



**THE UNITED REPUBLIC OF TANZANIA**

PRESIDENT'S OFFICE, PUBLIC SERVICE MANAGEMENT

## e-Government Agency



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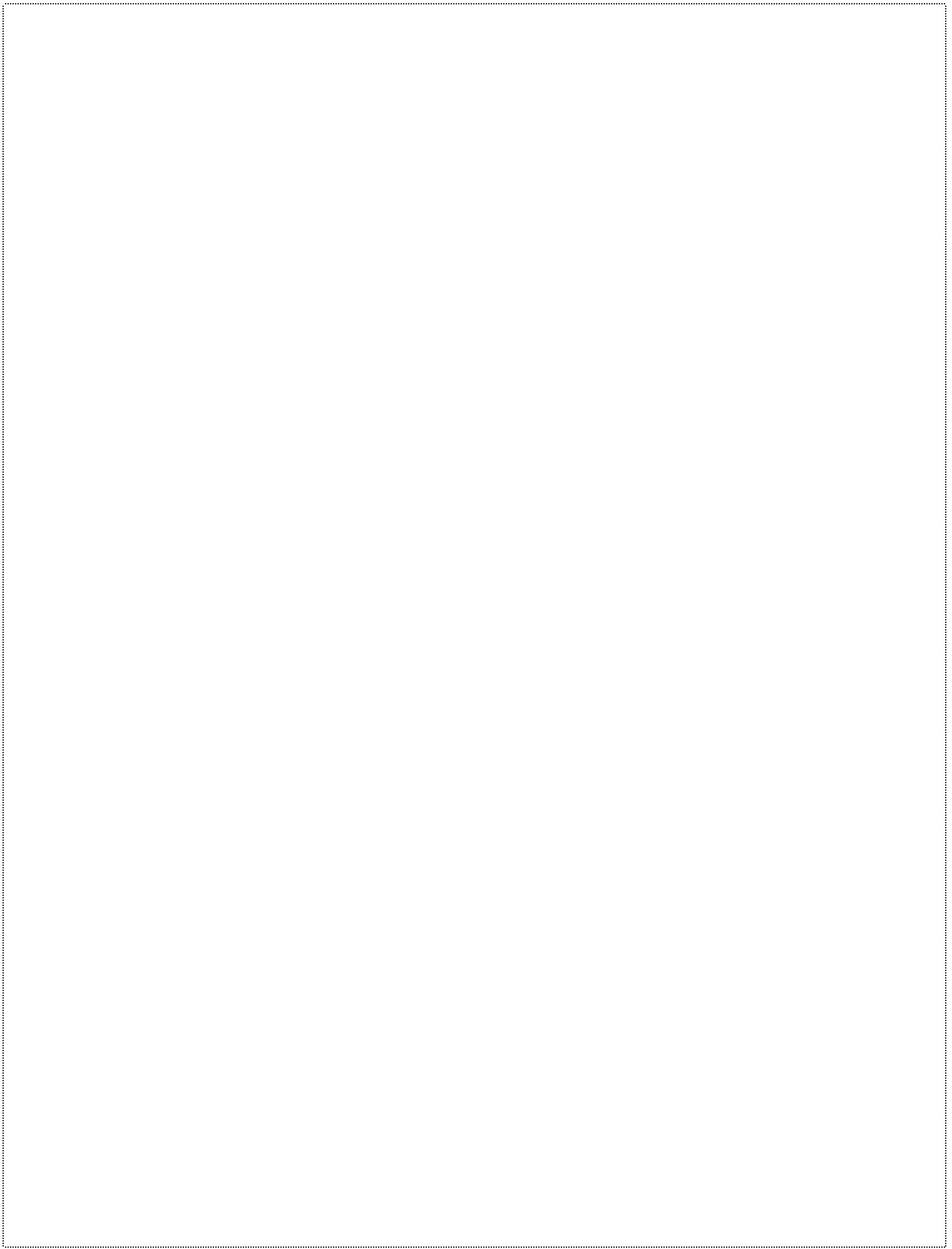
## Government Mailing System

## User Guide

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## **1. Introduction**

Government mailing system is the web based communication suite for Government of United Republic of Tanzania. The Government employees can read, send and organize email messages and manage and share calendars, contacts, tasks, notes, files and bookmarks.

## 2. How to Access

By typing <https://mail.youragencydomain.go.tz>

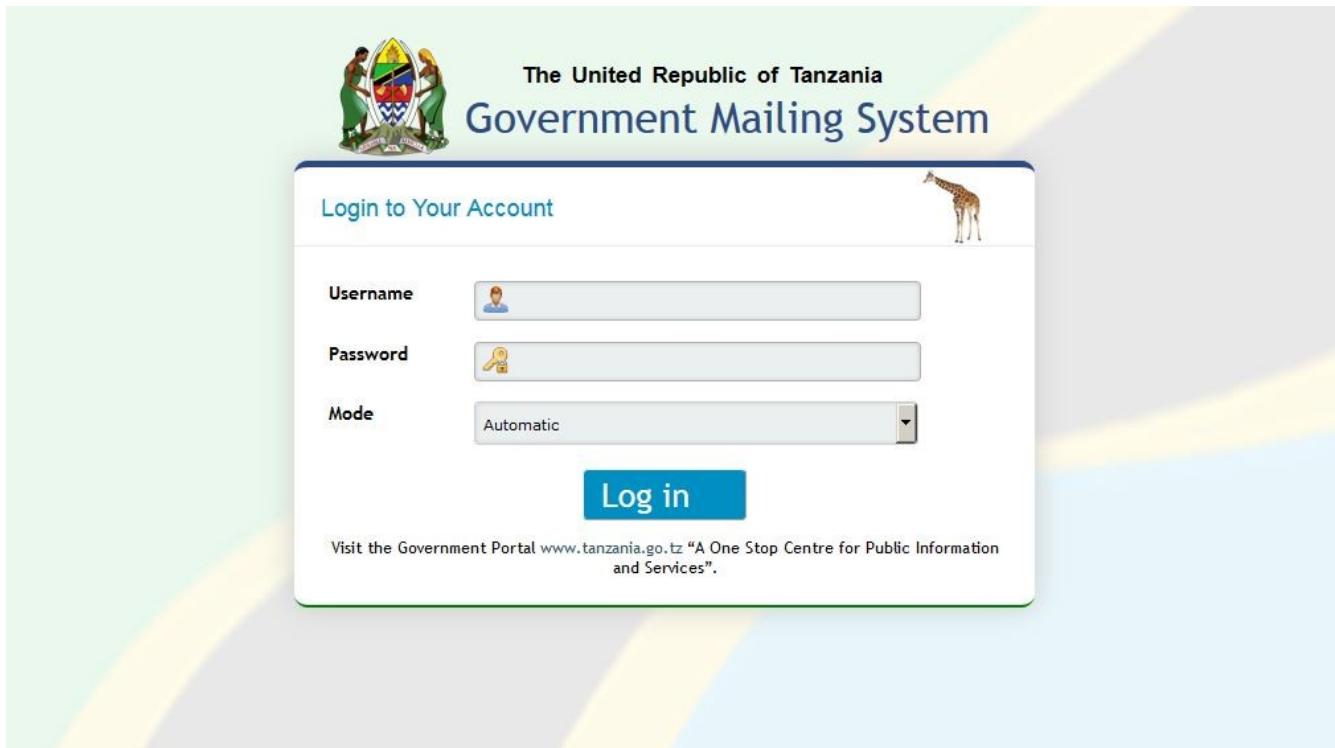


Fig 1.0.0 Mailing System, Log in page.

When successful see the log-in page of the mailing system, you can now enter the user-name and password that were provided to you. On the user-name field write your governmental email address that system administrator provided to you. On the password field write the password that system administrator provided to you. See the figure 1.0.1 below, shows sample of the filled log-in form.

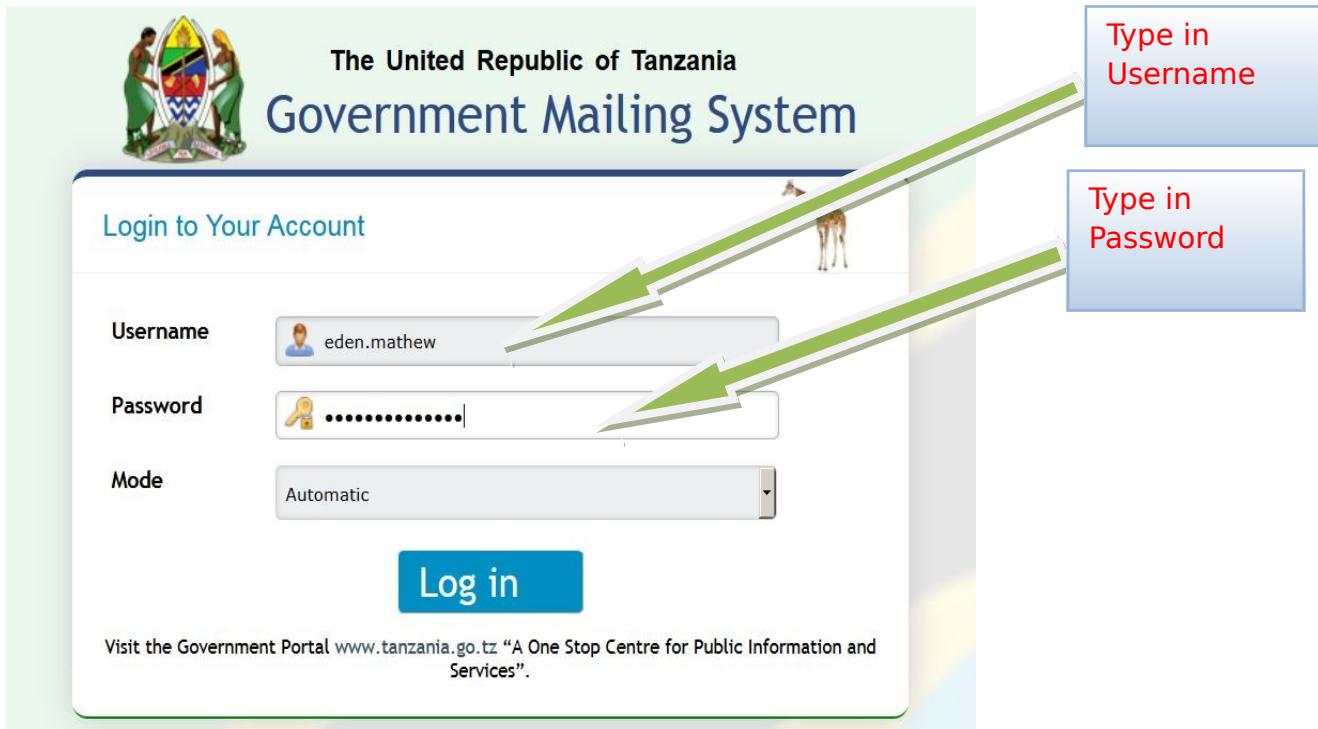


Fig 1.0.1 Filled User-name and Password fields

On the log-in page there is *Mode field*. The **Mode field** gives options to specify what kind of device you are using. There are three modes of which you can choose to open the mailing system.

- i. Automatic  
The system will detect automatically the type of the device the user uses.
- ii. Computer (PC/Laptop)  
Ideal for laptop or desktop workstations
- iii. Mobile (Smart phone/Tablet)  
Ideal for mobile devices
- iv. Mobile (Minimal)  
Ideal for devices with extreme small display



**Click to choose the GUI suitable for device you're using to access GMS**

Fig 1.0.2 Log-in Mode Options

### 3. Mail

-After login, the system will redirect you to the mail section where all inbox mails are listed.

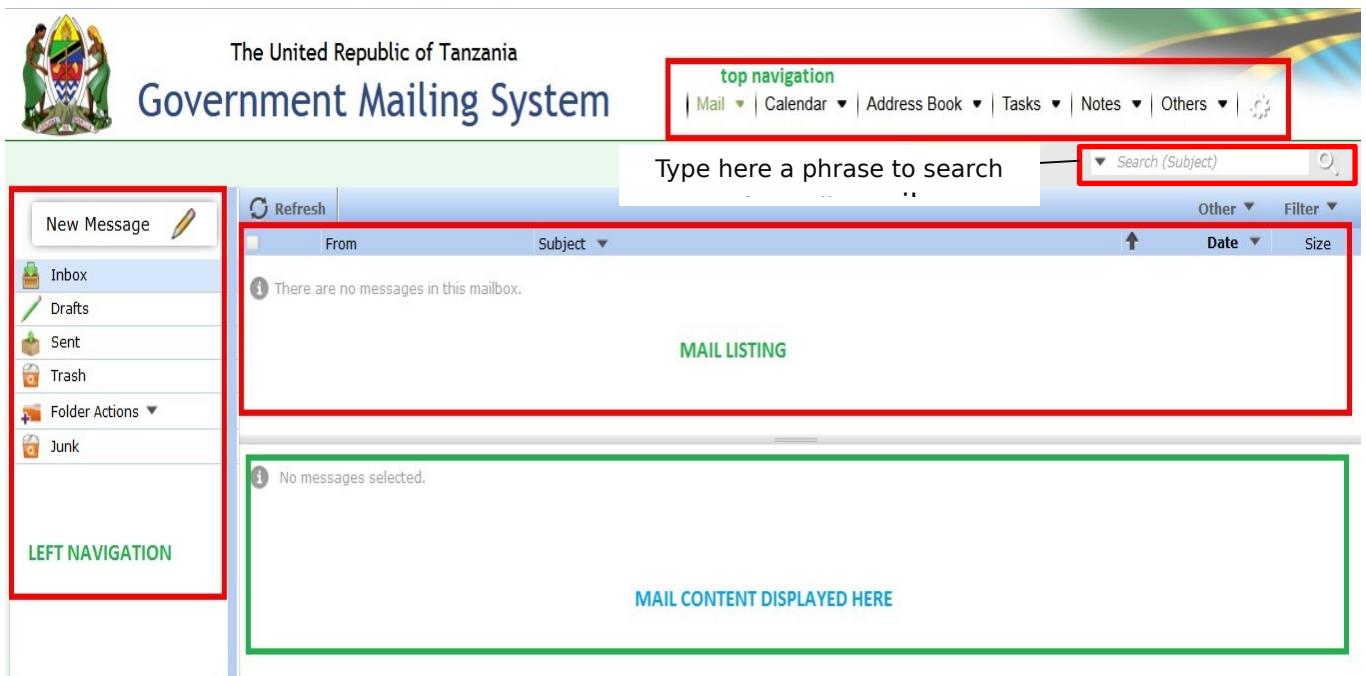


Fig 1.0.3 Inbox Listing

As you can see on above **Fig 1.0.3**, there is a Top Navigation Menu which can help user to navigate into different major features of the GMS system. The menu item (**Mail**) which is highlighted with the **green color** show the current section which the user navigates into.

Every Top Navigation Menu item has a drop down sub-menus to navigate into sub-sections of a given feature. Despite of having sub-menu, every major feature of the system has **Left navigation Menu (i.e. secondary navigation to the top navigation)** showing different options you can perform on that feature.

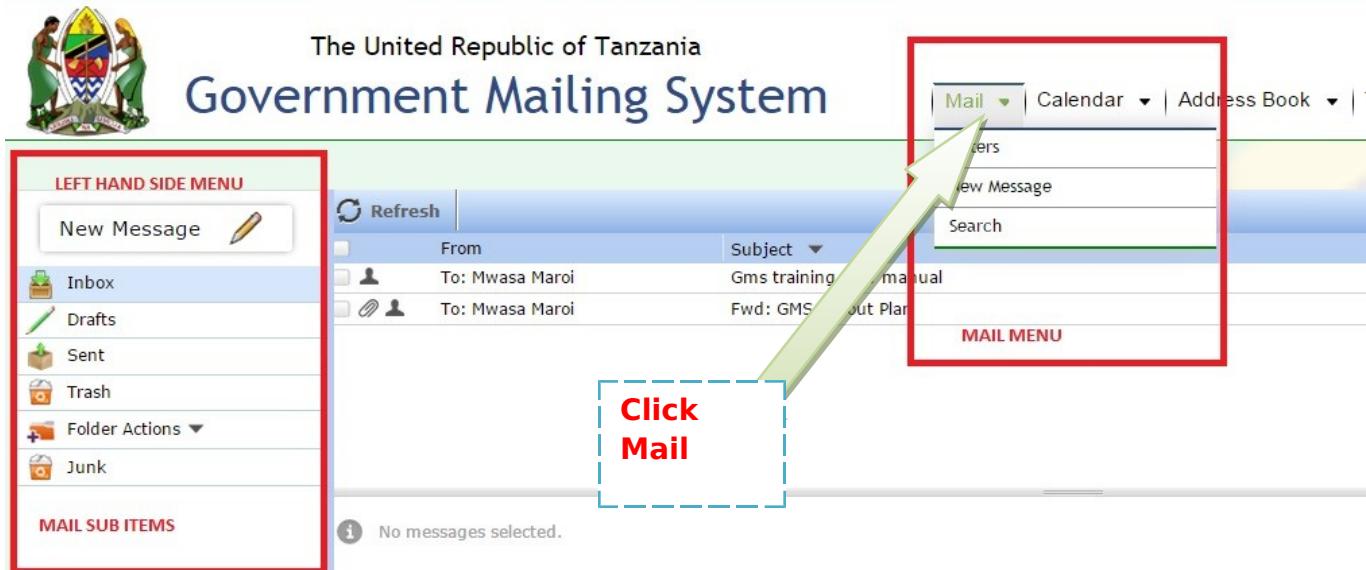


Fig 1.0.4 Sub-Menu of the Mail Section

### 3.1. Create New Message

- Click New Message either on the left hand side of the sub-menu or on the top navigation of mail to create new message as shown on the Fig 1.0.5 below.

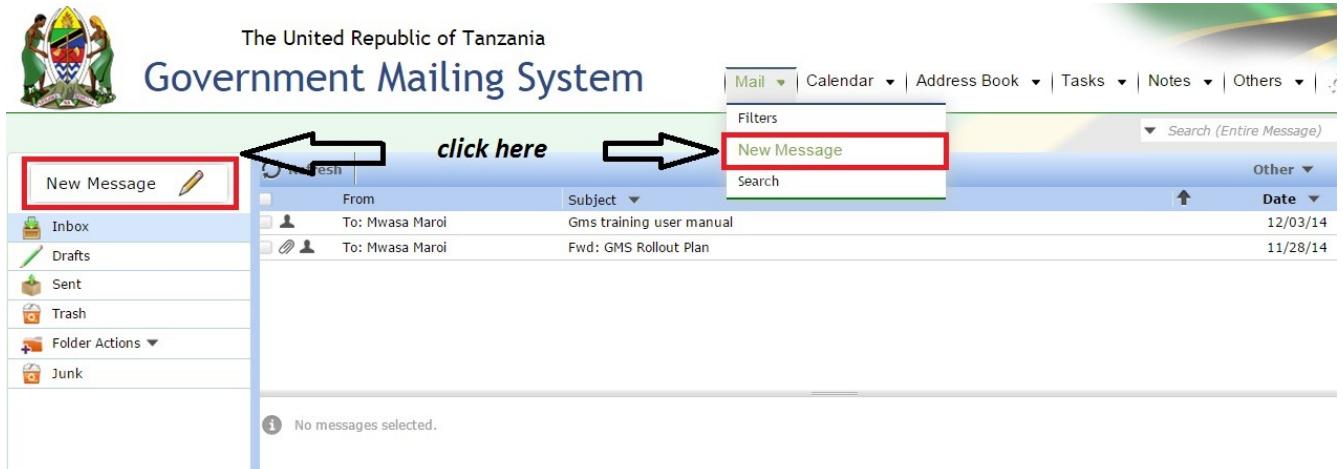


Fig 1.05 Create a New Message

- Click on the **red border rounded sub-menu** as shown on the Fig above, a *New Window* will pop up to provide an editor for writing a message as shown below on Fig1.0.6

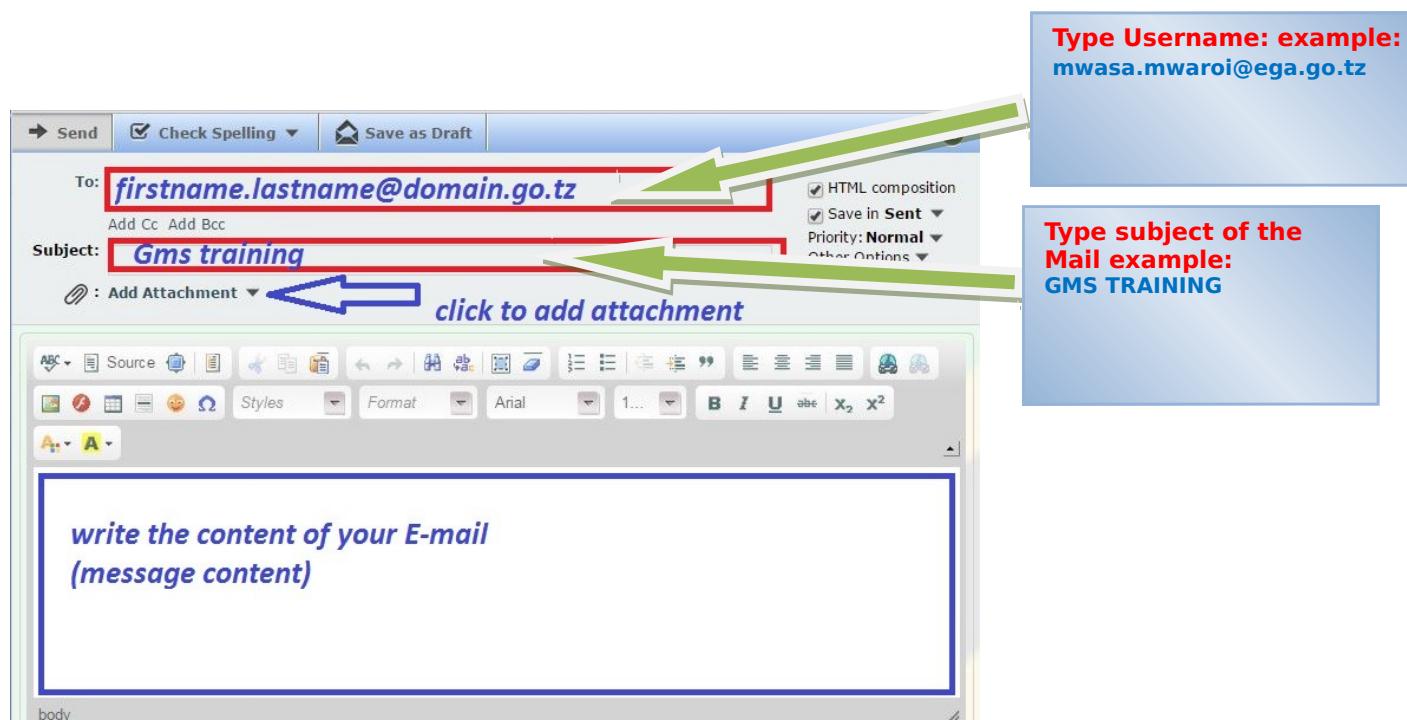


Fig 1.0.6 Email Editor

- **Click** on Top Left corner menu and choose Send, Save or Draft after composing your email.

### 3.2. Read New Mail

To read New Mail **click** on the Inbox sub-menu on left hand side, this will display messages listing on the right hand side panel as shown on the **Fig 1.0.7**.

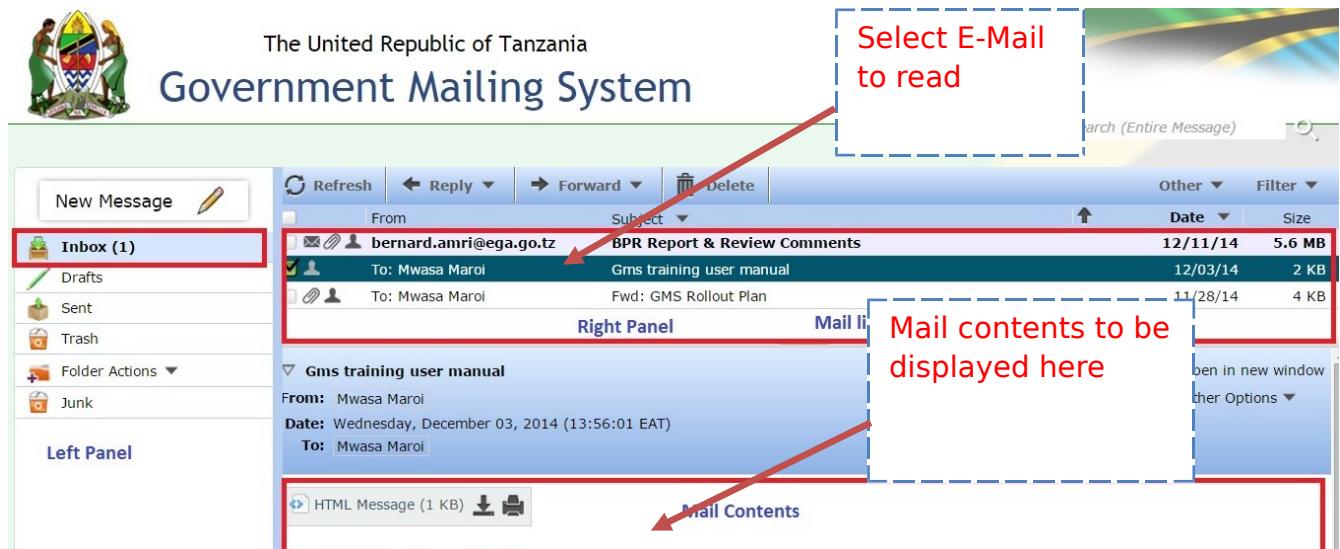


Fig 1.0.7 Show Inbox Listing

**Click** the Mail you want to read on the listing panel and the Mail body will be shown below the Inbox

Listing Mail as shown on the **Fig 1.0.8.**

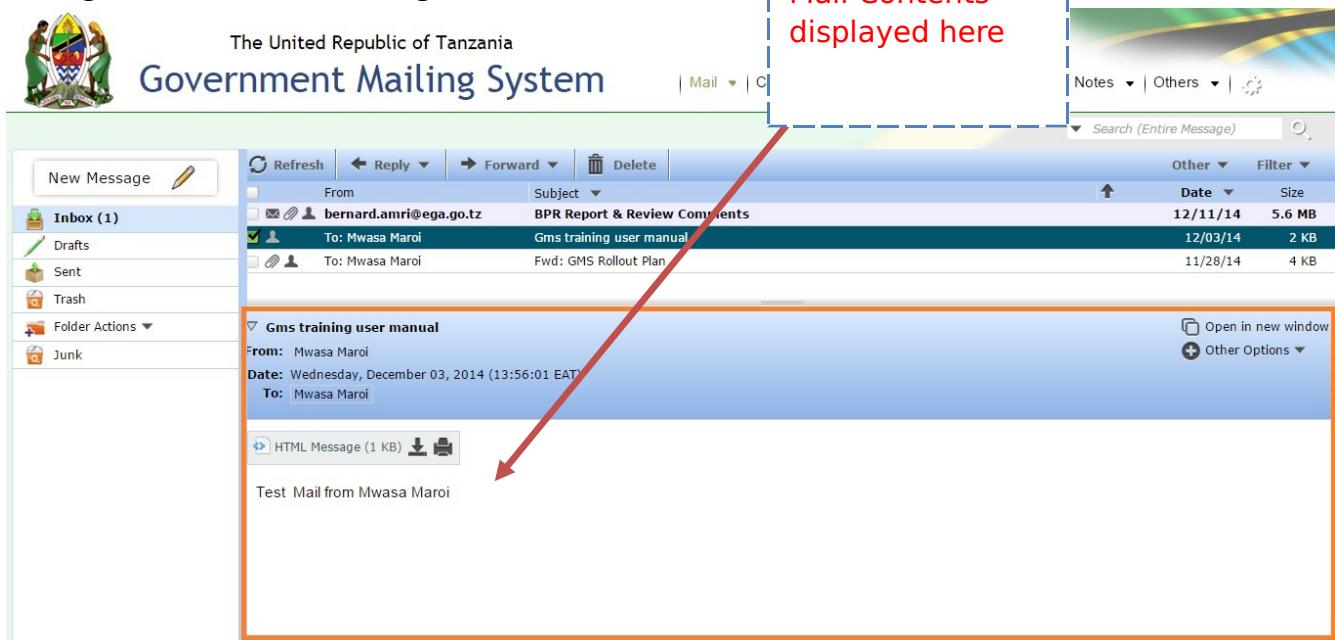


Fig 1.0.8 Read Inbox Mail

OR

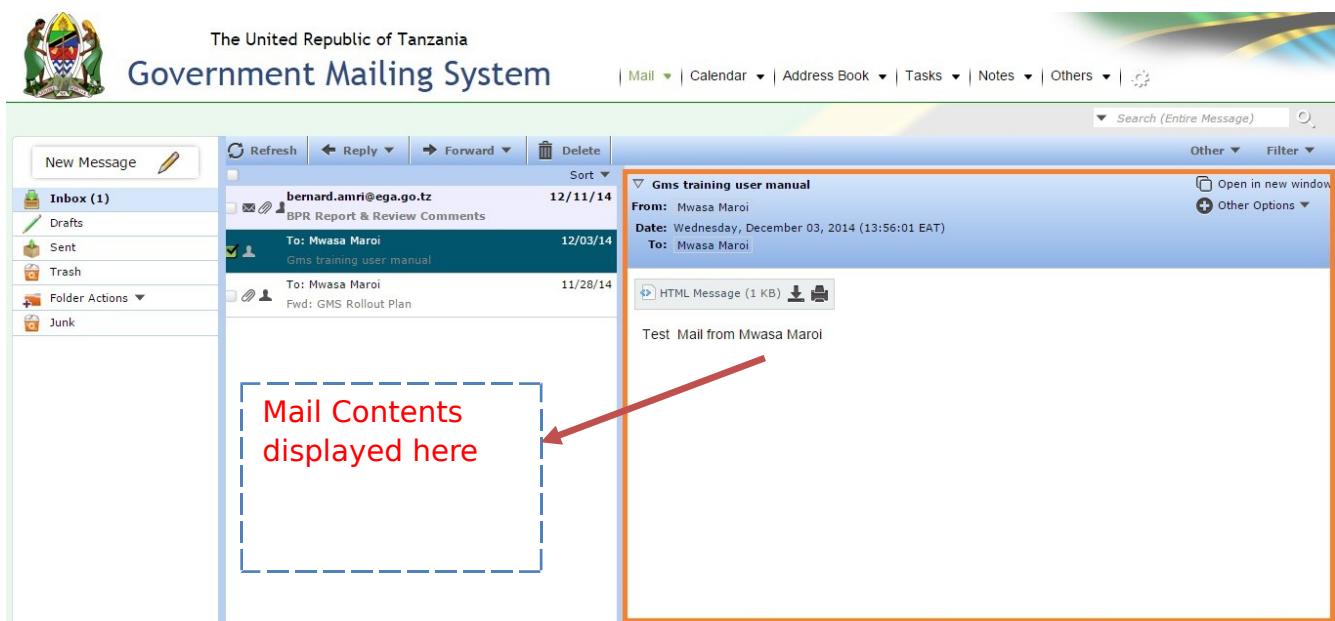


Figure .0.9 Reading inbox in vertical View

### 3.3. Sent Mail

-All Mails that you have sent are stored in the sent directory and can be viewed by click sent item on the left hand side panel

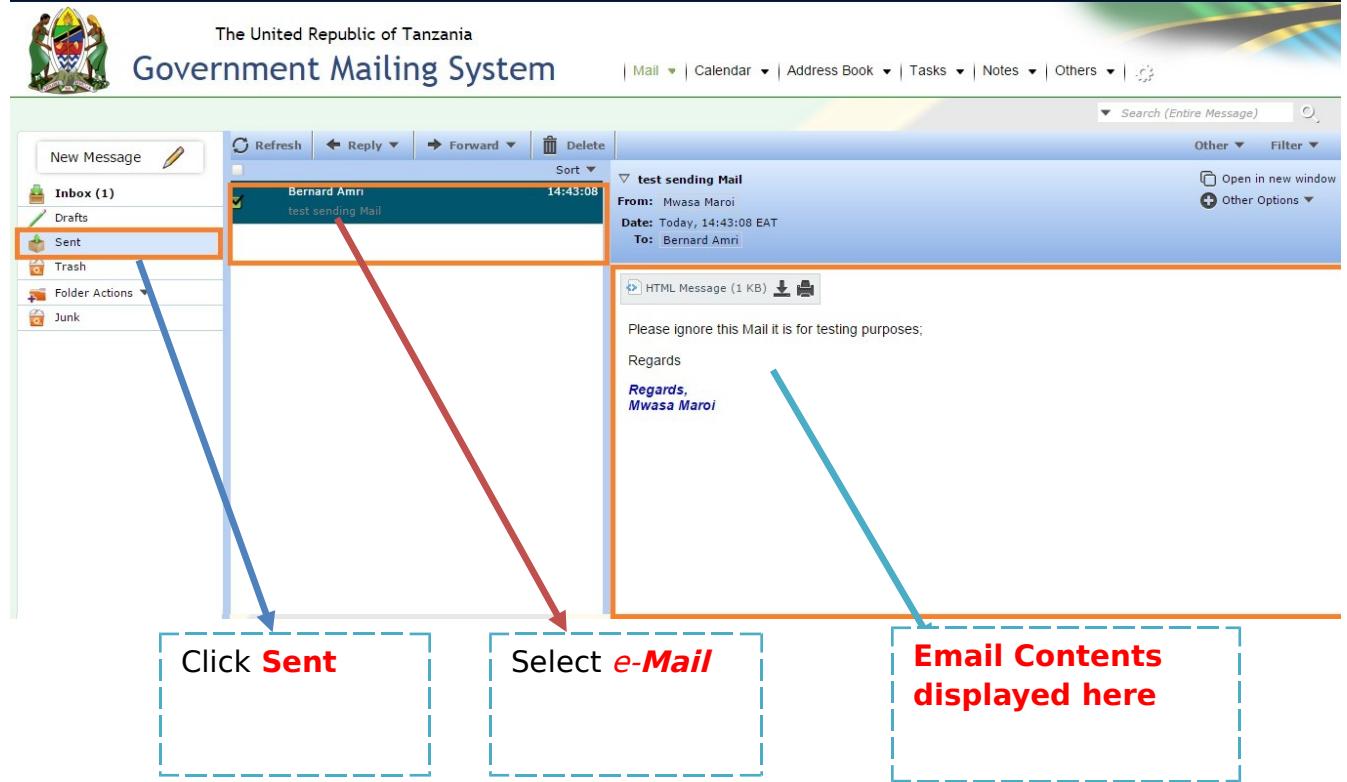


Fig 1.0.9 Sent Mail

To **Read** the **sent Mail** **click** on one of the sent listing and the message will be shown below the listing panel.

### 3.4. Reply or Forward a Message

To **reply** or **forward** a message **click** on the reply or forward button on the menu displayed above the mails list when you read contents of the respective message.

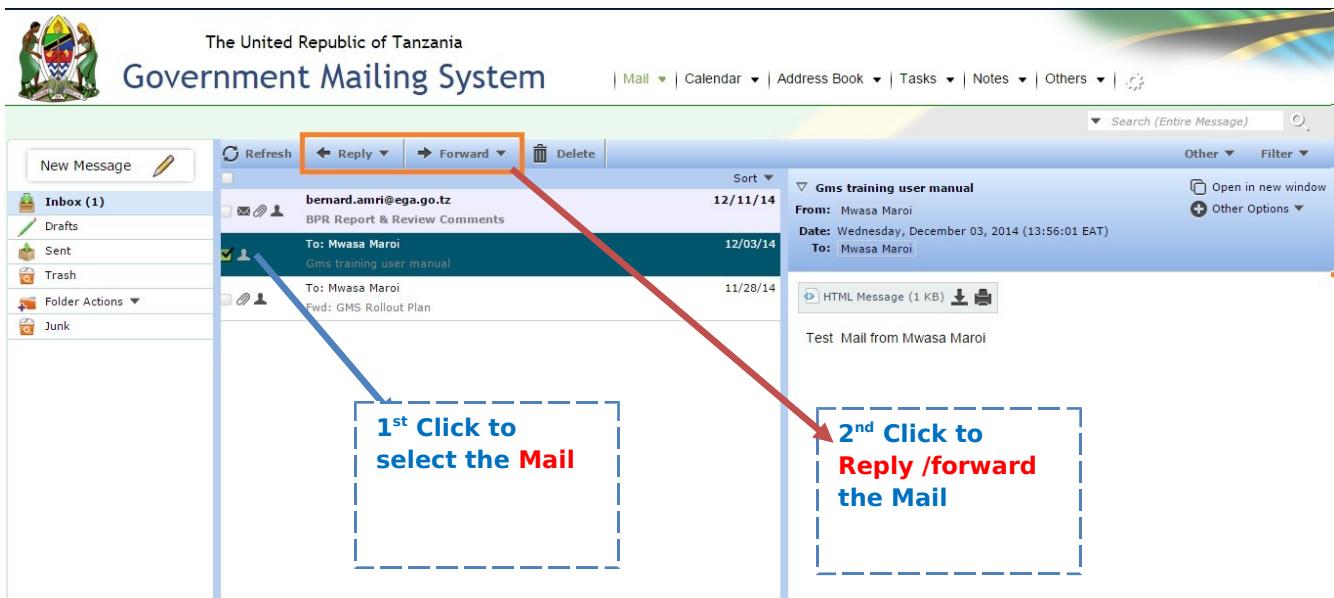


Fig 1.1.0 Reply and Forward Button

### 3.5. Filters

Filters enable you to specify action rule which defines what to do when a message from specified address sent to you.

To define a Filters rule **click** on the **Filters drop down** sub-menu of Mail menu as shown on the Fig below.

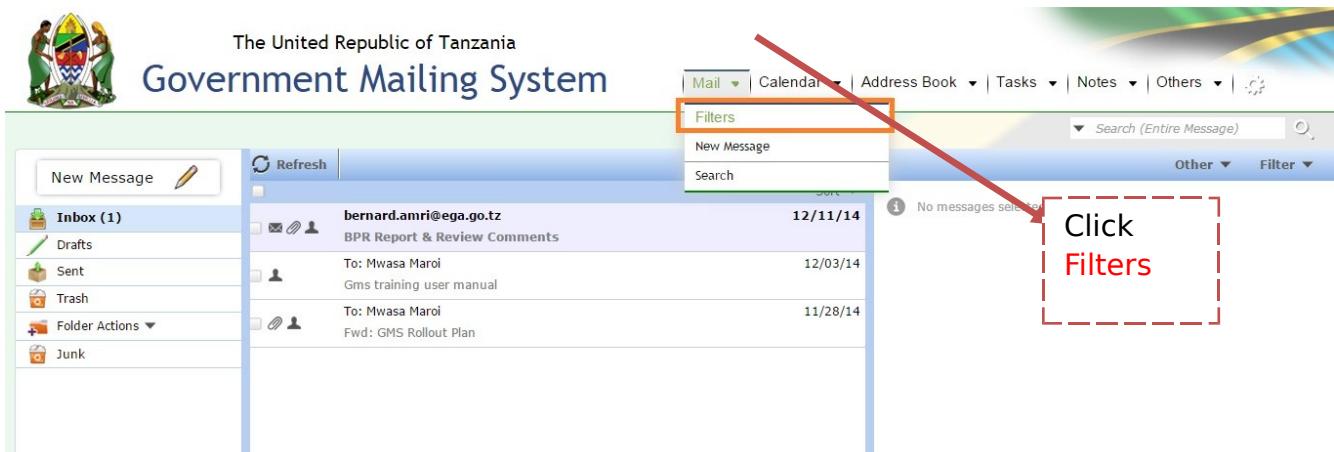


Fig 1.1.1 Filters Sub-menu on Mail drop down menu

When Filter menu is **clicked** the following window is opened to enable some one to define other filters

rule. **Click** on the New Rule menu on the left hand side as shown on the **Fig** below.

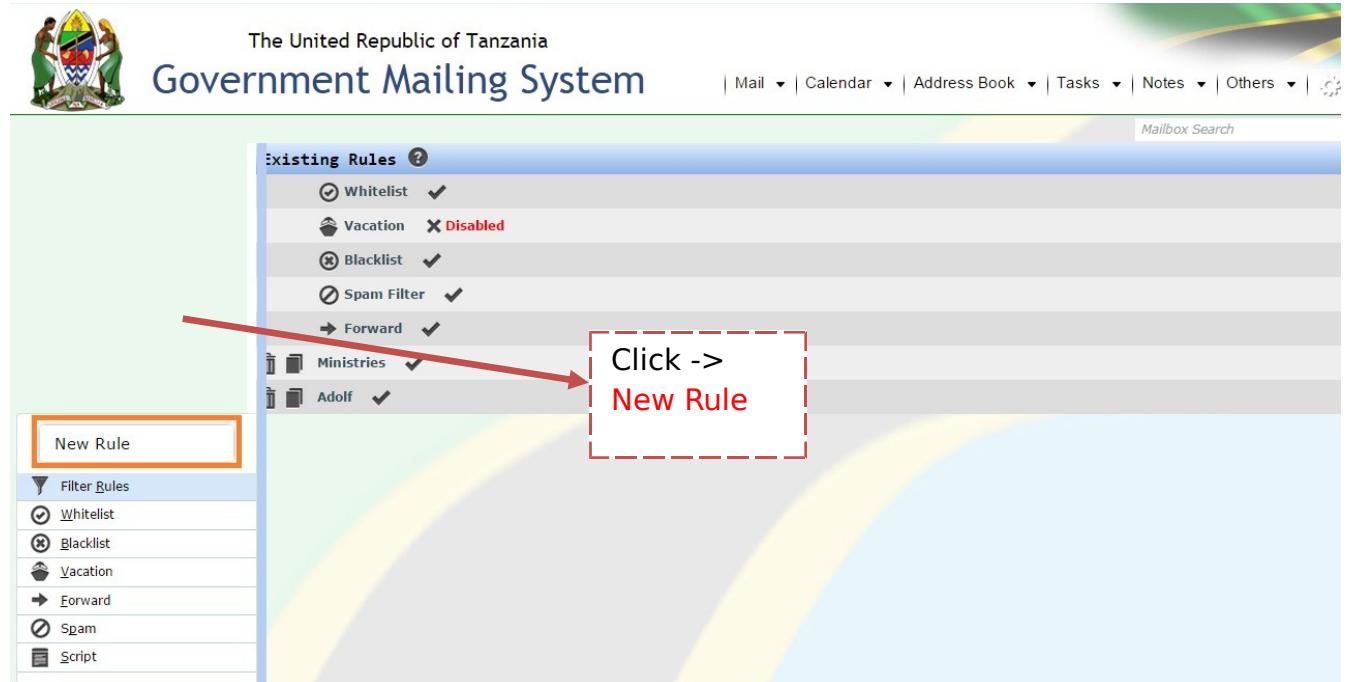


Fig 1.1.2 Create a New Rule

-When you click, the following window will open to allow someone to specify the rule's details

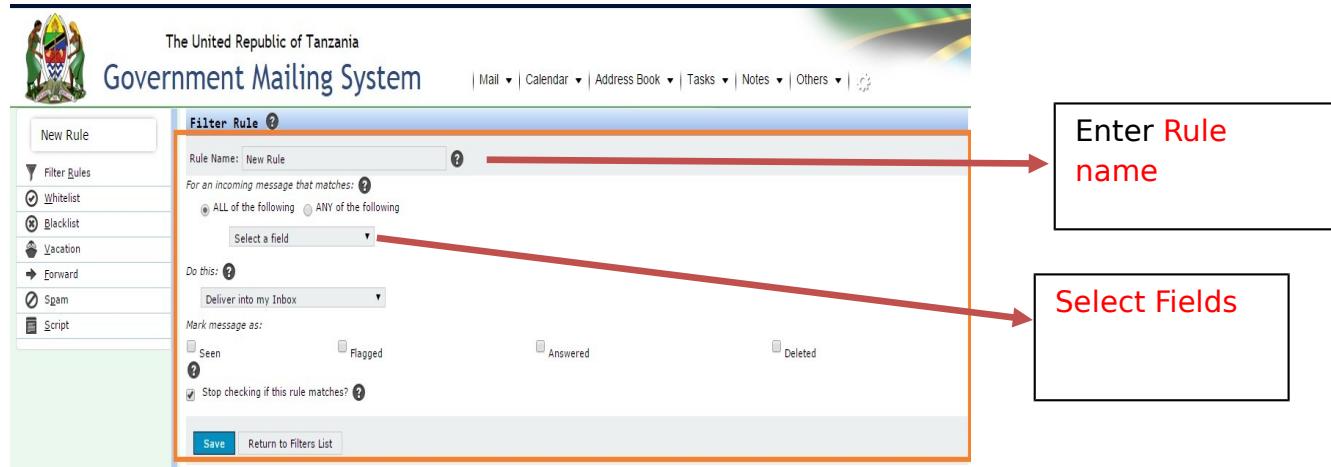


Fig 1.1.4 window to define Rules.

## 3.6. Search Messages

To search inbox, you can either click on top right hand side search field or the sub-menu option search

on the Mail drop down menu. You can specify the search criteria such as search by recipients, subject and from. The following Fig shows field options for the search.

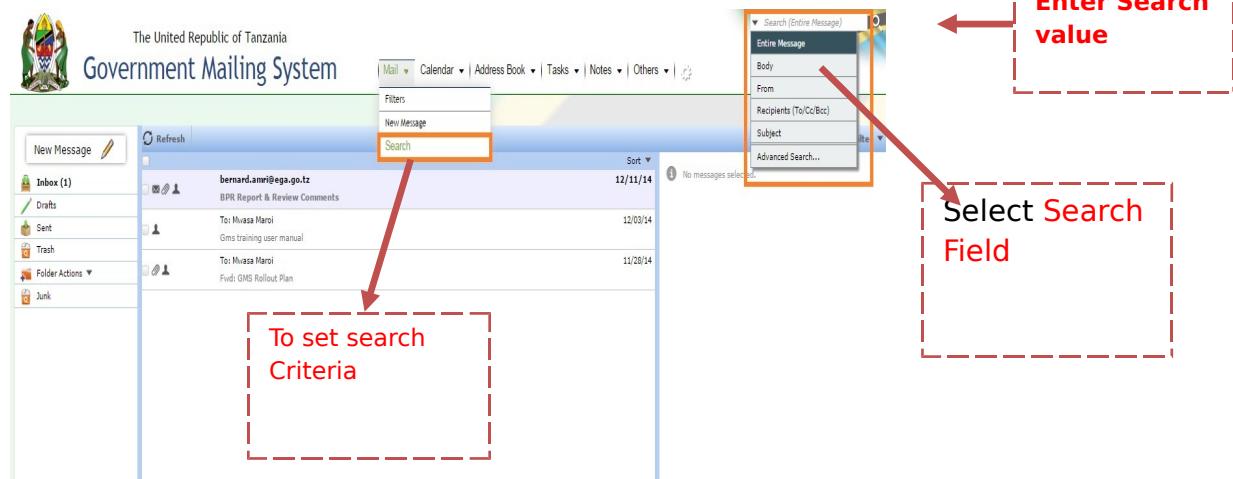


Fig 1.1.5 Search Inbox

## 4. Calendar

Calendar is one of the mailing system section where someone can view, organize and share events and tasks according to the date of the calendars. To view the calendar [click](#) on the calendar menu on the Top navigation menu.

When the calendar sub-menu is clicked it displays the calendar of the current Month and date as shown on the **Fig** Below.

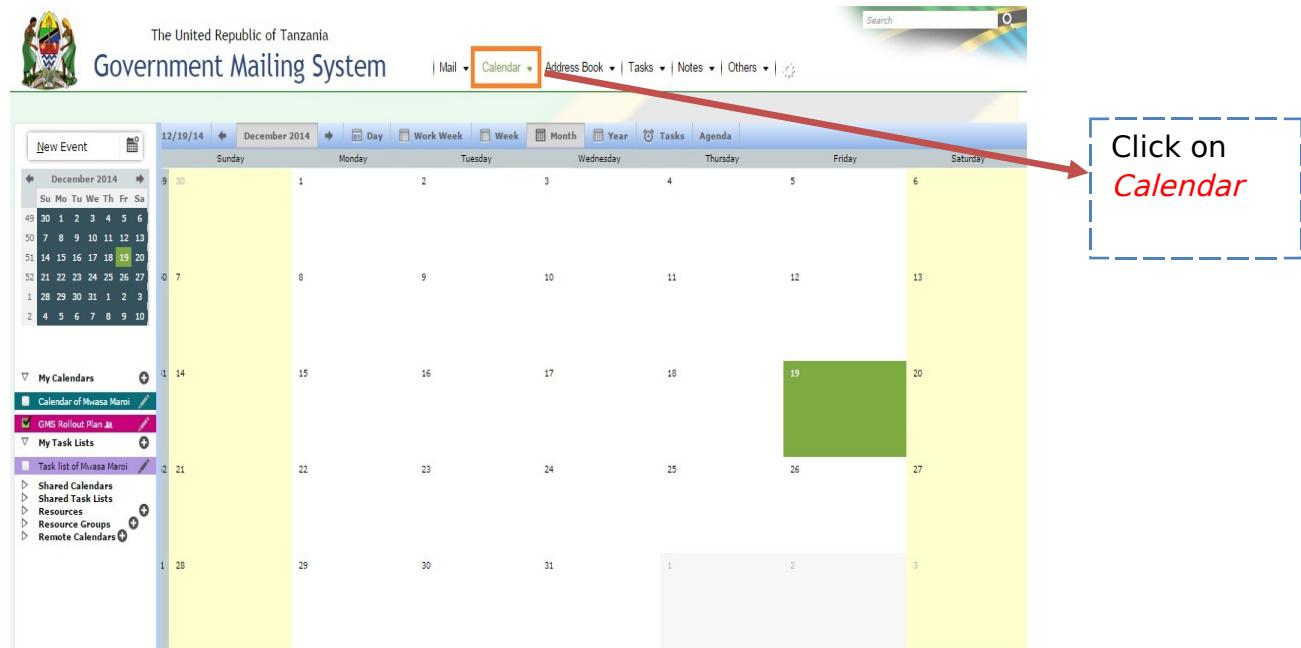


Fig 1.16 Calendar

## 4.1. New Event

To Add a New Event you can either **click** direct on the specific date on the calendar or **click** on the **New Event** menu on the left hand side panel.

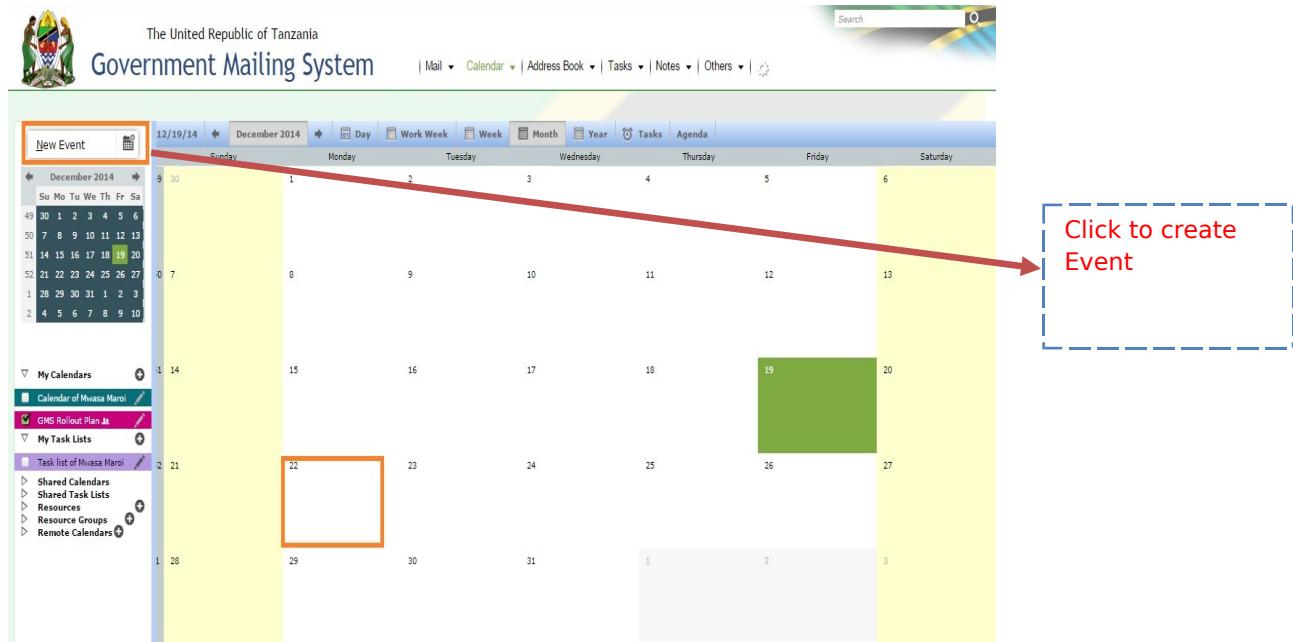


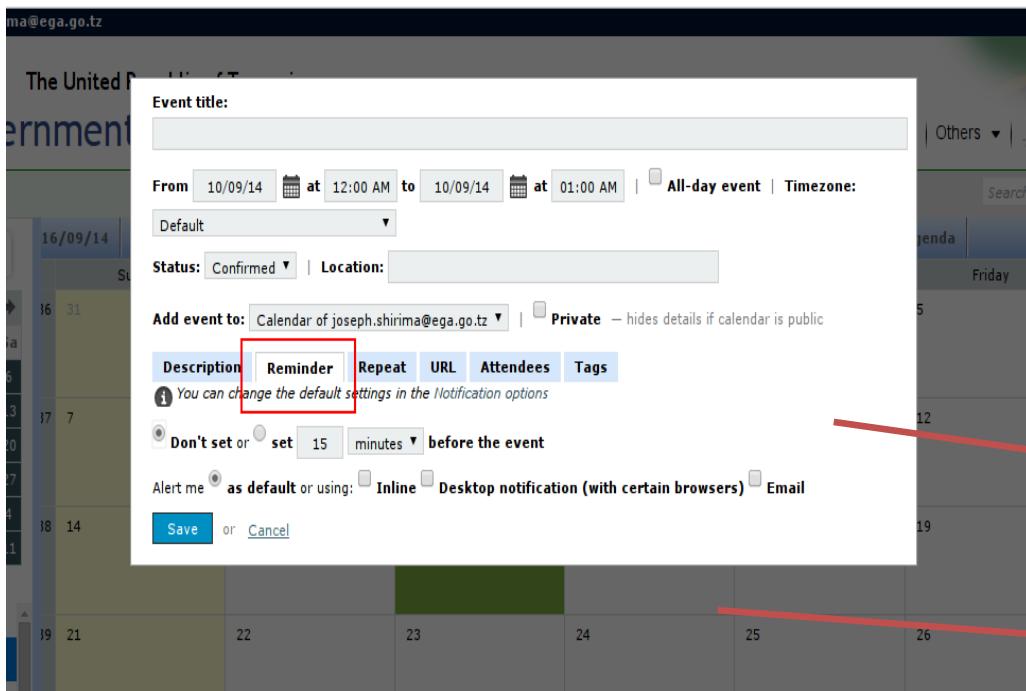
Fig 1.1.7 Create New Event

When one of the Red bordered Area as shown on the **Fig** above is clicked the form will Pop Up to enable you to create a New Event. The Fig below shows the pop form to create a new event.

The screenshot shows the 'Event title:' input field in the 'New Event' form, with a red arrow pointing to a blue dashed box labeled 'Enter Event Title'. Another red arrow points to the 'Add event to:' dropdown menu, which is set to 'Calendar of Mwasa Mario', with a blue dashed box labeled 'Select Calendar to which the event belong'. The background shows a blurred calendar view for December 2014.

Fig 1.1.8 New Event Form

## 4.2. Reminder



- To add reminder on the event click the word **Reminder** as shown on the Fig below.

Fig 1.1.9 Event Reminder

## 4.3. Attendees

In Event, attendees are the list of Guests that you want to share the event together.

To add the attendees on the event, click on the Tab named **Attendees** as shown on the Fig below.

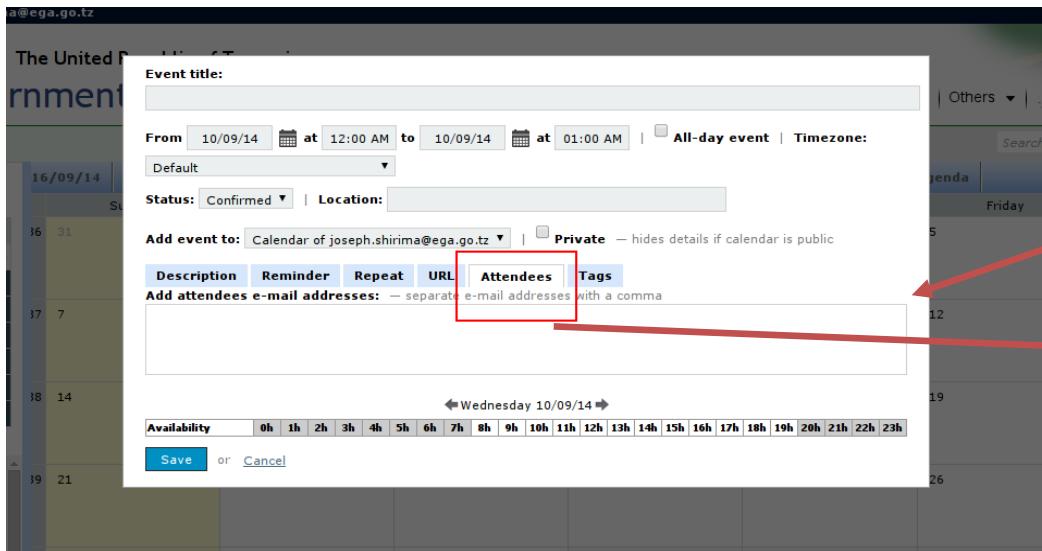


Fig 1.2.0. Add Attendees

## 5. Others

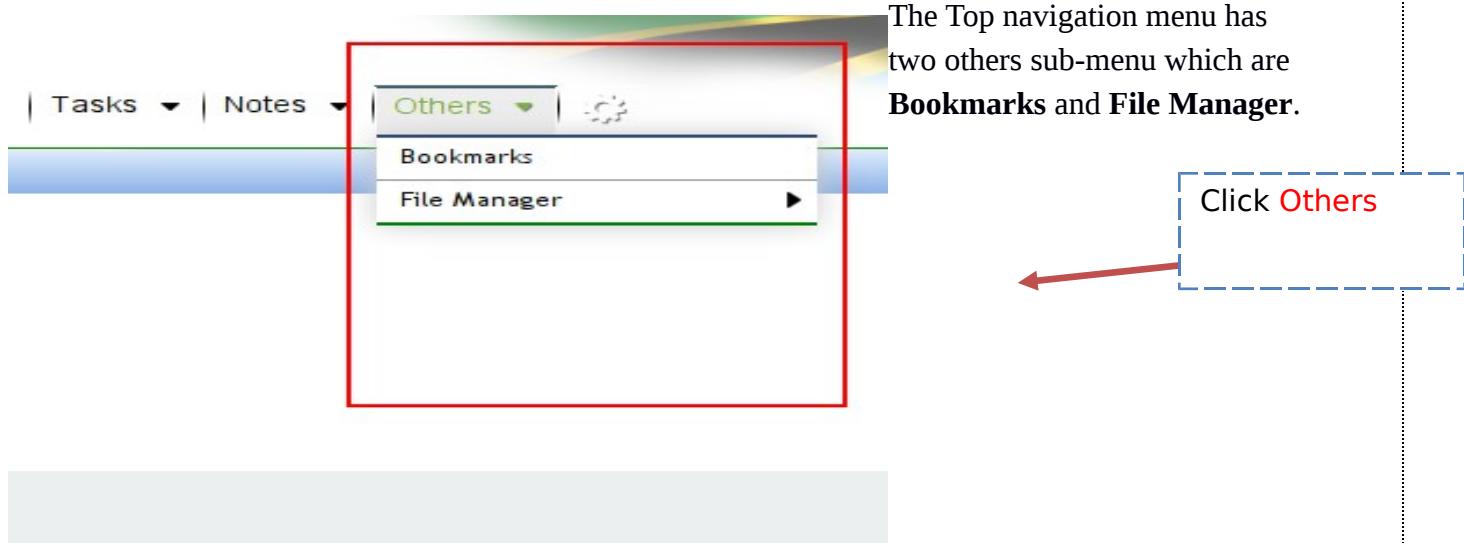


Fig 1.2.1 Others Menu

### 5.1 Bookmarks

Bookmarks help a user to store the web page URL for future reference.

-If you want to add bookmarks click New Bookmark on the left hand side and then fill in the form displayed on the right hand side.

The screenshot shows the 'New Bookmark' dialog box. On the left, there is a sidebar with a 'New Bookmark' button highlighted by a red box. Below it are 'Browse' and 'Import' buttons, and a 'Tags' section with the message 'No items to display'. A red arrow points from the 'New Bookmark' button on the sidebar to the 'New Bookmark' button in the dialog box. The main area of the dialog box is titled 'New Bookmark' and contains four input fields: 'URL' (with the placeholder 'http://'), 'Title', 'Description', and 'Tags'. Below these fields is a link 'See previously used tags'. At the bottom are 'Add' and 'Cancel' buttons. A callout bubble with a blue border and a red arrow points from the text 'Fill the Fields' to the 'Add' button.

New Bookmark

Browse Import

Tags

No items to display

New Bookmark

URL http://

Title

Description

Tags

See previously used tags

Add Cancel

Click New Bookmark

Fill the Fields

Fig 1.2.2 Add Bookmark

## 5.2. File Manager

File Manager helps user to organize and share files with others.

### How to Add a File

- To add a file click choose file button and browse the file you want to upload.

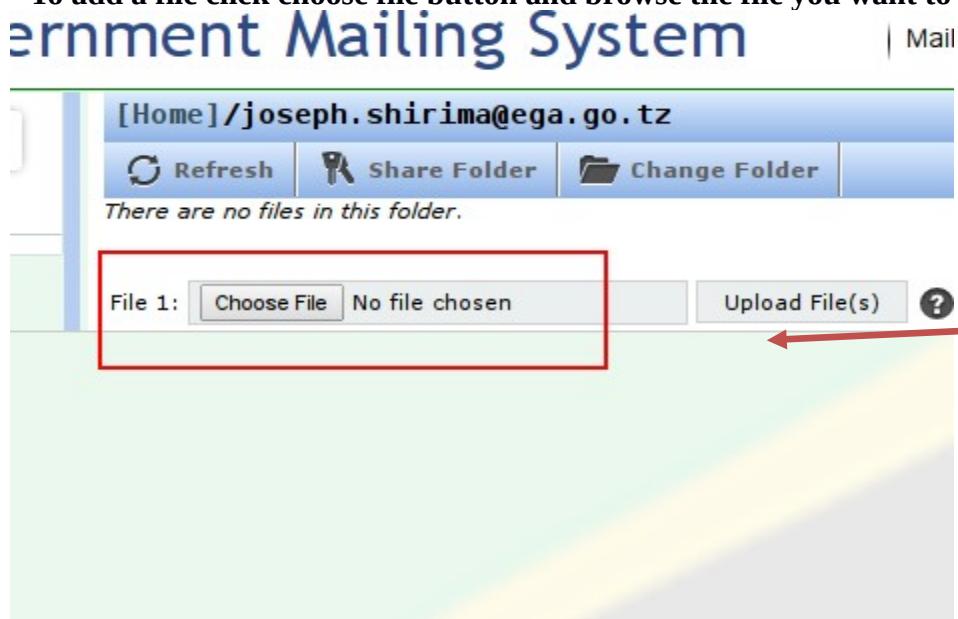


Fig 1.2.3 Choose a File to Upload

After selecting the file to upload click the Upload file button on the right to upload the file.

## 5.3 File Listing

All files and folders are listed on the file listing panel as shown on the Fig below.

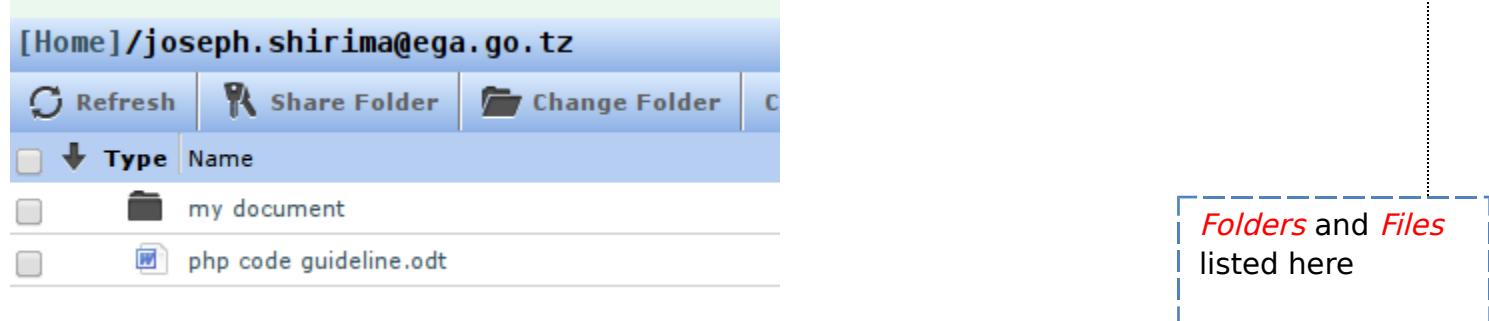


Fig 1.2.4 File Listing

## 5.4 How to Create a Folder

To create a folder click on the **Create Folder** button on the left then write the folder name on the form pop up as shown on the Fig below.

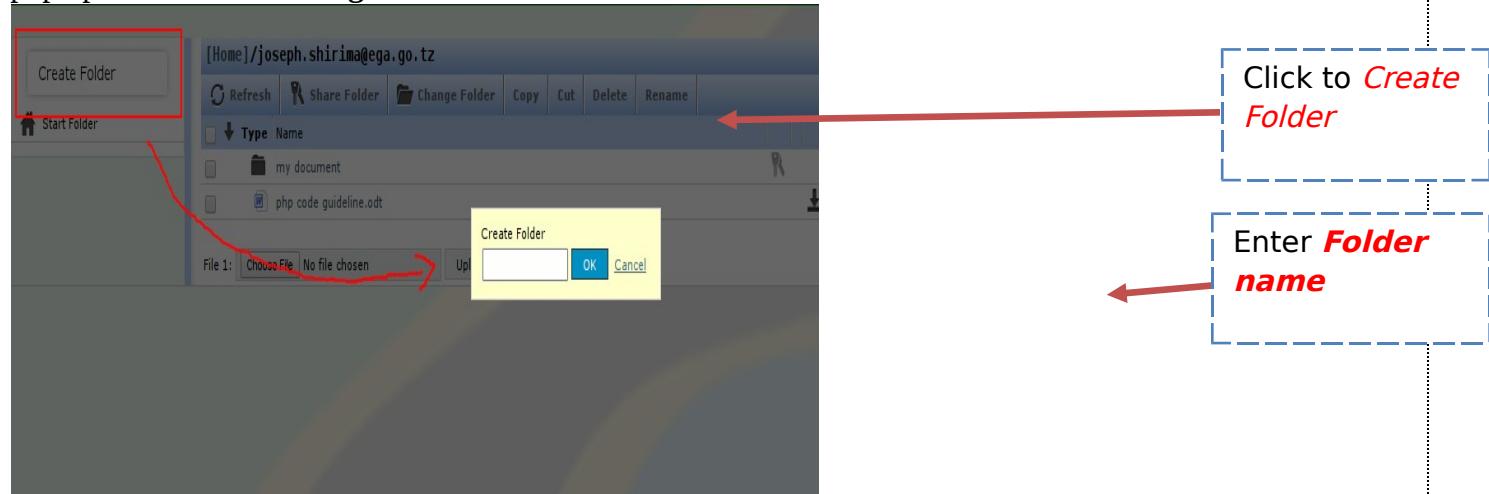


Fig 1.2.5 Create a Folder

## 5.5 How to Share a File

To share a file select the file you want to share and click the share folder menu at the Top.



Fig 1.2.6 Select a Folder to Share

When you click Share Folder button the new window pop up to specify the permission for different user and specify the user you want to share with by their email address.

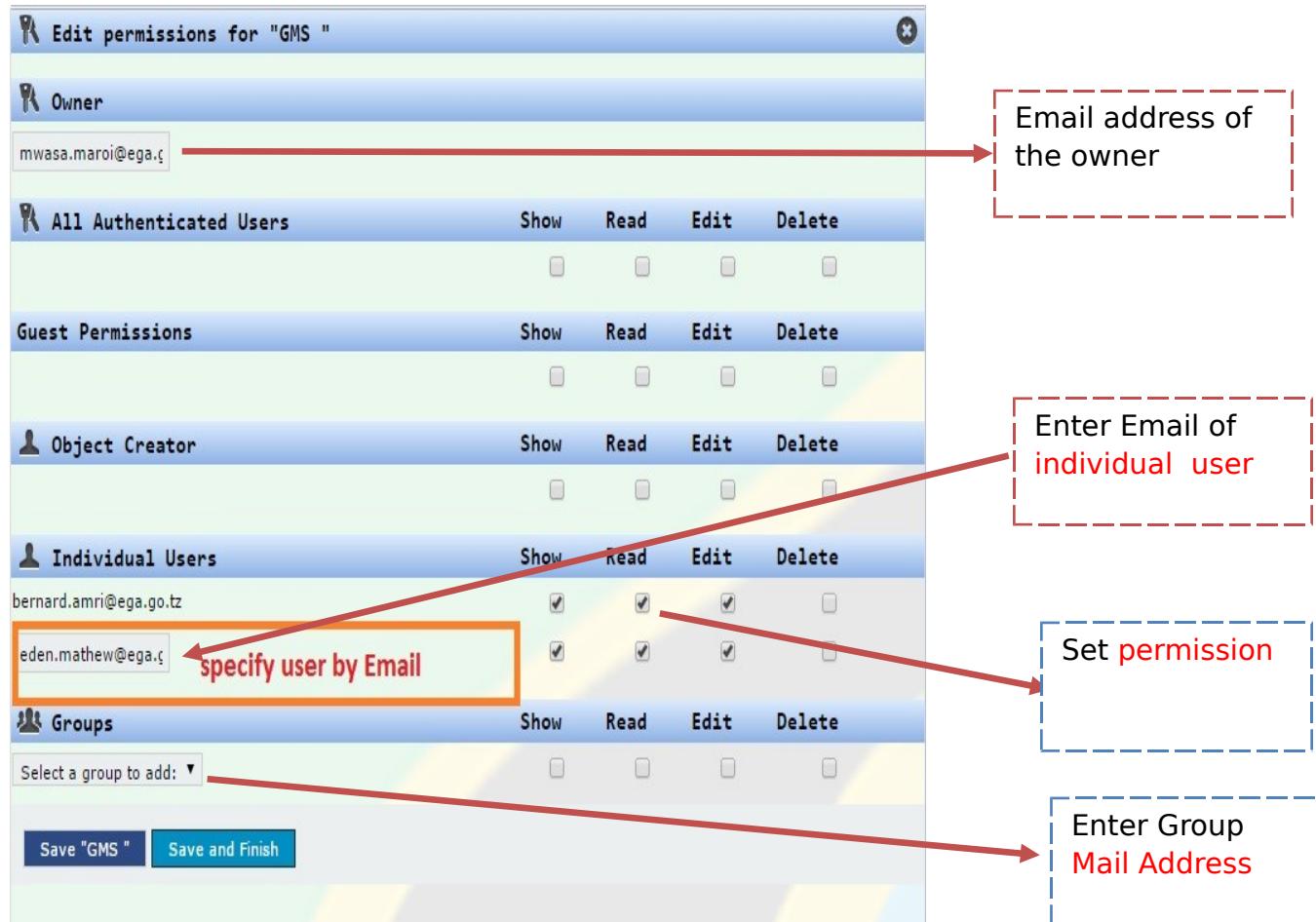


Fig 1.2.7 User Permission

## 6. Notes:

Here is where you can create and manage your notes; the notes created can be shared among other users, to get started with notes click the notes link. The one in the red circle in figure 1.2.8

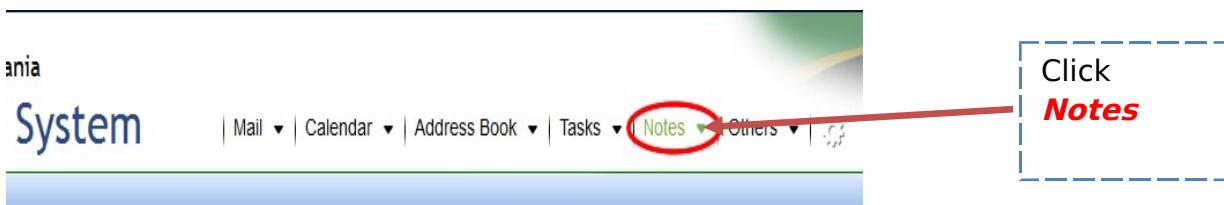


Figure: 1.2.8

## 6.1 Notepad:

Notepad is a place where you put your notes, you can have a number of notepads, each categorizing kind of notes it stores.

By default you will have one notepad, named '[Notepad of](#) (youemail address)' eg. Notepad of [xxxx@xxx.go.tz](mailto:xxxx@xxx.go.tz).

## 6.2 Create Notepad

To add new notepad, click on the plus icon beside 'my notepads' link.



Figure 1.2.9, Add new note pad

After clicking the plus icon, you will be provided with the new notepad form. It contains two fields a name and description field, the name field is mandatory, it should be filled, the description field is an optional field, and it describes what the notepad is about. To save the notepad click the create button, the one with blue color.

# ment Mailing System

| Mail ▾ | Calendar ▾ | Ad

Create Notepad

* Name	Codeigniter
Description	Stores codeigniter material

**Create**

Enter Name of Notepad and Description

Click Create to Finalize

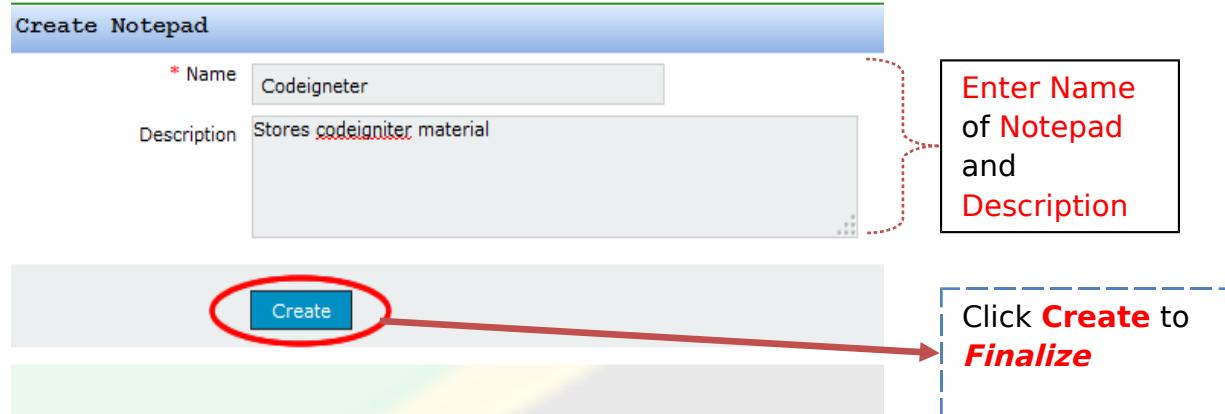


Figure 1.3.0 new notepad form.

## 6.3 Edit notepad:

To edit the notepad details, click on the pen icon beside the notepad name.

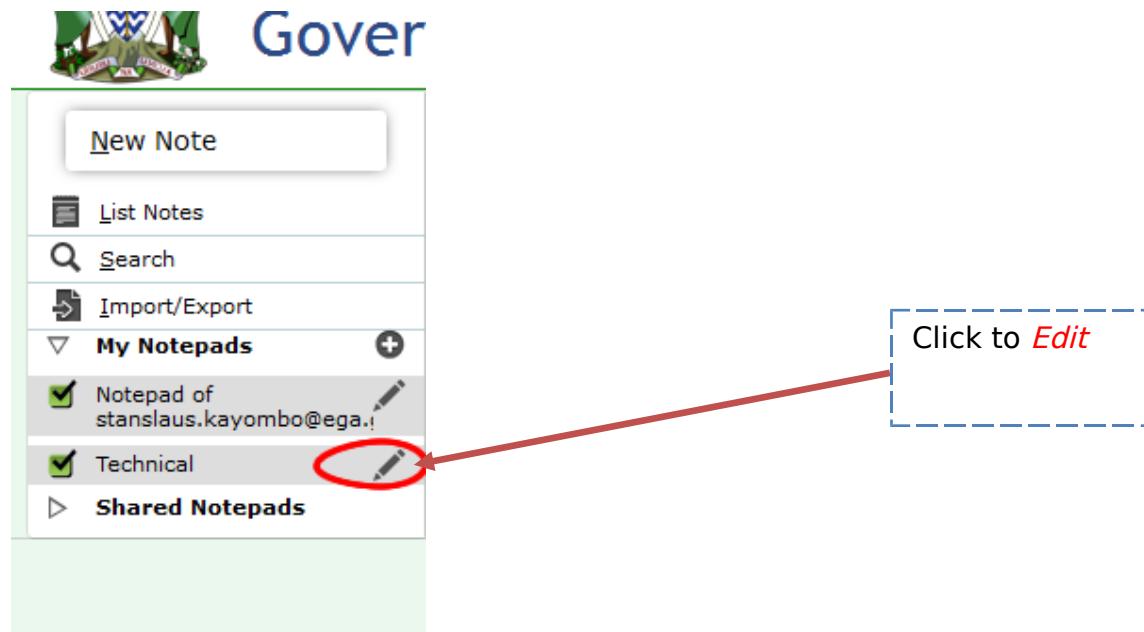


Figure: 1.3.1 pen icon to edit a notepad

The form below will appear, provide the new information and click save button.

## ment Mailing System

| Mail ▾ | Calendar ▾ | Ad

Edit Technical

* Name	Technical
Description	Contains technical notes of various stuff..
Change Permissions	
<a href="#">Save</a> <a href="#">Delete</a> <a href="#">Cancel</a>	

Figure 1.3.2 Notepad edit form

Click to Save

## 6.4 Delete Notepad:

To delete a notepad click on the pen icon beside the notepad name, and then click the delete button, the one with the orange color.

## ment Mailing System

| Mail ▾ | Calendar ▾ | Ad

Edit Technical

* Name	Technical
Description	Contains technical notes of various stuff..
Change Permissions	
<a href="#">Save</a> <a href="#">Delete</a> <a href="#">Cancel</a>	

Click to Save

Figure 1.3.3 Delete notepad

## 6.5 Share notepad:

To share a notepad, click on the pen icon beside the notepad name, then click the change permission button.  
Look at the figure 1.0.6.

The screenshot shows a web-based application interface. At the top, there's a header with the text 'ment Mailing System' and navigation links for 'Mail', 'Calendar', and 'Ad'. Below the header, the title 'Edit Technical' is displayed. The main content area contains a form with two fields: 'Name' (containing 'Technical') and 'Description' (containing 'Contains technical notes of various stuff..'). At the bottom of the form is a button labeled 'Change Permissions', which is circled in red. A blue arrow points from a dashed blue box containing the text 'Click to Change Permission' to this button. At the very bottom of the interface are three buttons: 'Save' (blue), 'Delete' (orange), and 'Cancel' (light gray).

Figure 1.3.4, Share notepad

You will be provided with the form on figure 1.3.5; the form contains five options of which you can share your notepad. All authenticated users, Guest permissions, Object creator, Individuals and Groups.

**Edit permissions for "Training"**

**Owner**  
mwasa.maroi@ega.eg

All Authenticated Users	Show	Read	Edit	Delete
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Guest Permissions	Show	Read	Edit	Delete
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Object Creator	Show	Read	Edit	Delete
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Individual Users	Show	Read	Edit	Delete
<input type="text"/> *type full email address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Groups	Show	Read	Edit	Delete
Select a group to add: <input type="button" value="Select a group"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Save "Training"** **Save and Finish**

**Enter e-Mail addresses**

**Enter Mail List address**

Figure 1.3.5

Per each option you can grant four permissions.

1. Show

You will provide the ability of only seeing your notepad

2. Read

You will provide the ability to only read the notes under that notepad

3. Edit

You will provide the ability for others to edit your notes

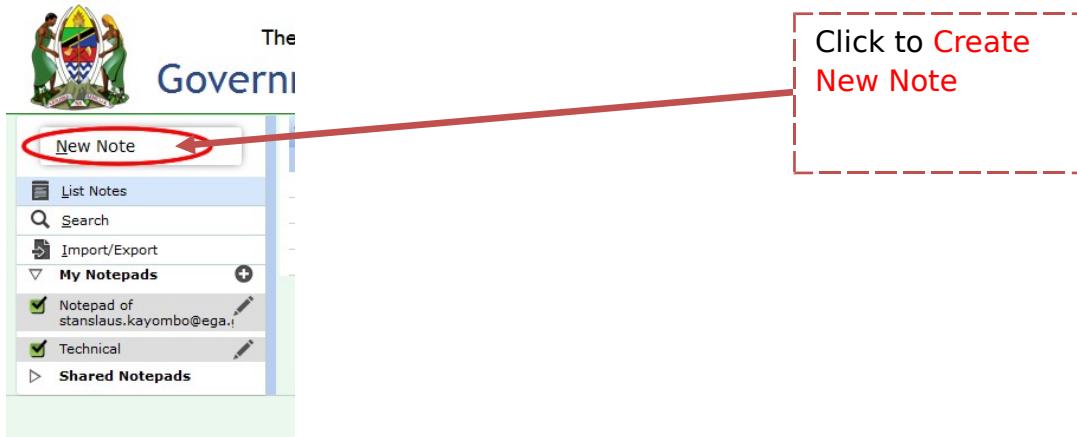
#### 4. Delete

You will provide the ability for others to be able to delete your notes.

Select the options you want and hit save button.

## 6.6 Create new note

To create a new note, click on the 'new note' link, the note form will appear (figure 1.3.7), put your notes in the text area, after that select the destination of the note (i.e. notepad), then click save. And the note will be under the selected notepad.



The screenshot shows a 'New Note' form. At the top, a blue header bar says 'New Note'. Below it, a text area labeled 'Note Text (157 characters):' contains the text 'Polling, or polled operation, in computer science, refers to active...'. A red arrow points from a dashed blue box containing the text 'Type description' to this text area. In the bottom left, there's a 'Save' button. To its right, another red arrow points to a dashed blue box containing the text 'Click to Save'. Below the save button is a dropdown menu labeled 'Notepad:' with 'Notepad of stanslaus.kayombo@ega.go.tz' selected. To the right of this, a red arrow points to a dashed blue box containing the text 'Select Notepad'. Underneath the dropdown, there's a 'Tags:' section with 'Technical' and 'Test Note [denis.bahati@ega.go.tz]' listed.

Figure 1.3.7 new note form

Provide your notes; select the notepad where you want the notes to be added. Then click the save button.

## 6.7 View notes:

To view the list of your notes, click on the list notes link. The list of all your notes will appear (Figure 1.3.9).

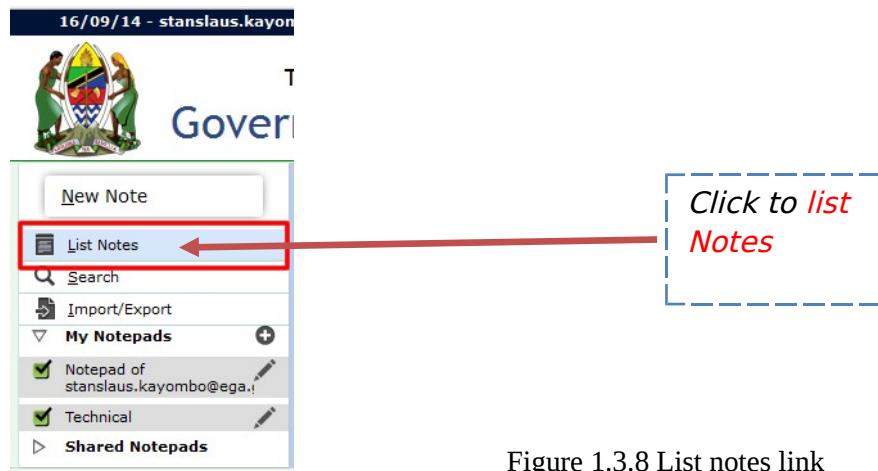


Figure 1.3.8 List notes link

The United Republic of Tanzania

## Government Mailing System

| Mail | Calendar | Address Book | Tasks | Notes | Others | Logout

**My Notes (4)**

Note	Date
Hello	15/09/14
Long Polling is a technique used for optimizing AJAX requests by	15/09/14
The most obvious implementation would consist of a timer on the	15/09/14
WebSocket, is the likely successor of long-polling and other HTT	15/09/14

**Listed Notes**

Figure 1.3.9 List of notes

To see only notes of a certain notepad, uncheck all the notepads and leave the check mark to only that notepad, like in the diagram below.

16/09/14 - stanslaus.kayombo@ega.go.tz

The United Republic of Tanzania

## Government Mailing System

| Mail | Calendar | Address Book | Tasks | Notes | Others | Logout

New Note

List Notes

Search

Import/Export

My Notepads

- Notepad of stanslaus.kayombo@ega.go.tz
- Technical
- Shared Notebooks

**Uncheck Notepad here**

**My Notes (3)**

Note	Date
Long Polling is a technique used for optimizing AJAX requests by	15/09/14
The most obvious implementation would consist of a timer on the	15/09/14
WebSocket, is the likely successor of long-polling and other HTT	15/09/14

Figure 1.4.0

## 6.8 Import notes:

To import notes, click on the Import/Export link, then select the type of the file you are uploading, only two formats are supported, CSV and vNote, select the notepad you want the notes to be added, upload the file and click next.

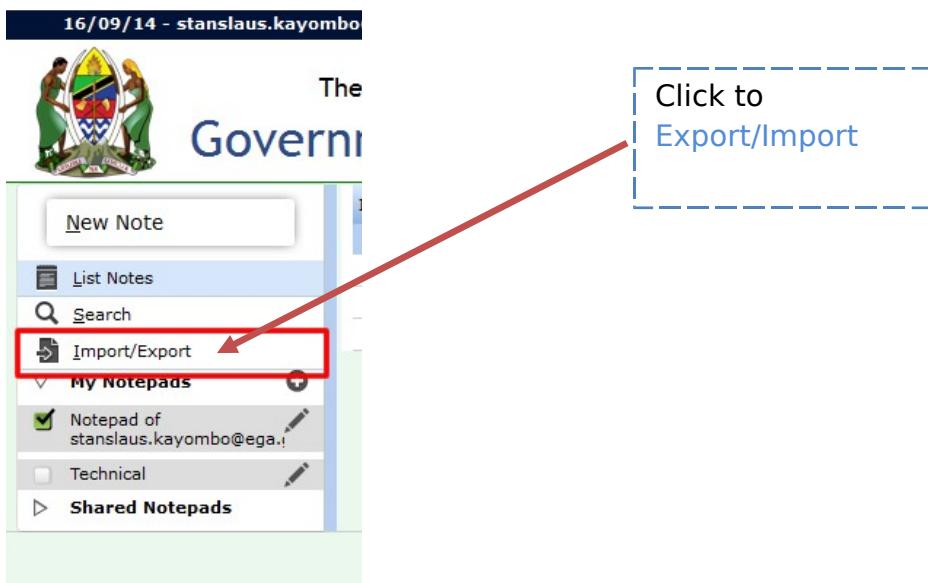


Figure 1.4.1

## 6.9 Export notes:

To export notes, click on the Import/Export link; select the format you want and then click export button.

# 7 Tasks

## 7.1 Task List

Task list, contain numbers of tasks you created, by default you will have one task list, named 'Task list of youemail address' eg. Notepad of [xxxx@xxx.go.tz](mailto:xxxx@xxx.go.tz),

Create Task list.

To add new task list click the plus icon beside 'my task lists' link.

17/09/14 - stanslaus.kayombo

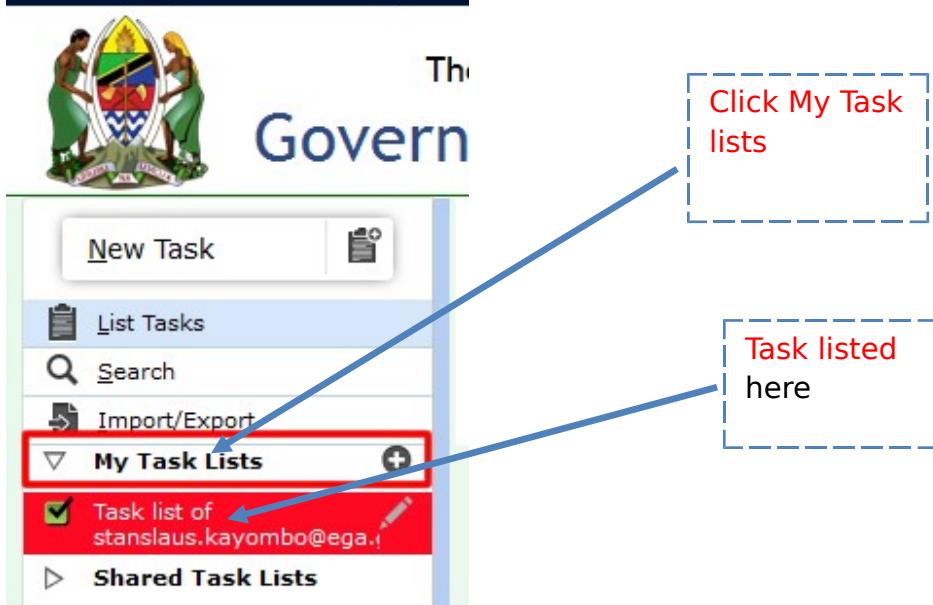


Figure 1.4.2 Task list plus icon

The new task form will appear, provide the name, and the description of the task lists, you can also choose the color you want the tasks in that list to have.

The screenshot shows the "Create Task List" form. It has fields for "Name" (set to "eGA Tasks"), "Color" (set to "#f5ff0d" with a color swatch), and "Description" (set to "My eGA Tasks stays here"). A red box surrounds the entire form area. Three blue arrows point from the text "Enter Task name and Description" to the "Name", "Color", and "Description" fields respectively. A blue arrow also points from the "Create" button at the bottom left to the "Create" button at the bottom right.

Figure 1.4.3 New Task list form.

## 7.2 Edit Task list

To edit a task list click on the pen icon beside the task list name,

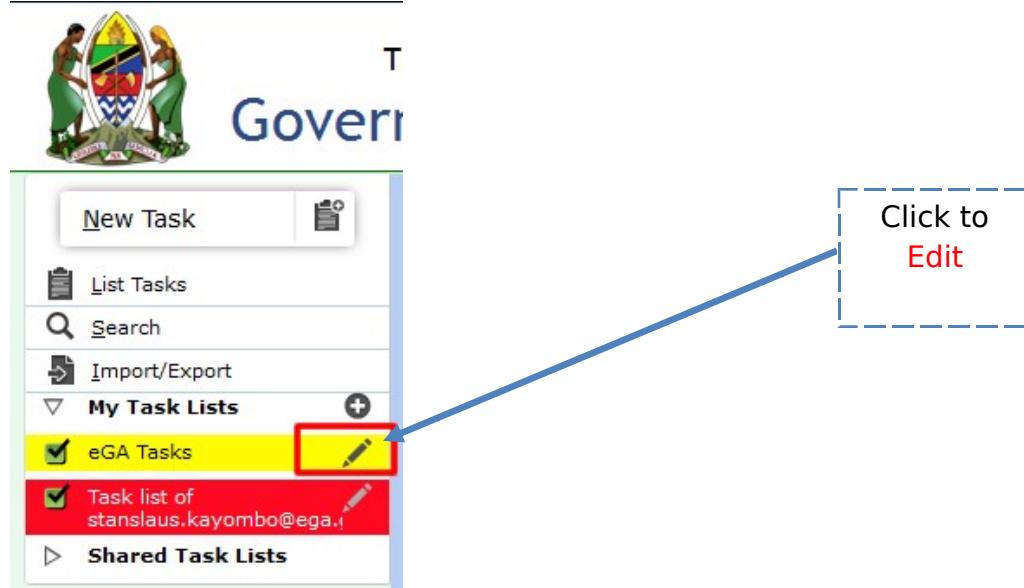


Figure 1.4.3, Pen Icon to edit task list

The edit form will appear, provide the new information and click save

The screenshot shows the 'Edit eGA Training' task list edit form. It includes fields for Name (eGA Training), Color (#5d87fb), and Description (eGA Training Tasks). A red curly brace groups these three fields with the text 'Edit required fields'.

Figure 1.4.7, Task list edit form.

## 7.3 Delete Task list

To delete task lists, click in the pen icon beside the task list name (See Figure 1.4.3), and then click on the delete button,

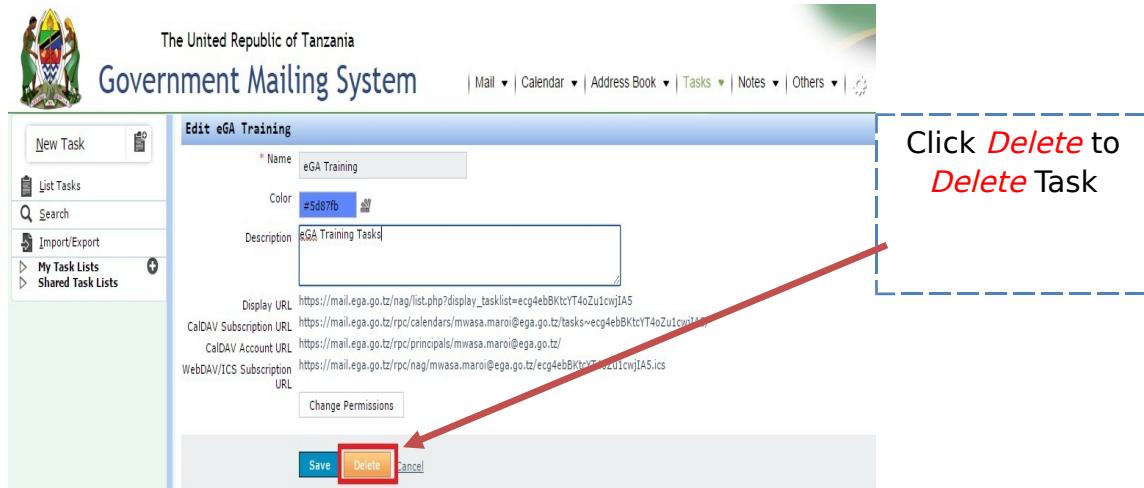


Figure 1.4.8, Task list delete button.

## 7.4 Share Task

To share tasks list, click on the pen icon then click (See Figure 1.1.5) and then click on the change permission button

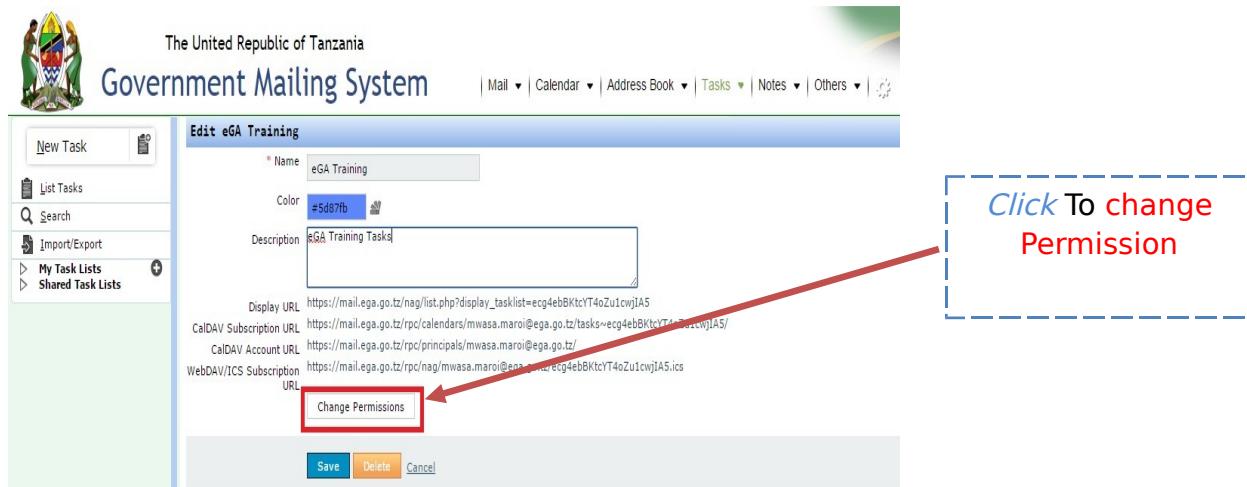


Figure 1.4.9, Change permission button.

The option for sharing will appear,

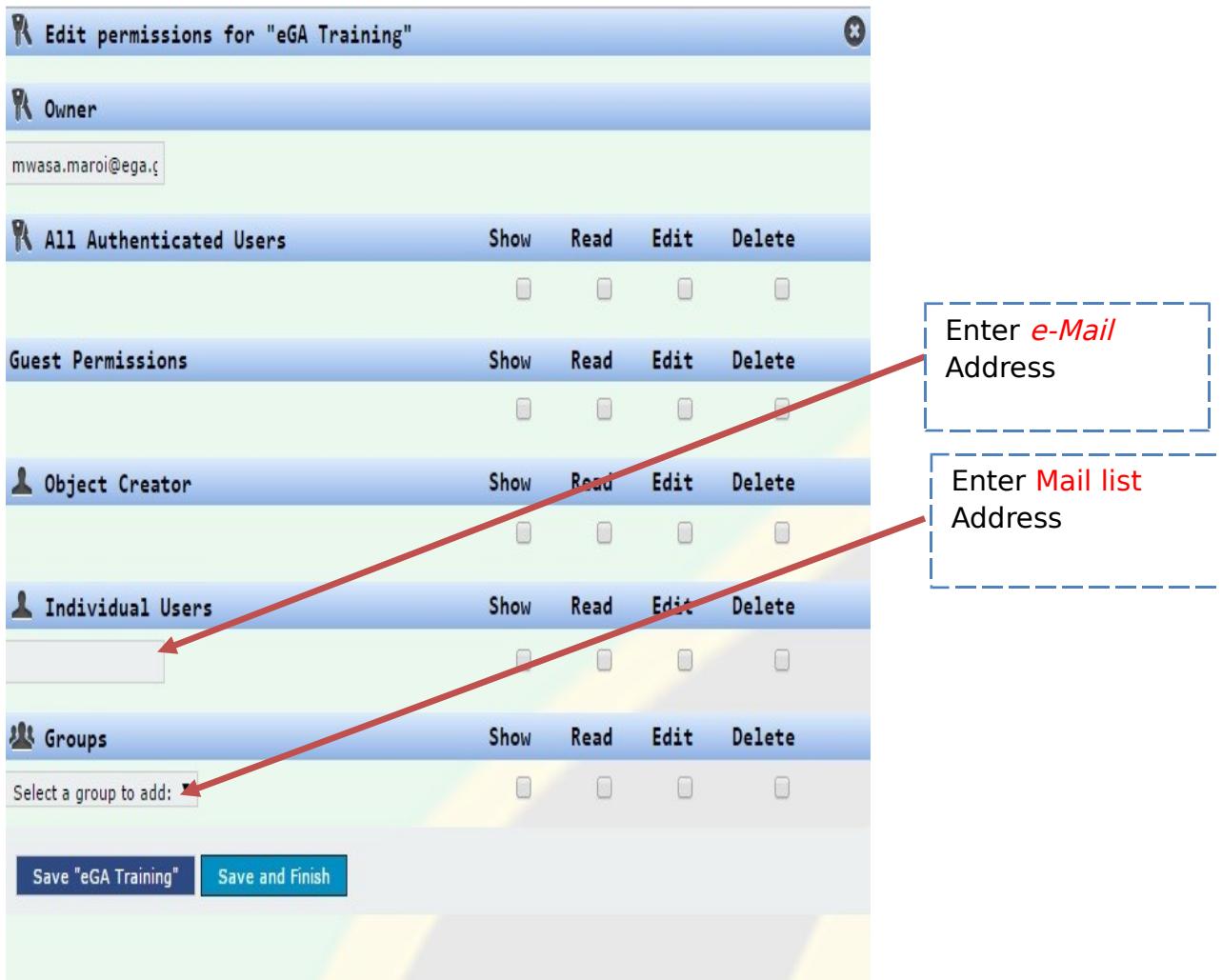


Figure 1.5.0, Option for sharing.

Per each option you can grant four permissions.

1. Show

You will provide the ability of only seeing your notepad\*\*\*\*\*

2. Read

You will provide the ability to only read the notes under that notepad

3. Edit

You will provide the ability for others to edit your notes

#### 4. Delete

You will provide the ability for others to be able to delete your notes.

## 7.5 Create new Task

To create a new task click on the new task link,

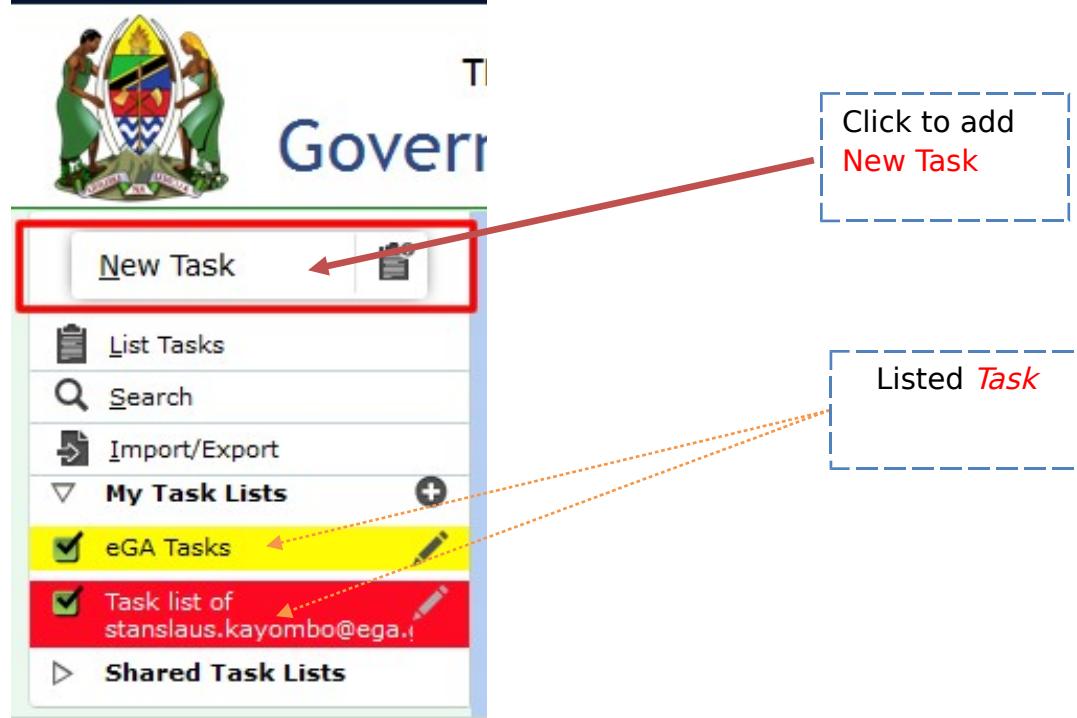


Figure 1.5.1 new task link

The new form task will appear, the form contains three tabs *General, Recurrence and Description*

New Task

**General** 1   **Recurrence** 2   **Description** 3

\* Name

\* Task List  Task list of stanslaus.kayombo@ega.go.tz

Parent task

Select different Task  
Enter Task name  
Enter Select Task List

Figure 1.5.2, three tabs for a new task

Under the recurrence tab you provide the details on the behavior of the task, like how many times it appears per week/ month or yearly.

New Task

General Recurrence Description

Recurrence  No recurrence  
 Daily: Recurs every  day(s)  
 Weekly: Recurs every  week(s) on:  
 Mo  Tu  We  Th  Fr  Sa  Su  
 Monthly: Recurs every  month(s) on the same date  
 Monthly: Recurs every  month(s) on the same week  
 Yearly: Recurs every  year(s) on the same date  
 Yearly: Recurs every  year(s) on the same day of the month  
 Yearly: Recurs every  year(s) on the same weekday

Recur Until  
 No end date  
    
  recurrences

Save Save and New

Select/fill appropriate settings

Figure 1.5.3, Recurrence tab

Under description tab you will provide, the details of what the task is about.

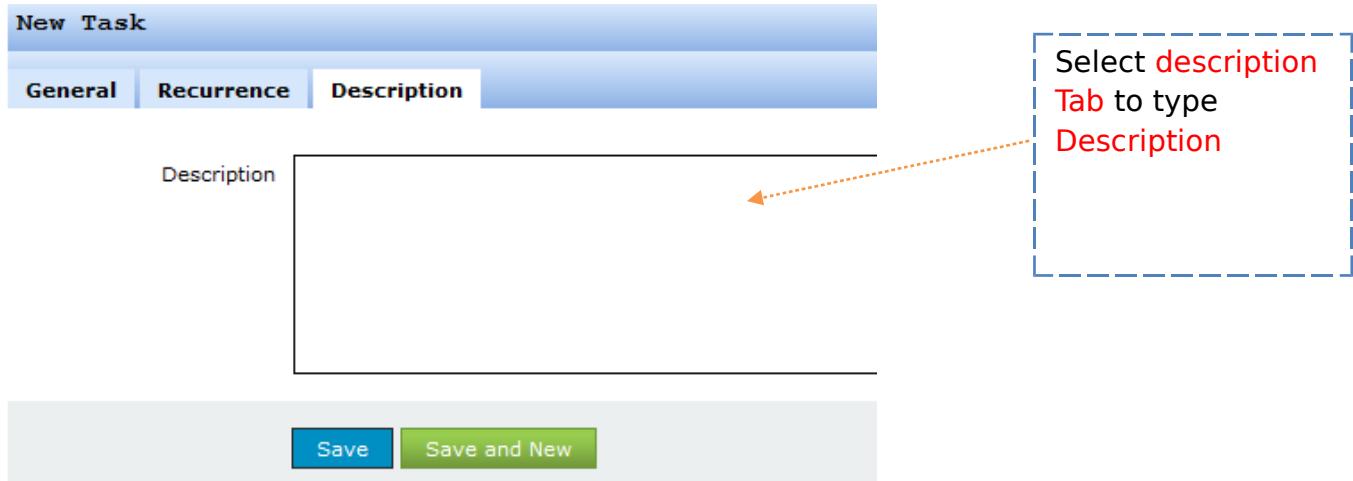


Figure 1.5.4, Description tab

Under general tab there are general information about the task, fill the form accordingly; you will also have to select in which task list you want the task to be added.

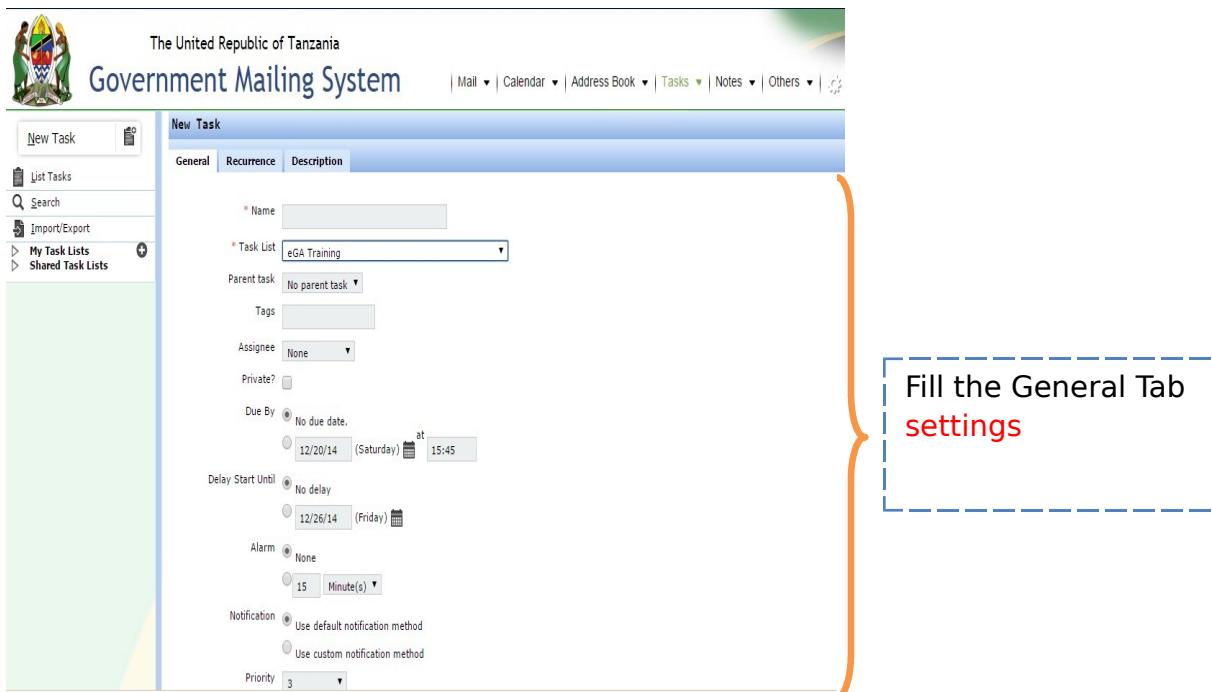


Figure 1.5.5, General tab

## 7.6 List tasks

To see the list of tasks click on the task list link,

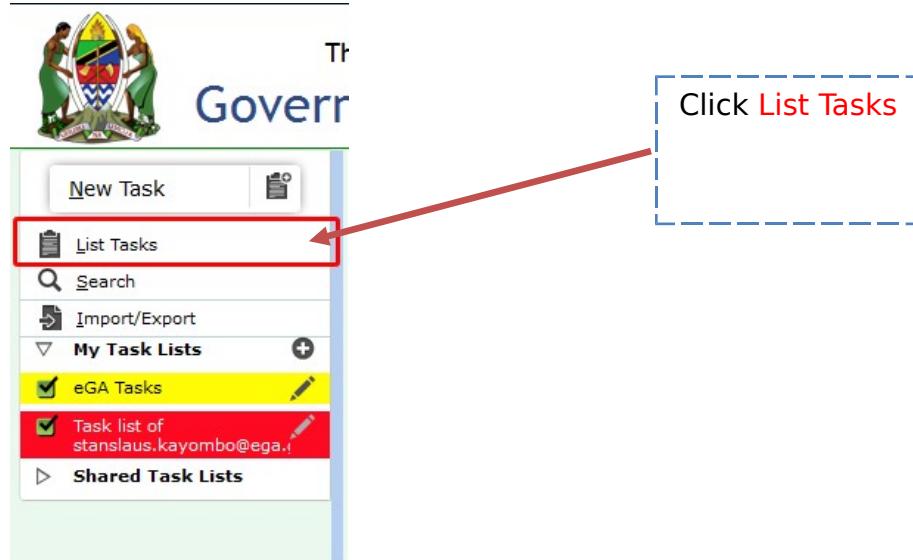


Figure 1.5.6, List tasks link

Under task list there are four tabs.

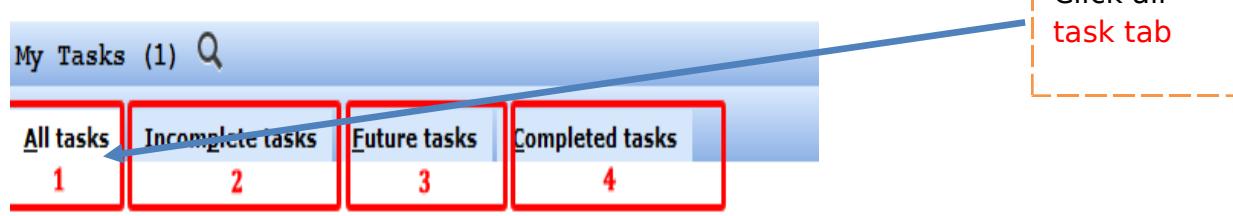


Figure 1.5.7, Tabs under tasks list

### 1. All Tasks

Under this tab shows all tasks

### 2. Incomplete Tasks

Under this tab you will see the list of all your tasks which are not yet completed.

### 3. Future Tasks

Under this tab you will see the list of the coming task.

### 4. Completed Tasks

Under this tab you will see the list of all completed tasks

To view list of tasks for a specific task list, uncheck all the tasks list and leave the mark to that

specific task list.

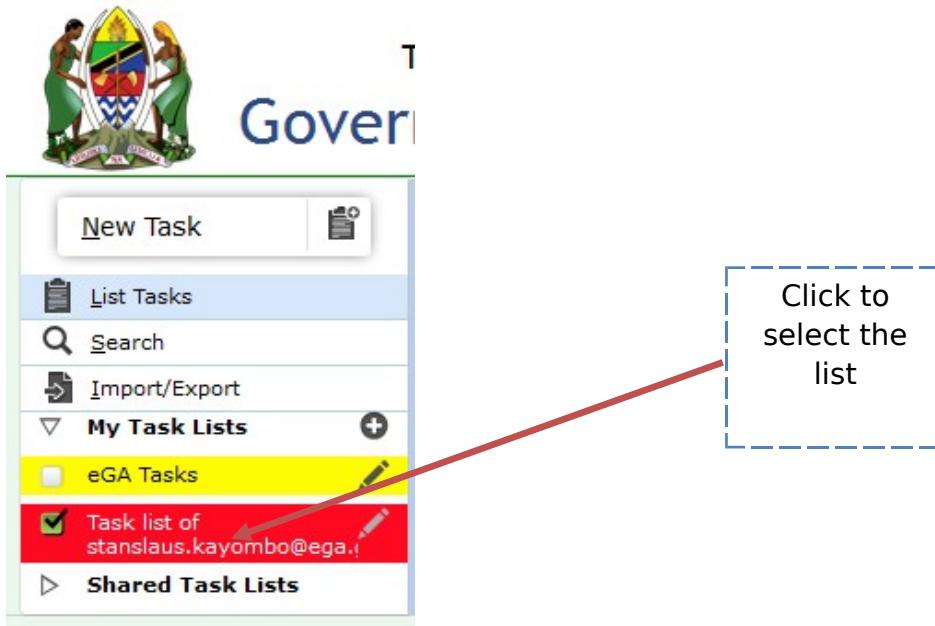


Figure 1.5.8, Select a specific task list

## 7.7 Edit a task,

To edit a task click on the pen icon beside the task name,

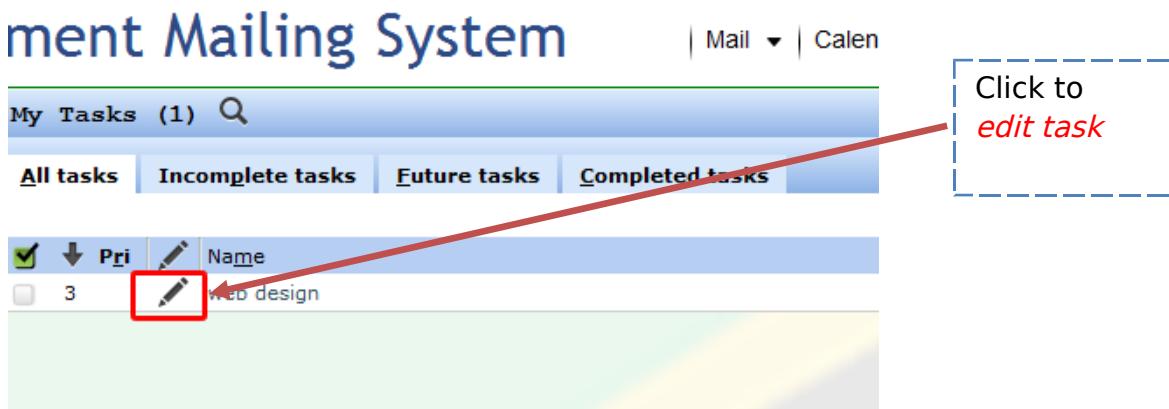


Figure 1.5.9, Pen icon to edit a task

The edit form will appear, provide the new details

Edit: web design

General Recurrence Description

\* Name: web design

\* Task List: Task list of stanslaus.kayombo@ega.go.tz

Parent task: No parent task

Tags:

Assignee: stanslaus.kayombo@ega.go.tz

Private?:

Due By:  No due date.  
 18/09/14 (Thursday) at 02:13 pm

Delay Start Until:  No delay  
 24/09/14 (Wednesday)

Alarm:  None  
 15 Minute(s)

Notification:  Use default notification method  
 Use custom notification method

Priority: 3

Estimated Time: 0

Completed?:

**Save** **Delete**

**Edit Task form**

**Save**

Figure1.6.0, Edit task form

To change status of the task, click on the task name.

Client Mailing System | Mail | Calendar

My Tasks (1)

All tasks Incomplete tasks Future tasks Completed tasks

	Pri	Name
<input checked="" type="checkbox"/>	3	web design

Click task name to change status of the Task

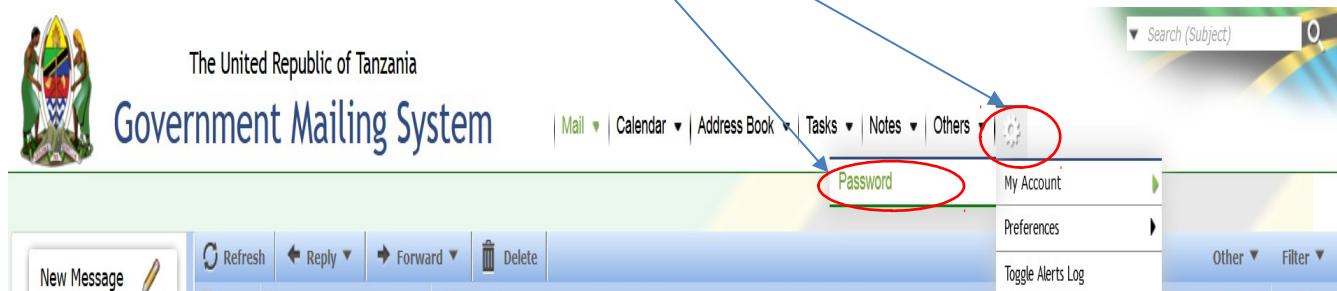
Figure 1.6.1 name of a task

## 8. Settings.

### 8.1 Changing Password

To change password, click on the “Settings” icon in the Top Navigation menu.

Then, Go to “My Account” and Click on “Password”



Password Reset Form will be displayed as shown below:

A screenshot of the "Changing password for GMS Reset Password" form. The form has three input fields: "Old password", "New password", and "Confirm new password". Each field has a placeholder text and a help icon. Below the fields are two buttons: "Change Password" and "Reset".

- i. Old Password field: Type (Enter) the existing or current User Password.
- ii. New Password field: Type (Enter) the new password for your email account you want to change.  
**NB:** New Password must meet the minimum standards (**i.e. “At least 8 characters length, not match your username and have a combination of letters and other characters”**)
- iii. Confirm Password field: Re-enter the same password as typed in “New Password field”.

To complete, Click on “Change Password” button.

GMS shall log the user out, and re-direct to GMS login screen. Now, User will use the new password when logging into the email account.

## 9. Help.

To get an online help at any time, hover on a gear icon and then click on help link

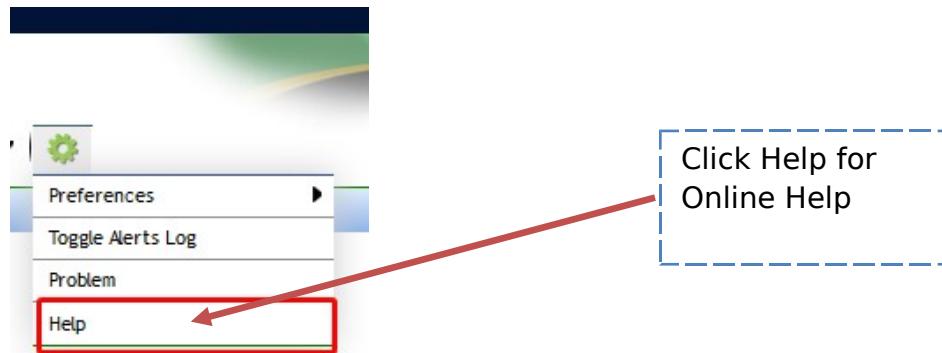


Figure 1.3.1 Help link

## 10. Report a problem,

To report a problem found, during the use of a system hover on a gear icon and click on the problem link.

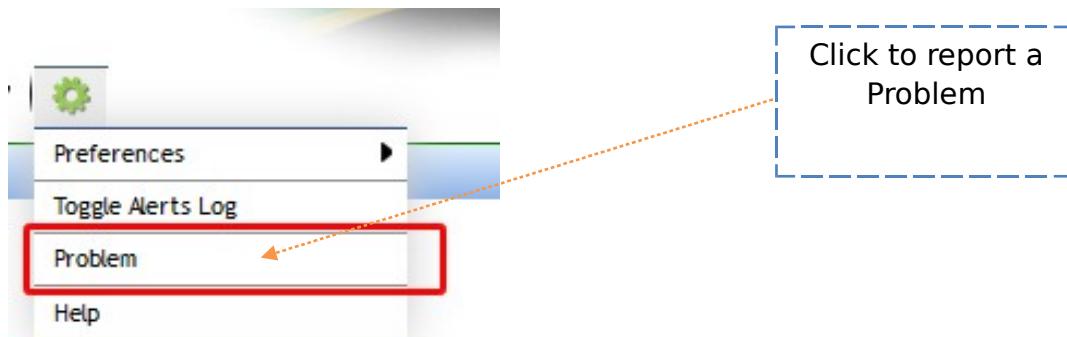


Figure 1.3.2 Problem link

The form for reporting a problem will appear, fill the form and send problem report.

A screenshot of a "Describe the Problem" form. The form includes the following fields:

- Your Name: [Input field]
- Your Email Address: stanslaus.kayombo@ega.go.tz
- Short Summary: [Input field]
- Attachment: [Browse... button] No file selected.
- Full Description: [Large text area]

At the bottom are "Send Problem Report" and "Cancel Problem Report" buttons. A dashed red box labeled "Fill the form and send to Mail system support" points to the "Full Description" area.

Figure 1.3.2 Problem form

We just hope that the guide has helped you to solve most of the issues/problem faced during GMS operations however if you still face difficulties or have any comment with regards to GMS, please write to us via: [egov.helpdesk@ega.go.tz](mailto:egov.helpdesk@ega.go.tz)