

6 Customizing Your Email Features

This chapter explains how to...

- Set up new mail notification
- Create away messages
- Manage your account identities
- Change your default time zone

The ZWC offers several email features that you may choose to use when managing your mailbox. The advance email features include:

- **New Email Notifications.** Send email to another email message to notify you when you receive email in your Zimbra mailbox.
- **Away Messages.** Send out-of-office auto-reply messages when you are away.
- **Personas/Other Email Identities.** Create separate email identities, also called personas, to manage different types of email. For example, you can create a business persona for your business email and a personal persona for your personal email.
- **External Accounts.** Configure your Zimbra mailbox to check email at other, external email addresses.
- **RSS Feeds.** Create a folder to receive RSS (Really Simple Syndication) feeds directly into your Zimbra mailbox.
- **Mailbox Quotas.** Manage the size of your Zimbra mailbox, so you do not exceed your quota.

Setting a New Email Notification

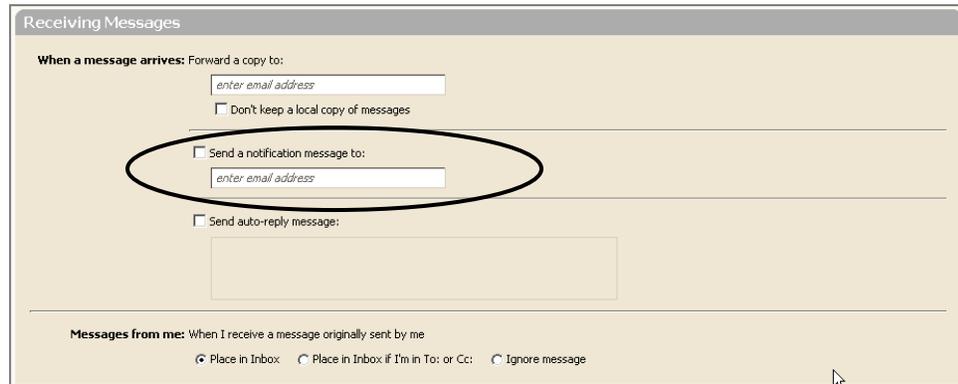
You can configure your email options to notify you at another email address when you receive email to your Zimbra mailbox. This feature may be useful if you do not receive a lot of email



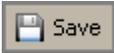
to your Zimbra account, but when you do receive email, it's important enough to require a timely response.

To set notification:

1. Select the **Preferences > Mail** tab, and scroll to the **Receiving Messages** area.



Check **Send a notification message to**.

2. Enter the email address.
3. Click  **Save**.

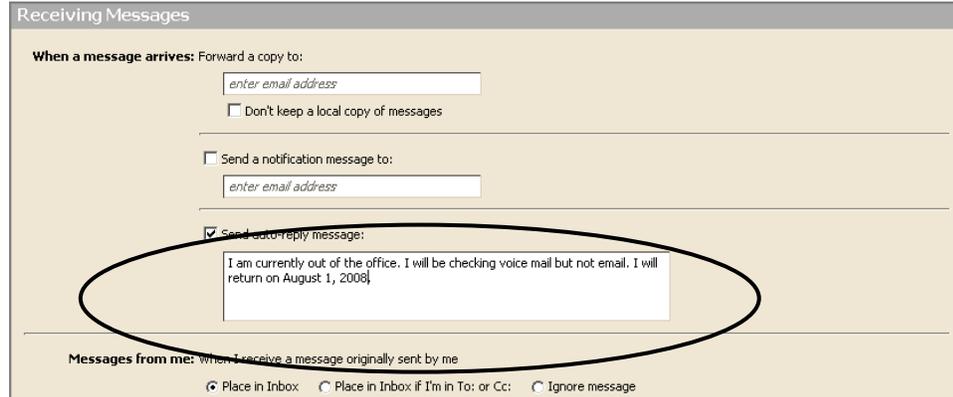
Creating an Away Message

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 set an away message:

1. Select the **Preferences > Mail** tab, and scroll to the **Receiving Messages** area.



Receiving Messages

When a message arrives: Forward a copy to:

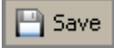
Don't keep a local copy of messages

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. Check Send auto-reply message.
3. Enter the message to be sent in the text box, such as the message shown above.
4. Click .



Remember to turn off the away message when you return. To turn off the away message, uncheck **Send auto-reply message**. The away message is disabled immediately.

Managing Your Account Identities

There are two different aspects to account identities in ZWC:

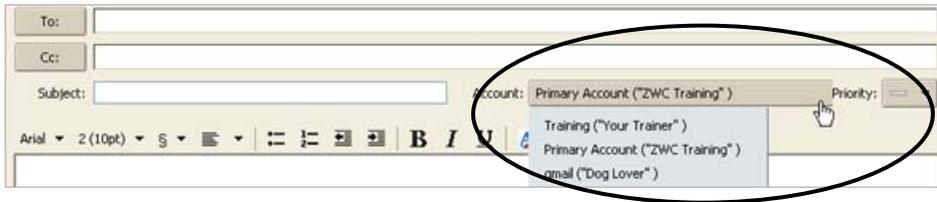
- **Account identities.** These are also known as personas, within your Zimbra account
- **External accounts.** These are other email accounts you may have besides your Zimbra account

When you send new email or reply to or forward an email message, one identity is always associated with the email. This is the default identity or persona created as your account name and is used unless you set up different identities.

Creating different account identities, called personas, allows you to use multiple email addresses from your mailbox. You might want to do this to manage different roles in your job and personal life from this single email account.

You can also add external account addresses to your Zimbra account to retrieve email from your other POP accounts. You can configure the external account settings so that when you reply to those messages, a specific address is shown in the **From** field.

If you have set up more than one persona or added external accounts, when you open a new compose window, your identities are listed in the **Account** field in the header.

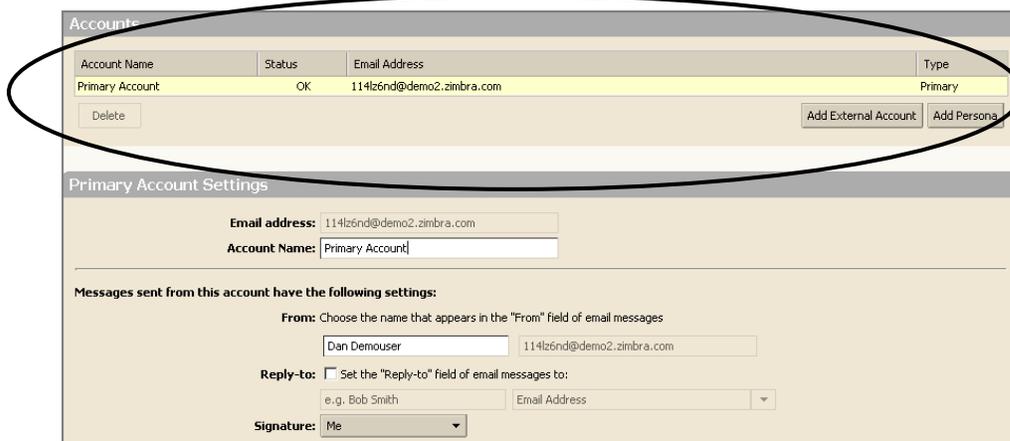


Creating a Persona

Creating different personas allows you to use multiple email addresses from your mailbox. For example, you could use your default persona for your business email correspondence and you can create a new persona for your personal email correspondence.

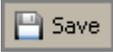
To create a persona:

1. Select the **Preferences > Accounts** tab. Your default account information is shown at the top of the tab.



2. Click . A new account name appears, and the **Persona Settings** area appears.

Account Name	Status	Email Address	Type
Primary Account	OK	11568ou4@demo2.zimbra.com	Primary
New Persona 1	OK	11568ou4@demo2.zimbra.com	Persona

- Complete the fields in the **Persona Settings** area, as shown on the next page.
- Click  on the toolbar to save your new persona.

Complete the fields in the **Persona Settings** area, as shown in this example where a **Training Persona** is created to manage all emails related to training.

Persona Settings

Use personas to quickly change many settings when sending email messages. For example, if you sometimes send email in a particular role at work, create a persona for that role.

Persona Name:

Messages sent from this account have the following settings:

From: Choose the name that appears in the "From" field of email messages

Reply-to: Set the "Reply-to" field of email messages to:

Signature:

Use this persona: When replying or forwarding messages sent to:

Enter email addresses separated by commas or semi-colons

Replying to or forwarding messages in folder(s):



Enter folder names separated by commas or semi-colons

- Enter a name for this persona in the **Persona Name** field. This is the name used to identify the persona in the **From** list when you are composing an email. It does not appear in the email message.
- Specify the **From** information for this persona:
 - Type the name that should appear in the **From** field of your outgoing email messages. This is the friendly name that is shown before your email address.
 - Select the email address from which to send messages into the second field. If this field is not editable, you do not have additional external accounts identified.
- To direct replies to emails from this persona to a name and address different from that which you configured in **From**.
 - Check **Set the "Reply-to"** field of email messages to.



- Enter the name and address that should receive replies for this identity. For example, replies to training messages should be sent to **Team Training** at **training@yahoo.com**.
8. Select a signature for this persona using the **Signature** drop-down menu.
 - If you have not created the signature, you can come back and edit this persona later.
 - If you do not want the signature to be applied automatically, select **Do Not Attach Signature** from the menu.
 9. To automatically use this persona when replying to messages sent to a specific email address, or when forwarding messages from that address:
 - Check **When replying or forwarding messages sent to**.
 - Type the email address(es) in the field. If you are entering more than one email address, separate addresses with either a comma or a semi-colon.
 10. To automatically use this persona when replying to messages in a specific folder, or when forwarding messages from this folder:
 - Check **Replying to or forwarding messages in folder(s)**.
 - Click the folder icon to select one or more folders from the list of existing folders or to create a new folder.
 - If you are selecting more than one folder, separate the folder names with either a comma or a semi-colon.

To create a signature for use with this persona, use the **Preferences > Signature** tab. Refer to **Email Signatures** in Chapter 3 for instructions on creating email signatures.

Retrieving Email from an External Account

Using ZWC, you can link your external email accounts to your Zimbra mailbox. Then, you can retrieve email from your external account(s) in your ZWC, instead of logging into each external account separately.

When you set up your external account on ZWC, you can:

- Specify where the messages will be saved



- Create a persona to be used when you reply to or forward a message received from that external account

Information You Need

When you set up your external account you need to know the following details. You may need to contact your email provider for this information.

- **Account type.** This is the type of email you service provider uses: POP or IMAP.
- **User name on the account.** This is the user name associated with this email account. Sometimes your user name is the part of your email address before the @ and other times it is your full email address.
- **Email server.** This is the server name for your external account.
- **Advanced settings.** Your provider should let you know if they do not use a standard IMAP (143) or POP (110) port. Enable **Use an encrypted connection (SSL) when accessing this server** when you need to connect securely to the external server. The port numbers will change.

Receiving Messages from Your External Account

When you retrieve your external email messages, the messages and attachments are saved to the folder you specify when you configure your account information.

Messages from your external account(s) are not automatically received in your Zimbra Web Client account. To check for email from your external account(s):

- If you configured the **Inbox** to be the folder to save the external account's messages, click  on the toolbar. Your Inbox folder is updated with all new messages including messages from your external accounts.
- If you configured another folder for your external accounts, select that folder and click the  button on the toolbar. Messages are delivered to your folder.
- If you configured another folder for your external accounts, right-click the folder. The menu has a **Get External Mail** option. Select this option to receive messages.

Adding an External Account

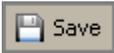
To add an external account to your ZWC account:

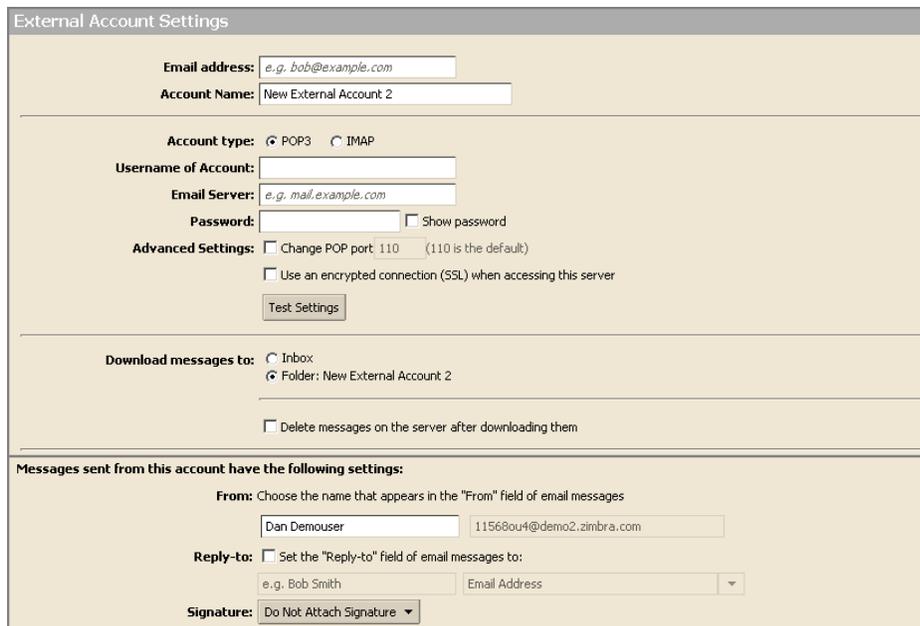
1. Select the **Preferences > Accounts** tab. Your default account and persona information is shown at the top of the tab. In this example, a persona has already been created.



2. Click . A new external account name is added to your accounts, and the **External Accounts Settings** area appears.



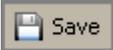
3. Complete the fields in the **External Accounts Settings** area, as shown on the next page.
4. Click  on the toolbar to save the external account settings.



The screenshot shows the 'External Account Settings' form with the following fields and options:

- Email address:**
- Account Name:**
- Account type:** POP3 IMAP
- Username of Account:**
- Email Server:**
- Password:** Show password
- Advanced Settings:**
 - Change POP port: 110 (110 is the default)
 - Use an encrypted connection (SSL) when accessing this server
 -
- Download messages to:** Inbox Folder: New External Account 2
- Delete messages on the server after downloading them
- Messages sent from this account have the following settings:**
 - From:** Choose the name that appears in the "From" field of email messages.
 - Reply-to:** Set the "Reply-to" field of email messages to:
 - Signature:**



5. Enter the exact email address of the external account in the **Email Address** field.
6. Enter a name to identify this account into **Account Name** field in the **External Account Settings** section. You can select this account name from the From address list when you compose new email messages.
7. Check the **Account type**: POP or IMAP.
8. Enter the name of this email account into the **Username of Account** field.
9. Enter the email server host name into the **Email server** field.
10. Enter the password you use to log on to this external account in the **Password** field. To see that the password you typed is correct, check **Show password**.
11. If your service provider uses a different port than the default, change it in the **Advanced Settings** area. If you use a secure connection, enable **Use an encrypted connection (SSL) when accessing this server**.
12. Select where the messages should be saved using the **Download messages to** section. The default is to create a new folder and enable it to receive the messages. But if you want the messages in your Inbox, select Inbox.
13. Enable **Delete messages on the server after downloading them** if you want the message deleted from your external account when it is sent to your ZWC account.
14. Type the name that should appear in the **From** field of your outgoing email messages (for example, John). This is the friendly name that is shown before your email address.
15. Check **Reply-to** if replies should be sent to a name and address different from that which you configured in **From**. Enter the name and address that should receive replies for this identity. For example, replies to training messages sent by John should be sent to **Team Training** at **training@example.com**.
16. Select a signature for this external account using the **Signature** drop-down menu.
 - If you have not created the signature, you can come back and edit this external account later.
 - If you do not want the signature to be applied automatically, select **Do Not Attach Signature** from the menu.
17. Click  on the toolbar to save your new external account settings.

To create a signature for use with this external account, use the **Preferences > Signature** tab. Refer to **Email Signatures** in Chapter 3 for instructions on creating email signatures.

Subscribe to an RSS

You can subscribe to Web sites that provide your favorite RSS (Really Simple Syndication) and podcast feeds to send updated information directly to your mailbox.

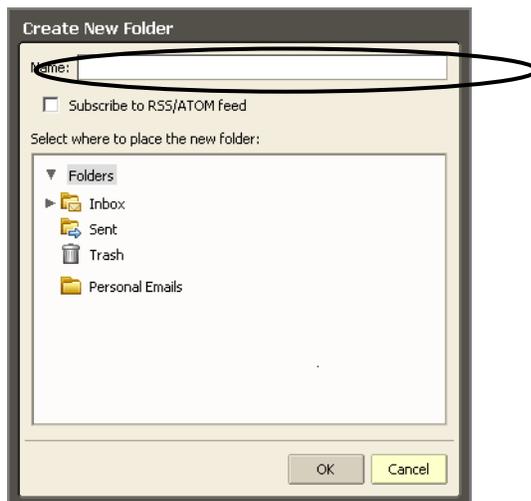
You need to know the URL for the RSS before proceeding.

To subscribe to an RSS feed:

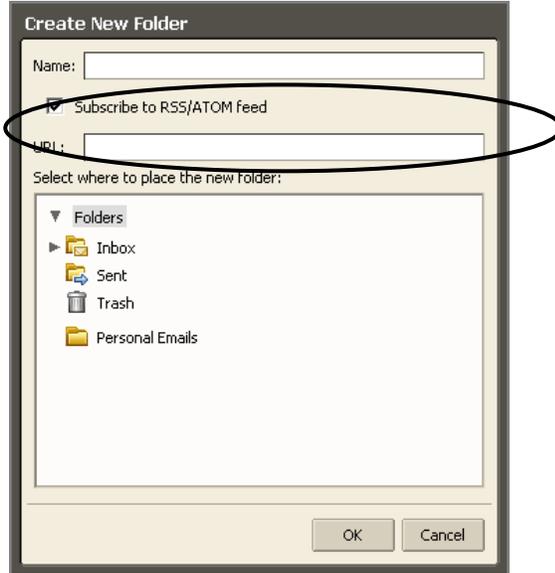
1. Click  above the **Folders** heading in the Overview pane. You must create a separate folder for each RSS feed.



The **Create New Folder** dialog appears.



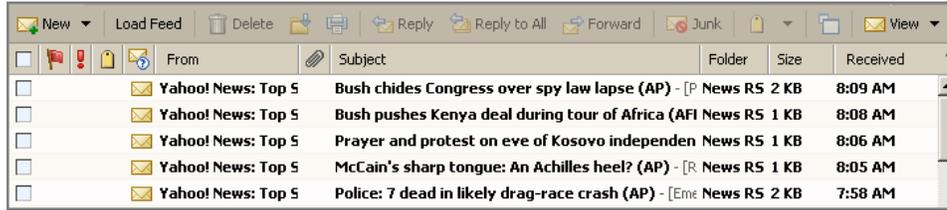
2. Type the name of the RSS feed folder in the **Name** field.
3. Check **Subscribe to RSS/ATOM feed**. The URL field is displayed in the dialog.



4. Enter the URL for the feed in the **URL** field.
5. Select where to add the RSS feed folder in the folder menu. If you choose the root folder, the new folder is displayed at the highest level in your folder view, which is the same level as your Inbox folder.
6. Click . The new folder, with the RSS feed icon , displays as the folder in your Overview pane. The feed is automatically sent to the folder in your Zimbra mailbox.



7. Open the RSS folder. The content is displayed in the Content pane.



8. Click  in the toolbar to update the content.

Mailbox Quotas

To keep disk and resource usage to a manageable level, your administrator may enforce quotas to limit the amount of disk space your mailbox can consume.

The display banner under your name in the shows a bar showing how much of your quota you have used.



If you are over quota, the following things may happen:

- You receive an email notification.
- Your email interface displays a notification when you log in.
- Email sent to you may be returned (bounced), along with a notification that your mailbox is full.

To reduce the size of your mailbox:

- Delete old messages that are no longer needed.
- Look for and delete messages with large file attachments. Save the file attachments locally if you want to preserve them.
- Delete Documents notebooks, pages, images and attachments that are no longer needed.
- Empty the Trash and/or Sent folders.

Zimbra also supports automatic purging of messages that are over a certain number of days old. Your administrator sets the policy for when messages are purged, how old they have to be, and which folders are purged.

Changing Your Default Time Zone

Change the default time zone for your mailbox using the **Login Options** area of the **Preferences > General** tab.



The default time zone setting that is displayed in this tab is used to localize the time for received messages and calendar activities in the standard web client. The advanced web client uses the the timze zone setting on the computer as the time stamp for received messages and calendar activities, not the time zone setting in the General tab.