Welcome to Zimbra!

CITS has selected Zimbra Collaboration Suite to provide an integrated Calendaring, E-mail and Address Book solution to the UMass Dartmouth community. This manual explores the E-mail and Address Book features of Zimbra. Handouts are available for other aspects of Zimbra. Visit http://www.umassd.edu/zimbra to download electronic versions of the available training materials. If you have any questions about using Zimbra, please contact the I.T. Service Center at 508-999-8790 or E-mail ITSCenter@umassd.edu.

Note that Zimbra requires a recent computer operating system and web browser with full Java support to run the full (AJAX) version with all features. CITS recommends Firefox 3.5.9 or newer. A basic (HTML) version is available for computers with older operating systems and browsers. This manual covers only the AJAX version of Zimbra.

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General Introduction

Zimbra Mail is a full-featured e-mail software package. It offers full access via the Internet, and also allows access via other e-mail clients such as Thunderbird, Microsoft Outlook and Entourage, and Apple’s Mail. PDA and Smartphone synchronization is also available with most Windows Mobile devices and the iPhone. Please contact the Service Center at x8790 for more information.

1.a Logging into Zimbra

To log into Zimbra, open a web browser on your computer and visit http://zimbra.umassd.edu. The Zimbra login screen is displayed, as shown below.

![Zimbra Login Screen](image)

Enter your UMD Logon username and password into the fields provided. These are the same as your E-mail username and password.

If you cannot remember your E-mail password, you can reset it here: https://email.umassd.edu/password/. If you have trouble with the reset process, the Access Management team of CITS is available to help with password issues. They can be contacted at 508-999-8532, 508-910-6631, 508-999-8793, or 508-999-8528.

The Version pop-up menu is set to Default, which uses whichever version of Zimbra you have selected in your preferences. If you find your access is slow, you may try using the HTML version.

Click Log In to proceed.

When you log in successfully, the Zimbra Collaboration Suite is displayed in your browser window. The different applications (Mail, Address Book, Calendar, Tasks, Documents, and Briefcase) are selected using the series of light-blue tabs across the top of the screen, just below the search buttons. Mail is active by default.
1. b  The Zimbra Screen

The Zimbra Mail screen is shown below.

The Zimbra Mail screen is shown below.

The screen is divided into three Panes. The left pane contains the Folders area. It also contains different sections divided by light-blue bars. They are Searches, Tags, Zimlets, and the Calendar Navigator. In the example above, the Zimlets are not visible. Click the gray triangle to the left of a section name to hide or display the section contents. Use the scroll bar to access hidden items.

The Folders section is used to create, rename and delete folders. Folders are used as storage areas for messages, and are discussed on page 3.

The Searches section is used to save and easily recall the results of a search. Searches are discussed on page 17.

The Tags section is used to create colored tags that can be applied to messages and other items within Zimbra. Tags are discussed further on page 16.

The Zimlets section is used to enable and disable software add-ons that increase the functionality of Zimbra. There are no Zimlets installed at this time.

The Calendar Navigator is used to navigate in Zimbra Calendar.

The upper right pane is the Message List pane. It displays the contents of the selected mail folder. The Message List Pane is discussed on page 6.

The lower right pane is the Message pane. It displays the contents of the selected message, and is discussed further on page 9.
1. The Folders Pane

The Folders pane is shown to the right, with the Inbox selected. Only one folder can be selected at a time.

Folders are used to store and organize messages. Folders containing unread messages are indicated in bold. The number of unread messages is listed in parenthesis to the right. Click on a folder to display its contents in the Message List pane.

Five folders are created automatically by Zimbra. They are always listed at the top of the Folders pane, and are explained here.

- **Inbox** contains all incoming messages.
- **Sent** stores copies of all the messages you’ve sent to others.
- **Drafts** contains copies of messages you have started to write, but haven’t sent out. As you are typing a message, Zimbra makes a copy in the Drafts folder every few minutes automatically, until you actually send it.
- **Junk** contains messages that have been marked as junk. Note that this is a separate system from the Sophos message filter that UMass Dartmouth uses to keep spam out of your Inbox!
- **Trash** stores message that have been deleted. To empty the trash, Right-click or <CONTROL>-click on the Trash folder, and choose **Empty Trash** from the contextual menu. Remember that emptying the trash is permanent!

To find out how many messages are in a folder, point to it and wait a second or two. A tip is displayed that contains the number of messages, as well as how much space they take up on the UMD mail server. An example Inbox size is shown to the right.

To find out how much space you are using on the UMD mail server, point to the bar below your name, and wait a second or two. A tip is displayed showing your quota use. As of April of 2010, the disk quota allotted to Faculty and Staff is 4.9GB, and the quota allotted to Students is 1GB. This may change over time. An example quota is shown to the right.
Other, user-created folders are listed below the special folders in the Folders pane, and are kept in alphabetical order. To make a folder, click the New Folder button. The Create New Folder dialog box is displayed, as shown to the right.

Enter a name for the folder in the Name field.

If you want the folder to be a sub-folder of an existing folder, click to select the desired location in the list box. Sub folders are shown indented beneath the containing folder in the Folders pane. By default, new folders are created as subfolders of whatever folder is active when the command is issued. In the example picture, the new folder would be created inside the Inbox.

Select the Subscribe to RSS/ATOM feed checkbox and enter a URL into the field provided to add a news feed folder. Note that the URL field is shown only when the checkbox is selected.

Click OK to create the folder, or Cancel.

Folders can be changed in a variety of ways. To make these changes, Right-click or <Ctrl>-click on a folder. The Folder contextual menu is displayed, as shown here.

New Folders can be created, Messages Marked as Read, folders Deleted, Renamed, Moved and Shared, all by selecting commands from this menu. Type the letters in brackets to issue a command from the keyboard. For example, type <N> then <F> to create a new folder.

To Rename, Color, and Share a folder in one step, select Edit Properties. The Folder Properties dialog box is displayed, as shown below.

Enter a new name for the folder in the Name field if desired.

Select a Color from the pop-up menu if desired.

Click OK to save your changes, or Cancel to discard them.
Zimbra Mail
Getting Started

To share the Mail folder with another user, Click the Add Share… button in the Folder Properties dialog box, or select Share Folder from the folder contextual menu. The Share Properties dialog box is displayed, as shown below.

The Share with radio button is used to select the type of share to create. Note that care should be taken sharing messages that may contain confidential information. FERPA and HIPA regulations must be observed at all times. Please review the UMass communications and data security policies at http://www.umassd.edu/cits/policies/welcome.cfm before sharing an e-mail folder. Under no circumstances should any folder be made available to the Public.

Enter the e-mail address of the user(s) you would like to share the mailbox with into the E-mail field. If you would like to give different levels of access to different people, you must visit this dialog box more than once.

Click to select the desired Role radio button. None provides no access. Viewer allows users to read messages only. Manager allows users to read, respond to and delete messages. Admin allows users to read, respond to and delete messages, as well as share the mailbox with others.

Use the Message pop-up menu to send a standard share message, or customize a special message. The recipient receives a message informing them of your folder’s availability, and a URL they can use to connect and subscribe to the folder.

Click OK to create the share and send the share message, or Cancel.
1.d The Message List Pane

The Message list pane is displayed in the upper right of the Zimbra Mail screen. An example is shown below.

Messages from the selected folder are displayed in a list. By default, messages are sorted by date, with the most recent messages at the top. Fifty messages are shown when you first log in. Use the scroll bar to access hidden items. Unread messages are shown in bold.

The total number of messages in the folder is displayed in the upper right corner, along with the range that is currently displayed. Zimbra loads more messages as you scroll down the list.

For each message, the following information is displayed in a separate column, from left to right:

- **Flagged** (●) indicates that the message has been flagged. You can flag a message to mark it for later action, or otherwise draw attention to it. Flags are discussed on page 15.
- **Priority** (☆) indicates message importance, as determined by the sender.
- **Tag** (●) adds a colored tag to the message. Tags can be used to organize your messages, and are covered on page 16.
- **Status** (✉) indicates whether the message has been read or replied to. A closed envelope means the message is unread.
- **From** shows the name of the sender.
- **Attachment** (●) indicates that there are external files attached to the message.
- **Subject** shows the message subject.
- **Folder** shows the name of the folder that the message is stored in. When you perform a search, results may be shown from more than one Mail Folder.
- **Size** shows the message size, in kilobytes. This includes the size of any attached documents.
- **Received** shows the date the message was received.
To customize which columns are displayed, Right-click or <CTRL>-click in any of the message pane column headings. A contextual menu is displayed, as shown here.

Columns that are visible are shown with a checkmark. The menu items act as a toggle. Click to select an item to turn that column on or off. The Subject column cannot be hidden.

Click the From, Subject, Size or Received column heading to sort by that attribute. Note that this sorts all the messages in the mailbox, not just those that are currently displayed. Click the column heading again to switch from ascending (A-Z) to descending (Z-A) order. The sort column is indicated by a triangle on the right that points up to represent ascending order or down to represent descending order.

The Flagged and Attachment columns can be used to filter the contents of a mailbox, displaying only those messages that have been flagged, or have an attachment. Click the column again to display the entire mailbox contents. Note that filtered messages can be sorted using the four columns described above.

Messages can also be arranged by Message or by Conversation, using the View pop-up menu, shown to the right. Message view is the customary way for messages to be displayed; the contents of one mailbox is shown in a continuous list. Conversation view groups messages together by conversation, and pulls messages from multiple mailboxes as needed. For example, it shows messages in a conversation from the Inbox folder and the Sent folder. Click the triangle next to a conversation to display the messages it contains. Note that messages cannot be sorted by Sender when using Conversation view. An example is shown below.

Click a message in the list to select it. The selected message is indicated by a yellow highlight. The contents of the message are displayed in the Message pane in the lower right of the Zimbra Mail screen. When a message is selected, it can be moved, flagged, tagged and otherwise altered.
2.a Reading and Responding to Messages

An example Message List and Message Pane are shown together below.

Note the message selected in the Message List pane is highlighted, and displayed in the Message pane. Use the scroll bar to read hidden parts of the message. The blue bar above the Message pane can be used to resize the panes. Drag the bar up to give the Message pane more room, or down to give it less.

The message pane can be hidden, revealed or repositioned using the View pop-up menu, shown to the right. The blue dot indicates which option is selected. The Reading pane can be positioned at the bottom, or to the right of the Message List.

The Reading pane can also be turned off using the View pop-up menu. When the Reading pane is hidden, double click a message in the list to display the message contents in a separate window or browser tab.
A sample Message pane is shown below.

The message header is shown in blue at the top of the message pane. It contains information about the message, including the subject, the sender, the date and time the message was sent, and who it was sent to. Click the black triangle in the header to hide or show the recipient information.

The body of the message is shown in white below the header. Use the scroll bar to see hidden parts of the message body.

Point to an address in the header to see a tip with more information about it. The information displayed depends upon whether the sender is in your Address Book. Examples are shown here.

The example to the right shows a person already present in the Address Book. Any additional information about the person that has been entered is displayed, such as a phone number. Click on the name to open a new message window addressed to that person.

The example on the right shows a person who is not in the Address Book. Note the green plus (+) sign on the icon in the upper right. Click to add the person to the Address Book. The Address book is discussed further on page 19.
The Message Toolbar appears above the Message List Pane. It is used to work with messages, and is shown below.

**New** - creates a new blank e-mail message. Click the triangle to the right of New for options to create a new Contact, Appointment, Task and others.

**Get Mail** - reloads the contents of the selected folder from the server. This checks for new mail when the Inbox is active.

**Delete** - moves the selected message to the trash.

**Move** - moves the selected message to the desired folder. A dialog box is displayed that allows you to choose a folder destination.

**Print** - prints the selected message. This first opens the message into its own window, then displays the Print dialog box. Remember that the Print dialog box depends upon your computer’s operating system.

**Reply** - replies to the sender of the selected message. This places the letters ‘Re:’ at the beginning of the subject line, so the recipient knows it is a reply.

**Reply to All** - replies to the sender of the selected message, and sends a carbon copy to everyone else in the message header.

**Forward** - forwards the selected message to addresses you supply. This places the letters ‘Fwd:’ at the beginning of the subject line, so the recipient knows it has been forwarded.

**Junk** - moves the selected message to the Junk folder.

**Tag** - applies one or more colored tags to the selected message. Tags are discussed on page 16.

**Window** - opens the message in its own browser window. This may be a browser tab instead of a window, depending on your computer settings.

**View** - changes the message display. Messages can be viewed By Message, which is the default, or By Conversation, which groups messages and their replies together. The Message pane can also be hidden or displayed with this pop-up menu.
To send a message, click the New button on the Mail toolbar, or select a message and click the Respond, Respond to All, or Forward. Messages are composed in the Composition pane, which replaces the Message List and Message panes. Two sample Composition panes are shown below.

Messages can be composed in plain text, which results in smaller message sizes, or HTML, which allows for text formatting such as typeface, font color, font size, bold and italic. The HTML editor also allows for bulleted and numbered lists, as well as tables. Use the Options pop-up menu to switch between editing modes.

Note that each composition pane creates a separate Compose tab on the bar at the top. This allows you to compose multiple messages simultaneously, and switch back and forth between the composition pane and other areas of Zimbra.

Note:
To use the Blind Carbon Copy field, click the Show BCC link on the right side of the message header. The BCC field must be visible when you send the message. If you hide it, all addresses in it are removed.
The Message toolbar is shown below.

When you have finished addressing and editing your message, click **Send** to send it. A confirmation message is displayed, as shown here.

Click **Cancel** to close the Composition pane, discarding any changes.

Click **Save as Draft** to save a copy of the message to the Drafts folder for later editing.

Click **Add Attachment** to include external files with your message. This is explained on page 13.

Click **Spell Check** to check the message spelling. On the Macintosh, potentially misspelled words are underlined with a dotted red line as you type.

Click **Signature** to select signature text to add to the end of the message. An example pop-up menu is shown to the right. See page 26 for information on setting up signatures.

Click the **Window** button ( ) to show the Composition pane in its own browser window or tab.

To address your message, enter the desired e-mail address into the **To** and **CC** fields. Multiple addresses must be separated by semicolons. If you have entries in your address book, Zimbra offers suggestions as you type. An example of this Auto-complete feature is shown to the right. To use a suggestion, press the **<Up>** and **<Down>** keys to select the desired option, then press **<Enter>** or **<RETURN>** to accept it.

Hyperlinks can be added to your messages using the **Link** button in the HTML editor. The **Link Properties** dialog box is displayed, as shown to the right. Enter the desired text onto the Link text field, and the address (URL) into the Link target field. It is not necessary to type ‘http://’, that is added automatically. Click the **Test** button to make sure the address is valid. Click **OK** to add the link to your message, or **Cancel** to discard it.
2.b Adding Attachments

To include external files with your message, click the Add Attachment button on the Composition Toolbar. The Attach Files dialog box is displayed, as shown below.

Five places are provided for attaching files. Click Add More Attachments to allow more files to be added.

To add a file, click the Browse or Choose File button to the right of an empty field. An Open dialog box is displayed to allow you to select a file. The appearance of this dialog box depends on your computer’s operating system. Navigate to the desired file, click to select it, then click Open. The dialog box closes, and the name of the selected file and the path to the file is shown in the Attach field.

Click the Briefcase tab to add files that you have already uploaded to your briefcase.

Click the Remove link to the right of an attachment to remove it from the message.

Click the Show images in message body checkbox to allow any attached images to display as part of the message.

Click Attach to add the selected files, or Cancel to discard them. Attached files are listed in the outgoing message header, as shown below.

Note: Click to deselect the checkbox next to an attachment to exclude it. It is still shown in the header during composition, but will not be sent to the recipients.
2. c  Read Receipts

There are times when it is useful to get confirmation that an e-mail message had been read by the recipient. Zimbra allows you to request this confirmation via a Read Receipt. To enable this option for a message, select Request Read Receipt from the Options pop-up menu in the composition pane, as shown here.

When you send a message with a Read Receipt, a confirmation message is displayed, as shown below.

When the recipient gets the message requesting confirmation, they have the opportunity to respond. A sample response is shown below.

When you receive and open a message with a Read Receipt Request, a dialog box is displayed as shown here.

Click Yes to send a standard notification message, as shown in the example above, or click No to cancel.

You can also configure your Zimbra account to send these notifications automatically. To do this, Click the Preferences tab, then click Mail on the left side. Scroll down to the Receiving Messages section, and look for Read Receipts, as shown here.
2.d Message Attributes

Messages have a few different attributes that can be set by the user. These include the Flag, Tags, Read/Unread status, and Junk status. To change the Flag or Read status, click in the Message List pane in the desired column. Some attributes can also be changed by Right-clicking or <CTRL>-clicking the message, then making a selection from the contextual menu, as shown to the right.

Note that the Junk attribute is not shown as a column. Messages marked as junk, either with the contextual menu or with the button on the Message toolbar, are moved immediately to the Junk folder. To mark a message as Not Junk, select it in the Junk folder and click the Not Junk button. This button appears in place of the Junk button only when the Junk folder is selected.

Examples of different attributes are shown below.

Flagged and Not Flagged

| [ ] | Brian Sullivan | Re: Zimbra Check In | Inbox | 3 KB | Nov 24 |
| [ ] | noready | | Inbox | 2 KB | Nov 24 |

Three Different Tags

| [ ] | Sandy O’Donnell | Re: spyware? | Inbox | 3 KB | Nov 20 |
| [ ] | Andrew Gelnhauske | spyware? | Inbox | 5 KB | Nov 19 |
| [ ] | Andrew Gelnhauske | spyware? | Inbox | 6 KB | Nov 19 |

Read, Not Read, and Replied

Note:
The contextual menu shows keyboard shortcuts in brackets. For example, press <CTRL> to reply to the selected message.
2.e Tags

Tags are used to apply a colored tag and a text label to different types of messages. Tags are also used to filter the display of folder contents, so that only messages with a particular tag are shown. Messages with three different Tags are shown below.

<table>
<thead>
<tr>
<th>Tags</th>
<th>Source</th>
<th>Size</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandy O'Donnell</td>
<td>Inbox</td>
<td>3 KB</td>
<td>Nov 20</td>
</tr>
<tr>
<td>Andrew Galmusak</td>
<td>spymail?</td>
<td>5 KB</td>
<td>Nov 19</td>
</tr>
<tr>
<td>Andrew Galmusak</td>
<td>spymail?</td>
<td>6 KB</td>
<td>Nov 19</td>
</tr>
</tbody>
</table>

Your Zimbra mail may not have any Tags associated with it to start. To create a new Tag, click the New Tag button with the green plus sign on the Tags bar in the left pane, as shown to the right. The Create New Tag dialog box is displayed, as shown below.

Enter a name for the Tag in the field provided, and select a color from the pop-up menu on the right. You can have more than one tag with the same color.

Click OK to create the tag, or Cancel to discard it. New Tags appear in the left pane below the Folders.

To apply a Tag to a message, click to select the message, then click the Tag pop-up menu in the Message toolbar. You can also right-click or <CTRL>-click on a message. A pop-up menu is displayed, as shown here. Click to select the Tag Message submenu, then select the desired tag. Note that more than one tag can be applied to a message. When multiple tags have been applied, only the highest in the list is displayed.

To remove a tag, select the message, then right-click or <CTRL>-click on it. Select the Tag Message submenu, then select Remove Tag.

To alter an existing Tag, right-click or <CTRL>-click the desired tag in the left pane. A pop-up menu is displayed. Choose Rename Tag to change the Tag label. Choose a different Tag Color from the submenu if desired. All messages with that tag applied are updated immediately to reflect any changes.
To filter the calendar contents, click a Tag name in the left pane. Only messages with the selected tag applied are displayed. To show all messages again, click the mail folder in the Folders list, or the **Get Mail** button in the Message toolbar at the top of the screen. Note that this button switches back to the Inbox, regardless of which folder is selected. Also note that the Tag filtering is applied to the entire contents of the folder, not just the messages originally displayed.

### 2.4 Searching

You can search your folders for messages that contain particular text. Searches are performed with the buttons above the Applications tabs. These buttons are shown below.

Type the desired text into the field provided. Select the area you would like to search using the pop-up menu shown to the right. The same search controls are used for searching E-mail, Contacts, Appointments and other areas of Zimbra. Zimbra examines the message header, including sender, subject and recipients, as well as the message body. By default, Zimbra looks in all mailboxes, except Trash and Junk.

Click the **Search** button to perform the search. Messages that match your criteria are displayed, and all others are hidden. An example of a search for ‘arruda’ is shown below.

**Important:**

Zimbra performs a **whole-word** search. That means that if you search for ‘book,’ it will not find ‘bookmark’ or ‘playbook’. You can do a **starts-with** style search by adding an asterisk (*) after the search text.
To perform a more complex or focused search, click the Advanced button. The advanced search screen is displayed, as shown below.

Ten different sets of criteria can be added to the search. By default, the Basic Search is enabled. Click the button for the additional criteria you wish to use. In the example above, the Date, Folders, Size and Tags criteria have been enabled. Some of these criteria are explained here. Remember that the advanced search performs a logical ‘AND’; for a message to be found it must match all the selected criteria.

The Basic Search options allow you to search for text in a particular field in the header, or in the message body (content). Enter the text you wish to find into the corresponding field. Select the checkboxes to include the Junk and Trash folders in the search.

The Date options allow you to search for messages that were received or sent after, before, or on a particular date. Use the calendar navigator to select the date.

The Folders options allow you to restrict the search to the folders you select. Place a check in the box next to the folders you wish to include in the search. Click the black triangles to display hidden subfolders.

The Size options allow you to search for messages that are larger or smaller than a selected size. The size of a message includes the size of any attachments.

Click the red ‘X’ in the upper corner of a criteria section to remove it from the search.

Click Search to perform the search. Click the Close button in the upper right to cancel the search.
3.a The Address Book Screen

Zimbra has a full featured Address Book. To access it, click the Address Book tab at the top of the Zimbra screen. An example is shown below.

![Address Book Screen]

Entries in the Address Book are shown in a column on the left side. Fifty contacts are loaded initially. Use the scroll bar to see hidden entries.

Click on a contact to see all the available information about it on the right side of the screen. The selected contact is highlighted in yellow, as shown above. Click the e-mail address of the selected contact to open a compose window addressed to that person.

Contacts are sorted by last name by default. Individual entries can be sorted differently, as described on page 20. To see only contacts starting with a certain letter, click the button in the row above the list. Click All to show all entries.

Use the Address Book toolbar to manage the address book, as shown here.

![Address Book Toolbar]

Click New to add a new contact. This process is described on page 20.  
Click Edit to make changes to the selected contact.  
Click Delete to remove the selected contact. This moves the contact to the Trash.  
Click Move to move the selected contact to a different address book.  
Click Print to print the selected contact, or the entire contents of the address book.  
Click Tag to add a colored Tag to the contact. Tags work the same for contacts as they do for messages.

Important:
Just as your mailbox contains different folders, your address book contains different books. They are shown in the left pane when the Address Book is active. These books can be used to organize your addresses into different groups. For simplicity, this manual assumes the default ‘Contacts’ address book is the only book in use.
3.b Creating and Editing Contacts

To add a new entry to the address book, click the New button on the Address Book Toolbar. This screen is also displayed when adding a contact from a message header (see page 9). The New Contact screen is displayed, as shown below.

Enter the desired information into the fields provided. Click the chevron pop-up menu to the right of Last Name to access additional fields. This menu is shown to the right.

To add multiple Phone Numbers, Addresses, etc., click the green plus button (+) to the right of the desired item. An additional field is added, as shown in the Address example below.

Zimbra sorts contacts by name or by company. As such, it is recommended that you include a First and Last Name for each contact. Entries without this information are shown as <No Name> in the address book list, and are difficult to distinguish from one another. Alternatively, select Company from the File As pop-up menu to sort by company name.

Click Save to add or update the contact information, or Cancel to discard any changes.
3.c Managing a List

Messages need not be addressed to large numbers of recipients individually. Lists can be created that allow you to send a message to a group of people all at once. In Zimbra, these lists are called Contact Groups. To create a Contact Group, click the arrow to the right of the New button, and select New Contact Group from the pop-up menu.

The New Contact Group screen is shown below.

Enter a name into the Group Name field. This name is used in the To, CC or BCC field of a message when you are addressing it to this group.

Recipients in the contact group are shown in a column on the left side. To remove a name from the list, click to select it, then click the Delete button on the lower left. To clear all names from the list, click Delete All.

The right side of the screen is used to add recipients to the list. To add an entry from your address book, first select Contacts from the In pop-up menu, as shown to the right. Then scroll to find the desired entry. Forty five address book entries are shown at a time. Use the blue arrows to show the next group.

You can also use the Find command to locate addresses. Select the Global Address
List to search all UMD Faculty and Staff who are using Zimbra.

Click to select the desired recipient, then click Add. Multiple addresses can be selected and added by <SHIFT> or <CTRL> - clicking. Alternately, addresses can be entered directly into the field in the lower right of the screen. Addresses entered this way must be separated by commas. Click the Add button in the lower right to add them to the list.

Click Save to add or update the contact group, or Cancel to discard any changes. Contact groups appear in the contacts column of the Address Book with a special icon, as shown here.

### 4.a Mail Preferences

Many settings are available to customize Zimbra’s appearance and behavior. To access these settings, Click the Preferences tab at the top of the Zimbra screen. The Preferences screen is displayed. It remembers the last Preferences area you visited. Click in the left pane, as shown here, to select a different Preferences area.

The topmost section of Mail Preferences concerns how messages are displayed. This area is shown below.
Use the **Check for new mail every** pop-up to automatically check for new messages every 2 through 10 minutes, 15 minutes, or **Never**.

The **Display Mail** radio button shows mail as HTML, which allows for text formatting and better page layout, or shows only plain text.

The **Message Preview** checkboxes allow a few words of the message body to be displayed in the Message List, and allow double-clicking in the Message List to open a message in its own browser window or pane.

The **Images** checkbox allows embedded images to be downloaded automatically. This saves time when reading HTML messages. Otherwise, you must click the Download Images button for each message.

There are also controls for messages when you read, move or delete them.

The middle section of Mail Preferences concerns how messages are received. This part of the Mail Preferences screen is shown below.

![Receiving Messages](image-url)
When messages arrive, Zimbra can **Play** a sound, **Highlight** the Mail tab, and **Flash** the web browser title bar.

Zimbra can also **Forward** a copy of the message to another address, or **Send** a notification to another address that this account has received messages. Enter the desired recipient into the field provided.

Most importantly, Zimbra can send an **Auto-reply**. This is also called a Vacation message or an Away message. This message is sent as a reply to every message received within the specified range of dates. To enable the Auto-reply, first click to select the checkbox. Then enter your automatic message into the field provided. Note that only plain text is allowed. Next, set a **Start Date** and an **End Date**. If no Start date is specified, the auto-reply begins immediately. If no End date is specified, the auto-reply continues indefinitely.

The bottom section of Mail Preferences concerns junk mail filtering, and how old messages are downloaded.

To **Block** messages from a particular address, type the desired address into the field, then click **Add**. Blocked messages are automatically moved into the Junk folder when they arrive in the Inbox. To **Allow** messages that you don’t want to be marked as junk, enter the desired address into the field, and click **Add**. To remove an address from either list, click to select it, then click **Remove**. You can have up to 100 blocked and allowed addresses.

Click the **Undo Changes** button in the upper right to reset the controls to how they were when you last saved them.

Click **Save** in the upper left to save any settings changes and return to the previous screen. Click **Cancel** to return and discard changes.
The **Composing** preferences screen is shown below.

![Composing Preferences](image)

The **Compose** radio buttons select the default message editor, HTML or plain Text (see page 11). When HTML is selected, you can choose the starting font, size and color for your messages.

The **Automatically save drafts** checkbox creates backups of your messages in the Drafts folder as you compose them. This is especially helpful if your internet connection is interrupted; you can open the partially completed message in the Drafts folder at a later time without losing much data.

Select the **Reply/Forward** checkbox to automatically reply to HTML messages using the HTML editor, and plain text messages with the Text editor.

The **Save a copy** checkbox is used to automatically save the messages you create or to discard them.

The controls in the lower half of this area are used to determine how messages appear when they are part of a reply or forward.

Click the **Undo Changes** button in the upper right to reset the controls.

Click **Save** in the upper left to save any settings changes and return to the previous screen. Click **Cancel** to return and discard changes.
4.c  **Signatures Preferences**

The **Signatures** preferences screen is shown below.

A Signature is a block of text that appears at the end of an e-mail message. It usually contains identifying information, such as your full name, title, address and phone number. Zimbra allows you to create different signatures for different purposes.

A Default or Standard signature exists in your account automatically. Type in the large field to make changes to it. Select **Text** or **HTML** from the **Format** pop-up menu to select the editor for your signature. Use the **Clear** button to delete the signature contents completely.

To create an additional signature, click the **Add Signature** button in the upper left. Another signature appears below the first in the column under the button. Enter a name for the signature in the field provided, and edit it as desired. As you add more signatures, a scroll bar may appear so you can access all of them.

To remove a signature, click to select it in the list on the left, then click the **Delete** button (which appears in place of the Clear button). The first signature cannot be deleted; you must always have at least one.

Click the **Undo Changes** button in the upper right to reset the Signatures preferences.

Click **Save** in the upper left to save any settings changes and return to the previous screen. Click **Cancel** to return and discard changes.
To select the default signature that is used when you compose a new message, select the Accounts Preferences. This screen is shown below.

In the Primary Account Settings section, you can enter your name as it will appear to recipients of your messages in the From field.

Select the signature that you would like to automatically attach to outgoing messages from the Signature pop-up menu.

This setting can be changed for individual messages using the Signature pop-up menu on the composition screen, as described on page 11.

Click the Undo Changes button in the upper right to reset the Accounts preferences.

Click Save in the upper left to save any settings changes and return to the previous screen. Click Cancel to return and discard changes.
4.d Address Book Preferences

The Address Book preferences are shown below.

The Settings checkboxes are used to automatically add the addresses of your e-mail recipients to the E-mailed Contacts address book, and allow access to the Global Address Book. The Global Address Book is created by the Zimbra e-mail server, and includes the names and e-mail addresses of all Faculty and Staff Zimbra users. Allowing access to this list makes it easy to find the addresses of users on campus.

The Autocomplete checkboxes determines where Zimbra will search when it offers suggestions as you enter an address into an email you are composing. Using the Global Address List can be very helpful here, but it can also slow down the Autocomplete function.

Click the Undo Changes button in the upper right to reset the controls.

Click Save in the upper left to save any settings changes and return to the previous screen. Click Cancel to return and discard changes.

Information on Importing and Exporting

The Import/Export Preferences are used to bring information into the Zimbra Address Book and Calendar from other programs (importing), or vice-versa (exporting). Imported contacts must be in plain text, comma separated (.csv) format. Please contact the I.T. Service Center at x8790 for assistance before using the Import feature.