DOA Webmail User Guide

This manual will cover:

Logging In

Getting to Know the Layout

Using Zmail Efficiently
Viewing by Message or Conversation
Using Tags and Flags
Creating Folders and Organizing Mail
Searching and Saving Searches
Printing Messages
Hovering

Address Book
Creating New Address Books
Adding Contacts
Creating Mailing Lists

Calendar
New Appointments and Meetings
Calendar Sharing

Zimbra Features
Tasks
Documents
Briefcase
Mail Filter
Signature

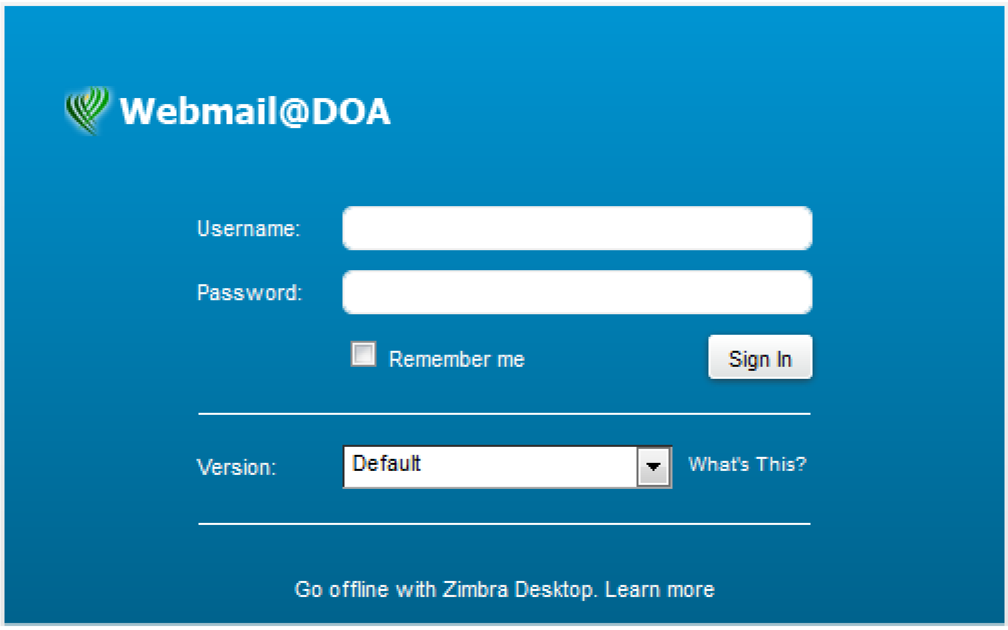
Where to Go for More Information

LOGGING IN

Open Web Browsers & open http://webmail.doa.gov.my

Select email server

Your username is the portion of your email address before the @
Enter your password.



GETTING TO KNOW THE LAYOUT

Each of the navigation tabs along the top of the screen will take you to a different area of Zimbra: Mail, Address Book, Calendar, Tasks, Documents, Briefcase and Preferences.

Navigation Tabs: *Mail, Address Book, Calendar*
Tasks, Documents, Briefcase and *Preferences*

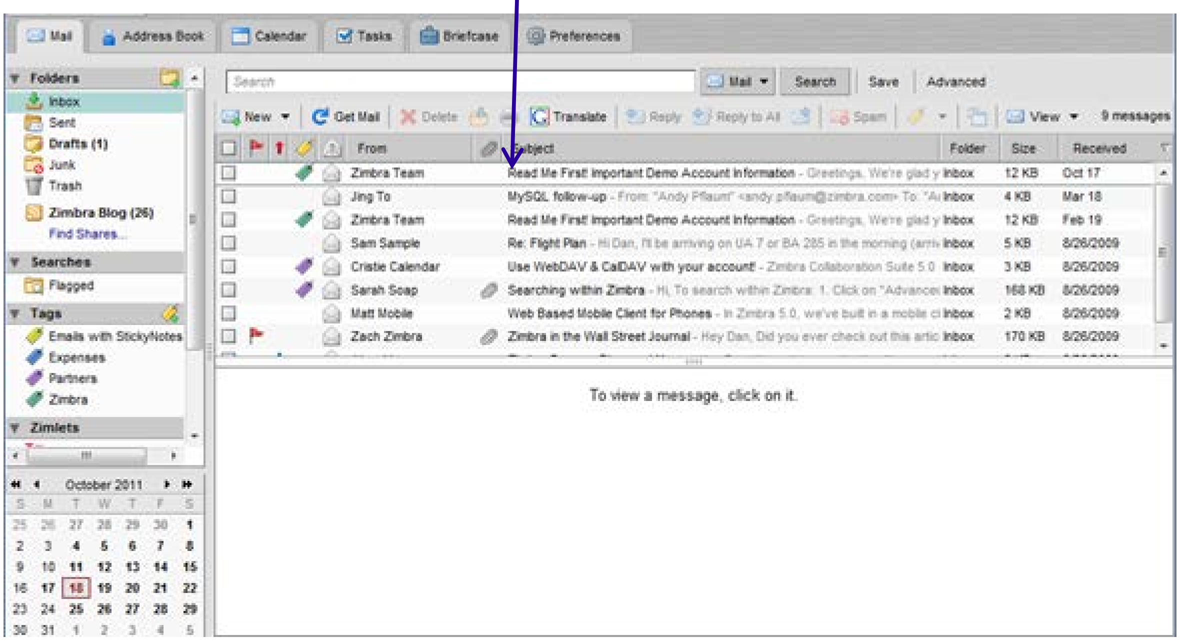
Auto-preview first line of message textb

Navigation tabs & toolbar

Organize message using folder

Label & colour code message using Tags

Check your appointment "at a glance" by hovering your mouse over dates

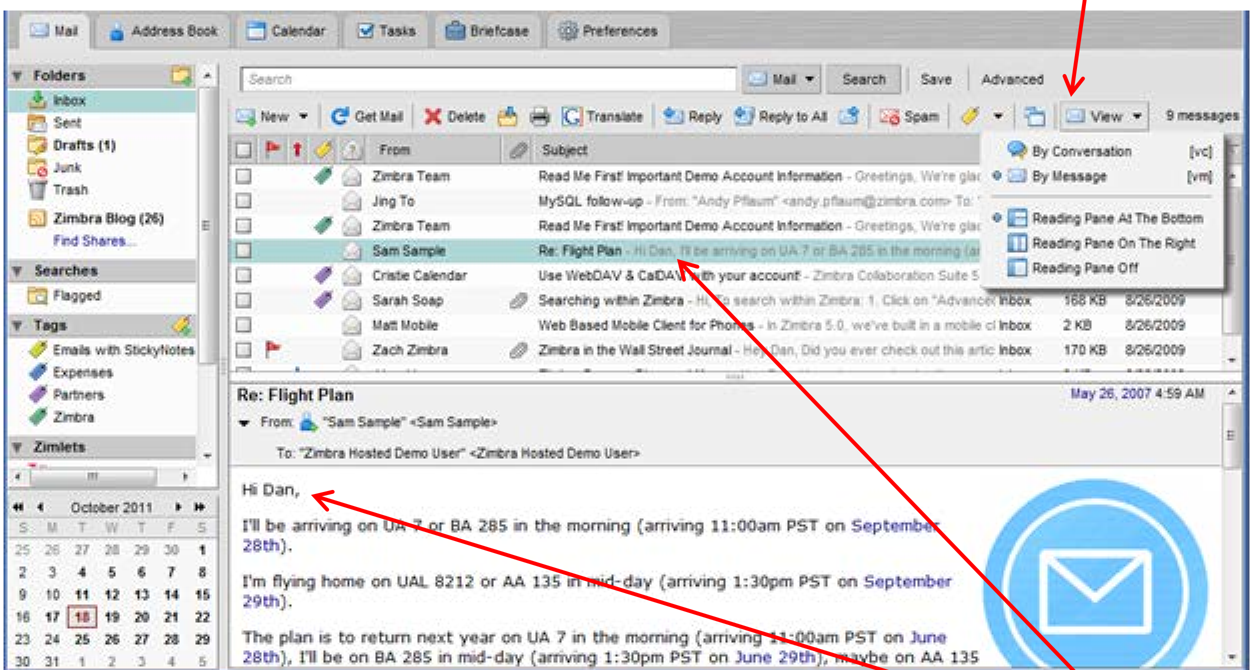


USING ZIMBRA EFFICIENTLY

Viewing by Message or Conversation

View by message gives you a traditional view of your inbox. A list of messages is displayed in the top half of the reading pane, and the active message is displayed on the bottom half.

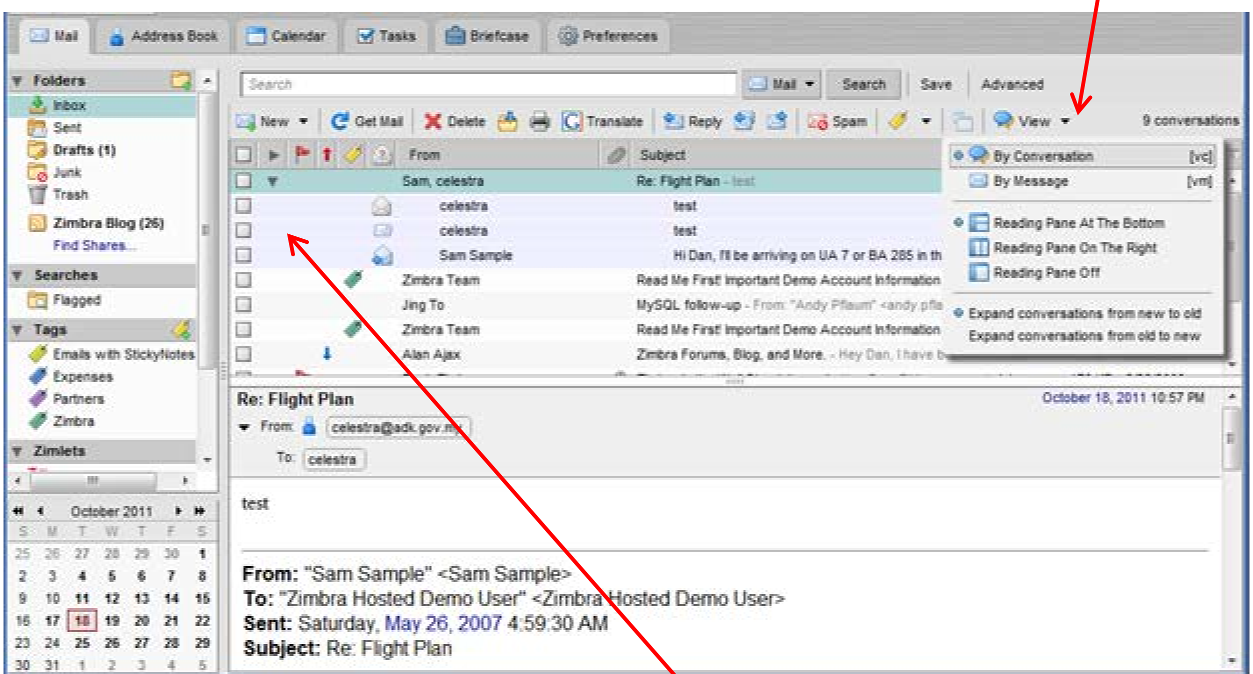
1. Clik the *view* menu & select *By Message*



2. You will see a list of messages display on the top half of the reading pane, with the active message on the bottom half.

View by conversation automatically organizes messages into "conversations." Imagine that you and a coworker exchange a series of emails while planning a business trip. Through several messages, you settle on the flight, hotel and airport shuttle. Later, when you want to go back and review the details of those messages, you'll find you have to search through your mail to piece the "conversation" back together. Don't forget you'll have to look in your Inbox and Sent folders! Conversation mode makes it easier by grouping the messages for you. Zimbra knows which messages are related by your use of the "Reply" button.

1. Clik the *view* menu
& select *By Conversation*



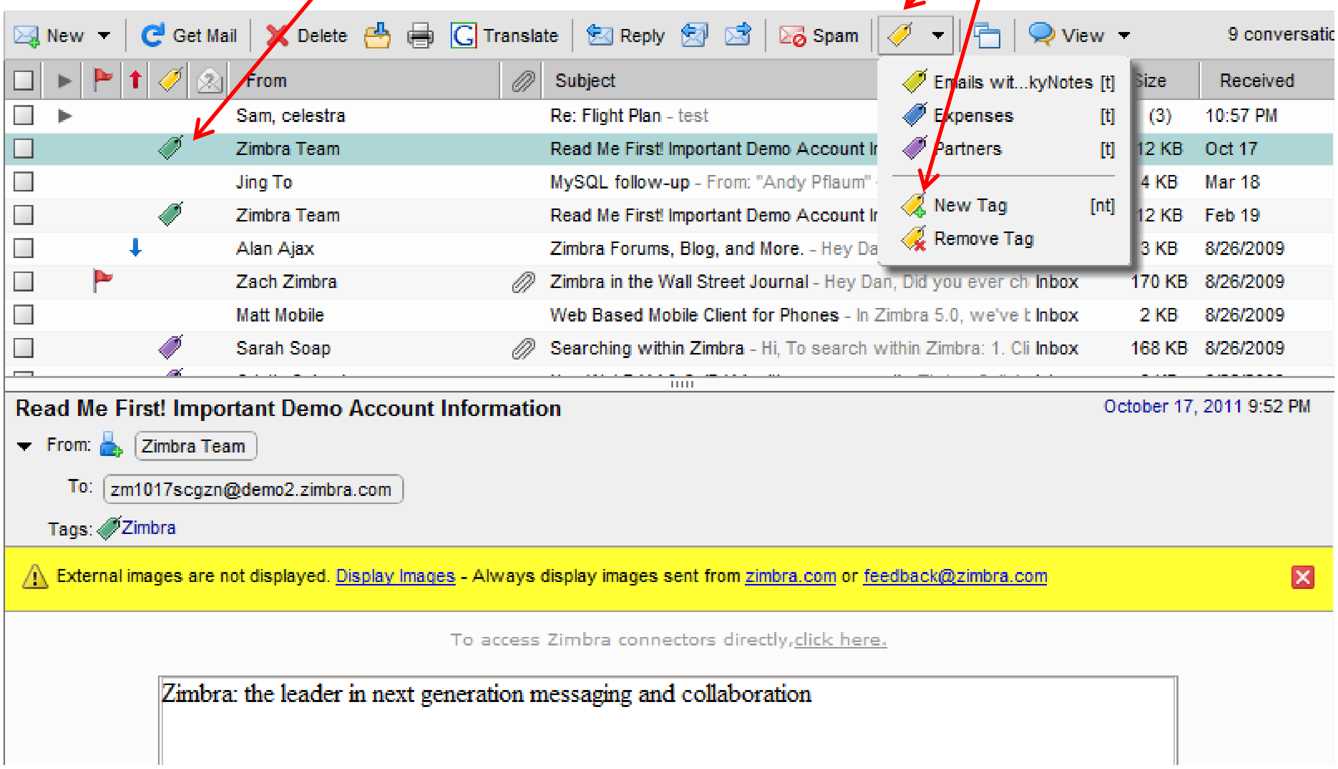
2. The messages with numbers next to them are *Conversations*. The number
indicates how many messages are in the
conversation.

Using Tags and Flags

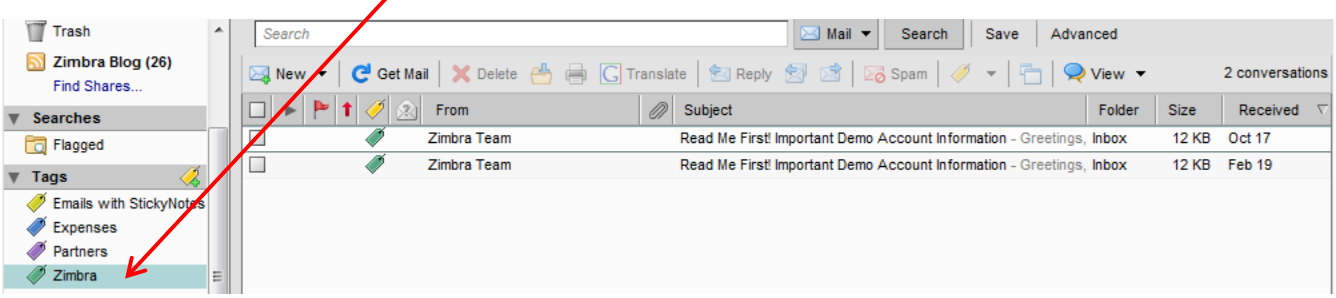
Tags enable you to attach color coded labels to messages. Later, you can click on the tagvfrom the navigation pane and quickly see a list of all the messages corresponding to that tag.

1. Select the message you want to tag

2. Click the *Tag* menu; either select a pre-existing tag, or create a new one by clicking *New Tag*

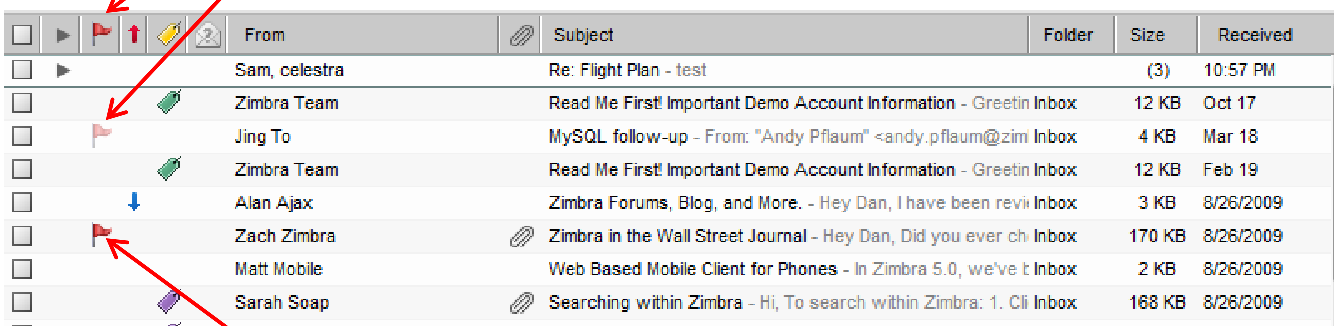


3. Click on any tag listed under the *Tags* area of the navigation pane to display all the messages you've labeled with that tag.



Flags allow you to mark messages in order to distinguish them as being important or requiring follow-up action. Alternatively, you might flag messages you want to reply to, but not until later. For example, if you're on vacation and checking your email from off-office you might flag the messages you need to reply to as soon as you return to work.

1. Click the flag icon



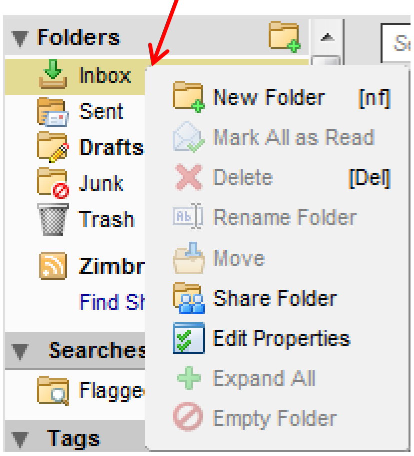
Note: To remove a flag, simply click on it

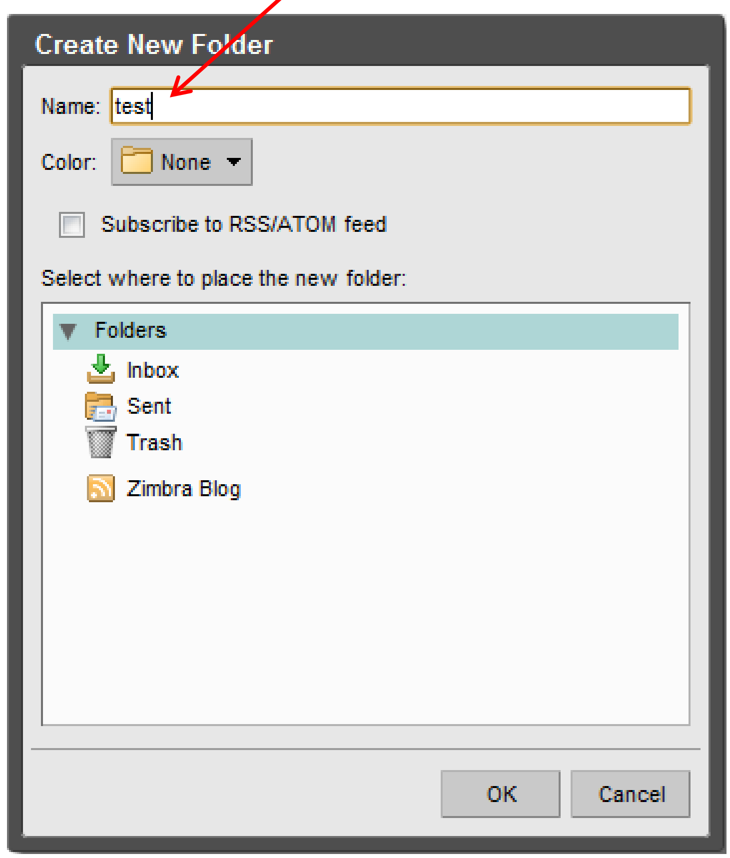
Creating Folders and Organizing Mail

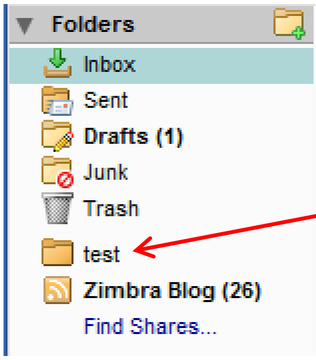
Creating additional folders is an easy way to organize mail you want to keep separate from your Inbox. Imagine having a physical inbox sitting on your desk. It fills with miscellaneous notes and documents until you sort it all out and file everything into separate folders. Email folders work similarly, providing an electronic method of filing.

1. Right click on the Folders header, and select New Folder
Note: To create a sub-folder, right click on the folder you want the sub-folder to appear under.

2. Give the folder a name

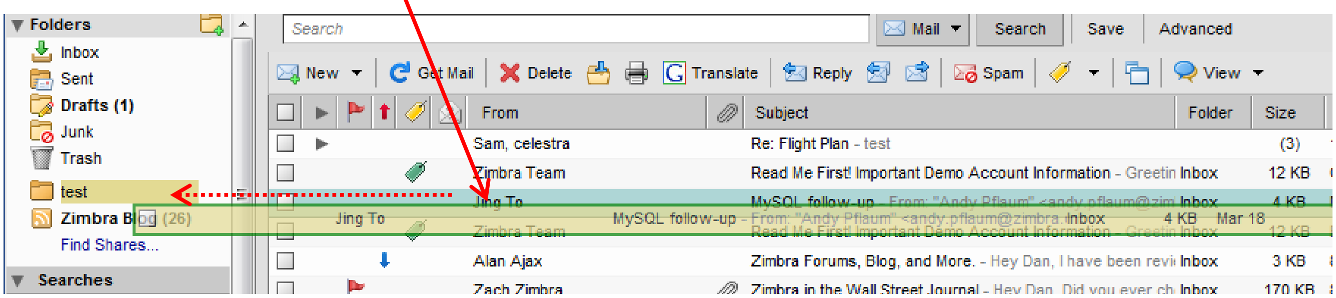






3. You’ll see the new folder appear in the Folders panel

4. To move a message into the folder, drag and drop it



Searching and Saving Searches

To conduct a simple search based on text in the subject or body of the message:

1. Type a word or phrase into the Search bar at the top of the

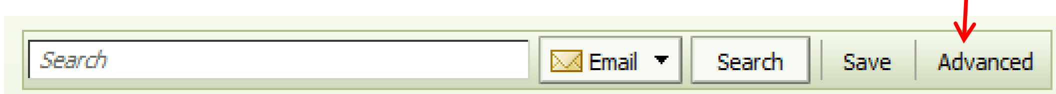
2. Click Search

For more specific searches, Zimbra offers a powerful search building tool that allows you to look for messages based on one or more of the following:

Sender	Attachment Content	Status (flagged or not)
Recipient	Date Sent	Tag
Subject	Domain	Time Range
Textual Content	Folder	
Attachment Type	Size	

To build a search based on one or more of these attributes:

Click *Advanced*

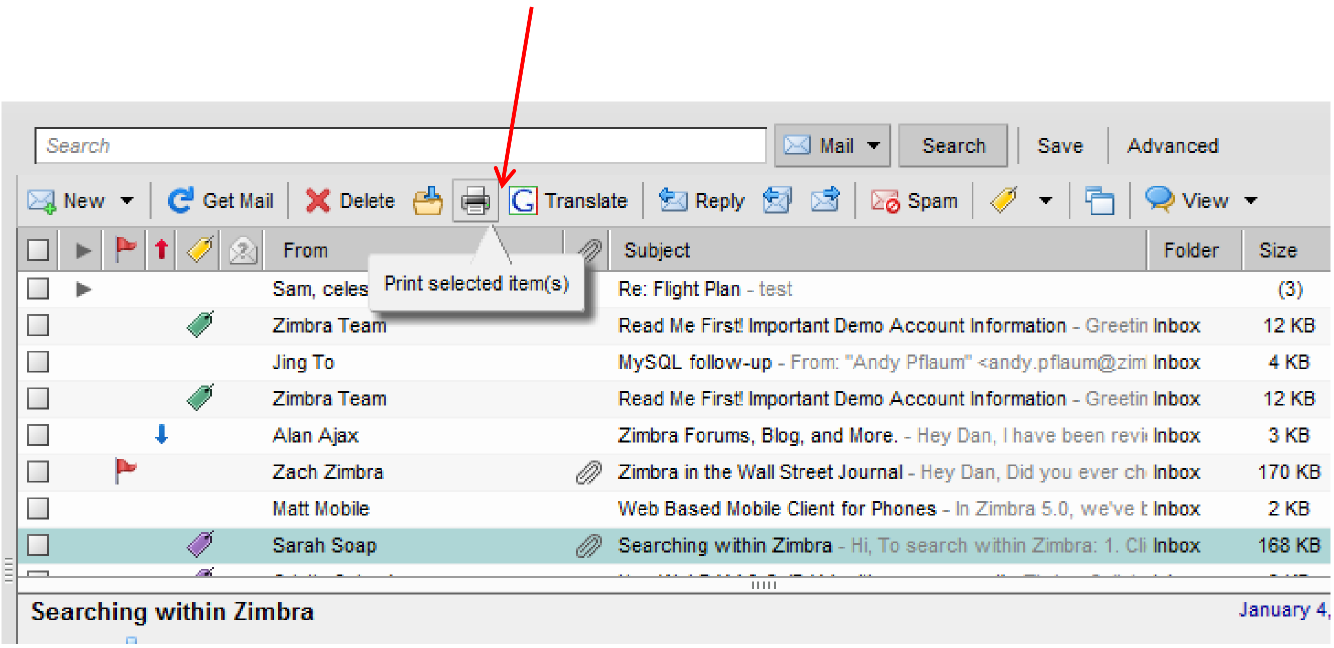


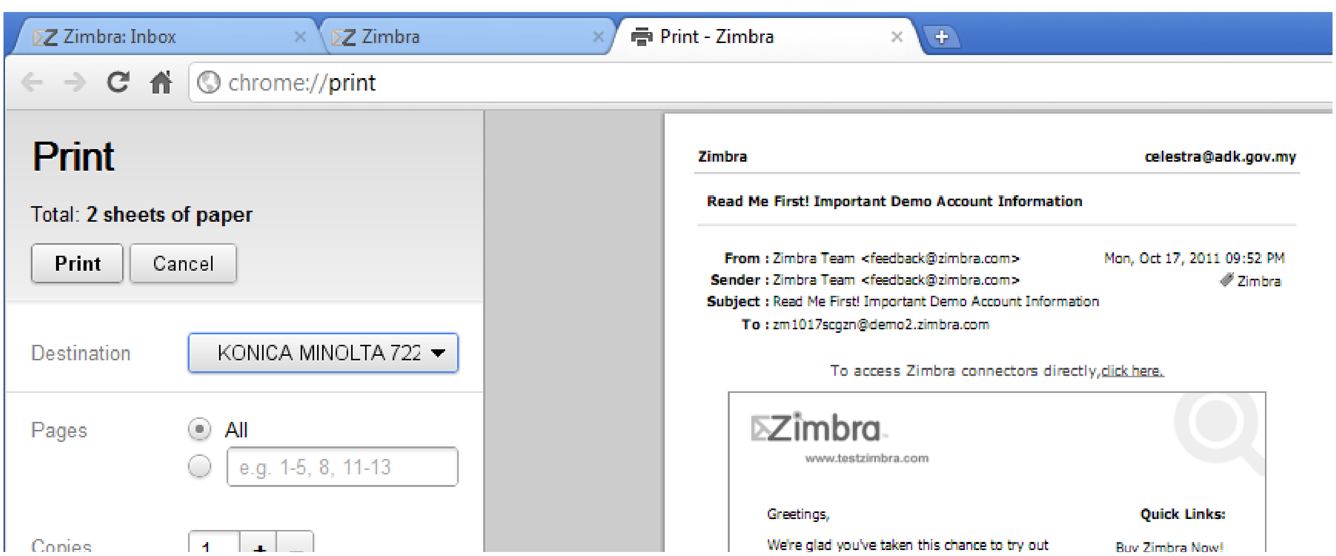
2. Choose options from the Search toolbar. (See an example on the next page.)

Printing Messages

When you want to print a message, it’s best to use the *Print* button on the toolbar rather than going to *File* > *Print*. <u>Using the print button will open your message in a separate window and allow you to print straight from there.</u>
(using *File* > *Print* will cause the whole Web page to print instead of just your message.)

To print a message, highlight it and click the *Print* button

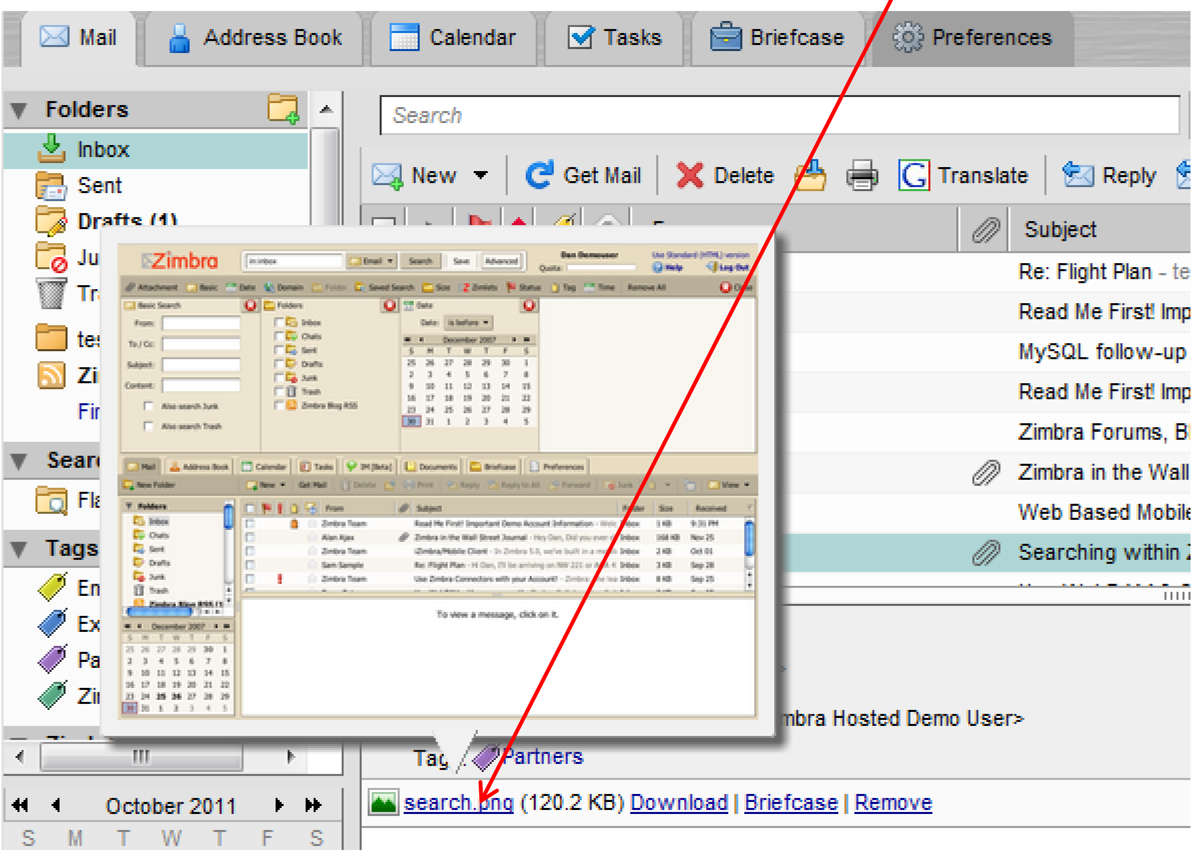




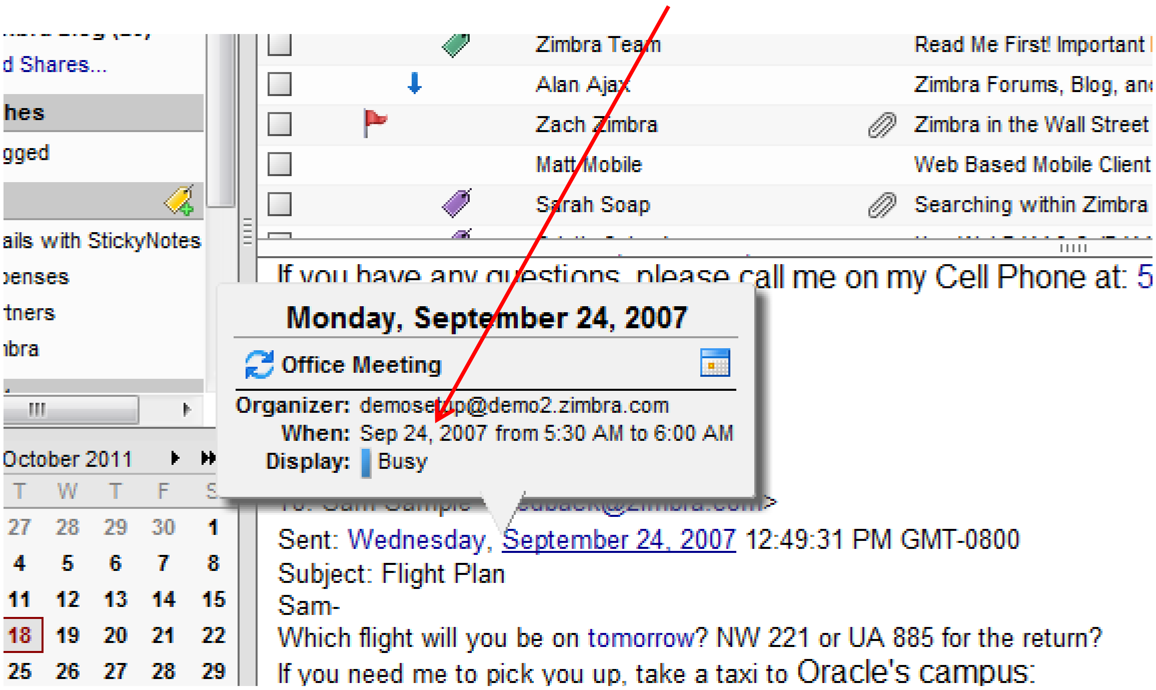
Hovering

Zimbra has a number of “hover over” features designed to eliminate excess clicking. For example, by hovering your mouse over an image attachment, you can see a large thumbnail of the picture without having to download and open it.
When you hover your mouse over an address, you’ll see a small map of the location.
When hovering over a date, Zimbra will automatically consult your calendar and tell you if you have any appointments that day. It even recognizes the phrases “today,” “tomorrow” and “next Friday!”

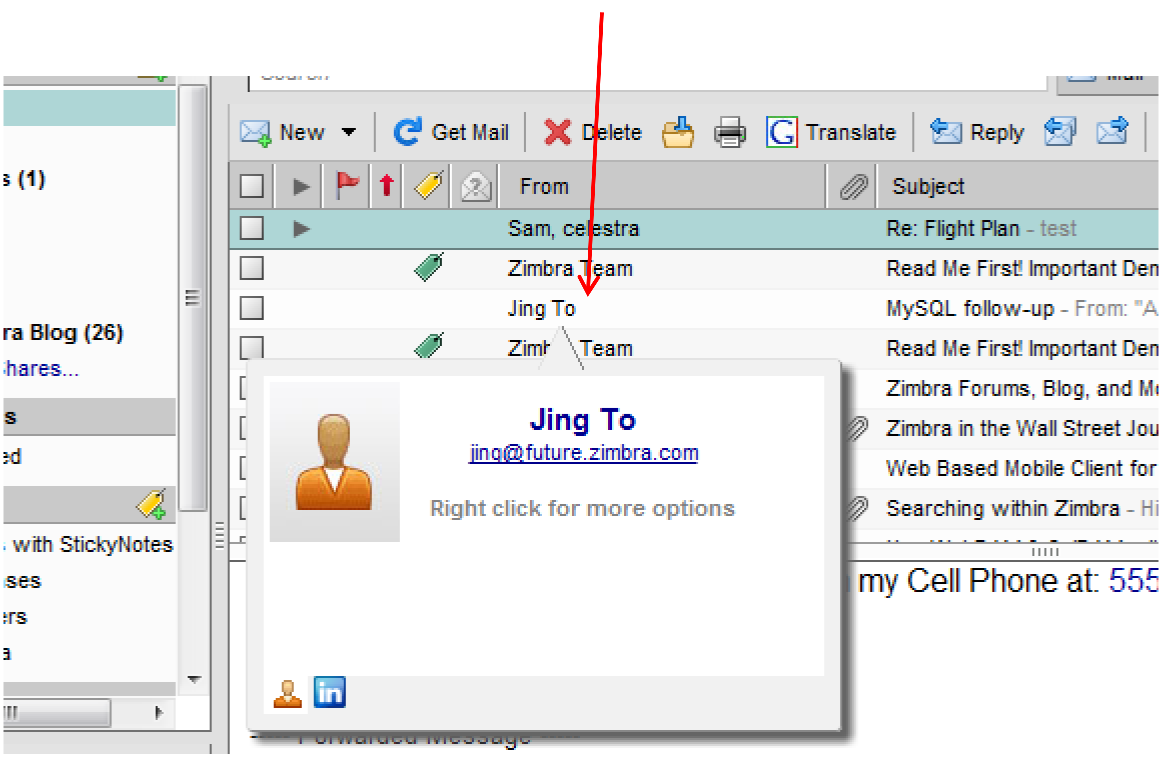
Hover mouse over an image attachment to see a thumbnail



Hover over a date to see your calendar appointments

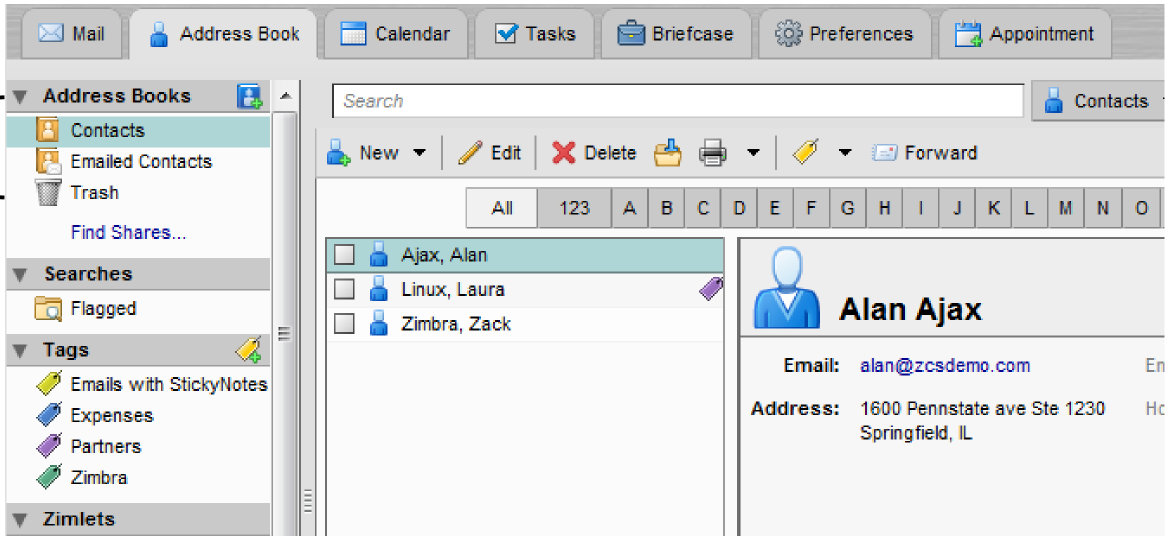


Hover over a name to see address book information

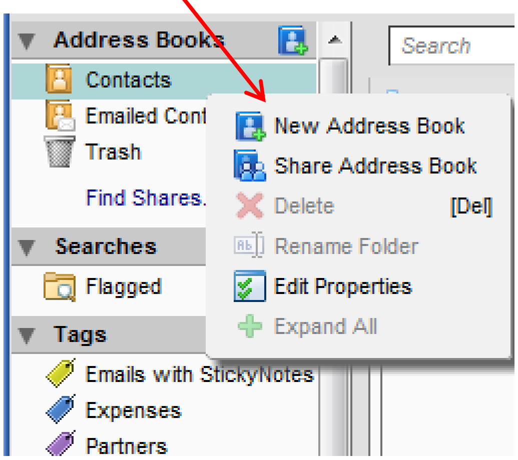


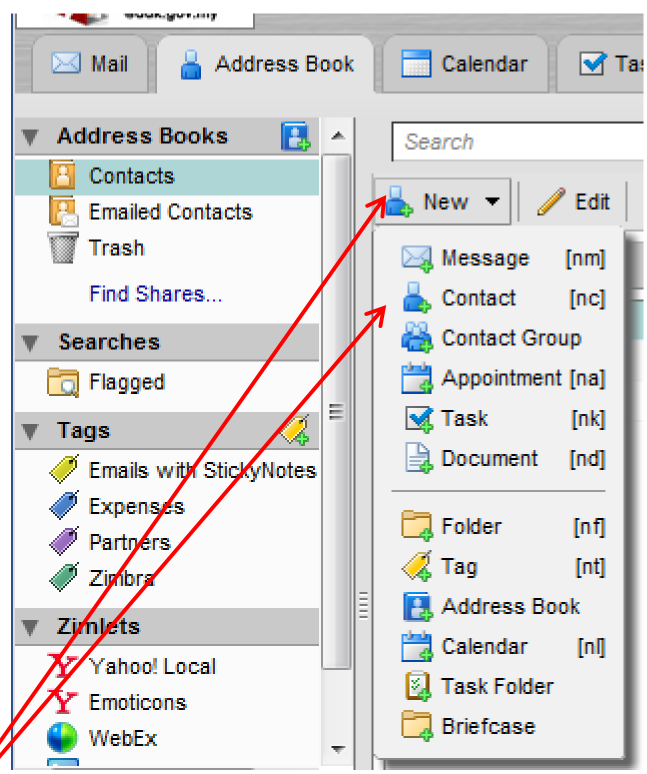
ADDRESS BOOK

Create as many *Address Books* as you like



To create a new Address Book, right click on the *Address Books* header and select *New Address Book*

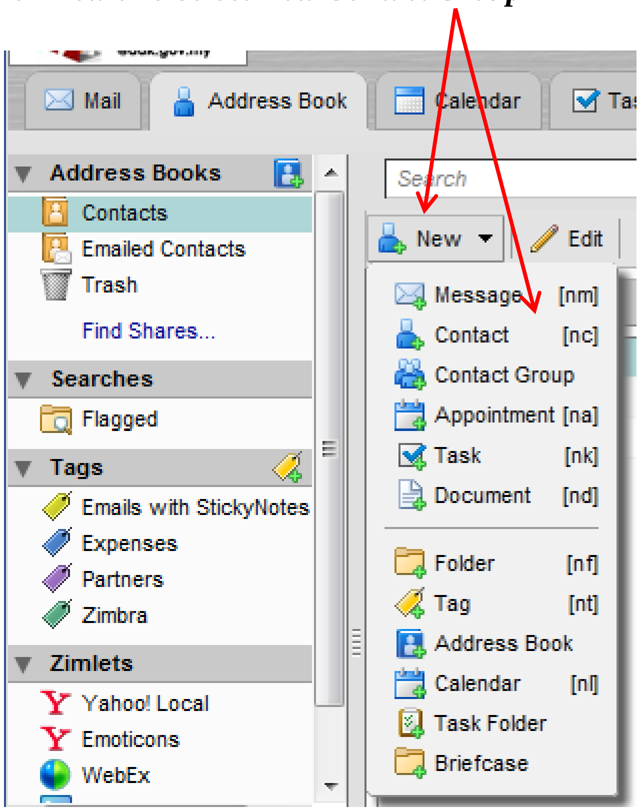




To add a contact to an Address Book, click *New* and select *New Contact*

To create a mailing list for a group of people you will email often, such as coworkers in your department or fellow committee members:

1. Click *New* and select *New Contact Group*



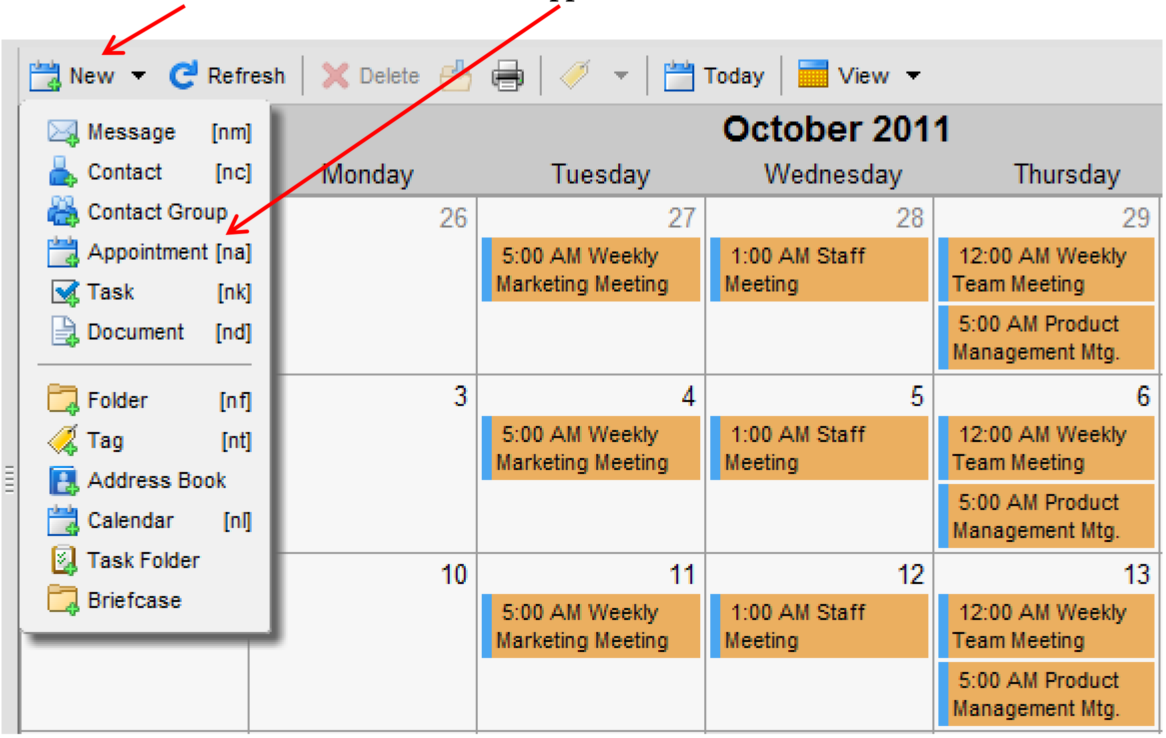
2. Type in a name for the group, and then type the e-mail address under *Group Members. Note:* You can also search for users under *Add Members to this Group*

CALENDAR

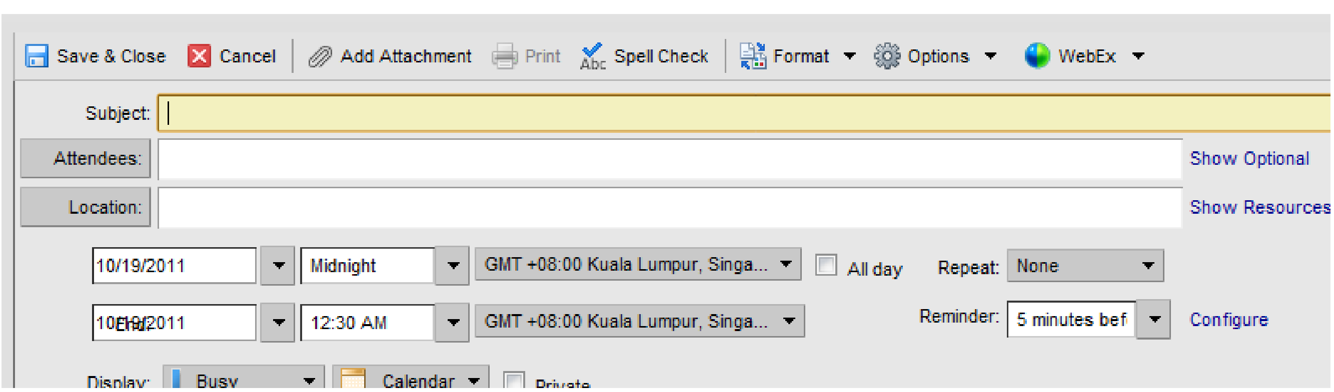
Proposing a New Appointment or Meeting

1. To schedule a new appointment or meeting, click the *Calendar* tab

2. Click the *New* menu, and select *New Appointment*

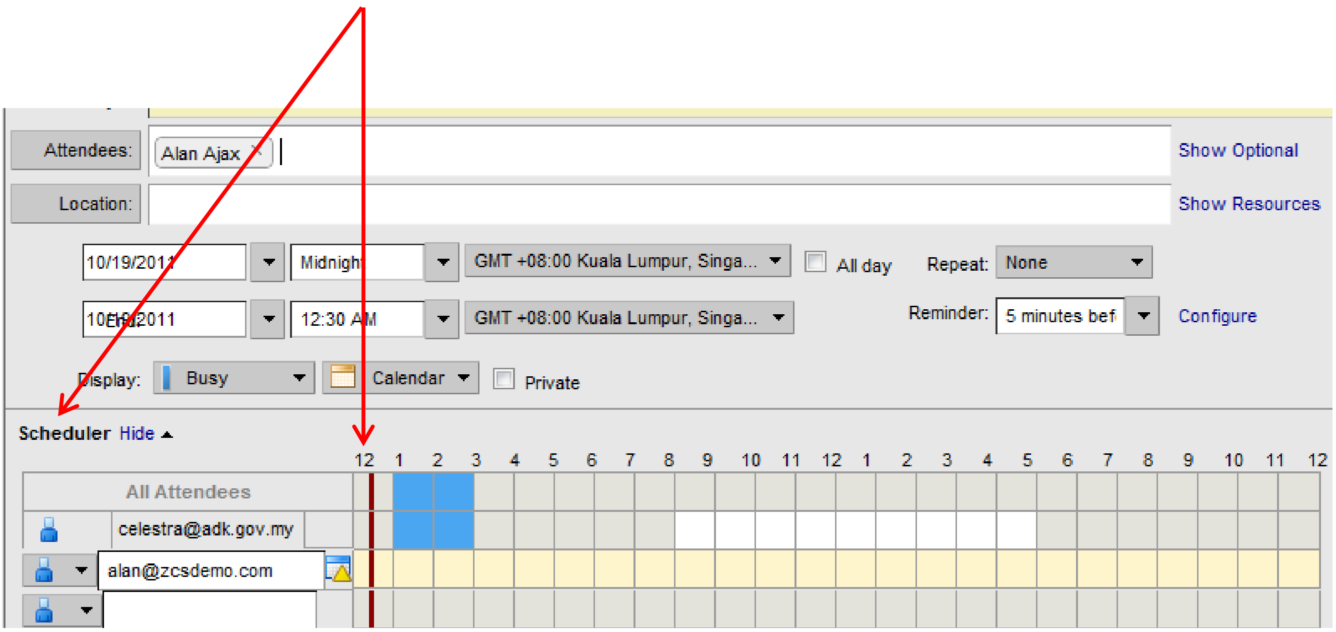


3. You'll see the following window appear. The *Appointment Details* tab is where to fill in the details of your meeting, including the subject, location, date and time, and attendees.



4. On Shceduler section can view attendee availability. The start and end times of your proposed meeting are delineated by green and red vertical lines

Note: The ***All Attendees*** bar that runs along the top of the grid is designed to show you conflicts between attendee schedules. See example below (circled) -

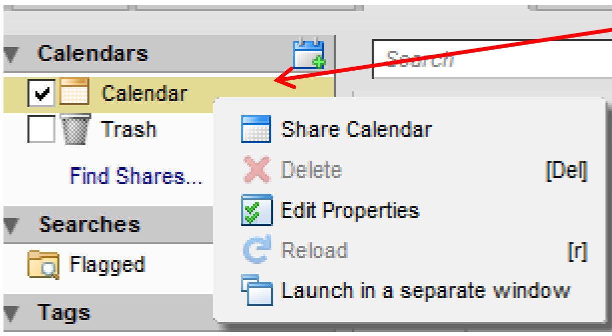


5. The meeting will appear in your calendar, and an email notification will be sent to each attendee's Inbox giving them the option to Accept or Decline the proposal. You will be notified via email as soon as they reply.

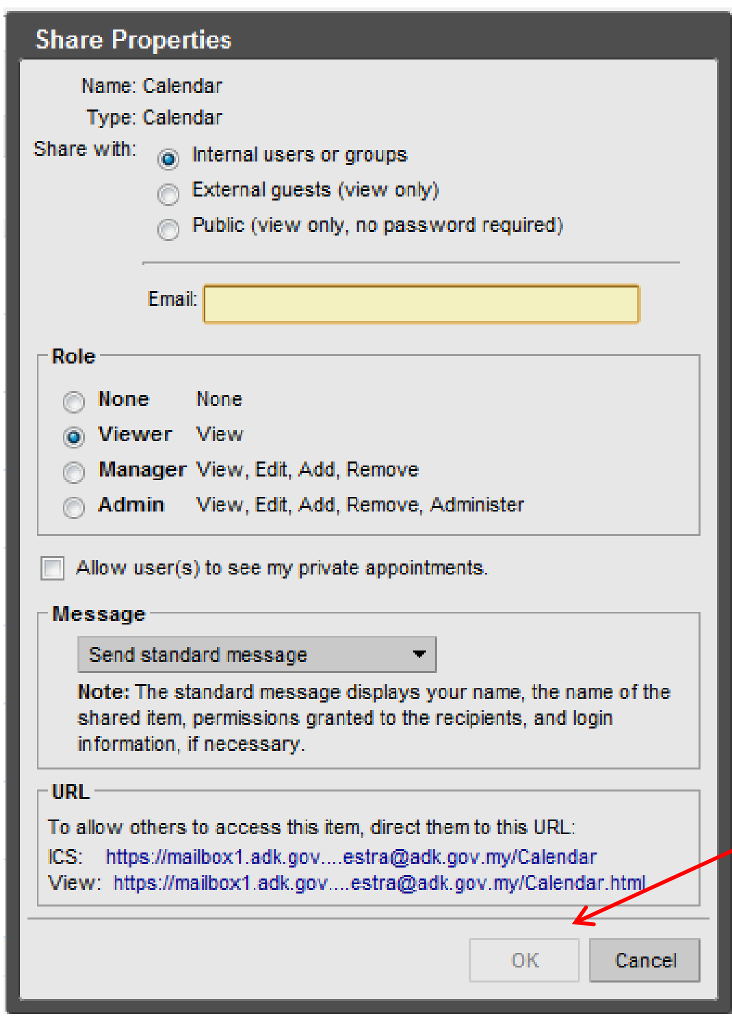
CALENDAR SHARING

Inviting Someone to Share Your Calendar

From time to time you may find it useful to allow certain colleagues to view or edit your calendar. Perhaps you have an assistant in charge of scheduling your appointments, or you're filling in for a co-worker and you need to see their meeting schedule. In order to allow someone else to access your calendar, you have to "share" it.



1. Right click on one of your calendars, and select *Share*



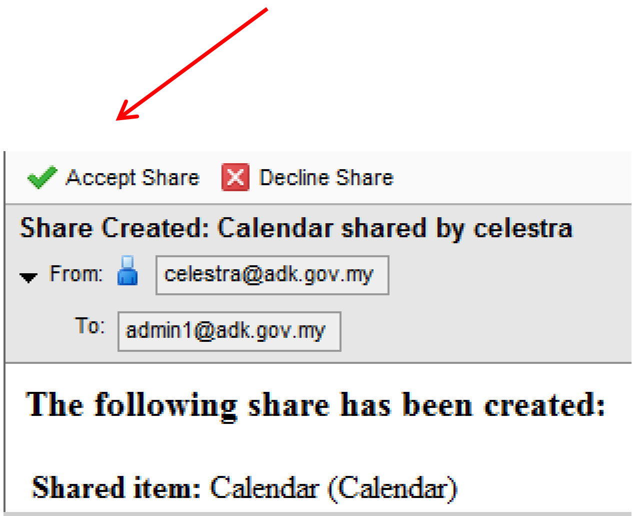
2. A window will appear asking you to provide more detail about the share, including who you want to share with, what level of access they should have, and whether you want to send a custom notification.

3. When finished, click *OK.* An email notification will be sent to the Inbox of the person you're sharing with, asking if they want to accept the share. If they accept, they'll have a link to your calendar underneath theirs.

The Flip Side: When Someone Invites You to Share Their Calendar

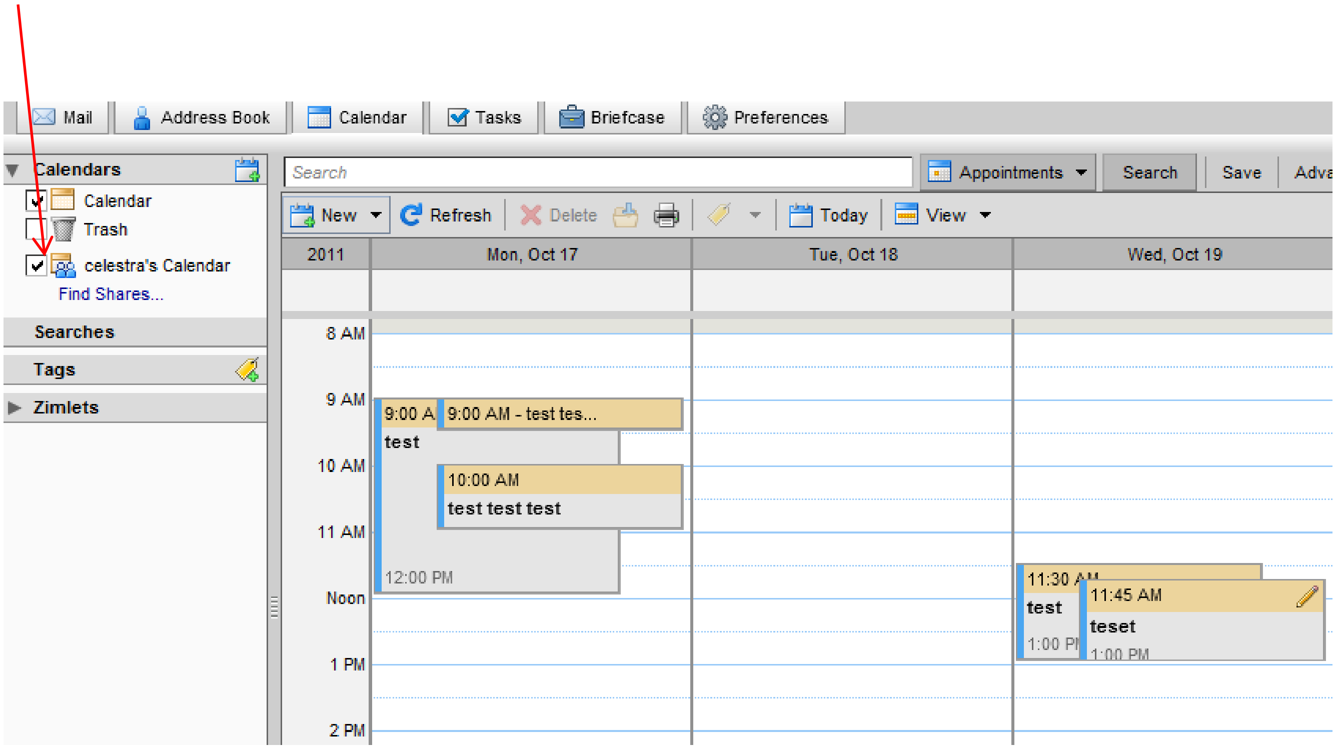
1. When someone shares their calendar with you, you'll see a notification message in your Inbox prompting you to accept or decline.

Note: As soon as you click on accept or decline, the notification will be removed from your Inbox.



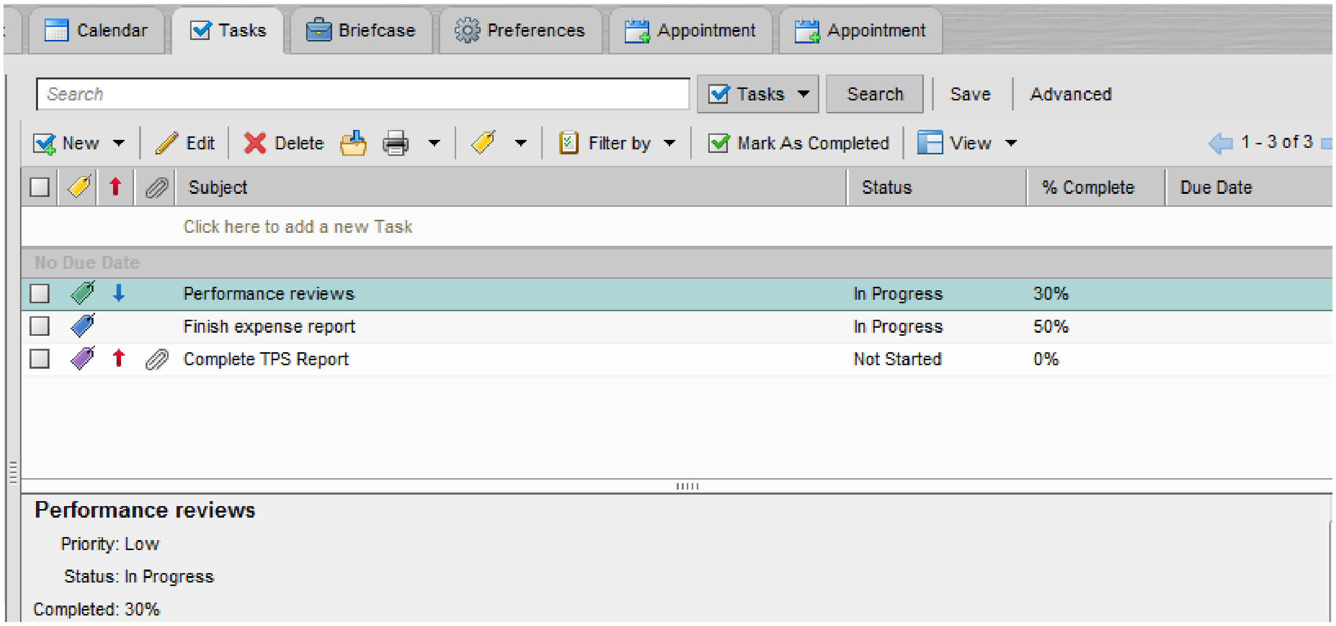
2. If you accept the share,the next step is to choose acolor for the calendar. This is to differentiate your coworker's calendar events from your own when viewing both in overlay mode.

3. At this stage, you'll be brought back to the main calendar. Each share is displayed in a different color based on what you've chosen. To show or hide a share, click the check box next to it.

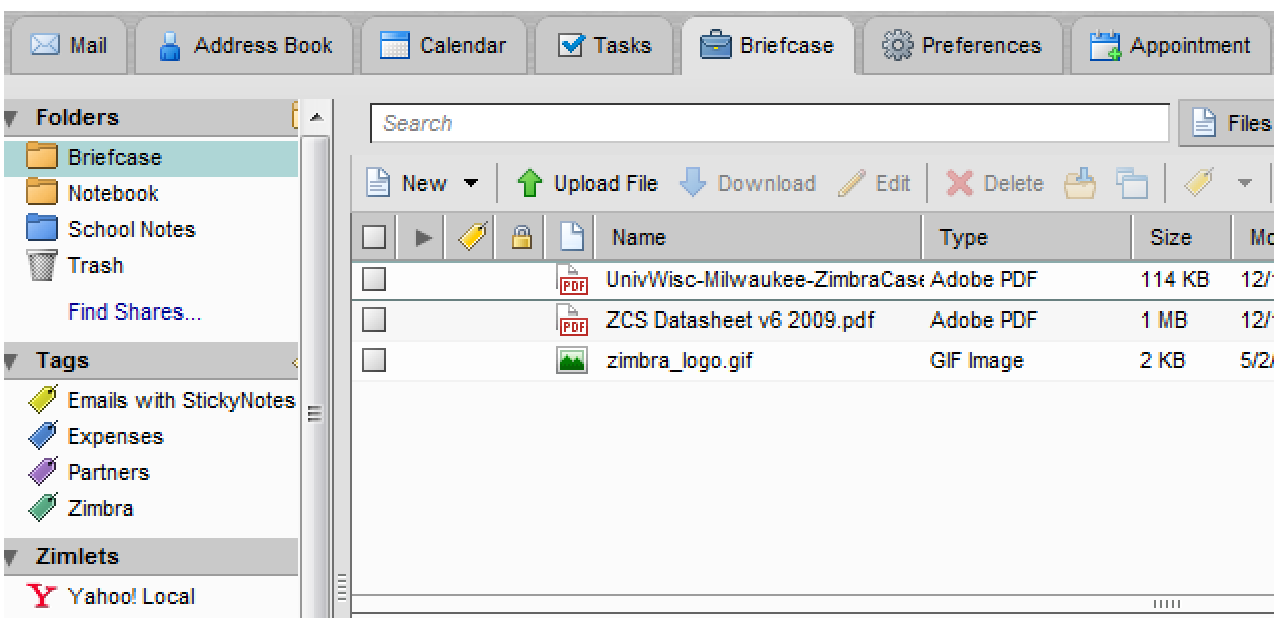


Tasks and Briefcase

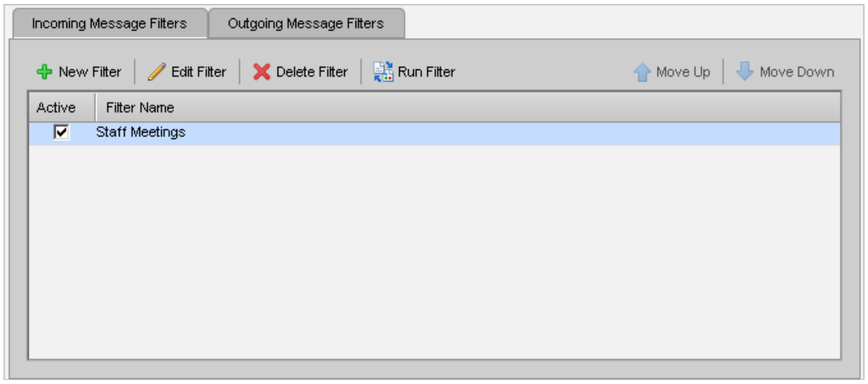
***Tasks* allows you to create “to do” lists. You can set a start and end date for each task, and mark your progress as a percentage of work completed. See below for an example.**



***Briefcase* is a document repository - a holding area where you can upload and store documents, spreadsheets, .pdf files, etc. By default, anything you put in your briefcase is private, though files can be shared with other Zimbra users if you grant them access.**



Mail Filters



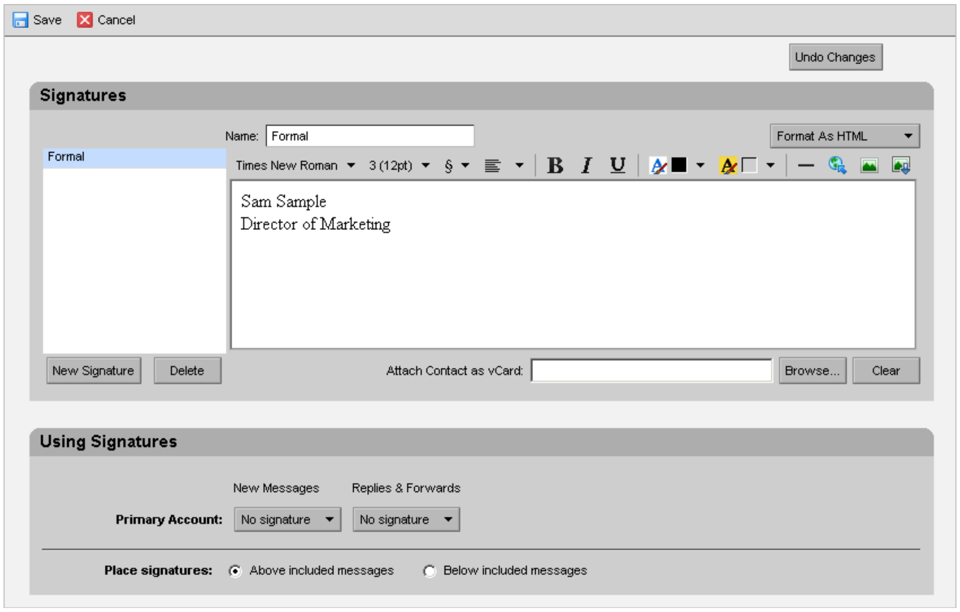
Use the **Mail Filters** tab to define incoming and outgoing email filtering rules.
Refer to Chapter 5 for further information on creating and using filters.

Email Signatures

An email signature is closing text included at the end of an email. A signature can include your name and any additional text. If you format your signature with HTML, you can format your signature, add a link to a URL and add graphics to your signature.
You can create more than one signature. For example you may want a formal signature for emails sent to customers and an informal signature for emails sent to friends. When you compose your message, you can pick the signature to use.
If you create multiple email identities (also known as personas), you can create different signatures and assign them to specific addresses. More information on email identities and personas is provided in the Managing Email chapter.

To create a signature

1. Use the **Preferences > Signatures** page.
2. In the **Signature Name** field, type a descriptive name to identify the signature. You can create multiple signatures so using an identifiable name here is important. When you compose an email, you can select the signature name to use.



3.Type the signature text exactly as you want it to appear in the text box.
4.Specify where you want your signature displayed in the **Using Signatures** section.
Select **Above included messages** to add your signature at the end of the your composed, replied to, or
•forwarded text.
•Select **Below included messages** to add your signature at the end of the message.

5.Click 

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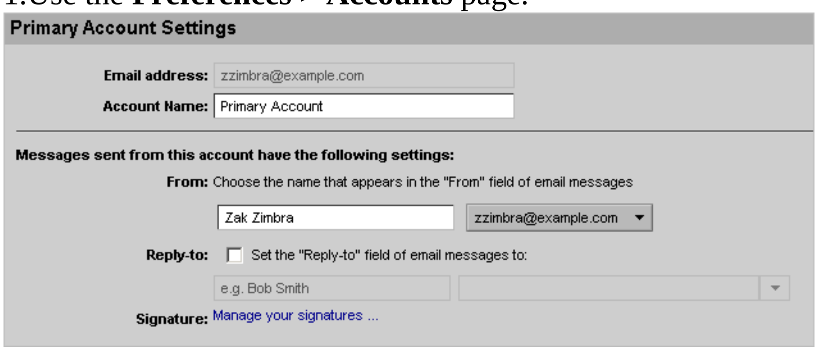
To apply this signature as the default signature for your account name

1.Use the **Preferences > Accounts** page.



2.Select the signature name from the **Signature** drop down menu at the bottom of the screen.

WHERE TO GO FOR MORE INFORMATION

Zimbra's help Documentation

Use "Help" to quickly find answers to your questions