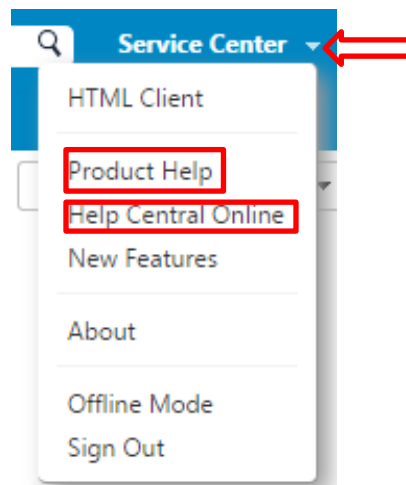


How To Access Online Help for GSC's New Zimbra Webmail

Within your webmail inbox, click on the drop-down arrow at the top right of your screen (just to the right of your username), a menu will appear. If you select either "Product Help" or "Help Central Online," this will bring you to Zimbra's User Help pages.



Product Help Page

This page includes many helpful topics such as how to compose and send new messages, how to create and manage an address book, how to add attachments to your messages, how to create and manage multiple calendars, and more. Please note of the navigation pane on the left side of the screen to help you toggle from topic to topic.

A screenshot of the Zimbra Product Help page. The page has a blue header with "Contents Index Search" and the Zimbra logo. The main content area is titled "Getting Started with Zimbra Collaboration Advanced Web Client" and contains a list of topics. A red bracket on the right side of the page groups the list of topics under the label "Help Topics".

Contents Index Search

Getting Started

- Advanced Web Client
 - Using Advanced and Standard Clients
 - Signing In and Signing Out
 - Changing Your Password
 - Using Keyboard Shortcuts
- Organizing Your Account
- Managing Your Email
 - Composing Email Messages
 - Composing and Sending Email
 - Customizing Your Options for Composing
 - Addressing a Message
 - Using Signatures Automatically
 - Add Personas
 - Using Other Account Identities When Composing
 - Mark the Priority Level of a Message
 - Request a Return Receipt
 - Adding Attachments
 - Spell Check a Message
 - Adding Words to the Spell Dictionary
 - Save a Message as a Draft
 - Sending email on behalf of someone else
 - Deleting a Message
 - Reading Messages
 - Retrieving Mail From Other Accounts
 - Reply to and Forward Messages
 - Managing Your Address Books
 - Managing Your Calendars
 - Scheduling Appointments, Meetings and Events
 - Using Task Lists
 - Working in Briefcase
 - Sharing Folders
 - Searching for Items
 - Using Tags and Folders to Organize Email
 - Using Mail Filters
 - Manage Your Mobile Device (Network Edition)
 - Sending Secure Email Messages (Network Edition)
 - Using Offline Mode
 - Using the Touch Client
 - Voice Service (Network Edition Only)
 - Using Zimlets

The Zimbra Collaboration is a full-featured messaging and collaboration application that offers reliable, high-performance email, address books, calendaring, and more.

Note: Your account might not include all the features described in this Help. Check with your system administrator to see which features are enabled for your account.

The basic applications you can use in your Zimbra Collaboration (Zimbra Collaboration) account include:

- Email
 - [Compose and send new messages](#)
 - [Add attachments to your messages](#)
 - [Add signatures to your messages](#)
 - [Track mail exchanges using the Conversation feature](#)
 - [Create your own folders and tags to organize mail](#)
 - [Create filters to route your email messages to designated folders](#)
- Address Book
 - [Create and manage multiple address books](#)
 - [Import and export contact lists](#)
- Calendar
 - [Create and manage multiple calendars](#)
 - [Set up how your calendar looks](#)
 - [Create appointments, meetings and events](#)
 - [Import and export other calendar programs](#)
- Tasks
 - [Create task lists](#)
 - [Create to-do tasks](#)
 - [Manage a task, set the priority and track the progress](#)
- Preferences
 - [Customize your mailbox view](#)
 - [Configure your account settings](#)
 - [View shortcut key combinations available for quick navigation within your mailbox](#)

Help Topics

Help Central Online

The Help Central Online is also a very useful resource. It includes several video tutorials showing you how to manage your inbox, calendars, address books, etc. It also includes “Popular Help Articles” that may also be useful.

zimbra.com | wiki | forums | blog

zimbra User Help Looking for Admin Support?

Search Help **Search**

Basic help articles are provided freely to Zimbra Desktop and other Zimbra users. If your organization is paying for Zimbra commercial software we advise contacting your administrator for help specific to your deployment.

Using Zimbra webmail through a service provider? [Learn more](#)

Can't find the answer you were looking for? [Try The Forums](#)

Video Tutorials

Zimbra 8

- Manage Your Inbox**
- Calendar Overview**
- Manage Your Address Book**
- Searching in Zimbra**

[See more Zimbra 8 Tutorials](#)
[View Zimbra 7 Tutorials](#)
[View Zimbra 6 Tutorials](#)

Popular Help Articles

- Email**
 - [Receiving Email](#)
 - [Reading Email](#)
 - [Composing Email](#)
 - [Setting Email Preferences](#)
 - [Organizing Your Mailbox](#)
- Calendar**
 - [Using Your Calendar](#)
 - [Creating Calendars](#)
 - [Sharing Your Calendars](#)
- Address Book**
 - [Using Address Books](#)
 - [Viewing Contacts](#)
 - [Adding a New Contact](#)
 - [Importing an Address Book](#)
- Appointments & Meetings**
 - [Creating an Appointment](#)
 - [Changing an Appointment](#)
- Your Account**
 - [Logging In & Out](#)
 - [Using Filters](#)
 - [Away Message](#)
 - [Searching Your Account](#)
 - [Sharing Your Items](#)
 - [Email Signatures](#)
 - [Changing Your password](#)
- Browse Help Guides**
 - [Zimbra 8.0 Web Client - PDF](#)

Once you select a video, it will begin playing. While watching the video, if you'd like to skip ahead to a specific topic, there's a navigation pane on the left that will enable you to do so.

We hope that these resources assist you in learning the ins and outs of this new platform. If you should have any specific questions or concerns, please feel free to contact us. We have technicians available 24/7 at 888-896-7824.