. Go to the **Preferences>Mail** page, **Composing Messages** section.
2. If you want to prefix the original message, select either the angle bracket (>) or pipe (|)

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**Note:** *If you have selected a prefix for reply messages, you must use the same prefix for both replies and forwarded messages.*

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## Undeliverable Email

Sometimes a message cannot be delivered. One reason is because the email address is not valid. In this case, verify that you have the correct address. Other causes can be that the recipient's mailbox is full or the recipient's mail system is having problems.

If a message is rejected, it bounces back to you with a message stating why it could not be delivered.

If you can resolve the problem, try resending the email.

If you continue to have the following problems, contact your administrator.

- Every email message you send is rejected.
- Email bounces back with **user unknown** or **bad address** messages for addresses that you have successfully used from your corporate address list.
- You receive bounce messages for email you did not send.



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## 4 Working with Email Filters

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You can define filters to manage incoming and outgoing email messages, including Calendar-related messages and setting up the Activity Stream filter to manage less important messages. A filter consists of one or more conditions and one or more actions. A condition can be based on a subject, from a specific person, or messages for a particular date. If the message matches the conditions, the specified actions are performed.

You can create filters to do the following:

- Sort incoming messages into folders. For example, all email messages from your supervisor are automatically moved into your Management Directives folder upon receipt.
- Tag messages. For example, email messages from the corporate-events mailing list is marked with the Events tag.
- Forward or discard email. For example, all email messages received from a particular email address is moved to the Trash folder.
- Sort sent messages into specific topic-related folders.
- Flag messages for importance.

Filters are applied in the order that they are listed. You can change the order at any time.

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**Note:** *An email message is evaluated by each active filter, unless you specify that a message is treated only by the first filter that it matches. Usually, you do not want other filters applied to a message once there is a match because the message can undergo multiple, perhaps contradictory, actions.*

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### Setting Up Filter Rules

Filter rules consists of one or more conditions and one or more actions. If the message matches the conditions, the specified actions are performed.

You can also set Activity Stream rules. Activity Stream rules are set to move less important messages out of your Inbox and into an Activity Stream folder that you can check at your convenience.

## Filter Conditions

A filter can contain one or more conditions. For example, if someone sends you email messages from more than one email address and you want to direct all messages from the person into one folder, you can create one filter that has two conditions, one for each email address, and one action to move the email messages to the same folder.

The order of the conditions is not important. You can choose whether the email message must match all conditions or just meet any one of the listed conditions. You can also use a negative condition. For example, you can filter an email message that does not contain a particular word. Filter conditions are not case-sensitive.

A filter condition can be based on the following:

- Specific email addresses in the From, To, or Cc fields
- Email messages that are under or over a specific size
- Dates
- Presence or absence of file attachments
- Words in the message subject or body
- Calendar invitation

### Filtering Using *Any* Versus *All*

Conditions within a filter rule can be grouped using **Any** or **All**. The use of these terms is similar to the "AND" versus "OR" type searches described under the Search feature, with **Any** being OR and **All** being AND.

If you choose **Any** when defining conditions for a new filter rule, then a message that meets any one of the conditions is considered a match. However, if you choose **All**, every condition specified in that filter rule must apply in order for that message to match the filter.

### Filtering Using *Contains*, *Matches*, and *Is* options

Three of the comparison methods for filter conditions are Contains, Matches pattern, and Matches Exactly. These options appear for some items such as the subject line.

- **Contains** means that the specified line must contain, somewhere within it, the specified string. For example, specifying that the subject line contains "bananas" would match both "Cooking with bananas" and "Bananas for breakfast".
- **Matches** pattern means that the specified line must match the specified string, which includes wildcards. For example, specifying "bana\*" would match "banana" and "banana tree but not "free bananas".



- **Is** means that the specified line must exactly match the specified string, with no wildcards or substitutions. For example, specifying that the subject line must match "bananas" would only match "bananas" and not "Banana", "My bananas", or "Bananas?"

## Filter Rule Actions

A filter rule can contain one or more actions. If the email message matches the specified conditions, all actions are applied in the order in which they appear in the filter.

Filter rule actions can include the following:

- Move the message to a specific folder
- Tag or flag the message
- Discard the message before it reaches your Inbox
- Forward the message to a specified email address

## Creating a Filter

You can define filters to manage incoming and outgoing email messages. A filter consists of one or more conditions and one or more actions. If the message matches the conditions, the specified actions are performed.

1. Go to the **Preferences>Filters** page.
2. Click either **Incoming Message Filters** or **Outgoing Message Filters**.
3. Select **New Filter**.
4. In the **Filter Name** text box, enter a unique name for the filter.
5. To make the filter active, check the **Active** box in the upper right corner.
6. Choose whether the message must meet any or all the listed conditions.
  - **any** means that if a message meets any one of the conditions, the action is performed.
  - **all** means that the message must meet all of the conditions for the action to be performed.
7. From the drop-down menu, select which part of the message to apply to the filter, such as the **Subject** or **From** field.
8. Choose how the item must match, such as **contains** or **matches exactly**.
9. Enter or select the information to compare against such as the date, email address, or phrase. Conditions are not case-sensitive.

For example, if you selected **Subject** and **contains**, and entered **Staff Meeting**, all messages containing Staff Meeting are filtered. The filter also catches Staff Meetings or Today's Staff Meeting because you chose **contains** and not **matches exactly**.

10. (Optional) To add more conditions, click the **+** button and repeat the above steps. The order of the conditions does not matter.
11. Under **Perform the following actions**, choose an action from the drop-down menu.  
  
Depending on the action that you choose, you might need to browse to locate a folder or tag name.
12. (Optional) To add more actions, click the **+** button and repeat the above step. The actions are applied in the order in which they are listed.
13. The default is to stop looking for matching filters after the first match. If you want more than one filter to be applied to a message, uncheck **Do not process additional filters**.

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**Note:** *Usually, you do not want other filters applied to a message once there is a match because the message can undergo multiple, perhaps contradictory, actions.*

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14. When you are done creating the filter, click **OK**.

## Creating a Filter from an Email Message

You can create a filter based on an email message in your Inbox. The filter information is extracted from the message, and you can then modify the conditions and actions.

1. Right-click an email message and choose **New Filter**.  
  
The Add Filter dialog box appears populated with the information from the email message.
2. In the **Filter Name** text box, type a unique name for the filter.
3. Change the conditions and actions as necessary using the drop-down menus.
4. Click **OK**.

## Creating a Filter for Calendar Invitations

You can create a filter to organize Calendar invitations you receive. You can filter invitations that you receive and invitations that you send. You can set this filter to act on

1. Go to the **Preferences>Filters** page.

2. Click either **Incoming Message Filters** or **Outgoing Message Filters**.
3. Select **New Filter**.
4. In the **Filter Name** text box, enter a unique name for the filter.
5. To make the filter active, check the **Active** box in the upper right corner.
6. In the **Subject** drop-down menu, select **Calendar**.
7. Select an **invite is replied/not reply** or **invite is requested/not requested** condition from the drop-down menu.
8. (Optional) To add more conditions, click the **+** button and repeat the above steps. The order of the conditions does not matter.
9. Under **Perform the following actions** choose an action from the drop-down menu, such as moving an invitation to a specific folder.  
  
Depending on the action that you choose, you might need to browse to locate a folder or tag name.
10. (Optional) To add more actions, click the **+** button and repeat the above step. The actions are applied in the order in which they are listed.
11. The default is to stop looking for matching filters after the first match. If you want more than one filter to be applied to a message, uncheck **Do not process additional filters**.
12. Click **OK**.

## Viewing Filters

### Viewing Existing Filters

You can view the filters that you have defined and their status.

1. Go to the **Preferences>Filters** page.
2. To view information about a particular filter, double-click it.

### Viewing Filter Order

Active filters are applied in the order that they are listed. You can change the order.

1. Go to the **Preferences>Filters** page.
2. Use the Move Up and Move Down buttons to change the order.

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**Note:** *An email message is evaluated by each active filter unless you specify that a message is treated only by the first filter that it matches. Usually, you do not want other filters applied to a message once there is a*

*match because the message can undergo multiple, perhaps contradictory, actions.*

---

## Applying a Filter

You can apply a filter to email messages that you have already received. Using a filter is a quick way to organize email by moving messages into folders.

1. Go to the **Preferences>Filters** page.
2. Click **Run Filter**.
3. Select the folders to apply the filter.
4. Click **OK**.

## Editing a Filter

You can modify an existing filter.

1. Go to the **Preferences>Filters** page.
2. Select the filter that you want to change.
3. Click **Edit Filter**.
4. Change the conditions and actions as necessary using the drop-down menus.
5. Click **OK**.

## Making a Filter Active or Inactive

You can turn a filter on or off. If a filter is inactive, it is ignored. Making a filter inactive allows you to keep it for later use rather than deleting it.

1. Go to the **Preferences>Filters** page.
2. Click **Edit Filter**.
3. Uncheck the **Active** box in the upper right corner to turn the filter off.
4. Click **OK**.

## Filtering Using Wildcards

Wildcards can be used in comparisons that use the "Matches pattern" comparison operator. The two wildcard characters are \* and ?

### Asterisk (\*)

The asterisk \* is a placeholder for "zero or more characters of any type".

Example subject-line search string: banana\*float

With Matches: Subject lines such as "bananafloat", "bananas", "banana-leaf casserole float" but not "super-banana-float"

Example subject-line search string: w\*bandanna

With Matches: Subject lines such as "white bandanna" or "whose bandanna" but not "whose bandanna is this?"

### **Question mark (?)**

The question mark is a placeholder for "exactly one character".

Example subject-line search string: banana?boat

With Matches: Subject lines such as "bananasboat", "banana-boat", "banana!boat", or "banana boat"

### **Escape character is Slash: \**

There may be times that you will want to specify an exact match on a string that contains characters that normally are considered wildcards. For example, you might want to specify a match on a subject line where the main heading is surrounded on both sides by three asterisks, such as

\*\*\*MORE MONEY!!!\*\*\* or

\*\*\*FREE GIFT\*\*\*

To specify a wildcard as itself rather than a substitution for other characters, use the backslash \ immediately before the character. For example the comparison string "\\*\\*\\\*\\*\\\*" specifies a subject with three asterisks before and after any string in the middle (including spaces).



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## 5 Organizing Your Account

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ZWC provides several ways to organize items in your account. You can use these features, such as folders, tags, and flags, along with the Search feature to quickly locate and retrieve messages.

### Using Folders

Folders are used to organize your incoming and outgoing email messages. You can create your own folders, or use the system defined folders:

- **User-defined folders.** Folders you create to organize your email are displayed in the Folders list in the Overview pane. Top-level folder names cannot be the same as any other top-level folder in your email, calendar, or address book folders.
- **System folders.** System folders cannot be moved, renamed, or deleted. The following are system folders:
  - **Inbox.** New email arrives in the Inbox.
  - **Sent.** A copy of each message you send is saved in the Sent folder.
  - **Drafts.** Messages you have composed but have not sent are saved in the Drafts folder.
  - **Junk.** Most filtering of unsolicited automated email (also known as spam or junk mail) is handled by a spam filter before those email messages reach your Inbox. Email that might possibly be junk mail, but isn't certain to be junk, can be placed in your Junk folder.

You can review these messages and either move them or delete them. If you don't delete them, they will be purged after a period of time, as specified by your administrator

- **Trash.** Deleted items are placed in the Trash folder and remain there until you manually empty the trash or until the folder is purged automatically.

### Create a Folder

You can create a standalone user-defined folder or a folder inside another folder, including system folders.

You cannot create two folders with the same name within the same parent folder. For example, you cannot have two folders named **Shopping** inside your Inbox folder, but you can have one folder named **Shopping** inside your Inbox folder, and another folder with the same name inside the Sent folder.

1. Go to the **Mail>Folders** page and click the Folders **gear icon**.

2. Select **New Folder**.

3. Enter the new folder **Name** and select a folder **Color**.

Folder names can include any character except a colon (:), forward slash (/), and quotation mark (").

You have the option to select to subscribe to RSS/ATOM feed.

4. In the **Folders** tree, select the placement of the new folder.

- Click **Folders** to have the new folder displayed at the top of the list.
- Click an existing folder to place your new folder within that folder.

5. Click **OK**.

## Rename a Folder

You can rename user-defined folders but not system folders.

1. Go to the **Mail>Folders** page.

2. Right-click a folder and choose **Rename Folder**.

3. Enter the new folder name.

Folder names can include any character except a colon (:), forward slash (/), and quotation mark (").

4. Click **OK**.

## Delete a Folder

You can delete user-defined folders, but not system folders. When you delete a folder, the folder and its contents are moved to Trash. If you want to save some of the messages in a folder before you delete the folder, move the messages to another folder.

You can recover a folder and its contents from Trash by dragging and dropping the folder to another folder.

**Important:** When you delete a folder, a pop-up displays at the top of the pane indicating the folder is moved to Trash. Click **Undo** if you want to revert the deletion. This pop-up displays for a very short time, so click **Undo** immediately if you did not want to delete the folder, otherwise you'll have to manually recover the folder.

1. Go to the **Mail>Folders** page.



2. Right-click the folder you want to delete and select **Delete**.

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**Note:** *The Trash folder is purged on a regular basis, which is set by your administrator, so items in the Trash do not stay there forever.*

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## Using Tags

You can use tags to help classify and organize your email messages, conversations, calendar items, contacts, briefcase, or tasks. For example, you can have a tag for *Immediate Turnaround* and another for *Medium Priority*.

You can tag for tasks or a project tag to sort email, and you can search for all items with a particular tag. You can also apply multiple tags to an item.

### Create a Tag

1. In the Overview pane, click the **Tags** gear icon and select **New Tag**.

2. Enter the new **Tag name** and select a **Color** for the tag.

Tag names can include any character except a colon (:), forward slash (/), and quotation mark (").

3. Click **OK**.

The new tag is listed under **Tags**.

### Assign a Tag to an Item

After you create a tag, you can apply it to an item. You can assign more than one tag to an item to classify it under different categories. If an item has multiple tags, the tag icon is multicolored. Only tags that are not already applied to the item are listed.

1. In the Content pane, right click an item.
2. In the drop-down menu, select **Tag <topic>**. For example, the topic can be a "Conversation", which displays as **Tag Conversation**.
3. Click the tag to apply to the item. A tag icon displays next to the item.

### Remove a Tag

1. Right-click an item that is tagged.
2. In the drop-down menu, select **Tag <topic>**. For example, the topic can be a "Conversation", which displays as **Tag Conversation**.
3. Select **Remove Tag**. If the item has multiple tags, select the tag you want to remove or choose **All Tags** to remove all tags.

You can remove a tag from a message when you have the message open in a reading pane. The tag displays in the message header under **Tags**, and you can click the **X** on the tag to delete the tag.

### Display Messages with a Specific Tag

- ◆ To find tagged message quickly, click a tag in the Tag section of the Overview pane.

All messages with the selected tag are displayed in the Content pane.

### Search for Items by Tag

- ◆ To search for a specific tag, type the following into the **Search** field:  
**tag:<tagname>**. Displays all tags with this name.

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**Note:** *If the tag name is two words, you must use quotes around the tag name.*

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### Change a Tag Color

1. Go to **Overview pane>Tags** section.
2. Right-click the tag for which you want to change the color.
3. Select **Tag Color** and click a new color for the tag.  
All tags with the previous color are changed to the new color.

### Rename a Tag

1. Go to **Overview pane>Tags** section.
2. Right-click the tag you want to rename and select **Rename Tag**.
3. Enter the **New Tag Name**.
4. Click **OK**.

Tag names can include any character except a colon (:), forward slash (/), and quotation mark (").

5. Click **OK**.

### Delete a Tag

Deleting a tag removes the tag from any item that has the tag. The items themselves are not deleted.

1. Go to **Overview pane>Tags** section.
2. Right-click the tag you want to delete and select **Delete**.

3. Click **Yes** to confirm the deletion.

## Using Flags

The flag icon in the message list is a yes/no indicator that denotes whether the email message has been flagged. This can be used to indicate an action-needed item or to distinguish the message or conversation from other items of lesser importance.

### Flag a Message or Conversation

1. Place your cursor over the flag column for a message or conversation. The flag icon displays in a shadowed form.
2. Click once directly over the flag icon. The flag icon appears in its active form, which turns the flag red in color.

### Remove a Flag from a Message or Conversation

- ◆ Click an active flag icon to toggle the flag off. The flag is disabled and the flag color turns to a greyscale color.



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## 6 Using Address Books

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**Address Book** is where you can store contact details. Two types of address lists are supported in the Web Client:

- Your personal address books, which consists of contacts you maintain. By default a **Contacts**, **Distributions Lists**, and an **Emailed Contacts** address book are created in Address Book. You can create additional address books and share them with others.
- A **Global Address List (GAL)**, sometimes called Company Contacts, is available to users within your organization. The GAL may contain convenience features such as distribution lists to facilitate communicating with an entire department.

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**Note:** *You cannot edit GAL entries. You can, however, import an address once it appears in email you send or receive. You can add additional contact information when the name is in a list in your Address Book.*

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You can add contacts to any of your address books. Only a name is required to create a contact, or you can create detailed contact forms that include full name, multiple email addresses, work, home, and other addresses, phone numbers, and an image. You can also create group contact lists.

The **Emailed Contacts** address book is populated automatically when you send an email to a new address that is not in one of your other address books.

Your email administrator can set a maximum limit for the number of entries you can have in all your address books. When you reach this maximum, you cannot add any more contacts. You can delete contacts to free up space.

When you compose an email message, the auto-complete feature displays a list of names from your address books that match the text you are typing.

### Adding Contacts to an Address Book

#### Add a New Contact

1. Go to the **Address Book** page and select **New Contact**.
2. Enter the contact information and optionally upload a photo.

- A plus sign next to a text box indicates that you can add more than one entry. For instance, in the Phone text box, you can add mobile, home, work, and other phone numbers.
3. To add a custom text box, select **Other** from the drop-down menu for the text box and enter the information.
  4. Select how and where you want to save the contact in the upper right of the screen.
    - For **File as**, select how to file the name. The default is by last name, first name.
    - For **Location**, select which address book to save the contact.
  5. Click **Save**.

### Add a New Contact from an Existing Email Message

You can add email addresses to an address book directly from the **Sent By**, **To**, **Cc**, and **Bcc** fields.

1. In an email message, right-click the name to add and choose **Add to Contacts**.

A new contact form opens pre populated with the information available from the email header.
2. Add additional information and check the pre populated fields for accuracy.
3. Choose how and where you want to save the contact.
  - For **File as**, select how to file the name. The default is by last name, first name.
  - For **Location**, select which address book to save the contact.
4. Click **Save**.

### Automatically Add Contacts to Emailed Contacts List

You can automatically save the addresses that you send email to in your Emailed Contacts list. Any time you respond to, or compose a message that includes an address that is not in your address books, it is added to your Emailed Contacts list. If you are using the autocomplete feature, maintaining an Emailed Contacts list helps you quickly find addresses that you have emailed to in the past.

1. Go to the **Preferences>Address Book** page.
2. Under **Options>Settings**, select **Add new contacts to “Emailed Contacts”**.

## Viewing Contacts in Your Address Books

- Go to the **Address Book** page and select the address book you want to view.

The content pane updates with the address book content.

### Check if an Email Address is in Your Address Book

- Hover your mouse over an email address. The information associated with the name displays.
  - If the name is already in one of your address books, the contact information displays.
  - If the name is not in one of your address books, only the email address displays.

## Creating a Contact Group

You can combine multiple email addresses into a **Contact Group** when you want to send the same message to everyone. The Contact Group is assigned a name, called an email alias. When you email a group contact name, everyone whose address is included in the contact group list is added to the address field.

1. Go to the **Address Book** page and select **Actions>Contact Group>New Contact Group**.
2. Enter a name for the group.
3. Click **OK**.

Add members and email addresses to your contact group using the **Edit Group** feature.

## Adding Members to a Contact Group List

1. Go to the **Address Book** page and select the contact group to add members.
2. Right-click the contact group and select **Edit Group**.
3. To find a new group member, type a name into the **Find** text box.
4. In the **in** drop-down menu, select the address book you want to search. Names that match your entry are listed in the box below.
5. Select the names to enter and click **Add** or **Add All**. The names are added to the **Members** list.

If the address you are looking for is not in the list, you can type the email address in the **Or enter addresses below** text box. Separate addresses with either a comma (,) or semicolon (;), or pressing **Return**.

6. Click **Save**.

## Moving a Contact to Another Address Book

You can move contacts from one address book to another.

1. Go to the **Address Book** page and select the address book from which you want to move a contact.
2. Right-click a contact and select **Move**.
3. Select the new destination address book.
4. Click **OK**.

## Editing Contact Information

1. Go to the **Address Book** page and select the address book that you want to edit.
2. Right-click the contact you want to edit and click **Edit Contact**.
3. Make changes to the contact.
4. Click **Save**.

## Forwarding Contact Information

You can forward contacts in your address book as electronic business cards, called vCards.

1. Go to the **Address Book** page and select the address book that contains the contact you want to forward.
2. Right-click the contact and select **Forward Contact**.  
A compose pane opens with the .vcf file attached.
3. Complete the message and click **Send**.  
Upon receipt, the recipient can download the .vcf directly to their contact list.

## Printing a Contact Name or Address Book

You can print a complete address book or just print the information for one contact.

1. Go to the **Address Book** page and select an address book or contact to print.



2. Click the **Print** icon and select **Print selected contact(s)** or **Print Address Book**.

## Deleting Contacts

Any contact lists you create can be deleted. When contact names are deleted, they no longer appear in your address book and information is not available from the name tool tips for the address auto-completion or from the address search dialog in the email compose window.

Contacts can be deleted in one of three ways:

- From an address book, select the contact to be removed, and click **Delete** on the toolbar.
- Drag the contact name to the **Trash** folder.
- Right-click on the contact and select **Delete**.

## Importing an Address Book

You can import contact lists and address books that are saved in a comma-separated (.csv) file. After the contacts are imported, they are alphabetized by last name in your address book.

1. Go to **Preference>Import/Export** page.
2. In the **Import>File** text box, **Browse** and locate the .csv file to import.
3. Select the **Type** of contact list you are importing. You can select to auto-detect the contact list, or select from the contact lists in the drop-down menu.
4. Select the **Destination** address book to import the contacts or create a new address book.

If creating a new address book, click **New** and enter a name, color and location for the new folder.

5. Click **OK**.
6. Click **Import**.

Depending on the size of the .csv file, the import might take a few minutes. When the import is complete, the **Status Box** shows the number of contacts successfully imported.

## Exporting an Address Book

You can export your address books to a comma-separated (.csv) file.

1. Go to **Preference>Import/Export** page.

2. In the **Export>Type** section, select what you want to export.

Option	Description
<b>Accounts</b>	All account data can be exported to a "Tar-GZipped" (.tgz) format, which can be imported back into the system. You have the option to select Advanced settings.
<b>Calendar</b>	You can export your appointments in the standard iCalendar (.ics) format, then import them into another calendar program.
<b>Contacts</b>	You can export your contacts in the standard "Comma-Separated Values" (.csv) format, then import them into another contact manager program.

3. Select the **Source** folder of the contacts to export.
4. Click **OK**.
5. Click **Export**.

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# 7 Working with Calendars

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You can use the Zimbra Calendar to track and schedule appointments, meetings, and events. You can maintain several calendars and move events from one calendar to another. You can also share your calendars with others.

To open Calendar, click the **Calendar** tab. The Work Week is the default view. Your working days and times are in white. Your nonworking time is in gray.

## Set Your Default Calendar View

The Work Week view is displayed by default. You can change the view that displays when you open your calendar,

1. Go to the **Preferences>Calendar** page.
2. Select the view from the **Default View** drop-down menu.

Option	Description
<b>Day View</b>	Displays activities for the day.
<b>Work Week View</b>	Displays Monday through Friday activities.
<b>7 Day Week View</b>	Displays seven days of activities. You can select which day is the first day of your week in <b>Start Week on</b> drop-down menu.
<b>Month View</b>	Displays activities for a month. When you view a monthly calendar, you can double-click on a date and a fish-eye view of the day's appointments displayed by the hour is displayed.
<b>List View</b>	Displays a list of appointments within a specified date range for calendars selected in the Overview pane.

3. Click **Save**.

## Create a Calendar

One calendar is created for you. You can create additional calendars to keep track of different type of functions. For example, you can create one calendar for work, one for personal appointments, and one for company activities.

1. Click the **Calendar** tab.
2. On the toolbar, select **New>Calendar**.
3. In the **Name** text box, type the name of the calendar.
4. Select a color for displaying the Calendar's activities.
5. To prevent others from seeing your calendar when scheduling appointments, select **Exclude this calendar when reporting free/busy times**.
6. To synchronize this calendar with a remote calendar, select **Synchronize appointments from remote calendar**. Enter the URL for the remote iCal file.
7. Click **OK**. The new calendar displays in the Calendar list.

## Organize your Calendars into Groups

If you manage multiple calendars, you can group the calendars in a hierarchical display. For example, you could group all shared Calendars under a Calendar folder you call Shared. You can also move the calendar

- ◆ In the Calendar Overview pane, select a calendar and drag it to the calendar to be nested under.
- ◆ Alternately, right-click the calendar to move and select **Move**. In the **Choose Folder** dialog box select the calendar to move under.

## Add Color to a Calendar

You can color-code calendars so that activities for that calendar always display in the selected color, which is helpful when you are looking at activities from multiple calendars in one view. You can use a color more than once.

1. Right-click on the calendar and select **Edit Properties**.
2. Select a color from the drop-down menu.

## View Multiple Calendars

Meetings display in the selected Calendar view in the calendar color selected. If meetings are scheduled that are not in the current time view, an arrow displays on the calendar's page indicating that there are meetings scheduled that are not in the current view.

1. In the Calendar list in the Overview pane, check the boxes for the calendars you want to view.

2. Select the view.

Day view shows the calendars side-by-side. The calendar name is at the bottom of the page.

The Work Week, Week, and Month views show appointments on the calendar by the color associated with the calendar.

### Viewing Calendar Activities in a List

The List view gives lets you view details that are not available in the other Calendar views. You can change how the information is presented.

When using the List view you can

- Show appointments in a specific date range. Set the **from-through** dates in the Show appointments text boxes.
- Click the **Calendar** column header to arrange the appointment by individual calendars.
- Click the Status column header to see appointment by your status
- Click the Subject column header to see an alphabetic view of the Subjects.
- Select multiple appointment check boxes to act upon more than one message at a time. Right-click and select the action to perform.

### Displaying All Day Appointments in Your Work Week View

All day events are displayed in the first row of the calendar with no time specified. You can hide all day events in your calendar.

- ◆ In Work Week View, click on the thick line in the first row. The first row is hidden.

Viewing all day appointments can be toggled back on off.

- ◆ Click on the thick line below the header row to display the appointments.

## Display Your Free/Busy Information

The free/busy feature allows others to see meeting times scheduled on your calendars. The free/busy feature is on by default, but you can turn it off or limit who can see the information.

1. Go to the **Preferences>Calendar** page.
2. Scroll to the **Permissions** section, select the **Free/Busy** option that you want to set for this calendar.  
  
If you select **Allow only the following internal users to see my free/busy information**, in the text field enter the email address of the internal users.
3. (Optional) In the **Invites** section, specify who can invite you to meetings.

If you select **Allow only the following internal users** to see my free/busy information, in the text field, enter their internal user names or full email address.

4. If you limit who can invite you to meetings, you might want to select **Send to send an auto-reply to users who are denied from inviting me**.
5. Click **Save**.

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**Note:** *These settings do not affect calendars that you have configured to not display free/busy information.*

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## Send your free/busy status to others

You can email a link of your free/busy status that shows appointments in your personal and shared calendars.

1. Click the Calendars tab.
2. In the Calendar Overview pane, click the gear icon.
3. Click **Send Free & Busy Link As** and select to send the information as either **HTML**, **ICS**, or an **ICS Event**.
4. In the **Compose Email** page that opens complete the address and subject line. The calendar link is in the text area. Add more information if you want.
5. Click **Send** to send the email to the users.

The recipients can click the link to view your schedule. Your calendar updates itself for the recipients when you add new events to your calendars.

## Other Calendar Preferences to Configure

You can set different preferences to manage how you work within Calendar.

### Setting Up Your Calendar as a Private Calendar

The default that all incoming calendar invites are marked as public, unless the appointment creator marks the meeting notification as private. When Private is set, all incoming calendar invites are marked as private. Details about events that are marked private do not display.

1. Go to the **Preferences>Calendar** page.
2. In the **Default appointment visibility** drop down menu select Private.
3. Click **Save**.

A small lock icon appears next to the message on your calendar to show that it is a private appointment. Calendars that you share with others show the appointment on your calendar but do not show any details.

### **Automatically add received appointments to calendar.**

Email invitations sent to your Inbox can be automatically added to your calendar. You can accept or decline the invite from either the Inbox or Calendar.

When this option is not checked, the appointment is added to your calendar when you click Accept or Tentative in the message.

1. Go to the **Preferences>Calendar** page.
2. In the **General** section select **Automatically add received appointments to calendar**.
3. Click **Save**.

### **Import Your iCal Calendar**

You can import iCalendars that are saved in the .ics format. iCalendars are the standard for calendar data exchange over the Internet, and .ics is the standard format for iCalendar information.

1. Go to the **Preferences>Import/Export** page.
2. Browse to the .ics file on your computer.
3. Select the folder for the file or create a new folder.
4. Click **Import**.

Depending on the size of the .ics file, the import might take a few minutes.

### **Export Your iCal Calendar**

You can export calendars in the .ics format.

1. Go to the **Preferences>Import/Export** page.
2. In **Export**, select **Calendar** as the type. You export your appointments in the standard .ics format.  
  
To import them to another calendar program, see the documentation in the other program for help importing the file.
3. In **Source**, select the calendar to export.
4. Click **Export** . Select **Save to Disk** and click **OK**.
5. Select where to save the file and enter a file name.
6. Click **Save**.

## Adding an iCalendar From an Email Message

When you receive an email message containing a link to an .ics file, you can add the calendar to your Calendar list in the Overview pane.

1. In the message, right-click the .ics calendar link.
2. Select **Create New Calendar**.
3. Enter the calendar name and select the color for the calendar.
4. If you do not want this calendar included in reporting your free/busy times, select **Exclude this calendar when reporting free/busy times**.
5. Click **OK**.

## Adding External Calendars

You can add your external Google or Yahoo CalDAV calendars and your iCal calendars subscriptions to your Calendars list. Changes to your external calendar are synced to the CalDAV calendar you added.

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**Note:** *Only CalDAV calendars that have SSL enabled and use port 443 can be able to sync calendar events to your account.*

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1. In the Calendar Overview pane, click the gear icon and select **Add External Calendar**.
2. Select the calendar type to add and click **Next**.
3. Select the type of calendar to add, either **CalDAV account** or an **iCal Subscription**.
4. Enter your email address and password for this account.
5. Click **Next**.
6. In the **Name** text box, type the name for this calendar and select a color.
7. If you want to exclude this calendar from reporting your free/busy time, select **Exclude this calendar when reporting free/busy times**.
8. Click **OK**.

The calendar is added and meetings on the external calendar are synced to the calendar you added.

## Print a Calendar

You can print your calendars in any of the calendar views. You can select a single calendars or multiple calendars to be included in the printed view.

1. Click the print icon on the Calendar toolbar.



2. In the **Print calendar** dialog box select how the printed copy should be printed.
  - Select which calendars to print.
  - Set the date or date range.
  - Select the which view to print.
  - Set the options based on the view to print.
3. Click **Print**. A preview of the view that will be printed is displayed.
4. If the view is correct, click **OK**.

## Delete a Calendar

You can delete any calendar in your Calendars list, except your default calendar. When you delete a calendar, the meetings created from this calendar are not deleted from the calendars of the invited attendees.

Before you delete a calendar, you should cancel any invitations that you have sent out.

1. In the Calendars Overview pane, right-click on the calendar to be deleted.
2. Click **Delete**. The calendar is moved to the Trash folder.



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## 8 Scheduling Appointments, Meetings, and Events

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You can create single or recurring appointments, meetings and events. While creating an appointment you can see if attendees are free before inviting them, reserve a room and equipment and write a message that is sent with the invite.

### Creating an Appointment Quickly

The QuickAdd option makes it easy to quickly create an appointment for yourself.

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**Note:** *The QuickAdd feature is an option. If you would prefer to always open the Appointment page when you double-click or drag on the calendar, disable this feature from your Calendar Preferences.*

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1. Right-click on either the mini-calendar or the start time in one of your calendar views. You can select to create a **New Appointment** or a **New All Day Appointment**.
2. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
3. In the **Location** text box enter where the meeting is. If the location is in the company directory, when you start to type, locations that match are listed. You can also click **Suggest a location** to see a list of available locations in your company.
4. In the **Display** drop down menu, select the Free/Busy option for this appointment.
5. If this appointment should be added to a calendar other than the default Calendar, select the calendar.
6. In the **Mark As** drop down select where the appointment is private or public. Details about events that are marked private do not display in a grantee's shared calendar. Only the start and end time, duration, recurrence information, and the organizer's identity are shown in the shared calendar.

7. Define the start and end day and time. If the appointment is recurring, in **Repeat**, select the how often this appointment should be scheduled.
8. (Optional) If you want to add other attendees, schedule a resource, or add notes to the appointment, click **More Details**.
9. Click **OK**.

### Quick Appointments from the Mini Calendar

- ◆ Right click on the mini-calendar and select **New Appointment** or **New All Day Appointment**. The QuickAdd Appointment dialog box opens.

### Configure Your Default Meeting Duration

If most of the meetings you schedule are for the same period of time, you can set this in your preferences. When you set the start time, the end time is automatically set based on the setting.

- ◆ Go to **Preferences>Calendar** and in the **Default appointment duration** drop-down menu select the number of minutes your meetings usually run.

## Creating a Meeting from the Appointment Page

You can create an appointment from the Calendar tab.

1. On the Calendar header, click **New Appointment**.
2. If the **From** field displays above the Subject line, you created more than one persona for your account. Select the identity to use when creating this appointment.
3. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
4. Define the start and end day and time. If the appointment is recurring, in **Repeat**, select the how often this appointment should be scheduled.  
Select **All day event** to make this appointment all day.
5. In the Attendees text box, type the email addresses, separating addresses by a semicolon (;). As you enter names, the Scheduler opens and the attendees free/busy information is displayed.
  - a. To help you find a time when all attendees are available, click **Suggest Time**. A calendar displays with the availability. As you enter attendee names, the scheduling tool begins to suggest times that all the attendees are available.

**Note:** If an attendee has set a preference to allow only certain users to see free/busy information and you are excluded from the list, you cannot view the free/busy schedule.

- b. If some attendees are not required to be at the meeting, but you want to invite them, select **Show Optional** and type email address in the field. You can also do this in the Scheduler. Click the icon next to the name and select **Optional Attendee**. When the invite is sent, their names are listed as optional.
6. In the **Location** text box enter where the meeting is. If the location is in the company directory, when you start to type, locations that match are listed. You can also click **Suggest a location** to see a list of available locations in your company
7. Click **Show Equipment** if you want to reserve equipment resources that have been identified in your company's directory.
8. In the **Display**, select the Free/Busy option for this appointment, which calendar the appointment should be added to, and whether this appointment should be marked as Private.
9. In the **Reminder** drop-down menu, set an alarm notification to remind invitees of the appointment.

If you have configured an email address or SMS alert in your **Preferences>Notification** page, check the appropriate box, **Email** or **SMS**. If you have not configured a notification, click **Configure** to go to the Notification Preferences page to set this up.
10. In the text box below Scheduler, type an email message that is included in the appointment invitation. To add attachments, click the paperclip icon on the toolbar.
11. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
12. If you do not want to send the invite out at this time, click **Save**. Otherwise click **Send**.

### Send Invites to Attendees in Different Time Zones

If the time zone is displayed in the appointment page, it reflects the time zone that you are in. You usually do not need to change this. When you schedule meetings with attendees in different time zones, the invitation is sent reflecting the meeting time in their time zone. For example, if you create a meeting with attendees in California and New York, the invitation displays Pacific time for attendees in California and Eastern time (three hours later) for attendees in New York.

## Using the Scheduling Tool to Set Location Preferences

If you always want to reserve rooms that are in a specific location, you can use the Suggested Location tool in the Calendar application to suggest the availability of those rooms when you create an appointment.

1. In the **New Appointment** page, click **Suggest a location**.
2. In the pane that opens, click the gear icon.
3. In the **Suggestion Preferences** dialog box, Location Preferences section enter the information about the location. You can enter just the name of the location, or you can be more specific.
4. Click **OK**.

The column on the right displays locations that meet your requirements. Room locations are displayed if they have been configured in the company directory.

Once you set this up for an appointment, this information is saved and available when you make other appointments.

## Using the Scheduling Tool to Find Attendee Availability

When you schedule meetings, you can check to see when attendees are busy or free so you can find a good time for all attendees to meet. As you add attendees to the Attendees field, a suggestion panel in the Overview pane shows availability in 30 minute time slots for the attendees.

The default time preference is to suggest time within your working hours and within the attendee's working hours.

- Only include my working hours. This is the work week and hours you set in your Calendar preferences.
- Only include other attendee's working hours. When searching for a location it takes into consideration everyone's working hours.
- Calculate availability using this number of instances

You can change this.

1. In the **New Appointment** page, click **Suggest a time**.
2. In the **Suggest Times** pane that opens, click the gear icon.
3. Uncheck the boxes you do not want used to calculate attendee availability.
4. Click **OK**.

### View Availability in the Mini-Calendar

The mini-calendar suggests attendee availability by color code.

- Green in the calendar are the days that all attendees and at least one location is available.
- Orange means that not everyone can attend but more than half can, and at least one location is available. You can hover the cursor over the date to see the names of up to 10 people who are not available

- Red means more than half of the attendees cannot attend the meeting on those days.

## Scheduling Equipment

When you set up a meeting and schedule equipment for use in the meeting, you select the equipment and “invite” it to the meeting. The equipment resource account receives the invite and if it is free, accepts the meeting.

Administrators set up equipment accounts and configure the equipment’s scheduling policy. A meeting can be declined if the equipment already has a meeting scheduled for that time. In some cases, the equipment scheduling policy is set up to allow the equipment to accept dates in recurring meetings even if there are conflicts. You receive an email showing which dates conflict.

## Scheduling an All-Day Appointment

You can use the calendar to schedule an all day appointment, which is called an event.

1. On the Calendar header, click **New Appointment**.
2. If the **From** field displays above the Subject line, you created more than one persona for your account. Select the identity to use when creating this appointment.
3. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
4. Select **All day** and select the start and stop date.
5. In the Attendees text box, type the email addresses, separating addresses by a semicolon (;). As you enter names, the Scheduler opens and the attendees free/busy information is displayed.
  - a. To help you find a time when all attendees are available, click **Suggest Time**. A calendar displays with the availability. As you enter attendee names, the scheduling tool begins to suggest times that all the attendees are available.

**Note:** If an attendee has set a preference to allow only certain users to see free/busy information and you are excluded from the list, you cannot view the free/busy schedule.
  - b. If some attendees are not required to be at the meeting, but you want to invite them, select **Show Optional** and type email address in the field. You can also do this in the Scheduler. Click the icon next to the name and select **Optional Attendee**. When the invite is sent, their names are listed as optional.

6. In the **Location** text box enter where the meeting is. If the location is in the company directory, when you start to type, locations that match are listed. You can also click **Suggest a location** to see a list of available locations in your company
7. In the **Display**, select the Free/Busy option for this appointment, which calendar the appointment should be added to, and whether this appointment should be marked as Private.
8. **Reminder.** Set an alarm notification to remind invitees of the appointment.  
If you have configured an email address or SMS alert in your **Preferences>Notification** page, check the appropriate box, **Email** or **SMS**. If you have not configured a notification, click **Configure** to go to the Notification Preferences page to set this up.
9. In the text box below Scheduler, type an email message that is included in the appointment invitation. To add attachments, click the paperclip icon on the toolbar.
10. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
11. If you do not want to send the invite out at this time, click **Save**. Otherwise click **Send**.

### Move All Day Events to a New Day

- ◆ To change the date for an all day event, in the Calendar view select the event and drag it to the new date.

## Creating an Appointment from an Existing Appointment

You can create appointment similar to an existing appointment and the existing attendees, location, notes and recurrent pattern can be quickly set up for new dates and times. You can also modify any of the information before sending the invite.

1. Right-click on the appointment to copy and select **Create a Copy**. The appointment compose page opens with all the information of the copied meeting added to the appointment page.
2. To create an appointment exactly as the one you copied, but on another date, you only need to change the start and end date.
3. Make any other changes to attendees, location, text, etc.
4. Click **Send** and a invite is sent to attendees and the appointment is added to your calendar.



## Scheduling an Appointment Within an Email Message

Within an email message, certain text is interpreted as a date and triggers the ability to right-click to create an appointment. Text such as "today", "tomorrow", a day of the week (i.e. "Thursday"), or an exact date are highlighted in messages.

1. Hover the mouse over this type of text to see if you have an appointment scheduled.
2. Click on the highlighted text to open your calendar.
3. Create the appointment.

## Using Email Messages to Set Up Meetings

You can quickly create a meeting request by dragging and dropping a message, conversation to a date on the mini-calendar. When you drag and drop a message or conversation, the information in the message is used to populate many of the fields on the Appointment page.

1. Click a specific message or conversation and drag it to a date on the mini-calendar.
2. The Add Attendees dialog opens The appointment page opens with many of the fields populated from information in the message.
  - The Subject of the appointment is the subject of the message.
  - The attendees are all the email addresses in the To: and Cc: fields of the message, or the most recent message in conversations. When you drag a contact from your contacts lists the mini-calendar, the contact's first email address is added to the attendee field.
  - The text of the message becomes the text of the invitation. Message attachments are not attached to the appointment request.
3. In the appointment page, review the meeting request details and make any necessary changes.
4. Set the time for the meeting, and, if this meeting recurs, set any recurrence.
5. Click **Send**.

### Create a Meeting Request From a Contact

1. Click on a name from your Address Book contact list and drag the name to a date on the mini-calendar. The appointment page opens with the contact name in the Attendees field.
2. Enter the subject, location, time, and other attendees. if this meeting recurs, set any recurrence.

3. Click **OK** to send the invitation.

## Changing an Appointment or Meeting

You can change meeting or appointment information. If you created a recurring meeting, you can change one occurrence or the series of meetings.

You can select to send or not send an email to attendees to update the meeting details.

1. Double-click on the meeting that you want to change.  
If the meeting is recurring, the **Open Recurring Item** dialog opens. You can change either a single instance of a recurring meeting or the entire series.
2. Click **OK** to open the **Appointment** page.
3. Change any information necessary.
4. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
5. Click **Send** to send the revised meeting details to the attendees.

## Resend an Meeting Invitation

As the organizer of a meeting you can resend a meeting invitation.

- ◆ In Calendar view, right-click a meeting that you organized and select **Re-invite Attendees**. The invitation is immediately re-sent to all attendees.

## Cancelling a Meeting

If you created a meeting, you can cancel it. If you created a recurring meeting, you can delete one occurrence or the entire series. An email is sent to attendees to inform them of the cancelled meeting. Deleting a meeting is permanent; you cannot undo the deletion.

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**Note:** *Only the originator of an appointment can cancel the appointment. Attendees can remove the appointment from their own calendars, but they cannot cancel the entire appointment.*

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1. In the calendar view, right-click the meeting and select **Cancel**. A confirmation box appears.
2. Click **Edit Message** to edit the email sent to attendees. Click **Send** to send the cancellation message.  
  
The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars.

### Delete One Meeting in a Series

1. Right-click on the appointment and select **Instance**.
2. Select **Delete Instance**.
3. When deleting an instance, click **Edit Message** to edit the email sent to attendees. Click **Send** to send the cancellation message.

The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars.

### Delete All Meetings in a Series

1. Right-click on the appointment and select **Series**.
2. Select **Delete Series**.
3. Select either to delete all occurrences of the meeting from your calendar (both past dates and future dates) or to delete all references from this date and future dates. Click **Yes**.
4. Click **Edit Message** to edit the email sent to attendees. Click **Send** to send the cancellation message.

The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars. You cannot undo a delete.

## Receiving a “Permission Denied” Message

If you send out an invitation to a meeting and you receive an email message that says “You do not have permission to invite this users to a meeting” from an attendee, the attendee has set up their Calendar permissions preferences to limit who can invite them to a meetings.

## Printing an Appointment or Meeting

You can print the appointment details.

1. Open the appointment.
2. Click the **Print** icon on the toolbar.
3. Click **OK**.

## Responding to a Meeting Invitation

Invitations to meetings are delivered to your Inbox, and if you have the Calendar preferences **Automatically add received appointments to calendar** enabled, the meeting is also added to your default Calendar and marked New.

You can respond to the invitation either from the Inbox or from the Calendar pane.

1. Open the message that contains the meeting request in either Inbox or right-click the appointment in the Calendar.
2. Select whether you want to accept or decline the meeting. If you want to propose a new time, the meeting organizer receives an email with the suggested time.

A reply is automatically sent to the meeting organizer.

After you respond to the meeting invitation, the invitation is moved to the Trash, and **New** is removed from the calendar notice.

Declined appointments display on your calendar in a faded view, as a reminder of the meetings you declined. You can delete the declined meetings any time.

### Hide Declined Meetings in Your Calendar

When you decline a meeting, the meeting continue to display on your calendar in a faded view. You can set your preferences so that meetings you decline do not display in your calendar.

1. Go the the **Preferences>Calendar** page and deselect **Show declined meetings**.
2. Click **Save**.

### Forward a Meeting Invite

You can forward invite emails you receive.

1. In Calendar view, select the appointment to forward
2. In the Actions drop-down menu, click Forward Instance.
3. In the email that opens, enter the forwarding addresses, add any comments to the Compose text area and click Send.

### Show reminders

You can set up meeting reminders. The default is five minutes. You can also choose to **Play a sound** with the reminder. If your computer volume is set to mute, you will not hear a sound. Select **Flash the browser title** if you are working in a different browser tab or browser window and choose to have the browser title flash to remind you.

1. Go to the **Preferences>Calendar** page.
2. In the **General>Show Reminders** section, set how many minutes before meetings to send you a reminder. This is the default and you can change it for individual meetings.

3. Select how you want to be notified about an upcoming meeting. Select any of these options.

Option	Description
<b>Play a sound</b>	You are notified by a beep. If you have your volume set to mute, you do not hear a sound. For this to work, you must have either QuickTime or Windows MediaCenter installed.
<b>Highlight the Mail tab</b>	The Mail tab is highlighted if you are not working in the Mail tab at the time.
<b>Show a popup notification</b>	Information about the message displays. You must have Yahoo!BrowserPlus installed. To get a copy, go to <a href="http://browserplus.yahoo.com/">http://browserplus.yahoo.com/</a>

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## 9 Using Task Lists

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The **Tasks** feature lets you create to-do lists and manage tasks through completion. You can add tasks to the default task list, and you can create other task lists to organize your to-do lists by more specific activities, such as by work or personal projects.

### Creating a Task List

When you create a new task, you select a Task folder, also referred to as Task list, for which to track the task. By default, the **Tasks** list gives you a list view of all your tasks in the Tasks folder. You can create different task lists, in addition to the default Task list, and configure the lists to synchronize with the tasks from a remote iCal To Do list.

1. Go to the **Tasks** page.
2. In the Overview pane, click the Tasks **gear icon** and select **New Task List**.
3. Enter a **Name** and select a **Color** for the new task list.
4. To **Synchronize tasks from a remote service**, select the check box and enter the URL.
5. Click **OK**. The task list is displayed in the task list.

### Creating a Task

Create a new task by entering the task name in your tasks list, or you can open a new task page and add detailed information about the task and include notes and attachments.

#### Add a Task Quickly

1. Go to the **Tasks** page and in the Overview pane select the task list to which you want to add a task.
2. In the **Click here to add a new task** text box in the Content pane, enter the new task name.
3. Press **Enter**. This adds the task subject to your task list, but it does not give any details. To add details, edit the task.

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**Note:** *If you created a task in the wrong list, open the task and select the correct list from the Task Lists drop-down, or you can drag and drop the task on the Content pane to the correct list*

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## Create a Detailed Task

You can use your task lists to create and track the progress of a task. In addition, you can write notes and attach files for easy access from within the task. Having all of the relevant information with your task is useful when you share your task list with others.

You can estimate the length of the project by entering the start date and the due date and set the priority. When you start the task you can select the status such as *Not Started* or *In Progress*, and select the percentage complete.

1. Go to the **Task** page and select **New Task**.
2. In the **Details** area, enter the task information. Only **Subject** is required to give the task a name.

Option	Description
<b>Subject</b>	(Required) Enter a brief description of the task. The text added becomes the description in the task list.
<b>Location</b>	Enter where the task occurs.
<b>Priority</b>	Select the priority for this task.
<b>Task List</b>	Select the task list where you want this task displayed.

3. In the **Progress** area, enter the information to track the progress of the task. This information is not required for your task.

Option	Description
<b>Status</b>	Select the status for this task. You can reopen this task and change the status at any time.
<b>Percentage</b>	Select a percentage to go with the status of the task. You can reopen this task and change the percentage at any time.
<b>Start Date</b>	Define the start date for the task.
<b>Due Date</b>	Define the due date for the task.



Option	Description
<b>Reminder</b>	<p>Set a reminder date and time.</p> <ul style="list-style-type: none"> <li>If you have configured an email address or SMS alert in your <b>Preferences&gt;Notification</b> page, check the appropriate box for the reminder.</li> <li>If you have not configured a notification, click <b>Configure</b> to go to the <b>Preferences&gt;Notification</b> page to set this up.</li> </ul>
<b>Add attachments</b>	Click <b>Add Attachments</b> on the tool bar to add any notes in the text field and to add attachments.

- Click **Save**.

## Viewing Tasks in the Reading Pane

You can enable a Reading pane to view the content of a task without opening the task. The Reading pane can display at the bottom of the Content pane, on the right of the Content pane, or you can turn it off so there is not reading pane.

- Go to the **Tasks** page.
- Click **View** on the Task toolbar to select how to display the Reading pane.

Option	Description
<b>Reading Pane At The Bottom</b>	The task list view displays at the bottom of the pane.
<b>Reading Pane On the Right</b>	The task list view does not show the status of a task, and the percentage completed is shown as a progress bar.
<b>Reading Pane Off</b>	The reading pane does not display

## Changing a Task

As you progress on a task, you might want to add information, change the status and percentage completed, or mark the task complete.

### Update a Task

- Go to the **Tasks** page and select the task that you want to edit.
- Click **Edit** and make the changes to the task information.
- Click **Save**.

## Mark a Task Complete

1. Go to the **Tasks** page and select one or more tasks that you want to mark as complete.
2. In the Task page header, select **Mark as Completed**.

The task information remains in your task folder until you delete the task.

## Moving a Task to Another List

1. Right-click a task and select **Move**.
2. Select the destination list to where you want to move the task.
  - Enter the task list name, or use the keyboard arrows to navigate to the destination list.
  - Click **New** to create a new task list.
3. Click **OK**.

## Sorting Tasks within a Task List

You can sort a task list to quickly see tasks by status.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list you want to sort.
3. In the header of the Content pane, right-click the **Sorted by** drop-down menu.
4. Click how you want to sort the task list.

## Filter Tasks by Status

You can filter tasks in your task list to quickly see tasks by status.

- ◆ In **Filter by** drop-down menu on the **Task** toolbar, select which type of tasks you want to view.

Option	Description
<b>Not started</b>	Shows tasks that are not started.
<b>Completed</b>	Shows tasks that are complete.
<b>In Progress</b>	Shows tasks that are in progress.
<b>Waiting for someone else</b>	Shows tasks that are waiting for someone else.
<b>Deferred</b>	Shows tasks that are deferred.
<b>All</b>	Shows all tasks, no matter the status.

Option	Description
<b>To-Do List</b>	Shows tasks with the status of In Progress, Not Started or, if the task is overdue, Waiting for someone else.

## Deleting a Task or Task List

### Delete a Task

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list that contains the tasks you want to delete.
3. In the Content pane, select the task(s) to delete. You can select multiple tasks by selecting the check box next to the task.
4. Click **Delete** in the toolbar.

You can immediately undo this action by clicking the **Undo** link that appears at the top of the page. The task is moved back to its original location.

### Delete a Task List

When deleting a task list, you can only delete task lists that you have created.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list you want to delete.
3. In the drop-down menu, select **Delete**.

You can immediately undo this action by clicking the **Undo** link that appears at the top of the page. The task list is moved back to its original location.

## Printing a Task or Task List

You can print all the tasks in your list or you can select specific tasks to print.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task or task list that you want to print. To select multiple tasks, use the check boxes next to the task.
3. In the Content pane, select the task list or tasks to print.
4. On the Task toolbar, click **Print** and select whether to **Print selected task(s)** or to **Print Task Folder**.
5. In the Print dialog, click **OK**.

## Importing a Task Lists

You can import task lists that are saved to a .tgz file.

1. Go to **Preferences>Import/Export**.
2. In **Import>File**, click **Browse** to locate the task list tgz file to import.
3. For the **Destination**, click **All folders** and select the task list that the tasks will be imported into or create a new task list.
4. Click **Import**.

Depending on the size of the .tgz file, the import might take a few minutes.

## Exporting a Task List

Your task list is exported and saved in a .tgz file format.

1. Go to **Preferences>Import/Export**.
2. In **Export>Type**, select **Accounts**, **Calendar** or **Contacts** as the type of data you want to export.
3. Select the **Source** and check the **Advanced Settings** box
4. Remove the check box from all applications except **Tasks**.
5. Click **Export**.
6. Check **Save to disk**.
7. Click **OK**.

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# 10 Working in Briefcase

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Briefcase can be used to share and manage documents that you create in Briefcase or documents and images that you upload to your Briefcase folders. Use Briefcase to save files in your ZWC account so that you can access these files whenever you log in to your account from any computer.

You can share your briefcases folders with others who can view and edit the files in the shared Briefcase.

You can create multiple briefcase folders and then upload any type of file from your computer or your computer network, save attachments sent with your email messages, and create new documents.

Files in Briefcase are copies of the original file, whether the file is on your computer or an attachment to your email. Changes you make to files in your briefcase do not change the original file.

## Creating Briefcase Folders

1. Go to **Briefcase>Folders**.
2. Click the **gear icon** and select **New Briefcase**.
3. Enter a **Name** for the new briefcase folder.

The briefcase folder name must be unique within the hierarchy of your all of mailbox folders. This name cannot match any top-level folder in your mailbox, calendar, or address book. For example, if you have a calendar named Holidays, you cannot name a top-level briefcase Holidays. Holidays could be a name of a briefcase within another briefcase.

4. Select the **Color** of the new briefcase file.
5. Select the folder hierarchy, either under Folders or under another briefcase folder. You can create a new top-level briefcase, or you can place it under an existing briefcase.
6. Click **OK**.

## Adding Files to Your Briefcase Folders

Uploading a file copies a file from your personal computer to your ZWC account. This makes the file available any time you log into your account. You can upload files in the following ways:

- Clicking attachments you receive with your email messages.
- Using the file upload tool when working in Briefcase
- Using WebDav Client tools

### Upload Files from Briefcase

1. Go to the **Briefcase** tab and select the Briefcase to save the file.
2. Click **Upload File** and **Browse** to find the file to upload.
3. In the **Notes** text field, add any information about the file. This information is displayed in the file list.
4. To add another file, click **Add**.

You cannot upload a file with the same name to the same briefcase. If a file is uploaded that already exists in the folder, an Upload Conflict dialog displays. You can either click **Yes** to upload the file, overwriting the existing file, or click **No**.

The version number is updated if a file is overwritten.

5. When all files are uploaded, click **OK**.

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**Note:** *If you selected the wrong briefcase, you can use drag and drop to move the file to the correct Briefcase folder.*

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If the file is too large, a warning displays. Files that you upload impact your account quota.

### Upload Email Attachments to Briefcase

1. To add the attachment, click the **add to briefcase** link in the message header next to the Attachments link.
2. In the **Add to Briefcase** dialog, select the destination folder or create a new briefcase folder.
3. Click **OK**.

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**Note:** *A copy of the attachment is put in our Briefcase folder. If you are managing your quota, you may want to delete the attachment in the email when you add upload the attachment to your Briefcase.*

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## Checking Out and Checking In Files to Briefcase

You can open files in your Briefcase any time you log on to your account. You must have the appropriate software application to open and read or updated files that you did not create with the documents tools in Briefcase.

If you have shared a briefcase with others, you may want to use the check-out and check-in feature of Briefcase to manage editing of files. The check out and check in process is slightly different depending on whether the file is one you uploaded to your briefcase or a documented in created in briefcase

1. Go to the **Briefcase** tab and select the file that you want to check out.
2. Click **Actions>Check Out File**.
3. In the dialog that displays, select to save the file to your computer. Because you checked out the file, you must save it to your computer to edit it, as the file has been marked as read-only and changes to the file cannot be saved.
4. Edit the file with the appropriate tool and save it.
5. After you saved the file to your computer, right-click on the locked file from the Briefcase file list and select **Check In File**.
6. In the **Check In File to Briefcase** dialog that opens, browse to the edited file on your computer. If you want to add information about changes, enter this is the **Notes** text area.
7. Click **Check In**. The file is uploaded. The lock is removed and the file details, including a new version number and notes, are updated in the file list.

## Managing Version Control of Files in Briefcase

Version control lets you manage changes to your documents in Briefcase. Each time you make a change to a file and save the file, the version number is updated. The latest version number is displayed in the file document list.

### View Version History of a Briefcase File

- ◆ Click the arrow in the preview pane to see the version history and the authors. If preview pane is turned off, you will see a column with the version number.

### Restore a Document to the Previous Version

- ◆ Right-click on another version and select **Restore as Current Version**.

### Delete a Document from Briefcase

1. Go to the **Briefcase** tab and select the document you want to delete.

2. Click **Delete**. Each version of a file counts against your account quota.

### Rename a File

Renaming a file creates another version of the file.

1. Go to the **Briefcase** tab and select the document you want to rename.
2. Right-click on the file and select **Rename**. The Name field is changed to an editable field.
3. Edit this field to change the file name. Remember to keep the same extension in the file name or it may not be editable later.
4. Press **Enter**.

## Creating Documents in Briefcase

You can create documents in Briefcase and design the content layout using the rich-text format tools available in Briefcase.

1. Go to the **Briefcase** tab and select the Briefcase folder where you want to create a new document.
2. Click **New Document**. A blank page appears:
3. Compose the content of the page using the rich text editor. You can add style, color and tables to your page from the toolbar links.
4. Enter the name of the new document in the **Save** field.
5. Click **Save**.

### Format with the Rich-text Editor

When you edit using the rich-text editor, the two-row toolbar lets you easily format your page layout. Select, change, or add the following:

- Font sizes, faces, and colors
- Text styles
- Background colors
- Tables
- Attachments
- Images

These formatting tools work the same as many word processing tools.

## Viewing Files in Briefcase

1. Go to the **Briefcase** page.



2. Click **View** on the Task toolbar to select how to display the file in the Preview Pane.

Option	Description
<b>Preview Pane At The Bottom</b>	The Briefcase preview pane displays at the bottom of the pane.
<b>Preview Pane On the Right</b>	The Briefcase preview pane displays on the right.
<b>Preview Pane Off</b>	The Preview Pane does not display

## Working in Briefcase

In Briefcase, you can open files to work in them, create new documents directly in the briefcase folder, move files, tag files and send an email with a link to a file in your Briefcase. The toolbar is your direct link to many of these features.

### Open Files in Briefcase

You can open files in your briefcase from any computer. You must have the appropriate software application to open and read or update the file. Common file formats such as text files, HTML files, and images such as .gif or .jpg files can be opened in a variety of programs.

1. Go to the **Briefcase** tab and select the file to open.
2. Click **Download**. Browse to the application to open the file, or save the file to your computer.

### Move Files in Briefcase

You can move files from one briefcase to another.

1. Go to the **Briefcase** tab.
2. Right-click the file you want to move.
3. Click **Move** and select the destination folder or create a new briefcase folder.
4. Click **OK**.

### Tag a File in Briefcase

1. Go to the **Briefcase** tab and select a file to tag.
2. Click the **Tag** drop-down menu and select a tag.

Tags only display in the Detail view.

## Sending Files from Your Briefcase

### Send an Email with a Link to a File

You can send an email that has a link to a file in briefcase. The recipient must have appropriate share permission to work with the file and the appropriate software to open the file. Any modifications they make to a linked file are reflected in the file in your Briefcase folder.

1. Go to the **Briefcase** tab and select the file to share.
2. Click **Actions** and select **Send link(s)**. A confirmation pane opens reminding you that the recipient must have permission to view the content of the folder. Click **Yes** to proceed.
3. A new compose email message opens with the link displayed in the body of the message. Complete the email message and click **Send** to mail the message.

### Send a File as an Email Attachment

You can send a file as an attachment to an email directly from Briefcase. The recipients must have the appropriate software to open the file.

1. Go to the **Briefcase** tab and select the file to attach.
2. Click **Actions** and select **Send as attachment(s)**. The email compose page opens with the file attached.
3. Add the recipient's email address and complete the email message.
4. Click **Send**.

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# 11 Managing Your Mobile Devices

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Note: This is available in the ZCS Network Edition only

If you have the Mobile feature enabled, the Mobile Device page is available from the Preferences tab. This page shows mobile devices you configured to sync with your ZWC account.

From this page, you can sync from your account to your mobile device or suspend a sync. You can also delete mobile devices you no longer use.

## Mobile Security Features

Your administrator may have set up a mobile security policy that requires you to create a personal identification number (PIN) on your mobile device. If you forget your PIN, contact your system administrator.

When you have a PIN, the policy may be set up with a feature to lock users out if they do not enter the correct PIN. The system administrator configures the PIN lock setting so that if someone attempts to log on to a device with an incorrect password more than the configured number of attempts, a locally initiated wipe of the device is performed. This erases all data on the device. The policy settings are configured only by the administrator and cannot be modified by users. Ask your system administrator for more information.

## Wipe your mobile device

If your mobile device is lost or stolen, you can remove all the content on the device using the Wipe Device link on the Preferences Mobile Devices page. This command erases all data on the device and returns it to the original factory settings.

1. Go to the **Preferences>Mobile Devices** page.
2. Select the device to wipe and click **Wipe All Data from Device**.

The status **Wipe Pending** indicates that the server is waiting for the device to connect. When the device is wiped, the status changes to **Wipe Complete**.

If you find the device while the status is **Wipe Pending**, you can cancel the wipe request.

Do not run this command to clean up a device that you still have in your possession.

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## 12 Searching Your Account

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Searching lets you find messages, contacts, appointments, tasks, and files. You can search by specific words, dates, time, URL, size, tag, whether or not a message has been read, whether it has file attachments or attachments of a particular file type and more.

The **Search** feature executes whatever search query is currently displayed in the search text box. You can enter one of the search **key words** in the search field and a list of possible search arguments automatically displays. In addition, the drop-down arrow at the left of the search text box allows you to select which type of items to search for. You can select to search within messages, your contacts, including company contact lists, appointments, tasks, and files.

You have the option to perform more complex searches by using specific search query information, such as filters and conditions. You can save your search queries and re-execute them at a later date.

### Using the Search Features

You can perform quick simple searches or use keywords and other parameters to conduct a more complex search. You can search your messages, mail attachments, contacts, calendar, and tasks.

For example, to find all email containing the word tim anywhere in the Subject line, To, From, Cc, or Bcc lines, message body, or file attachment, simply type tim into the search box and click Search.

### Performing a Quick Search

1. In the **Search** text box, enter the content that you want to search for. For search options, see Searching with Key Words, Search Syntax, and Using \* as a Wildcard in Search.
2. Select which part of your account to search from the drop-down menu next to the Search text box.
3. Press **Enter**.

## Performing an Advanced Search

The Advanced Search is an extension of the quick search. Advanced search allows you to perform more complex searches using different panes that apply to the type of content you want to search. You can open multiple instances of each pane, for example, if you want to do AND type searches.

1. In the **Search** text box, enter the content that you want to search for. For search options, see *Searching with Key Words*, *Search Syntax*, and *Using \* as a Wildcard in Search*.
2. Select which part of your account to search from the drop-down menu next to the Search text box.
3. Click the **magnifying glass**. The advanced search dialog displays.
4. Enter the search criteria in the pane's text fields.

If you enabled **Always Show Search String** on the **Preferences>General** page, the search text box updates as you type or make selections.

As you enter information in a search pane, the search executes and continues to update as you enter for information. The results are shown in the Content pane.

5. Click **Search**.

### Advanced Search Criteria

Refer to the table below for advanced search criteria.

Option	Description
<b>Basic Filters</b>	Select criteria such as having an attachment, is flagged, or is unread.
<b>Attachment</b>	Search for email based on whether it has an attachment. If you are searching for a particular type of attachment, a list of formats is displayed.
<b>Date</b>	Search for messages received after, on, or before a selected date. To search between dates, use two Date panes.
<b>Domain</b>	Search for certain domains in the message header (From, To, and Cc). The domains that you can search for are predefined.
<b>Folder</b>	Limit search to selected folders.
<b>Saved Search</b>	Open a search query that you previously saved.
<b>Size</b>	Search for messages by size (bytes, KB, or MB).

Option	Description
<b>Zimlets</b>	Search for messages or contacts containing URLs, phone numbers, or other objects as defined by your administrator.
<b>Status</b>	Search for messages or contacts based on their status, such as read, unread, forwarded, or replied to.
<b>Tag</b>	Search for messages or contacts that have a specific tag.
<b>Time</b>	Search for messages that arrived within a time frame, such as the last hour, this week or last month.

## Searching with Key Words

If you know where to search for your item, you can enter one of the following keywords followed by a colon in the Search field and a list of possible options to select is displayed.

- tag:
- in:
- under:
- is:
- has:
- type:
- attachment:

## Search Syntax

You can search for any item, such as a word, first name, last name, phone number, or domain name. When you are searching for content, there are certain rules to keep in mind. Searching for content searches the body of the message, plus any system-readable file attachments.

Option	Description
<b>Exact text match</b>	If you search for phrases, each word within that phrase must be an exact match. Spelling variants are not allowed. For example, if you search for <b>bananas</b> , messages with <b>banana</b> are not a match.
<b>Case sensitivity</b>	Search is not case sensitive; <b>South</b> , <b>south</b> , and <b>SOUTH</b> are all the same thing.

Option	Description
<b>Special characters</b>	These special characters cannot be used in your search text. ~ ' ! @ # \$ % ^ & * ( ) _ - + ? / { } [ ] ; : "
<b>Wild cards</b>	The asterisk * as a wildcard after a prefix is supported. For example, if you search for <b>do*</b> , it returns items with the word <b>dog</b> , <b>door</b> , etc.
<b>Attachments</b>	System-readable file attachments are searched. A system-readable file is one that can be converted to HTML, such as Microsoft Office documents and text files.
<b>Contacts in address books</b>	You must search for a whole word or number string. For example, to search contacts by phone number, you must enter the full phone number as it appears in the contact entry. You cannot search just by the area code.

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**Note:** *Searching content in the Zimbra Web Client differs slightly from text-match searches or word-processing features such Find.*

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## Using \* as a Wildcard in Search

The asterisk \* can be used as a wildcard in a search to find content with words that have similar spellings.

Use the asterisk \* as a wildcard after a prefix. For example, **do\*** returns items with the word **dog**, **door**, etc.

## Saving a Search Query

If you create a search that you want to use again, you can save it.

1. Create the search query.
2. Next to the Search button, click **Save**.
3. Enter a **Name** for the search.
4. Select a **Color** for the search.
5. Select where to save the search.
6. Click **OK**.



## Using a Saved Search Query

- ◆ To use a saved search, select the saved search in the **Searches** folder or the folder where you saved the search.

## Setting Your Search Preferences

1. Go to **Preferences>General** page.
2. Select **Search Settings>Include Spam Folder in Searches, Include Trash Folder in Searches, and Include Shared Items in Searches** to include these folders in any search you perform. By default these folders are not searched.
3. Select **Search Language>Show advanced search language in search toolbar** to show search string details in the search text box at the top of the ZWC window. By default, this option is not selected.

## Search Examples

When performing an Advanced search, you use different panes depending on the search criteria. The following examples demonstrate which search panes to use for particular types of searches.

- **Search for a specific type of attachment.** You are looking for a message with a picture attached. You don't remember who sent it or when, but you recall that it was either a PDF or JPEG file.

How to do it: From the search drop-down menu, select **Email**. In the Attachments pane, choose **Specific Attachment** and then check both **Adobe PDF** and **JPEG Image**.

- **Search for a contact from a specific company.** You don't remember the contact's name but you know the name of the company that the person works for.

How to do it: From the search drop-down menu, select **Contacts**. In the Advanced search area, open the **Basic Search** pane. In the **Content** text box, enter the company name. (You could also do this as a simple search using the Search text box.)

- **Search for an item that was tagged.** You want to find all the new procedures for your industry, which you had tagged as **Industry News**.

How to do it: From the search drop-down menu, select **All Item Types**. In the Advanced search area, open the **Tags** pane. Select the check box for the **Industry news** tag. Note: Tags are user-defined, so this assumes that you have already created the tag and applied it to objects in your mailbox.

- **Search by a date range.** Someone who sends you a lot of email claims to have sent you a specific message in early February. Rather than look through all your emails, you can search by the contact name and the date range.

How to do it: From the search drop-down menu, select **Email**. In the Advanced search area, open two instances of the **Date** pane to set the date range. In the first one, set the **Date** drop-down to **is before** and select an end date. Use the other **Date** pane to specify **is after** and a start date. You can also search by sender using a basic search.

### Advanced Search Example

- **Search for a specific type of attachment file.** For example, you are looking for a message with a news clip attached. You don't remember who it's from or what date it was sent, but the filename has a .PDF extension.

How it was done:

- Select **Email** from the search drop-down menu.
- Click **Attachments** in the Advanced search area to open just the **Attachments** pane.
- Choose **Specific Attachment**. A list of check boxes appears beneath the radio button. Check the box next to **Adobe PDF**.

The relevant email messages are displayed in the search results area.

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# 13 Sharing Your Account Folders

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Sharing lets you give others access to folders in our account. You specify which items to share and the level of access. You invite a user to share, and the user can accept or decline the invitation.

The Sharing page under Preferences helps you manage your shared items. This page shows the folders you shared with others and folders that are shared with you.

## Access Privileges

You can share your folders with specific internal users and external users or make a folder public.

External and public users can only view content - they cannot make changes. When you share a folder with internal users, you determine the type of access privileges to give the user. You can set permissions per user or group.

You can edit the access rights and revoke permissions at any time.

### Roles for Internal Users

You assign internal users or groups privileges using roles. The user or group must have a valid address in your company's mail server.

- **Viewer.** Can read the contents of the shared folder, but cannot make changes to the content.
- **Manager.** Can view and edit the content of a shared folder, create new sub folders, edit and delete files in the shared folder.
- **Admin.** Can view, edit, add, remove, accept, decline, and administer content.
- **None.** Temporarily disables access to a shared folder without revoking the share privileges. Users still have the shared folder in their mailbox but cannot view or manage the content.

## Type of Items to Share

You can share any of your mail folders, calendars, address books and task list.

## Share Mail Folders

You can share any of your mail folders, including your Inbox folder, with internal and external users. You cannot share the Trash and Junk folders. Users that you share with can see the content of the folder but the information is not saved to their mailboxes.

Users that have the manager role have full permission to view and edit the contents of the shared mail folder, create new sub-folders, send email on the your behalf, and delete email messages.

Users with the admin role have full permission to view, edit the content of the mail folder, create new sub-folders, send email on your behalf, delete email messages, and share your mail folder with others.

Copies of the messages the user sends on your behalf are saved in your mailbox, and if the user deletes something from your mailbox or marks it as spam, the message is moved to your Trash folder or Junk folder.

If the user has access to more than one of your folders, the user can

- Move the contents from one folder to another folder in your mailbox.
- Copy an email message from your folders to their mail folders. Your folder also retains a copy.
- Create folders within the shared mail folder. The new folder appears in the your mailbox.

### Scenarios for Sharing a Mail Folder

- Your sales department wants one central mailbox for all email messages requesting information about a product, and everyone in sales should be able to view email messages when they come in. You can give everyone in the department permission to view the mail folder, and they can copy the messages to their mailbox. You could also give them permission to manage the mail folder and reply on behalf of this address.
- A manager is often out of the office and does not have time to respond to email messages, so access is granted to the manager's assistant. The assistant can respond to email on the manager's behalf, create folders to organize messages, and delete messages.
- Instead of sending email messages to dozens of addresses every time you have an announcement, you can identify one of your folders as a public folder that contains the email announcements. You can assign shared access to only specific email addresses and set a password that must be entered to view the content. Or you can create a URL, and anyone who has the URL can view the content.

## Share Address Books

You can share any of your address books with internal and external users. Sharing your address book is useful for giving others access to contacts for a

specific project. You can choose to make the address book view-only or allow internal users to edit, add, and delete names.

## Share Calendars

You can share your calendars with internal and external users. Sharing our calendar is a way to let others see or handle your schedule. You can choose to make the calendar view-only or allow someone to create meetings and manage invites.

When you share your calendars with internal users, you can select the type of access the internal users can have:

- **Manager** gives full access to view and modify the calendar.
- **Administrator** gives full access to view, modify, share, and revoke calendar shares.
- **Viewer** gives read-only access. External guests and the public have read-only access

Users with manager or administrator access can create meeting invitations and send them on your behalf, and accept and decline meeting invitations on your behalf. When the user sends an email response to a meeting, the return message header shows the **From** as the user's address and an **On Behalf of** address as your address.

The calendar you share shows your private appointment time as busy but does not show details about the appointment. When you create the share, you can select to allow internal users or groups and external guests to see your private appointment details.

## Share Task List Folders

You can share your Task List folders with internal and external users. You can choose to make the task lists view-only, or allow someone to edit, add, or delete tasks.

## Sharing a Folder

You can share your mail folders, address books, calendars, and task lists folders. You invite a user to share, and the user can accept or decline the invitation.

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**Note:** *When you share your mail folders, you cannot share the Trash or Junk folders.*

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1. Right-click the folder that you want to share.
2. Click **Share Folder**.

3. In the **Shared Properties** dialog box, select whether you want to share with internal, external, or public users.
4. Depending on with whom you share, do the following:
  - For **Internal users or groups**, enter the user's email addresses. In the **Role** area, select the access privileges.
  - For **External guests**, enter user's email addresses. External guests are sent an email message with a link to the shared item. They create a display name and password the first time they go to view the shared item.
  - For **Public**, enter the **URL** to use.
5. In the **Message** area, select which type of message to send to those who you are granting access. This message can be sent to internal users and external guests. **Note:** If you selected **Public**, you must notify the public of the URL.
6. Click **OK**.

If the user accepts the invitation to share the folder, a copy of the folder is put in the user's account.

## Changing User Access to a Shared Folder

You can change the share privileges that you have assigned to a user or group.

1. Right-click on the shared folder to change and select **Edit Properties**. The **Folder Properties** dialog box displays the names that share the folder.
2. Under **Sharing for this folder**, click **Edit** next to the name to change.
3. In the **Share Properties** dialog box, change the privileges.

You can temporarily disable access to a shared folder without revoking the share privileges by selecting **None**.
4. Choose whether you want to inform the user via email.
5. Click **OK**.

## Removing User Access to a Shared Folder

1. Right-click the shared folder and select **Edit Properties**. The **Folder Properties** dialog box displays the names that share the folder.
2. Click **Revoke** next to the user name that is being removed.
3. In the **Revoke Share** dialog box select whether to send a standard message or to add a note to your message.
4. Click **Yes**.

The user can no longer access your folder.

## Accepting an Invitation to Share Items

If you receive an email notice that you have been granted access to share another person's mail folder, you can accept or decline the share.

If you accept, the shared folder displays in the specified application's list in the Overview pane. This information is not actually saved in your mailbox.

1. To accept the invitation, click **Accept Share**.
2. In the **Accept Share** dialog box, you can change the folder name and select a color to highlight the folder.
3. Choose whether to send a confirmation to the person who sent the invitation.
4. Click **Yes**. The folder is added to your Overview pane, and the message is moved to your Trash folder.

## Finding Items Shared With You

Sometimes you might not get an email notification that an item is shared with you, or your organization might have shared items with the public that you would like to find. The **Find Shares** link helps you find items that can be shared with you.

The **Find Shares** link is at the bottom of the **Folders** section in the Overview pane.

1. Click **Find Shares...**
2. In the Add Shared Folder dialog box, select the item shared with you that you have not accepted, or in the **Find Shares** text box, enter an email address to see if an item was shared with you from that address.
3. In the **Include** drop down menu, select which application to search. Select **All Applications** to search all applications for items shared with you.
4. Click **Search**.
5. Select the items you want to accept.
6. Click **Add**.

## Managing Your Shared Items

The **Preferences>Sharing** page shows items that are shared with you and items that are shared by you. You can also find items that have been shared with you but you have not yet accepted the share. This page is organized into the following sections:

- **Folders that have been shared with me but not yet accepted.** In this section you toggle between two views:
  - **Show folders shared with me through a distribution list.** This option is selected by default. If folders are shared with you through a DL, the fields are populated with the shared item information.
  - **Show folders shared with me by the following user.** When you select this option, enter a name of a user that has shared an item with you. The information is displayed in one of the fields depending on whether you have accepted a share invitation or not. You can view information from one user at a time. The details are not saved.
- **Folders shared with me that I have accepted.** In this section, the folders that are shared with you are listed.
- **Folders shared by me.** In this section your shared folders are listed with details about how the share was set up, including the role you assigned the user and the item shared. You can edit the share properties, revoke permissions to your share, and resend the invitation.
- **Share a Folder.** You can share your email, address book, calendar, tasks, , and briefcase folders from here as well.

### Share a Folder from the Preferences Sharing Page

1. Go to the **Preferences>Sharing** page.
2. In the **Share a Folder** section, select the type of folder to share from the drop-down menu.
3. Click **Share**.
4. Select the folder to share and click **OK**.
5. In the **Shared Properties** dialog box, select whether you want to share with internal, external, or public users.
6. Depending on with whom you share, do the following:
  - For **Internal users or groups**, enter the user's email addresses. In the **Role** area, select the access privileges.
  - For **External guests**, enter user's email addresses. External guests are sent an email message with a link to the shared item. They create a display name and password the first time they view the shared item.
  - For the **Public**, enter the **URL** to use.
7. In the **Message** area, select which type of message to send to those who you are granting access. This message can be sent to internal users and external guests. **Note:** If you select **Public**, you must notify the public of the URL.
8. Click **OK**.



## Change Access From the Sharing Preferences Page

1. In the **Folders shared by me** section on the **Sharing** page select the name of the user to change.
2. In the **Actions** column you can edit, revoke or resend a shared item.

Option	Description
<b>Edit</b>	To open the Shared Properties dialog and change the role.
<b>Revoke</b>	To open the Revoke Share dialog and cancel the shared folder.
<b>Resend</b>	To resend the share notice.

## Sharing with a Distribution List <<changes for 8>>

Instead of creating individual share requests, you can share items with a distribution list. Your system administrator sets up distribution lists and when you share an item with the list, you notify the administrator. The administrator publishes the shared item to the list.

When a new shared item is published, existing members of the list are automatically notified of the new shared item. Everyone in the DL has the same share privileges.

When new members are added to the distribution list they can be automatically notified about the items that are shared with the list and users can click Find Shares in the Overview pane to see the shared items that were published in distribution lists they are members of.

When a member is removed from the DL, the share privilege is revoked.



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# 14 Using Zimlets

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Zimlets are add-on applications that enhance the functionality of your client. When a Zimlet is added to ZWC, you can look at information and interact with the third-party application from within your email messages.

Several pre-configured, default Zimlets are included when ZWC is installed. You can enable optional Zimlets from the Zimlet page, add Zimlets from the Zimbra Gallery, or create customized Zimlets so that you can interact with your company resources or other defined applications from the Zimbra Web Client.

## Managing Your Zimlets

There are Zimlets that are included in the Zimbra Web Client, and considered default Zimlets, and optional Zimlets you can choose to enable.

### Default Zimlets

Default Zimlets are automatically enabled with the ZWC.

Option	Description
<b>Phone</b>	Highlights phone numbers to enable Skype calls.
<b>URL Links</b>	Highlights Web URLs for linking in email messages.
<b>Email Contact Details</b>	Highlights and previews associated contact details for an email address.
<b>Date</b>	Highlights dates, previews associated appointments and creates a link to the calendar.
<b>Yahoo! Emoticons</b>	Displays Yahoo! Emoticons images in email messages.
<b>Drag-n-Drop Attachments</b>	Provides you with the ability to drag-n-drop file attachments when composing an email.
<b>Email Attacher</b>	Attach email messages when composing a new message.
<b>Attach Contacts</b>	Allows attaching contacts when composing a new message.

Option	Description
<b>Search Highlighter</b>	After a mail search, this Zimlet highlights Search terms with yellow color.
<b>Secure Email</b>	Sign, verify, encrypt, and decrypt emails with S/MIME.
<b>WebEx</b>	Easily schedule start or join WebEx meetings.

### Enable an Optional Zimlet

1. Go to **Preferences>Zimlets** page.
2. Select the Zimlet(s) you want to enable.
3. Click **Save**.

### Disable a Zimlet

1. Go to **Preferences>Zimlets** page.
2. Un-select the Zimlet(s) you want to disable.
3. Click **Save**.

## Using the Zimbra Gallery

In addition to default Zimlets, you can download and deploy Zimlets from the Zimlet Gallery located on the Zimbra web site.

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# Appendix A: Standard Zimbra Web Client

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## Overview

This appendix gives a brief introduction to the standard Zimbra Web Client, including features available and navigation overview. The standard ZWC is a non-Ajax web UI for poorer connections, legacy browsers, or easier accessibility. Some features and navigation are different between the advanced and standard clients.

## Features Available in the Standard ZWC

The table that follows lists the main features of the ZWC and whether the feature is available in the standard ZWC.

Feature	Description	ADV ZWC	STD ZWC
<b>General Web Interface</b>			
AJAX-based end user interface	Rich, interactive, web-based interface for end user functions	☑	
Online end user help	Online end user help accessible directly from the end user interface	☑	☑
Themes	Ability to customize the colors and appearance of the web interface	☑	☑
<b>Cross-Application Features</b>			
Drag/Drop with drag context	Ability to drag/drop items, with dynamic indicators of the number of items being dragged and valid drop zones *Drag and drop functionality is limited in the standard client.	☑	☑ *

Auto-complete addresses	Addresses auto-complete as they are being typed, including a dynamically updated selection dialog when multiple addresses match	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tags	Ability to quickly categorize messages, contacts, and/or documents by attaching "Tags" with user-defined names and colors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTML formatting	Ability to render and create messages, appointments, and web documents in HTML format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Spell check	Option to check and correct spelling in a mail message, calendar appointment, or web Document *Standard – HTML compose must be checked	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *
Zimbra Assistant	Mini dialog for quick actions (e.g. send message, create appointment) without changing the underlying application context	<input checked="" type="checkbox"/>	
"View as HTML" option for attachments	Option to quickly view attachments in HTML format *	<input checked="" type="checkbox"/>	
Keyboard Navigation	Keyboard shortcuts are available for Zimbra Web Client Note: The keyboard shortcuts differ between the advanced and standard clients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Mail</b>			
Paging	Left and right arrows are used to navigate from page to page. In Preferences>Mail users can set the number of messages to display per page.		<input checked="" type="checkbox"/>
Conversations	Automatic grouping of messages in a message thread, enabling efficient message organization	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Preview pane	Ability to view a highlighted message in a preview pane	<input checked="" type="checkbox"/>	
Subscribe to RSS/ATOM feeds	Ability to subscribe to RSS/ATOM feeds	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Message print and print preview	Ability to print a message and see a print preview	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Message sort	Ability to sort messages based on subject, date, or sender	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Flags	Ability to flag/unflag messages/conversations for follow up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Filters	Ability to define filter rules and priorities for incoming messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Away messages	Ability to enable/disable a custom away message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Signatures	Ability to add a custom signature to a message	<input checked="" type="checkbox"/>	
Compose in window	Option to popup a separate window when composing a message	<input checked="" type="checkbox"/>	
Drafts	Ability to save in-progress messages to a Drafts folder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User-controlled forwarding	Ability for a user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reply with attachments option	Option to Reply or Reply-All while retaining the attachments from the original message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Right-click message context menu	Right-clicking a message displays a menu of actions to take on that message (e.g. Mark Read, Reply, Delete)	<input checked="" type="checkbox"/>	
Right-click email address context menu	Right-clicking an email address displays a menu of actions to take on that address (e.g. view website, add/edit contact, create filter, search for messages)	<input checked="" type="checkbox"/>	
Hover over attached image shows preview	Hovering over an image attachment in a message displays a thumbnail preview of the image	<input checked="" type="checkbox"/>	
Create calendar appointment from message	Ability to drag a message to a mini-calendar date to create an appointment based on the message	<input checked="" type="checkbox"/>	
Quota indicator	Visual indicator of quota and amount of quota consumed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Export messages as ZIP file	Ability to export a set of messages as a ZIP file	<input checked="" type="checkbox"/>	
Reply/Reply-All Toggle	Ability to toggle between Reply and Reply-All while composing a reply	<input checked="" type="checkbox"/>	

Persona (Mail Identities)	Ability to create multiple identities in Zimbra Web Client and use different names and mail settings.	<input checked="" type="checkbox"/>	
Support for multiple external email accounts	Within ZWC, users can identify other POP email accounts that they have, retrieve email from those accounts and save in specific folders	<input checked="" type="checkbox"/>	
Reading Pane view can be set	Users can set their default preference for viewing messages in the reading pane	<input checked="" type="checkbox"/>	
User-specified default HTML settings	Users can set the default font family, font size and font color to use when composing email messages and Documents pages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to insert inline images in HTML Editor	Users can insert inline images in email messages and calendar appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Different signatures can be defined	Users can define ✓different email signatures to use	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Checkboxes to select mail	Users can check multiple emails in the list view to mark as read/unread/tag, delete, or to move to a different folder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Message priority can be set	When sending a message, the priority is normal, but it can be set to high or low as well	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multiple messages can be forwarded	Multiple messages can be selected and forwarded in one email	<input checked="" type="checkbox"/>	
Aggregation of mail accounts using IMAP	Users can aggregate multiple external accounts in their Zimbra account using IMAP	<input checked="" type="checkbox"/>	
View the number and total size of items in folder	Users can right click on a folder to see the number of messages and the total size of items in folder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Address Book</b>			
Import/export contacts in CSV format	Ability to import/export Contacts in .csv format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multiple Address Books per mailbox	Ability to create multiple Address Books in a single mailbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Move/copy contacts across Address Books	Ability to move/copy contacts from one Address Book to another (based on access privileges)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Personal Distribution Lists (Group Lists)	Ability to create group contact lists in their user Address Books	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Calendar</b>			
Personal scheduling	Ability to schedule personal appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Group scheduling	Ability to schedule meetings and view attendees' free/busy information	<input checked="" type="checkbox"/>	
Recurrences and recurrence exceptions	Ability to create recurring meetings and exceptions to recurring meetings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Resource scheduling	Ability to book resources (locations, equipment, etc.) for a meeting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Calendar alerts	Option to enable an alert popup for upcoming appointments	<input checked="" type="checkbox"/>	
Time zone adjustment	Appointments/schedules are automatically displayed in the users current time zone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Day, Week, Work Week, Month views	Ability to view calendars in Day, Week, Work Week, or Month views	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customizable first day of week	User setting for the first day of the week; value chosen impacts the Week calendar view	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Create/drag appointment inline in calendar views	Ability to create an appointment and/or drag an appointment's boundaries inline in calendar views	<input checked="" type="checkbox"/>	
Quick Accept/Tentative/Decline from calendar views	Ability to quickly mark Accept/Tentative/Decline from calendar views	<input checked="" type="checkbox"/>	
Faded display of declined appointments	Declined appointments display faded so that the user remains aware of their occurrence	<input checked="" type="checkbox"/>	
Calendar print and print preview	Ability to print calendars in day, week, work week, or month views and see a print preview	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Hover over appointment shows details	Hovering over an appointment in calendar view displays additional appointment details	<input checked="" type="checkbox"/>	
Mini-cal	Option to display a miniature calendar at all times	<input checked="" type="checkbox"/>	
Hover over date in mini-cal shows schedule	Hovering over a date in the mini-cal displays calendar information for that date	<input checked="" type="checkbox"/>	
Multiple calendars per mailbox	Ability for a user to create multiple calendars within a single account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free/busy inclusion by calendar	Ability for a user to designate which calendars will be included in the user's free/busy calculations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Subscribe to external calendars	Ability to subscribe to an external calendar in iCalendar (.ics) format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Publish calendar in iCalendar format	Ability to publish/export a calendar in iCalendar (.ics) format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multi-calendar overlay views	Ability for a user to view multiple calendars overlaid in the same view, which each calendar optionally represented by a different color	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Import calendars as ics iCal files	Users can import calendar iCalendars (.ics)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mark appointments as private	Appointments can be marked as private or public.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Calendars can be for personal appointments only	Administrators can configure the Calendar feature to be able to create only personal appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Search for appointments	Users can search for appointments within their calendars	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTML Read-Only View for Public Calendars	Public calendars display in HTML read-only format	<input checked="" type="checkbox"/>	
<b>Tasks</b>			
Manage tasks	Add tasks and set the start and due date, set the priority and keep track of the progress and percentage complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Create task folders	Users can organize task lists into folders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sort tasks	Users can sort tasks by Status or Due Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Prioritize tasks	Users can set the priority of tasks to high, normal or low	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tag tasks	Individual tasks can be tagged	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attachments to tasks	Files can be attached to a tasks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Documents

Create and use Documents feature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
----------------------------------	-------------------------------------	-------------------------------------

### Briefcase

Create and use Briefcase feature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
----------------------------------	-------------------------------------	-------------------------------------

### Zimlets™

Use Zimlets	<input checked="" type="checkbox"/>	
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### Search

Advanced Search interface for building searches		<input checked="" type="checkbox"/>	
Cross-context search	Ability to search for a specific item type (Mail, Contacts, Documents, etc.) or across item types	<input checked="" type="checkbox"/>	
Wildcard searches	Ability to search using a prefix plus a wildcard	<input checked="" type="checkbox"/>	
Continuous search	When using Advanced Search, the search result set updates continuously as search conditions are changed	<input checked="" type="checkbox"/>	
Saved Searches	Ability to save searches for subsequent one-click re-execution	<input checked="" type="checkbox"/>	

### Sharing

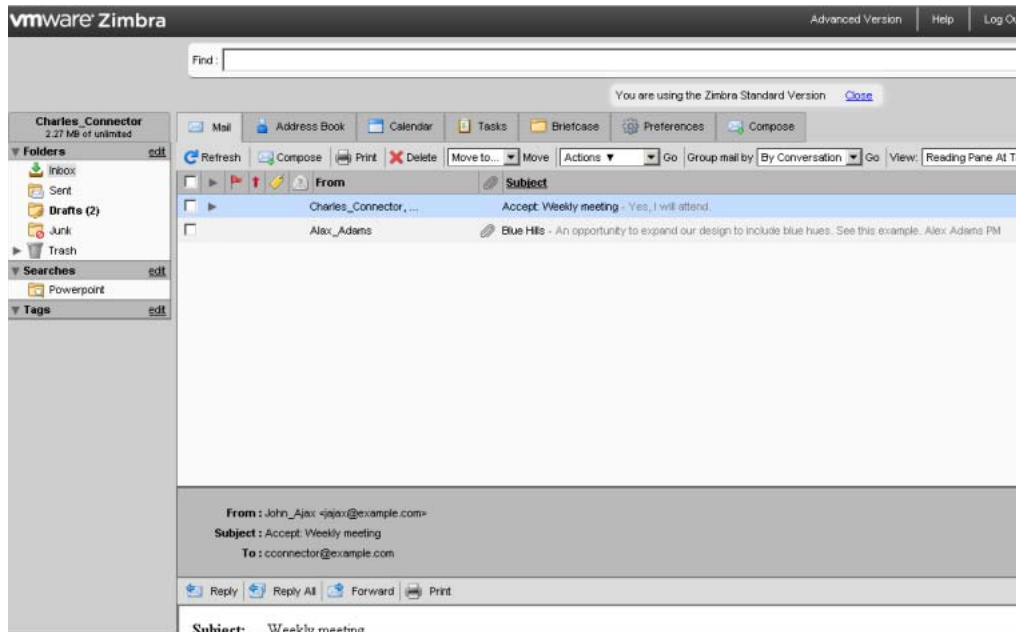
Share with internal users and groups	Ability to share Address Books, Calendars, Task Lists, Document Notebooks, and Briefcase folders with internal users and groups. They can set the permission levels to manage or to view-only.	<input checked="" type="checkbox"/>	
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Share with External Users	Ability to share Address Books, Calendars, Task Lists, Document Notebooks, and Briefcase folders with external users by assigning a customer password. Permission level view-only.	<input checked="" type="checkbox"/>	
Share with Public	Ability to share Address Books, Calendars, Task Lists, Document Notebooks, and Briefcase folders with the public. No password is set. Permission level view-only.	<input checked="" type="checkbox"/>	
Share Mail Folders	Ability to share Mail Folders with internal users and groups. They can set the permission levels to manage or to view-only	<input checked="" type="checkbox"/>	
Link to shared Mail Folders	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	
Link to shared Address Book	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Link to shared Calendar	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Link to shared Task List	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Link to shared Notebooks	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	
Link to shared Briefcase Folder	Users can link to an item that has been shared with them	<input checked="" type="checkbox"/>	

## Navigating the Standard Zimbra Web Client

When you log into the standard Zimbra Web Client you see a full screen view similar to the one shown below.

Refer to the following table when viewing the ZWC.



Number	Description
--------	-------------

1	<p><b>Window Header.</b> Displays the following:</p> <p>Search Bar</p> <p> and  are displayed on the right</p>
---	--



2	<p><b>Overview Pane.</b> Displays the following:</p> <ul style="list-style-type: none"> <li>• <b>User Name</b> – the user name under which you logged in</li> <li>• <b>Quota Display</b> – your mailbox quota</li> <li>• <b>Folders</b> – including system folders (Inbox, Sent, Draft, Junk, Trash) and folders you created</li> <li>• <b>Searches</b> – search queries that you created and saved for future use while working in the Advance ZWC</li> <li>• <b>Tags</b> – any tags you have created. Click on a tag to quickly see all messages that are tagged with that tag.</li> </ul>
---	--

3	<p><b>Toolbar.</b> This bar displays at the top and again under the Content pane and displays the following:</p> <p><b>Tools Tabs</b> – click a tab to access the different ZWC tools available for your account. In this example, Email is open.</p> <p><b>Action Buttons</b> – click an action button to perform a task available for the application you are currently using. The <b>Move to</b> and <b>More Actions</b> fields gives you menu choices available in the application.</p>
---	---

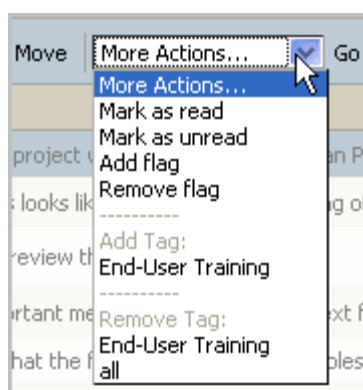
- 
- 4 Content Pane.** The content of this area changes depending on what application is in use. In the Inbox view, it displays all messages or conversations in your Inbox.
- 

### Move to...

This menu displays the moves that you can make within the application you are in. In this example, In the email application, the message from Dan Pattern is selected and the options for the message are to move to folders in your folder list.

### More Action...

This menu displays the different actions that you can make within the application you are in. This example is for when you are the email application.



**More Actions**

### Navigation Functions Not Available

The following navigating features are not available with the standard ZWC

- Down-arrow menus
- Movable sash
- Tool tips
- Right-click for client features
- Folder information

---

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