Managing Your Account: Logging In & Out

[How do I log in?](#)

[How do I log out?](#)

[Should I log in as Standard, Advanced, or Mobile?](#)

How do I log in?

To log into your Zimbra mailbox:

1. Open a browser window.

2. Enter the URL provided by your administrator, for example www.myuniversity.com.

The log in dialog box appears, as shown below.

4. Type your Zimbra username and password into the correct fields.

5. Select the version of Zimbra you want to use from the **Which version would you like to use?** drop-down menu.

6. Click the **Log In** button.

Tip: Click the **Remember me on this computer** checkbox to have your computer remember your username and password. This feature only works if you do not log out of your Zimbra account.

Tip: You do not have to log into the Web Client every time you restart the browser during the day. If you do not log out your session will remain active until the session expires or until your session times out.
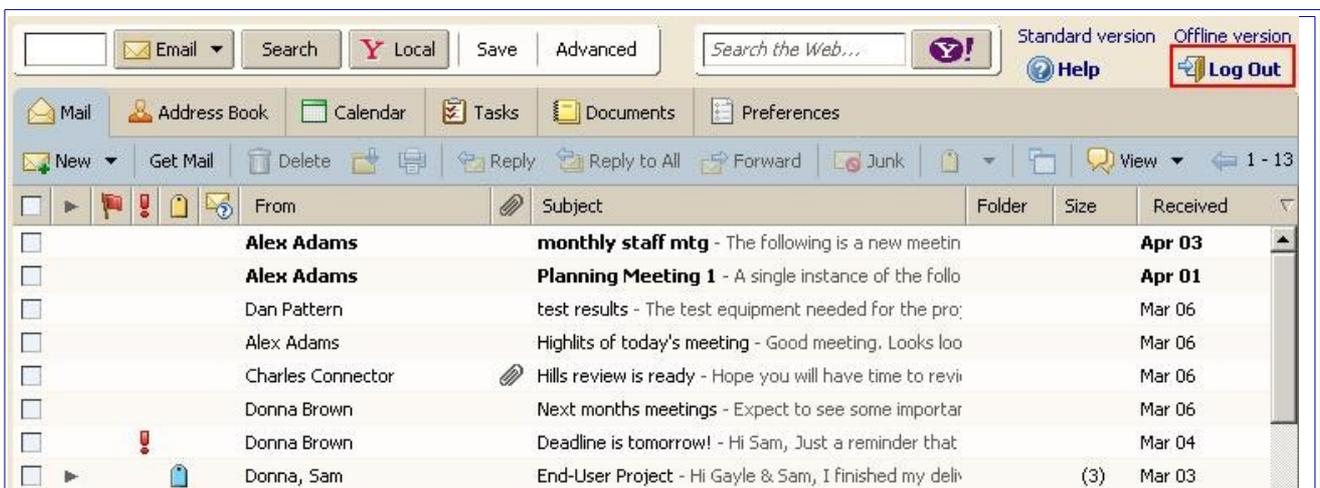
How do I log out?

To log out of your Zimbra mailbox:

1. Click the **Log Out** link, located on the upper right of the Zimbra page, as shown below.

Tip: It is important to log out because it prevents other users from using your Zimbra email account.

Should I log in as Advanced, Standard, or Mobile? ▲

There are three options available when you log into Zimbra:

• **Advanced (Ajax)** Offers the full set of Web collaboration features. This Web Client works best with newer browsers and faster Internet connections.

• **Standard** Recommended when Internet connections are slow, when using older browsers, or for easier accessibility.

• **Mobile** For use with mobile devices.

Managing Your Account: Deleting Email

[How do I delete an email message?](#)

[How do I delete a conversation?](#)

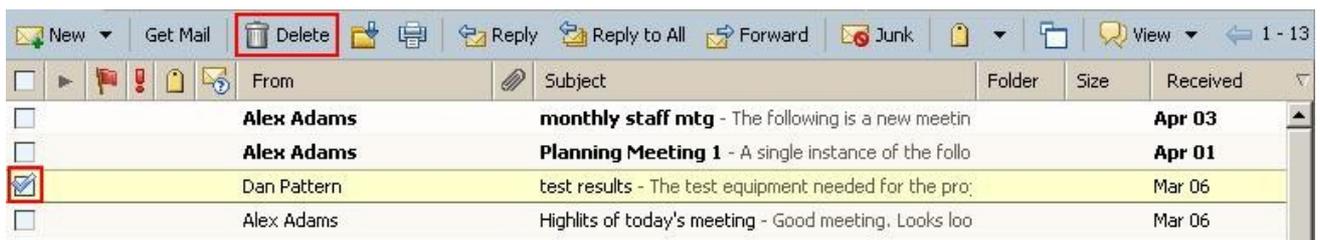[How do I delete multiple email messages simultaneously?](#)

[How do I empty the Trash folder immediately?](#)

How do I delete an email message? ▲

There are two ways to delete an email message from your mailbox:

- Click on the message in your mailbox and drag it to the **Trash** folder.
- Click on the email message in your mailbox to select it, or click the select box to select the message, as shown in the graphic below. Then, either:

  - Click 🗑 Delete in the toolbar.
  - Right-click, and select 🗑 Delete from the menu.

Deleted messages are moved to the **Trash** folder.

How do I delete a conversation? ▲

There are two ways to delete a conversation from your mailbox:

- Click on the conversation in your mailbox and drag it to the **Trash** folder.
- Click on the conversation in your mailbox to select it, or click the select box to select the conversation. Then, either:

  - Click [🗑 Delete] in the toolbar.

 - Right-click, and select [🗑 Delete] from the menu.

All messages in the conversation are moved to the **Trash** folder.

How do I delete multiple email messages simultaneously? ▲

To delete multiple email messages from your mailbox simultaneously:

1. Click the select box for the first email message you want to delete in your mailbox.

2. Click the select box for each additional email message you want to delete, as highlighted below.

3. Next, use one of the following methods to delete the selected email messages:

- Drag the messages to the **Trash** folder.
- Click [🗑 Delete] in the toolbar.
- Right-click, and select [🗑 Delete] from the menu.

All selected messages are moved to the **Trash** folder
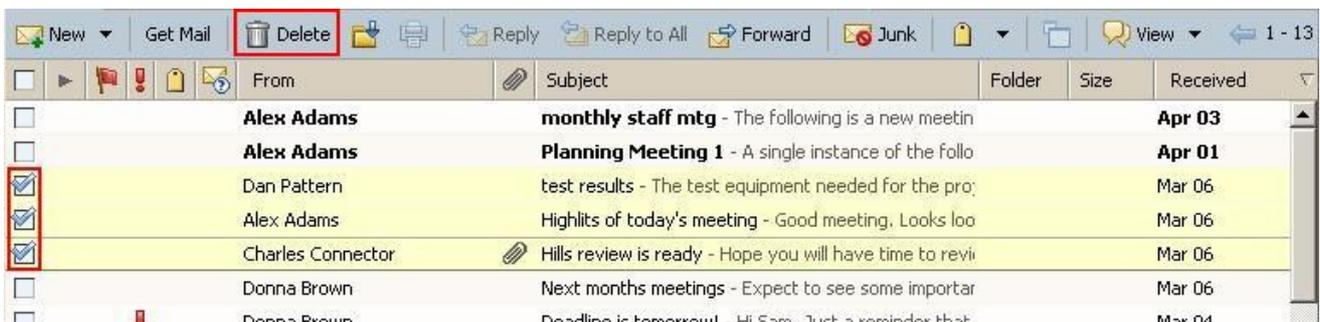
How do I empty the Trash folder immediately? ▲

You can purge messages in Trash, which means that the Trash folder is emptied immediately. Any messages in the Trash folder are permanently deleted and cannot be recovered.

To purge or empty Trash:

• Right-click on the **Trash** folder and select **Empty Trash** . All messages are permanently deleted.

Some sites have an automatic purge of Trash. Your administrator sets the policies for your site regarding how long messages remain in your folders before automatic purge occurs.

Managing Your Account: Managing Your Mailbox

[What are tags?](#)

[How do I create a tag?](#)

[How do I mark email messages with tags?](#)

[What are flags?](#)

[How do I mark email messages with flags?](#)

What are tags?

Tags are your personal classification system for email messages, contacts, tasks, and appointments. Using tags is an aid for finding items. For example, you might have one tag for *Personal* and another for *Work*.

Some of the advantages of tags include:

• You can sort email using tags.

• You can search for a tag and all messages with that tag will be displayed, no matter what folder they are in.

• You can create as many tags as you want.

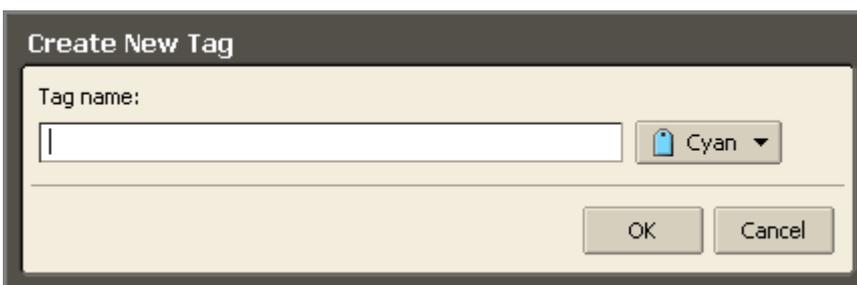You can apply multiple tags to the same email message and contacts.

How do I create a tag? ▲
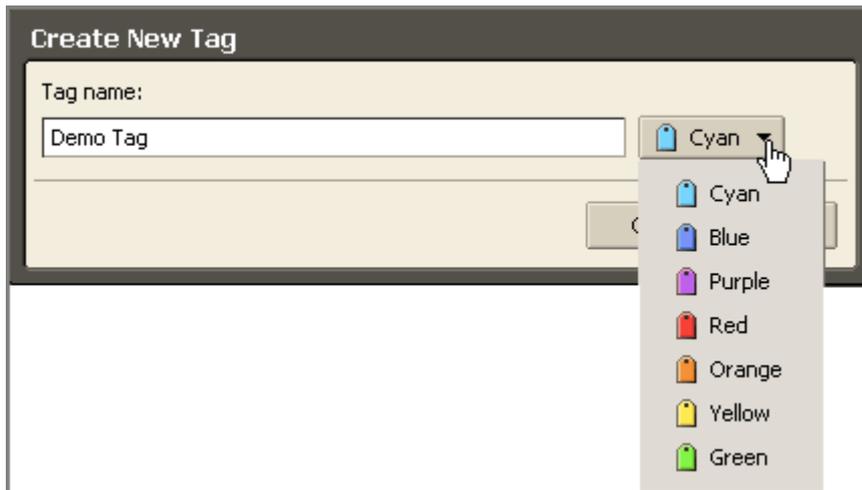
To create a tag from the Overview pane:

1. Right-click **Tags** in the Overview pane, and select **New Tag**.

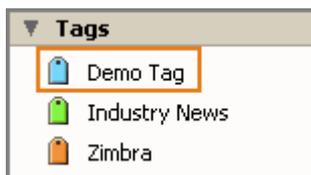The Create New Tag dialog is displayed.

2. Type a name for the tag in the **Tag name** field, and choose a tag color from the drop-down menu.

3. Click [OK].

The new tag is listed under **Tags** in the Overview pane and can be applied to any email messages or contacts.


Note: You can also create & assign tags on the fly using the right-click button while viewing messages, contacts, or meetings.

How do I mark email messages with tags?

To tag an email message, contact, task, or appointment using drag and drop:

- Drag and drop the tag from the left-hand Overview pane onto the item on the Content pane. In the example below, the email from **Zach Zimbra** is being tagged with **Demo Tag**.
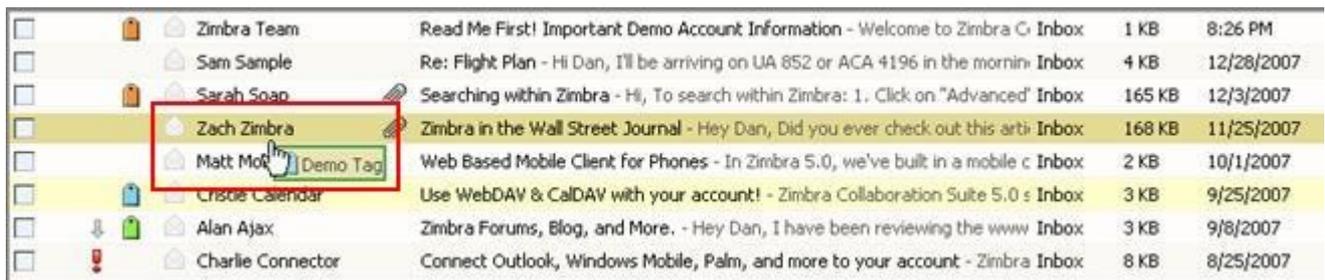
☐	📙	Zimbra Team	Read Me First! Important Demo Account Information - Welcome to Zimbra C Inbox	1 KB	8:26 PM
☐		Sam Sample	Re: Flight Plan - Hi Dan, I'll be arriving on UA 852 or ACA 4196 in the mornin Inbox	4 KB	12/28/2007
☐	📙	Sarah Soap	Searching within Zimbra - Hi, To search within Zimbra: 1. Click on "Advanced" Inbox	165 KB	12/3/2007
☐		Zach Zimbra	Zimbra in the Wall Street Journal - Hey Dan, Did you ever check out this arti Inbox	168 KB	11/25/2007
☐		Matt Mo[Demo Tag]	Web Based Mobile Client for Phones - In Zimbra 5.0, we've built in a mobile c Inbox	2 KB	10/1/2007
☐	📘	Cristie Calendar	Use WebDAV & CalDAV with your account! - Zimbra Collaboration Suite 5.0 s Inbox	3 KB	9/25/2007
☐	⬇ 📗	Alan Ajax	Zimbra Forums, Blog, and More. - Hey Dan, I have been reviewing the www Inbox	3 KB	9/8/2007
☐	❗	Charlie Connector	Connect Outlook, Windows Mobile, Palm, and more to your account - Zimbra Inbox	8 KB	8/25/2007

To tag an email message using menus:

1. Right-click the email message in the Content pane.

2. Choose **Tag Message**.

3. Choose the tag name from the list that appears. Only tags not already applied to the selected item are listed.
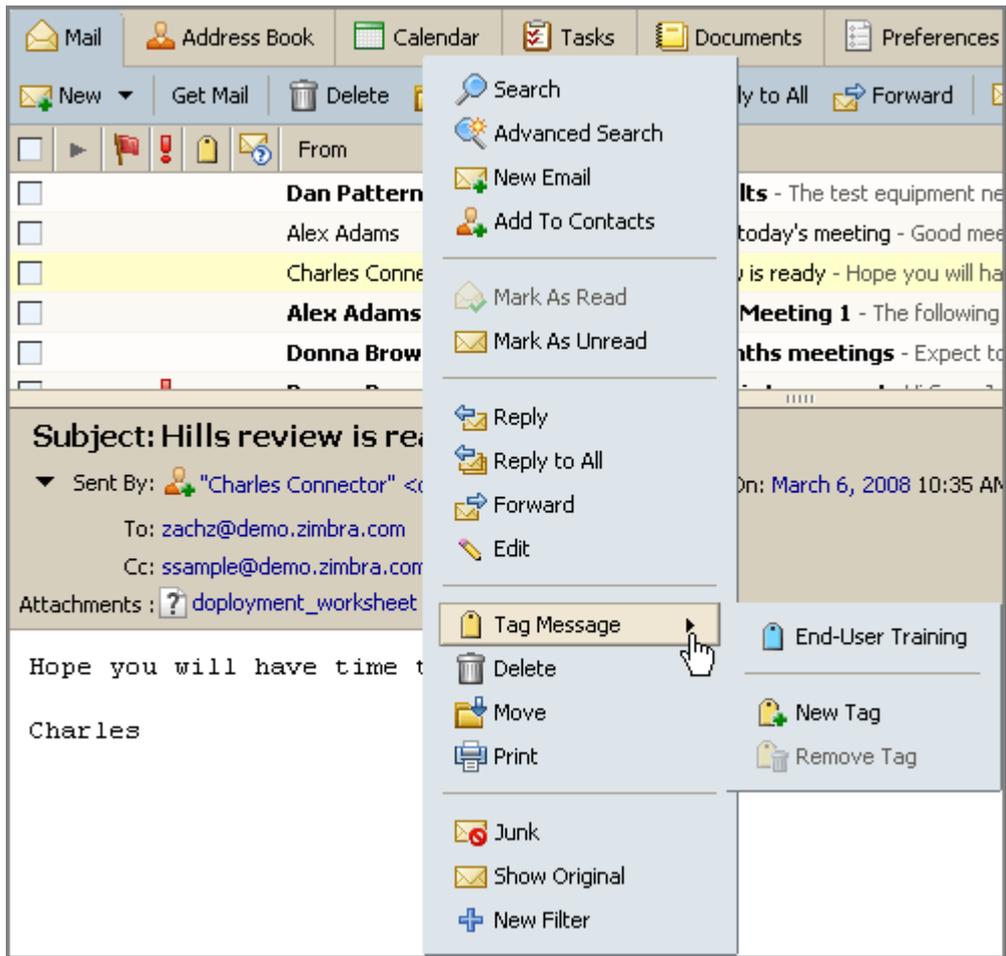
You can assign multiple tags to a message. If a message has multiple tags, they are layered and multi-colored.
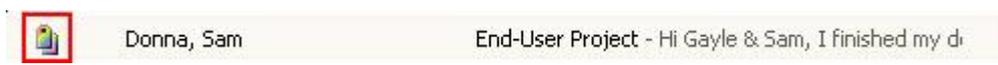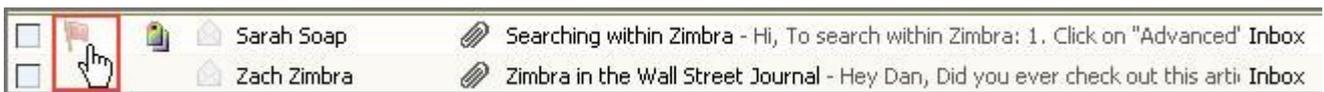

What are flags?

Flags are yes/no indicators that you can add to email messages. Flags can be used to indicate an action-needed item or to distinguish the message or conversation from other items of lesser importance.
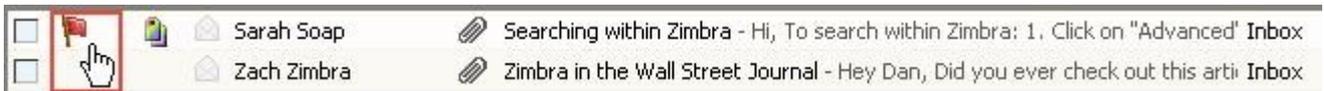
How do I mark email messages with flags? ▲

To mark an email message with a flag:

1. Place your cursor over the flag column for the message or conversation. The flag icon appears in a shadowed form.

2. Click once directly over the flag icon. The flag icon appears in its active form.

To remove the flag:

1. Click on an active flag. The flag icon disappears.

Managing Your Account: Using Folders

[What are system folders?](#)

[How do I create a folder?](#)

[How do I rename a folder?](#)

[How do I delete a folder?](#)

What are system folders?

There are five system folders. System folders are always displayed at the top of your folder list, followed by any folders you create. You cannot move, rename, or delete system folders.

The five system folders are:

• **Inbox**: New email arrives in the Inbox. Your Inbox is displayed by default after you log in.

• **Sent**: A copy of each message you send is saved in the Sent folder.

• **Drafts**: Messages you have composed but have not sent can be saved in the Drafts folder. Messages are automatically saved to the **Drafts** folder as you compose. If you navigate away from an unsent message, you will be asked if you want to save the message as a draft.

Click here to learn [How do I write an email message but save it in my Draft folder to send later?](#)

• **Junk**: Most filtering of unsolicited automated email (also known as spam or junk mail) is handled by a spam filter before those email messages reach your Inbox. Email that might possibly be junk mail, but isn't certain to be junk, may be placed in your Junk folder.

You can review these messages and either move them or delete them. If you don't delete them, they will be purged after a period of time, as specified by your administrator.

• **Trash**: Deleted items are placed in the Trash folder and remain there until you manually empty the trash or until the folder is purged automatically. Email is purged from this folder after a specified period of time, as specified by your administrator.

Click here to learn [How do I empty the Trash folder immediately?](#)

How do I create a folder? ▲

You can create custom folders to organize your email messages. Custom folders can be created inside other folders, including system folders.

You cannot create two folders with the same name within the same parent folder. For example, you cannot have two folders named **Shopping** inside your Inbox folder, but you could have one folder named **Shopping** inside your Inbox folder, and another one with the same name inside the Sent folder.

To create a new folder, either:

- Click [🗀 New Folder] at the top of the Overview pane.

- Right-click in the Overview pane in the folders list, and select **New Folder**.

Using either method, a **Create New Folder** dialog appears.
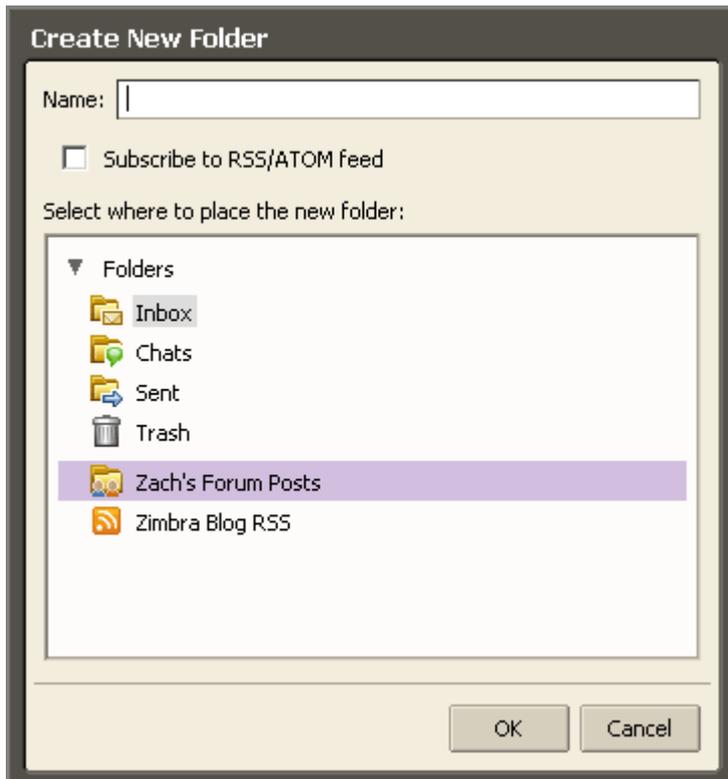
1. Type the folder name into the **Name** field.

2. Select where to place the new folder. Either:

- Click **Folders** to have the new folder displayed at the top of the list.

- Click an existing folder to place your new folder within that folder.
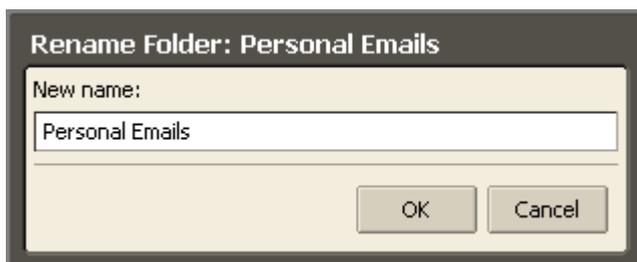
3. Click .

How do I rename a folder? ▲

To rename a user-defined folder:

1. Right-click on the folder, and choose **Rename Folder**.

A **Rename Folder** dialog appears.

2. Type the new name for the folder into the **New name** field.

3. Click OK .

Folder names can have any character except:

- **:** (colon)

- **/** (forward slash)

- **"** (double quotes)

How do I delete a folder? ▲

When you delete a folder, its contents are moved to the Trash folder. You can recover contents from the Trash by dragging and dropping them to another folder.

If you want to save some of the messages in a folder before you delete the folder, move the messages to another folder.

To delete a user-defined folder, either:

• Drag the folder to the Trash. In this example, the **Zach's Forum Posts** folder is being dragged to the Trash.
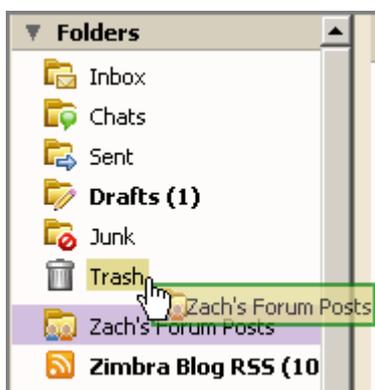
- Right-click the folder, and choose **Delete**.

Managing Your Account: Using Filters

[What is a filter?](#)

[How do I use filters?](#)

[How do I create a filter?](#)

[How do I turn a filter off?](#)

What is a filter? ▲

An email filter allows you to define rules to manage incoming email messages. Filtering applies a set of rules to incoming email and then executes a specified action.

You can filter your incoming email messages to:

- Sort them into folders

- Automatically tag them

- Forward them

- Discard them

How do I use filters? ▲

Each filter rule consists of one or more conditions and one or more actions.

For example, if your supervisor sends you emails from more than one address, such as jane.smith@company.com or jane-smith23@personal.com, you could create one filter called **Supervisor** that has two conditions, one for each email address.

Conditions

Each filter rule can specify one or more conditions. Conditions include:

- Specific addresses in the **From**, **To**, and **Cc** addresses in the email header

- The presence or absence of file attachments

- Words or character strings in the subject or body of the email message

All conditions allow you to specify **not** as a negative condition. For example, you can specify email that does not contain a particular word.

You can combine conditions to search for email with more complex characteristics.

Actions

Each filter rule can specify one or more actions. Actions include:

- Leave the message in the Inbox (no action)

- Move the message to another specified folder

- Tag the message

- Mark the message as read or as flagged

- Discard the message. This action drops the email message silently, which means that the message does not reach your mailbox. It is not the same as the Delete action on your menu. Deleting an item moves it to the Trash folder.

- Stop further evaluation. This action prevents the application of any additional filter rules to email messages that match the current rule.

How do I create a filter? ▲

To create a new filter from an email message:

1. Right-click on the message, and choose **New Filter**.
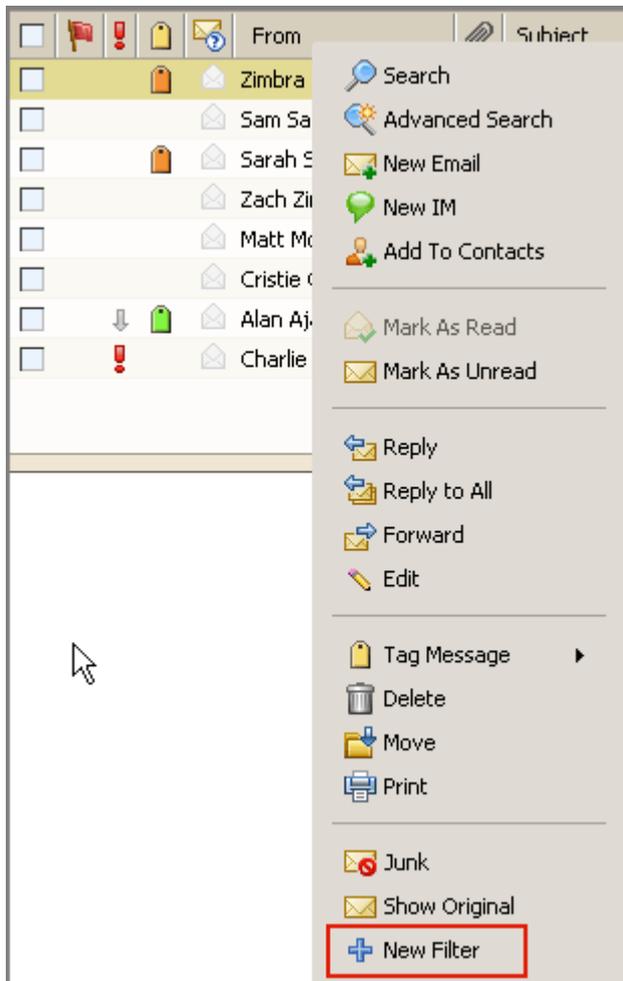
The **Edit Filter** dialog displays with **From** and **Subject** set with the information from the selected email message.
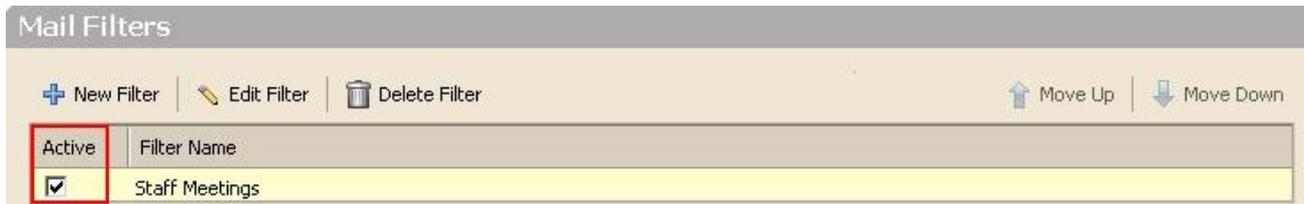
2. Enter a name for the filter in the **Filter Name** field.

3. Change any filter conditions and actions necessary using the drop down menus in the **Edit Filter** dialog.

4. Click OK .

How do I turn a filter off? ▲

All filters are listed on the **Preferences > Mail Filters** tab.

Click the **Active** check box to turn filters on or off without having to delete the filter rules.

Managing Your Account: Customizing Your Mailbox

[How do I use the Preferences tabs?](#)

[How do I change the color of my mailbox?](#)

[How can I view more than 25 email messages or contacts?](#)

[How can I see only new messages in my mailbox?](#)

How do I use the Preferences tabs? ▲

Your default user preferences are configured when your account is created. You can change the default settings using the **Preferences** tabs.

User preferences define how your mailbox, address books, and calendar work. Other user preferences include setting up your personal email identities and POP accounts.

Click here for a demonstration of [How do I use the Preferences tabs?](#) This demonstration shows how some of the most commonly used Preferences tabs options.

There are three things you can do on each **Preferences** tab:
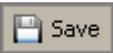
• Click 📩 Save in the toolbar to save any changes you made on the tab. This saves your changes and returns you to the previous screen.

• Click ✖ Cancel in the toolbar to cancel any changes you made on the tab. This cancels your changes and returns you to the previous screen.

• Click Revert This Page in the top right corner of any Preferences tab to reset any changes for that page to your last saved settings.

This revert feature does not affect changes to passwords.

You can navigate to different **Preferences** tabs, making changes on multiple tabs, before you click 📩 Save or ✖ Cancel.
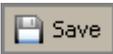
# How do I change the color of my mailbox? ▲

The color of your mailbox is called its **Theme**. There are several Themes available.

To change your Theme:

1. Click the **Preferences** tab.

2. Click the **General** tab. The General tab appears.

3. Choose a Theme from the **Theme** menu, as shown below.
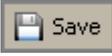
4. Click 🖫 Save. A warning appears asking if you want to reload the application to show the new Theme.

5. Click **Yes** to reload and view the new Theme immediately, or click **No** to keep the current Theme until the next time you log into your Zimbra account. The next time you log in, you will see the new Theme.
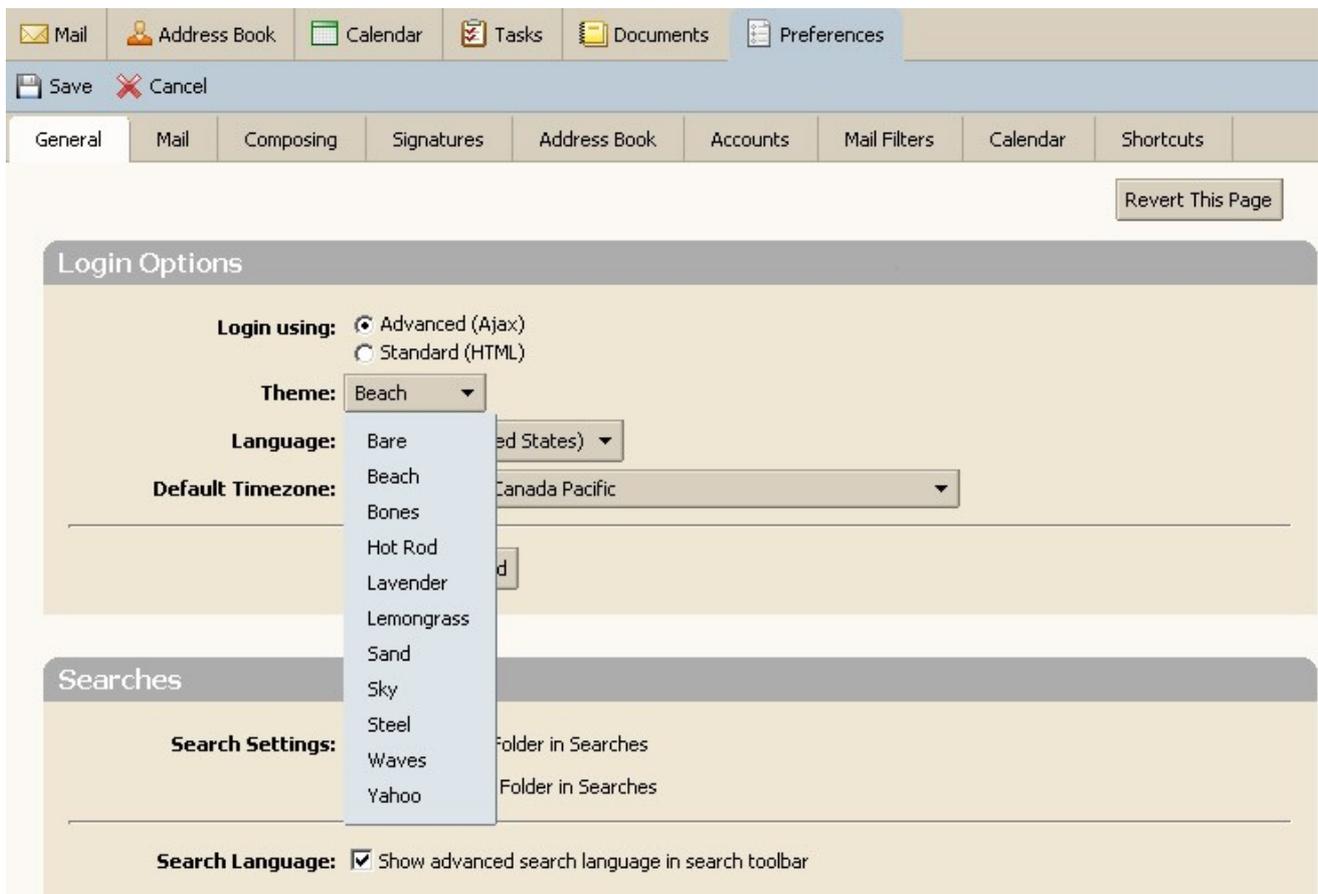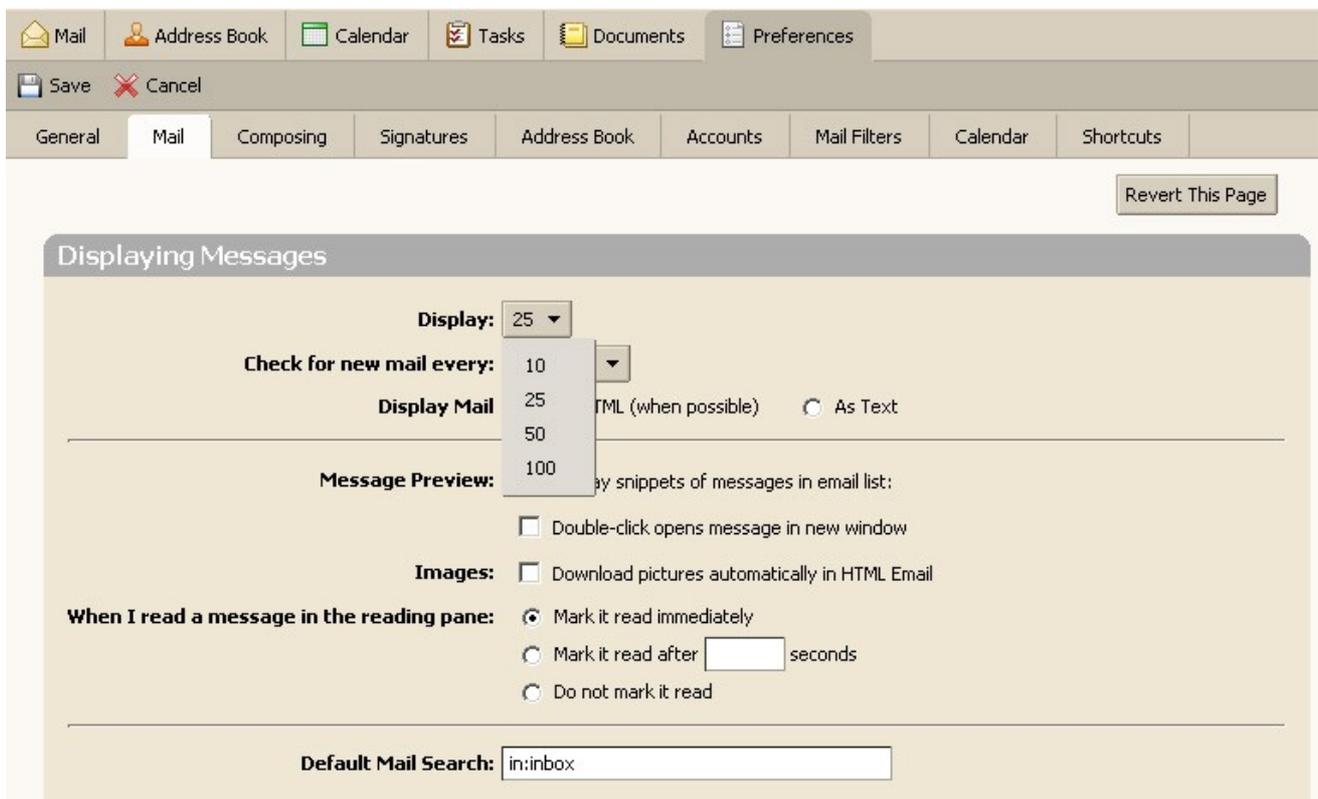
How can I view more than 25 email messages or contacts? ▲

To change your display to view more than 25 email messages or contacts:

1. Click the **Preferences** tab.

2. Click the **Mail** tab. The Mail tab appears.

3. Choose an option from the **Display** menu, as shown below.

4. Click ⊞ Save .

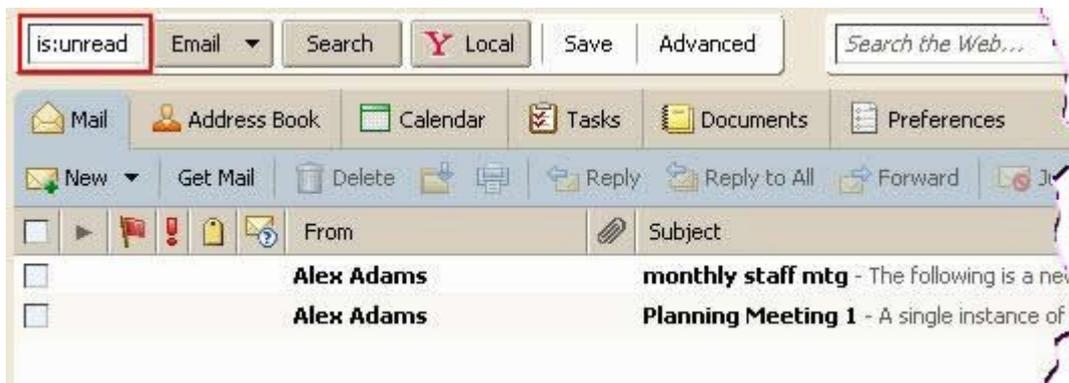When you return to your mailbox, the new number of messages appear.

How can I see only new messages in my mailbox? ▲

To see only new messages in your mailbox, use the following search:

1. Type **is:unread** into the **Search** field (delete any text in the Search field if necessary), and press Enter.

Only new messages are displayed in your mailbox.

To save this search, so you can quickly repeat it without retyping:

1. Click **Save**. The **Save Search** dialog appears.

3. Type a name into the field highlighted below.

4. Click .

The saved search is displayed in the Overview panel.

Managing Your Account: Away Messages

How do I set an automatic away or vacation message? ▲

This feature is also known as an out-of-office auto-reply message.

• You can set an away message that automatically replies to people who send you messages when you are out of the office for an extended period of time.

• The auto-reply message is sent to each recipient only once, regardless of how many messages that person sends you during the designated vacation period.

To create an away message:

1. Click the **Preferences** tab.

2. Click the **Mail** tab. The Mail tab appears.

3. Scroll down to the **Receiving Messages** area, as shown below.

4. Check **Send auto-reply message**.

5. Enter the message to be sent in the text box, such as the message shown above.
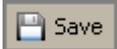
6. Check **Start Date**.

7. Click the arrow to open the calendar, and select the start for the away message.

8. Check **End Date**.

9. Click the arrow to open the calendar, and select the end for the away message. The End Date is the last date (inclusive) that the away message is sent.

Note: Setting the Start Date and End Date is optional.

10. Click .

Click here for a demonstration of [How do I set an automatic away or vacation message?](#)