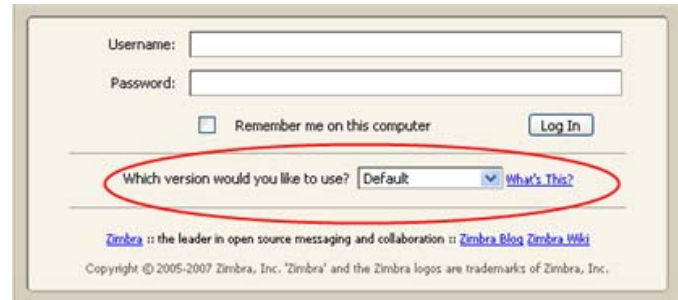## Browser Compatibility

The Zimbra Web Client is designed to work within an Internet browser. The recommended browser is Mozilla Firefox 2.0 or later. Not all browsers are supported, so check with your administrator if you have questions.

Follow these general guidelines when using the Zimbra Web Client within a browser:

- The browser's **Back** button takes you to the previous page you were viewing. You can also use the **Forward** button.

- Do not use the browser's **Reload** (Refresh) button. Doing so will restart your session.

Logging In

Open a browser window and enter the URL provided by your administrator. In most cases, Advanced is the default client and is opened automatically when you log in. Before you enter your name and password, you can switch to the standard web client or to the mobile client.
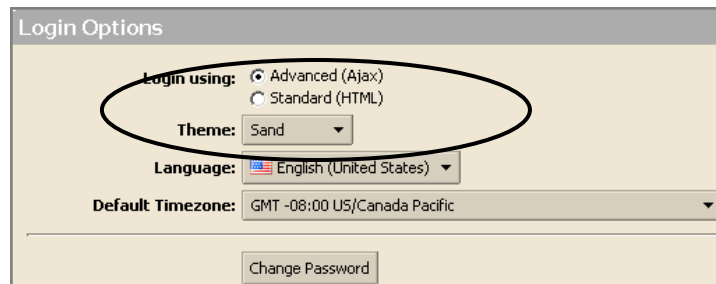

You can change the default from your Preferences General tab after you log in.

To change the default to standard after logging in:

1. Select the Preferences > General tab.

2. Select either **Advanced** or **Standard** in the **Login Options** section.

3.

4. Click **Save**.

The next time you log in, your selection will be the default.

To log in

5. Open a browser window and enter the URL provided by your Zimbra administrator.

   For example:

   http://mail.domain.com/zimbra/mail

6. When the login screen appears, type your user name. You may be required to type your full email address as the user name and your password.

   Example of a full email address, type:

   myra@example.com
   myra123

   Your password displays as ****** on-screen, to protect your privacy.

   To be remembered on this computer until the session expires or you log out, check Remember me on this computer.

   If you check this, you will not have to log in every time you restart the browser during a day. When this is checked and you do not log out, your session remains active until the session expires. The system administrator configures how long a session is active.

   Note: If you leave your web client open in your browser but do not access your mailbox for a period of time, your session may time out and then you will need to log back in.

   If you do not want the default client type, change the version displayed.

7. Click **Log In**.

To log out

To prevent others from logging in to your email account, you should always use the **Log Out** link to close your session.

Forget your password?

If you forget your password, contact your administrator to reset it for you.

If Your Session Expires

Your system may be configured with a session time-out that automatically logs you out if your session is inactive for a pre-configured period of time.

Your administrator may also set a maximum session length, e.g.., a maximum amount of time that you can be logged in, regardless of whether any activity occurs or not.

Therefore, you may periodically see the login screen, even if you are already logged in. If that happens, simply log in again and continue working.

Navigating the Zimbra Web Client

When you log in you see a full screen view similar to the one shown below. The view changes when you use another ZWC application. This view is the Mail view.
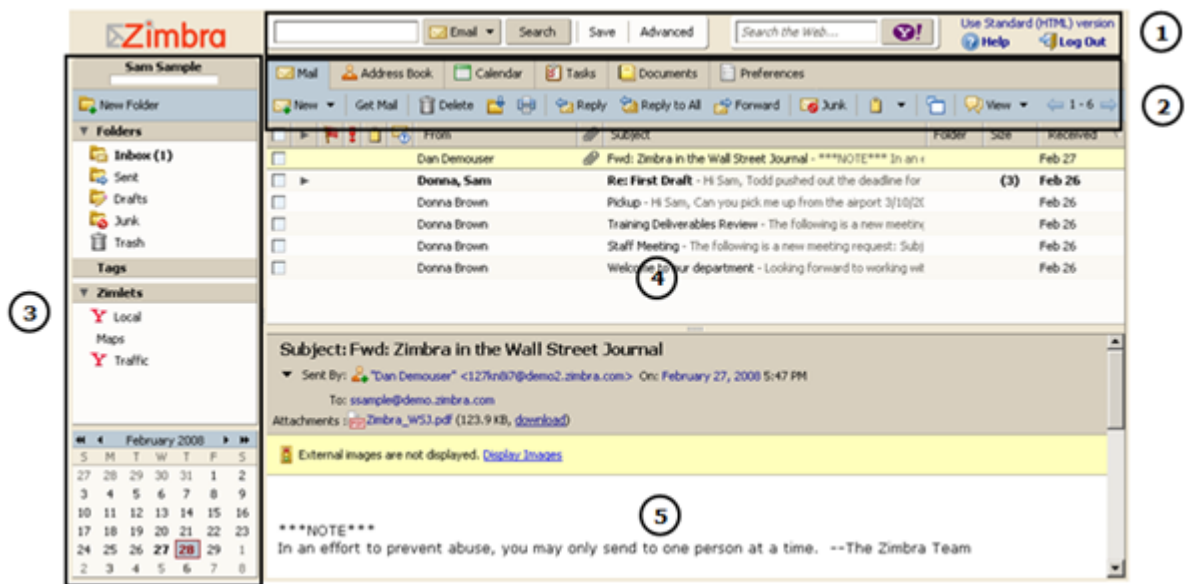
Refer to the following table when viewing the ZWC.

Number	Description
1	**Window Header**. Displays the following: **Search Bar** - including the Save and Advanced buttons for ZWC searches

| Number	Description
	![Help] and ![Log Out] are displayed on the right
2	**Toolbar**. Displays the following: **Tools Tabs** – click a tab to access the different ZWC tools available for your account. In this example, Email is open. **Action Buttons** – click an action button to perform a task available for the application you are currently using. In this example, the **Email** action buttons are displayed in the toolbar.
3	**Overview Pane**. Displays the following: **User Name** – the user name under which you logged in **Quota Display** – your mailbox quota **Folders** – including system folders (Inbox, Sent, Draft, Junk, Trash) and folders you created **Searches** – search queries that you created and saved for future use **Tags** – any tags you have created. Click on a tag to quickly see all messages that are tagged with that tag. **Zimlet** – links that may have been created to integrate with third-party applications from within your mailbox. Depending on your configuration, you may not have access to Zimlets from the Overview Pane. **Mini-Calendar** – optional. You can disable the mini-calendar using the **Preferences > Calendar** tab.
4	**Content Pane**. The content of this area changes depending on what application is in use. In the Inbox view, it displays all messages or conversations in your Inbox.

Number	Description
5	**Reading Pane**. Email messages are displayed in the Reading Pane. In the email message shown here, you can see: **Contact Zimlet**: Click a name in any email message to quickly add the name as a contact in an address book. **Meeting Zimlet**: Click a meeting or appointment in any email message to quickly add the meeting to your calendar.

# User Interface Features and Shortcuts

The Zimbra Web Client interface includes many convenient features.
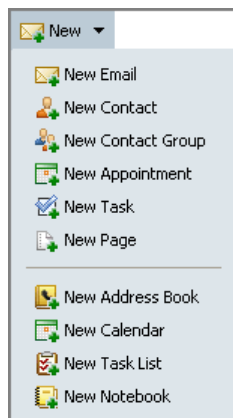
Down-arrow menus. Some buttons have a small down-arrow icon next to them.

- Click on the button to perform one action (such as open a new compose window).

- Click on the down-arrow icon to display a drop-down menu of additional choices, as shown here.

Drag and drop. Click on and drag messages, conversations, tasks, etc. between folders.
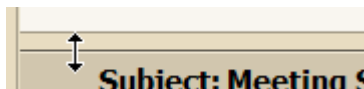

Movable sash. For split-pane windows such as the Conversation view, you can use the sash to increase or decrease the relative sizes of the upper and lower panes. Click and drag on the bar separating the panes.

Clickable items. Zimbra follows standard browser conventions by changing the mouse cursor to a hand when it passes over an active link.

Tool-tips. Passing your mouse cursor over items, such as command buttons, conversations, or email addresses in message headers, displays a small text box of descriptive information about the item.
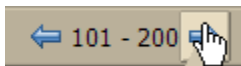
Paging. Use the left and right arrows in list windows to page back and forth if the list is too long to fit into a single window. Note that the paging buttons may behave differently on different screens. The numbers represent the sequence of items on that page. Use the Tool-tips display to identify what the paging will do on your current screen.
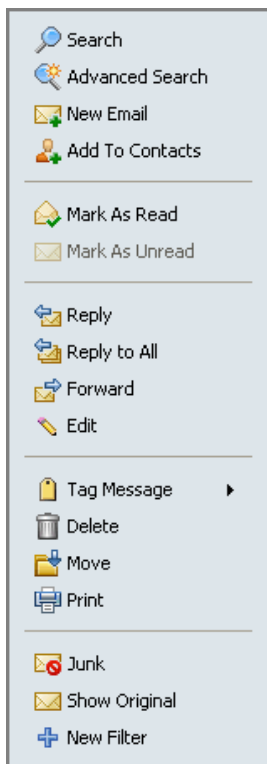
Right-click menus. Right-click on items (such as folders, conversations, messages, or items in email headers) to display a menu of functions that you can perform on that item. This is an example of the right-click menu on a user name in the Inbox From column.

The menu choices displayed depend on the type of item. Right clicking on the following displays right-click menus:

- **Conversations**. You can mark conversations as read or unread, apply tags to conversations, delete conversations, or move conversations between folders.

- **Messages**. You can reply to or forward messages, mark as read or unread, apply tags to a message, delete a message, move it to another folder, print, show original header information, and create a new filter.

- **Names in message headers**. You can perform searches on the name, begin composing a new Email message addressed to that person, or add the person to your personal Contacts list. If the name is an existing contact, you can edit the contact entry.
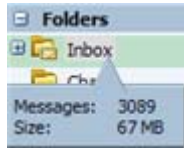
Folder Information. If you hover the cursor over a folder, the number messages in the folder and the size of the folder are displayed.

Applying an Action to Multiple Selections

When you view a folder by clicking on the folder name in the Overview pane, the contents of the folder display with one item selected (highlighted). You can select one or more items to perform actions as follows:

- **Click** to select one item at a time. Click on another item to de-select the previous one.

- **Double-click** to open an item.

- **Right-click** an item to display a menu of actions that can be applied to this item. You can also right-click after selecting multiple items, to apply the same action to all of them at once.

- **Control-click** selects multiple items. Can also be used to de-select the current item, leaving nothing selected.

- **Shift-click** selects multiple items in sequence. Click on one item and then Shift-click another item further down the list. All items between the two selected items are highlighted.

You can select multiple items, and with one right-click, choose to **Mark as Unread**, **Tag**, **Delete**, or **Move all selected items**.

Zimbra Assistant

Zimbra Assistant is an advanced user feature that provides a quick way to interact with the ZWC using the keyboard to do the following tasks:

- Create new appointments

- Go to a specific date in your calendar

- Create new contacts

- Send a new Email message without changing the application you are currently using

You can open Zimbra Assistant from any ZWC view except the Preferences tab.

The keyboard shortcut to open Zimbra Assistant is ` (back quote) or shift~ (tilde) [key image] The tilde key can be found below the Escape (Esc) key.

> Shift ~ (tilde) does not work when using Safari or Firefox from a Mac OS X. The back quote (`) does work.

To use Zimbra Assistant:

1. Use a shortcut key (either the back quote or shift tilde) from within the ZWC to open the Zimbra Assistant dialog.

2. Click **Help** for detailed help on Zimbra Assistant.

3. Enter one of the following commands into the dialog:

   o To create an appointment, type **appointment**. You can then enter a subject in quotes, the time, a date and day of week, and any notes for the appointment. Click **OK**.

      Note: If you want more advanced appointment features, click **More details** to go to the Calendar Appointment page.

   o To go to a specific date in your calendar, type **calendar** and the date, or the day of the week. Click **OK**.

      Note: After the date you can enter the Calendar view you prefer: day, work week, week, or month. The Calendar opens in that view.

o   To create a new contact, type **contact** and enter the contact information. Click **OK**.

> **Note**: If you want to open the Contacts detail form, click **More Details**. Use this form to specify which address book you want to add the contact name to.

o   To send an email without opening a compose window, type **mail**. Enter the subject in quotes; type **to:name@address**; and then type the body of the message. Click **OK**.

ZWC Keyboard Shortcut Keys

Shortcut keys can be used to navigate in the Zimbra Web Client (ZWC) and you can create your own shortcut key combinations. Use the **Preferences > Shortcuts** tab to see the list of shortcut keys and to create your own shortcut keys. The four **Shortcuts** tabs display the following:

- **Shortcut List** includes a list of shortcuts for all applications.

- **Email Folder Shortcuts** lets you create and assign shortcuts to access email folders.

- **Saved Search Shortcuts** lets you create and assign shortcuts to your saved searches.

- **Tag Shortcuts** lets you create and assign shortcuts to tags that you have created.