

The College of New Jersey

ZimbraTM

Collaboration Suite
User Guide

Part 4



Managing Your Mail

By default all new email messages are placed in your Inbox. You have the option to group your messages if you do not want a long list of messages in your Inbox. Traditionally, you view your email messages as single messages arranged by date, but you can choose to group your messages by conversations.

The Conversation view groups messages that have the same subject line under one heading in your Inbox. The message thread of the original message, replies, and forwarded messages can easily be viewed.

To change how messages are grouped for your current session, click the arrow next to view in the box above the Overview pane. To change the default view permanently, go to the **Options>Mail**, and select the view you want in the **Group Mail by** drop-down menu.

Message view

The traditional **Message** view displays a list of messages with the most recent message displayed first. Unread messages are shown in bold. The information displayed on the message line includes: flags, tags, from, attachment presence, subject, folder location, size of the message, including attachments, and the time the message was received.

Traditional view

From	Subject	Folder	Size	Received
account1d	spam filtering	Inbox	1 KB	15:16
account1d	Fwd: spam filtering	Inbox	1 KB	15:15
Mail Delivery System	Undelivered Mail Returned to Sender	Inbox	3 KB	15:14
account1d	New appointment	Inbox	1 KB	09:08

To read a message in Message view

Double-click the message. The message body appears in the lower pane. If it does not display, double-click the message in the message list.

Conversation view

Conversation view displays your messages grouped by subject. Each conversation consists of the original message and all replies in context and ordered by date. The number of messages in the conversation is displayed in parentheses after the subject. All messages related to the conversation are in the Conversation view, even if they are stored in different folders. The Folder column shows the folder where the message is stored.

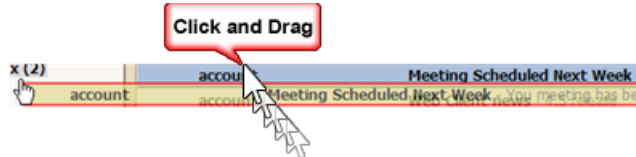
Double-click the conversation to display the messages within the conversation. Click on a message to display its contents. Conversations containing unread messages are shown in bold.

Conversations do not continue indefinitely. If the last message in the conversation is 30 days old or older, messages sent with the same subject begin a new conversation.

Conversation View

From	Subject	Received
accountId	spam filtering	(2) 15:16
accountId	spam filtering	(3) 15:15
Mail Delivery System	Undelivered Mail Returned to Sender	15:14
accountId	New appointment	(2) 09:08

You can transfer email messages or entire conversations from one folder to another. Drag and drop the message onto the desired folder in the left-hand pane. It is added to the folder.



Categorizing email messages

In addition to email views, the Web Client provides several other methods for categorizing email messages. You can use these along with **Search** to quickly locate and retrieve messages.

- **Folders.** You can create folders to organize your messages and you can move email from one folder to another, for example taking an email out of a **To Do** folder and moving it to a **Done** folder.
- **Tags.** You can use tags as labels on email messages and then use **Search** to show all email with a certain tag.
- **Filters.** In your **Options>Mail Filters** tab, you can create filter rules for classifying inbound email according to items in the subject line, sender, recipient, or other characteristics and having them sent to a folder you created or tagged with one of your tags.
- **Keyboard Shortcuts.** To quick access a tag, **Saved Search** or email folder, you can create shortcut keys from your **Options>Shortcuts** tab.

Using your Junk folder

Most filtering of unsolicited automated email, also referred to as spam or junk mail, is handled by a spam filter before those email messages reach your Inbox. Email that might possibly be junk is placed in your Junk folder. You can review these messages and either move them out of the Junk folder or delete them. If you don't move or



delete the messages, they are purged after the number of days specified by the Help Desk.

• If you find that you are receiving a large number of unwanted email messages, contact the Help Desk. Reporting email as spam helps your email administrator to fine-tune any spam filtering that may be in use at your site.

If you find an email message in your Inbox that is spam, you can highlight it and click **Junk** on the toolbar. The email is moved to your Junk folder and the spam-training filter is taught that the email is junk.

You can empty the Junk folder by right-clicking the folder and choosing **Empty Junk**.

Checking for new messages

New messages are received when you log on, at automatic intervals that you set, and on-demand when **Check Mail** is clicked.

You can set how often to poll for new messages in the **Options>Mail** tab. The default poll time is every 5 minutes.

To receive new messages immediately, click **Get Mail** on the toolbar. You automatically go to your Inbox.

Reading email

If you have the Reading pane enabled, when you click on an email message, the message displays in a pane below the message header information. Once displayed, the message is marked as read.

By default, viewing messages in the Reading pane is on. You can turn it off from the **Options>Mail** tab by unchecking **Always show the reading pane**.

You can also change the Reading pane option from the **View** drop-down menu on the toolbar, but when you do it from here, the change will only be in effect until you log off. When you log in again, your **Options>Mail>Always show the reading pane** setting determines whether the Reading pane is enabled.

If the Reading pane is disabled, when you double-click on a message, the message opens in the Content pane.

Displaying HTML in email messages

You can view email messages in two formats.

- **Plain text.** Plain text messages are messages that contain no HTML formatting code. Messages sent in plain text can always be read by other email clients.
- **HTML.** HTML messages can have text formatting, numbering, bullets, colored background, and links which can make messages easier to read.

Plain text viewing is the default. To always view email messages that are sent as HTML in HTML, check the **View Mail as HTML (when possible)** box on the

Options>Mail tab. Messages are displayed in formatted layout, if they were sent in HTML.

Printing an email message

To send a message to the printer, open the conversation, select the message, and click **Print**. The selected message appears in a separate window, along with a standard print dialog.

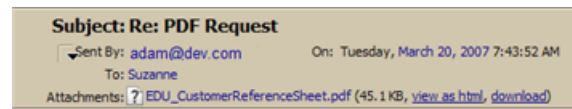
You can also select an entire conversation for printing. You cannot, however, select multiple individual messages within a conversation for printing.

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

Managing attachments

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

In the email, attachments are listed in the header below the **To** line. You may have the feature to view attachments as HTML. This allows you to open an attachment even if the corresponding application is not installed.



You can open any file attachment directly from the Web Client, provided your workstation has the right application and the extension is not blocked by your system administrator. For example, to open a document created using Microsoft Word, you need to be able to run Microsoft Word on your computer.

Each attachment includes information describing the name of the attachment, the attachment size, and links allowing you to download your attachment or view it as HTML. Click **view as html** to view the content of the file as HTML. This feature is set by your system administrator.

Save attachments.

To save attachments to your computer, click **Download**. In the dialog that appears, select **Save to Disk**. If you have your browser configured to always save to a specific file, when you click **OK**, the file is saved. Otherwise, you must click **Browse** to find the folder you want to store the attachment in. You can open the file at a later point outside of your Web Client.



Writing messages

You can quickly create an email message and address it to one or more persons, insert links, include attachments, and add your signature.

You only need to enter an address to send a message, but most of the time you will compose a more detailed message, including the following steps:

- Add recipient addresses to the **To** and **Cc** fields. To add an address to the **Bcc** field, click **Options** on the Compose toolbar.
- Enter a text indicating the topic of the message in the **Subject** line.
- Type your message in the text field. You can either compose your message in HTML or in plain text.
- Check the spelling of the message before sending.
- Add your signature.
- Add attachments to the email message you are sending.

• You can quickly send a new email to the sender of the message you are reading. Right-click in the **Sent By** section of an email and select **New Email** to open a blank compose page. The sender's email address is automatically placed in the **To** field of the new message.

Finding addresses

You can find addresses using either automatic address completion or by searching your **Address Book**.

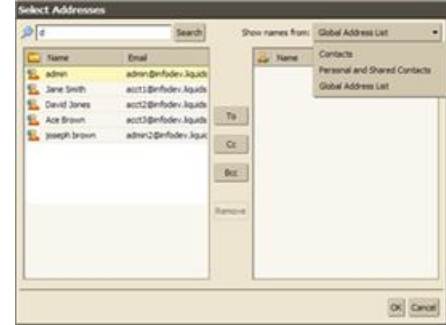
The auto-complete feature suggests names as you type directly into the **To**, **Cc**, and **Bcc** fields for a new message. A list of possible addresses from your address books that start with the text you typed is displayed below the field.

• Auto-complete will only match addresses that start with the text that you type. If you are looking for David Brink's email address, **<dbrinks@acme.com>**, you will not be able to find it by typing **brinks**. You must type **db** or **dbrinks** for a match.

As you continue to type into the address field, the list of matching addresses will become smaller, as fewer matches are available. The list disappears if there are no more matches.

• The **Comma** (,), **Semicolon** (;), **Return/ Enter**, and **Tab** keys trigger special auto-complete behavior. Entering one of these keys will automatically replace the text you typed with the currently selected match. If you know a few characters that will cause a certain contact to be the first match, you can type those and then a semicolon, and that contact's address will appear. For example, if I know that typing **db** results in a first match of David Brinks, I can type **db;** and the full address **David Brinks <dbrinks@acme.com>** will appear in the address field.

You can look up the email address from either your address books or from your company directory (called the **Global Address List (GAL)**). To look up a person's email address, click **To** in the compose window. A **Select Addresses** dialog opens.




1. Type the recipient's name in the **Search** field.
2. Select whether to search the **Global Address List**, or your **Address Book**.
3. Click **Search**. The results are shown in the left pane.
4. Select the name and click either **To**, **Cc**, or **Bcc**. The name you selected will appear in the right pane.
5. If you wish to search for any other contacts, type the name in the **Search** field and repeat the above steps.
6. Once you have finished searching for all the addresses you want to include in this email, click **OK**. The names you selected are added to the appropriate field in the compose window.

Composing your message with HTML

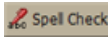
You can compose your message using either HTML or plain text formatting. The default editor is plain text.

- **HTML formatting.** This is a rich-text editor. Messages created using HTML can have text formatting, numbering, bullets, colored background, tables, and links, which can enhance the appearance of a message. You can set the default font settings, including style, size and color from the **Options>General** tab.
- **Plain Text formatting.** This produces text with no style or formatting. Any computer can read this type of message. All email clients can read messages sent in the plain text format.

In order to change your default editor, go to **General>Mail** and use the **Default Editor** drop-down menu to select the editor you prefer.

 To quickly change the format for this message only, click **Options** on the Compose toolbar and select either **HTML** or **Plain Text**.

Using Spell Check

To check the spelling of your message, click , on the toolbar. Misspelled words and words that the spell checker does not recognize are highlighted in the body of the message.

Click on a highlighted word. A drop-down menu displays suggested corrections. Select the correct word. To accept your changes and close the spell checker, click on **Resume editing**.

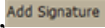
Adding your signature automatically


You can create signatures for your email messages. Your signature can contain text along with your name. For example, if the email is business related, you may want to




add additional contact information with your signature. If you use mail identities, you can have a different signature for each mail identity.

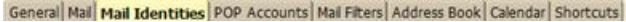
When you create your signature, you can include your signature in all your messages automatically.

If you create a signature, but do not always want to use it, you can select to manually add the signature to your messages. When you compose a message, an **Add Signature** button, , appears in the toolbar. Clicking that button adds the signature you created for the **Mail Identity** you are using.

 You must create a new mail identity for each additional signature you wish to use. To learn more about creating mail identities, refer to the online Help.

To create a signature:

7. Open  and select the **Mail Identities** tab.

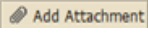


8. In the left column, select the mail identity that you want and click the **Signature** tab. Select where to place the signature and whether or not to have the signature automatically applied when you open a new compose window.



Attaching files to your message

Email messages can include attachments. You can attach documents, spreadsheets, pictures, slide shows and other types of files.

9. Click . An **Attach** field appears under the subject line.

10. Click **Browse** to locate the file.

11. Select the file and click **Open**.

Repeat the steps above to attach additional files.



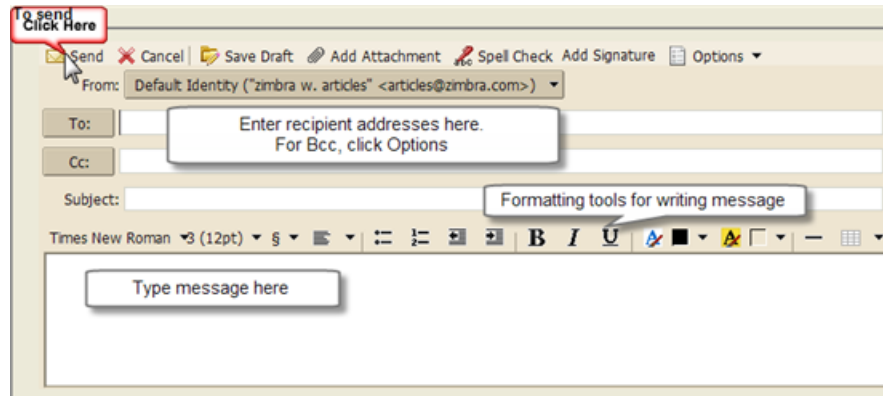
Saving sent messages



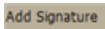
The **Sent** folder contains copies of email messages that you have sent. By default, **Save to Sent** is enabled. You can change this from the **Options>Mail** tab. You can delete your copies at any time.

Saving messages as drafts

You can save your message as a draft to be completed and sent at a later time. Messages are saved in your **Draft** folder until you send them or delete them from the folder.

Composing a new message



12. Click  on the toolbar. The Compose page is displayed.
13. If you are not using the default identity, in the **From** drop-down list at the top of the compose window select the identity to use. If you have only one identity, the **From** field does not display.
14. Complete the address, **Subject** line, and body text as needed.
15. To check the spelling in the message, click **Spell Check**.
16. To add an attachment, click .
17. If you have a signature defined, but not enabled, click  to add the signature.
18. Click **Send** to send the message.

 If you do not want to send the message immediately, click **Save Draft**. The message is saved in the **Drafts** folder.


Replying to messages

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

- **Reply.** Clicking **Reply** opens a new email compose page and populates the **To** field with the name of the person who sent you the message. It does not include any other addresses that might be in the **To** or **Cc** fields of the original message.
- **Reply to All.** Clicking **Reply to All** opens a new email compose page, and includes all recipients from the previous message in the new **To** field. You can use this option if you want everyone who saw the previous message to also see your response.



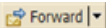
To reply to a message:

19. With the message open, click  or click the arrow to select **Reply to All**. A new message window is displayed with the addresses in the header and the original message in the body.
20. Type your reply.
21. If you want to change which part of the original message should be included in the reply, click **Options** on the Compose toolbar. Your default option is marked but you can change it for this email only.
22. Click **Send**.
 - When replying to a message, if the message is in a conversation, changing the **Subject** line will cause your reply to appear in a new conversation.
 - If you add your signature automatically to your messages, your signature is automatically placed in the message according to the preference you enabled, either at the end of all messages in the compose window or at the end of the message you compose, above the quoted text.

Forwarding messages

You can forward an email message on to someone else. Forwarding a message includes all file attachments, whereas using **Reply** preserves the body text and does not include the attachments.

To forward a message:

23. With the message open, click . A new message window is displayed. The text of the forwarded message appears in the body unless you have chosen to forward messages as attachments in the **Options>Mail** tab.
24. Enter addresses in the **To**, **Cc**, or **Bcc** fields.
25. Optional, add a few lines of new text before the forwarded message so that the recipient knows why you are forwarding the message.
26. Click **Send**.