



## Replying to an Email Message

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

-  Click this button in the toolbar to open a new email compose window with the **To** field populated with the name of the person who sent you the original message.
-  Click this button in the toolbar to open a new email compose window with the **To**, **Cc**, and **Bcc** fields populated with the names of all recipients of the original message. Use this option if you want everyone who received the original message to receive your response.

Both options include the body of the original message in the reply. However, attachments from the original message are not included in the reply.

Depending on how you set your user preferences, the text from previous messages may have a character showing the number of previous exchanges that have occurred since this text was written.

For example if the reply is part of an ongoing conversation, and you have the option **Include original message with this prefix** set to use the > character, the text from each part of the exchange is shown with angle brackets:

> Previous message

>> Message before previous message



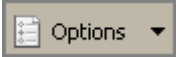
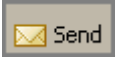
>>> And so forth



If the message is in a conversation, changing the **Subject** line will cause your reply to appear in a new conversation.



### To reply to a message:

1. Select the email you want to reply to.
2. Click  or  in the control bar. A new compose window is displayed with the address(es) in the header and the original message in the body.
3. Type your reply.
4. Click  on the toolbar if you want to change how the original message is included in the reply. The options include:
  - Don't Include Original Message
  - Include Original As Attachment
  - Include Original
  - Include Original With Prefix
  - Include Last Message Only
  - Your default option is marked but you can change it for this email only.
5. Click .



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 an Email Message

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

### To forward a message:

1. Select the email you want to forward.



2. Click  on the toolbar. A compose window opens. The text of the forwarded message appears in the body unless you have chosen to forward messages as attachments using the **Preferences > Mail** tab.
3. Enter addressees in the **To**, **Cc**, or **Bcc** fields.
4. Add a few lines of new text at the top of the message to let the recipient know why you decided to forward the message.
5. Click .

## Optional Email Features

There are several optional email features available when using the ZWC. For example, you can:

- Create an email signature
- Forward your Zimbra email to another email address
- Customize your initial email page

### Email Signatures

An email signature is closing text included at the end of an email. A signature can include your name and any additional text or graphics allowed by your email account. Contact your system administrator if you have questions about what is allowed by your email account.

For example, a signature could read:

**John Smith**  
Vice President of Engineering  
Widgets Division  
Acme Corporation, Inc.  
303-555-1212 x111  
john.smith@example.com

If you create multiple email identities (also known as personas), you can create different signatures and assign them to specific addresses. More information on email identities and personas is provided in the Managing Email chapter.

### To create a signature:

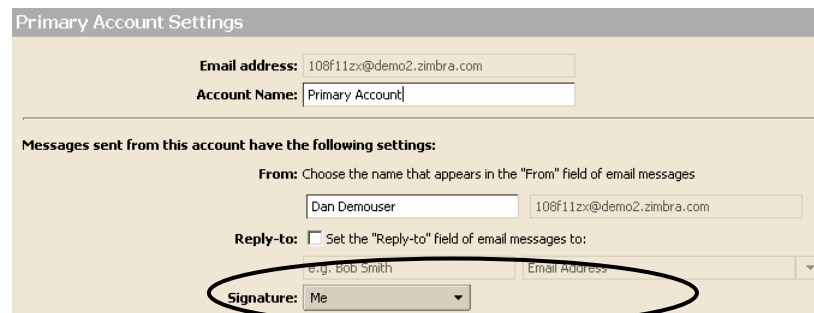
1. Use the Preferences > Signatures tab.
2. Type an identifiable name in the **Signature Name** field. You can create multiple signatures, so using an identifiable name here is important.



3. Type the signature text exactly as you want it to appear in the text box.
4. Specify where you want your signature displayed in the **Using Signatures** section.
  - o Select **Above included messages** to add your signature at the end of the your composed, replied to, or forwarded text.
  - o Select **Below included messages** to add your signature at the end of the message.
5. Click Add Signature.

### To apply this signature as the default signature for your account name:

1. Use the Preferences > Accounts tab.



2. Select the signature name from the **Signature** drop down menu at the bottom of the screen.



## Undeliverable Email

Sometimes a message bounces, meaning it cannot be delivered for a reason such as:

- Recipient is not a valid or existing email address. Verify that you have the correct email address.
- Recipient's email system rejects the email for one reason or another.
- Recipient's mailbox is full.

If a message is rejected, you will receive an undeliverable mail message that includes:

- At least part of the contents of your original message
- Some system-generated error messages that provide more information as to why the email has bounced.

Try to correct the problem and re-send the email.

If the email bounces due to a bad email address, but you are certain that the address is valid:

- Contact the recipients using other means.
- Have the recipients resolve the issue with their system administrators.

Contact your administrator if:


- Every email message you try to send is rejected.
- Email bounces with **user unknown** or **bad address** messages for addresses that you used from your corporate address list.
- You start receiving bounce messages for email you did not send.

## Setting a Forwarding Address

You can identify an email address to forward your messages to and choose to retain the message in your mailbox or automatically delete the message when forwarded.

### To forward your email:

1. Use the **Preferences > Mail** tab. Scroll down to the **Receiving Messages** section.



Receiving Messages

**When a message arrives:** Forward a copy to:

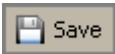
Don't keep a local copy of messages

Send a notification message to:

Send auto-reply message:

**Messages from me:** When I receive a message originally sent by me

Place in Inbox  Place in Inbox if I'm in To: or Cc:  Ignore message

2. Type a complete forwarding address in the **When a message arrives: Forward a copy to** field.
3. If you want to automatically delete the email from your account, enable **Don't keep a local copy of messages**.
4. Click .