Zimbra Basics

What is Zimbra?

The Zimbra Collaboration Server is the College's e-mail and calendar system, which combines e-mail, calendars, address books, and other tools in an integrated system.

Logging in to Zimbra

To get to Zimbra from any computer or Internet-enabled device, just go to http://www.snc.edu/zimbra. Log in using your **`firstname.lastname`** from the beginning of your e-mail address as your Username, along with your SNC network password.

The Zimbra web interface works with most web browsers on Windows, Mac, and Linux. The default "Advanced" version works best with newer browsers and faster Internet connections. The "Standard" version is recommended for slow (dial-up) Internet connections or older web browsers. The best version for your device will usually be selected automatically, but can change it on the login screen if needed.

This handout is based on the advanced version of the Zimbra web interface, which offers the full set of web collaboration features. If you use a different version, your experience may vary.

Some tips for using the Zimbra web client:

- Do not use the web browser's Back button. This will take you out of Zimbra and could cause you to lose what you had on the screen.
- To log out, click Log Out in the upper right. If you browse to a different site without logging out first, your session may remain active. On shared computers, failing to log out could allow others to access your account.
- Do not use the browser's Reload / Refresh buttons. Doing so will restart your session, essentially logging you out & back in, and could cause you to lose what you had on the screen.

You can also use an e-mail program such as Thunderbird to access your e-mail on Zimbra. To do so, you will need the following e-mail server information to configure your program properly:

Your E-mail Address/Return Address	firstname.lastname@snc.edu
Incoming/IMAP host/server	zimbra.snc.edu, TLS security, port 143
Incoming Mail Server User Name	firstname.lastname
Outgoing/SMTP host/server: On the campus network	smtp.snc.edu, TLS security, port 25
Outgoing/SMTP host/server: Off campus & Res. Halls	smtprelay.snc.edu, SSL security, port 465, with server authentication ("Use name and password") turned **on** using 6-character login ID as User Name
Outgoing Mail Server User Name	your 6-character network login ID

Zimbra features

The Zimbra web interface includes many convenient features:

Drag and drop: You can click and drag messages to move them from one folder to another, drag appointments on the Calendar to move them, or drag attachments onto messages.

Highlighting: In messages, items such as names, addresses, and dates are highlighted in blue. You can point at them for information, click on them for more information, or right-click on them for more options.

Quota information: To see how much of your quota you are using on the Zimbra sever, point your mouse at your name in the upper right and hold it there without clicking. The default quota is 300MB.

Sharable resources: Because Zimbra is a collaboration server, items such as e-mail folders, calendars, and address books can be shared with other SNC users (details below).

E-mail

Reading mail

The default Message view displays a list of messages with the most recent message at the top and unread messages shown in bold. To sort the messages differently, click on the desired column heading.

To view a message, click once on it to open it in the reading pane at the bottom of the window. If you double-click a message, it will open to fill the entire right side of the screen, and you will have to click the Close button to close it. If you prefer messages to open in a separate window when double-clicked, go to Preferences – Mail and check Double-click opens message in new window. To turn off the reading pane, go to View – Reading Pane Off (the View button is on the right side of the Mail toolbar). When the reading pane is off, you'll have to double-click messages to open them, and click Close to close them.

The alternative view, called Conversation view (View – By Conversation), displays messages grouped by subject. Each conversation consists of the original message and all replies to it, even if they are stored in different folders. The Folder column shows the folder where the message is stored. Click the arrow to the left of the conversation to display the individual messages within the conversation. Conversations containing unread messages are shown in bold. If the last message in the conversation is 30 days old or older, messages sent with the same subject will begin a new conversation.

You can view messages in plain text, which contains no formatting, or HTML, which may have formatting, colors, and images but may not always be interpreted as intended. HTML viewing is the default. To always view messages in plain text, go to Preferences – Mail and select Display Mail: As Text.

New mail

Zimbra checks for new messages when you log in and every 5 minutes by default. To check for new messages manually, click the Get Mail button on the toolbar.

Receiving attachments

If a message has an attachment, it will be indicated by a paper clip icon in the message list. Attachments are listed in the header section of the message. If the message header is collapsed, you will need to click the arrow to expand it in order to access the attachments.

To save an attachment, click the "Download" link next to it. If a message has multiple attachments, there will also be a "Download all attachments" link. This will save all of the message's attachments as a Zip file.

To delete an attachment from a message without deleting the message itself, click the "Remove" link next to the attachment name. Note that this cannot be undone.

Printing messages

If you need to print a message, select it, then click the Print button on the toolbar. The message will appear in a separate tab or window for printing. Do not use your browser's File – Print command unless you want to print your entire Zimbra screen. To set the print font size, go to Preferences – General.

Deleting messages

To delete a message, click on it and click the Delete button. To delete more than one message at a time, select them by clicking the checkboxes next to them, then click the Delete button. After deleting a message, an "Undo" option will appear at the top of the screen. Deleted messages are moved to the Trash folder and remain there for 10 days, after which time they are permanently deleted. At any time before that, you can recover them from the Trash by moving them to another folder. To empty the Trash manually and delete all of the messages, right-click on the Trash folder and choose Empty Trash. To recover messages that have been deleted/emptied from the Trash within the last 30 days, right-click on the Trash folder and choose Recover Deleted Items.

Sending mail

To compose a message, click the New button on the Mail toolbar, or click the down arrow next to it and choose Message. The new message composition window will open.

Addressing messages

When you start typing in the To, Cc, and Bcc fields, the auto-complete feature suggests matching names and addresses from your address books. Once a list of matching addresses is displayed, click on one to select it, or use your arrow keys to highlight it and press Enter. To move a name/address from one field to another (e.g., from the To field to the Cc field), drag the bubble. To delete a name, click the "x" in its bubble. Note that in order to use the Bcc field, you must click the Show BCC link in the message compose window. For more information, see the **Address Books** section below.

Message formats

You can compose messages in either plain text (the default), which can always be read by other e-mail programs, or HTML, which can have formatting, colors, and images, but may not always display properly. Plain text is recommended because it can always be read by any type of computer or e-mail program, and the messages are smaller.

Saving drafts

Zimbra automatically saves drafts of messages you are composing every few minutes. If you want to save a draft at any time while composing, click the Save Draft button.

Sending attachments

To add an attachment, click the Add Attachment button in the Compose window. Click the first Browse button, locate the file, select it, and click Open. Repeat to attach additional files. You can also select more than one attachment at a time by using Ctrl+click and Shift+click to select multiple files before clicking Open. Once you've selected all of the desired attachments, click the Attach button. Alternately, you can drag & drop files from your desktop or other My Computer/Finder windows onto the message compose window.

Spell check

To check the spelling of your message, click the Spell Check button in the Compose window. Misspelled and unrecognized words are highlighted in the message. Click on a highlighted word to see a list of suggested corrections. To accept your changes and close the spell checker, click Resume editing. Oddly, the spell-checker will only remain enabled for a short time before turning itself off; if this happens before you are finished spell-checking, you can turn it back on by clicking the Spell Check button again.

Signatures

Zimbra allows you to have more than one signature. For example, you may want to have a business signature and a personal signature, or a full signature and a brief signature. You can include your signature on all messages automatically or you can manually add the signature to messages if you don't always want to use it. If you have a signature defined, a Signature button appears in the Compose window.

To create a signature, go to Preferences – Signatures. Change the signature's name if desired, type or paste the signature in the large box, and click the Save button at the top. To add another signature, click the New Signature button and repeat the steps. To include a signature on messages by default, choose the desired signature from the New Messages and Replies & Forwards drop-down menus below under Using Signatures, then click Save at the top.

Sending messages later

To schedule an e-mail message to be sent at a later date/time, click the arrow next to the Send button and choose "Send Later."

Saving sent messages

By default, copies of all messages you send are saved in the Sent folder. To turn this off, go to Preferences – Composing – Save a copy to Sent folder. The Sent folder should be cleaned up regularly so that you only save messages you really need.

E-mail folders

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

- **Inbox:** New e-mail arrives in your Inbox. By default, your Inbox is displayed when you log in.
- **Sent:** A copy of each message you send is saved in the Sent folder. To turn this off, go to Preferences – Composing.
- **Drafts:** Messages you have composed but have not sent are automatically saved in the Drafts folder. If you open a message in the Drafts folder, it opens in the composition view.
- **Junk:** Messages that you identify as being spam are placed in your Junk folder. However, SNC does not use Zimbra's anti-spam features, so it is not useful to mark messages as spam.
- **Trash:** Deleted items are placed in the Trash folder and remain there until you manually empty the trash or until they are purged automatically after 10 days.

Creating folders

You can create additional folders to organize and store your e-mail as needed. To create a new folder:

1. On the Mail tab, click the Create a new folder button next to the word Folders at the top of the folder list.
2. Type a folder name.
3. Choose where to put the new folder. To put the folder at the top level (the same level as Inbox, Sent, etc.), click Folders. If you want the folder to be a sub-folder of an existing folder, choose it from the list.
4. Choose a color for the folder if desired, then click OK.

Managing messages & folders

To move a message into a folder, drag it to the desired folder or click the Move selected item(s) button, select a folder, and click OK. After moving a message, an "Undo" option will appear at the top of the screen.

To rename a folder, right-click on it in the folder pane and choose Rename Folder.

To delete a folder, right-click on it in the folder pane and choose Delete.

To move a folder inside of another folder, just drag it onto the other folder.

Sharing Folders

You can share any of your folders with other SNC users. When you share a mail folder and the grantee accepts it, it will appear in their folder list. There are four types of privileges you can grant:

- Viewer: The grantee can view the messages in the folder, but cannot make changes to them.
- Manager: The grantee can view the messages in the folder, create subfolders, reply to messages on your behalf, and delete or move messages.
- Admin: All Manager permissions plus the grantee can also share the folder with other users.
- None: Temporarily disable access to a folder without revoking the sharing privileges. The folder will still appear in the grantee's folder list, but they cannot view the folder's contents.

To share a folder:

1. Right-click on the folder and choose Share Folder.
2. In the Shared Properties box, enter the e-mail addresses of the grantee(s) and their access privileges.
3. In the Message area, choose the type of notification message to send. You should always send a notification message so that the recipient receives a message in which they can accept the share.
4. Click OK.

To change or remove a person's sharing permissions:

1. Right-click the folder and choose Edit Properties. Users sharing the folder are listed.
2. Click Edit to change permissions, or Revoke to remove permissions.
3. Choose whether to send a notification message.
4. Click OK.

Other e-mail features

Mail filters

Mail filtering allows you to define a set of rules to apply to incoming e-mail. You can filter your incoming messages to automatically sort them into folders, tag them, forward them, or delete them. When an incoming message matches the conditions of a filter, the actions associated with that filter are applied. For example, you could define a filter to identify mail from your supervisor and move it to a folder called “Boss,” or to move messages from a specific address to the Trash.

To create or edit a new filtering rule:

1. Go to Preferences – Mail – Filters and click New Filter.
2. Give the filter a name and define the conditions. Filter rules are not case-sensitive, meaning that they ignore capitalization. *Any* means that if any of the conditions are met, the action will be applied. *All* mean that all of the conditions must be met in order for the filter action to be applied. For the “wildcard condition” options, use an asterisk (*) as the wildcard character.
3. Click OK.

Flagging messages

The flag icon in the message list is a yes/no indicator that simply indicates whether the mail message has been flagged. This can be used to indicate an action-needed item or to otherwise distinguish the message or conversation from other items of lesser importance. To turn the flag on or off, click once over the flag icon in the flag column.

Auto-reply messages

This feature is also known as an out-of-office reply or vacation message. You can set an auto-reply that is automatically sent to people who send you messages. The message is sent to each recipient only once every 7 days, regardless of how many messages the person sends you during that period. However, realize that the message is sent to **every** address you get a message from, including mailing lists and spam, so it could end up being posted to a listserv or result in increased spam being sent to your address.

To set an auto-reply, go to Preferences – Mail. Under Receiving Messages, check “Send auto-reply message.” Enter your message in the box and set the start and end dates. Click the Save button at the top.

If you receive form submissions from your department’s web site, note that the auto-reply will be sent to each person who fills out the form, so you may want to address this in your auto-reply (e.g., “I will be out of the office until June 10th. If you submitted an online Referral Form, please be assured that I received your submission and will contact you when I return.”). Alternately, it may be better to change your form’s configuration so that the forms go to your departmental address or to someone else while you’re gone.

Address books

The “Global Address List” or GAL is the SNC address book. This is already configured and Zimbra will look up names and addresses in it automatically as you type in any address field (To, Cc, Bcc, etc.).

The Address Book tab is where you can store your contacts’ information. A “Contacts” (the default) and an “Emailed Contacts” address book are created for you. You can create additional address books and share them with others if you wish. By default the “Emailed Contacts” address book is turned off, but if you want it to automatically add all e-mail addresses you send mail to, go to Preferences – Address Book.

To add a new contact:

1. On the toolbar, click the arrow next to the New button on the toolbar and choose Contact.
2. Enter name, e-mail address, and other contact information as desired.
3. Click the Save button at the top.

To add a contact from an e-mail message:

1. Right-click the name/address bubble and choose Add To Contacts. If the right-click menu says Edit Contact instead, that means that the address is already in your address book.
2. Add additional information as desired and click Save.

To edit a contact:

1. In the Address Book, double-click on the contact, or click once on the contact and click the Edit button on the toolbar, or right-click the contact and choose Edit Contact.
2. Make the desired changes and click Save.

To delete a contact, click once on the contact and click the Delete button, or right-click and choose Delete.

Contact Groups (distribution lists)

In Zimbra, distribution lists – lists containing multiple addresses – are called "Contact Groups." When creating a Contact Group, you can select addresses from your address books or from the Global Address List (SNC directory), or you can type or paste in addresses. To create a contact group:

1. On the toolbar, click the arrow next to the New button and choose Contact Group.
2. In the Group Name box, type the name of the group.
3. To add members, in the Find field on the right, type a name, choose whether to search in the Global Address List (SNC directory) or your contacts, and click Search.
4. Names matching your search will be listed. Double-click on a name to add it, or click each name(s) you want to add and click the Add button. To choose more than one name, hold down the Ctrl key (Option key on Mac) while clicking once on each one.
5. To add someone who's not in your address book or the SNC directory, type the e-mail address(es) in the "Or enter addresses below (comma separated)" box at the bottom, separated with commas. You can also paste a list of addresses copied from Excel or another source into this box. Pasted addresses must be either comma-separated or one per line. Click the Add button.
6. Once all members are listed under "Group Members" on the left, click the Save button at the top.

Sharing address books

Zimbra allows you to share your address book(s) with internal SNC users, external guests, or the public. Although Zimbra allows it, you should never share an address book with the public or external guests (any non-SNC users) unless you have permission from everyone in that address book to share their information. By sharing people's personal contact information with external users, you may be violating the privacy of those people. When sharing address books, you specify the type of access permissions to give the grantee(s). There are four types of privileges you can grant:

- Viewer: The grantee can view the address book but cannot change it.
- Manager: The grantee can view and edit the contacts, add new contacts, and delete contacts.
- Admin: The same as Manager, plus the grantee can also share the address book with other users.
- None: Temporarily disable access to a shared address book without revoking the sharing privileges. The address book will still be listed in the grantee's list but its contents cannot be viewed.

To share an address book:

1. Right-click on the address book and choose Share Address Book.
2. In the Share Properties box, enter the e-mail addresses and access privileges.
3. In the Message area, choose the type of notification message to send. You should always send a notification message so that the recipient receives a message in which they can accept the share.
4. Click OK.

To change or revoke a person's sharing permissions:

1. Right-click the address book and choose Edit Properties. Users sharing the address book are listed.
2. Click Edit to change permissions, or Revoke to remove permissions.
3. Choose whether to send a notification message.
4. Click OK.

Accepting access to shared address book

If you receive an e-mail notification that you have been granted access to share an address book, you can accept or reject the share. If you accept it, the shared address book displays in your Address Books list.

Calendar

On the Calendar tab ,you can schedule and keep track of one-time and recurring appointments, meetings, and other events. You can also see when other Zimbra users are available and invite them to appointments, and view campus-wide event calendars. Each person has a primary calendar named "Calendar," which cannot be renamed. You can create additional calendars as needed and share them with others.

Viewing calendars

All of your personal and shared calendars are listed in the Calendar list on the left. Each calendar has a check box to the left of its name. Check the box to view the calendar or uncheck to hide the calendar. A list of shared campus calendars is also available under the SNC Calendars heading.

There are several different ways to view calendars: Day, Week, Month, etc. You can experiment to find the one that works best for you. To change the view for the current session, use the View button on the toolbar. To permanently change the view in which the calendar opens, go to Preferences – Calendar.

SNC Calendars & My Classes calendars

A list of publicly-shared campus calendars is available under "SNC Calendars." Instructors and students also have a "My Classes" calendar, which is automatically populated with their courses each semester. You can check or uncheck these as desired and your selections will be maintained when you log out and back in to Zimbra. However, if you delete or rename these calendars, another one with the original name will be recreated the next day. Those who manage SNC Calendars should refer to the handout http://www.snc.edu/techsupport/handouts/Software/Zimbra_Shared_Calendar_Management.pdf.

Creating a new calendar

Important: If you need a calendar that will be a shared department or group resource, the IT department will create it for you and give you administrator rights to it. To request a shared resource, fill out the "Dept/Group Calendar Request" form on mySNC. If an individual creates a shared calendar, and that individual then leaves the College, the shared calendar will be deleted along with that person's account. Having the IT department create it avoids this potential problem.

To create a new calendar for yourself:

1. On the Calendar tab, click the Create a new calendar button next to the word Calendars on the left.
2. Type the name of the calendar and select a color in which to display its events.
3. Click OK. The new calendar will be displayed in the list of calendars on the left.

Printing calendars

If you print calendars using the Print button on the toolbar, appointments from all of the calendars you have displayed will print, but it will not indicate which calendar each appointment comes from.

The other alternative is to print a single calendar using the following method:

1. Right-click on the calendar you wish to print and choose Launch in a separate window.
2. If prompted for your username and password, enter your Zimbra *firstname.lastname* username and password. The calendar will open in a separate window or tab.
3. Choose the desired view at the top, then print as usual using your web browser's print command.
4. When finished printing, close the calendar print view tab or window.

Scheduling appointments

To schedule an appointment, click the New button on the Calendar toolbar, or click the down arrow next to it and choose Appointment. To quickly create an appointment, you can double-click on a start time or drag through the meeting time on your calendar. When the QuickAdd Appointment box opens, you can click More Details to open the full appointment screen with several important fields:

- "Display" (Busy, Free, Tentative, or Out-of-Office) is used to set your availability during the meeting time. This status will be displayed on the Schedule page when others view your availability.
- The "Calendar" drop-down menu shows all of the calendars on which you can schedule appointments. Note that although the shared SNC Calendars, Athletics, and Service calendars are available, any events you put there will only be visible to you, not to the community.

- "Mark as" lets you mark an appointment as private or public. This is only relevant if you share your calendar with someone else. If an appointment is marked private, its details do not display when others view it; they can only see the start and end times of the appointment.
- In the full appointment screen, the large box at the bottom is for adding a message that will be sent to the attendees as part of the e-mail meeting invitation. If you leave this area blank, the standard invitation message will be sent.
- Reminders are pop-ups that notify you of an upcoming appointment. These pop-ups are only visible if you are on the Zimbra window/tab. You can also have appointment notifications/reminders sent via e-mail. To configure this option, go to Preferences – Notifications.

When creating an appointment for yourself with no other attendees, click the Save button at the top of the window to save the appointment to your calendar. When creating an appointment with invited attendees, there are two save buttons on the toolbar: Send, which saves the appointment on your calendar and sends the meeting request to the attendees, and Save, which lets you save the invite as a draft to send later and does not send the meeting request to the attendees.

Recurring appointments

To make an appointment that repeats every day, week, month, year, etc., first schedule the first instance of the appointment, then use the "Repeat" field to set how often it repeats. Choose Every Day, Every Week, Every Month, or Every Year, then click the "Customize" link and choose the necessary times. Experiment with these options to obtain the recurrence you want. If the appointment should stop recurring after a certain period of time (e.g., at the end of the semester), you can set an end date.

Copying appointments

To copy an appointment, right-click on an existing appointment and choose Create a Copy. The new appointment screen will open, allowing you to reproduce the appointment at another date/time and with other changed parameters if necessary.

Inviting attendees/Seeing people's availability

To invite people to a meeting:

Type the attendees' first or last name in the Attendees field, which will do an address book lookup just like in the e-mail To field.

If the schedule grid is not already displayed, click the "Show" link next to Scheduler. This enables you to see the attendees' availability to find a time when they are available.

To explore other dates/times when all of the attendees are available, click on the "Show Suggestions for..." link in the "Suggested Times" area on the left.

Responding to a meeting invitation

When you are invited to a meeting, you'll receive an e-mail invitation and the meeting will be added to your Calendar and displayed in a bold/darker color. When you open the message, you'll see a preview of your calendar for the day of the requested meeting. To respond to the invitation, click Accept, Tentative, Decline, or Propose New Time. A reply will be sent to the meeting requester. If you want to add a message to your reply or not send a reply, click the down arrow next to the Accept, Tentative, or Decline button and choose another option. You can also respond by right-clicking on the appointment in your calendar.

Once you respond to an invitation, the e-mail invitation will be automatically moved to the Trash. If you accepted, the appointment will become the normal color on your calendar; if you declined, the appointment will display in a faded view as a reminder of the meeting you declined. You can change your response at any time, or delete the declined appointment from your calendar if you wish.

Changing an appointment

1. Double-click on the appointment, or right-click on it and choose Open. If the appointment is part of a recurring series, you can choose whether to open only that particular instance or the whole series.
2. Make the necessary changes and click OK. If the appointment has attendees, an e-mail will be sent to them (this cannot be prevented) and the appointment will be changed on their calendars.

Deleting an appointment

Right-click on the appointment and choose Delete. If the appointment has attendees, the delete option will instead be labelled Cancel, and if cancelled, an e-mail will be sent to the attendees and the appointment will be deleted from their calendars. When deleting an appointment that is part of a recurring series, you can choose whether to delete only that particular instance or the whole series.

Sharing calendars

You can share any of your calendars with internal SNC users, external guests, or the public. Although Zimbra allows sharing with non-SNC users, be mindful of what information is on a calendar before sharing it. Make sure that you don't inadvertently share information that should be kept private (e.g., the fact that someone is on vacation) or may even violate privacy laws.

When sharing calendars, there are four types of privileges you can grant:

- Viewer: The grantee can view the events on the calendar and the status of meeting requests, but cannot make any changes to your calendar.
- Manager: The grantee has full permission to create appointments, accept or decline invitations, and edit or delete appointments from your calendar.
- Admin: Same as Manager, plus the grantee can also share the calendar with other users.
- None: Temporarily disable access to a shared calendar without revoking the sharing privileges. The calendar will still be listed in the grantee's list, but they cannot view events on the calendar.

To share a calendar:

1. Right-click on the calendar and choose Share Calendar.
2. In the Share Properties box, enter the e-mail addresses and access privileges.
3. In the Message area, choose the type of notification message to send. You should always send a notification message so that the recipient receives a message in which they can accept the share.
4. Click OK.

To change or revoke a person's sharing permissions:

1. Right-click the calendar and choose Edit Properties. Users sharing the calendar are listed.
2. Click Edit to change permissions, or Revoke to remove permissions.
3. Choose whether to send a notification message.
4. Click OK.

Accepting access to shared calendar

If you receive an e-mail notification that you have been granted access to share a calendar, you can accept or reject the share. If you accept the share, the shared calendar will be displayed in your Calendar list.

Other features

Preferences

You can change your personal settings on the Preferences tab. If you are not sure what any of the items do, feel free to contact the Help Desk.

Searching

Using the Search box, you can search for mail, contacts, tasks, appointments, files, or everything. The drop-down menu to the right of the search box allows you to choose which type of items to search.

To do a more complex search, click on Advanced in the search bar at the top. This opens a search pane across the top. This interface takes some getting used to, but it's very powerful. To add additional search criteria, click the buttons at the top. To perform Boolean "and" searches, open multiple instances of the same criterion. As you enter search criteria, the results are updated dynamically at the bottom. To close the search pane, click the Close button on the right side of the search toolbar. The search results will still be displayed. To return to your inbox or another folder, click on it in the folder pane on the left.

You can also save search queries and re-execute them later. To do so, click on Save in the search bar. Once you save a search, you'll see a "Searches" category in the column on the left (near the bottom, above Tags).

Tasks

The Tasks feature lets you create and manage to-do lists. Just as with calendars and address books, task lists can be shared with other users.

Tags

Tags are a classification system for e-mail and contacts and can be an aid to finding those items. Some people may prefer using tags to organize their messages because while a message can only be in one folder at a time, you can apply multiple tags to the same messages and contacts. You can search for a tag and all messages with that tag will be displayed, no matter which folder they are in.

Creating tags

- On the toolbar, click the down arrow next to the Tag button and choose New Tag, or
- Right-click on an item and choose Tag Message – New Tag, or
- Click the Create a new tag button in the Tags section on the left.

Give the tag a name, choose the color, and click OK.

Tagging items

To tag an item, right-click on it and choose Tag Message (Tag Task, Tag Contact, etc.), then choose the desired tag from the list that appears. Only tags that are not already applied to the item will be listed. You can also drag the tag from the column on the left and drop it onto the desired item. To tag or untag multiple items at once, select all of the items to be tagged using the check boxes next to them or Ctrl+click (Option+click on Mac) or Shift+click, then apply or remove the tags as described above. To remove a tag, right-click on the item and choose Tag Message – Remove Tag. To find tagged items, just click on a tag in Tags section of the column/pane on the left. All items with that tag will be displayed. To return to your inbox or another folder, click on it in the folder pane on the left.

Briefcase

The Briefcase feature lets you upload files (documents, spreadsheets, presentations, PDFs, etc.) into your Zimbra account, allowing you to access these files whenever you log in to your account from any computer. Note that you cannot save files directly into the briefcase; you must save them somewhere else and then upload them. Files in the briefcase are copies of the original file. Changing a file in your briefcase does not change the original file on your hard drive, J drive, etc. You can also save e-mail attachments to briefcase folders and create different briefcase folders to organize the files. Just as with mail folders, calendars, and address books, briefcases can be shared.

When downloading or opening briefcase files, you may be prompted to log in again. Be sure to log in with your *firstname.lastname* Zimbra login, **not** your 6-character network login ID. If you log in incorrectly, you will receive an error which cannot be cleared until you log out, close your browser, and start over.

RSS feeds

You can subscribe to RSS feeds directly from your mailbox by creating a folder for each RSS feed. RSS is a format used by web sites to distribute updates, headlines, and other information to those who subscribe to the site's "feed." Feeds generally contain headlines, summaries, and links to full-text articles on the web.

1. Click the New Folder button at the top of the Folders pane on the left.
2. In the "Name" box, type a name for the RSS feed folder.
3. Check the "Subscribe to RSS/ATOM feed" box.
4. In the URL box, enter the URL of the feed. You can copy and paste it from the feed's web page.
5. In the folder list, choose where to add the feed. Click "Folders" at the top to put the feed at the top level, or choose a folder to make the feed a subfolder of that folder. Click OK.

Assistance and questions

If you have any questions or need more information, contact the Help Desk at (920) 403-HELP (4357) or helpdesk@snc.edu. The Help Desk is for St. Norbert College account holders only.