



Zimbra Basics

Documentation, Help, and Training

Documentation, Help and Training

- Review the Zimbra documentation by clicking on Help within Zimbra or by going directly to the url (http://zimbra.mesacc.edu/zimbra/help/en_US/advanced/Zimbra_User_Help.htm) and by looking at the Technology Support Services Website (http://wiki.mc.maricopa.edu/tsswiki/index.php/MCC_Email_Web_Access) for additional help.
- Several Zimbra workshop sessions will be offered after school starts that will include frequently asked questions and additional features (Calendaring, Document Sharing, Syncing, etc). If you have questions about Zimbra, feel free to call Technology Support Services at (480) 461-7217/tss@mccmail.maricopa.edu or to follow up on some of these basic tasks with a CTL staff person at (480) 461-7799/ctl@mccmail.maricopa.edu.


Login

- If you login to the MyMCC Portal (<http://www.mc.maricopa.edu>, click on MyMCC at the top), you can access Zimbra Mail through a link at the left labeled MCC Email.
- If you want to access Zimbra directly, login with your MyMCC username and password at <http://zimbra.mesacc.edu>
- Your e-mail address is now **@mesacc.edu** instead of **@mail.mc.maricopa.edu**. The older addresses will still work but it is a good idea to start updating documents with your e-mail address on it as eventually these addresses will be phased out. The MCC distribution lists have been updated as well so be sure to address messages to distribution lists ending in @mesacc.edu now.

Receiving, Viewing, and Filing Messages

Receiving and Viewing Messages

- When you first login to Zimbra, you will see your Inbox folder with your new messages highlighted in black. View a message by double clicking it (will open in a popup window) or by single clicking (if you have the Reading Pane turned on).
- By default, Mail messages are gathered every 5 minutes so you will see new messages every 5 minutes. To check for new messages sooner, click on the Get Mail button.
- By default, images are selectively allowed, so in some messages, you may see a note that says 'Highlight Objects' or 'Display Images'. If you trust the sender, you can click on these links to turn on the images and objects in the message.

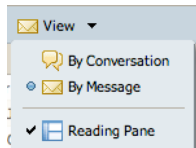
 External images are not displayed. [Display Images](#)

Viewing messages with a Reading (preview) Pane, as a Conversation, or Chronologically

- There are several View options within Zimbra that you may customize to fit your own personal preferences:



- View your messages Chronologically and unthreaded or view your messages by Conversation (thread). Change this option in the upper right corner of Zimbra.



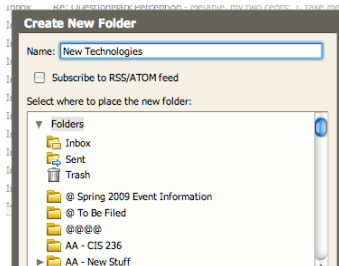
- Turn the preview Reading Pane on and off using this menu as well.

Deleting Messages, Trash Folder, Junk Folder

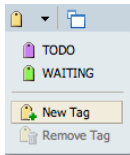
- To delete messages, select one or more messages and click on the Delete button at the top. Or if you are viewing an Email message, click on the Delete button at the top to delete the current message.
- Deleted messages are automatically moved to the Trash. The Trash within Zimbra behaves differently than the old MCC mail. Trash is deleted after 30 days so do not store messages in the Trash that you wish to view at a later date. To force the Trash to empty immediately, right click with your mouse on the Trash (or Ctrl Click on the Macintosh) and select 'Empty Trash'.
- There is a Junk folder within Zimbra as well. Messages it suspects are spam it will move to this folder. The Junk folder messages are automatically deleted after 30 days. The Junk folder tries to learn from it's errors so if you receive a Spam message, instead of deleting the message, move it to the Junk folder instead and hopefully future messages with the same characteristics will be filtered to the Junk folder automatically.

Creating Folders and Tags

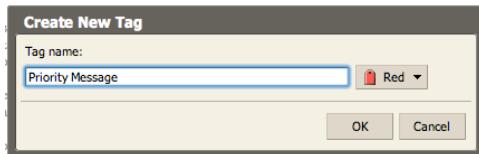
- Zimbra has both folders and tags available to help you organize your mail. If you like to file messages into folders, then follow these steps to create folders:
 - Create a folder by clicking on New Folder in the upper left corner of Zimbra. Type in the folder name and click on Folders as the location. Click on OK. Drag and drop messages with your mouse into the new folder.



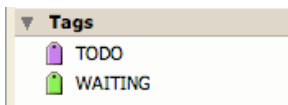
- If you like to use tags instead of or in addition to folders, follow these steps to tag messages. Tagging allows you to file messages in multiple ways.
 - To tag a message and create a new tag, you can look for the Tag button in the toolbar at the top of Zimbra. Click on the Tag button and choose an existing tag or create a new Tag.



- Type in the name of the tag and select a color for the tag and click OK.

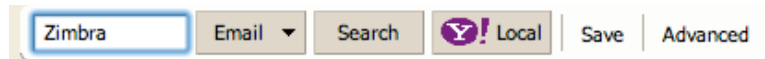


- At the bottom left of your mailbox, you will see your tags below all of the mail folders.



Searching for Messages

- Basic search options are available at the top of Zimbra. You can search by any keyword at the top of Zimbra or you can click on the Advanced button to see the advanced search options.



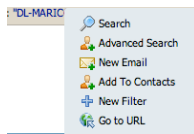
- One common search is to search your Email by size of the message so that you can clean out emails that have large attachments in them. If you are close to quota, it could be that there are 5-10 messages that are taking up 25% of your mailbox space that you can quickly download and cleanout of your mailbox. To search by size, follow these steps:
 - Click on the Advanced search button at the top of Zimbra.
 - Click on the Size button. Search for messages > 1MB. Your MCC Email has a capacity of 400 MB (much larger than what it was before) but if you often use large attachments, your mailbox can quickly fill up.

Setting up a Filter

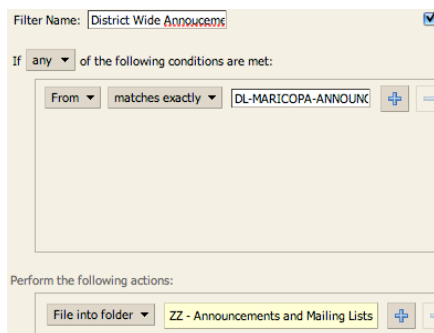
- It may increase your work efficiency to setup Filters within Zimbra. If you belong to mailing lists, regularly receive Announcements from your department and college, you may benefit from filtering messages in a way that helps you see the most important items first.
- The simplest way to begin to use Filtering, is to look at messages you receive every day and filter those that are not a priority (mailing lists, news articles, general announcements). When you have uninterrupted time, you can then go to your Filterered folder and read through all lower priority messages at once.
- Create a Filter following these steps:



- Look in your Inbox and identify a lower priority message. Open a message that you wish filter.
- Right click (or Ctrl Click on a Macintosh) on top of the Subject of the message or the Sent By of the message or the To of the message (however you wish to filter it), then select New Filter.



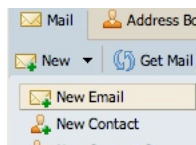
- Give the Filter a title (i.e. Chronicle of Higher Education newsletter, District Announcements, etc).
- Choose the Action desired at the bottom. If you want to move the message into a folder, select File into Folder and then Browse and choose the folder. Then click OK and all future messages will be filtered according to this criteria.



Composing and Sending Messages

Compose a new Email message

- Click on the New button under the Mail tab and select New Email to create a new message.



- Type in the To, Cc, and optional BCC addresses.
- Type in a subject and message as usual.
- Click on Send when you are done composing the message or click on Save Draft to save the Email to your Drafts folder and to complete it later.

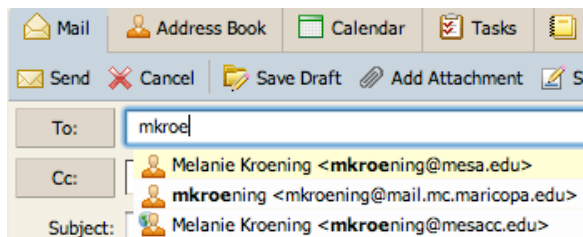
Use Spell Check

- Zimbra has a SpellCheck option, click on Spell Check after composing a message to check your spelling. Or as an alternative, if you use the Firefox Browser or Safari Browser, Spell Check is built into the browser and will do an automatic spell check in your messages.

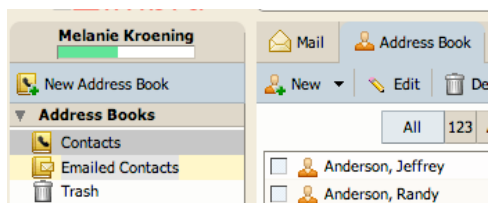
Use the Address Book



- Both the District Email and MCC Email address books are connected to the Zimbra Web Client so that when you start to type in a name, you will be prompted to find the correct address. If you start typing someone's First Name, Last Name, or Email Address, you will see a list of possible names appear from MCC and the District.

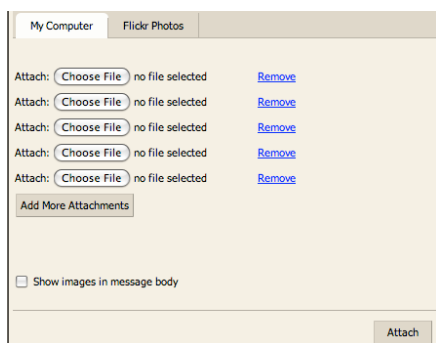


- In addition, whenever you send a mail message to someone outside of MCC or the District, Zimbra will save the addresses into an Address Book labeled Emailed Contacts. Or, you may alternatively enter contacts manually so that the complete information about the person is part of your Address Book. View your Emailed Contacts by selecting the Address Book tab at the top of Zimbra, then select Emailed Contacts.



Adding Attachments

- When composing a mail message, click on the Add Attachment button at the top of the message to add one or more files to your message, then click on Attach within the Attachments window.



- MCC Email allows for attachments up to 10MB in size but remember that many other Email systems do not allow files of this size to be received so as always, compress and minimize the size of files you send over the internet and consider alternative methods of sharing files if they are large.

Preferences

To access the Zimbra mail preference, click on the Preferences button in the upper right corner. Below are some common recommended options you may wish to change when you first begin using Zimbra. Refer to the Documentation for details on other options.



Mail tab

- Under Preferences, if you select the Mail tab at the top, the options for a Vacation Message, or to Forward Email are located here.
- To Forward your Email messages:
 - Under the heading 'Receiving Messages', you can forward your mail by entering your address under Forward a copy to: Be sure to checkmark 'Don't keep a local copy of messages' if you forward your mail as you may run into quota limits without knowing it otherwise.
 - Click on Save at the top left after changing any settings.

Receiving Messages

When a message arrives: Play a sound (requires QuickTime or Windows)
 Highlight the Mail tab
 Flash the browser title

Forward a copy to:

keep a local copy of messages
Value is required

- Set a Vacation Message
 - Under the heading 'Receiving Messages' you can set up a Vacation Message if you are unavailable. Checkmark the box 'Send auto-reply message' and fill in a message, start, and stop date.
 - Click on Save at the top left after changing any settings.

Send auto-reply message:

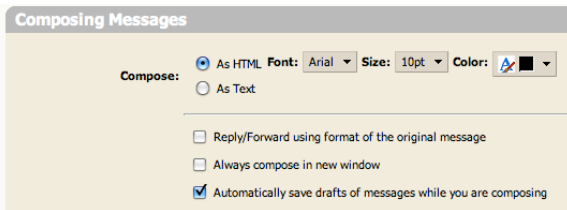
I will be on vacation from 03/15 - 03/16 for spring break. I will respond to my e-mail messages after I return as quickly as possible. If you need immediate help, please contact the CTL at ctl@mcmail.maricopa.edu or (480) 461-7331.

Start Date

End Date

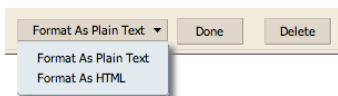
Composing tab

- Change the Default Font for your Email messages
 - If you always like to use basic formatting like Bold/Underline/Font Color or if you like to set a custom font, change the Compose option under the Composing tab to HTML.
 - Click on Save at the top left after changing any settings.

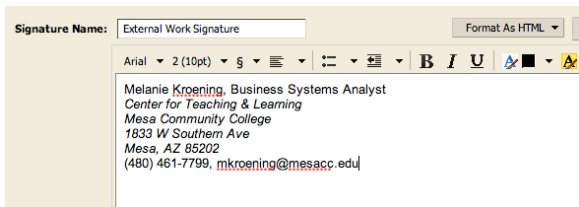


Signature tab

- Create one or more Signatures under the Signature tab to include your basic contact information on every Email message that you send.
 - Under the Signatures tab, Click on the button Add Signature, then click on Edit to fill in the Signature details.
 - Choose Format as HTML to use basic formatting options and then type in a Signature Name and details. Click on Done.



- Click on Save at the top left after changing any settings.



Accounts tab

- Set Default Signature
 - If you have setup a signature, go to the Accounts tab to set the Signature as a default on all new messages at the bottom of the page.
 - Click on Save at the top left after changing any settings.

