# University Information Technology Services

**Faculty & Staff Email**  
**Zimbra Collaborative Suite**

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Introduction

The Faculty & Staff Zimbra Collaboration Suite is a full-featured messaging and collaboration application offering reliable, high performance email, address book, and shared calendaring capability. Depending on your needs and preference, Zimbra users have the choice of using the native web client or a program such as Microsoft Outlook 2016 as your interface.

This document was written utilizing the Default/Advanced (Ajax) client in Zimbra. The Ajax client offers the full set of Web collaboration features. This client works best with newer browsers and faster internet connections.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Compose, send, and view email messages
- Search email
- Create and share folders
- Add a contact and contact group
- Create and share calendars
- Schedule appointments, meetings, and events
- Create a task list
Logging into Zimbra

1. In your preferred Internet browser, navigate to https://email.kennesaw.edu

2. Enter your NetID Credentials in the appropriate fields.

3. Click Login.

4. You will be taken your email inbox.
The Zimbra Interface

Upon logging into Zimbra, you will be taken to your Inbox. From here, you have access to your email, Mail Folders, Calendars, Contacts, Tasks, and Preferences. The layout of the Zimbra Client is as follows:

![Zimbra Interface Diagram]

<table>
<thead>
<tr>
<th><strong>A. Application Tabs</strong></th>
<th>Provides access to items such as <strong>Contacts, Calendar, Tasks, and Preferences</strong></th>
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<tr>
<td><strong>B. Create New</strong></td>
<td>Compose new emails, appointments, tasks, contacts, folders, tags among other items</td>
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<tr>
<td><strong>C. Overview Pane</strong></td>
<td>Displays various mail folders, contacts, calendars, and task lists depending on which tab is selected</td>
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<td><strong>D. Saved Searches</strong></td>
<td>Displays saved searches</td>
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<td><strong>E. Tags</strong></td>
<td>Displays the various tags that you have created</td>
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<tr>
<td><strong>F. Search</strong></td>
<td>Allows you to search for emails or other items</td>
</tr>
<tr>
<td><strong>G. Email actions</strong></td>
<td>Reply, Reply all, email forwarding, email deletion among other actions</td>
</tr>
<tr>
<td><strong>H. Inbox</strong></td>
<td>Displays your email inbox</td>
</tr>
<tr>
<td><strong>I. Email Quota</strong></td>
<td>Indicates your remaining email storage space</td>
</tr>
<tr>
<td><strong>J. Refresh Mail</strong></td>
<td>Refreshes your inbox, acting as the Zimbra <strong>Send/Receive</strong> action</td>
</tr>
<tr>
<td><strong>K. Message Pane</strong></td>
<td>Displays the selected email</td>
</tr>
</tbody>
</table>

Viewing Your Email

Upon logging into Zimbra, you will see your email inbox. Upon clicking on an email, the selected message will appear on the **Message Pane** on the right-hand side of the window. You also have various options regarding viewing email. For example, you may view emails by messages, sort emails, change sorting options, or view emails by conversation.
**Viewing Email by Messages**

Messages can be displayed in the Inbox by date. By default, upon logging into Zimbra, you will see your email view by Messages. In this view, you will see your email in the center panel with the ability to sort by date, subject, email size, and other fields.

![Figure 5 - Viewing Email by Messages](image)

**Sorting Email by Date**

Emails in Zimbra will be sorted by most recent. To toggle between viewing the newest and oldest emails in your inbox, click on the **Sorted by Date** button. This will switch your view from most recent email to oldest email.

![Figure 6 - Sort by Date](image)
Changing Email Sorting Options
Zimbra provides additional sorting options. For example, you may sort by who sent the email, sort by email subject, organize by the size of the email among other options. To change your email sorting,

1. Right-click **Sorted by Date**.

![Sorted By Date](image)

Figure 7- Sorted By Date

2. The *Sort by* drop-down appears. Select your preferred email sorting options from the list.

![Sorting Options](image)

Figure 8 - Sorting Options
Viewing Email by Conversation

Conversation views display messages grouped by subject. All messages related to the conversation are displayed, making it easy to understand the “in-reply-to” relationship between different messages in the same thread. This makes replying to messages very convenient and intuitive. The following explains how to view your messages by Conversation.

1. In your Inbox, click the message that you wish to view.

![Figure 9 - Click the Message](image)

2. Click the Actions button.

![Figure 10 - Click Actions](image)

3. Click Show Conversations.

![Figure 11 - Click Show Conversation](image)
4. You will be taken to the **Conversation View**. To view a message in the conversation, click on the email you wish to expand.

![Figure 12 - Expanding a Message](image)

5. By default, quoted text is hidden in **Conversation View**. To display quoted text, click **Show Quoted Text** on the email that you wish to display the quoted text for.

![Figure 13 - Show Quoted Text](image)

6. To collapse the message you are currently viewing, click on the message header.

![Figure 14 - Collapsing a Message](image)

7. To Close out of **Conversation View**, click on **Close** or the **Close Button**.
Changing the Reading Pane View

By default, the Zimbra Reading Pane is located on the bottom window pane. Additionally, you may move the reading pane to the right hand side of the screen or remove the it all together. The following explains how to change the Reading Pane View.

1. From the Mail tab, click View.

![Figure 16 - Click View](image)

2. Click Reading Pane.

![Figure 17 - Click Reading Pane](image)

3. To move the reading pane to the right hand side of the Zimbra window, click On The Right.

![Figure 18 - Click On The Right](image)

4. The reading pane will be moved to the right hand side of the Zimbra window.

![Figure 19 - Reading Pane](image)

5. If you wish to remove the Reading Pane, click Off.

![Figure 20 - Click Off](image)
Viewing Email Notifications

Zimbra provides you the ability to receive email notification popups. With this feature enabled, you will receive notifications when a new email is received. The following explains how to enable the email notification popup feature.

1. Click the Preferences tab.

2. In the Overview pane, click Mail.

3. Under Receiving Messages, place a check next to Show a popup notification.

4. Click Save.

5. A popup notification will appear whenever you receive a new email.
Sending Mail

The following explains how to send an email in Zimbra.

1. From the Mail tab, click **New Message**.

![New Message](image1)

> Figure 25 - New Message

2. The Zimbra Compose window will appear. Type the recipient(s) in the To or Cc field.

![Email Recipients](image2)

> Figure 26 - Email Recipients

3. If you wish to use the Bcc option to blind carbon copy recipients, use the steps below. Otherwise, skip to step 4.

   a. Click the **Options** button.

   ![Options](image3)

   > Figure 27 - Options

   b. Click **Show BCC**.

   ![Show BCC](image4)

   > Figure 28 - Show BCC

   c. The Bcc field appears. Enter the recipient of the email in the Bcc field.

   ![Bcc Field](image5)

   > Figure 29 - Bcc Field
4. Enter the subject of the email in the **Subject** field.

![Subject: Grant Proposal Details]

**Figure 30 - Email Subject**

5. Type your email body in the **Email Body** field.

![Email Body]

**Figure 31 - Email Body**

6. Click **Send**.

![Click Send]

**Figure 32 - Click Send**

**Adding Attachments**

There are two ways to add attachments. The first way allows you to add attachments via the **Attach** button on the Zimbra Compose window. The second allows you to add attachments by dragging and dropping files in the **Attach** field.

**Adding Attachments via Attach**

The following explains how to add attachments to your email via the **Attach** button.

1. From the **Mail** tab, click on **New Message**.

![New Message]

**Figure 33 - New Message**

2. Click **Attach**.

![Click Attach]

**Figure 34 - Click Attach**
3. The *Attach* window appears. Navigate to and select the file that you wish to upload.

![Select the file](image)

**Figure 35 - Select the file**

4. Click **Open**.

![Click Open](image)

**Figure 36 - Click Open**

5. Repeat steps 1-2 for additional files.
6. Your file will be attached to the email. When you are ready to send your email, click **Send**.

![Click Send](image)

**Figure 37 - Click Send**

**Adding Attachments via Drag and Drop**

The following explains how to drag and drop an attachment into the email.

1. On your computer, navigate to the folder that contains the file you wish to attach to your email.
2. From Zimbra, click **New Message**.

![New Message](image)

**Figure 38 - New Message**
3. The *Compose* window will appear. Drag and drop the document or file that you wish to upload from your computer into the *Attach* field.

![Figure 39 - Drag and drop](image)

4. The attached file will appear in the *Attach* field.

![Figure 40 - Click Attach](image)

**Composing Messages in a New Tab**

You may also compose new messages such that they open in a new Zimbra tab as opposed to a new window. To setup new message tabs.

1. Click the *Preferences* tab.

![Figure 41 - Preferences](image)
2. Click Mail, located on the Overview Pane.

![Figure 42 - Mail](image)

3. Uncheck Always compose in new window, located under the Composing Messages section.

![Figure 43 - Always compose in new window](image)

4. Click Save.
5. New messages will appear on the Application tab.

![Figure 44 - New Message tab](image)

**Viewing Attachments**
Attachments appear in the header section of the message and are listed by file name. Here, you may either download the attachment or remove the attachment.

![Figure 45 – Attachments](image)
Searching Your Email
The following explains how to search for email in the Zimbra Web Client.

1. From the Zimbra Web Client, click the Search field.

2. Enter your preferred search terms. You may search based off of the Sender name, email address, email subject, etc.

3. Press Enter on your keyboard or click the Search button.

4. Your search results will appear.

5. To further filter your search results, utilize the Basic Filters or Advanced Filters.
6. You may also return to your inbox while keeping your search results. To return to your inbox, click **Mail**.

   ![Figure 51 - Click Mail](image)

7. You will be taken back to your Inbox while keeping your *Search Results* in a separate Zimbra tab. To return to your search, click **Search**.

   ![Figure 52 - Click Search](image)

8. To save your search, click the **Save** button.

   ![Figure 53 - Click Save](image)

9. Enter a name for the Search in the *Name* field and click **OK**.

10. To close the search, click the **Close** button that is located on the **Search** tab.

   ![Figure 54 - Closing the Search](image)

11. You will be taken to the *Inbox*. If you saved your search, it will appear under the *Saved Searches* section.

   ![Figure 55 - Saved Searches](image)
Folders

In the *Overview Pane* of the *Mail* tab, you will find a list of your folders including the Inbox, Sent folder, Drafts folder, Junk, Trash, as well as any other folders that you have created. To access email in that folder, simply click on the appropriate folder (a) and the emails in that folder will appear (b).

![Viewing Folders](image)

Deleting Emails

When deleting emails from Zimbra, they will be sent to the *Trash*. To delete the email completely, you will navigate to the trash folder and delete the item from there. Like the junk folder, messages moved to the trash will be emptied after 30 days. To delete an email from Zimbra:

1. Right-click on the email that you wish to move to the trash.

![Right-Click the email](image)

2. Click *Delete*.

![Click Delete](image)
3. Your email will be deleted and moved to the trash.

![Image of a menu with 'Trash' highlighted]

**Figure 59 - Moved to trash**

4. After sending the email to the trash folder, you must now delete the email from the trash to permanently remove the message from Zimbra. To begin, click the **Trash** folder.

![Image of a Zimbra interface with the Trash folder highlighted]

**Figure 60 - Trash Folder**

5. Right-click the email you wish to delete from Zimbra.

![Image of a Zimbra interface with an email selected and right-click menu opened]

**Figure 61 - Right-click the email**

6. Click **Delete**.

![Image of a Zimbra interface with the delete option highlighted]

**Figure 62 - Click Delete**
7. The *Warning* window will pop-up, asking you to confirm that you wish to delete the email from Zimbra. Click **OK**.

![Figure 63 - Click OK](image)

8. Your email will be deleted from *Zimbra*.

**Restoring Deleted Emails**

Zimbra also provides the ability to restore email that is deleted and no longer in the trash. The following explains how to do so.

1. In Zimbra, right-click the **Trash** folder.

![Figure 64 – Right-Click the Trash Folder](image)

2. Select **Recover Deleted Items**.

![Figure 65 - Recover Deleted Items](image)
3. Select the email that you wish to recover.

![Image of Recover Deleted Items window]

**Figure 66 - Select the email**

4. Click **Recover To**.

![Image of Recover To window]

**Figure 67 - Recover To**

5. Select the folder that you wish to recover the deleted email to.

![Image of Choose Folder window]

**Figure 68 - Select the folder**

6. Your email will be recovered.

![Image of Recover To window]

**Figure 69 - Recover To**
Creating Folders
The Mail Folder pane also allows you to create folders. Folders are useful in separating various type of email for quick and organized access. The following explains how to create folders in Zimbra.

1. From the Mail tab, click the Options button located next to Mail Folders.

![Figure 70 - Click Options](image)

2. Click New Folders.

![Figure 71 - New Folder](image)

3. Type the Name of your new folder in the Name field.

![Figure 72 - Name Field](image)
4. If you wish to choose a color for the folder, select a color from the **Color** drop-down menu.

![Color Drop-down Menu](image)

**Figure 73 - Color Drop-down Menu**

5. Select where you wish to place the folder in the *Select where to place the new folder:* window.

![Select where to place the new folder](image)

**Figure 74 - Select where to place the new folder**

6. Click **OK**.

![Click OK](image)

**Figure 75 - Click OK**

7. Your newly created folder will appear.

![New Folder](image)

**Figure 76 - New Folder**
Contacts

In the new version of Zimbra, clicking on the **Contacts** tab will take you to your address book. In the Contacts page, you will find your list of contacts and distribution lists as well as have the ability to create new contacts and contact folders.

![Figure 77 - Click Contacts](image)

The layout of the *Contacts* page is as follows.

![Figure 78 - Contacts](image)

<table>
<thead>
<tr>
<th>a. New Contact</th>
<th>Quickly create a new contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Contacts List</td>
<td>Takes you to the list of contacts that you have added into Zimbra</td>
</tr>
<tr>
<td>c. Distribution Lists</td>
<td>Displays contacts within a distribution list that you are a member of</td>
</tr>
<tr>
<td>d. Emailed Contacts</td>
<td>An address book populated automatically when you send an email to a new address that is not part of your other address books</td>
</tr>
<tr>
<td>e. Contacts Actions</td>
<td>Allows you to edit, delete, or perform miscellaneous other actions on your contacts</td>
</tr>
<tr>
<td>f. Contacts</td>
<td>The center pane displays the various contacts in your contact list</td>
</tr>
<tr>
<td>g. Contact Information</td>
<td>Displays contact information of a selected contact</td>
</tr>
</tbody>
</table>
Adding a New Contact
The following explains how to add a new contact in Zimbra.

1. Click the **Contacts** tab.

   ![Figure 79 - Click Contacts](image)

2. Click **New Contact**.

   ![Figure 80 - New Contact](image)

3. Fill out the appropriate contact information in the **Contact** fields.

   ![Figure 81 - Contacts Fields](image)

4. Click **Save**.

   ![Figure 82 - Click Save](image)
Adding a New Contact from an Email Message

You may also create a new contact from an email message. The following explains how to do so.

1. Click the email from the person that you wish to add to your contacts.

![Figure 83 - Click the email](image1)

2. Right-click the name of the contact in the *From* field in the email body.

![Figure 84 – Right-Click the Name](image2)

3. Click *Add to Contacts*.

![Figure 85 - Click Add To Contacts](image3)
4. Add any appropriate contact information in the Contact fields.

![Contact Information](image)

**Figure 86 - Contact Information**

5. Click Save.

![Click Save](image)

**Figure 87 - Click Save**

6. Your contact will be created.

![Contact Created](image)

**Figure 88 - Contact Created**

**Editing a Contact**

To edit a contact.

1. Click the Contacts tab.

![Contacts](image)

**Figure 89 - Contacts**
2. Right-click the contact you wish to edit.

![Figure 90 – Right-click the contact](image)

3. Click Edit Contact.

![Figure 91 - Edit Contact](image)

4. Edit the contact information as desired and click Save.

![Figure 92 - Click Save](image)

Creating a Group Contact List

The Group Contacts feature allows you to create contact lists that contain multiple mailing addresses. When you select a group contact name, everyone whose name is included in the group list is automatically added to the address field of the message. To create a contact group.

1. Click the dropdown located next to New Message.

![Figure 93 - Click the Drop-down](image)
2. Click Contact Group.

![Figure 94 - Contact Group]

3. You will be taken to the Contact Group page. From here, enter your preferred Group Name in the Group Name field.

![Figure 95 - Group Name]

4. To add someone from Kennesaw State University to the contact group.
   a. Type their name or NetID in the Find field.

   ![Figure 96 - Find Field]

   b. Click Search.

   ![Figure 97 – Click Search]
c. Select their **name** in the search results.

![Figure 98 - Search Results](image)

d. Click **Add**.

5. To add someone outside of Kennesaw State University.
   a. Type their **email address** in the _Or enter addresses below_ field. If you need to add multiple email addresses, separate their email addresses by a comma.

![Figure 99 - Or enter addresses below field](image)

b. Click **Add**.

![Figure 100 - Click Add](image)

c. Your contacts will be added. When you have finished adding contacts, click **Save**.

![Figure 101 - Click Save](image)

**The Calendar Tool**

To open the _Calendar_, click the **Calendar** tab. By default, you will be taken to the calendar’s _Work Week_ view.

![Figure 102 - The Calendar](image)
You can change your view of the calendar from the Calendar toolbar. Here you can see activities for a day, work week, full week, or month.

If others share calendars with you, they will be listed in the Overview Pane. Here, you can choose which calendars are displayed by checking or unchecking each calendar in the list.

You may also navigate through the calendar using the navigation arrows.

Renaming/Changing the Color of a calendar

To rename or change the color of a calendar.

1. Right-click on the calendar in the Overview Pane and click on Edit Properties.
2. Enter a **new name** for the calendar (a), select a new color for the calendar (b) from the **Color drop-down** and press **OK (c)**.

![Figure 107 - Folder Properties](image)

*Note:* You cannot change the name of the default calendar assigned to you. Only the names of those calendars that you have created or have been shared with you can be edited.

**Creating a Calendar**

While one calendar is created for you, you have the ability to create additional calendars to keep track of different types of activities. The follow explains how to do so.

1. In the **Calendar tool**, Click the drop-down located next to the **New Appointment** button.

![Figure 108 - New Message](image)

2. Click **Calendar**.

![Figure 109 - Calendar](image)
3. Enter a descriptive name for the Calendar.

![Figure 110 - Calendar Name](image)

4. Click the **Color** drop-down to select a color for the Calendar.

![Figure 111 - Calendar Color](image)

5. If you wish to exclude the calendar when reporting free/busy times, place a check next to the **Exclude this calendar when reporting free/busy times** option.

![Figure 112 - Exclude this Calendar when reporting free/busy times](image)

6. Click **OK**. The new Calendar appears in the Calendar list.

### Creating an Appointment

There are multiple ways of creating an appointment in Zimbra. One way involves making an appointment from the *Appointment Details Window*. The other from the *Quick Add Appointment Dialog box*. The following explains how to create appointments using both methods.

#### From the Appointment Details Window

1. Click the drop-down located next to the **New Message** button.

![Figure 113 - New Drop-down](image)
2. Click Appointment.

Figure 114 - Click Appointment

3. Enter the Appointment name in the **Subject** field (See Figure 115).
4. Enter the appointment location in the **Location** field (See Figure 115).
5. If the event has a start and end time, use the **Start** and **End time** fields (See Figure 115).
6. If the event is an all-day event, check the **All day** event box (See Figure 115).

Figure 115 - New Appointment

7. For a recurring appointment.
   a. Click the **Repeat** drop-down (See Figure 116).
   b. Select one of the **Repeat Options** for events that repeat regularly (See Figure 116).
   c. For custom repeat options, click the **Custom** option (See Figure 116).

Figure 116 - Recurring Meeting Options
8. When you have set your recurring appointment, click **Save & Close**.

![Save & Close](image)

**Figure 117 - Save & Close**

**From the QuickAdd Appointment Dialog Box**

1. Right-click either the **mini-calendar (a)** or on the **start time (b)** of the appointment in the calendar itself.

![Calendar Tool](image)

**Figure 118 - Calendar Tool**

2. Click **New Appointment (a)** or **New All Day Appointment (b)**.

![Select the Appointment Type](image)

**Figure 119 - Select the Appointment Type**

3. The **QuickAdd Appointment** window appears. Enter the relevant appointment information in the **QuickAdd Appointment** fields.

![QuickAdd Appointment](image)

**Figure 120 - QuickAdd Appointment**
4. Click **OK**.

**Converting an Event Email into a Calendar Appointment**
The following explains how to quickly convert an event announcement email into a calendar appointment in Zimbra using drag and drop.

1. In the *Mail* tab, open the email containing the event announcement.

![Figure 121 - Open the Event Announcement Email](image1)

2. Click and drag the email onto the appropriate date in the *Mini-Calendar*.

![Figure 122 - Drag the Email](image2)
3. The Add Attendees warning window appears. If you do not wish for the sender and other recipients of the email to be automatically added to the appointment, click No.

![Add Attendees warning window](image)

**Figure 123 - Click No**

4. The Appointment will open. Make the necessary changes to the appointment in the appropriate fields and click Save & Close when you are ready to save the appointment.

![Save & Close button](image)

**Figure 124 - Save & Close**

**Modifying an Appointment**

The following explains how to modify an appointment.

1. Navigate to and double-click the appointment on the calendar.

![Calendar with double-clicked appointment](image)

**Figure 125 - Double-click the appointment**

2. The appointment will appear. Make the appropriate changes to the appointment and click **Save & Close**.

![Save & Close button](image)

**Figure 126 - Save & Close**
Deleting an Appointment
Creators of an appointment have the ability to delete/cancel the appointment. The following explains how to do so.

1. Right-click the appointment that you wish to delete.

![Figure 127 - Right-click the appointment](image)

2. Click **Delete**.

![Figure 128 - Click Delete](image)

3. The **Confirm Delete** window appears. Click **Yes** to delete the appointment.

Meetings
Meetings are those appointments that include other people. With Zimbra, you have the ability to quickly and easily create meetings and invite attendees.

Creating a Meeting
The following explains how to create a meeting.

1. Click the drop-down located next to the **New Message** button.

![Figure 129 - New Drop-down](image)
2. Click **Appointment**.

![Image](image1.png)

**Figure 130 - Click Appointment**

3. Enter all of the relevant meeting information as you would for a regular appointment.

4. In the **Attendees** field, begin to type the name of the first attendee that you wish to invite.

![Image](image2.png)

**Figure 131 - Type the Attendee Name**

5. A list of names will appear as you type the first attendee. Select the name of the attendee.

![Image](image3.png)

**Figure 132 - Attendee Names**

6. The attendee will populate the attendee list. Repeat steps 3 & 4 for additional attendees.

7. As you add attendees to the list, their schedule will appear in the **Scheduler** section. This will provide an overview of the attendee availability.

![Image](image4.png)

**Figure 133 - Attendee Availability**

**Note:** If you do not see the scheduler, you will have to click the **Show** icon that is located next to Scheduler.
8. Clicking **Suggest a time (a)** will display a list of potential meeting times.

![Figure 134 - Suggest a time](image)

9. Alternatively, you may select the appropriate start and end time for the meeting in the **Start** and **End** fields.

![Figure 135 - Start and End Time](image)

10. Click **Send**.

**Editing or moving a Meeting**
The following explains how to modify a meeting.

1. Double-click the meeting on the calendar.

![Figure 136 - Double-click the meeting](image)
2. The appointment editor appears. Edit the meeting fields as desired.

![Appointment Editor](image1)

**Figure 137 - Appointment Editor**

3. Click **Send** or **Save**.

![Send or Save](image2)

**Figure 138 - Send or Save**

**Note:** Clicking **Send** will save the changes and resend the invite to all attendees. The original invite will be labeled as **not current** and the attendees will have to respond to the new invite.

**Note:** Clicking **Save** will save the changes and ask if you wish to resend the invite to all attendees. If there are significant changes to the appointment, you will be prompted to either resend the invitation, don’t save but keep the meeting open, or discard the changes.

![Save Appointment](image3)

**Figure 139 - Resending the Appointment**
Adding or Removing Meeting Attendees

The following explains how to remove attendees from a meeting.

1. From the Calendar tool, double-click the meeting.

![Figure 140 - Double-click the meeting](image)

2. Click the X to remove the attendee.

![Figure 141 – Removing Attendees](image)

3. To add a new attendee, type their name or NetID in the Attendees field.

![Figure 142 - Adding New Attendees](image)

4. Click Send or Save.

![Figure 143 - Send or Save](image)
5. You will be prompted to resend the invite to all attendees or only those added or removed. Make your desired selection and click **OK**.

![Send Update to Attendees](image)

**Figure 144 - Click OK**

### Responding to a Meeting Request

The Zimbra Inbox or Calendar can be used to accept or reject a meeting invitation. In the Zimbra Calendar, meeting requests will appear in the boldest shade of your calendar’s default color until you acknowledge them. You may respond to a meeting request from your inbox or from your calendar. The following explains how to do both.

#### Accepting a Meeting Request from the Inbox

1. Navigate to the meeting request email in your inbox.

![Email invite](image)

**Figure 145 - Email invite**

2. In the email invite, click the **Accept drop-down**.

![Accept](image)

**Figure 146 - Accept**
3. The Accept options appear. Here, you may Notify Organizer that you have accepted the invite, Edit the acceptance reply, or choose to not notify the organizer.

Figure 147 - Accept Options

Accepting a Meeting Request from the Calendar

1. Double-click the Meeting Request in the calendar.

Figure 148 - Double Click the Meeting Request

2. Click the Needs Action drop-down.

Figure 149 - Needs Action

3. Click Accepted.

Figure 150 - Accepted

4. Click Save.

Figure 151 - Click Save
**Automatic Receipts of Appointment**
You can enable or disable the automatic addition of received meeting requests to your calendar. The following explains how to do so.

1. Click the **Preferences** tab.

![Preferences tab](Image)
Figure 152 - Preferences

2. From the **Overview Pane**, click **Calendar**.

![Click Calendar](Image)
Figure 153 - Click Calendar

3. To disable automatic receipts of appointments, uncheck **Automatically add received appointments to calendar**.

![Automatically add received appointments](Image)
Figure 154 - Automatically add received appointments

4. Click **Save**.

**Calendar Popup Notifications**
You can setup Zimbra such that calendar reminders popup on your browser window. The following explains how to enable calendar reminder popups.

1. Click the **Preferences** tab.

![Preferences tab](Image)
Figure 155 - Preferences
2. In the *Overview Pane*, click **Calendar**.

![Figure 156 - Click Calendar](image)

3. Under *Show Reminders*, place a check next to **Show a popup notification**.

![Figure 157 - Show a popup notification](image)

4. Click **Save**.

![Figure 158 - Click Save](image)

**Deleting a Calendar**

You can delete any calendar in your calendars list, except the default calendar. Prior to deleting the calendar, however, individual calendar entries include other attendees must be deleted. If the entries are not deleted prior to deleting the alternate calendar, these entries will remain on the attendees’ calendars and cannot be deleted. The following explains how to delete a calendar.

1. Right-click on the **calendar** to be deleted.

![Figure 159 - Right-click the calendar](image)
2. Click **Delete**.

![Figure 160 - Click Delete]

3. The calendar will be sent to the **Trash**. To delete the calendar permanently, right-click the **calendar** located under **Trash**.

![Figure 161 – Right-Click the Calendar]

4. Click **Delete**.

![Figure 162 - Click Delete]

5. Click **Yes** to confirm deletion. There is no undo option when deleting a calendar.

**Printing a Calendar**

To print a calendar.

1. Click the **Calendar** tool.

![Figure 163 - Click the Calendar Tool]
2. Navigate to the date range that you wish to print.
3. Click the **Print icon**.

![Figure 164 - Print icon](image)

**Note:** Do NOT use the print command on your web browser to print.

4. The *Print Calendar* window appears. Make your desired adjustments in the appropriate fields.

![Figure 165 – Print Calendar Fields](image)

5. Click **Print**.

![Figure 166 - Click Print](image)

**Tasks**

The Tasks feature allows you to create and manage to-do lists and tasks through to completion. You can add tasks to the default tasks list and create other task lists to organize your to-do lists by more specific activities such as by work or personal projects.

If a task needs to be managed, you can add more details, define a start and due date, set the priority to the task – high, normal, or low, and keep track of the progress and percentage complete.
Creating a Task List
The following explains how to create a new task list in Zimbra.

1. In Zimbra, click the Tasks tab.

![Figure 167 - Tasks Tab](Image)

2. Click the Options button located next to Tasks.

![Figure 168 - Options](Image)

3. Click New Task List.

![Figure 169 - New Task List](Image)

4. Enter the name of the task list in the Name field.

![Figure 170 - Task Name](Image)
5. If you wish to set a color to associate with the task list, use the *Color* drop-down.

![Figure 171 - Task Color](image)

6. Click **OK**.

![Figure 172 - Click OK](image)

**Adding a Task**

The following explains how to create a task in Zimbra.

1. Click the **Tasks** tab.

![Figure 173 - Tasks Tab](image)

2. Click **New Tasks**.

![Figure 174 - New Tasks](image)

3. Enter the **task name** in the **Subject** field.

![Figure 175 - Subject Field](image)
4. Enter the **task location** in the *Location* field if applicable.

![Figure 176 - Task Location](image1)

5. Select your **task priority** in the *Priority* drop-down.

![Figure 177 - Task Priority](image2)

6. Select the appropriate **task list** in the *Task List* drop-down.

![Figure 178 - Task List](image3)

7. You may indicate the task status in the *Status* drop-down (a) and *Task Percentage* drop-down (b).

![Figure 179 - Task Status](image4)
8. To include a **Start** and **Due Date** for the task, use the **Start Date** and **Due Date** fields.

![Figure 180 - Task Dates](image)

9. Enter details about your task in the **Details** field.

![Figure 181 - Task Details](image)

**Completing a Task**

The following explains how to edit a task in Zimbra.

1. Click the **Tasks** tab to access your tasks list.

![Figure 182 - Click Tasks](image)

2. Click the **Task List** that contains the task you wish to edit.

![Figure 183 - Grants Proposal](image)
3. In the Content pane, click on the **task** that you wish to edit.

4. Click the **Edit** on the toolbar.

5. The task will open. Make the necessary changes to the task in the various fields.

6. Click the **Status** drop-down.

7. Click **Completed** to mark the task as complete.

8. Click **Save**.
Printing a Task List
The following explains how to print a task or task list.

1. Click the **Tasks** tab to access your tasks list.

2. To print a task list.
   a. Click on the **task list** that you wish to print.
   b. Click the **Print** button.
   c. Click **Print Task Folder**.
   d. Click **OK** to print the tasks.

3. To print selected tasks.
   a. Click on the **task list** that contains the tasks that you wish to print.
b. Place a **check mark** next to the task(s) that you wish to print.

![Figure 193 - Select the task](image)

**b.** Place a check mark next to the task(s) that you wish to print.

Figure 193 - Select the task

Figure 193 - Select the task

**c.** Click the **Print** button.

![Figure 194 - Click the Print button](image)

Figure 194 - Click the Print button

**c.** Click the Print button.

Figure 194 - Click the Print button

**d.** Select **Print Selected Task(s).**

![Figure 195 - Print Selected task(s)](image)

**d.** Select Print Selected Task(s).

Figure 195 - Print Selected task(s)

**d.** Select Print Selected Task(s).

Figure 195 - Print Selected task(s)

**e.** Click **OK** to print the task(s).

![Figure 196 - Click OK](image)

Figure 196 - Click OK

**e.** Click OK to print the task(s).
Sharing Items
The process for sharing items remains the same regardless of the type of item. For instance, sharing a calendar works the same as sharing tasks. The following explains how to share items in Zimbra.

1. Click the appropriate Application Tab for the item that you wish to share.

2. In the Overview Pane, right-click the item that you wish to share.
3. Click Share (Item) on the pop-up menu.

4. The Share Properties window appears. Enter the email address of the person(s) with whom you are sharing in the Email field (See Figure 199).
5. Select the roles that you wish to assign the person (See Figure 199).
6. In the Message drop-down, select the type of message that you wish to send to the person you are sharing the item with (See Figure 199).
7. Click OK (See Figure 199).
Accepting Access to a Shared Item

If you receive an email notice indicating that you have been granted access to another user’s shared item, you may either accept or reject the share. If you accept the shared item, like a calendar, the item will display in the item list. To accept access to a shared item:

1. Navigate to the **Shared Item Notification Email**.

   ![Email Notification](image)
   
   **Figure 200 - Email Notification**

2. Click **Accept Share** in the email.

   ![Accept Share](image)
   
   **Figure 201 - Accept Share**

3. The **Accept Share** window appears indicating the role being granted to you. To customize the name of the share, use the **Share Name** field (See Figure 202).
4. Select a color for the shared item in the **Share Color** drop-down (See Figure 202).
5. Indicate if you wish to send an email about the share in the **Do not send mail about this share field** (See Figure 202).
6. Click **Yes** (See Figure 202).
7. The new shared item is added to the *Overview Pane* of the item type.

![Image of Calendar](image)

**Figure 203 - Click the Calendar**

**Changing Access to a Shared Item**

The following explains how to change access rights to a shared item.

1. Right-click the *item* that you wish to change access rights for in the *Overview* pane.

![Image of Calendar](image)

**Figure 204 - Calendar**

2. Click *Edit Properties* from the pop-up menu that appears.

![Image of Calendar](image)

**Figure 205 - Edit Properties**

3. The *Folder Properties* window appears. Here you may *Edit* share properties, *Revoke* access rights, or *Resend* to resend the share invitation.

![Image of Calendar](image)

**Figure 206 - Edit, Revoke, Resend**
4. When you have finished editing the sharing properties, click **OK**.

![Figure 207 - Click OK](image)

**Tags**

Tags are a personal classification system for email messages, contacts, tasks, and appointments. For example, you may have one tag for important information and another tag for items that require follow-ups. Using tags is an aid for finding items, allowing you to search for various items by tag.

The following explains how to create a tag in Zimbra.

1. In the *Tags* section on the *Overview* pane, click the **Options** button.

![Figure 208 - Click Options](image)

2. Click **New Tag [nt]**.

![Figure 209 - New Tag [nt]](image)

3. Enter the name of the tag in the *Tag name:* field.

![Figure 210 - Tag name](image)

4. Select a **color** for the tag in the *Color* drop-down.

![Figure 211 - Tag color](image)
5. Click **OK**.

![Create New Tag](image)

**Figure 212 - Click OK**

**Applying a Tag**
The following explains how to apply a tag to an item.

1. Right-click the message, appointment, or task.

![Right-click](image)

**Figure 213 - Right-click the message, appointment, or task**

2. Hover your mouse over **Tag Item**.

![Tag Item](image)

**Figure 214 - Tag Item**
3. Select the appropriate **tag** for the item.

![Select the tag](image1)

**Figure 215 - Select the tag**

4. The tag will be applied. You may view your tagged items in the *Tags* section of the *Overview* pane.

![Tags Section](image2)

**Figure 216 - Tags Section**

**Additional Help**

For additional support, please contact the KSU Service Desk:

**KSU Service Desk for Faculty & Staff**

- **Phone:** 470-578-6999
- **Email:** service@kennesaw.edu
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