Zimbra Collaboration Users guide

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Zimbra Collaboration 9.0.0

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License

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What is Modern Web App?

Zimbra is a full-featured messaging and collaboration solution that includes email, address book, calendaring, tasks, and Web document authoring.

Zimbra comes with a **Modern Web App** that is a new-age email application usable from virtually any device or screen size.

It is secure, flexible, and scalable to meet spikes in demand and comes with built-in rich user experience.

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

Login

When you **Sign In**, you enter your username and password and select the version you want to use. You can select to use the default client, or change the client version.

Contact the Zimbra administrator for the login URL and credentials.

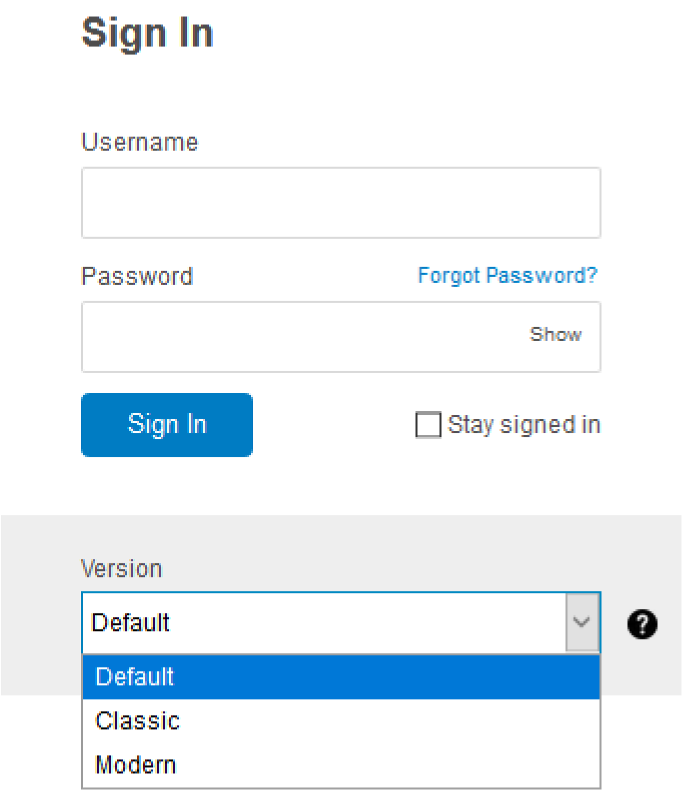

Figure 1. Zimbra login page

Zimbra client has two versions — **Modern** and **Classic**. A **Default** option also appears in the version drop-down. After login, you can choose either **Modern** or **Classic** to be the default client.

1. Type the URL in a browser's address bar.
2. Enter your username in the **Username** field.
3. Enter the password in the **Password** field.
4. Choose **Modern** from the **Version** drop-down to experience the all new Zimbra email.
5. Check the box **Stay signed in** to avoid entering your password each time you launch Zimbra.
6. Click **Sign In** to login.

Two-factor Authentication

Two-factor Authentication (2FA) is a method of confirming your identity by utilizing an information like password and a second factor in the form of a code through Time-based One Time Password (TOTP) apps. Please visit the wiki for supported apps.

In Zimbra, administrators have the option to enable or enforce Two-factor authentication.

When the Two-factor connection is only enabled, not enforced, you have the option to set it up from Settings → Accounts at your convenience. In such a case, you can log in with just your username and password.

Below section explains the case when administrator has **enforced** the two-factor authentication for your account.

2FA Enforced

If the administrator has enforced two-factor authentication, you are required to set it up immediately after you log in for the first time. You cannot use the application until you set up 2FA on your account.

1. Launch Zimbra.
2. Login using an authorized username and password.

> Since the administrator has enforced two-factor authentication, you immediately reach a page to set up Two-factor Authentication.

3. Click **Begin setup**.
4. Install an authentication app on your mobile device. Check supported apps.
5. Once installed, configure it on your smartphone.
6. Click **Next** on the Zimbra screen to begin the process of adding this account to the authentication app.
7. On the authenticator app, scan the QR code or enter the code generated on the Zimbra screen.
8. Click **Next**.
9. Enter the code generated by your authenticator app and click **Verify** to complete the two-factor authentication setup.

Mail

This section familiarizes you with Zimbra's email interface.

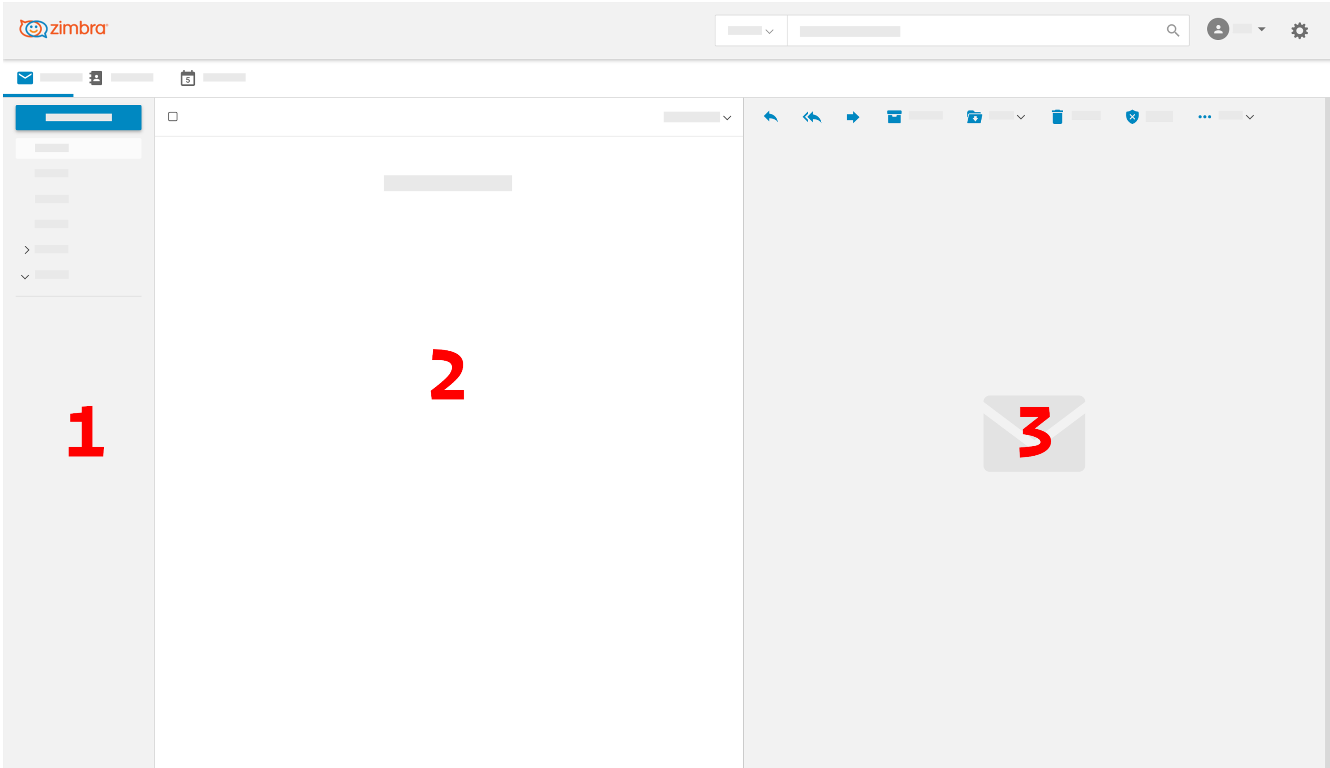

Figure 2. Email interface

This page is the first thing you see when you log in to check your emails. It has

1. A left sidebar.
2. An email pane.
3. A reading pane located to the right or below the email pane. The reading pane can be disabled from Settings.

You can drag to change the width of each pane.

Left Sidebar

The left pane of the email window contains the following folders.

Inbox

Whenever someone sends you an email, it comes straight to your Inbox. Click this folder to view your incoming emails. You can also right-click this folder to create subfolders.

Drafts

Mails that you have written and saved — or which Zimbra saved while you were composing them — but not yet sent appear under drafts folder.

Sent

When you send an email to someone, it appears in your sent folder. You can right-click this folder to create subfolders.

Junk

Zimbra moves all the unwanted or spam emails here to keep them out of your Inbox.

Trash

All deleted emails are moved to this folder until you *Empty the Trash*, permanently delete, or restore them.

Folders

Sometimes, you may want a folder for storing specific emails. All such folders are listed here.

Tags

It also lists your saved searches and tags that other emails may carry. Clicking a tag lists all emails in the email pane, carrying that tag. You can also create a custom tag.

Email Pane

This pane displays emails from your Inbox by default. Event invitations appear with . This icon helps set an invitation apart from an email. Clicking a folder in the Left Sidebar lists its contents in this pane.

Reading Pane

When an email is selected, this pane shows its contents.

A toolbar displays some quick actions regarding an email.

> These buttons become functional after you select an email and view its contents in the reading pane.

Click to reply to the person who sent this email. Click to reply to everyone whose email address appears in **To** or **Cc** fields.

> Any attachment in the original email is not included in **Reply** or **Reply All** functions.

Click to forward this email to others. It is especially helpful in sending a received attachment to others.

 archives your emails and saves space. Archived emails do not appear in Inbox or any of the folders, but you can search for them using Email Search box.

 removes emails from the current folder and moves them to a folder chosen from the drop-down.

 deletes emails. The deleted emails appear in the **Trash*** folder.

marks emails as spam and moves them to the **Junk** folder.

••• reveals further actions to take on emails like marking an email as **read** or **unread**, or mark an email with a ★ for it to stand out, and blocking a contact from sending you emails.

Keyboard Shortcuts

Zimbra supports keyboard shortcuts; to see what shortcuts are defined, type `Ctrl` + `Q`. The available keyboard shortcuts are context-sensitive. `Ctrl` + `Q` displays different shortcuts depending on whether you have selected mail, calendar, or contacts.

Kbd:[Shift] and `Ctrl` help you select contiguous or non-contiguous emails, respectively.

Keyboard Shortcuts During Input

While providing input, e.g. "Add Event" dialog:

- `Tab` moves to next element
- `Shift` + `Tab` moves to previous element
- `Command` + `C` or `Ctrl` + `C` to Copy
- `Command` + `X` or `Ctrl` + `X` to Cut
- `Command` + `V` or `Ctrl` + `V` to Paste
- `Commmand` + `Z` or `Ctrl` + `Z` to Undo
- `Command` + `Shift` + `Z` or `Ctrl` + `Shift` + `Z` to Redo

Mac users should consider enabling full keyboard access See *Use your keyboard like a mouse with Full Keyboard Access*

Tags

Tags help classify and organize email messages or conversations. Tags also help sort emails and make searches easy. You can also apply multiple tags to an email.

Create a Tag

1. In the Left Sidebar, hover on **Tags** and click **+**.
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 **[Save]**.

You can also create tags when applying them.

1. In the Email Pane, right-click an email.

2. From the context menu, select Tag.
3. Choose + **Add a Tag**.
4. Enter the new Tag name and select a color for the tag.
5. Click **[Save]**.

The new tag now appears under **Tags**.

Assign a Tag to an Email

You can assign multiple tags to an email to classify it under different categories.

1. In the Email Pane, right-click an email.
2. From the context menu, select Tag.
3. From the **Tags** modal, choose an already created tag or create a new one.
4. Click **[Save]** to apply the tag.

   You can create tags while applying them.

The new tag is now listed and ready to be applied.

Remove a Tag

1. Right-click an email that you have tagged.
2. From the context menu, select Tag.
3. From the pop-up that appears, uncheck the box against a tag to remove it from the email.
4. Click **[Save]** to apply the tag.

Display Messages with a Specific Tag

1. In the Left Sidebar, click > before **Tags** to list all created tags.
2. Click a tag to list all emails with the selected tag in the Email Pane.

Edit a Tag

1. In the Left Sidebar, click > before **Tags** to list all created tags.
2. Right click a tag and choose **Edit** from the context menu.
3. Change the name and color associated with a tag.
4. Click **[Save]**.

Delete a Tag

1. In the Left Sidebar, click > before **Tags** to list all created tags.
2. Right-click a tag and choose **Delete** from the context menu.

3. Choose **[Continue]** from the confirmation popup.
4. The selected tag is deleted and cleared off from all emails marked with that tag. The emails stay safe in their respective folders.

Import Email Folders

You can import email folders directly in Zimbra, provided the folders to import are in `.tgz` format.

1. In the Left Sidebar, right-click a folder under which you prefer to import your email folder.
2. From the context menu, choose **Import**.
3. From the **Import** modal, click **Choose File**.
4. From the file browser window, choose the `.tgz` file to import.
5. Click **[Import]** to begin the import process.
6. The imported folder appears under the selected folder after the process completes.

Export Email Folders

You can export email folders directly in Zimbra in `.tgz` format.

1. In the Left Sidebar, right-click a folder to export.
2. From the context menu, choose **Export**.
3. From the file browser window, choose a location to save the `.tgz` file.
4. The exported folder downloads at the specified location.

Share Email Folders

You can share your email folders with others and grant them controlled access.

1. In the Left Sidebar, right-click a folder to share.
2. From the context menu, choose **Share**.
3. Choose appropriate permissions from the **Sharing Permissions** drop-down.

   View

   Users can view all emails under the shared folder but cannot make changes to that folder.

   View, edit, add, and remove

   Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

   View, edit, add, remove, and administer

   Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

4. Enter the email address(s) with whom to share the email folders.

5. Click **[Save]** for changes to take effect.

If the recipient declines the share, you receive a notification email. Similarly, when you revoke the share, the recipient also receives an email notification.

> When you revoke access to a folder you shared, the folder appears with a strikethrough to receivers of that shared folder.

Compose and Send a Message

1. Click **[New message]** in the left bar.
2. Add a recipient email address in the **To** field. Separate multiple recipients with a comma.
   a. Click **To** to launch the Choose Contacts dialog. Using this tool, you can search for and choose contacts from a selection of *contexts*. Choose *contexts* from the drop-down on the right.
   b. Known addresses (from your contacts or frequent correspondents) appear as suggestions automatically. You can click suggestions, or select them with the arrow keys and press `Enter`.
3. Set the subject of the email.
4. Add images and files to your message.
5. Click **[Send]** to send the email.

Select Contacts

When composing an email, click **To** to launch **Choose Contacts** window. Alternatively, begin typing recipients to bring up suggestions from which to choose.

> The first suggestion in the auto-complete list is highlighted. You can use Tab, Comma, Semi-colon, or Enter keys to *select* a highlighted contact.

These email addresses can be copied and pasted to **Cc** and **Bcc** fields as well.

> You can drag and drop email addresses anywhere in **To**, **Cc**, and **Bcc** fields.

Pick a context for searching and choosing contacts. The options are from your Contact Folders and lists, including:

Contacts

This group lists all the contacts that you have added yourself.

Emailed contacts

This folder lists people to whom you have sent emails.

Global Address List

These are people whose email address domain is the same as yours. However, only a Zimbra administrator can enable this feature.

My Contacts

This group is a collection of all the contacts listed in **Contacts** and **Emailed Contacts** groups.

Format an Email

Use the toolbar at the bottom of the message compose screen to format your text.

1. Click ^ beside the font size to see the available options.

2. Click ^ beside the font type to see the available options.
3. Click **B** for bold, *I* for italicized, or U for underlined text.
4. Click A to choose your desired text color.
5. Click to choose your desired highlight color.
6. Select text and click ^ to see alignment options.
   a. left-aligns the selected text.
   b. right-aligns the selected text.
   c. center-aligns the selected text.
7. Click inside a sentence and click ^ to see numbered list options.
8. Click inside a sentence and click ^ to see bulleted list options.
9. Highlight a sentence and click ^ to increase or decrease indent of your text.
10. To create links click and enter the **URL**, **Text to display**, and link's **Title**.
11. Click to select and insert an emoji.
12. To insert and format a table, click ^ for options.
13. Click to **undo** and to **redo** your changes.

Add images & files

Use the toolbar at the bottom of the message compose screen to attach files to your email.

Attach From my Computer

1. Click to open file attach options.
2. Clicking **Attach From My Computer** brings up a file explorer.
3. Navigate to the file to attach and click **Open**. The selected file now appears as an attachment.

> You can cancel the attachment upload when it is in progress. Hover on the attachment and click ✕ .

Attach From Email

Photos

1. Click to open file attach options.
2. Select option **Attach Photo From Email** to open a pane on the right, which shows all the photos that you have sent **and** received.
3. Select a photo to attach it to your current email.

Files

1. Click to open file attach options.

2. Select option **Attach File From Email** to open a pane on the right which shows all the files sent and received by you.
3. Select a file to attach it to your current email.

GIFs

You may also attach `GIF`s to your email if you have the option.

Request Read Receipts

You can send a request for an acknowledgment to recipients that they see when they open your email.

When composing an email, click the three-dot menu (•••) to the right of the **From** address and choose **Request Read Receipt** to ask your recipients for a read receipt.

Remember that this is only a request, and your recipients have the option not to send the acknowledgment. Refer to Sending Read Receipts to know more.

Set Email Priority

You can set your email to have a higher priority. Such emails appear with an exclamation mark ❗ in the receiver's Inbox.

When composing an email, click the three-dot menu (•••) to the right of the **From** address and choose **High Priority** to mark your email as a high priority.

Email Search Box

You can type several phrases in the Search box at the top of the Email Pane. In addition to searching for different words and phrases, you can search in all the folders collectively or individually.

To search, type in your search word or phrase in the email search box and press `Enter`.

Email Search Location

To search in a specific folder, choose the folder name from the drop-down beside the Email Search Box.

After you have chosen the folder, type in your search word or phrase in the email search box and press `Enter`.

Advanced Search

Choose **Advanced Search** from Email Search Location drop-down. Fields listed here help refine your search further.

1. Choose a folder from the **Search-In** field.
2. Typing an email address in the **From** field focuses your search on all emails sent **from** that address.
3. Similarly, typing an email address in the **To** field focuses your search on all emails sent **to** that address.
4. Type a few words in the **Subject** line, to search emails with these words in their subject line.
5. Type a few words contained in the body of the email in **Contains*** field. Enclose the searched text within quotes to search them as a phrase.
6. Specify a date in the **Date** field.
7. Check the boxes **Has attachment** or **Has image** if the email you are looking for has an image or an attachment.

> None of the above search criteria is mandatory. However, adding more criteria reduces search time and refines the search results further.

Contacts

This section familiarizes you with Zimbra’s contacts tab interface. Click **[Contacts]** tab to bring up the following interface.

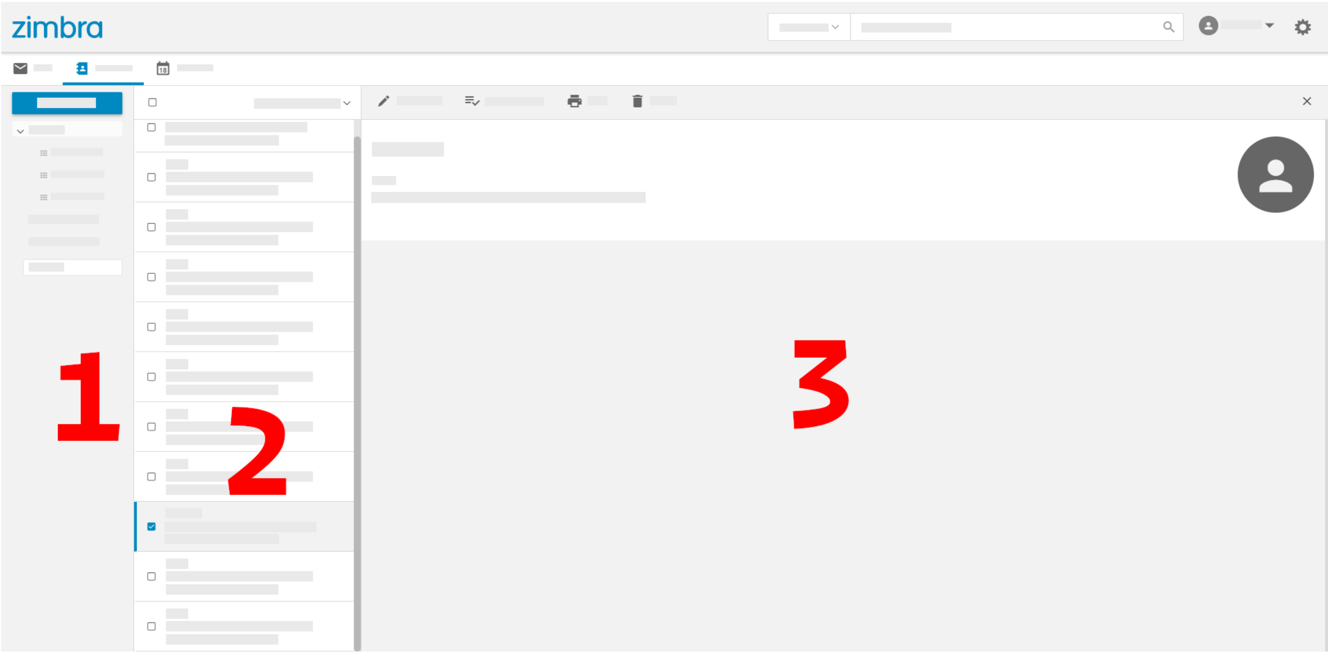

Figure 3. Contacts tab

It has

1. A left pane
2. A contacts pane.
3. A contact details or edit pane.

Left Pane

1. This pane lists your contact folders and contact lists. You also see folders you create and those shared with you, including:

   Contacts

   It shows all your contacts that you have added manually.

   Trash

   It lists all the deleted contacts.

   Emailed Contacts

   It lists contacts to whom you have sent an email.

   > Zimbra Enterprise users see a fourth folder — Global Address List. This folder lists all the contacts in your organization.

2. Your contact lists appear nested under their respective folder.

3. A blank field on the bottom helps you create lists. These lists are especially helpful when you regularly send emails to a specific group of people. Refer to Manage Contact Lists.

Contacts Pane

Whenever you click one of the Contacts folders, or lists, from the left pane, this pane lists all contacts from the selected item.

Right-click any listed contact to see further options like **Edit**, **Delete**, **Add to Lists**, and **Share**.

Contact Details Pane

When a contact is selected, this pane displays its details.

This pane offers options like **Edit Details**, **Delete**, **Print**, and **Assign to Lists**.

Create a New Contact

Keep track of everyone you communicate with by creating contacts. Once you've added a contact, you can type the first few letters of their name into an email, and Zimbra displays their names as suggestions.

Add a Contact from Email

1. Hover a name in the **To**, **Cc**, **Bcc**, or **From** field.
2. Click ••• on the contact information card that pops-up.
3. Select **Add to contacts**.
4. Zimbra adds the user to your contacts folder.

Add a contact from scratch

1. Click **[Contacts]** tab.
2. Click **[Add a Contact]** to launch **Add a contact** page.
3. Add any relevant details you want.
4. Click **[Save]**.

All added contacts appear under **Contacts**.

Import Contacts

You can import contacts in different formats into Zimbra.

1. Click **[Contacts]** tab.
2. Click the Contact List menu, labeled **Sort by …** in the Contacts Pane.
3. Choose **Import**.
4. Select **Browse**, go to your saved contacts file, and select it.
5. Click **Import** to import the contacts to Zimbra.

Export Contacts

In Zimbra, you can export your contacts in various formats to make them portable and take a backup if required. Zimbra exports contacts in the following formats:

- Microsoft Outlook CSV
- Thunderbird/Netscape LDIF
- VCF
- Multiple VCF in a zipped file.
- Yahoo CSV

VCF is recommended to preserve uploaded contact images.

1. Click **[Contacts]** tab.
2. Click the Contact List menu, labeled **Sort by …** in the Contacts Pane.
3. Choose **Export**.
4. Choose a relevant exporting format and click **Export Now**.
5. Save the file when prompted.

Edit a Contact

1. Right-click a contact from the list of contacts.
2. Select **Edit Details**.
3. Edit any relevant details you want.
4. Click **[Save]**.

Delete a Contact

1. Right-click a contact from the list of contacts.
2. Select **Delete**.
3. The deleted contact moves to Contacts' **Trash** folder.

The option **Assign to Lists** adds the selected contact to a group. For details check Manage Contact Folders.

Share a Contact

When you share a contact, Zimbra exports a *card* with the information of the selected contact as an email attachment.

1. Right-click a contact from the list of contacts.
2. Select **Share**.
3. A new mail window opens with the selected contact as a VCF attachment.
4. Enter the receiver’s email address.
5. Click **[Send]**.

Review Interaction with Contact

You can review your interactions (emails and file attachments), which a contact has sent to you.

1. Click a contact with whom you have interacted.
2. A section to the right of the selected contact’s details lists the emails and file attachments

received.

3. Click **View all** to view those interactions in a separate tab.

Global Address List

The Global Address List (GAL) is a directory of users within an organization that is available to all users of the email system. Zimbra uses this directory to look up user addresses from within the company.

If your administrator has set up GAL, you can access it under Contacts.

Manage Contact Lists

You can create a list containing your contacts and store that list under the **Contacts** folder. It is especially helpful when you want to send an email to a specific set of people. So instead of typing everyone's email address, you type in the name of your list, and Zimbra sends the email to all addresses in that list.

It is a two-step process.

1. Create a list.
2. Add contacts to this list.

Create a Contact list

1. Click **[Contacts]** tab.
2. In the **New List** field, enter the name of your contacts list.
3. Press `Enter` to save the list.

You can right-click a list, which you have created, to rename or delete it.

Add Contacts to a List

1. Click a contacts folder to list all the contacts in that folder.
2. Select the contacts which you want to add in a list.
3. Drag and drop the contacts in the list that you have created. The following are few more ways in which you can add contacts to lists.
   a. Choose **Assign to Lists** by right-clicking the selected contacts.
   b. Select a contact and choose **Assign to Lists** from the Contact Details Pane.
   c. Select multiple contacts and click **[Assign Contacts]** under **Assign** in the Contact Details Pane.

Send email to everyone on a list

1. Click the **[Mail]** tab.
2. Click **[New Message]**
3. In the **To** field, type the first few words of your list's name.
4. The list appears as one of the suggestions.
5. Select the list.
6. Zimbra populates the **To** with all the email addresses from that list.
7. Type in the body of the email.
8. Click **[Send]**.

Manage Contact Folders

You can create folders within **Contacts** and use them to store contacts, lists, and subfolders. You can also share contact folders with other users. They work much in the same way as email folders. You can perform actions like creating folders, subfolders, and moving contacts across folders.

Create a Contact Folder

1. Click **[Contacts]** tab.
2. Hover over **Folders** and click +.
3. In the text box, type in the name of the folder and press `Enter`.
    - Click outside the text-box or ✕ beside the text box to cancel.

Add Contacts to a Folder

1. Click **[Contacts]** tab.
2. Select contacts to add to a folder.
3. In contact details pane, under , click **[Move Contacts]**.
4. In **Choose a Folder** modal, choose a folder to move the selected contacts.

Rename a Contact Folder

1. Click **[Contacts]** tab.
2. Right-click a folder to rename.
3. From the context menu, choose **Rename Folder**.
4. Type the new name for the folder in the text box.
5. Press `Enter` to save.

Move a Contact Folder

1. Click **[Contacts]** tab.
2. Right-click a folder to move.
3. From the context menu, choose **Move Folder**.
4. Select a folder under which to move this folder.

Delete a Contact Folder

1. Click **[Contacts]** tab.
2. Right-click the folder.
3. From the context menu, choose **Delete Folder**.
4. The folder moves under **Trash**.

Create a Contact Folder

1. Click **[Contacts]** tab.
2. Right click a folder.
3. From the context menu, choose **Create subfolder**.
4. In the text box, type in the name of the folder and press `Enter`.
    - Click outside the text-box or ✕ beside the text box to cancel.

Share a Contact Folder

1. Click **[Contacts]** tab.
2. Right-click a folder to share.
3. From the context menu, choose **Share**.
4. Choose appropriate permissions from the **Sharing Permissions** drop-down.

    View
    : Users can view all contacts under the shared folder but cannot make changes to that folder.

    View, edit, add, and remove
    : Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

    View, edit, add, remove, and administer
    : Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

5. Enter the email address(s) with whom to share the contact folder.
6. Click **[Save]** for changes to take effect.

Contact Search

You can type several phrases in the Search box at the top of the Contacts.

Contact Search box

Type a few words of the email address or name of a contact and click 🔍

To specify a folder to search in, choose the folder from the drop-down labeled **My Contacts**. The drop-down is on the left of the search box.

Zimbra brings up the contacts with details matching the words you typed.

Calendar

This section familiarizes you with Zimbra's calendar interface.

Click **[Calendar]** to bring up the following interface.

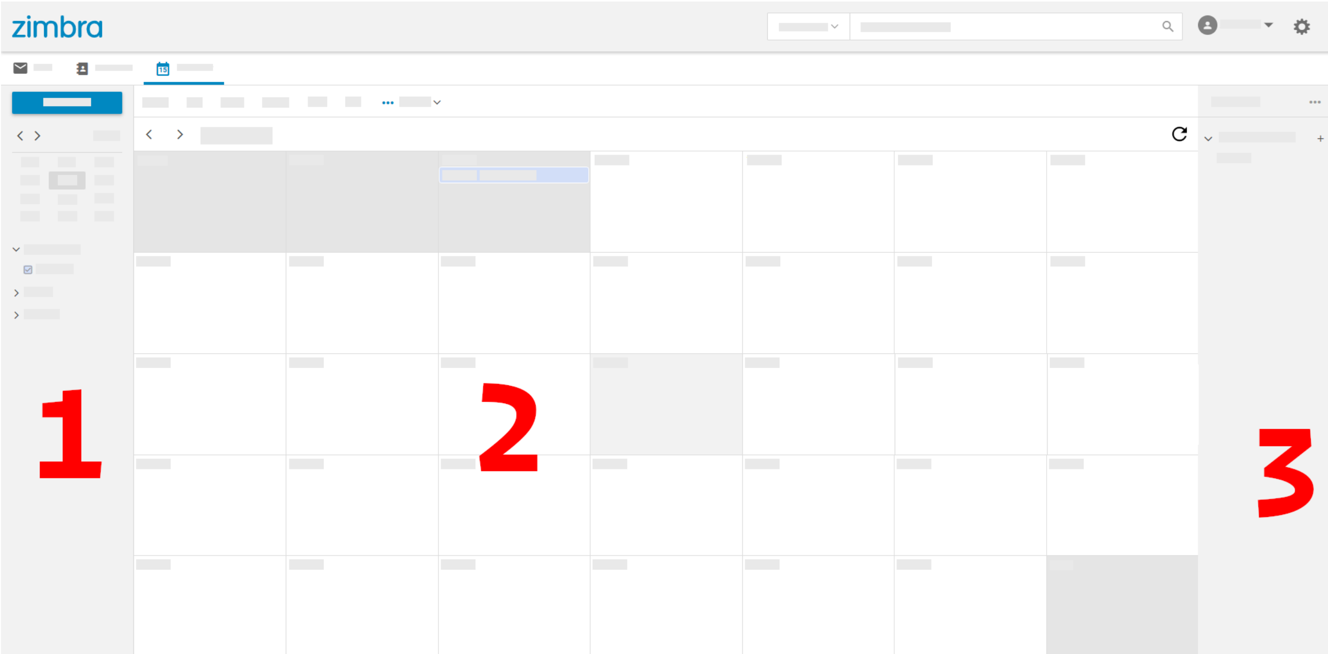

Figure 4. Calendar tab

It has

1. A left pane
2. A calendar view
3. A tasks pane

Left Pane

This pane has a **[New Event]** button to schedule an event.

Mini Calendar

The left pane also displays a mini calendar. Contents of the mini calendar change as per the view selected in Calendar View Pane.

E.g.

1. To view the previous month's calendar, click < .
2. To view next month's schedule, click > .
3. Click Month-Year (Aug 2019 in this case), to list calendars of previous and following six months.

Calendar List

My calendars

Shows the calendars that belong to your account. You begin with one (named **Calendar**), and can add more.

Others

Displays calendars that others have shared with you or to which you have subscribed. It is especially helpful in matching your schedule with them.

Holidays

A collection of country-specific holiday calendars that you may subscribe.

Calendar View Pane

The calendar view pane displays a calendar in Day, Week, and Year views as well. Select the view from the views bar located just above the Middle Pane. To fetch latest events, click ⟳.

All events of which you are a part, can be seen in this pane.

Calendar Views

Just below the **[Calendar]** tab are different views in which you can see your events.

Today

When navigating the mini calendar click it to return to events scheduled for today. The view of the calendar is not disturbed.

E.g., you are checking out the events from **September 29th - October 5th, 2019**, which is the week view, click today to return to the current *week*.

When checking out the events scheduled on Dec 31 (month view), click to return to the current day. The calendar remains in month view and shows all the events of the current month.

Day

Displays the calendar day-wise and shows all events scheduled for that day. It displays the date selected in the mini calendar.

Work Week

Workweek view displays all the events in a *work week*.

E.g., you are viewing the events in the week **Sunday, 22nd Dec 2019 - Saturday, 28th Dec 2019**, and your work week starts from Monday and ends on Friday. Clicking **Work Week** displays events from **Monday, 23rd Dec 2019 - Friday, 27th Dec 2019**.

For better results, set your workweek in workweek settings

Week

Displays the calendar week-wise and shows all events scheduled for that week. It displays the week selected in the mini calendar.

Month

Displays the calendar month-wise and shows all events scheduled for that month. It displays the month selected in the mini calendar.

Year

Displays all the months of a year (selected in the mini calendar) in a 3x4 grid. Each month in that grid displays its days week-wise.

You can print events listed in the selected view pane. To print a selected view click ••• → **Print**.

Tasks Pane

Tasks pane is the rightmost pane of the Calendar tab and shows all of your Task Lists. For more information, see tasks.

Manage Events

Schedule an event

1. Click **[Calendar]**.
2. Click **[New Event]**.
3. In **Add Event** field, type the subject of the appointment.
4. Set start and end date times or select **All Day**.
    a. Choose an appropriate timezone for start and end date times. Enable this feature from Calendar Settings.
5. Set an appointment location — this is optional.
6. To schedule this event as an appointment in your calendar, do not add any invitees.

> To create this event like a meeting, type the email address of the invitees. Alternatively, click the link **Invitees** and choose from the list of people that appears. Click **[Show Availability]** to see when your invitees are available.

7. Any extra information or details go in the **Notes** section. Click the little pin beside **Notes** to attach a file.
8. Select a **Remind** interval. You are alerted of the appointment before the time set in **Remind** interval.

> Choose **Never** if you do not want notification of this appointment.

9. Choose how you would prefer to receive the alert — on the desktop/mobile application, or through email.
10. Select how that event should appear — Free, Tentative, Busy, or Out-of-Office.
11. Leave the field **Calendar** as-is if it is showing the calendar you want to place the event in, or if there are no other calendars set up.
12. Click **[Save]** to save this appointment in your calendar.

Edit an event

1. Locate the appointment to edit in your calendar.
2. Right-click the event to bring up the context menu and choose **Edit**.
    a. Alternatively, you can
        - Hover the mouse pointer to bring up the options — **Details**, **Print**, and **Delete**.
        - Click **Details** and then click on top.
3. An interface similar to Schedule an event appears.
4. Edit the relevant information and click **[Save]**.

Delete an event

1. Locate the appointment to delete in your calendar.
2. Hover the mouse pointer to bring up the options — **Details**, **Print**, and **Delete**.
3. Click **Delete**.
    a. Alternatively, right-click the event to bring up the context menu and choose **Delete**.
4. A notification on the top of the calendar pane confirms the deletion of the appointment.

Copy an Event

1. Locate the appointment to edit in your calendar.
2. Right-click the event to bring up the context menu and choose **Copy**.
3. An interface similar to Schedule an event appears.
4. Change the relevant information and click **[Save]**.

Forward an Event

You can use a **Forward** action in a calendar event's right-click context menu to forward the recurring event series or only that specific instance.

1. Locate the appointment to forward in your calendar.
2. Right-click the event to bring up the context menu and choose **Forward**.
3. If the selected event is a recurring event, choose if you want to forward **This event only** or **All Events**.
4. Add more invitees under the **To** field.
5. You can give additional information in the **Notes** section.
6. Click **[Send]** to forward the event.

Propose a New Time

You can propose a mew time for an event. You can propose a new time when you receive the invitation, or later from your calendar.

Propose a new time from invitation email

Click **Propose a new time** in your invitation email's RSVP section. On the **Propose new time** screen, set a preferred time and click **[Send]**.

Propose a new time from calendar

1. Locate the appointment, for which you want to propose a new time, in your calendar.
2. Right-click the event to bring up the context menu and choose **Propose new time**.
3. If the event is a recurring event, choose if you are proposing new time for **This event only** or **All Events**.
4. On the **Propose new time** screen, set a preferred time and click **[Send]**.

5. A toast notification confirms when proposed time is sent.

Event (Appointment/Meeting) Recurrence

You can set the event to repeat every day, every week, every month, or every year. These repetitions can be customized as well, e.g., every third Friday, or third Friday of every month, and so forth.

Below are a few example scenarios and possible event recurrence settings.

You want to take your pet to the vet, on the 4th of every month, at 11:00 AM, for a routine checkup. You would like to set a reminder. Next appointment is on the 4th of May.

Start Date and Time

05/04/20XX 11:00 AM

End Date and Time

05/04/20XX 11:30 AM

Repeat

Every month

Smiths' anniversary is on the 20th of July. You would like to set a reminder to wish them "Happy Anniversary!"

Start Date and Time

07/20/20XX 07:00 PM. Check the box **All Day**.

Show as

Free

Repeat

Every year

Today, you meet your team to discuss an exciting idea. You then want to schedule your meeting every second Friday.

Start Date and Time

07/20/20XX 07:00 PM

End Date and Time

07/20/20XX 07:30 AM

Repeat

Custom — **Every** 2 **Weeks**
On Friday **Ends** Never

You can set similar other recurrence patterns.

Edit Recurring Event

1. Locate the event to be edited in your calendar.
2. Hover the mouse pointer to bring up the options — **Edit** and **Delete**.
3. Click **Edit**.
4. You can choose to edit just this instance of the event or all recurrences.
5. An interface similar to Schedule an event appears.
6. Edit the relevant information and click **[Save]**.

Delete Recurring Event

1. Locate the event to be deleted in your calendar.
2. Hover the mouse pointer to bring up the options — **Edit** and **Delete**.
3. Click **Delete**.
4. You can choose to delete just this instance of the event or all recurrences.
5. A notification on the top of the calendar pane confirms the deletion of the event.

Respond to an invitation

An invitation appears in the **Inbox** with . There are three responses to an event when you are an invitee. In the RSVP section of an invitation, you have an option to send a response email or propose a new time. Clicking RSVP actions — Accept, Tentative, or Decline — brings up a checkbox and a text area. Check the box, type in your response, and click **[Save]** to send a response to the sender.

Accept : Zimbra saves the event in your calendar. A notification reminds you before that event starts.

Tentative : Zimbra saves the event in your calendar. A notification reminds you before that event starts. However, you can revisit the event anytime to mark it as Accept or Decline.

Decline : Zimbra deletes the event, and the event does not make it to your calendar.

Propose a new time : {product short} launches the edit event dialog to Propose a New Time for that event.

Event organizers have an option to accept or decline the proposed time.

Zimbra marks the invitations that you have not yet responded with a bar on the left. You may respond to the invitation in the calendar or the Mail section. Once you have responded, Zimbra deletes the invitation email.

Turn off or Postpone a Reminder

The **Reminder** dialog box pops up when an appointment or meeting is coming up, or when it's time to finish a task.

You can turn off the reminder by clicking **Dismiss** or pause it for a minute by clicking **Snooze**

A reminder box may list multiple events. To turn off *all* reminders, click **Dismiss All**.

Similarly, **Snooze All** pauses *all* reminders for a minute.

Manage Calendars

Share a Calendar

If enabled for your account, you can share your calendars with its events, appointments, and meetings with others.

1. Click **[Calendar]** tab.
2. Right-click the calendar you want to share and choose **Share**.
3. Click **Invite people by email (most flexible)**.
4. Choose appropriate permission from **Anyone with the link can** drop-down.

   View
   : Users can view all appointments, **except** the private ones.

   View free/busy times only
   : Users can only view when your calendar is free or busy. They cannot see the appointment details.

   View (including private events)
   : Users can view all appointments, **including** private ones.

   View and edit
   : Users can view and edit all appointments, **except** private ones.

   View, edit, add and remove
   : Users can view and edit all appointments, **except** private ones. They can also add and delete events (**except** private events) from your calendar.

   View, edit, add and remove (including private events)
   : Users can view and edit all appointments, **including** private ones. They can also add and remove events (**including** private events) from your calendar.

5. Type in the email address of people with whom you want to share this calendar.
6. Click **Change** next to invitees and edit their permissions — or remove the invitees altogether.
7. Click **[Save]**.
8. Zimbra sends a link to receivers who have an option to accept or decline the invitation.

Accept a Shared Calendar

Whenever someone shares their calendar with you, you receive an email notifying about it.

1. Click **Add Calendar** to add it to your calendars. Your friend's calendar now appears under **Others**.
2. Click **Decline** to reject the share invitation.

Add Calendars

Add a new calendar by any of these methods.

Manually

1. Click **[Calendar]** and hover over **My Calendars**.
2. Click ＋.
3. Type a name for this calendar.
4. Choose a color to mark it differently from the other calendars.

Subscribe to a Calendar

1. Click **Calendar** and hover over **Others**.
2. Click the gear icon and select **Add a Friend's Calendar**.
3. Enter your friend's email address.
4. Click **[Save]**.

> You can add your friend's calendar only when they have shared it.

Add a Holiday Calendar

This feature populates your calendar with holidays in your country.

1. Click **Calendar** and hover over **Holidays**.
2. Click ＋.
3. Choose the country whose holidays you want to view in your calendar.
4. Click **Next** and choose the color to differentiate this calendar from the rest.
5. Click **[Save]** to save the changes. Your new subscribed calendar appears under **Holidays**.

Tasks

Create a New List

1. Click •••
2. Click **Create List...**
3. Type in a name for that list.
4. The new list appears below your name in the task pane.

Create a Task

You can combine various lists into one, get reminders, and track task progress.

1. Click **[Calendar]**.
2. Click ••• and choose **New Task**.

   > This option is disabled in Done View.

3. Set a due date of the task in **Due Date** field.
4. Set a priority from the drop-down. The options available are **Low**, **Normal**, and **High**.
5. Choose a list to assign the task.
6. Any extra information related to the task goes in **Notes** section.

Alternatively,

1. in tasks pane, hover over a list in which to create the task and click it.
2. In the field that appears, type in your task.
3. Press enter — or click anywhere else in the task pane — to save the task with a check-box.
4. To set a due date or change the default priority, edit that task.

Edit a Task

1. Click the task created to bring up the options — **Edit** and **Delete**.
2. Click **Edit**.

The interface and options are the same as that of Create a Task.

Delete a Task

1. Click the task created to bring up the options — **Edit** and **Delete**.
2. Click **Delete**.
3. A notification on the top of the calendar pane confirms the deletion of the task.

Task list View orders

You can view the tasks list in the task pane as per a general list of tasks — list, priority, due date, or status.

List View

It shows all the tasks and the lists in which they belong. Lists appear in alphabetical order. Tasks within the list appear in the same order they were created; the latest task appears first.

Priority View

Tasks with decreasing order of priorities — **High** being first — are listed here.

Due Date View

This view shows the tasks in order of their due dates. Tasks that are past due appear first, followed by tasks that are needed later.

Done View

This pane lists tasks that are marked done.

Managing your Profile

This feature in Zimbra helps change your login password and upload a profile image. Recipients of your email, however, may not see your image when they receive your emails.

Change Password

This feature helps you change your password.

1. In the top right, click and choose **Change Password**. The **Change Password** dialog appears.

   > **Change Password** dialog also appears when your password has expired, and you attempt to login.

2. Enter the current password in the **Current Password** field.
3. Type in the new password in **New Password** field.
4. Type in the new password again in **Confirm Password** field.
5. Click **Continue** to apply the changes.

Change Profile Image

1. In the top right, click and choose **Change Profile Image**. The **Change Profile Image** dialog appears.
2. Click inside the bordered area to launch a file browser window. Navigate to the image's location and click **Open**.
   - Alternatively, you can drag and drop your image inside the bordered area.
3. Select the portion of the photo you want to show. The frame with dashed borders can be resized and repositioned.
4. Click or to rotate the picture a quarter turn left or right.
5. Click **[Save]** to apply the changes.

Settings

Settings in Zimbra have multiple features like changing signatures, creating filters, and mail reading behavior being a few among many.

General

This section deals with storage, date & time format, and the default app version which you see after login.

Storage

This section of the Modern Web App displays the storage and the allocated space that you are using on the Zimbra server.

Date & Time

This section manages the date and time format used throughout the Modern Web App.

Date Format

There are 4 date formats to choose from:

mm/dd/yyyy
: January 9, 2021 appears as **01/09/2021**.

dd/mm/yyyy
: January 9, 2021 appears as **09/01/2021**.

yyyy-mm-dd
: January 9, 2021 appears as **2021-01-09**.

dd-mmm-yy
: January 9, 2021 appears as **09-Jan-21**.

Time Format

There are 4 date formats to choose from:

h:mm
: The time 9:21 AM appears as **9:21 AM**.

hh:mm
: The time 9:21 AM appears as **09:21 AM**.

H:MM
: The time 9:21 AM appears as **9:21**.

HH:MM

The time 9:21 AM appears as **09:21**.

Zimbra Version

Here you choose the Zimbra version you want to use.

Modern

Choose this option to use the Modern Web App.

Classic

Choose this option to use the Classic Web App.

Viewing Email

Group emails into conversations

When you reply to an email, Zimbra groups responses together in conversations with the newest email on the top.

A conversation breaks off into a new conversation if the subject line changes.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, check the box **Enable Conversations** to group the messages or uncheck this box to ungroup the messages.
3. At the bottom of the page, click **[Save]**.

Show Email Snippets

By default, Zimbra shows you *snippets*, or previews, of your messages in the email pane. If you do not need the snippets or feel that they make your Inbox look cluttered, you can turn the snippets off.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, uncheck the box **Show snippets** to turn them off.
3. At the bottom of the page, click **[Save]**.

Group Emails by date

Zimbra, by default, groups your email conversations by date. So you see email groups like *Today*, *Yesterday*, *Last week*, and so on. You can disable this setting.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, uncheck the box **Group by date** to ungroup the messages. Your emails appear sorted by date, but they do not appear in groups.
3. At the bottom of the page, click **[Save]**.

Email Preview Pane

The preview pane in Zimbra displays the selected email's content.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, click the **Preview Pane** drop-down.

   The preview pane on the right
   : The selected email's content appears on the right of the email list.

   The preview pane on the bottom
   : The selected email appears in a pane on the bottom of the email list.

None

The preview pane is disabled.

3. At the bottom of the page, click **[Save]**.

Message List Density

This setting controls the spacing between each email in the email list. **Slim** is the lowest, and **Relaxed** is the highest possible spacing between two emails in the email list.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, click the **Message list density** drop-down.
3. At the bottom of the page, click **[Save]**.

Mark Emails as Read

Zimbra immediately marks a message as read when you select it. To change this behavior:

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, click the **Mark as read** drop-down.

   Immediately

   The selected email is marked read the moment you click it.

   After 2 seconds

   The selected email is marked read after **2** seconds.

   After 5 seconds

   The selected email is marked read after **5** seconds.

   Never

   The selected email stays unread until you mark it as read manually. For details, refer to reading pane tools.

3. At the bottom of the page, click **[Save]**.

Check for New Emails

Zimbra checks for new emails at regular intervals. You can, however, override the default settings.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, click the **Check for new mail** drop-down.
3. You can choose a duration from the drop-down when Zimbra checks for new mail.
   a. Click the reload icon beside **Inbox** to check for new emails **Manually**. This reload icon becomes visible when you hover the mouse on the Inbox.
   b. Choose **As new mail arrives** to have Zimbra repeatedly check for new emails.

4. At the bottom of the page, click **[Save]**.

Sending Read Receipts

If requested by the sender, you can send a read receipt to confirm that you have opened their message.

In Zimbra, you can decline to send this read receipt, or have Zimbra ask you for confirmation.

1. Select ⚙ → **Settings**.
2. Under **Viewing Email**, click the **Read receipts** drop-down.

   Ask me

   As soon as you open an email where a sender has requested a read receipt, you receive the prompt below.

   - Click ✕ to decline to send a read receipt.
   - Click **Send read receipt** to let the sender know that you have read the message.

   Ask Me

   Choose this option to receive a confirmation before sending a read receipt.

   Always Send

   Choose this option to send a read receipt every time to recipients.

   Never Send

   Choose this option, so Zimbra does not send a read-receipt to recipients.

3. At the bottom of the page, click **[Save]**.

Email Notifications

You can choose when Zimbra notifies you of new emails.

When a new message arrives in Inbox

When you choose this option, Zimbra notifies you of new emails **only** whem they arrive in **Inbox**. You are not notified of emails arriving in other folders due to filters.

When a new message arrives in any folder

When you choose this option, Zimbra notifies you of each new email, irrespective of the folder in which they are arriving.

Writing Emails

Recall a sent message

You can recall an email you just sent, using the **Undo Send** feature. When enabled, as soon as you send an email, you get a notification with an **UNDO** button. This notification stays for only a few seconds. Once this notification disappears, recall is not possible.

The email remains in **Drafts** folder as long as this notification stays on the screen. When you click **Undo**, a notification informs you that sending has been canceled, and the email remains in your **Drafts** folder.

1. Select ⚙ → **Settings**.
2. Under **Writing Email**, check **Enable** against **Undo send** to enable this feature.
3. At the bottom of the page, click **[Save]**.

Request Read Receipts

You can ask readers for an acknowledgment every time they open your email.

1. Select ⚙ → **Settings**.
2. Under **Writing Email**, check **Always** against **Request read receipts** to enable this feature.
3. At the bottom of the page, click **[Save]**.

> Check Request Read Receipts on how to request your recipients for a read receipt on the fly — while composing emails.

Save a Copy to Sent Folder

You can choose to **not** save your sent emails in **Sent** folder.

1. Select ⚙ → **Settings**.
2. Under **Writing Email**, uncheck **Enable** against **Save a copy to Sent folder** to disable saving emails in the Sent folder.
3. At the bottom of the page, click **[Save]**.

Delegation

You can let someone else manage your email account using Zimbra. Your delegates can read, send, and delete messages on your behalf. Messages your delegates send on your behalf show you as the sender.

1. Select ⚙ → **Settings**.
2. Under **Writing Email**, click **Add delegates** against **Delegates**.
3. Enter the name or email address of the delegate. Autocomplete feature lists suggestions; choose

one that applies.

4. Choose whether delegates can **Send As** or **Send on behalf of**

   Send As

   Delegates can send an email *as* you. Receivers of this email see your email address as the sender.

   Send on behalf of

   Delegates send an email on your *behalf*. Receivers of this email see the delegate’s email address, as well as yours, as the sender.

Delegate’s Sent Email Settings

When a delegate sends an email, as you or on your behalf, you can manage where the sent messages are stored.

Save sent messages to my Sent folder

The email sent by your delegate goes in your sent items folder.

Save sent messages to delegate’s Sent folder

The email sent by your delegate goes in the delegate’s sent items folder.

Save sent messages to my Sent folder, and delegate’s Sent folder

The email sent by your delegate goes in your sent items folder, and delegate’s Sent Items folder as well.

Don’t save sent messages

Zimbra does not save the email sent by your delegate.

Account Settings

Add an Account

The Modern Web App can help you manage emails that you receive on other email addresses. Through the Modern Web App you can send and receive emails using these email addresses.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose + **Add an account**.
3. Enter your email address in the **Email Address** field.
4. Enter the password for this email address in the **Password** field.

> You may need to generate an app password, if your email provider mandates it. Once generated, use the app password in the **Password** field.

5. Choose an account type, from **POP** or **IMAP**, that you want to configure with the Modern Web App.
6. Enter the username associated with this email address.
7. Type the mail server name in **Mail Server** field. Please check with your email provider for this information.

Change the name on your Zimbra account

You can choose what name people see when you send them an email.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Under **Your Name** type in a name that you want people to see when they receive your emails.
4. At the bottom of the page, click **[Save]**.

Change your Zimbra Mailbox Name

If you have multiple email accounts configured through Zimbra, you may want to differentiate them.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Under **Description** type in a name for this account.
4. At the bottom of the page, click **[Save]**.

Add a Persona

A persona helps you create a separate email identity to manage different types of email. E.g., you can create a persona for your business email and one for your personal email. By using a persona, you can specify a different **From** address or a **Reply-To** address for emails sent using that persona. All outgoing email displays the email address of the persona that you are using.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose + **Add a persona**.
3. Type a name under **Persona Name** to identify your persona.
4. Choose an account from **Send from this account**.
5. Type in a name which recipients see as the sender's name.

    > If this box is empty, persona will use From name of the sending account.

6. Check **Enable** against **Direct replies to a different email address**, to receive replies on a different email address.
    a. Enter a *Reply-to address*.
    b. Type in a *Reply-to name*.
7. Click **Add Persona** to create this persona.

Two-factor Authentication

2FA Enabled

If two-factor authentication is only enabled but not enforced, you have the option to set up two-factor authentication at your convenience. Application usage is not affected.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane to enable 2FA.
3. Click **[Set up two-factor authentication]**.
4. Enter your password when prompted.
5. Install an authentication app on your mobile device. Check supported apps.
6. Once installed, configure it on your smartphone.
7. Click **Next** on the Zimbra screen to begin the process of adding this account to the authentication app.
8. On the authenticator app, scan the QR code or enter the code generated on the Zimbra screen.
9. Click **Next**.
10. Enter the code generated by your authenticator app and click **Verify** to complete the two-factor authentication setup.

Login Screen

Once set up, Zimbra prompts you to enter a code as part of every login. Enter the code displayed in your authenticator app at that time and click **Verify**.

Adding Trusted Devices

Once you have set up 2FA, Zimbra requires a code from the authenticator app on each login. You can set a device as a trusted device, so you do not have to enter an authentication code.

1. Launch Zimbra.
2. Enter an authorized username and password.
3. Check the box, **Always trust this device**.
4. Enter the two-factor authentication code from the authentication app.
5. Click **Verify** to login.

Next time when logging in from this device, you do not need to enter the authentication code.

Removing Trusted Devices

When you remove a device from the list of trusted devices, Zimbra prompts you to enter the authentication code next time you attempt to login using that device. To remove a device from the list of trusted devices, login from the device you wish to remove from the trusted devices' list.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Two-factor authentication** segment.
4. Click **Don't trust this device**.

> To remove all your devices from the list of trusted devices, **except** the one you have logged in from, click **Don't trust all other devices**.

Zimbra removes the target device from the list of trusted devices with immediate effect.

One-time codes

One-time codes are a set of ten codes used to complete the two-factor authentication when you do not have access to the authentication app. You can use each of these unique codes only once. Zimbra has an option to regenerate a new set of codes. We recommend that you copy and keep the codes in a safe place on the first available opportunity.

> You cannot log in to Zimbra if you do not have the codes or access to the authenticator app.

Generate One-time Codes

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Two-factor authentication** segment.
4. Click **10 unused codes**.

5. Click **Copy to clipboard** to copy the codes, paste in a text file, and save the file in a safe place.

> Once clicked, **Copy to clipboard** changes to **Copied**. The codes can be copied again by clicking **Copied**.

Adding an App Passcode

Most desktop email programs have no way to ask for or enter the unique code to complete the two-factor authentication. Zimbra helps you generate a passcode that you can use instead of your *real* account password when configuring your email program.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Two-factor authentication** segment.
4. Click **Add a passcode**.
5. Enter a name that helps you identify the app password you create and click **Next**.
6. Copy the code, paste in a text file, and save the file in a safe place. You need this code when configuring your email program.
7. Enter this passcode instead of your account password when configuring an email client with Zimbra.

Removing an App Passcode

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Two-factor authentication** segment.
4. Hover over the email application you want to remove.
5. Click ✕ to remove the targeted application.

Disable 2FA

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Two-factor authentication** segment.
4. Click the button **Remove two-factor authentication**.

You can now log in without the need to enter an authentication code.

> You can disable 2FA only if the administrator has allowed this option for you.

Reply-to Address

You can receive replies to your emails on a different address using this feature.

1. Select → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Reply-to-Address** segment.
4. Check the box **Receive replies to your sent emails at a different address**.
5. Enter an email address where you'd like to receive replies for your emails.
6. Type in a name corresponding to the above email address.
7. At the bottom of the page, click **[Save]**.

Access your emails elsewhere

You can set a forwarding address in Zimbra. Zimbra forwards all your emails to the address specified here.

1. Select → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Access your mail elsewhere** segment.
4. Check the box **Forward: Zimbra forwards all your emails to the specified address so that you can check it there**.
5. Enter an email address where you'd like to forward your emails.
6. From the drop-down, choose if Zimbra should keep a copy of the email received.

   Store and Forward

   Zimbra keeps a copy of the email before forwarding it to the specified address.

   Delete and Forward

   Zimbra deletes the email after forwarding it to the specified address.

7. At the bottom of the page, click **[Save]**.

Export

You can export all your emails, contacts, and calendars as a `.tgz` file. To export individual folders, emails, contacts, or calendars, right-click those items and choose **Export** from the context menu.

1. Select → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Export** and click **[Export]**.

Import

You can import all your emails, contacts, and calendars from a `.tgz` file.

1. Select → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.

3. Scroll down to **Import** and click **[Import]**.

Mobile or Desktop Configuration

IMAP, CalDav, and CardDav are an open set of rules for synchronizing your emails, contacts, calendars, and tasks with mobile or desktop devices. Zimbra creates mobile profiles which you can download, configure, and sync your mobile devices.

Android OS natively (without the help of external apps) supports IMAP for managing email; however, CalDAV and CardDAV require installation of apps like OpenSync. Mac and iOS have provisions for working with CalDAV and cardDAV; hence, you do not need any Mac or iOS app to work with them.

This section explains how to export profiles. To import these profiles to your mobile devices, you may want to look at below help articles:

Export Profiles

There are five profiles available to download and sync with devices that support this.

Email, Calendar, and Tasks, Contacts

This profile syncs Email, Calendar, Tasks, and Contacts on mobile devices with Zimbra.

Calendar and Tasks, Contacts

This profile syncs only Calendar, Tasks, and Contacts on mobile devices, with Zimbra; it does not sync emails.

Calendar and Tasks

This profile syncs only Calendar and Tasks on mobile devices, with Zimbra; it does not sync emails and contacts.

Contacts

This profile syncs only contacts on mobile devices, with Zimbra; it does not sync emails, calendars, and tasks.

Email

This profile syncs only emails on mobile devices, with Zimbra; it does not sync contacts, calendars, and tasks.

1. Select ⚙ → **Settings**.
2. Click **Accounts** in the left pane and choose an account from the right pane.
3. Scroll down to **Mobile or Desktop configuration** segment.
4. Choose one of the profiles from the drop-down and click **Download**.
5. Choose a location to save the downloaded file. Zimbra requires this file when importing profiles to iOS or Android devices.

Import profiles to iOS

IMAP

https://support.apple.com/en-in/HT201320

CalDAV

https://support.apple.com/en-in/guide/iphone/iph3d1110d4/ios

CardDAV

https://support.apple.com/en-in/guide/iphone/iph14a87326/ios

Import profiles to Android

Since Android — without external apps — supports IMAP only, you may need to check the instructions specific to the app you use for CardDAV and CalDAV.

Account Recovery

We always recommend adding an alternate email address to get account recovery instructions if you forget the login credentials to your email account.

1. Select ⚙ → **Settings**.
2. Click **Account Recovery** in the left pane and click **Add Recovery Email**.
3. Enter an email address where you would like to receive account recovery instructions.
4. Click **Continue**.
5. You receive a code on this alternate email address. Check your email and copy the verification code.
6. Paste in the above prompt to verify the alternate email address.

Out of Office settings

With Zimbra, you can send out-of-office replies for any duration you specify.

1. Select ⚙ → **Settings**.
2. Click **Out Of Office** in the left pane.
3. Check the box **Enable automatic response during these dates (inclusive)**.
4. Specify a **From** date.
5. Specify an **Until** date.
   - If the until date is uncertain, check the box **No end date**.
6. Type a response that you'd want to send while you are out of office.
   - Test out the response by clicking **[Send sample copy to me]**.

Out of Office replies for external senders

You can choose if you want to send an out-of-office response to senders who are not in your organization (external senders).

Against **External Senders** there are three options in the dropdown.

Send standard automatic response

Choose this option to send the same response specified above, to external senders.

Send external automatic response

Choose this option to bring up a text box and type a separate response to external senders. Click **[Send sample copy to me]** to test out this response.

Do not send automatic response

Choose this option to avoid sending out-of-office response to external senders.

Filters — Automate management of your email

Zimbra allows you to create filters through which you can sort incoming messages into folders by defining some rules.

Create New Filter

1. Select ⚙ → **Settings**.
2. Click **Filters** in the left pane.
3. Click **Add** to create a new filter.
4. Set a **Filter Name**.
5. There are two filter editors — Basic and Advanced. By default, when creating a new filter **Basic** editor opens.

Zimbra takes these actions when it encounters mails that meet the defined criteria.

Move to folder
: You can move the filtered email to either **Junk** or **Trash**

Mark as read
: Leave the message in the inbox but mark it as read.

Permanently delete
: Discard the email, so it does not appear in the **Trash** folder.

Forward to
: Redirect the email to another email address.

Star
: Flag the email so that it stands out and appears with a star in the email list.

Tag With
: Mark an email with tags that you have created. For more information check tags.

Basic

In the basic editor, you can specify only one action to affect emails that meet the filter criteria. E.g., you can only mark it read *or* move it to trash; you can't do both. To perform multiple actions on emails matching specific criteria, check advanced mode.

1. Choose if the incoming mails have to meet **any** one or **all** of the defined criteria.
2. Define the conditions that an email has to meet for the defined action to take effect.
3. Under **Then** choose what happens with the filtered email. You can choose only one action.

Advanced

In the advanced editor, you can specify multiple actions to affect emails that meet the filter criteria. E.g., you can mark it read *and* move it to trash.

1. Click **Switch to advanced**.
2. Choose if the incoming mails have to meet **any** one or **all** of the defined criteria.
3. Define the conditions that an email has to meet for the defined action to take effect.
    - To add more conditions, click + **Add a condition**.
4. Under **Then** choose what happens with the filtered email. You can choose only one action.
    - To add more actions click + **Add an action**

> **And do not process additional filters** check-box stops other filters from running on a message which meets the criteria for multiple filters.

Managing Filters

1. Select ⚙ → **Settings**.
2. Click **Filters** in the left pane.
3. The right pane lists all the filters that you have created so far.
    a. Click and drag ☰ to raise or lower the filter priority.
    b. Check or uncheck a filter to enable or disable it.
    c. Click ••• against a filter to bring up options like **Details**, **Run**, **Edit**, and **Delete**.

Details
: Lists the conditions for an email to meet and the action to take when an email meets the filter criteria.

Run
: Choose an account and then folder(s) on which to run the filter.

Edit
: Opens the appropriate editor — **Basic** or **Advanced** — to edit a filter.

Delete
: Prompts a confirmation dialog before deleting a filter.

Block and Allow senders

You can block messages from specific email addresses or domains from reaching your inbox; you can also allow specific email addresses and domains, so their emails reach you every time. When you add an email address or domain to your blocked senders' list, Zimbra blocks all messages from that sender.

Block senders from sending you email

1. Select ⚙ → **Settings**.
2. Click **Blocked and Allowed Senders** in the left pane.
3. Under **Blocked Senders and Domains**, enter the email address or domain that you want to block and click **Block**.

> Zimbra removes emails by blocked senders from the server; they do not appear in either **Junk** or **Trash**.

Allow senders

If you want to remove someone from the blocked senders' list, follow the instructions below.

1. Select ⚙ → **Settings**.
2. Click **Blocked and Allowed Senders** in the left pane.
3. Under **Blocked Senders and Domains**, select the email address or domain that you want to unblock and click **Remove**.

Stop messages from going into your Junk Email folder

Messages from these senders and domains bypass spam filters and are always delivered.

1. Select ⚙ → **Settings**.
2. Click **Blocked and Allowed Senders** in the left pane.
3. Under **Allowed Senders and Domains**, enter the email address or domain that you want to receive emails from and click **Allow**.

> If the same email address is in the whitelist and the blacklist, whitelisting takes precedence.

Offline mode

With Zimbra, you can work offline to avoid incurring cellular data charges or to stop Zimbra from attempting to send and receive messages over a slow network connection. You can manage and compose mail, contacts, and appointments when you are offline. The changes sync when you are back online.

1. Select ⚙ → **Settings**.
2. Click **Offline Mode** in the left pane.

   Enable offline mode
   : Copies of recent items are saved locally. They are synchronized with the server when Zimbra goes online.

   Disable offline mode
   : Zimbra is online, and all changes synchronize in real-time.

Security and Activity

This setting enables viewing of emails and shows the list of devices where Zimbra is open with your credentials. You have the option to sign out from all other instances except this one.

Security

1. Select → **Settings**.
2. Click **Security and Activity** in the left pane.
    a. To block images from appearing everywhere choose **Never by default**.
    b. To block images from appearing only in **Junk** folder choose **Always, except in Junk folder**.

Activity

1. Select → **Settings**.
2. Click **Security and Activity** in the left pane.
3. Click **Sign out** against sessions that you are no longer using or you don’t recognize.

Calendar and Reminder Settings

This setting controls,

- default calendar to create events in,
- the day when a week starts,
- time when a typical workday starts and ends,
- calendar events time zone,
- if the calendar, when shared, a delegate can manage through a mobile device, and
- the email address to send event reminders.

General Calendar Settings

1. Select ⚙ → **Settings**.
2. Click **Calendar and Reminder Settings** in the left pane.
3. Choose a **Default Calendar** from the drop-down. If you have not added a calendar, the drop-down does not have any other entries.
4. Choose a **Start of Week** from the drop-down.
5. Choose a time when your workday starts from **Start of Workday** drop-down.
6. Specify a time when your workday ends from the **End of Workday** drop-down.
7. Set a time zone for your workdays under **Workday Time Zone**.
   a. Alternatively, check the box **Show timezones for start and end times** to set time zones on the fly.
8. Check the box **Enable delegation for CALDav clients** against **Sharing** to allow delegated users to manage your shared calendars using their mobile devices.

Event Reminders

You can specify an email address to receive event reminders.

1. Select ⚙ → **Settings**.
2. Click **Calendar and Reminder Settings** in the left pane.
3. Enter the email address in **Send reminders by email to** field to send event reminders to that email address.
4. Check the box **Show Browser Notifications** to receive event reminders via browser notifications.
5. Specify a **Default Reminder Time** before which to receive event reminders.
6. Check the box to enable **Show Reminders for Past-Due Events** to receive reminders for events that are past due. This way, you receive reminders for events that you might have unknowingly missed.

Free Busy Permission

You can use this setting to control who can see when you are free or busy. Event organizers can click on **[Show Availability]** when scheduling an event to see when you are available for a meeting.

Choose an option from the dropdown.

Everyone
: All organizers can view the time when you are free or busy.

Internal users only
: Your Free/Busy information is available to all users within your organization.

Internal users on my domain only
: Your Free/Busy information is available only to users within your domain. Users in your organization who have email addresses on another domain can not view your Free/Busy information.

These internal users only
: Enter email addresses, below this dropdown, of users who can view your free/busy information. Click **[Add]** after entering each email address. The field **Enter an email address** is active only for this option.

None
: Your free/busy information is hidden from everyone, without exception.

Change Display Language

Zimbra now offers these languages as the display language.

- Chinese
- English (United States)
- French
- German
- Hindi
- Indonesian
- Italian
- Japanese
- Portuguese
- Spanish
- Thai

To change the Zimbra display language to one of the above languages, perform the following steps.

1. Select → **Settings**.
2. Select **Language**.
3. Choose a language you prefer.
4. Click **[Save]**.

Zimbra display language changes to the selected language.

Activating Zimlets in Modern Web App

To enable zimlets, please get in touch with your organization's Zimbra Collaboration administrator.

This section discusses how to activate zimlets for your account once an administrator enables them.

Dropbox

With this integration you can connect your Dropbox account to Zimbra for saving and sharing files from your Dropbox.

Activate the Dropbox Zimlet

During the activation process, you may encounter a **Not Found** error. The error goes away automatically and does not require any intervention.

1. Select ⚙ → **Settings**.
2. Select **Dropbox Integration** from the left pane.
3. Click **[Activate]**
4. Sign In to your Dropbox account.
5. Click **[Allow]** to authorize Zimbra to access your Dropbox.

   Dropbox's authentication works in the background and hence you may have to wait for sometime before Dropbox activates.

6. Click **[Save]**.

Save all Attachments to your Dropbox

Some Users may not see the download link above their attachments. In such a case, please follow the steps mentioned in Save an Attachment to your Dropbox

Once this zimlet is activated, emails containing attachments appear with links to save the attachments.

1. On an email containing attachments, click the **Save to Dropbox** link — just above the attachments.
2. Sign In to your Dropbox account, if requested.
3. Click **[Save]** to save all attachments to Dropbox.
4. Click **Remove** against an attachment to remove it.
5. A notification confirms file upload to Dropbox.

Save an Attachment to your Dropbox

1. Click on an attachment.
2. Click **[Dropbox]** from the list of download locations.
3. Sign In to your Dropbox account.
4. Click **[Save]** to save all attachments to Dropbox.
5. A notification confirms file upload to Dropbox.

Attaching a file from Dropbox

1. When composing an email, click and select **Add files from Dropbox**.
2. Click **Select files to attach** to add the files as attachments in your email.
   a. Click **Select files to link** to add the files as links in your email.
3. Sign In to your Dropbox account.
4. From the **Dropbox** window, select the files to attach.
5. Compose your message and click **[Send]** to send the email with attachment from **Dropbox**.

Send Large files via Dropbox

1. When composing an email, click and select **Add from my Computer**.
2. Select the file you want to attach and click **Open**.
3. Select **Dropbox** from the presented options.
4. Click **[Save]** in the Dropbox window to save your file to be shared from Dropbox.
5. The **Inserting Link** window appears while the file saves to your Dropbox. Once completed, the link appears in your email message.
6. Compose your message and click **[Send]** to send the email with the Dropbox link.

Google Drive

With this integration you can connect your Google Drive account to Zimbra for saving and sharing files from your Google Drive.

Activate the Google Drive Zimlet

During the activation process, you may encounter a **Not Found** error. The error goes away automatically and does not require any intervention.

1. Select → **Settings**.
2. Select **Google Drive Integration** from the left pane.
3. Click **[Activate]**
4. Sign In to your Google Drive account.

5. Click **[Allow]** to authorize Zimbra to access your Google Drive.

> Google Drive's authentication works in the background and hence you may have to wait for sometime before Google Drive activates.

6. Click **[Save]**.

Save all Attachments to your Google Drive

> Some Users may not see the download link above their attachments. In such a case, please follow the steps mentioned in Save an Attachment to your Google Drive

Once this zimlet is activated, emails containing attachments appear with links to save the attachments.

1. On an email containing attachments, click the **Save to Google Drive** link — just above the attachments.
2. Sign In to your Google Drive account, if requested.
3. Click **[Save]** to save all attachments to Google Drive.
4. Click **Remove** against an attachment to remove it.
5. A notification confirms file upload to Google Drive.

Save an Attachment to your Google Drive

1. Click ⬇ on an attachment.
2. Click **[Google Drive]** from the list of download locations.
3. Sign In to your Google Drive account.
4. Click **[Save]** to save all attachments to Google Drive.
5. A notification confirms file upload to Google Drive.

Attaching a file from Google Drive

1. When composing an email, click 📎 and select **Add files from Google Drive**.
2. Click **Select files to attach** to add the files as attachments in your email.
   a. Click **Select files to link** to add the files as links in your email.
3. Sign In to your Google Drive account.
4. From the **Google Drive** window, select the files to attach.
5. Compose your message and click **[Send]** to send the email with attachment from **Google Drive**.

Send Large files via Google Drive

1. When composing an email, click 📎 and select **Add from my Computer**.

2. Select the file you want to attach and click **Open**.
3. Select **Google Drive** from the presented options.
4. Click **[Save]** in the Google Drive window to save your file to be shared from Google Drive.
5. The **Inserting Link** window appears while the file saves to your Google Drive. Once completed, the link appears in your email message.
6. Compose your message and click **[Send]** to send the email with the Google Drive link.

Onedrive

With this integration you can connect your Onedrive account to Zimbra for saving and sharing files from your Onedrive.

Activate the Onedrive Zimlet

During the activation process, you may encounter a **Not Found** error. The error goes away automatically and does not require any intervention.

1. Select ⚙ → **Settings**.
2. Select **Onedrive Integration** from the left pane.
3. Click **[Activate]**
4. Sign In to your Onedrive account.
5. Click **[Allow]** to authorize Zimbra to access your Onedrive.

   Onedrive's authentication works in the background and hence you may have to wait for sometime before Onedrive activates.

6. Click **[Save]**.

Save all Attachments to your Onedrive

Some Users may not see the download link above their attachments. In such a case, please follow the steps mentioned in Save an Attachment to your Onedrive

Once this zimlet is activated, emails containing attachments appear with links to save the attachments.

1. On an email containing attachments, click the **Save to Onedrive** link — just above the attachments.
2. Sign In to your Onedrive account, if requested.
3. Click **[Save]** to save all attachments to Onedrive.
4. Click **Remove** against an attachment to remove it.
5. A notification confirms file upload to Onedrive.

Save an Attachment to your Onedrive

1. Click on an attachment.
2. Click **[Onedrive]** from the list of download locations.
3. Sign In to your Onedrive account.
4. Click **[Save]** to save all attachments to Onedrive.
5. A notification confirms file upload to Onedrive.

Attaching a file from Onedrive

1. When composing an email, click and select **Add files from Onedrive**.
2. Click **Select files to attach** to add the files as attachments in your email.
   a. Click **Select files to link** to add the files as links in your email.
3. Sign In to your Onedrive account.
4. From the **Onedrive** window, select the files to attach.
5. Compose your message and click **[Send]** to send the email with attachment from **Onedrive**.

Send Large files via Onedrive

1. When composing an email, click and select **Add from my Computer**.
2. Select the file you want to attach and click **Open**.
3. Select **Onedrive** from the presented options.
4. Click **[Save]** in the Onedrive window to save your file to be shared from Onedrive.
5. The **Inserting Link** window appears while the file saves to your Onedrive. Once completed, the link appears in your email message.
6. Compose your message and click **[Send]** to send the email with the Onedrive link.

Slack

The Slack integration helps you connect your Slack account to Zimbra for quickly initiating conversations using Slack. With this integration you can see if other users in your organization are online (if they have set the Slack integration up), launch private chat with users, and even continue an email thread in a conversation on Slack.

Getting Started by Authorizing Slack

During the activation process, you may encounter a **Not Found** error. The error goes away automatically and does not require any intervention.

1. Select → **Settings**.
2. Select **Slack Integration** from the left pane. Here you can add or remove your Slack workspaces to integrate them with the Modern Web App.

3. Click **[Sign In To Workspace]**.

> Slack's authentication works in the background and hence you may have to wait for sometime before Onedrive activates.

4. Select a workspace from the dropdown in the top-right corner of the window and click **[Allow]** to add it.
5. The workspace name and logo will then appear in the Settings panel. You will have to repeat this process for each workspace you would like to add, in order for any integration features to work properly with that workspace.
6. To remove a workspace, simply click the Trash icon next to it. It will disappear from the window.

Checking User Presence and Sending Direct Messages

You can check the active / away status of users in your contacts, calendar items, or email conversations for each of the workspaces you belong to. From there, you can easily start a direct message conversation with that user.

- Hover over a name / email in the address bar of a sent or received email message or draft, or in the Invitees section of a calendar item.

If no Slack indicator appears, the user is not a member of any of your Slack workspaces. A green dot indicates that they are active on at least one of your workspaces, while an orange dot indicates they are away from all workspaces.

- If the user is a member of only one of your workspaces, clicking on the indicator button will start a direct message conversation with that user and send you to it in the Slack app.
- If the user is a member of more than one of your workspaces, a down caret will appear when you hover over the indicator button. Clicking the button displays a list of the common workspaces between you and the user, and their presence status for each. Clicking on any of these workspaces will start a direct message conversation in that workspace and send you to it in the Slack app.
- You can also check a user's workspace presence status in the Contacts tab.
  a. Click **[Contacts]**.
  b. Select a contact.
  c. If the contact is a member of one of your workspaces, a presence indicator for that workspace appears under 'Slack' on the contact card.
  d. Click a workspace to start a direct message conversation with your contact.

Converting an Email Conversation to a Private Slack Channel

You can generate a new channel in a Slack workspace to continue an email conversation.

1. Click ••• **More** at the bottom of an email conversation.

2. Click Start Slack Conversation.
3. A modal displays your workspaces and the number of users in the email conversation that are members of each workspace.
4. Click one of the membership tallies that is not 'full' (green) to view the list of users from the email conversation who do not belong to that workspace.
5. Click the workspace where you would like to start the new channel.
6. You will be sent to that workspace in your Slack app, where a new private channel will be created under the subject of the email conversation and the current date and time (subject_date). A bot will start the channel by posting the content of the email message, and all of the users from the conversation that are members of that workspace will be invited to join.

Zoom

This integration offers you the opportunity to connect your Zoom account to CloudSuite so that you can automatically create a Zoom Meeting linked to your calendar event. Any changes made to your calendar event will be reflected in the Zoom meeting automatically.

Activate the Zoom Zimlet

> During the activation process, you may encounter a **Not Found** error. The error goes away automatically and does not require any intervention.

1. Select → **Settings**.
2. Select **Zoom Integration** from the left pane.
3. Click **[Activate]**
4. Sign In to your Zoom account.
5. Click **[Allow]** to authorize Zimbra to access your Onedrive.

> Zoom’s authentication works in the background and hence you may have to wait for sometime before Onedrive activates.

6. Click **[Save]**.

Create a Zoom Meeting for your Calendar Event

1. Select the **[Calendar]** tab.
2. Click the **[New Event]** in the top left.
3. Fill out the event details.
4. Click **[Make it a Zoom Meeting]**.
5. The Location field now contains a Zoom Meeting URL.
6. Click **[Save]**.

Edit a Zoom Meeting

1. Select the **[Calendar]** tab.
2. Click **Event**, and click **[Edit]**.
3. Update the event details and click **[Save]**.

Join a Zoom Meeting

1. Select the **[Calendar]** tab.
2. Click **Event**, and click **[Edit]**.
3. To join the meeting, click **[Join Zoom Meeting]**.