THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE
PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE

e-GOVERNMENT AUTHORITY

# GOVERNMENT MAILING SYSTEM (GMS)

## USER MANUAL

Prepared by: e-Government Authority | August, 2022 | GMS Version 4.0.0

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# Table of Contents


1. INTRODUCTION ..... 1
   1.1 About Government Mailing System (GMS) ..... 1
   1.2 How to access ..... 2
   1.3 General view of user interface ..... 4
2. EMAIL ..... 6
   2.1 Messages List ..... 6
      2.1.1 Open a Message for Reading ..... 7
      2.1.2 Mark Messages as Read or Flagged ..... 8
      2.1.3 Change messages list sorting ..... 8
      2.1.4 Threaded message listing ..... 9
      2.1.5 Selecting Multiple Messages ..... 9
   2.2 Mailbox folders ..... 10
      2.2.1 Folder operations ..... 10
      2.2.2 Quota display ..... 11
   2.3 Viewing Emails and Attachments ..... 11
      2.3.1 Open in a New Window ..... 12
      2.3.2 Move to Another Folder ..... 12
      2.3.3 Jump to the Next or Previous Message ..... 13
      2.3.4 Add Contacts to your Address Book ..... 13
      2.3.5 View or Download Attachments ..... 14
   2.4 Sending Email Message ..... 15
      2.4.1 Composing a New Message ..... 15
      2.4.2 Selecting Recipients from Address Books ..... 18
      2.4.3 Adding Attachments ..... 19
      2.4.4 Composing Formatted (HTML) Messages ..... 20
      2.4.5 Using Prepared Responses ..... 21
      2.4.6 Other Message Sending Options ..... 22
   2.5 Searching Email Messages ..... 23
      2.5.1 Choose what parts to search ..... 23
      2.5.2 Message List Filters ..... 24
   2.6 Import/Export ..... 24
      2.6.1 Importing Email Messages ..... 24
      2.6.2 Exporting Email Messages ..... 25

3. CALENDAR ..... 27
3.1 Overview ..... 27
3.2 Calendar View ..... 27
3.3 Calendars List ..... 30
3.3.1 Colorized Events ..... 31
3.3.2 Create a New Calendar ..... 31
3.3.3 Edit Calendar Names and Settings ..... 31
3.3.4 Remove entire Calendars ..... 32
3.4 Manage Your Schedule ..... 32
3.4.1 Add Events to a Calendar ..... 33
3.4.2 Edit and Reschedule Events ..... 34
3.4.3 Get Notifications ..... 38
3.4.4 Inviting Other People ..... 38
3.5 Import/Export ..... 39
3.5.1 Importing Events ..... 40
3.5.2 Exporting Events ..... 40
4. SETTINGS ..... 42
4.1 Preferences ..... 42
4.1.1 User Interface ..... 43
4.1.2 Message highlights ..... 44
4.1.3 Custom skin colors ..... 45
4.1.4 Mailbox View ..... 46
4.1.5 New mail notification ..... 47
4.1.6 Displaying Messages ..... 49
4.1.7 Compose in a new window ..... 52
4.1.8 Contacts (Address book) ..... 55
4.1.9 Special Folders ..... 57
4.1.10 Server Settings ..... 59
4.2 Managing Folders ..... 60
4.2.1 Subscribe to Folders ..... 60
4.2.2 Create a new Folder ..... 61
4.2.3 Manage the Folder Hierarchy ..... 62
4.2.4 Delete Folders ..... 62
4.2.5 Share Folders ..... 63
4.3 Sender Identities ..... 63
4.3.1 Sender profile ..... 64
4.3.2 Signature ..... 66

4.3.3 Managing Multiple Sender Identities ....68
4.4 Passwords ....68
4.4.1 Change password ....68
4.4.2 Forgot password ....70
4.5 Incoming mail filter ....71
4.5.1 Filters list ....71
4.5.2 Create new filter ....72
4.5.3 Changing the Order of Filters ....72
4.5.4 Delete mail filter ....72
4.6 Out of office ....73
4.7 Calendar Preferences ....73
4.7.1 Main Options ....74
4.7.2 Categories ....75
4.7.3 Birthdays Calendar ....76
4.8 Canned Responses ....77
4.8.1 Edit Reponses ....77
4.8.2 Create a New Response ....78
4.8.3 Delete a Response ....79
4.9 PGP Keys ....79
4.9.1 Create PGP key ....80
4.9.2 Export PGP key ....81
4.9.3 Import PGP key ....81
4.9.4 Send encrypted email ....82
4.9.5 Read encrypted email ....83
5. TASKS ....85
5.1 Overview ....85
5.1.1 The Tasks List ....85
5.1.2 Task Lists ....87
5.2 Managing Tasks ....89
5.2.1 Create new Tasks ....89
5.2.2 Edit Tasks ....90
5.2.3 Organize Tasks in Groups ....92
5.2.4 Get Notifications ....93
5.2.5 Delete Tasks ....94
6. CONTACTS (Address Book) ....95
6.1 Directories and Groups ....95
6.1.1 Create a Contact Group ....95

6.1.2 Assigning Contacts to Groups ....96
6.1.3 Remove Contacts from a Group....96
6.1.4 More actions ....97
6.2 Contacts List ....98
6.2.1 Contact List Actions....99
6.2.2 Copying Contacts ....99
6.3 Contact Details....99
6.4 Creating and Editing Contacts....100
6.4.1 Add more contact properties....101
6.4.2 Upload a Contact Photo ....101
6.4.3 Create a New Contact ....102
6.5 Searching Contacts....102
6.5.1 Choose what properties to search....103
6.5.2 Advanced Search Form ....103
6.5.3 Saved Searches....104
6.6 Import/Export ....105
6.6.1 Importing Contacts ....105
6.6.2 Exporting Contacts....106

## List of Abbreviation

| | |
|---|---|
| GMS | Government Mailing System |
| eGA | e-Government Authority |
| HTML | HyperText Markup Language |
| PGP | Pretty Good Privacy |

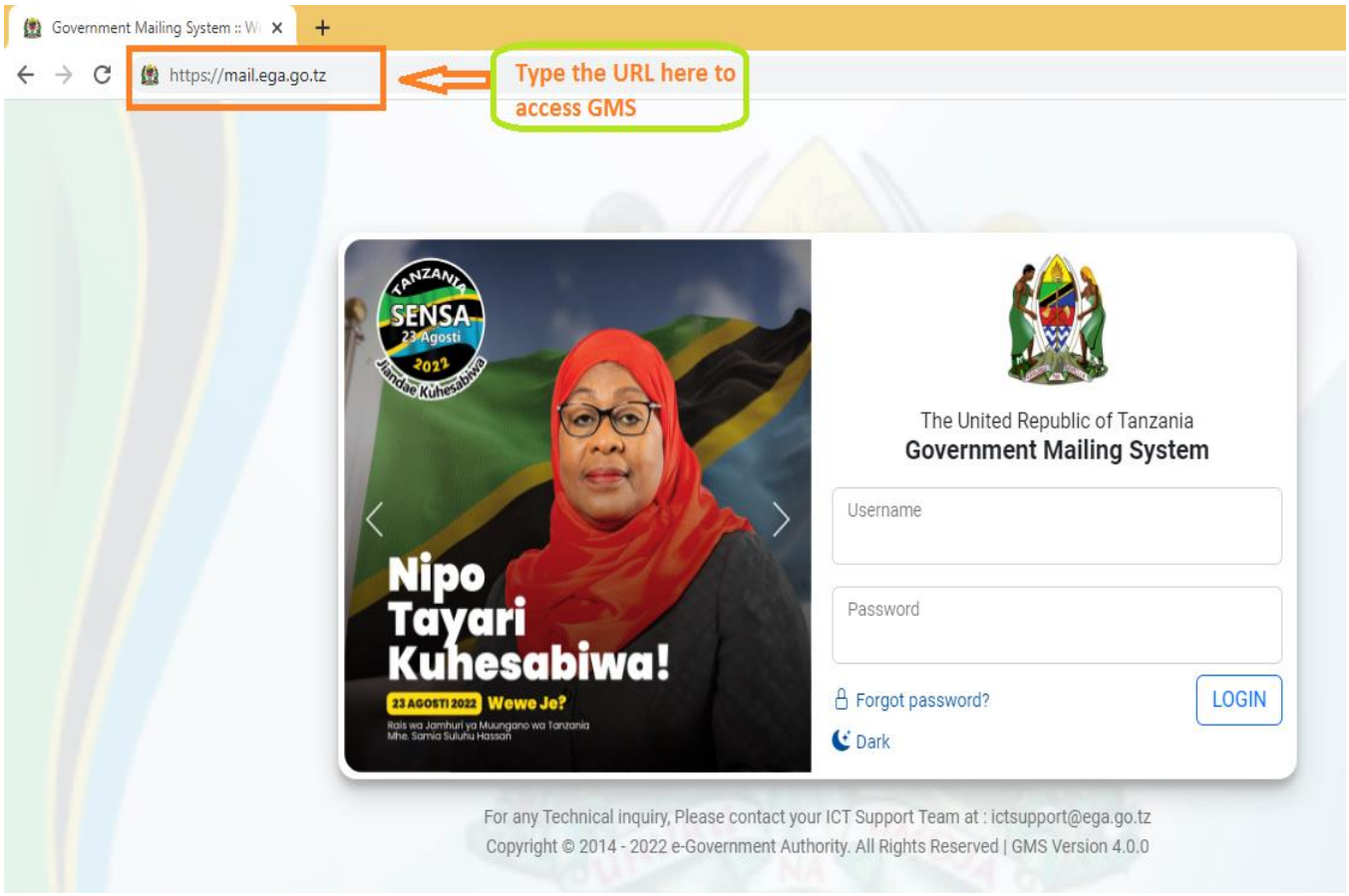
# 1. INTRODUCTION

## 1.1 About Government Mailing System (GMS)

Government mailing system is the web based communication suite for Government of United Republic of Tanzania. The Government employees can read, send and organize email messages and manage and share calendars, contacts, tasks, notes, files and bookmarks.

## 1.2 How to access

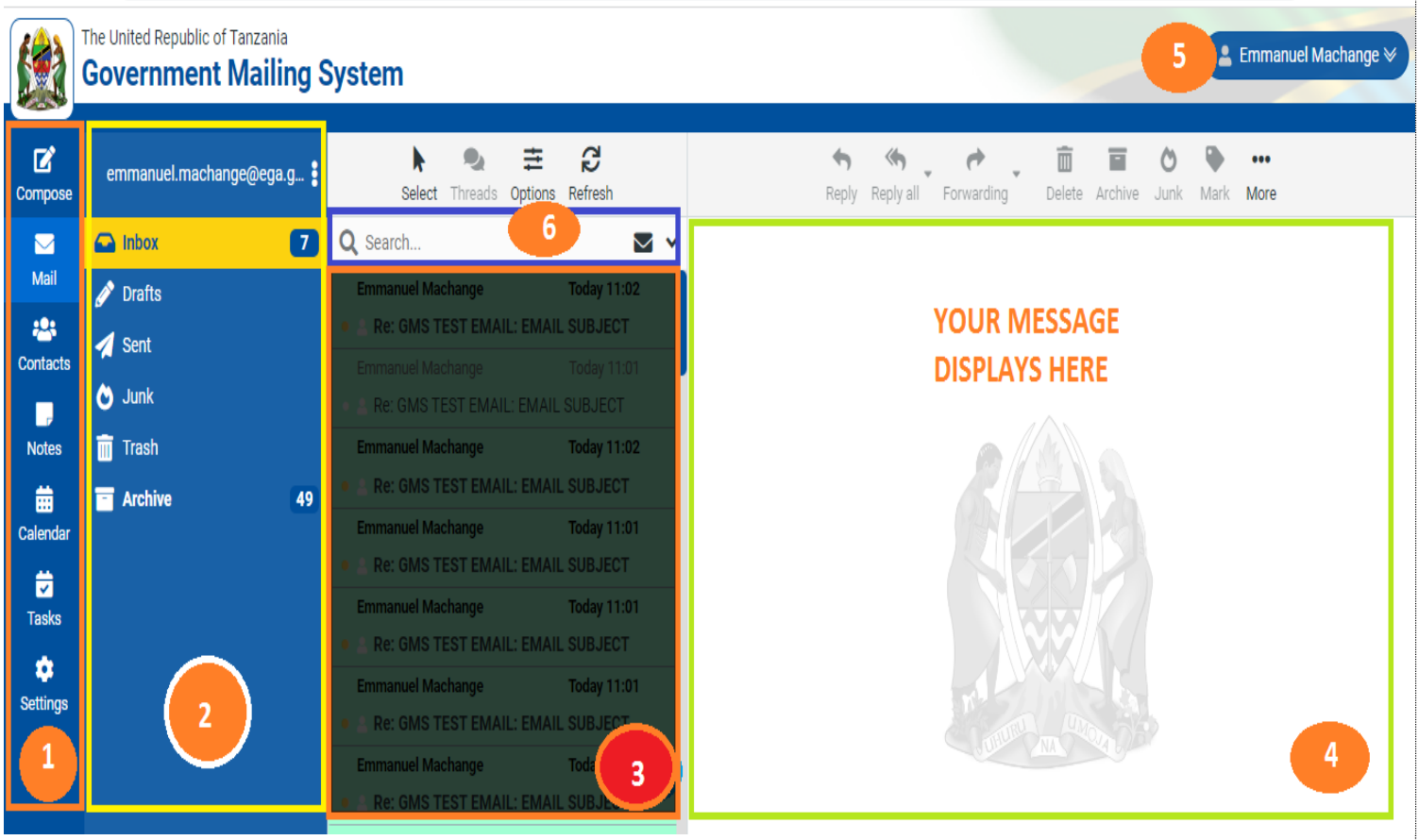
1. Open the Web-Browser of your choice whether Internet Explorer, Chrome, Mozilla Firefox, Safari, Edge, etc.
2. In the browser address bar, type the URL **https://mail.your-institution-domain** then press enter button on your devices keyboard.
3. For example: mail.ega.go.tz, mail.latra.go.tz, mail.gov.go.tz
4. When successful, the login page to the GMS displays as shown below.



The site shows the Login screen, which is used to authenticate a user. Type in your email account username (usually your email address) and password into the according fields. Hit the Login button or press <Enter> on your keyboard to authenticate.

## 1.3 General view of user interface

Once authenticated, the screen of GMS is divided into functional parts which are explained here:




***Navigation through GMS has been made easy, just like counting 1,2,3, 4...***

### 1. Main navigation menu

Main navigation menu (marked number 1) is located at the left of the page, this helps user to navigate into different major features of the GMS system. This includes: **Mail, Contacts, Notes, Calendar, Tasks and Settings.**

### 2. Secondary navigation menu

Every main navigation menu item has sub-menus, to navigate into sub-menus of a given feature click on a particular feature and list of submenus will be displayed in region marked number 2 in the figure above.

*Example: The menu item (Mail) which is highlighted with the blue color show the current selection, under which you have submenus like inbox, draft, sent etc.*

### 3. Items list

When sub-menu is selected, the list of items under that submenu are listed in region marked number 3 in figure above.

*Example: The sub-menu inbox which is highlighted with the yellow color show the current selection, under which received emails has been listed.*

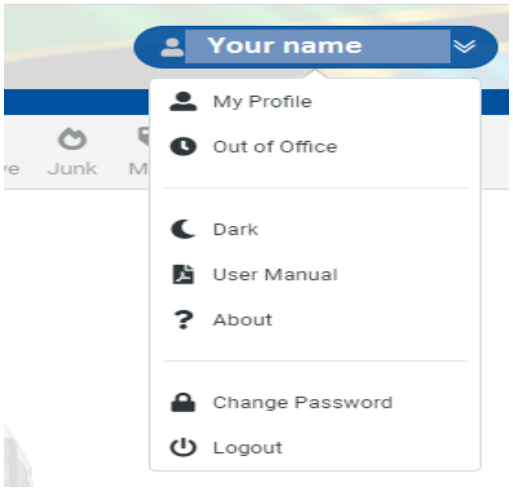
### 4. Content display

When item is selected from the list, the content for particular item is displayed in region marked number

*Example: When particular email is selected from the list of inbox emails, contents of the email will be displayed in region marked number 4 in figure above.*

### 5. Account profile

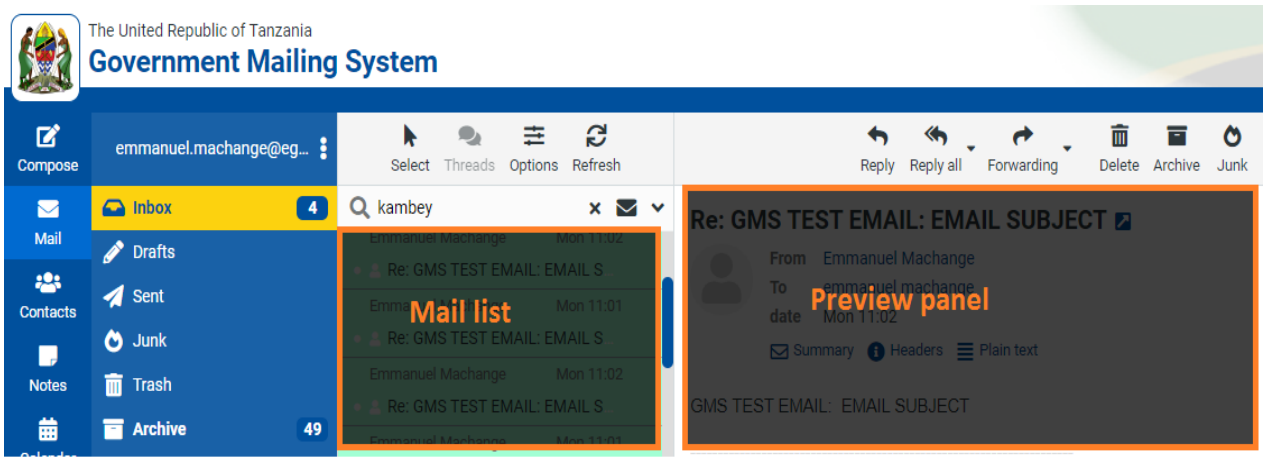
On the top right there is a button with your name (marked number 5), this button provides quick access to your profile and preference features such as my profile, out of office, change password.



# 2. EMAIL

## 2.1 Messages List

This part of the screen is displaying the list of all messages in the currently selected folder. The number of messages displayed in the list and the total number of messages in that folder is stated right below the list. According to your settings, this list only displays a limited number of messages at a time.

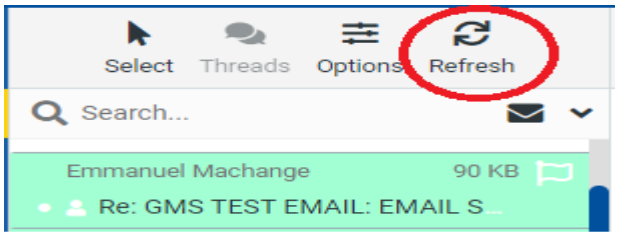



### Navigate message list

Use the arrow buttons below the list to browse through the multiple “pages”.

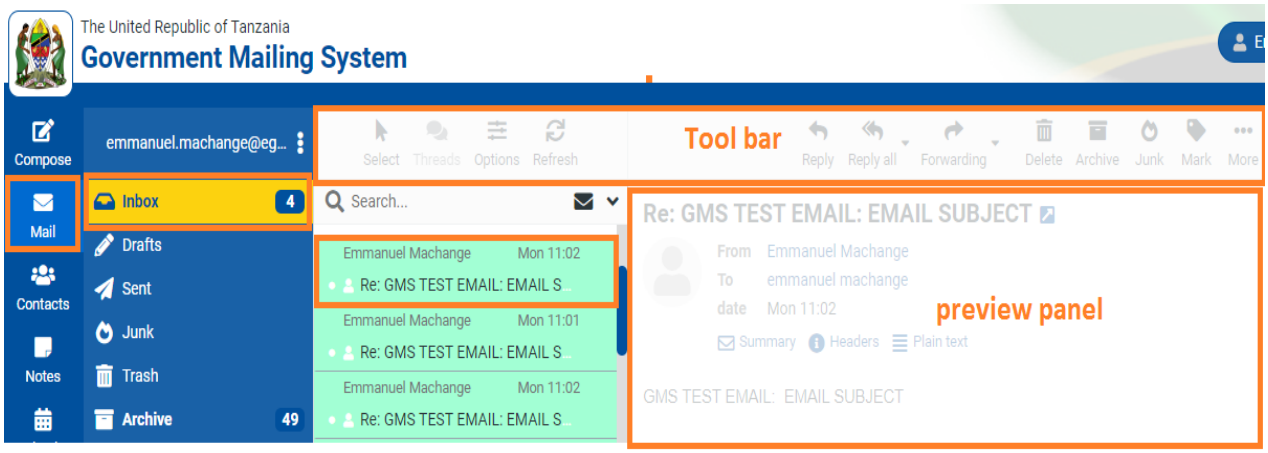
### Check for new messages

The application periodically checks for new messages and will update the display if new emails arrived. You can force this check manually by clicking the Refresh button in the email view toolbar.

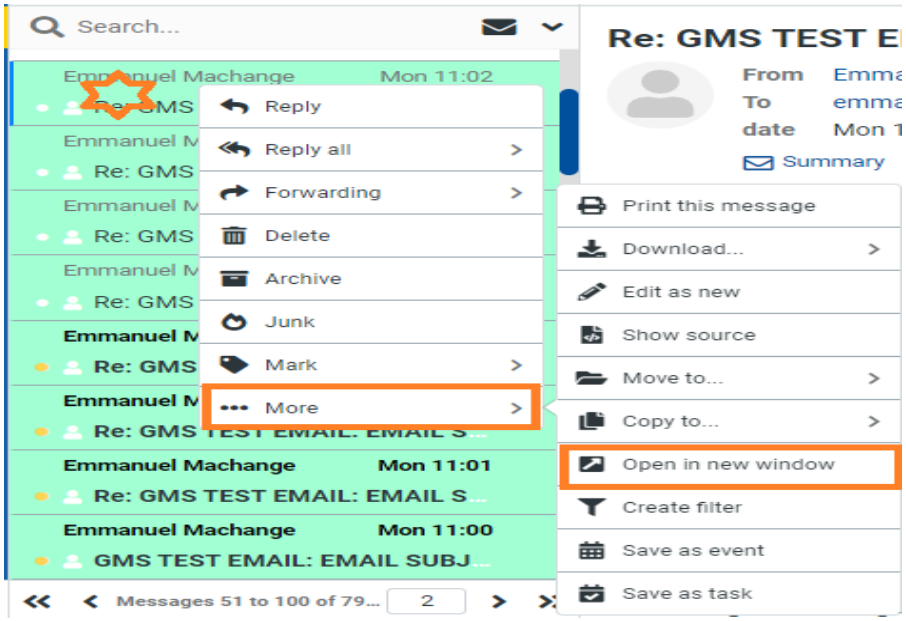


### 2.1.1 Open a Message for Reading

If the **Preview Panel** is visible, a single click on a message will display it in the preview right below the list. In order to open a message in full view or a new window (depending on your settings), double-click it with the mouse. Selecting a message in the list will also activate **toolbar buttons** that offer further actions related to the selected message, such as replying, forwarding or deleting it.

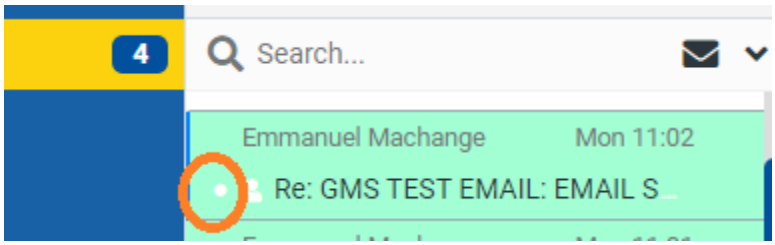



Another way to open a message in a new browser tab or window is to right-click on the subject and then choose “Open Link in New Tab/Window” from the browser’s context menu.

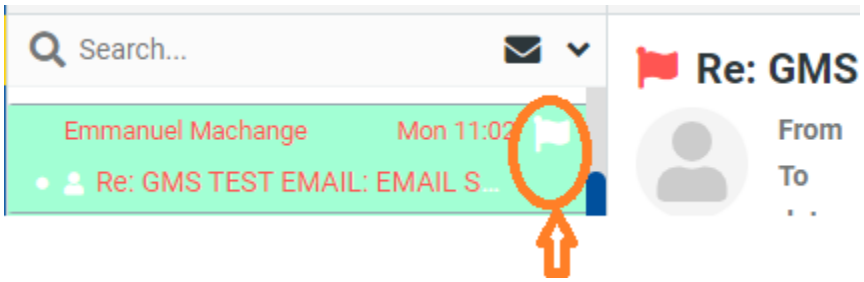


### 2.1.2 Mark Messages as Read or Flagged

When opening an unread message for reading it'll automatically be marked as read. This can also be done directly in the list by clicking the unread star in front of the subject. Click it again to mark the message as unread.

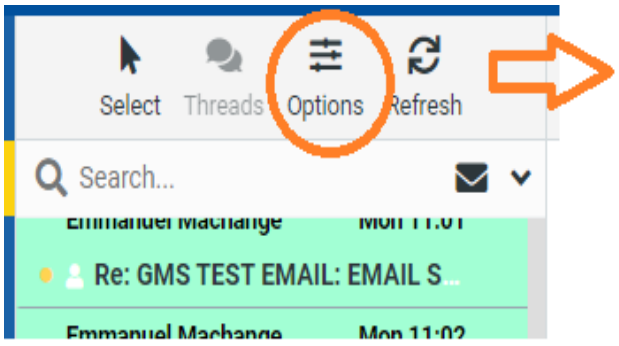


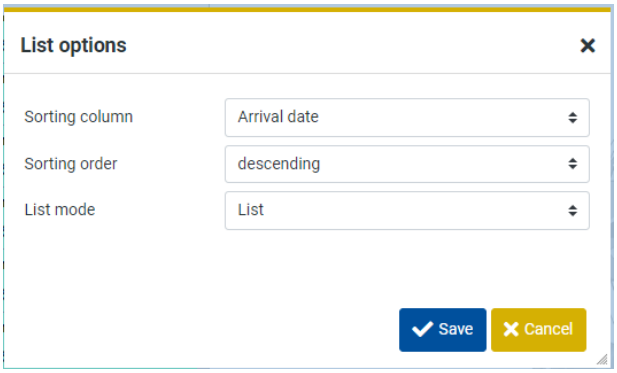

If the flag column is visible (see Change message list columns) you can flag/un flag a message by clicking on the flag column of the message row. Furthermore, there's the Mark menu in the toolbar that allows you to flag all selected messages with one click.




### 2.1.3 Change messages list sorting

The sorting order of the messages can be changed by clicking the column in the list header which you'd like the messages being sorted by. Click it once more to reverse the order. The column used for sorting is highlighted in the list header.



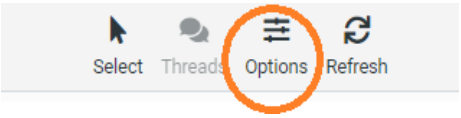



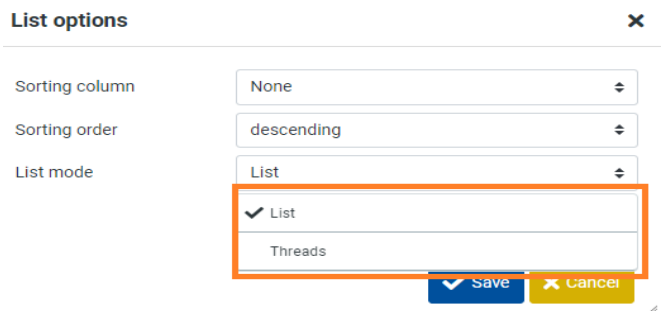
### 2.1.4 Threaded message listing

Instead of sorting messages by their date or subject, conversations spawning multiple messages can be grouped together as “Threads”.

Go to options in the toolbar => toggle between List or Threads view on list mode field.

When in thread mode, groups of messages can be collapsed or expanded using the arrow icons in the leftmost column of the message list.

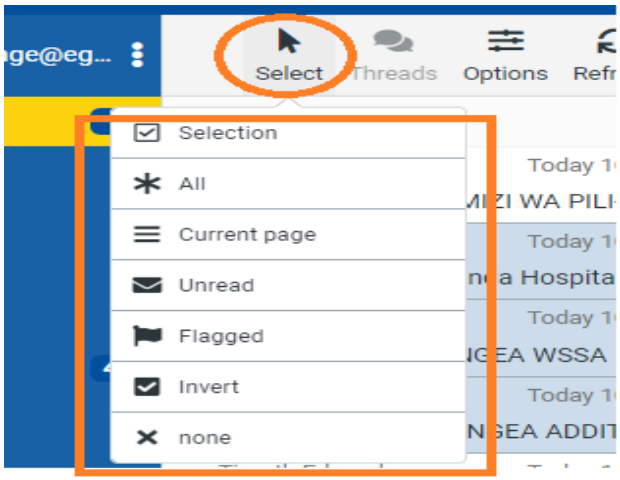



### 2.1.5 Selecting Multiple Messages

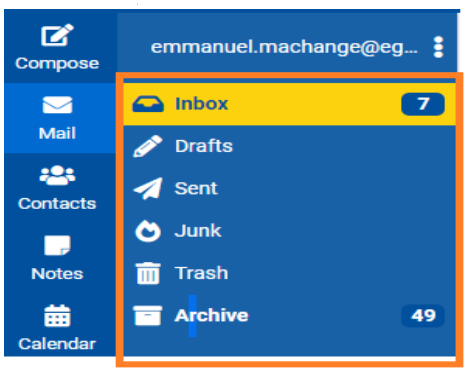
With a single click on a row in the messages list, the according message is selected and highlighted. By pressing either the Shift or Ctrl keys on your keyboard while clicking on a message, you can select multiple messages or unselect them.

There are also select option on tool bar menu. The menu allows you to select all unread or flagged messages at once or to invert or reset the current selection.



## 2.2 Mailbox folders

On the left side you see a hierarchical list of all folders in your mailbox. Folders can be used to file email messages by topic, sender or whatever you choose for organization.




**Incoming messages** usually appear in the Inbox folder which is the first item in the folder list.

There are some special folders which are used by the system to store **sent (Sent) or deleted (Trash)** messages and where not-yet-sent message **drafts (Drafts)** are saved. These system folders are indicated with special icons.

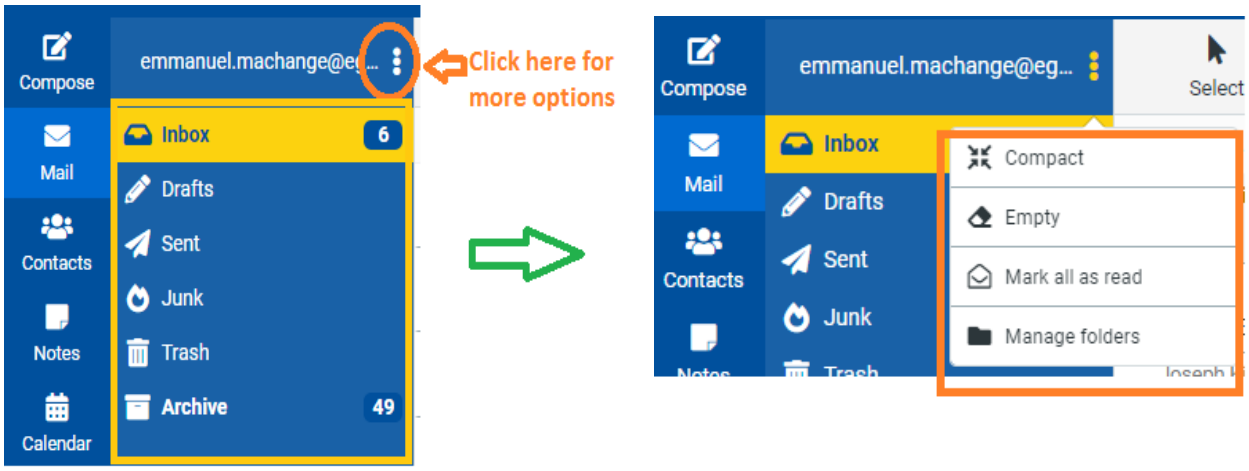
The **number of unread messages** in each folder is displayed at the right border of the folder list.

Click a folder in the list to show the contained messages in the message list on the right. The currently selected folder is highlighted in the list.

Folders with hidden subfolders are indicated with a small [+] icon which can be clocked to expand or collapse the folder tree.

### 2.2.1 Folder operations

In the header of the folder list, the Folder actions icon shows a list of folder-related actions when clicked. Most of the actions in the menu affect the currently selected folder.




### Compact

This action will compress the folder size by finally deleting messages that have been marked for deletion.

### Empty

This will delete all messages in the selected folder permanently. Be very careful with this operation as it cannot be undone. For security reasons, this action is only available for the Trash and Junk folders.

### Manage folders

This menu item will take you the settings section when you can manage the mailbox folders. This is where you can create, delete, rename or re-organize your email folders.

## 2.2.2 Quota display

If your mailbox is limited by a maximum size, the quota display located in the footer of the folder list indicates the current usage of the available disk space. Move the mouse pointer over the percentage display to see the real numbers of your quota usage.

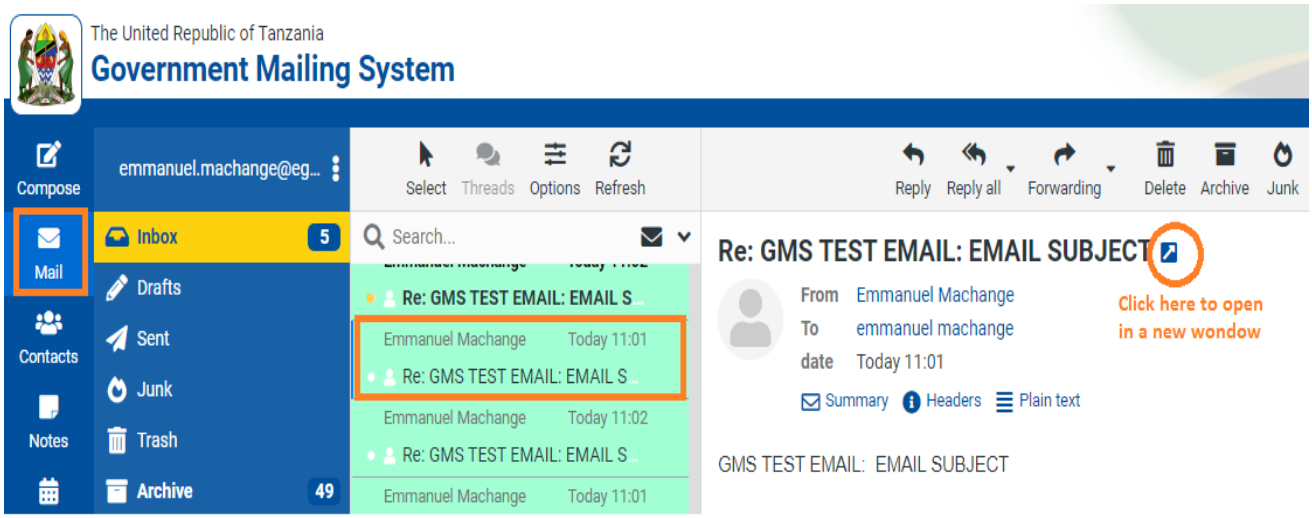
# 2.3 Viewing Emails and Attachments

Double-clicking a message in the list opens it in full size or in a new window, depending on your message display preferences.

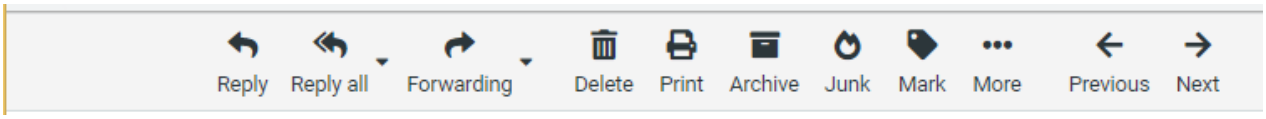
The header block now shows all message headers including a photo of the sender if one is found in your address book.

### 2.3.1 Open in a New Window

While looking at a message in the preview pane, it can be opened in a new window by pressing the button "arrow" button.

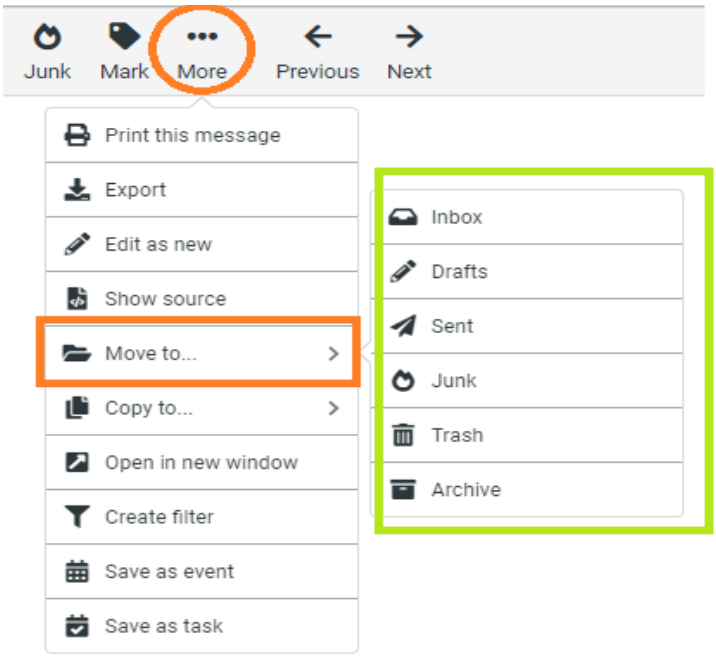



When opening a message in full-size view, the toolbar below shows buttons for possible actions to choose for this message.



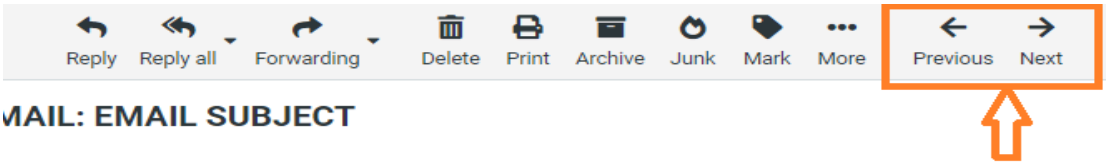

### 2.3.2 Move to Another Folder

Use the drop-down list by clicking "more" on the top right of the toolbar to move the current message to another folder. When a folder is selected from that list, the message is moved there right away and the window will display the next message in the list.



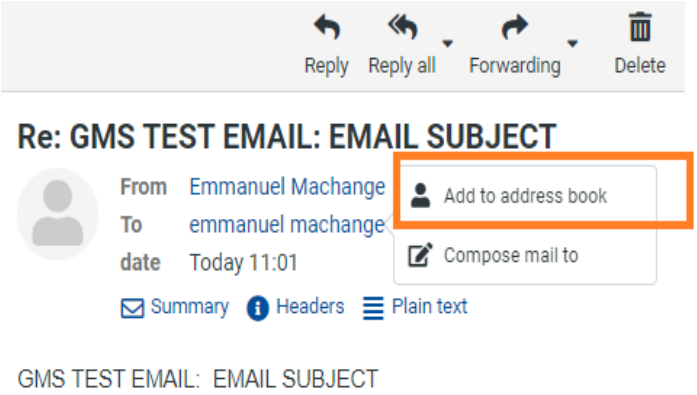

### 2.3.3 Jump to the Next or Previous Message

Use the arrow buttons on the right side of the headers box to jump to the next or previous message on the folder. If there's no next or previous message, the buttons will be disabled.



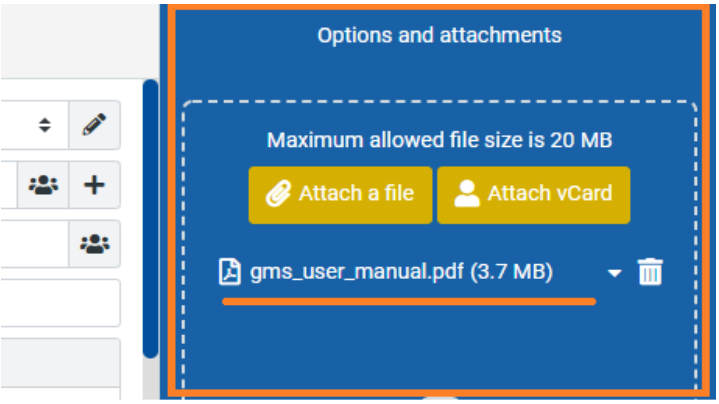

### 2.3.4 Add Contacts to your Address Book

Every email address referenced in the current message, either as sender or recipient, can be saved to the address book with a single click on the Add contact icon-add contact icon right next to it. Of course it won't be saved twice if a contact with that email address already exists in the address book.




### 2.3.5 View or Download Attachments

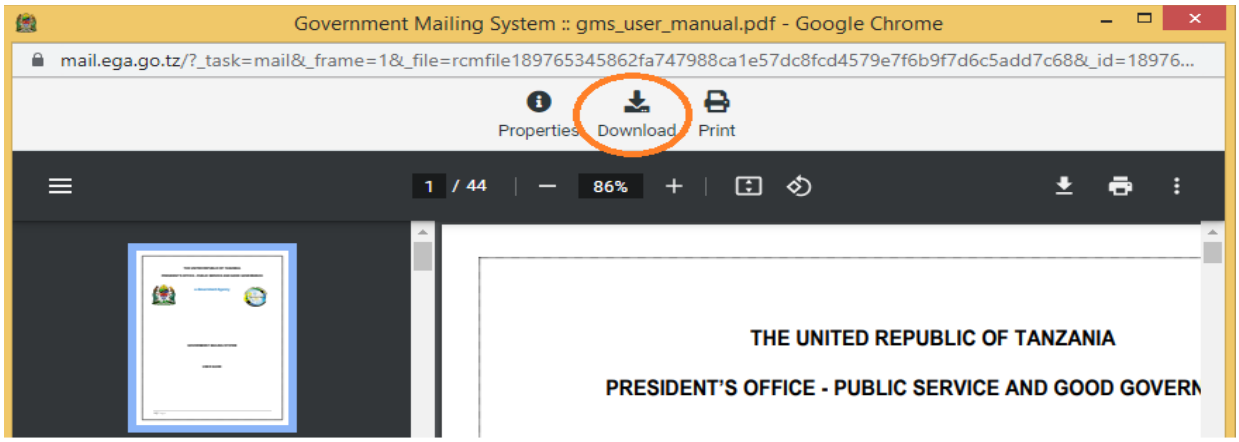
If the opened message has any files attached, these are listed on the right, next to the message text. Click on the file name to open or download it. If the file can be displayed directly in the web browser, a preview window will be opened showing the attachment. This will happen for images, text files and PDFs if your browser indicates being able to display them.




Otherwise clicking the file name will initiate the download process and a dialog will most likely appear, asking you were to save the file. If that doesn't happen, check the default "Downloads" folder on your computer for the attachment file.

#### Forcing Attachment Download

For files being opened in the browser directly, you can force download by either clicking on the Download link in the preview window or by right-clicking the attachment file name in the message view and then choosing "Save Link As..." from the browser's context menu.

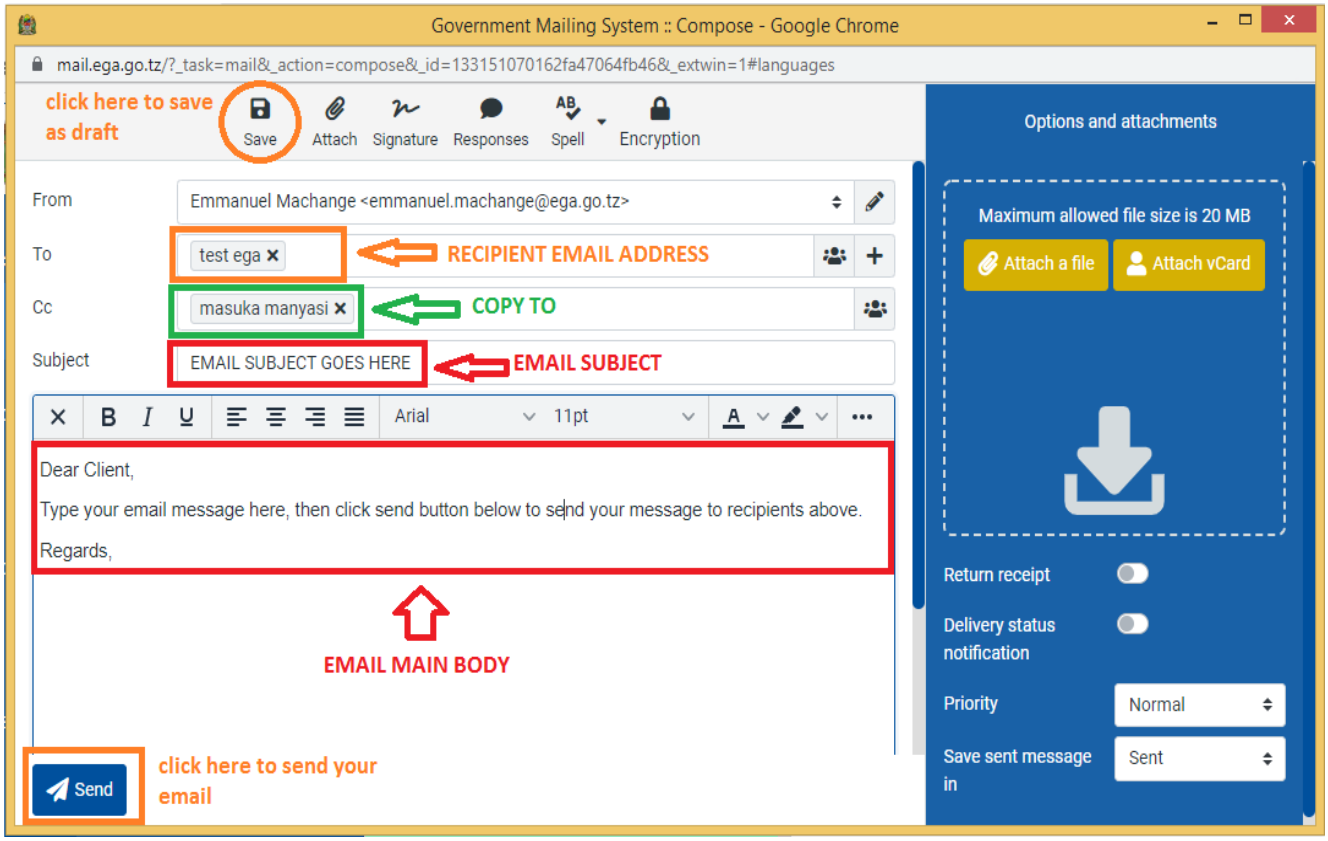



## 2.4 Sending Email Message

### 2.4.1 Composing a New Message

1. Click on the Compose icon at the left side menu bar, opens the message compose screen. Depending on your settings it opens in the current browser tab or in a new window.

2. Enter at least one recipient address or select them from the address book, type in a subject and the message text and
3. Click the Send button in the toolbar when you're ready to send the message.

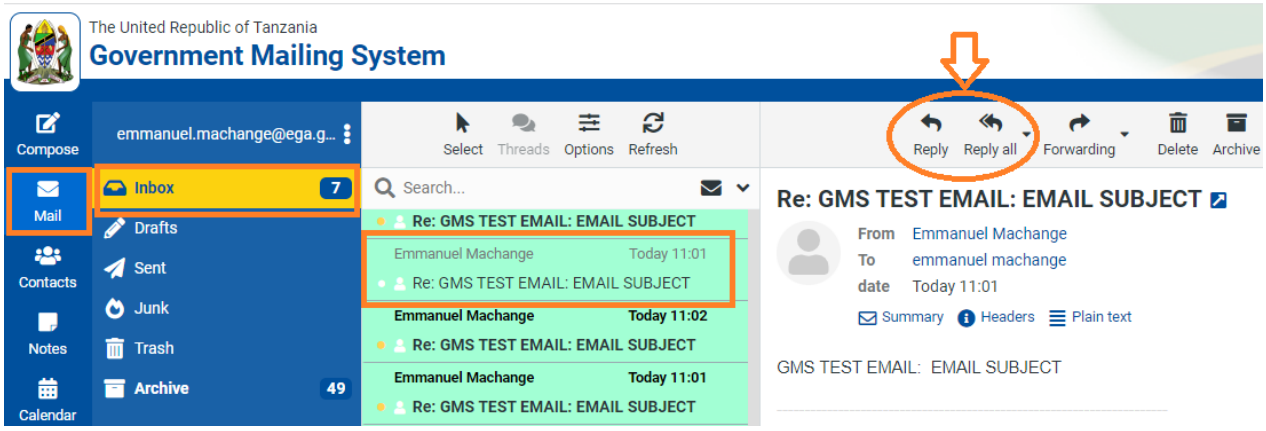



**Save it as Draft** (toolbar icon) if the message is not yet complete and you'd like to finish and send it at a later time. The email will be stored in the Drafts folder and can be double-clicked there in order to resume composition.

**Note:** While composing a message, copies are periodically saved to the drafts folder to avoid unintentional loss. In case the session terminates unexpectedly or your computer or browser crashes, you'll find a copy of the message on the Drafts folder. You can configure the automatic saving interval in the preferences.

## Reply to a Message

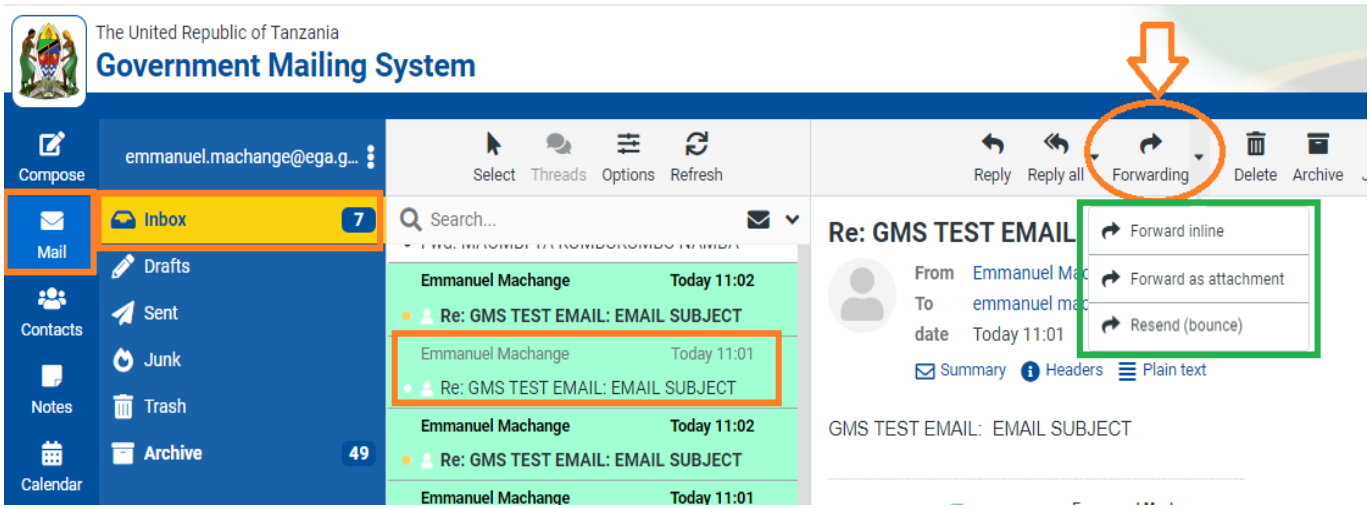
If you want to respond on a received message, click the Reply or the Reply all button in the toolbar or the equivalent buttons in the Preview Pane. This will also open the compose screen but with a quote of the message you're replying to and with the recipient(s) pre-filled.




While Reply will copy the sender address into **To** field, Reply all will add all recipients of the original message to the To and Cc fields.

## Forwarding Messages

Messages can also be forwarded to somebody by clicking the Forward button in the toolbar. The compose screen will contain the message text and all attachments already added. You can still add more attachments or remove some you don't want to forward.




The Forward toolbar button offers the following options:

## Forward inline

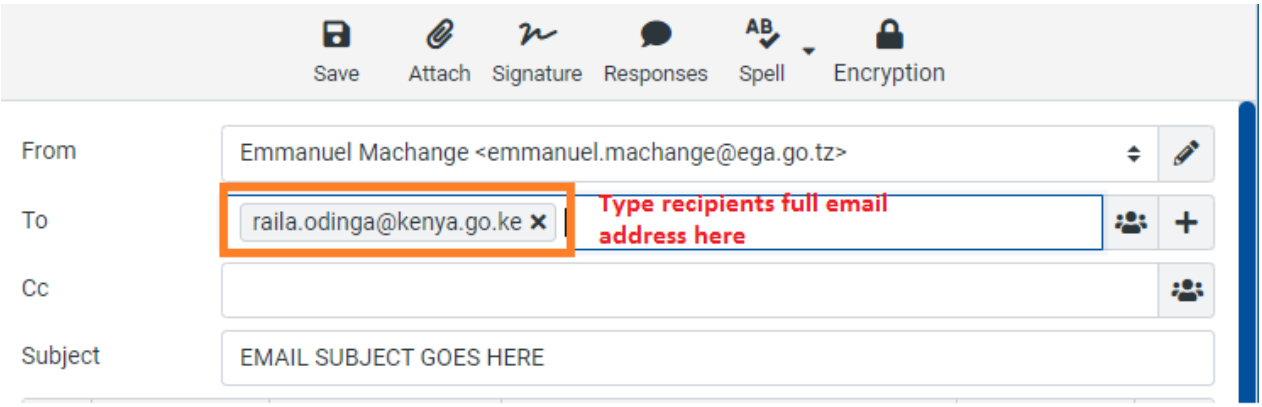
In this (default) mode, the content of the original message is copied to the message text editor and can be altered or deleted. Also attachments of the original message are copied to the new message and can be removed individually. Attention: this mode can truncate or re-format HTML formatted messages.

### Forward as attachment

With this option, the original message is copied as attachment to the forwarding message. This will preserve the message with all its formatting and attachments and doesn't allow you to alter anything.

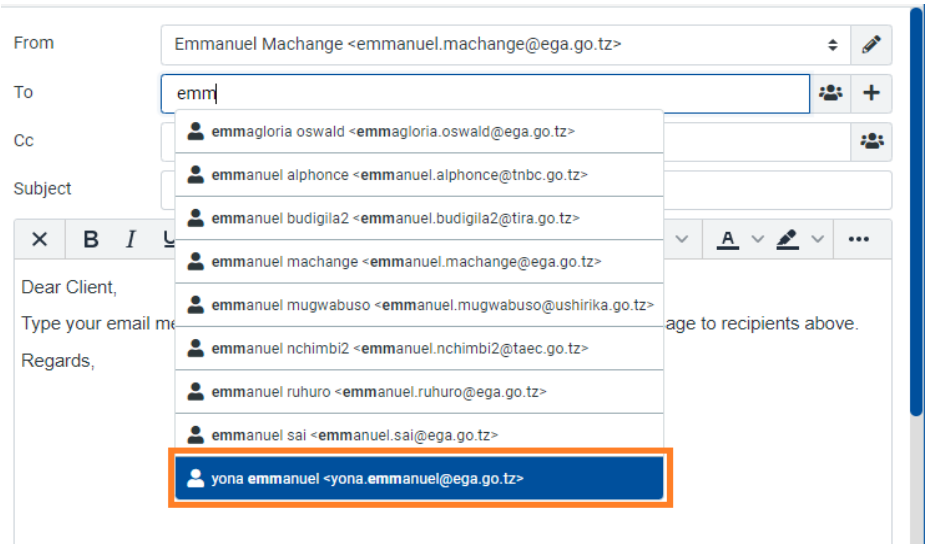
## 2.4.2 Selecting Recipients from Address Books

The recipients of the composed message can be freely entered into the **To** or **Cc** fields in the header section of the compose screen. Separate multiple addresses with a coma (,). Make sure you enter full and valid email addresses.



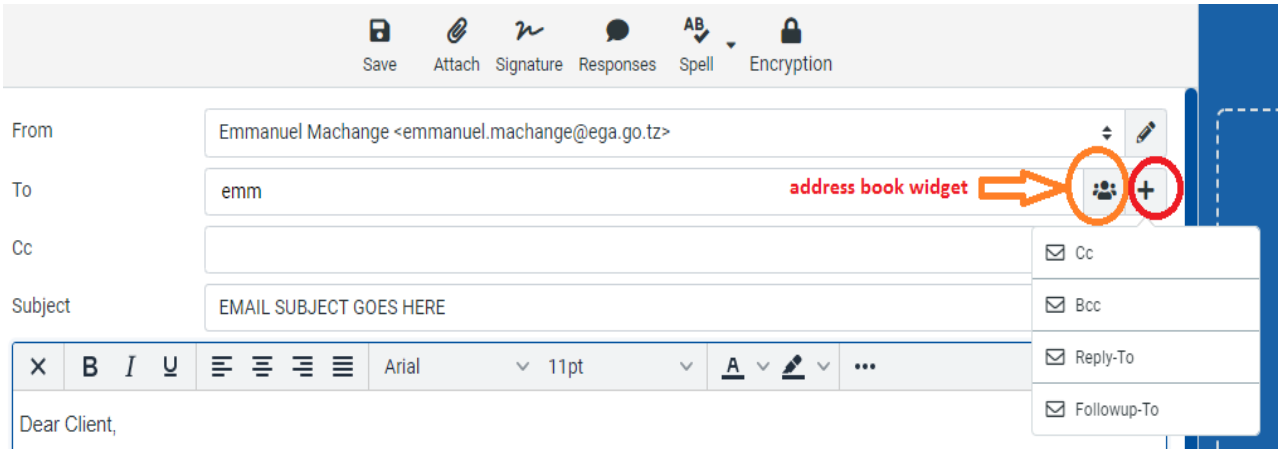

### Address Book Auto completion

While typing a recipient address, the app continuously searched your address book and suggests matching entries right below the input field. Use the cursor keys (up/down) on the keyboard to select one and then hit <Enter> or <Tab> to copy the highlighted address into the recipient field.



### Select recipients from a list of contacts.

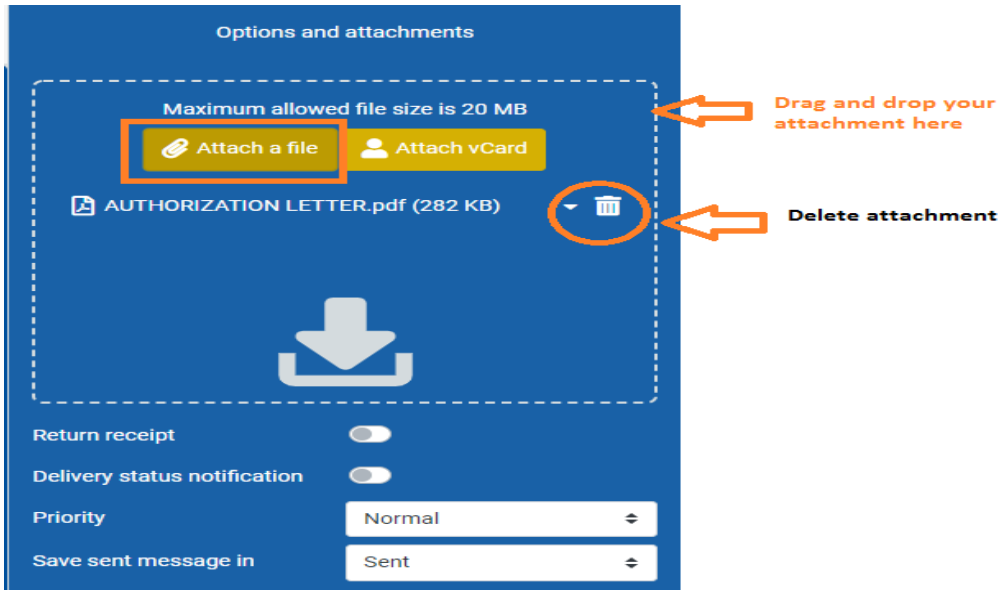
If you prefer to select recipients from a list of contacts, use the address book widget on the left side to look them up. First, select the address book to browse on the upper part of the widget and see the contacts listed below. Only a limited number of contacts is displayed at a time so use the arrow buttons in the widget header to jump to the next page of contacts.




Select one or more contacts in the list and then click either one of the buttons below (To+, Cc+, Bcc+) in order to copy the selected contacts to the according recipient field. Double-click a contact in the list to have it added to the To field immediately.

## 2.4.3 Adding Attachments

In order to attach files to the message, click the Attach button in the toolbar and then select the file on your computer using the file picker dialog that opens. Attachments to be sent with the message are listed on the right and can be removed again by clicking the Delete icon of the according file.




If your browser supports HTML5, you'll see the file-drop icon at the bottom of the attachment list. That means you can drag a file from your computer's file explorer with the mouse onto that icon in order to attach it to the message.

### 2.4.4 Composing Formatted (HTML) Messages

Depending on your settings, the compose screen shows a simple text field to enter the message or a rich text editor with a toolbar that enables text formatting, bullet lists, image embedding and more.

You can toggle the composition mode between plain and rich text (HTML) with the Editor Type selector which is hidden in the sending options bar. Expand the Sending Options by clicking the down-arrow on the left border of the message headers block.

Embedding Images

When in HTML editor mode, you can embed images right into the message text. And here's how to do that:

Add the image as attachment to the message.

Click the Insert/Edit Image icon in the editor's toolbar

Select the image from the Image List drop-down menu in the dialog

Hit the Insert button

Resize the image in the text area if necessary

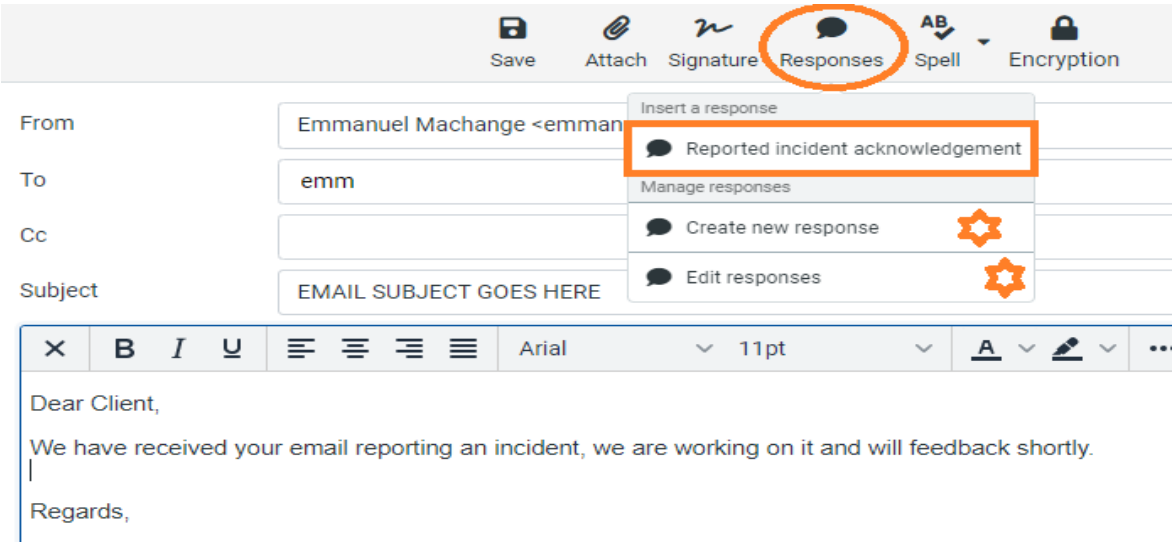
## 2.4.5 Using Prepared Responses

Saved responses can be handy when repeatedly writing emails with the same text, e.g. when answering support requests or sending invitations with always the same introduction.

The Responses button in the compose screen toolbar holds your personal set of “canned responses” which can be inserted into the message body by a single click. Note: these are only text snippets that can be inserted anywhere and not message templates with subject, text or attachments.

### Insert a Response

Clicking the Responses button opens a menu that lists all the saved boilerplate texts by name. Simply click on one and the saved text will be inserted into the message at the position of the cursor, exactly where you stopped typing. If you selected some part of the message text with the mouse before, the saved response text will replace the selection.




### Save a new Response

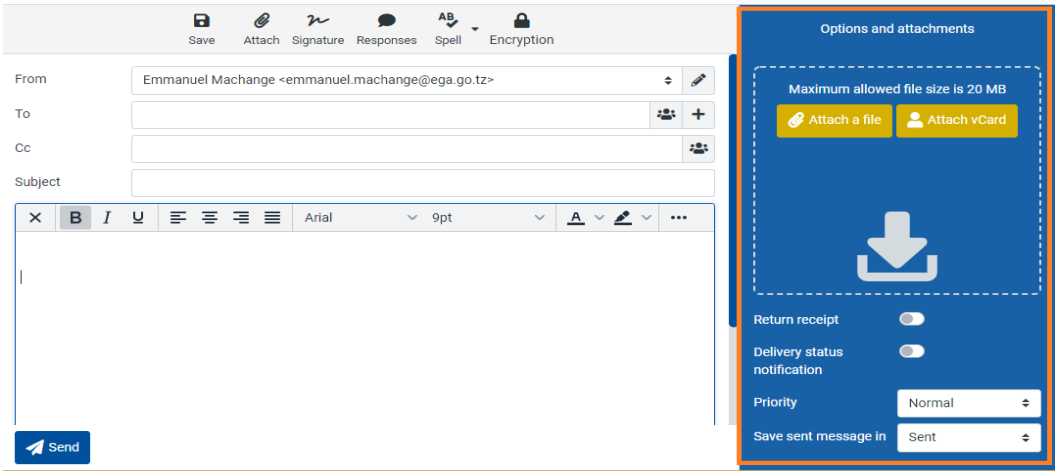
Select the section of the message text that should be saved with the mouse and click Create new response from the menu behind the Responses button. This will open a dialog where you can review the text before saving. Give the new response a snappy name and click Save. It’s now added to the list of snippets to be inserted.

### Edit Responses

Switch to the Settings section where you can manage all the saved responses.

## 2.4.6 Other Message Sending Options

The other message sending options are displayed at the right border of the message headers block.




There you can switch the editor type to compose html messages and adjust other settings concerning the message delivery.

### Priority

The priority flag of the message to be send. This will be displayed in the recipient's mailbox.

### Return receipt

Request the recipient to return a receipt confirmation when opening the message. This will be sent by the recipient's email program if she confirms it.

### Delivery status notification

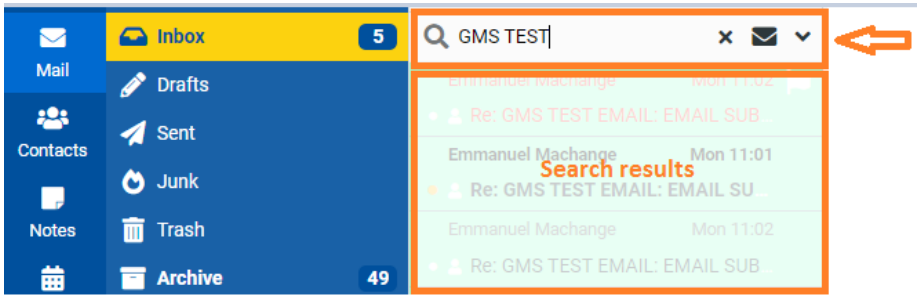
Request a notification message when the message is delivered. This will be send by the email server upon message delivery. Please note that this doesn't confirm that the actual recipient has received the message.

### Save sent message in

Select the folder where to save a copy of the message after sending it. This defaults to the Sent folder and can be changed here. Select don't save to just send the message without saving a copy.

## 2.5 Searching Email Messages

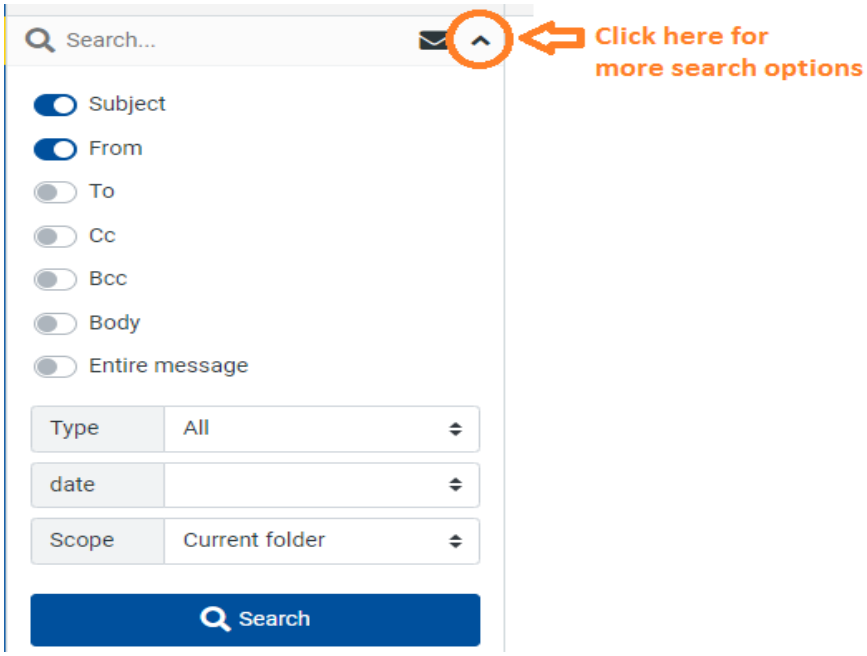
For searching email messages, first select the folder you want to search in the Mailbox folders list on the left. Then enter the search term into the search box above the message list and press <Enter> on your keyboard to start the search. Search results will be displayed in the message list.




Reset the search by clicking the Reset search icon on the right border of the search box. Switching to another folder will also reset the search and clear the search box.

### 2.5.1 Choose what parts to search

Open the search options menu by clicking the search icon left in the search box. You can select which parts of the message should be searched for the entered term. Check Entire message to search them all.



You can also type specific search criteria directly into the box, such as “from:Scott” or “subject:Conference.” Supported criteria keywords are:

from:

to:

cc:

bcc:

subject:

body:

#### Choose where to search

Also located in the search options menu, the “Scope” selector controls whether messages are searched in the currently selected folders, including subfolders or across all folders. If a search query is already active, changing the scope in this menu will immediately execute the search again and update the results in the message list.

### 2.5.2 Message List Filters

The drop-down menu next to the search box offers some predefined filters to quickly reduces the messages listed to their status or priority.

The filter rules selected here are applied in addition to the search term entered in the search box. For example you can choose to only list unanswered messages from Paul by selecting the filter Unanswered and enter “from:Paul” in the search box.

The message filters also depend on the “Scope” selected in the search options menu. Change the scope if you want to expand the active filter to list matching messages from all folders.

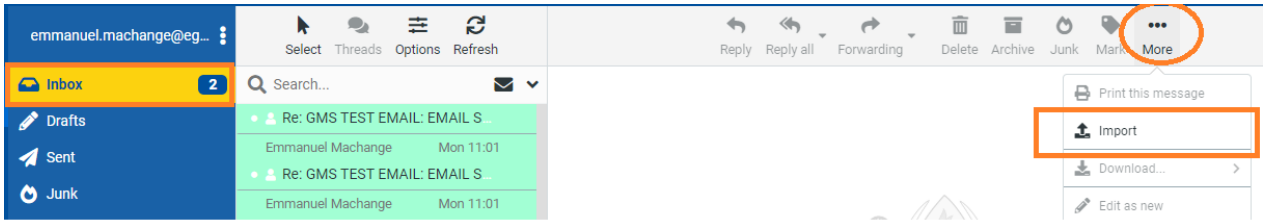
## 2.6 Import/Export

The common exchange formats for email are MIME (.eml) and Mbox (.mbox) which are both supported for import.

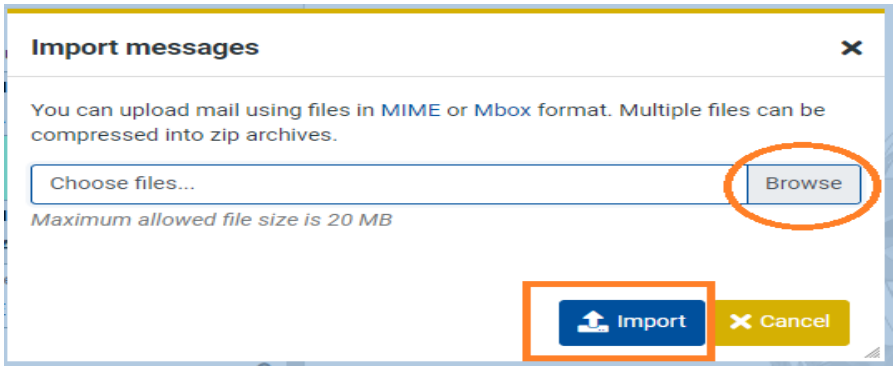
### 2.6.1 Importing Email Messages

One or multiple files with either MIME or Mbox data can be uploaded to add email messages to the currently selected folder:

1. Click the folder where the imported messages should be added.
2. Select Import messages from the Folder actions **“more”** menu in the toolbar.




1. Select the file to import from your computer’s hard drive. You can select multiple files in the file picker dialog by holding down the Shift or Ctrl keys while selecting a file.
2. Press Upload to start the import process.

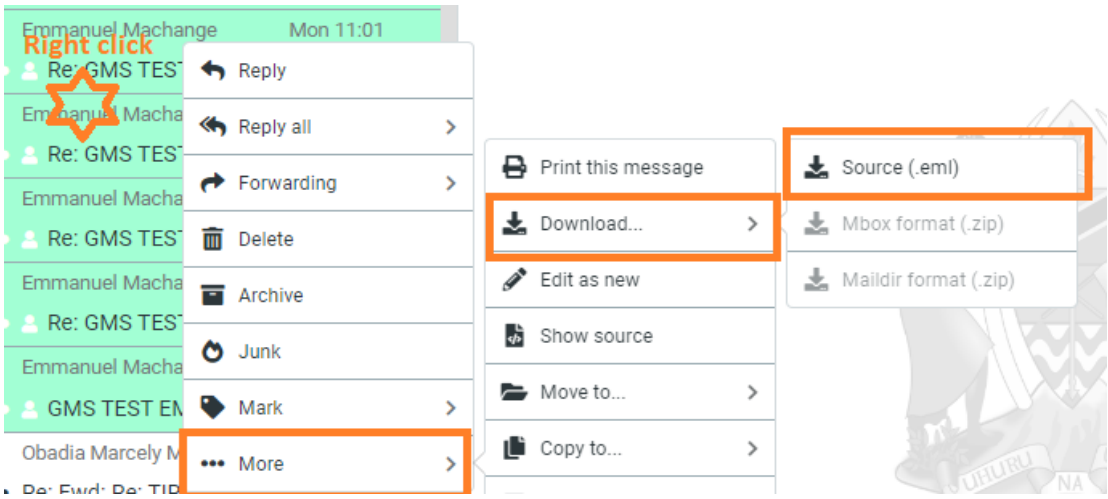



## 2.6.2 Exporting Email Messages

Messages from your inbox or any other folder can be downloaded to your computer for archiving or backup. When exporting, messages will be saved as single .eml files.

### Download a Single Message

To download an email message, first select a message in the Messages List and then choose Download (.eml) from the More menu in the toolbar. Choose where to save the exported .eml file if prompted, otherwise find the file in the “Downloads” folder on your computer.




## Download Multiple Messages

Multiple messages will be packed into a Zip file for downloading. Select individual messages in the Messages List and then follow the instructions for downloading a single message. You need to unpack the downloaded .zip archive to access the individual message files.

## Export an Entire Folder

For archiving purposes all messages from a folder can be downloaded as .zip archive without first selecting them in the list.

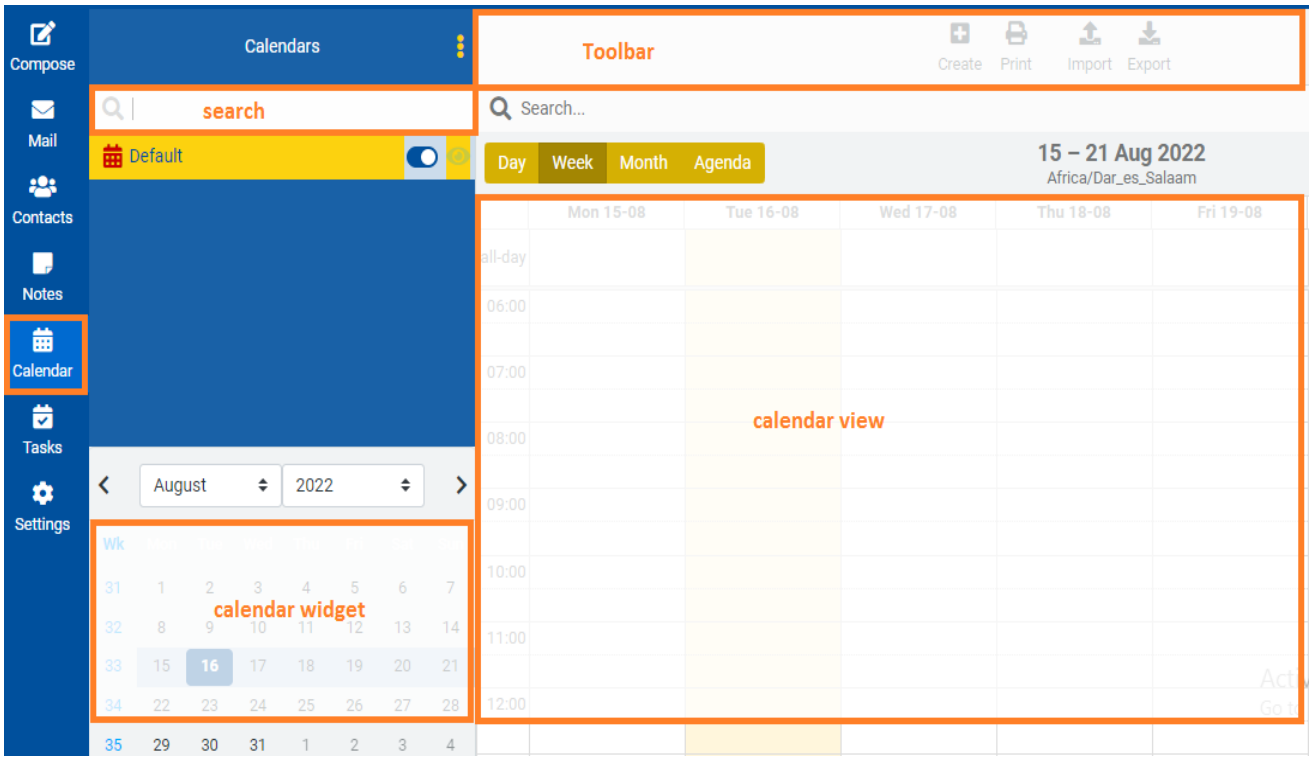
Switch to the folder you want to export and then select Download folder from the Folder actions menu behind the gear icon in the folders list footer

# 3. CALENDAR

The Calendar gives you access to your personal and shared calendar and scheduling functions.

## 3.1 Overview

The screen of the calendar module presents the following parts: The Calendar View itself, a small Calendar Widget the Calendars List as well as the usual toolbar and search box.

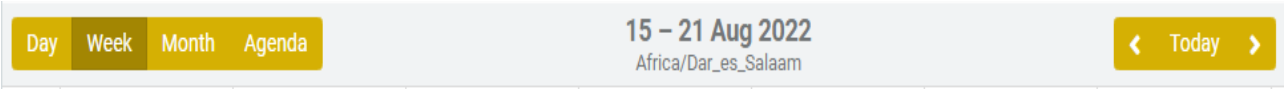



## 3.2 Calendar View

The central part of the screen displays the schedule with events from the active calendars matching the current date range. The active date range is displayed above the calendar in the toolbar area and can be moved forward or backward in time using the arrow buttons right next to the title.

### Change Views

You can view your calendar events in Day, Week, Month or Agenda view. Toggle the view mode using the toolbar buttons above the calendar view.




### Day

All events of a single day appear at the time the begin and spawn a box until their end time. The time scale is displayed in the left side of the view. All-day events appear at the top.

### Week

Similar to the day view but lists all days of the week horizontally. All-day events again appear at the top.

### Month

Shows all events of the selected month at a time. Each event only appears as a single line and if there are more events in a day than can be listed, a number at the bottom of the day field indicates that. Click that link to open a zoomed view of that single day.

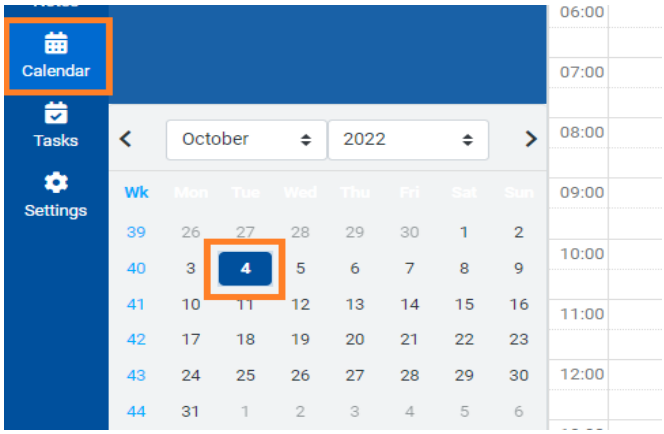
### Agenda

The agenda view shows a list of events for the selected range in a chronological order and divided by headers denoting either days, weeks or months. Both the number of the days considered for the listing as well as the mode how to divide list can be adjusted with the controls at the bottom of the agenda view.

For all the views, the small calendar on the left highlights the currently listed days.

### Go to a specific Date

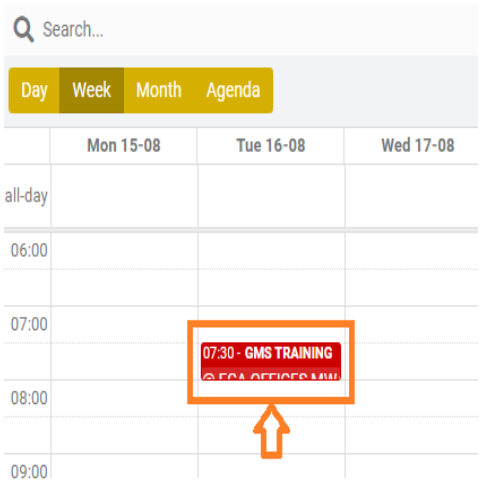
Use the **mini calendar widget** on the left to jump to a specific date. Simply click a date and the date range of the current view moves to include the selected day. The left/right arrows in the mini calendar's header quickly cycle through the months. Use the drop-down menus hidden under the month and year display in the widget header to directly jump to another month or year.

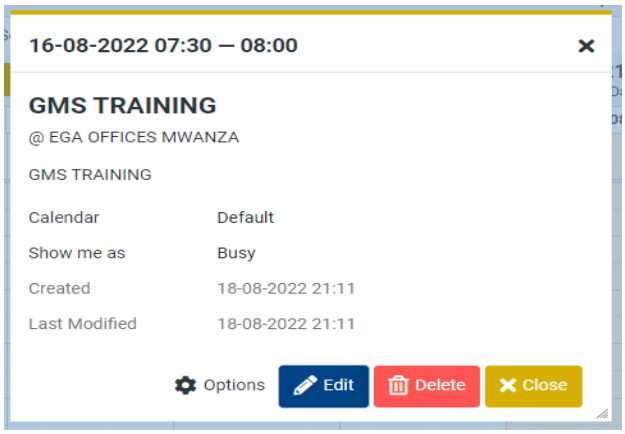



A shortcut to switch the calendar view back to today or the current week provides the Today button located in the toolbar.

## Show Event Details

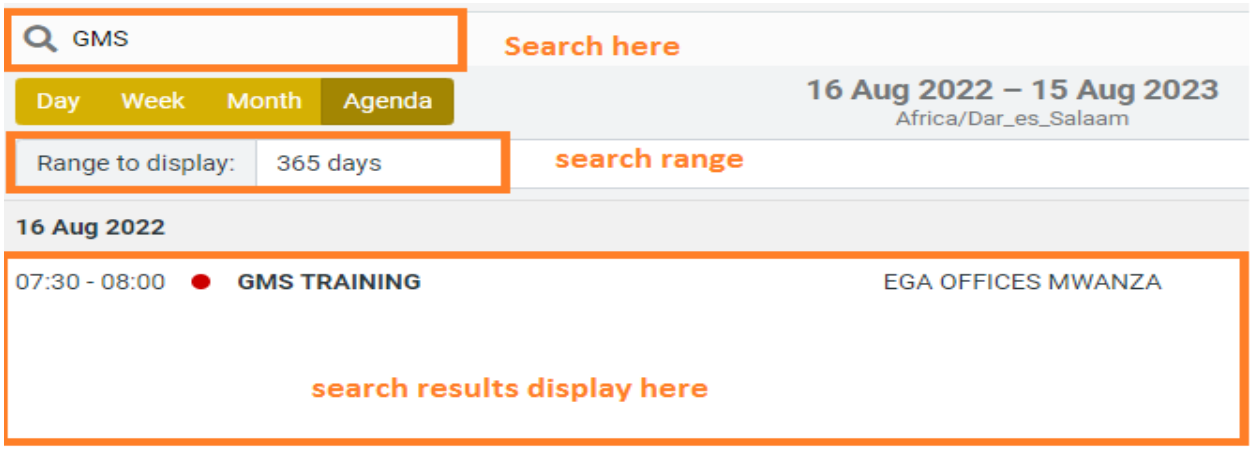
Click an event box in the calendar view to open a dialog displaying all details of the event.



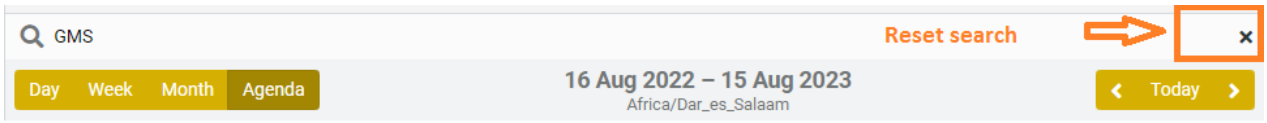

## Searching Events

The search box above the calendar view lets you quickly get a list of events matching the entered keyword in either the title, location, description or attendees. Enter the search term into the box and press <Enter> on your keyboard to start the search. The calendar view will switch to Agenda mode in order to display a list of matches. Of course you can switch the view again to display the search results differently.



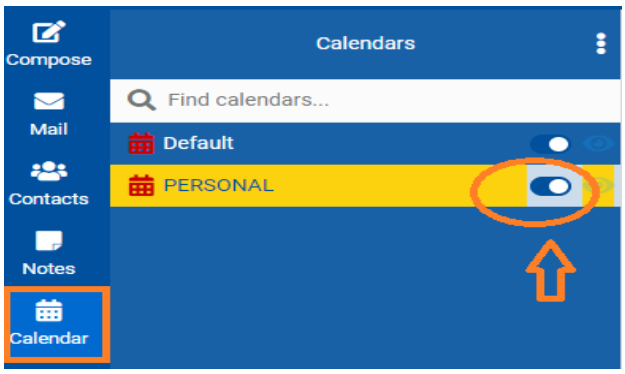

**Note** Events are searched within a certain date range only which is displayed above the calendar view. Use the mini calendar widget or the arrow toolbar buttons and the range selector below the agenda view to adjust the time frame to search in.

Reset the search by clicking the Reset search icon on the right border of the search box. This will also switch the calendar view to whatever mode you had before the search.




## 3.3 Calendars List

Events can be organized in different calendars which are all displayed in the lower left list. Use the checkboxes in that list to show or hide events from the specific calendars in the main view.



Beside your personal calendars, the list also displays calendars shared by other users or ones that are shared amongst your workgroup. Small icons in the list give a hint about the origin and some of them are possibly read-only which is denoted with a small lock icon.

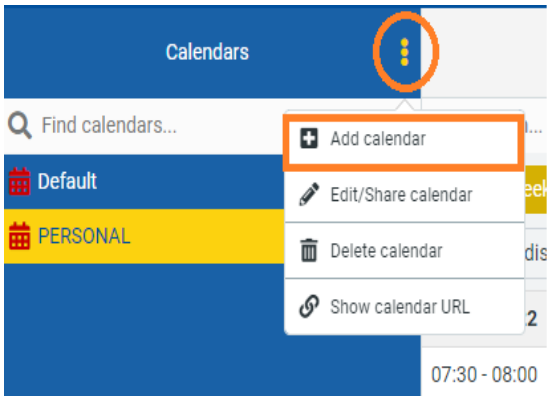
### 3.3.1 Colorized Events

In order to better distinguish the events from various calendars in the calendar view, calendars have a color assigned which is used to colorize the events on the screen. Check the **Calendar Preferences** for more advanced options how to colorize events in the calendar view.

### 3.3.2 Create a New Calendar

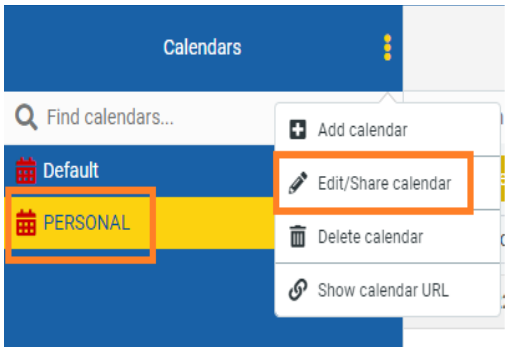
You can create any number of calendars to store all your events and name them individually.

1. Click the three dots icon in the calendars list header, then select **+ add calendar**.
2. In the dialog, give the new calendar a unique name and assign a color.
3. Click Save to create it.
4. The calendar view will reload and list the new calendar on the left.



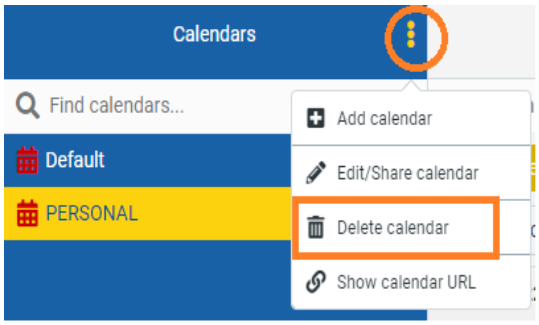

### 3.3.3 Edit Calendar Names and Settings

1. Select the calendar to edit by clicking it in the list.
2. Click the gear icon in the calendars list footer and select Edit from the options menu.
3. Adjust name, color or reminders settings in the edit dialog.
4. Click Save to finally update the calendar.



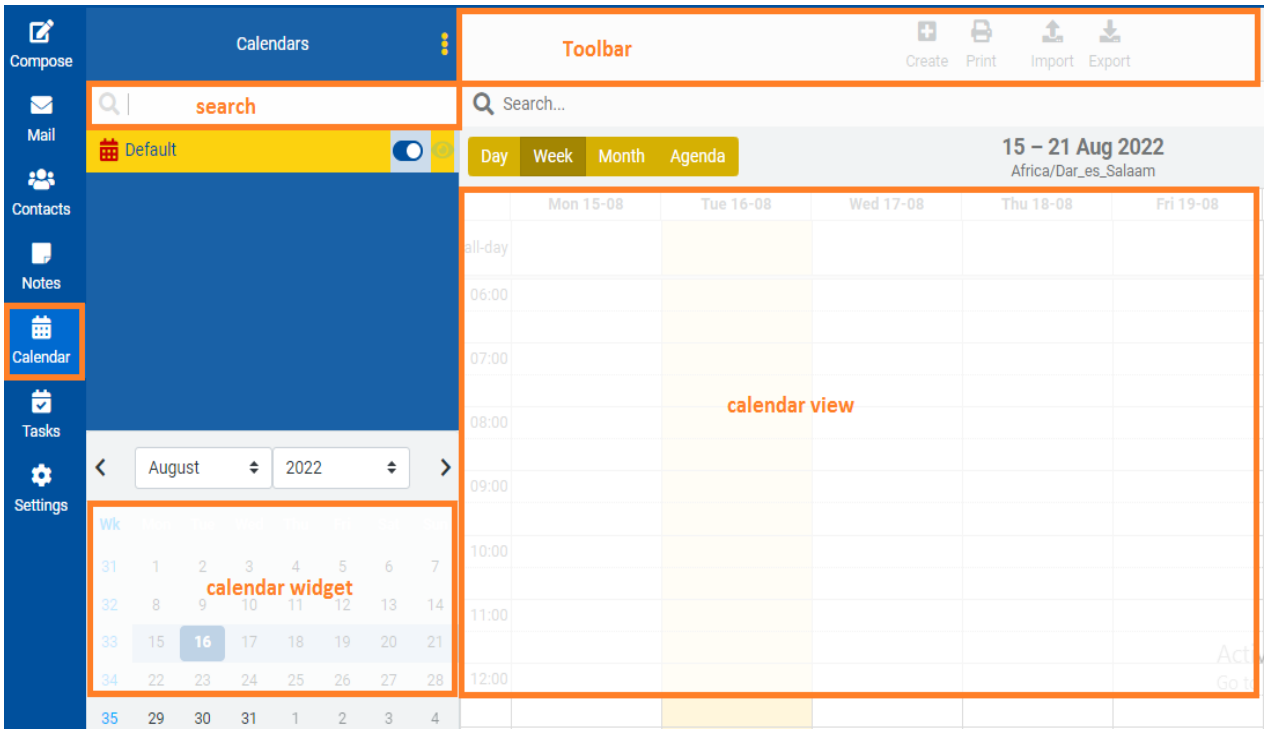

### 3.3.4 Remove entire Calendars

1. Select the calendar to edit by clicking it in the list.
2. Click the gear icon in the calendars list footer and select Remove from the options menu.
3. After a confirmation dialog, the selected calendar with all its events will be deleted. Caution: This action cannot be undone!




## 3.4 Manage Your Schedule

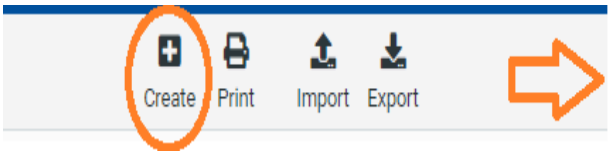
All functions to maintain your events are accessible from the main calendar view.

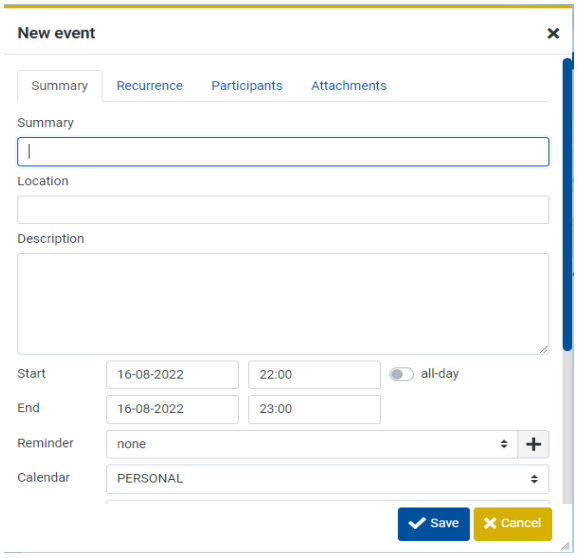



### 3.4.1 Add Events to a Calendar

#### Via toolbar

1. Click the New event button in the toolbar to get an empty dialog
2. Enter the event properties such as summary, date/time, reminders, etc.
3. Click Save to finally add it to the selected calendar.




### At a specific date/time

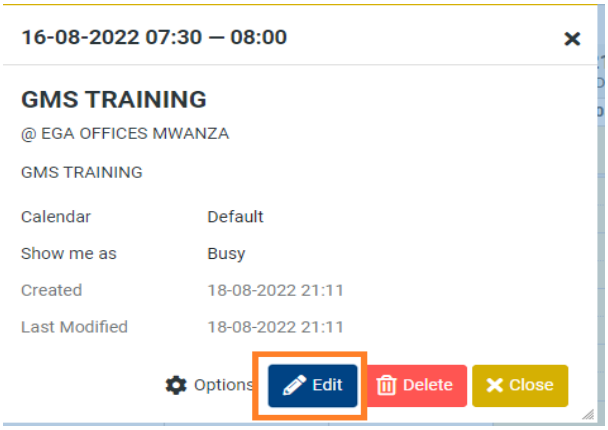
Navigate the calendar view to the date you want to add an event for. Then mark the range of time (or dates in month view) with the mouse by pressing the button at the time the event should start and releasing it again at time it finishes. This will open the event dialog with the selected date/time range already filled in.

In order to create new all-day events, double-click the desired day in the calendar view.

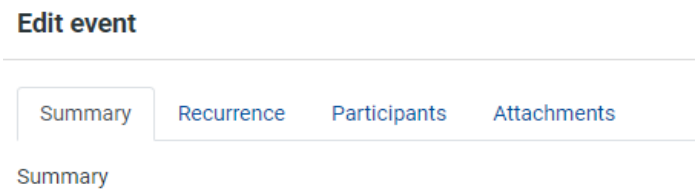
## 3.4.2 Edit and Reschedule Events

### The Event Dialog

1. Click an event in the calendar view, a dialog showing its details is displayed.
2. Clicking the Edit button in that dialog opens the form to edit all properties of the selected event.

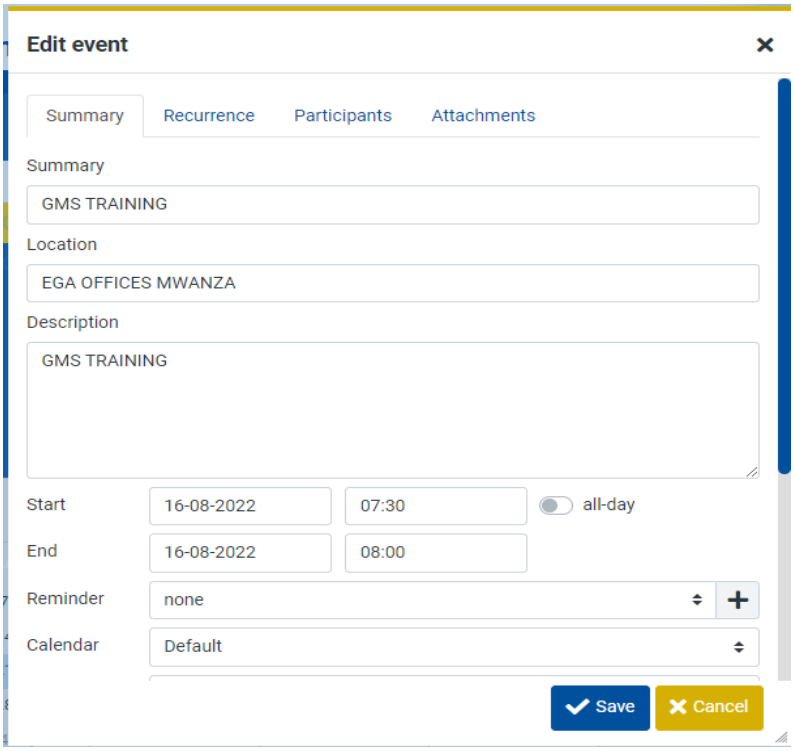


The edit form is divided into different section which can be switched using the tabs on top of the dialog:




## Summary

This general section has text fields and selectors for various properties of an event. Here's a description of all the possible values:




**Summary:** The title of the event. This is what you will see in the calendar view.

**Location:** Where the event will be taking place.

**Description:** Any text that describes the event.

**URL:** A link to more information about this event.

**Start:** Date and time when the event starts.

**End:** Date and time when the event starts.

**all-day**: Check this if the event has no start/end time.

**Reminder:** Will pop up with an notification at a the specified time before the event.

**Calendar:** The calendar the event is saved in. Change it to move an event from one calendar to another.

**Category:** The type of event. Categories can also be used for coloring.

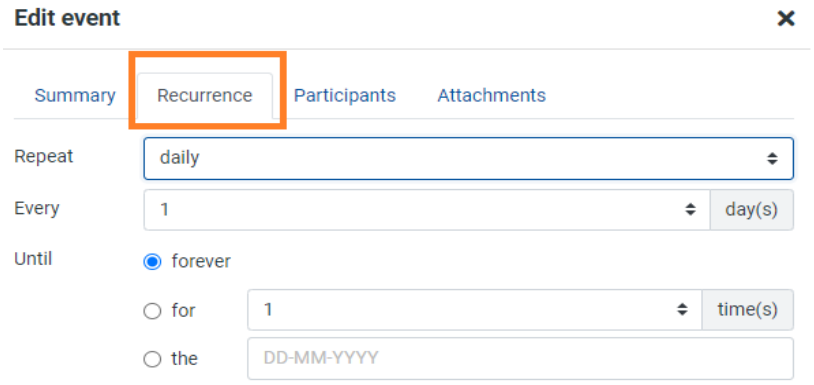
**Show me as:** The representation in your free/busy scheduling calendar visible to others.

**Priority:** The priority value of the event.

**Privacy:** Flag an event as “private” or “confidential” when sharing your calendar with others.

## Recurrence

For periodically recurring event series, this tabs have the settings how an event is repeated over time.

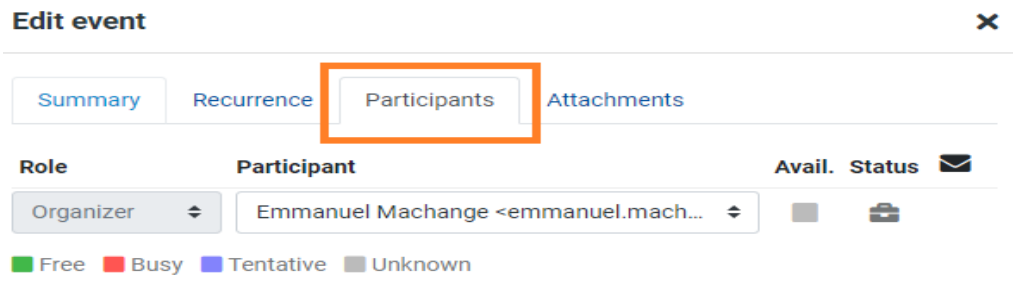



**Repeat:** Start with selecting a repetition interval (e.g. monthly)

**Every:** How often the frequency will be relevant. For example, for an event that takes place every other week choose Weekly and then 2. If you choose a frequency of weekly or monthly, you can select which days of the week or month the event will occur.

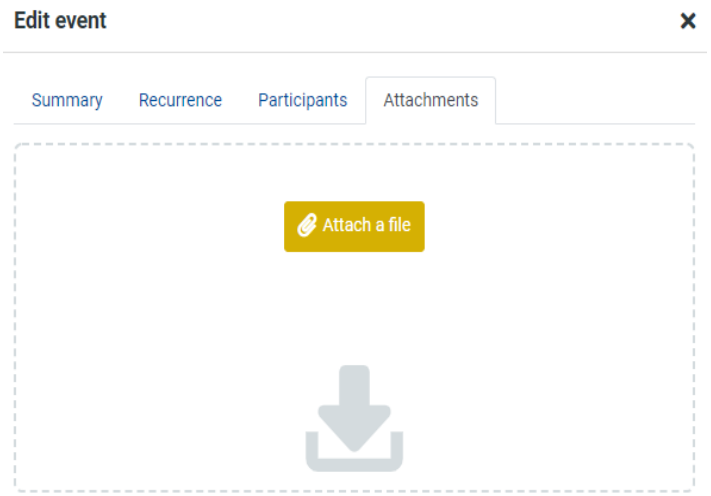
**Until:** Determines the duration of the repetition. The recurrence can either run forever, for a number it times or until a specific date.

## Participants




An important part of managing your schedule is to invite others to events and track their RSVP. In this part of the edit dialog you can manage the participants of an event. Read more about this further down in the Inviting Other People section.

## Attachments




Sometimes a description text isn't enough to collect information for a specific event. Switch to this tab to attach files to the current event or to remove them again. Adding files works pretty much the same as attaching them to email messages: first select a file from your local disk and click Upload in order to attach it.

**Moving and Resizing with the Mouse**

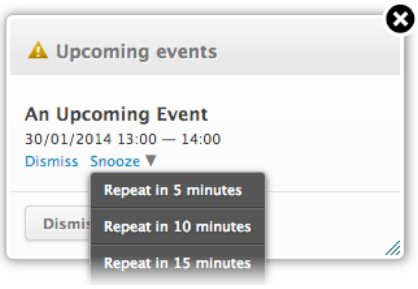
If an existing event shall be rescheduled to another time or date, you'll find it handy to do that directly in the calendar view without opening the edit form. Simply grab the event block with the mouse and move it to the new date or time. Release the mouse button to complete. In Month and Day view, the event blocks have a small handle at the bottom. Drag this with the mouse in order to resize the event meaning to adjust its duration.

## 3.4.3 Get Notifications

While logged in to the GMS, event reminders will be displayed with pop-up boxes at the specified time before the event starts. You can specify if you want to see alarms for every calendar individually. Enable or disable reminders in **Calendar Settings** from the Calendars List.

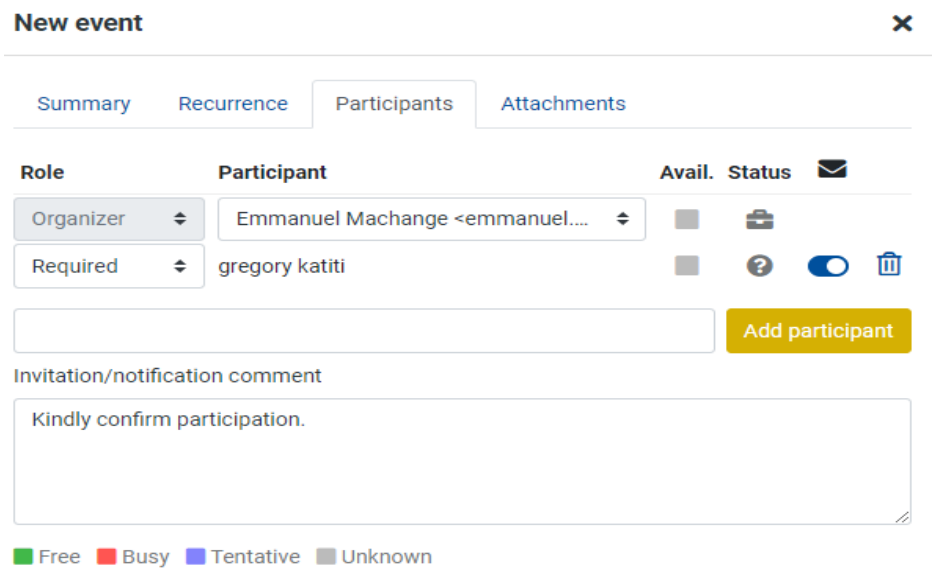
### Dismiss or Snooze Reminders

When a reminder box pops up, you can either dismiss the notification for all events or each one individually. When dismissed, no further reminders will be displayed. Choose a time from the Snooze menu to get another reminder after the selected time.




## 3.4.4 Inviting Other People

If you need to set up a meeting, and keep track of who's attending and who is not, the calendar can do this as well as you to automatically send invitations and read their responses.

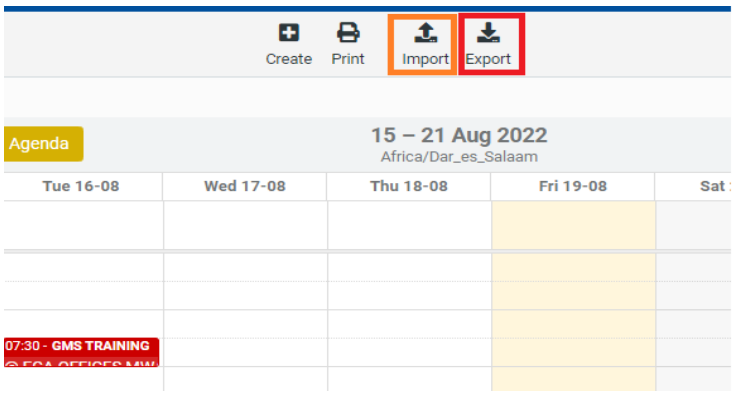



When creating a new event, switch to the Participants tab. You're already listed as the organizer of the event.

1. Click Add participant to add the person to the list.
2. Select a Role (e.g. required or optional) for this person.
3. Repeat 1-3 for further participants.
4. Check the Send invitations box if the application should send out invitation emails.
5. Invitations will be sent out when you click **Save** and the event is created.

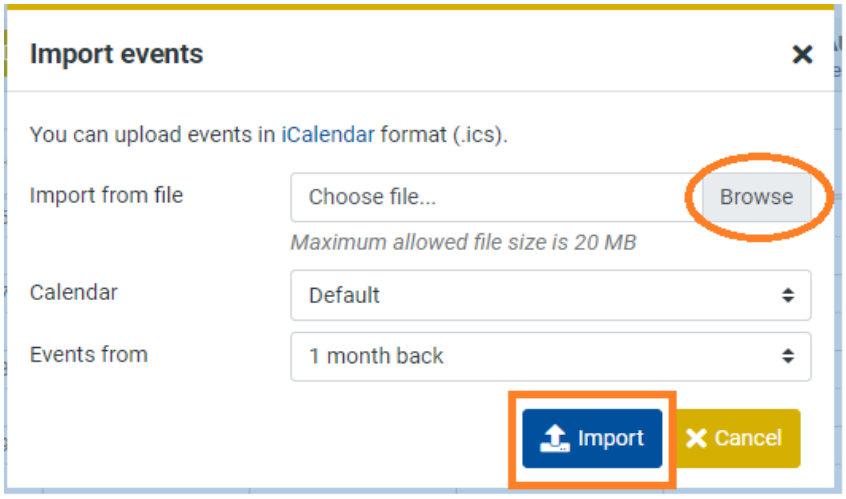
## 3.5 Import/Export

Event data is usually exchanged using the standard iCalendar format which is supported for import and export.



### 3.5.1 Importing Events

This is how to add events from an iCalendar (.ics) file:

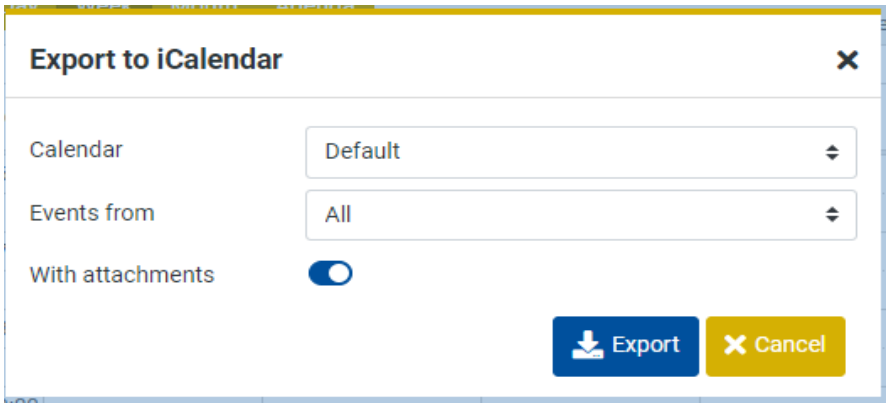



1. Click the Import toolbar button in the calendar view.
2. Then select the file to import from your computer's hard drive.
3. Select the calendar to import the events to.
4. Select the threshold for old events to be imported.
5. Click Import and wait for the upload to finish.

The calendar view will be refreshed to display the newly imported events. Verify that the according calendar is active if you don't see them.

### 3.5.2 Exporting Events

Events from your calendars can be exported and downloaded in the iCalendar format.




1. Click the Export toolbar button in the calendar view.
2. Select the calendar where events should be exported from.
3. With the Events from selector you choose the time constraints for exporting.
4. Click the Export button to start the export.
5. Choose where to save the exported .ics file if prompted, otherwise check the “Downloads” folder on your computer.

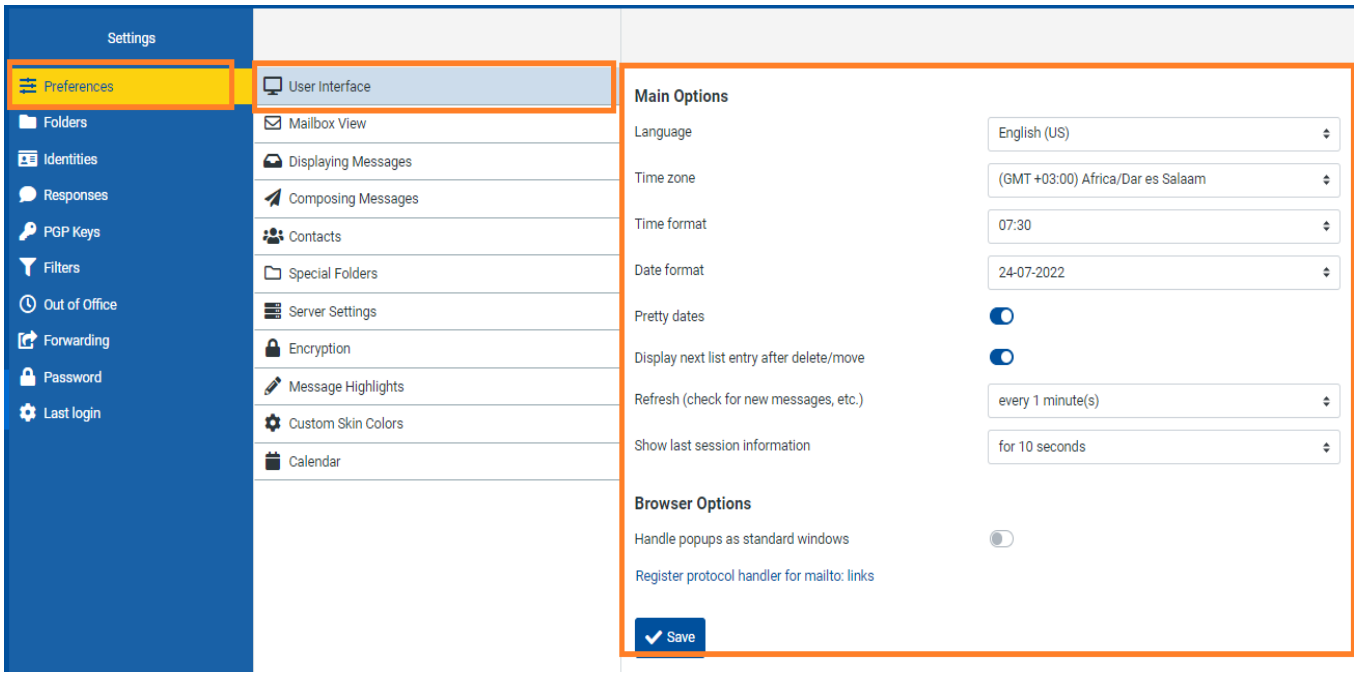
# 4. SETTINGS

## 4.1 Preferences

The user preferences let you adjust various options and settings that control the behavior and the UI of the GMS application. The numerous settings are grouped by the following sections:

**Note after changing preferences, don't forget to save them by clicking the Save button below the settings form**

### 4.1.1 User Interface




#### Language

The GMS is available in two languages (English and Swahili). Switch it here if you like. When accessing the application, the language is automatically chosen from your computer's operating system language.

#### Time zone

Dates displayed anywhere (e.g. when a message is sent) will be automatically translated into your local time zone. Set this to Auto to let the system use your computer's time zone settings or select a specific time zone from the list.

#### Time format

Select how time (hours, minutes) are displayed.

#### Date format

Select the format how dates should be displayed.

#### Pretty dates

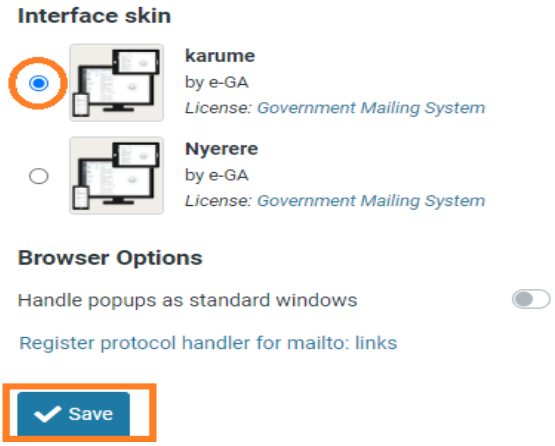
With this option checked, dates close to today will be translated into relative terms like "Today", "Yesterday", etc.

### Refresh

Set the interval where you want the system to check for updates (e.g. for new messages arrived)

### Interface Skin

Choose the visual appearance of the user interface from a selection of themes.




### Handle popups as standard windows

When GMS opens messages or the compose form in a new window, this can either be a detached window with a smaller size and without toolbar buttons or, with this option activated, be a regular browser window or even just another tab in your current window. If enabled, all windows opened by the GMS application obey the settings of your browser.

### Register protocol handler

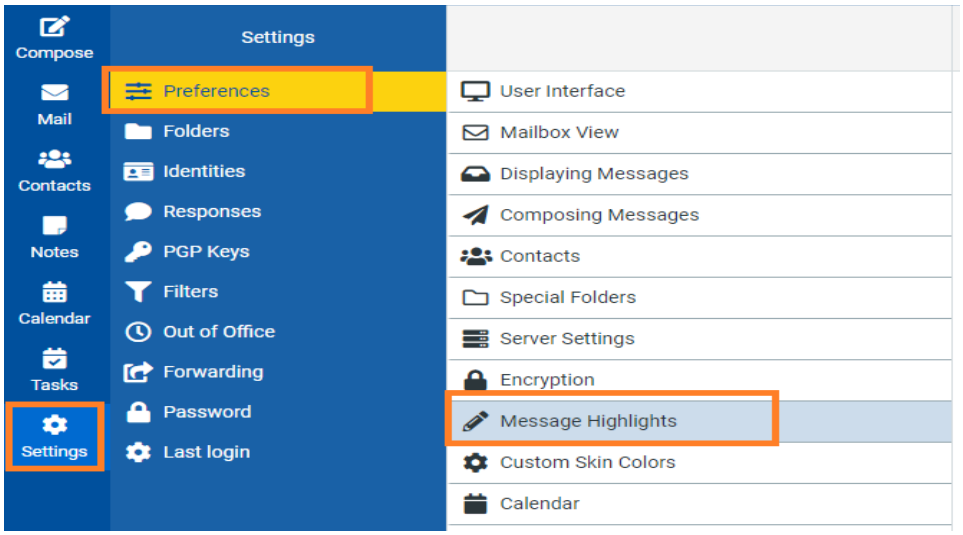
You can register this GMS app to be opened whenever you click an email link somewhere on the web.

## 4.1.2 Message highlights

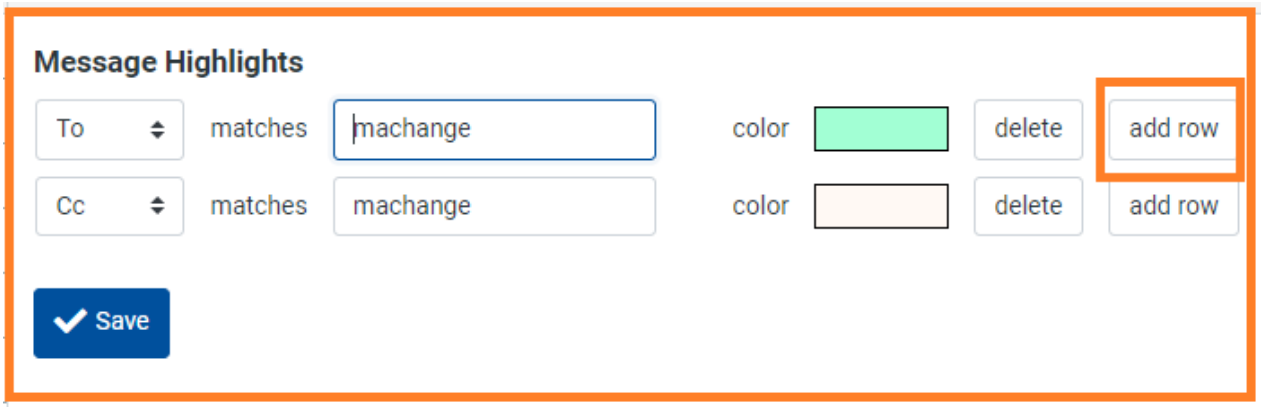
This feature enables you to highlight important emails for easy visual impact. Here you can set condition and select color to be displayed for emails that meets the condition. Example you can set all messages received from particular user e.g manager to have different color or emails sent to you to appear with different color.

Here is how to set message highlight:

1. Go to settings => Preferences => Message highlights




2. On message highlight panel set condition and select preferred color, you can add more conditions by clicking on “add row”
3. Once done click save button.



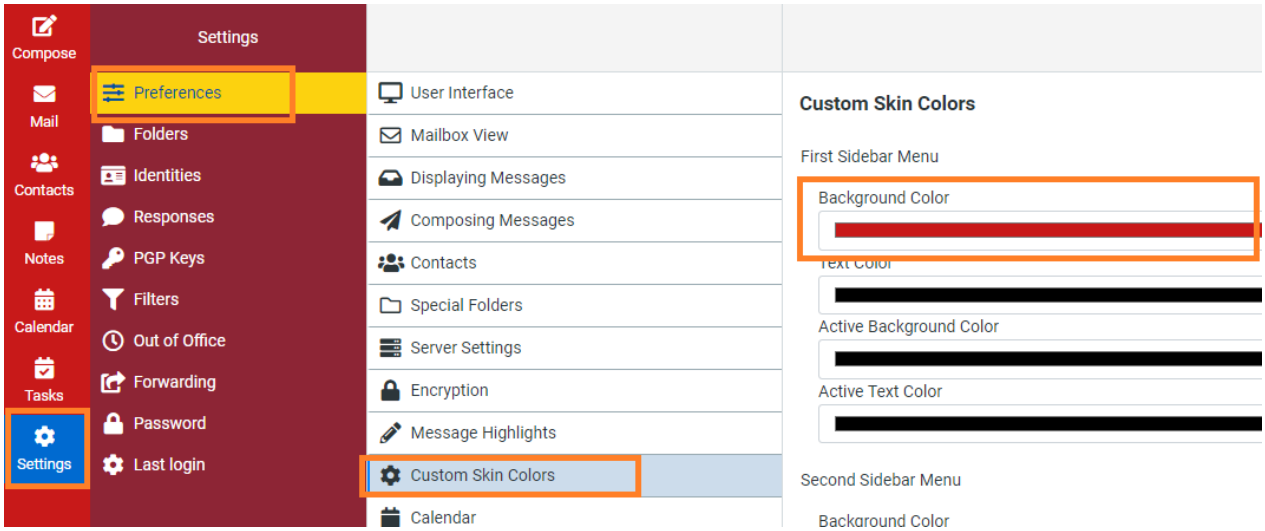

### 4.1.3 Custom skin colors

This feature enables you to set appearance of GMS interface background and texts to your preferred taste of colors.

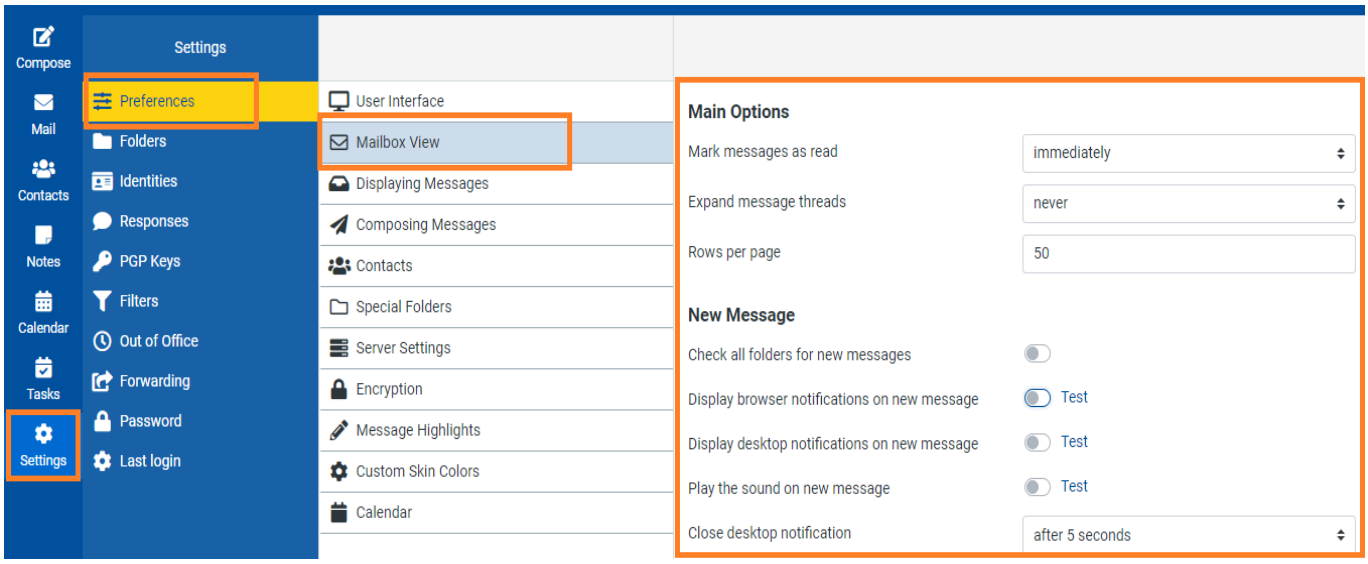
Here is how:

1. Go to settings => Preferences => Custom skin colors
2. Select colors of your preference.

3. Click save buttons at the bottom of colors selection panel to complete and for the changes to take effect.




## 4.1.4 Mailbox View




### Show preview pane

This shows or hides the Preview Pane in the mail view.

### Mark previewed messages read

Select the delay to mark new messages as “read” when opening them in the preview pane.

### Request for receipts

This option controls the behavior when you open message the sender requested a receipt when you read it.

### Expand message threads

When listing messages in threads, this option controls how conversation groups are expanded in the list.

### Rows per page

The messages list displays this number of messages at a time (aka a “page”). Increasing this number may result in longer loading times when opening a mailbox folder.

### Check all folders for new messages

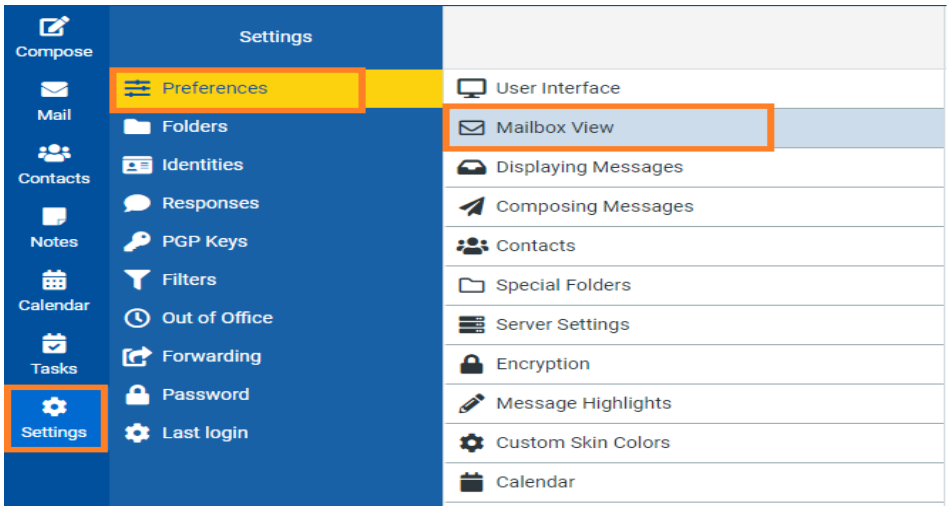
By default, only the Inbox is checked for new messages periodically. If you have server-side filters installed that will move incoming messages to other folders, you should check this option.

## 4.1.5 New mail notification

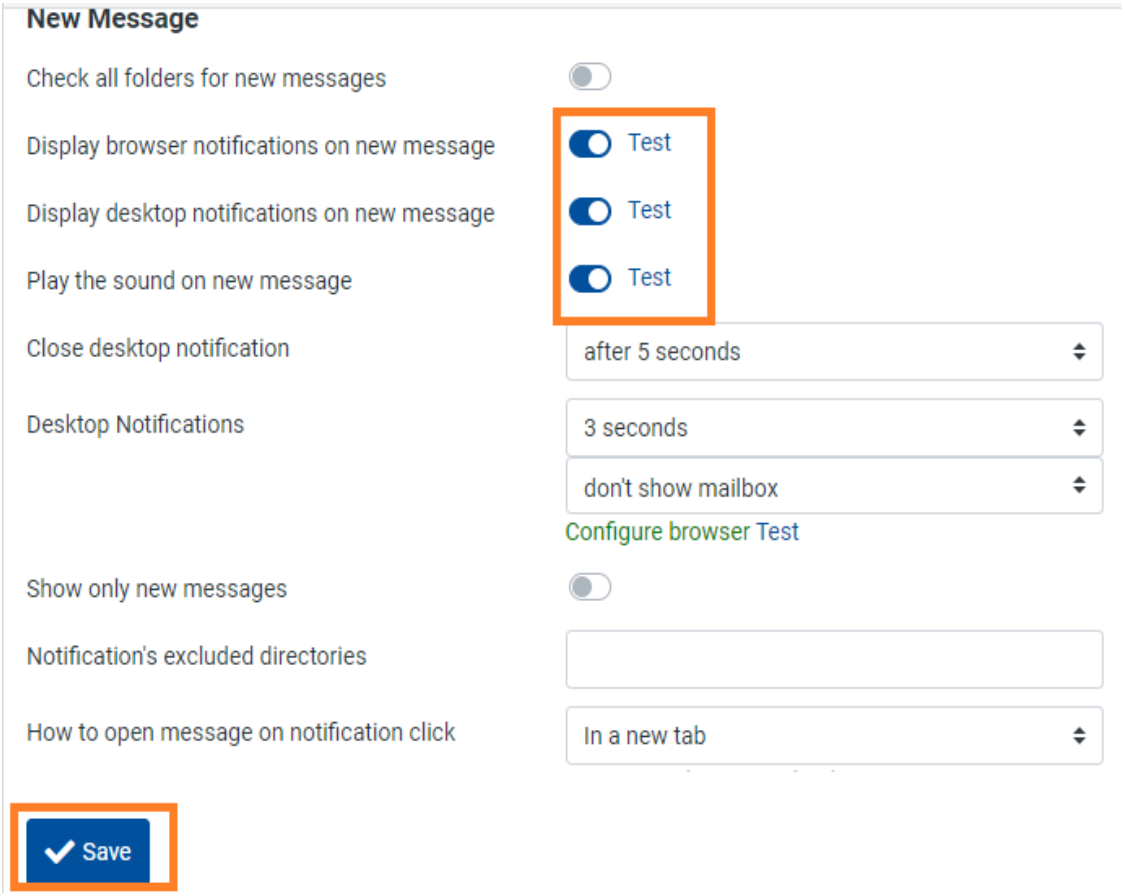
Waiting for an important email you don’t want to miss? Set up notifications in GMS so you’ll know as soon as it arrives. Notification are coming in form of sound, browser notification and desktop notification.

Here is how to set up notification:

1. Go to Settings => Preferences => Mailbox view




2. Under new message you will have options below




### Display browser notification on new message

When checked this will enable notification on your browser when new message is received. Click test link at the right of check button to check how this feature is working on your browser.

### Display desktop notification on new message

When checked this will enable notification on your desktop when new message is received. Click test link at the right of check button to verify how this feature is working on your browser

### Play sound on new message

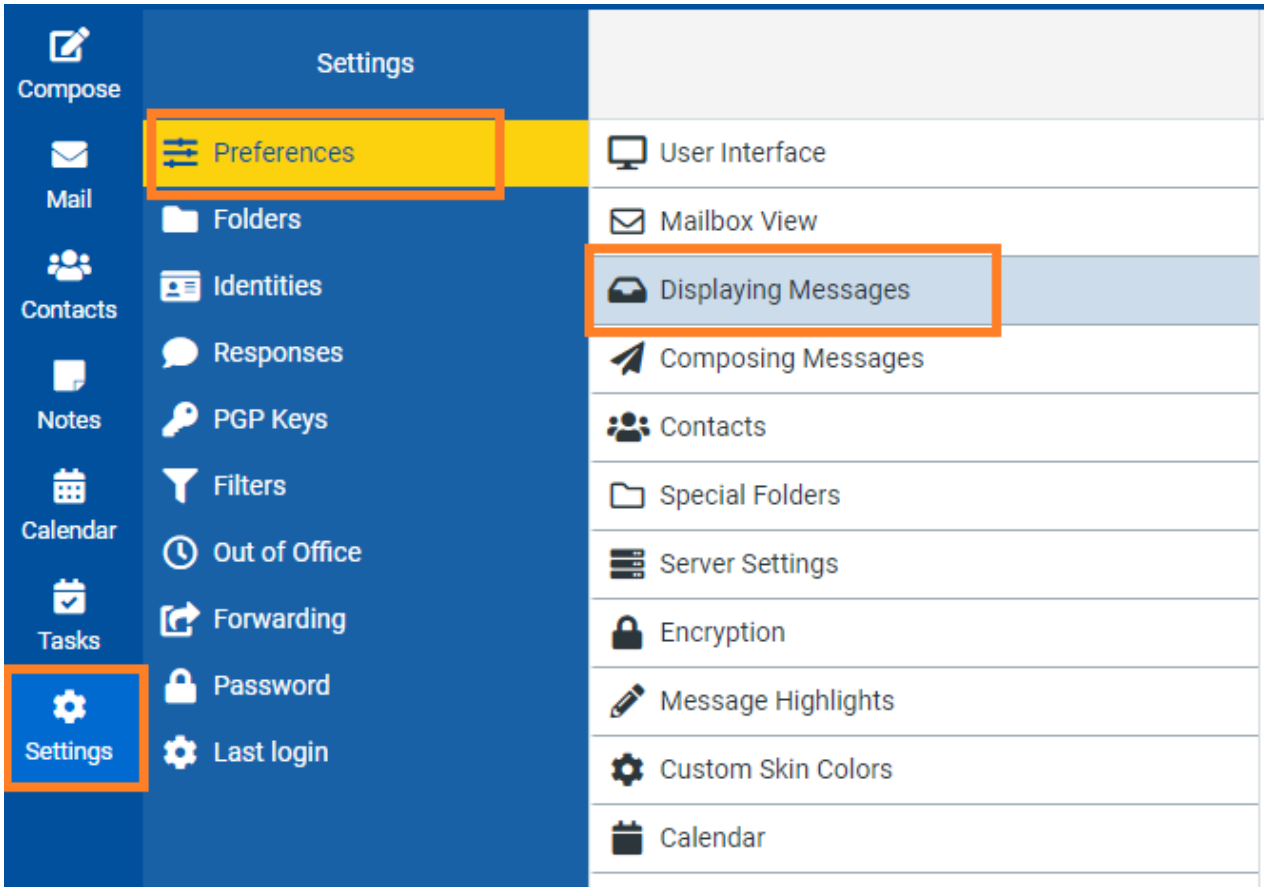
When checked this will enable sound notification new message is received. Click test link at the right of check button to verify how this feature is working on your device.

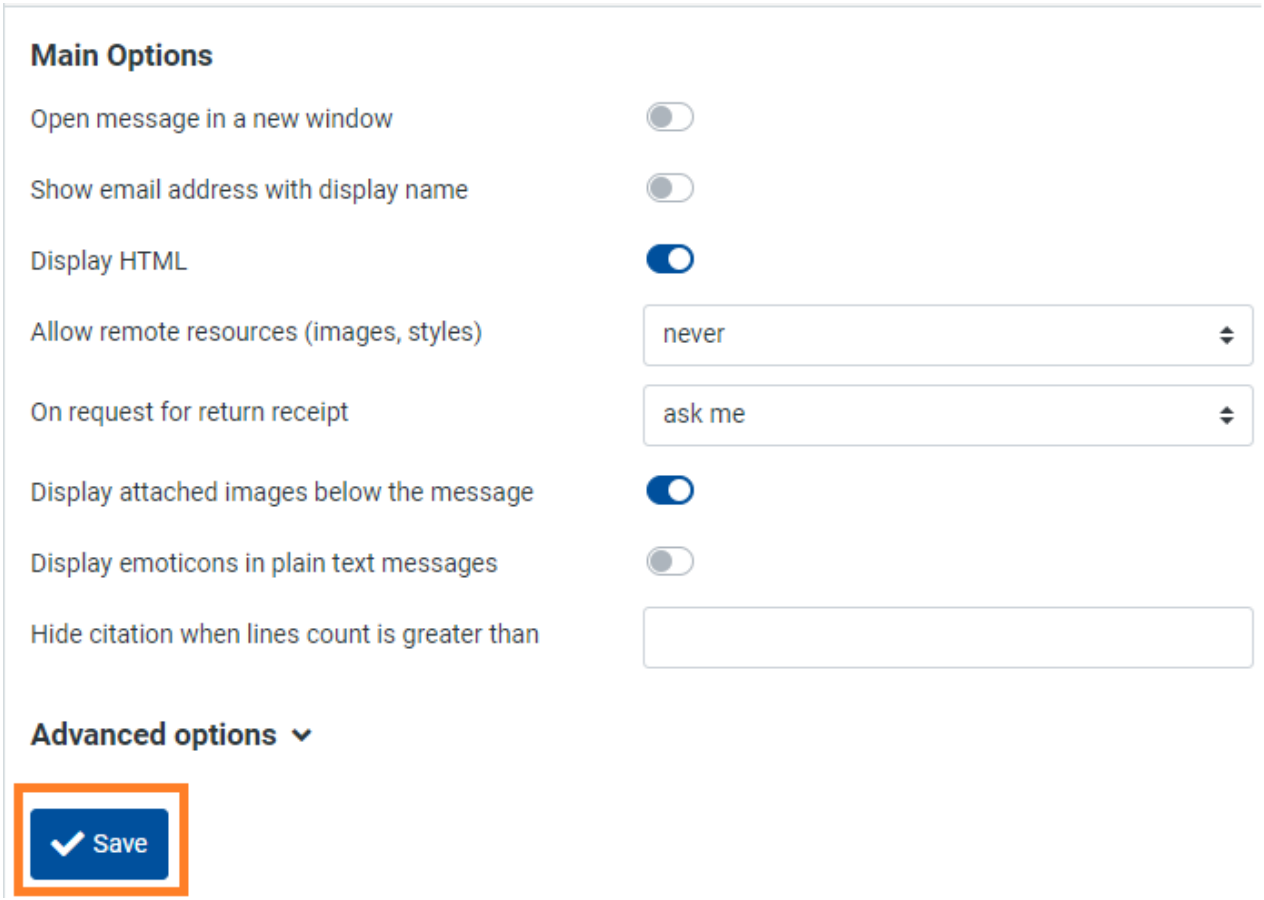
### Close desktop notification

This will set duration of time that new message pop up notification will remain on your desktop before automatic closure.

**Note:** For notification feature to work, make sure notification and pop ups is allowed in your browser for GMS domain.

### 4.1.6 Displaying Messages






### Open message in a new window

With this option checked, double-clicking a message in the email view will open it in a new window instead of the current browser window/tab.

### Display HTML

Check this option to display formatted messages as the sender intended it. When disabled, formatted emails will be converted to plain text.

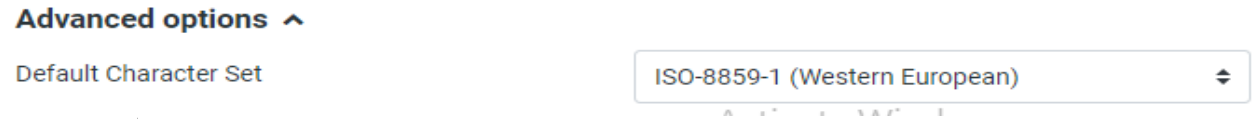
### Display remote inline images

Formatted (HTML) messages can contain references to images which have to be loaded from a remote server. That can harm your privacy and reveal to the sender that you opened the message. This technique is often used by spammers to verify that your email address works and you can be sent more spam.

### Display attached images below the message

Enable this option if you want image attachments being displayed below the message text.

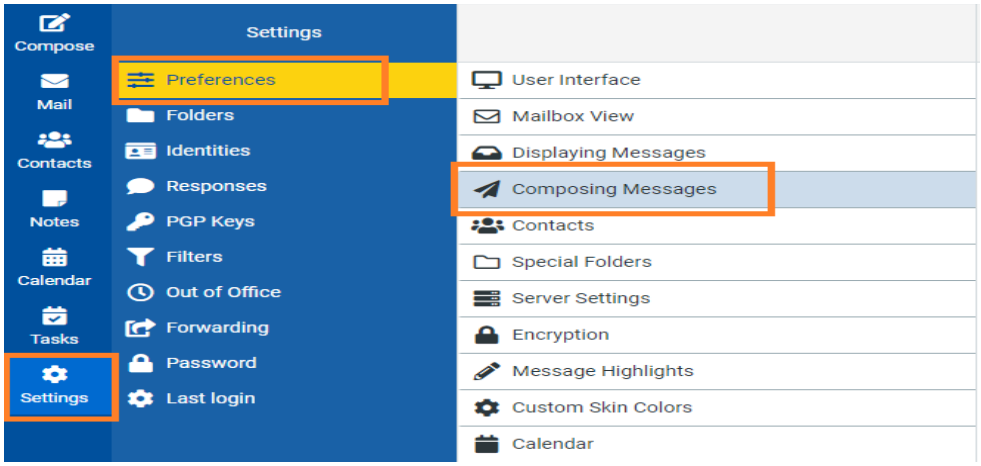
## Advanced options

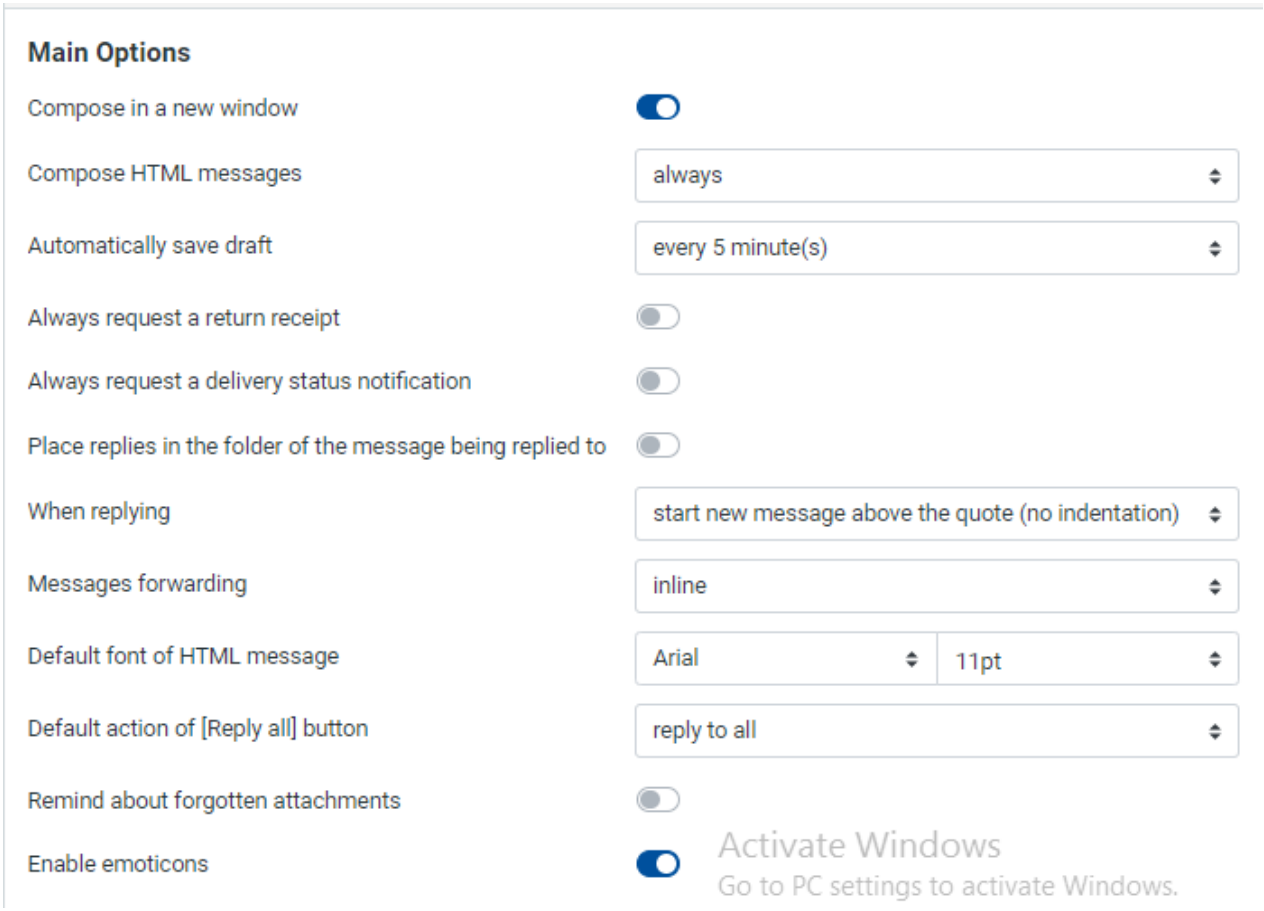



## Default Character Set

Some email systems do not specify the character set when sending messages. In such rare cases the receiver (your GMS application) has to make an assumption how to display the special characters (e.g. ëäç) and therefore uses this setting. Select the character set/language the majority of your email correspondents use.

## Composing Messages






### 4.1.7 Compose in a new window

With this option checked, the message compose form will open in a new window instead of the current browser window/tab.

#### Compose HTML messages

Check this option to enable the rich text (HTML) editor when start to compose a new message. This is only the default setting for HTML message composing. It can be toggled at any time while composing.

#### Automatically save draft

While you write a new message, a copy will be saved to the Drafts folder ever few minutes. Select the interval or disable the automatic saving here.

#### Always request a return receipt

Activate the “Return receipt” sending option by default for new messages.

### Always request a delivery status notification

Activate the “Delivery status notification” sending option by default for new messages.

### Place replies in the folder of the message being replied to

Choose the current folder for saving the reply message to instead of saving it to the “Sent” folder.

### When replying

This option controls whether and where to place the quoted original text when replying to a message.

### Messages forwarding

Controls the mode how messages are forwarded by default when clicking the Forward button without choosing a forward mode.

### Default font of HTML message

When writing a formatted (HTML) message, this font faces and size is used for the default text formatting.

### Default action of the “Reply all” button

When replying to messages coming from mailing lists, this setting controls how to reply to them.

### Automatically add signature

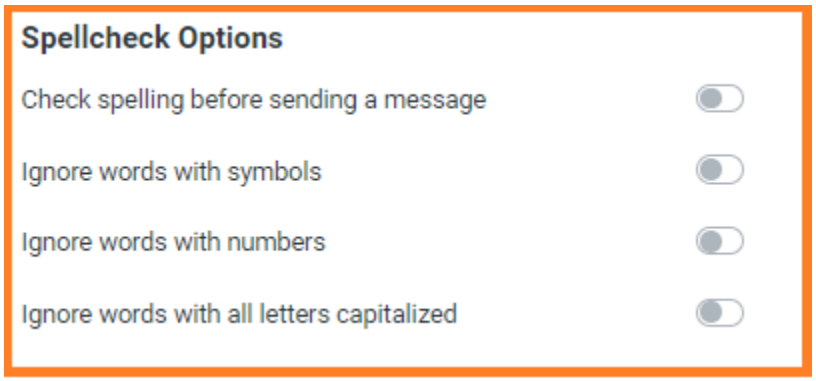
Select in which cases the signature text from your sender identity is added to a new message.

### When replying remove original signature

As the name suggests, this setting removes detected signatures from the original message when citing it in the reply.

### Spellcheck Options

These checkboxes control the behavior of the spell checker function.




**Advanced options**

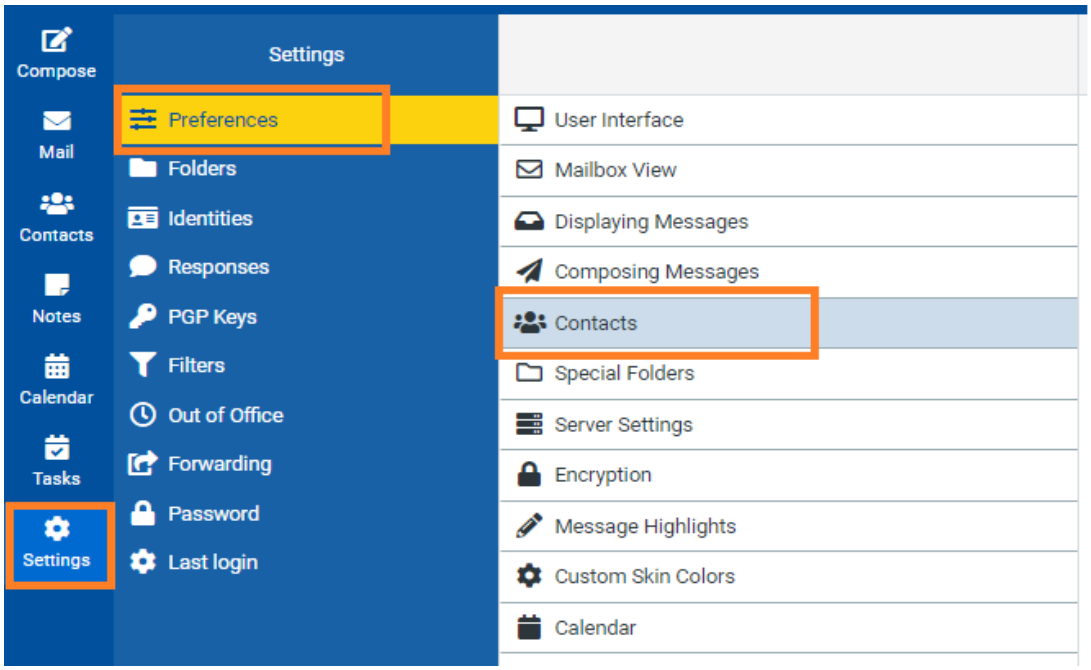
### Attachment names

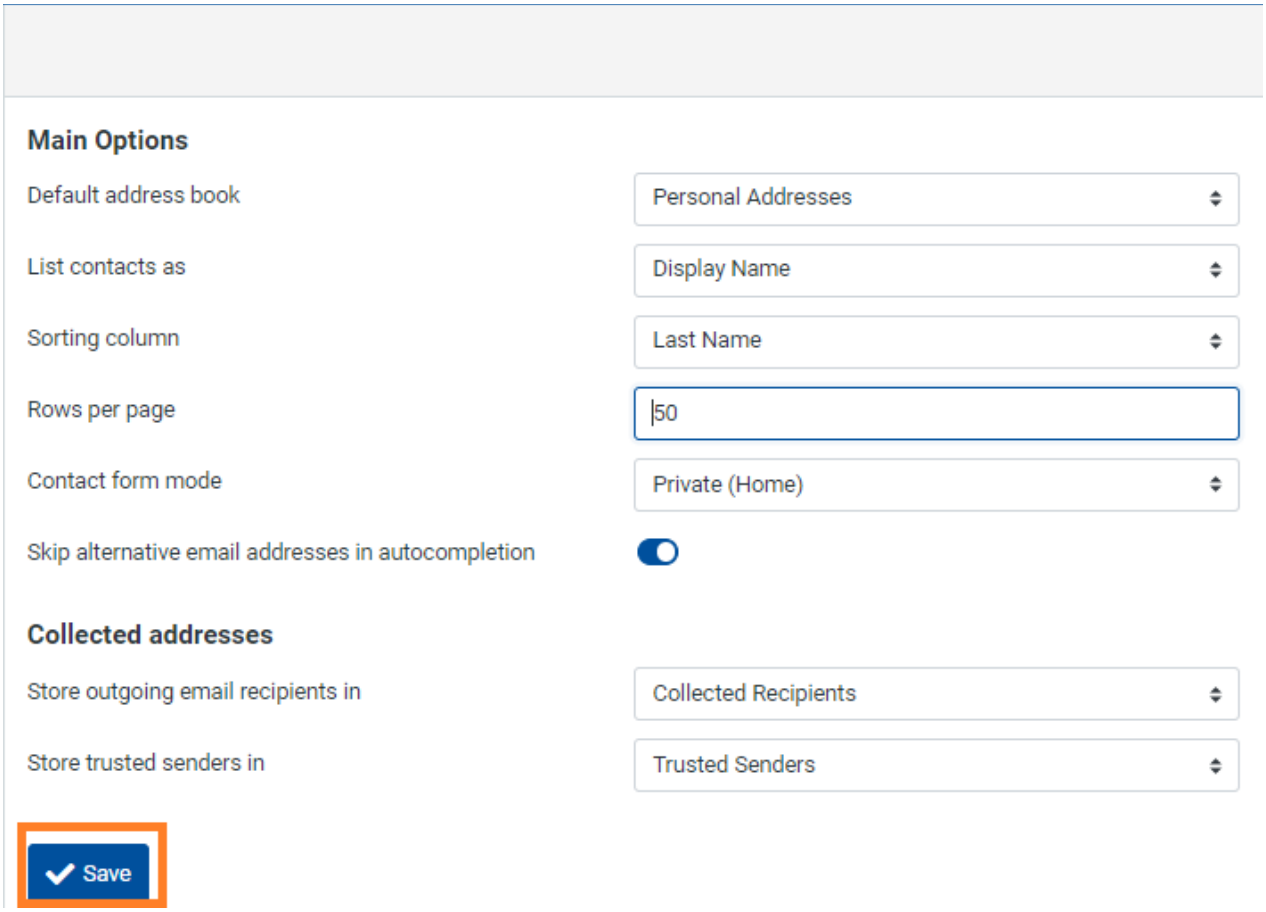
Sometimes receivers of your email messages have difficulties to correctly see the names of attached files. Adjust this setting in case you get complaints about garbled attachment names.

**Use MIME encoding for 8-bit characters**

This enables sending message texts the “safe” way but slightly increases the amount of data to be sent. Activate this option in case people cannot properly read message you send out.

### 4.1.8 Contacts (Address book)






### Default address book

Select the default address book where new contacts are saved to when adding them from the mail view.

### List contacts as

Choose how names are displayed in the contacts list.

### Sorting column

Select the contact attribute used for sorting the contacts in the list.

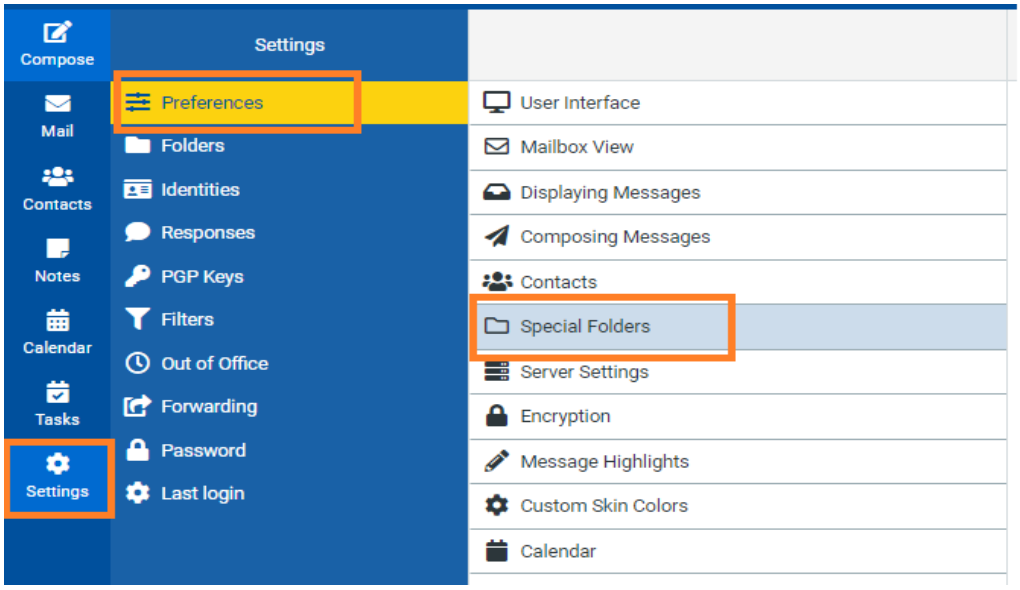
### Rows per page

The number of contacts displayed at a time (aka a “page”) in the contacts list.

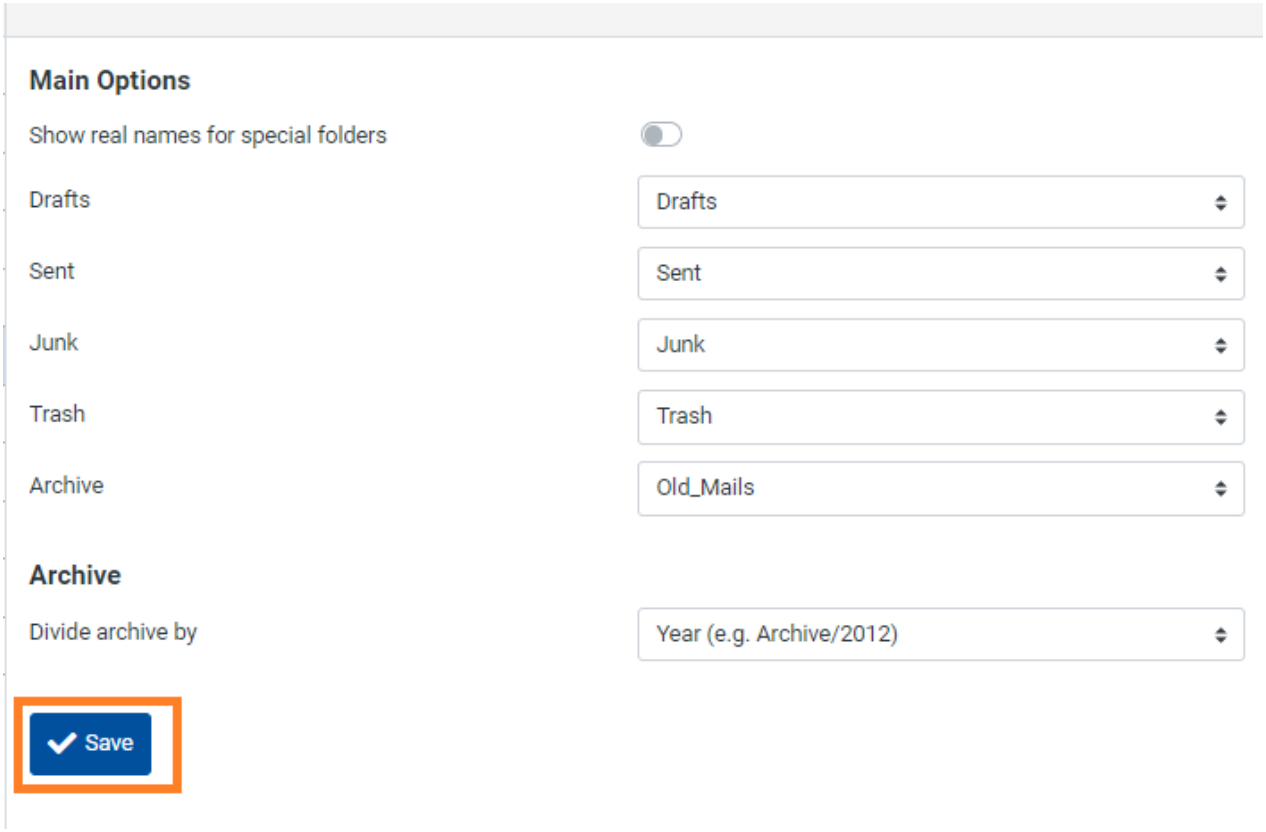
### Skip alternative email addresses in auto completion

With this option checked, every contact will only appear once in the auto completion list that appears when you start typing in the recipient field. The first email address of the selected contact will then be inserted. If disabled, all email addresses of a matching contact are displayed for selection.

### 4.1.9 Special Folders




Some folders have special purposes and are used by system processes to store messages. This form allows you to choose which folders are used to store Drafts, Sent or deleted messages (Trash).




### Show real names for special folders

With this setting enabled, the original names of the assigned special folders are displayed in the folders list instead of localized names.

When hitting the ***Archive*** button in the mail view, the selected messages are moved to this folder.

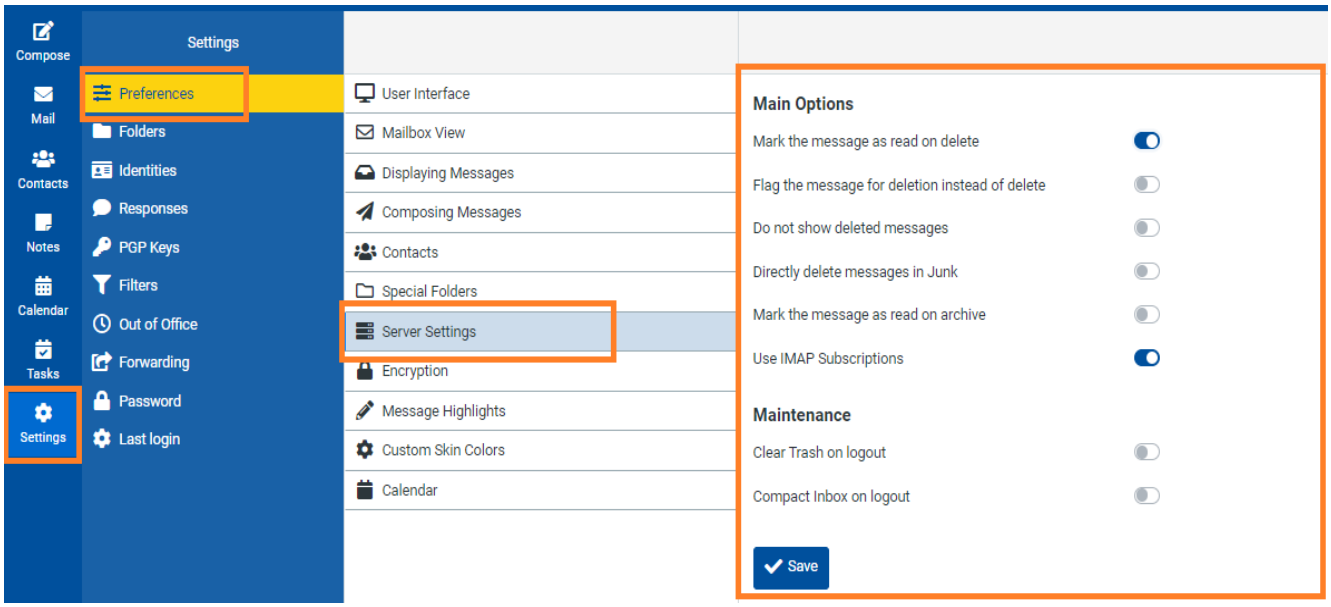
### Divide archive by

This option allows you to organize your archive folder in various ways. The selected message(s) can be filed into sub-folders of the archive according the sent date, the sender's email address or the folder the message is moved from.

When set to None, all messages will be stored in the Archive folder without any sub-folders being created.

### 4.1.10 Server Settings

This section provides more advanced settings that control how messages are treated by the email server.




#### Mark the message as read on delete

With this option enabled, unread messages are also flagged as read when deleting them right away.

#### Flag the message for deletion instead of delete

Email messages can be flagged as deleted first before they're finally removed from a folder. That also allows to "undelete" them later on. In order to finally delete them, use the Compact command from the Mailbox folders operations menu.

#### Do not show deleted messages

This option suppresses messages flagged as deleted from being listed.

#### Clear Trash on logout

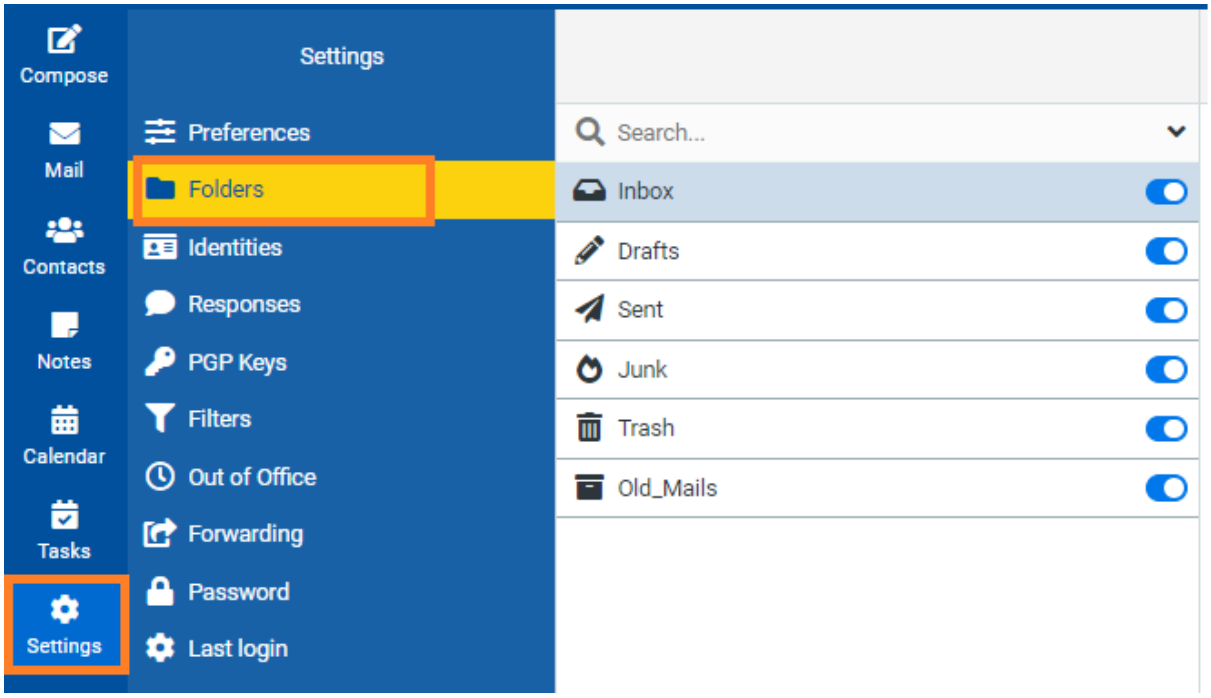
As the option name says, this will empty the Trash folder when you terminate the session.

#### Compact Inbox on logout

This will remove all messages flagged for deletion from the Inbox when you log-off.

## 4.2 Managing Folders

This section of the settings task allows you to manage the tree of mailbox folders.



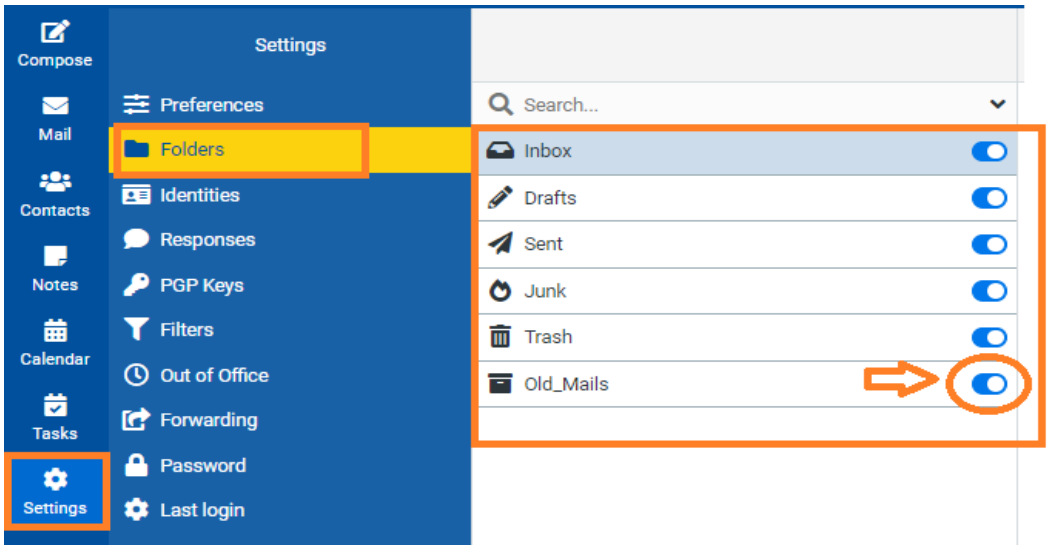

The hierarchical folder tree is displayed in the middle list widget where you can select a single folder by clicking it. Folder information and some settings then appear in the right properties pane.

There might be folders which are grayed out and which cannot be edited nor deleted or renamed. Such folders are “virtual” folders which are only there for structuring but which cannot contain any messages.

Some Special System Folders cannot be renamed or unsubscribed because they have special purposes and are used by system processes.

### 4.2.1 Subscribe to Folders

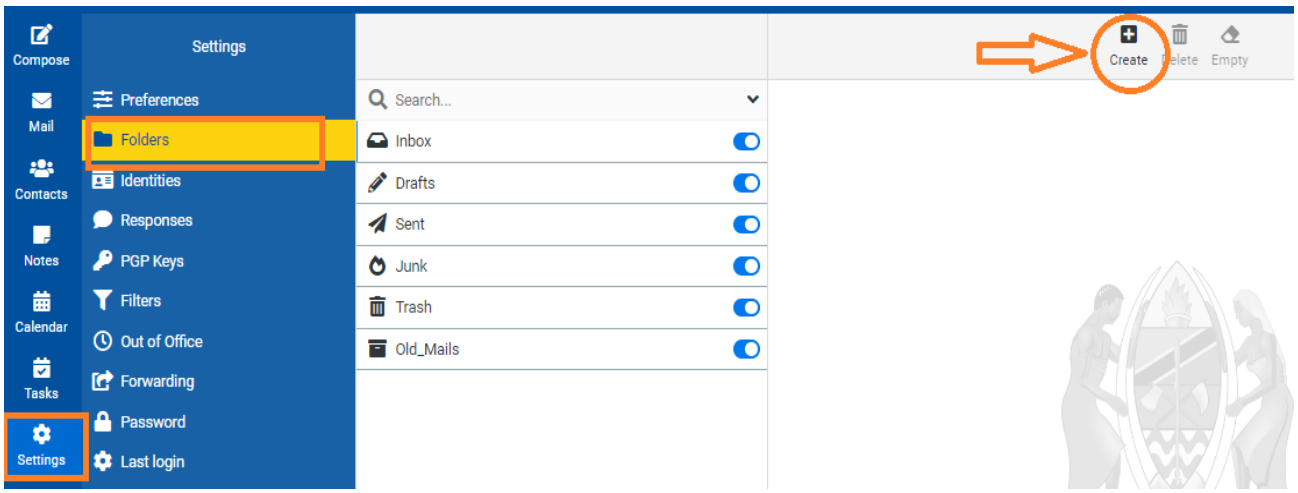
In the folders list, the right column indicates whether a folder is subscribed and by clicking the checkbox, the subscription for that folder can be changed.



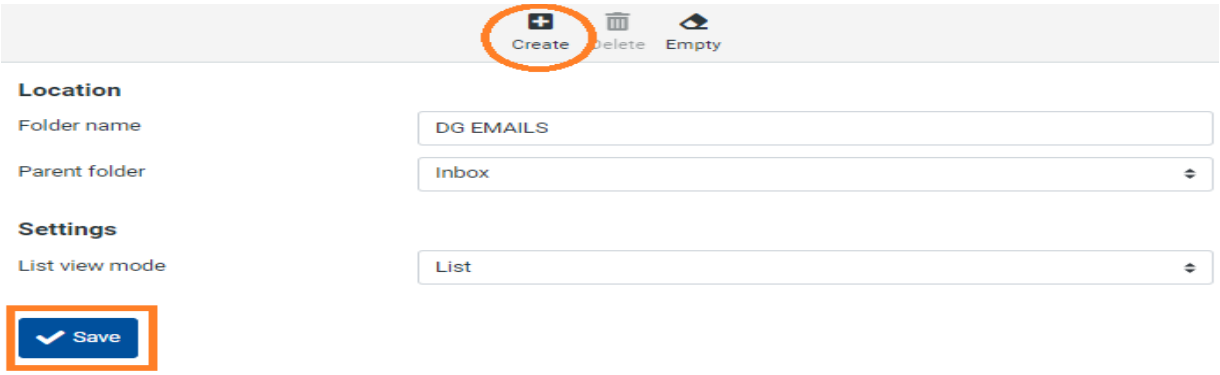

Subscribed folders appear in the email view whereas unsubscribed ones are hidden and only visible here.

### 4.2.2 Create a new Folder

1. Click the Create New Folder icon (+) in the toolbar




2. Enter a name for the new folder in the properties form on the right
3. Select a parent folder or — to create the folder on top level
4. Click the **Save button** below the form to finally create it




Note the Parent folder field is already pre-selected with the folder currently selected in the folders list on the left.

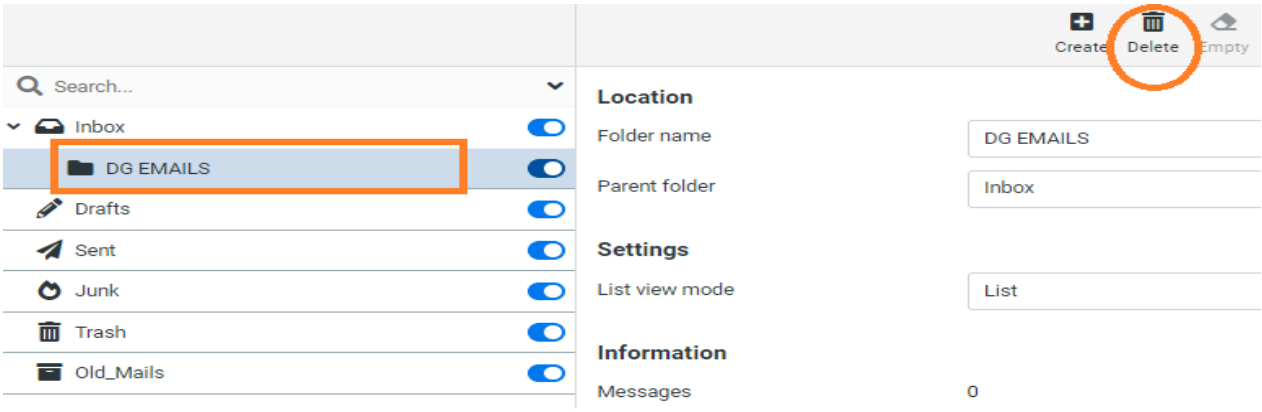
### 4.2.3 Manage the Folder Hierarchy

Folders can be nested to build a hierarchical structure to store your emails. Even existing folder can be made a subfolder of another ore or move to top level.

To move a folder simply drag & drop it with the mouse from the list onto the desired parent folder.

**Alternatively,** the parent folder can be selected in the properties form in the right and by hitting Save the currently selected folder is moved to its new parent.

### 4.2.4 Delete Folders




1. Select a folder in the list
2. Open the Folder Actions menu in the toolbar and click Delete

3. Confirm the deletion dialog

### 4.2.5 Share Folders

Personal folders can be shared with other users of the email server either for reading only or with fine-grained permissions. Select a folder in the list and if you're permitted to control sharing for this folder, the sharing section below the folder properties on the right shows a list of users the folder is already shared with and their individual access rights.

#### Grant new Access Rights

1. Click the Add entry button (+) in the sharing list footer
2. Enter the username or choose one from the auto completion menu that appears when you start typing. Instead of a specific user, permissions can be granted for all users or guests.
3. Select the access rights you want to grant for the user
4. Click Save to add the permission

#### Edit Access Rights

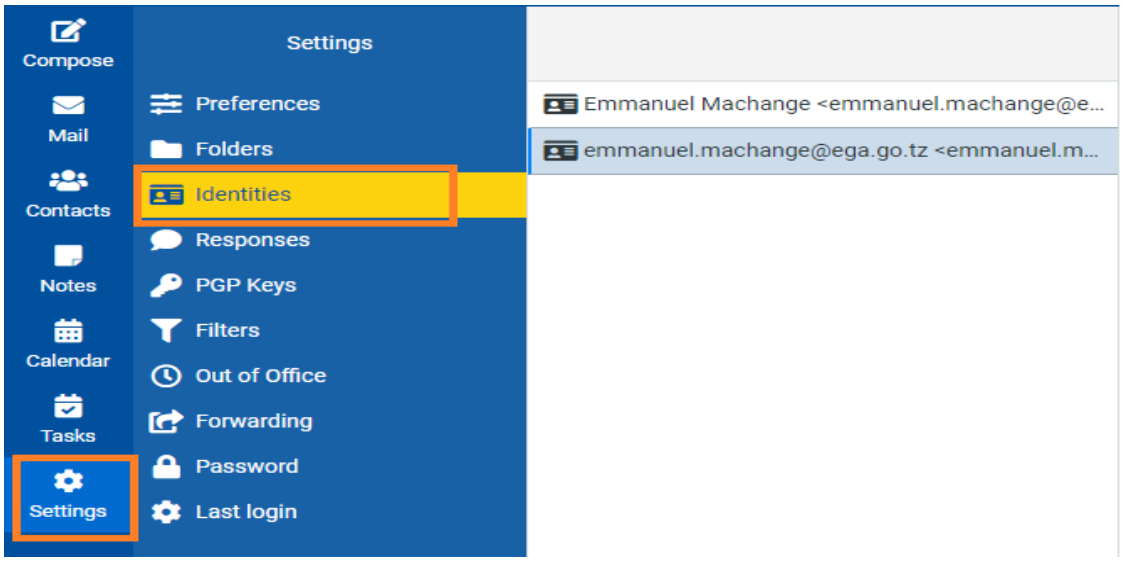
1. Select the permission entry in the list
2. Click Edit in the Access rights actions menu in the list footer or just double-click the line
3. Adjust the Access rights in the dialog that appears
4. Click Save to close the dialog again

#### Revoke Access Rights

1. Select the permission entry in the list
2. Click Delete in the Access rights actions menu in the list footer
3. Confirm the deletion dialog

## 4.3 Sender Identities

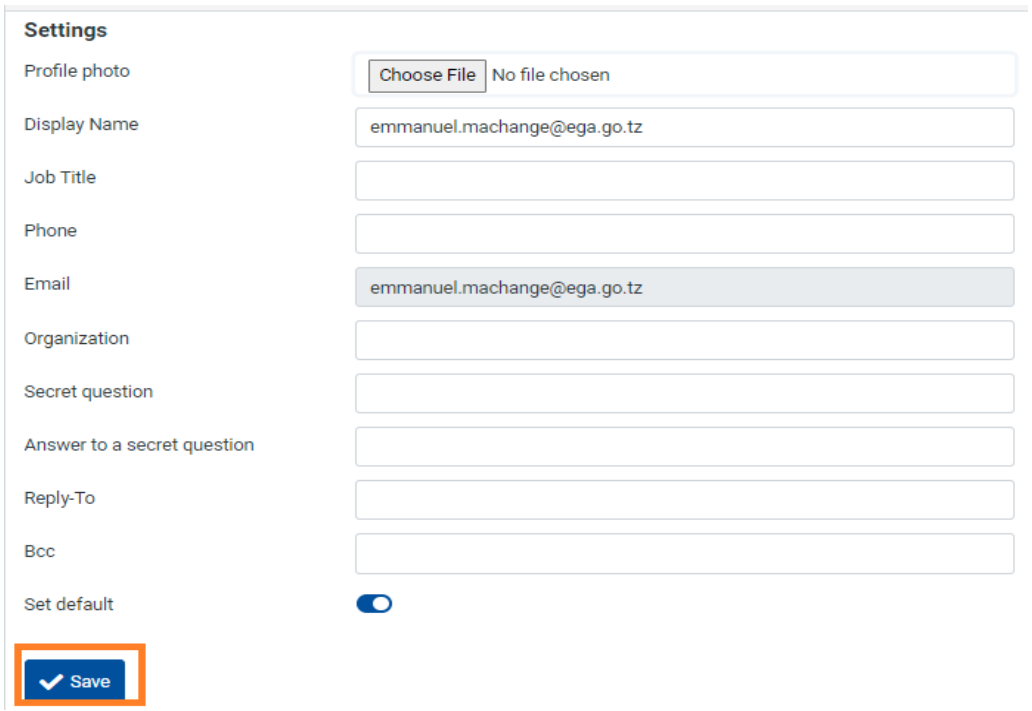
The settings here control the name(s) and email address(es) stated as sender when you send out email messages. Depending on the server configuration, you can define multiple sender identities or only adjust the name and other control fields.




### 4.3.1 Sender profile

#### Settings

This first block contains general properties of the selected sender identity:




#### Profile photo

The profile picture that will be displayed in the recipient's email program when you send out a message.

**Note:** Profile picture to be uploaded should be below **64KB** and in **JPG or PNG** format

### Display name

The full name displayed in the recipient's email program when you send out a message

### Job title

Enter your designation

### Phone

The valid phone number, this number will be used to receive password recovery SMS when you forgot your password and use password recovery feature of the GMS.

### Email

The email address stated as sender of email messages you send with this identity. Please enter a valid email address that is handled by your GMS email account. Otherwise message sending might fail because of an invalid sender address.

**Note** The Email field might not be visible or editable. This is no malfunction but a restriction set by the server administrator to prevent users from sending email with faked sender addresses.

### Organization

Some email programs do display the organization field when receiving messages from you with this filled out.

### Secret question

Secret question that will be used in password recovery.

### Answer to secret question

Correct answer to secret that will be used in password recovery.

### Reply-to

Enter an email address that differs from the identity's Email address here in order to force recipients to send answers to that address instead of the sender email address.

### Bcc

Specify an email address here that will receive blind copies of every message you send with this identity.

### Set default

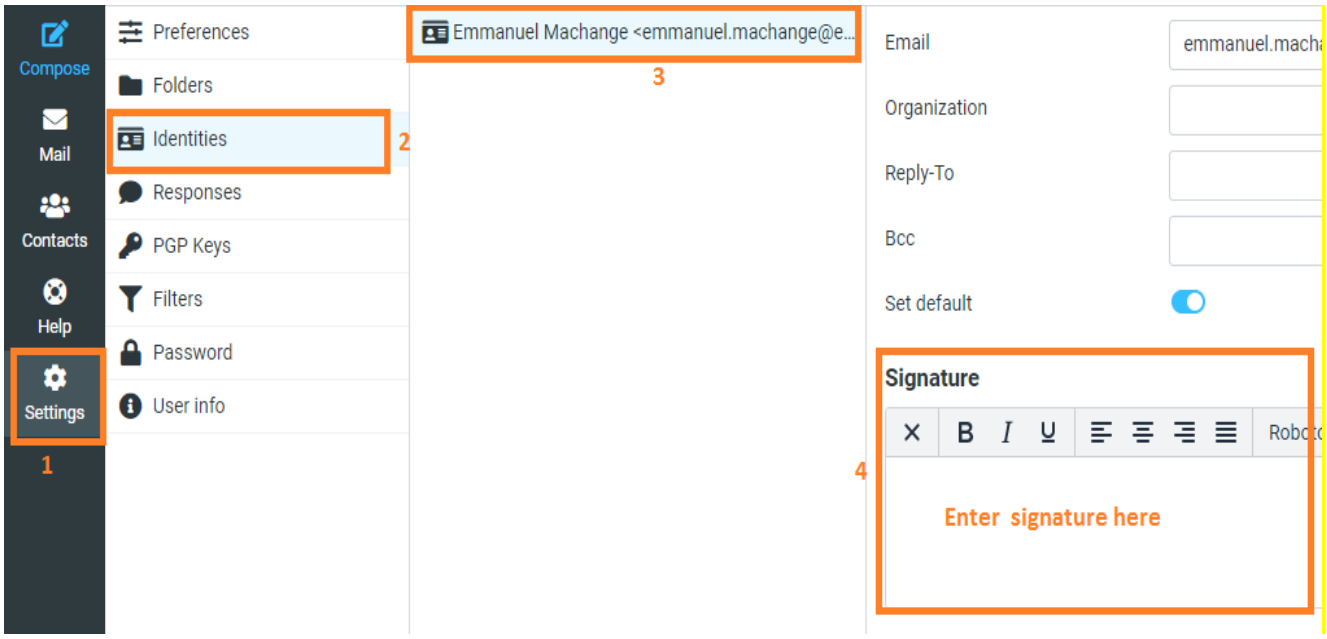
Check this box to make the current identity the default selection when writing new messages. You can still choose another sender identity while composing a message, though.

## 4.3.2 Signature

Every sender identity can have its own signature text which will be appended to the message text when you start writing a new email message. Visit Settings > Preferences > Composing Messages to configure when and how signatures are inserted.

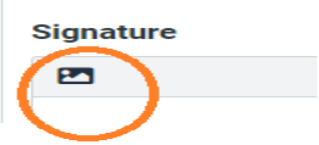
### Add Signature

**Go to settings => identities => Select sender identity => Enter your signature in signature field.**




### HTML signature

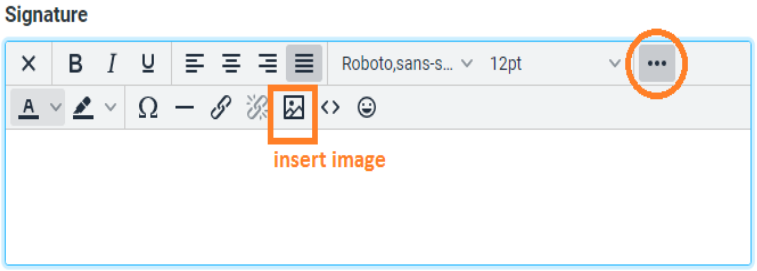
Check this option if you mainly send formatted (HTML) messages and to enable formatting of your signature. The text box above will then show a toolbar to adjust formatting.

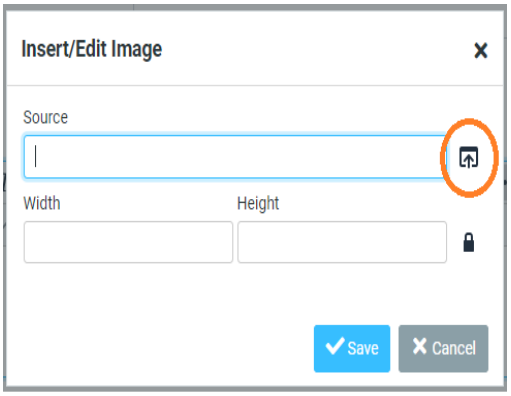



## Adding Images to a Signature

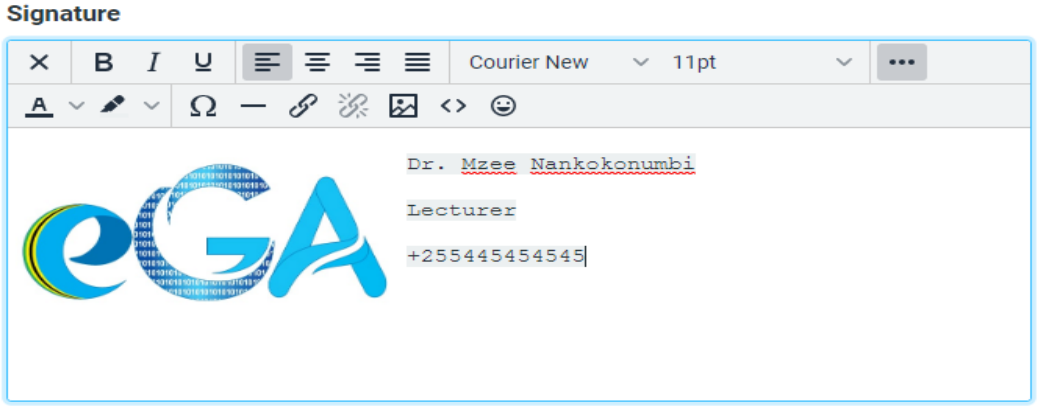
HTML formatted signatures also allow to embed images which are sent with outgoing messages. To add an image to your signature,

1. First check the HTML signature box.
2. Click on three dots icon for more options
3. Click insert image icon
4. Then find an image file on your computer **or** you may drag & drop image file into the signature box.




5. The image can be moved around or resized within the editor box using the mouse.

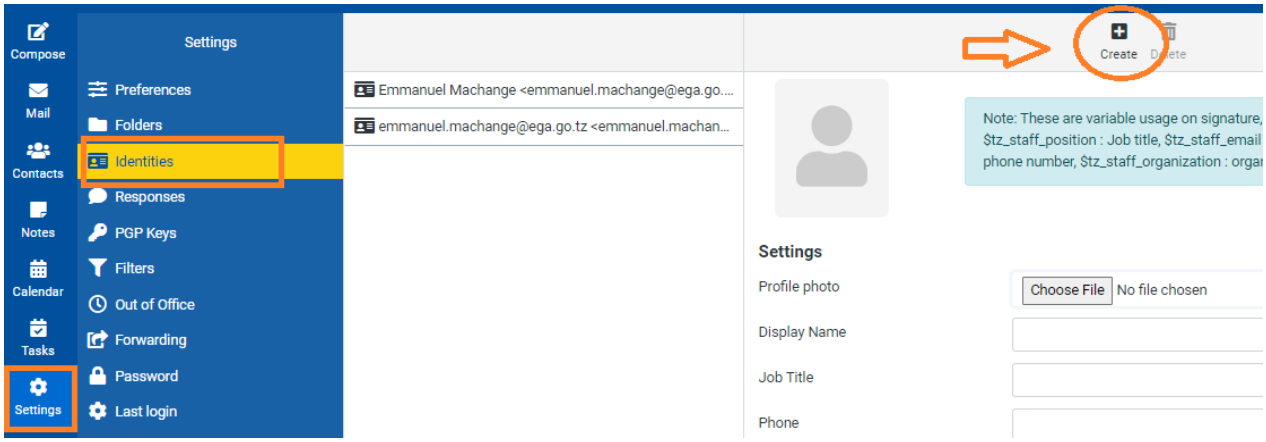


**Note** Instead of pulling and image file into the editor, you can also paste an image from your clipboard after copying it from another application or browser window.

Open the image in an image viewer or browser window, then press Ctrl+C to copy it, click into the signature text box at the position where you want the image to appear and press Ctrl+V to insert it from the clipboard.

### 4.3.3 Managing Multiple Sender Identities

Go to settings >> Identities >> Click the "+ Create" icon in the toolbar to create a new identity. Fill out the form and click Save to create it. The new identity is now added to the list and can be edited or deleted from there.




The Delete button also located in the toolbar will delete the currently selected identity after displaying a confirmation dialog.

## 4.4 Passwords

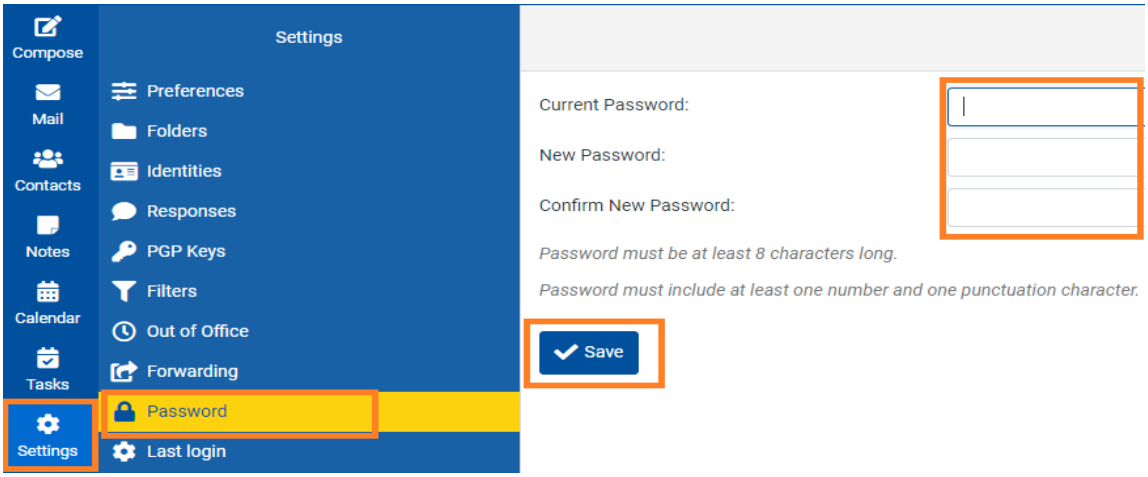
### 4.4.1 Change password

There are two ways that you can access password reset menu

#### From settings

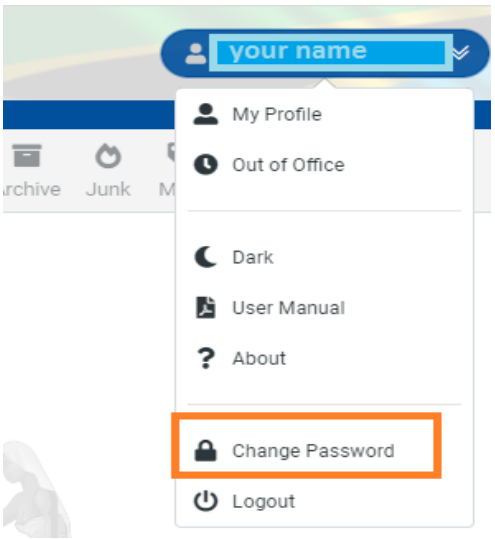
1. Go to settings => Password
2. Reset password panel will open and you will be required to enter current password then enter new password and repeat new password for confirmation then
3. Click save button to complete

***Note:***
*Password must be at least 8 characters long.*
*Password must include at least one number and one punctuation character.*




## From quick access menu:

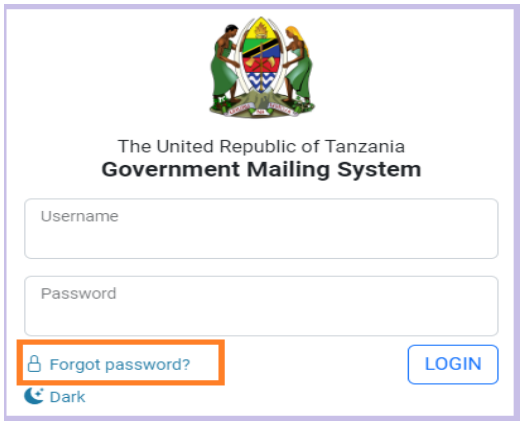
1. On the top right there is a button with you name on it, Click the button and you will have quick options
2. Click on change password and you will be redirected to password reset panel.



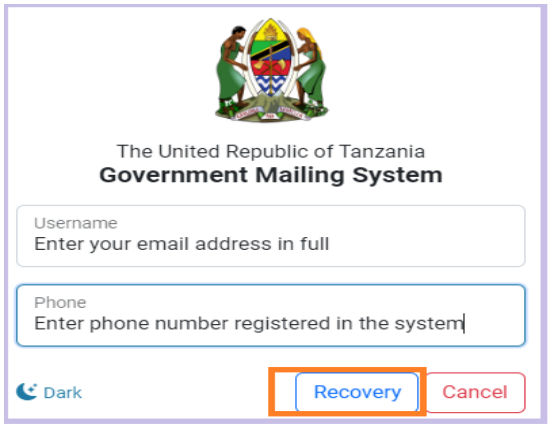
### 4.4.2 Forgot password

To recover your forgotten password, follow the steps below

1. On GMS login page, click on forgot password? button.




2. You will be prompted to enter your username that is your email address in full and your phone number that is registered in the system. Enter the required information and click “recovery” button.
3. If information provided is correct you will be prompted to answer security question, input correct answer and click recovery button.



4. If the information provided is correct, SMS notification with new password will be sent to your phone number. Use the new password to login.

## 4.5 Incoming mail filter

With mail filter rules, you can organize your incoming email, as well as automatically delete or send to your Spam folder messages containing specific text. For example, you can automatically move emails from social networks into their own separate folders, or any emails containing "michango" in the subject can be discarded immediately so they never even show up in your inbox.

**Rules:** Refer to certain components of incoming emails, such as the sender or the email size. Depending on the selected condition type, different criteria are available, like "greater than" or "contains the text".

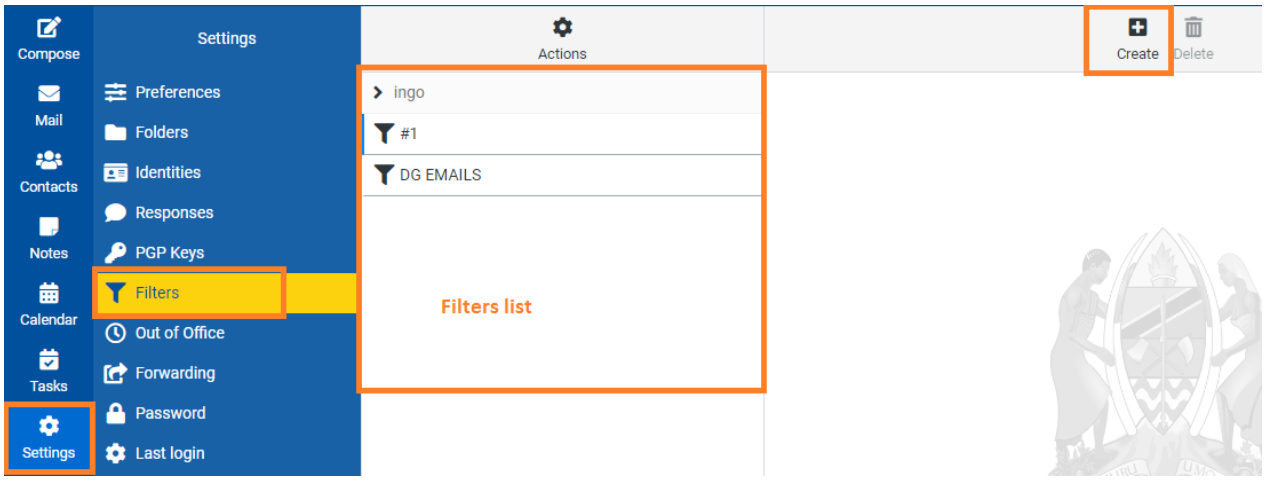
A filter rule is applied if one or all conditions are fulfilled

**Actions** are triggered when one or all of the previously defined conditions occur.

### 4.5.1 Filters list

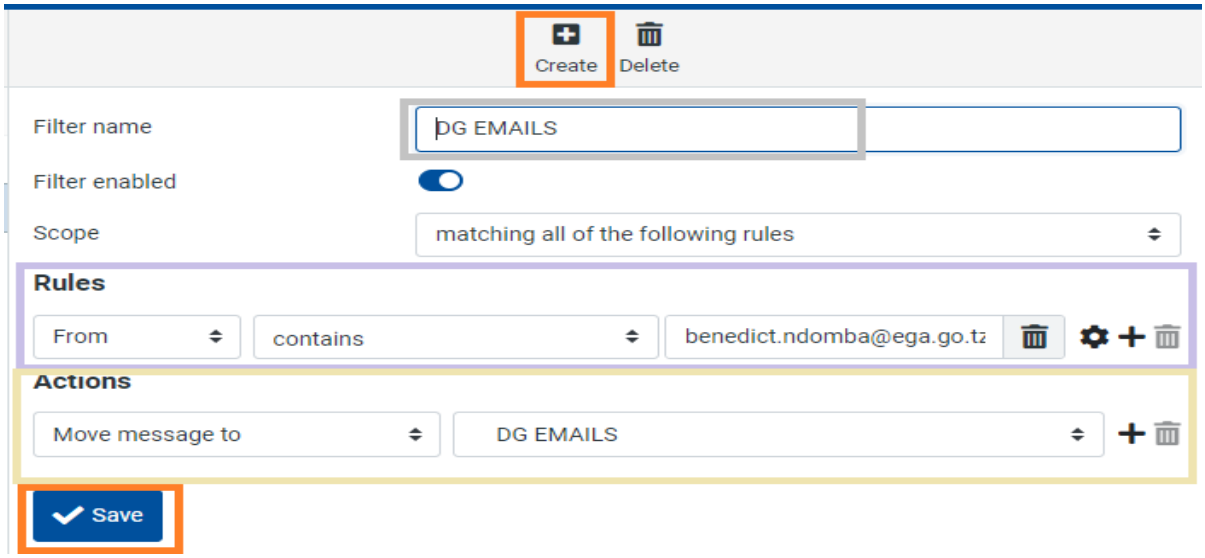
To access filters list, go to Settings => Filters => Available filters will be displayed in filter list section

**Please Note**
Filter rules are processed in the order in which they are arranged in the overview. If, for example, you discard the email of a certain sender in your first filter rule, the filter rules defined afterward will no longer apply to this sender.



### 4.5.2 Create new filter

1. Go to settings => Filters => On filters toolbar click (+) Create icon.
2. Input filter name, rules and action to be taken when email meeting the set rule is received. You can apply multiple rules by clicking + Plus icon in rules section to add more rules.
3. Click save button to complete creating new filter.

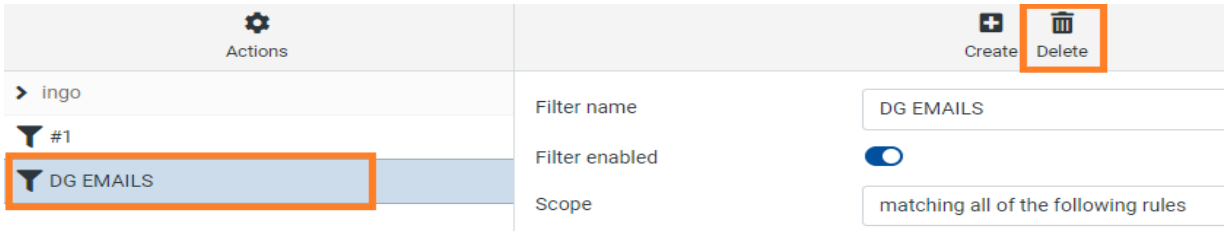



### 4.5.3 Changing the Order of Filters

When you receive a new email, all of the filters created are checked in the order they appear. You can change the order of the filters by dragging and dropping them on the desired position using your computer mouse.

### 4.5.4 Delete mail filter

1. Go to settings => Filters => Select a filter in filters list => On a toolbar click dustbin icon
2. You will be prompted for confirmation, click confirm button to complete action.

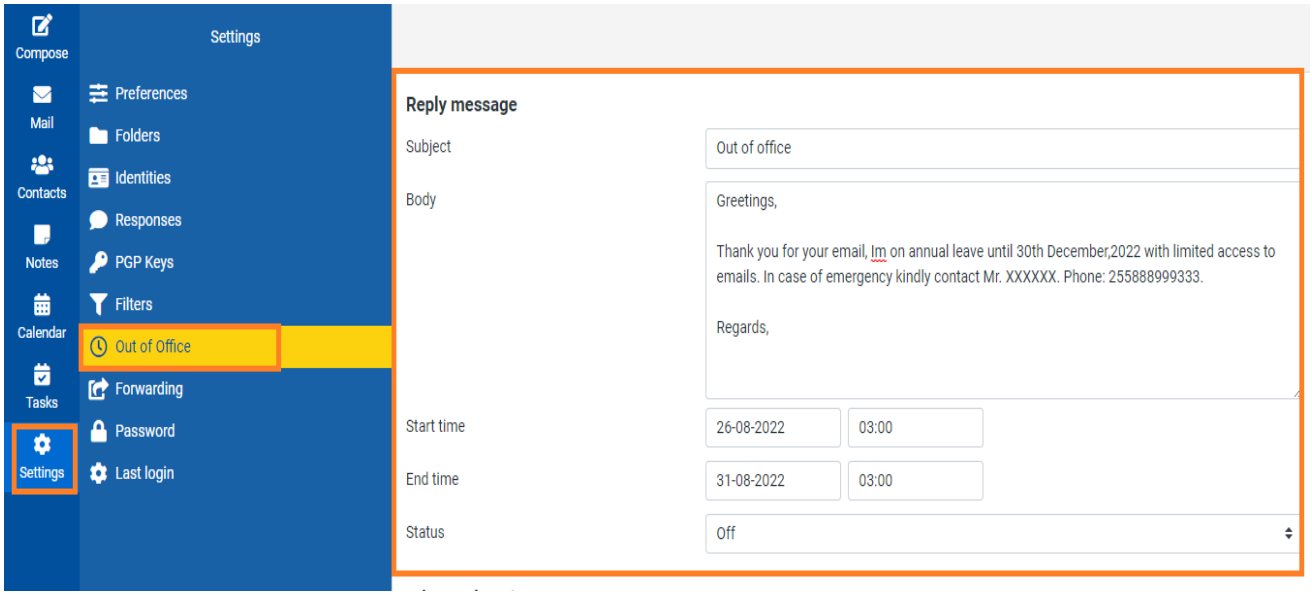


## 4.6 Out of office

You can set automatic reply email while going on vacation or leave. This email will be automatically replied to incoming mails sent to you during the period of time that you will set.

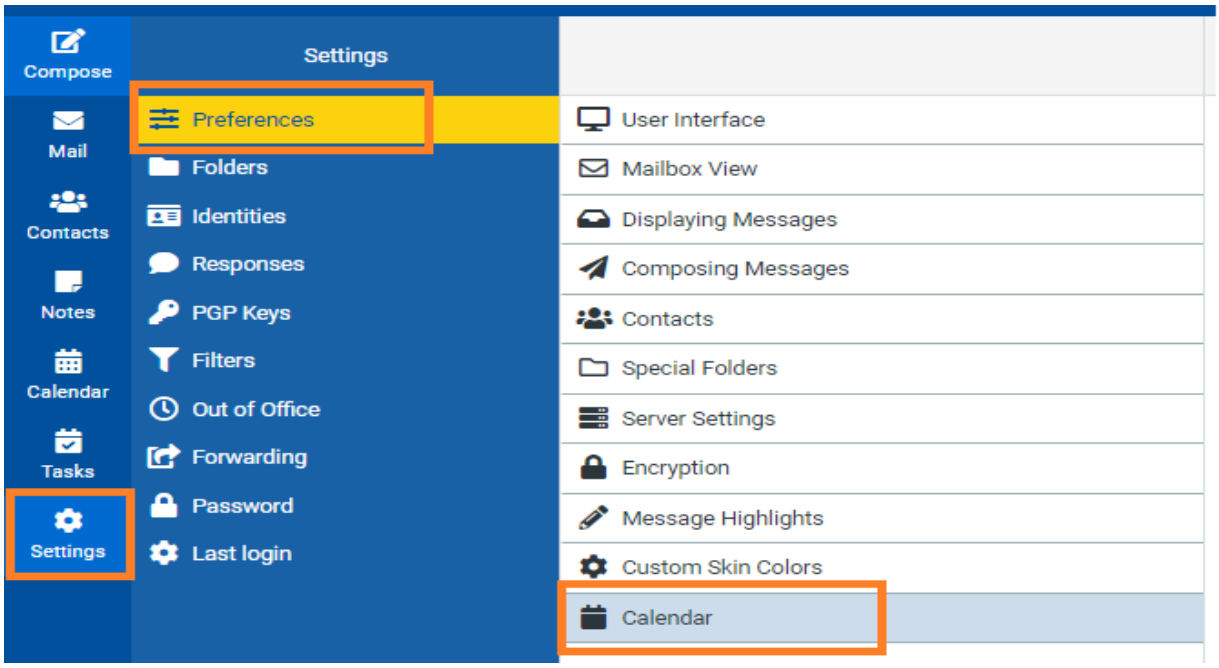
### Set up out of office message

1. Go to Settings => Click Out of office => In the reply message section type in email that will be sent out automatically.
2. Set start time and end time
3. On the status field select “on” to activate.
4. Click save button at the bottom to complete setting up autoreply message on out of office

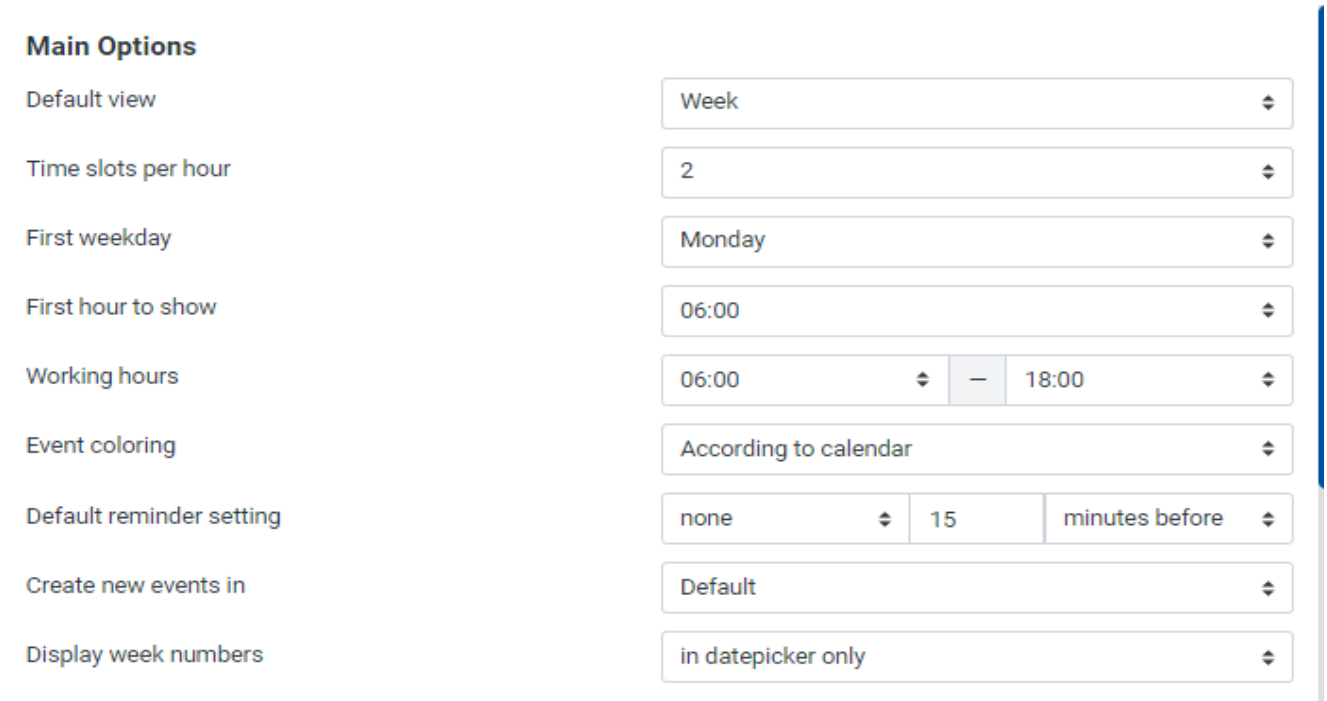



## 4.7 Calendar Preferences

The settings for the calendar module are listed in **Settings >> Preferences >> Calendar** and are grouped by the following sections:




### 4.7.1 Main Options




**Default view**

Let's you select the Calendar View which is visible by default when opening the calendar.

### Time slots per hour

How one hour in day and week view is divided vertically. If for example set to 2, you will see events displayed in 30 minute blocks.

### First weekday

Which weekday to begin the week view with.

### First hour to show

When opening the day or week view, the listing of events starts at this time. Of course all hours of a day are visible by scrolling further up.

### Working hours

This time range will be used in the availability finder when automatically selecting free slots for a meeting.

### Event coloring

The coloring of the title of an event block ("outline") as well as the background color of the box ("content") in day and week views is influenced by the color of the calendar an event belongs to and/or the color of the category it is assigned to. This setting lets you control which source for coloring to use or if you even want a combined coloring that reflects both, the assignment of calendars and categories.

### Default reminder setting

When creating new events, they'll have this type of reminder set by default.

### Default reminder time

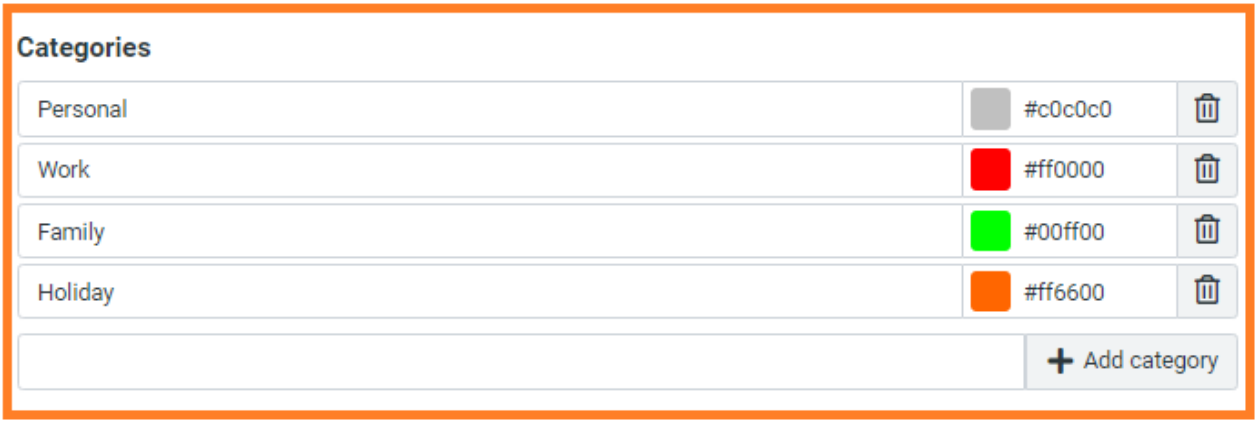
When enabling reminders in a new event, use this preset as default.

### Create new events in

This is the default selection for saving new events. Used in both the calendar view and when accepting event invitations.

## 4.7.2 Categories

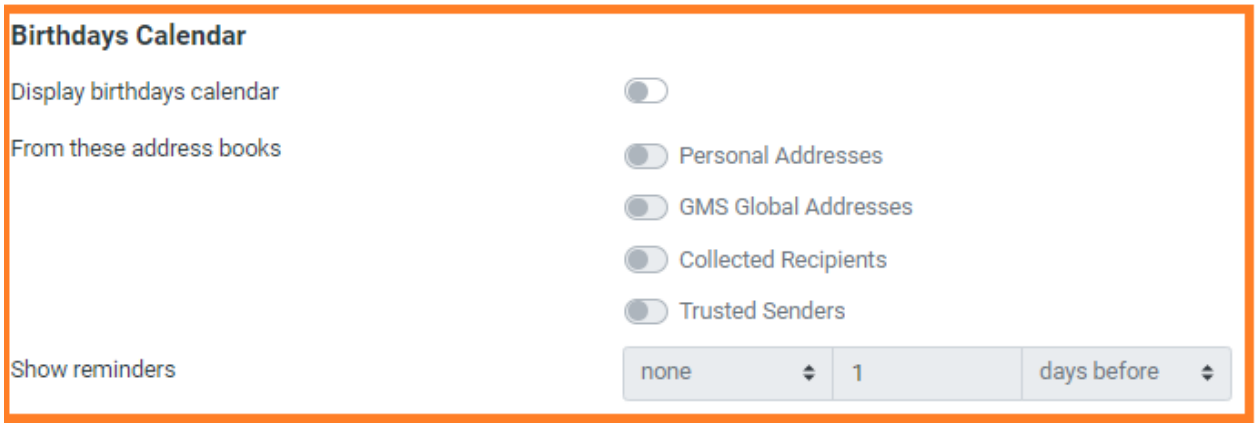
This block allows the management of categories used in your calendar and assign colors to them. Use the color picker to change the color by clicking on the square color box in the categories list.




To add a new category, enter its unique name into the text box below the listing and then click the Add category* button to add it. Note that you still need to click the Save button at the bottom of the preferences panel in order to finally register the new categories.

### 4.7.3 Birthdays Calendar

The calendar view and also display birthdays from contacts saved in your address book. This block controls how this is done.




#### Display birthdays calendar

Enable the birthdays calendar feature with this checkbox.

#### From these address books

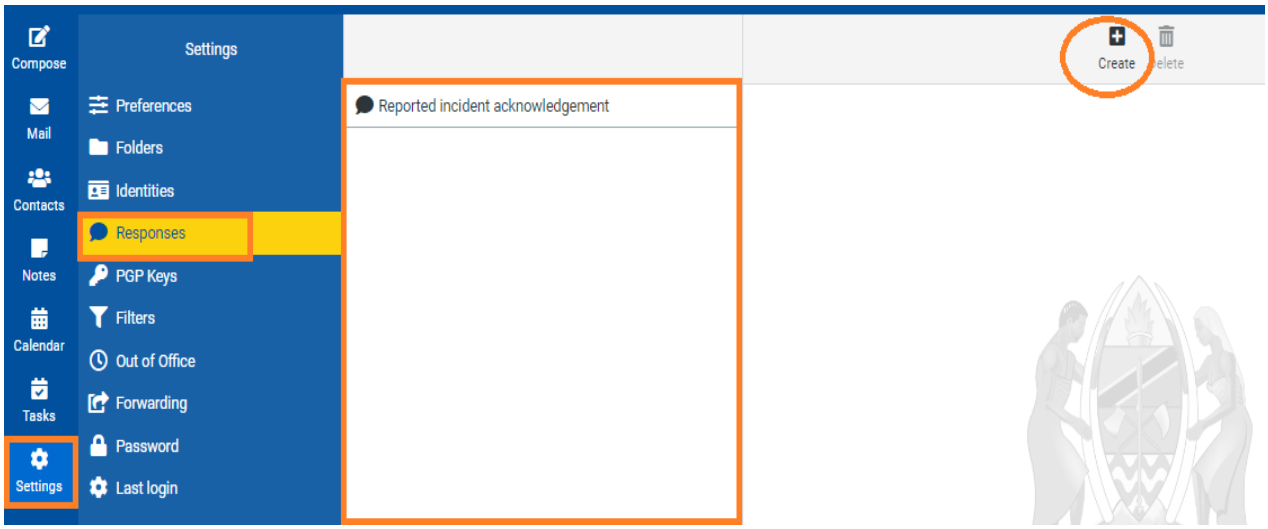
Choose from which address books you'd like to see birthdays in your calendar.

#### Show reminders

This option controls whether and when to display reminder notifications for upcoming birthdays.

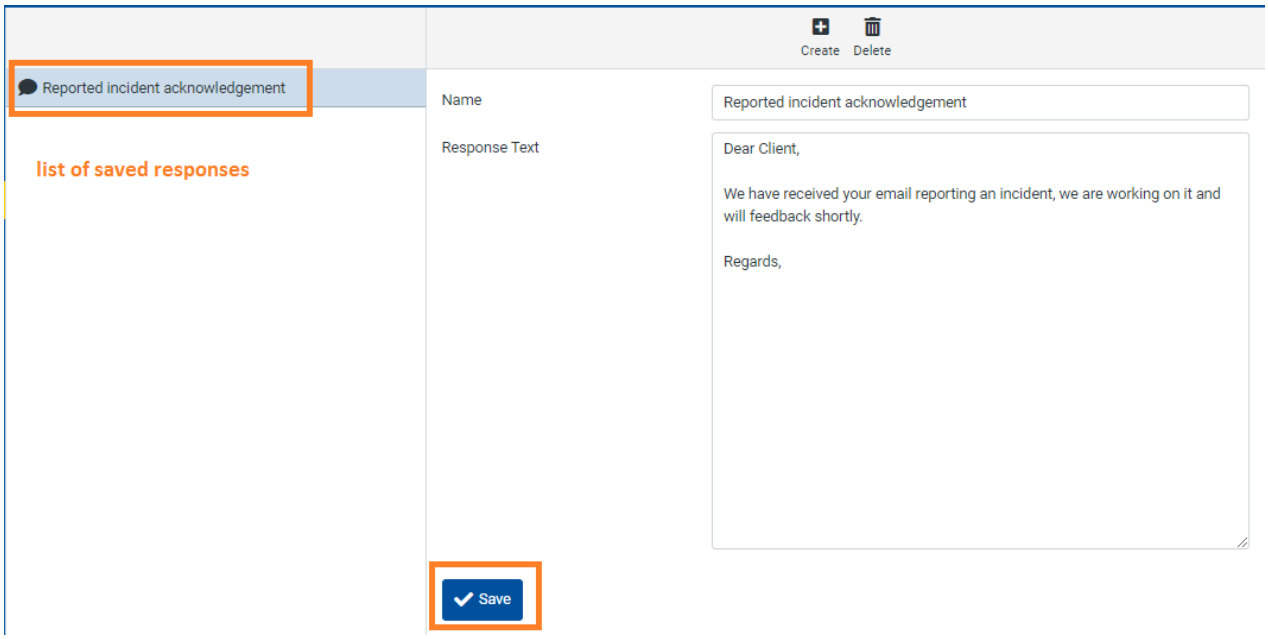
## 4.8 Canned Responses

This settings section lets you manage your personal boilerplates (aka “canned responses”) which are handy when replying to messages with prepared responses. **Go to Settings >> Responses**.




### 4.8.1 Edit Reponses

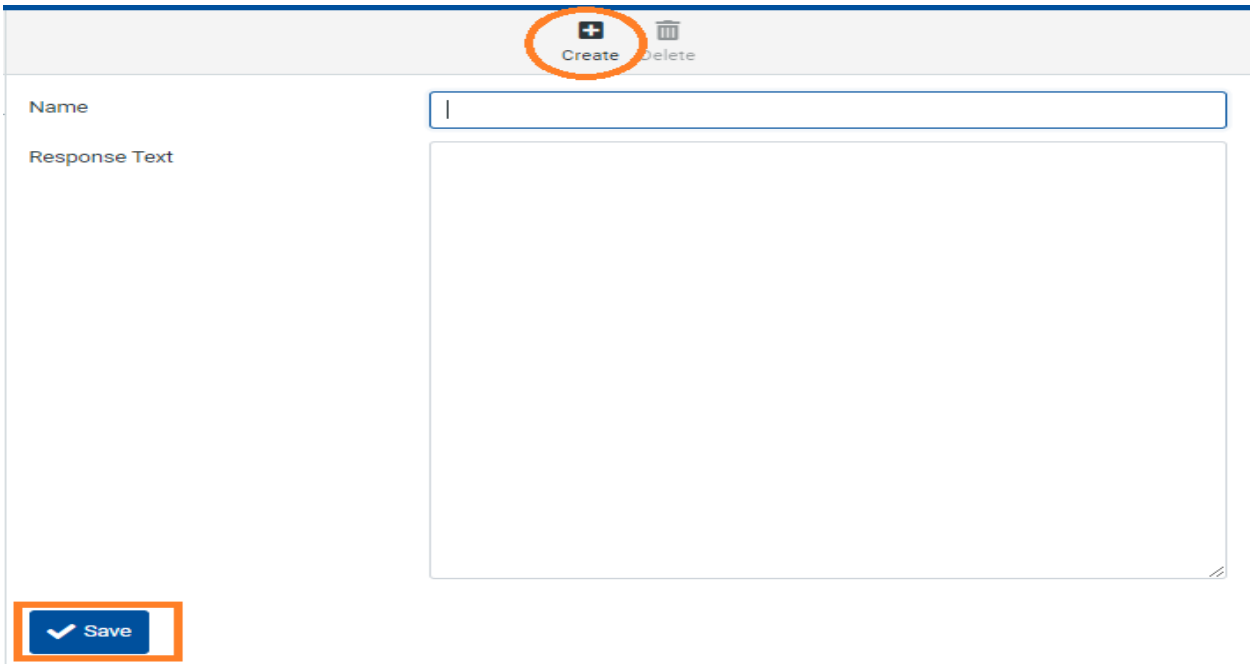
The middle pane displays a list of saved responses. Select one to see its name and text in the form on the right. You can right away edit both and save the changes by clicking the Save button.




Note If the fields are not editable and there's no Save button below, this is a global response defined by the system administrator which cannot be edited.

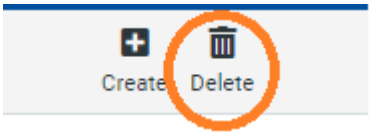
### 4.8.2 Create a New Response

Click the + icon in the responses toolbar to create a new response. Give it a name and enter the response text and finish with clicking the Save button.




### 4.8.3 Delete a Response

The Delete button also located in the responses list footer will delete the currently selected item after displaying a confirmation dialog.




## 4.9 PGP Keys

Pretty Good Privacy (PGP) is a security program used to decrypt and encrypt email and authenticate email messages through digital signatures and file encryption.

Email is a prime attack method for cyber criminals who can easily forge messages using a victim's name or identity. PGP aims to solve this and enhance email security by encrypting the data to make the communication method more private.

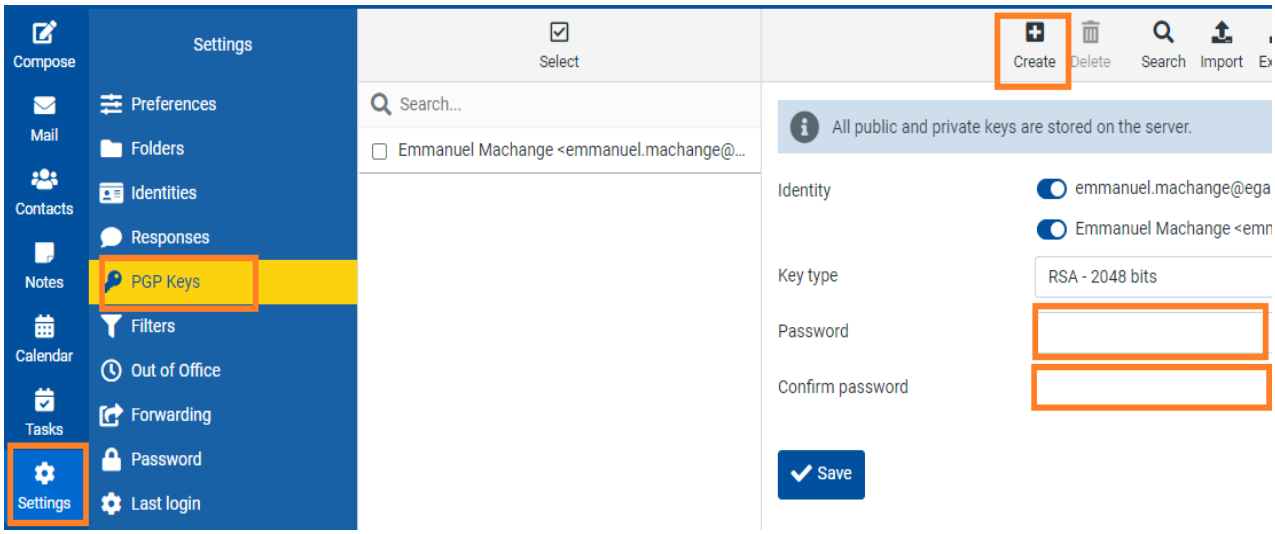
PGP uses the public key system in which every user has a unique encryption key known publicly and a private key that only they know. A message is encrypted when a user sends it to someone using their public key, then decrypted when the recipient opens it with their private key.

### How to send encrypted emails using PGP in GMS?

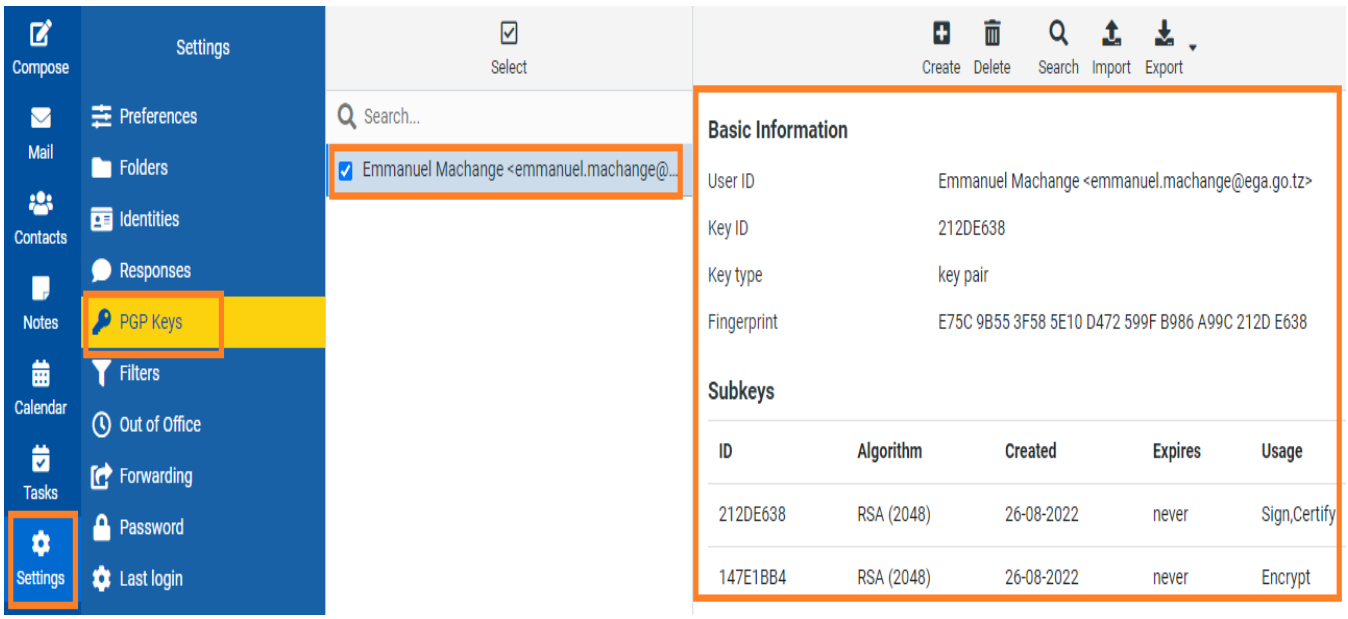
We take into account the following scenario: Alice and Bob want to send encrypted emails.

## 4.9.1 Create PGP key

**Step 1:** Alice and Bob create their key pairs by clicking on Settings => PGP Keys => Create.



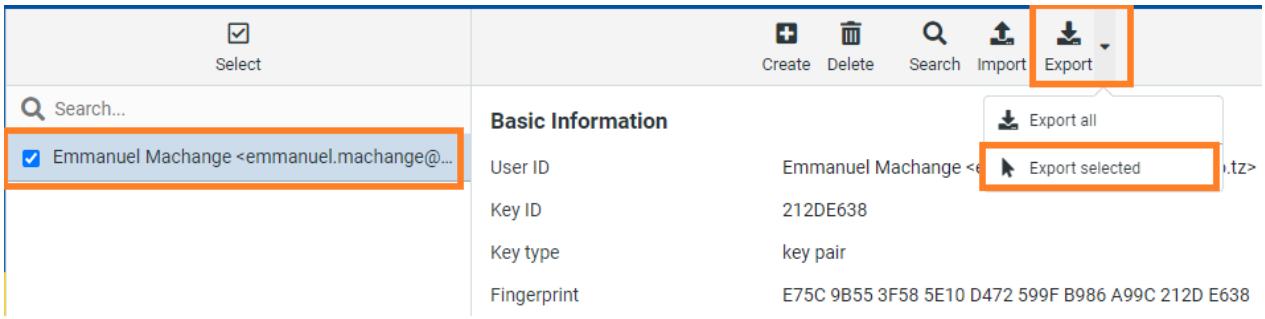

After creating the key, you can view it by clicking Setting => PGP Keys => Click on user on PGP keys list

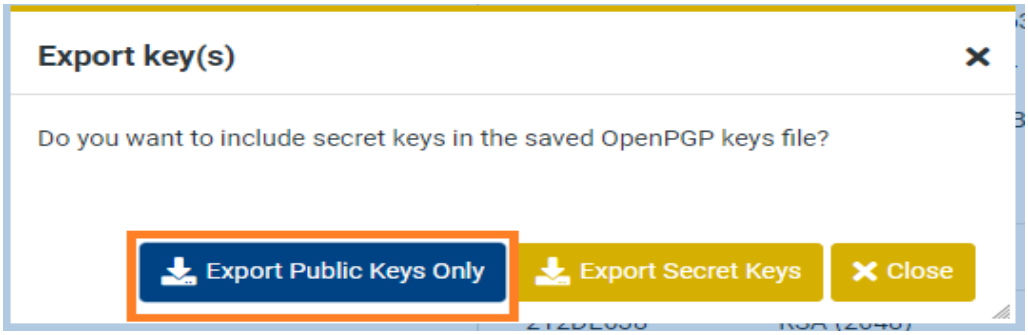


### 4.9.2 Export PGP key

**Step 2:** Alice and Bob have to export their public keys.

To export public key Go to settings => PGP Keys => Click on the key in keys list => Click export icon in taskbar

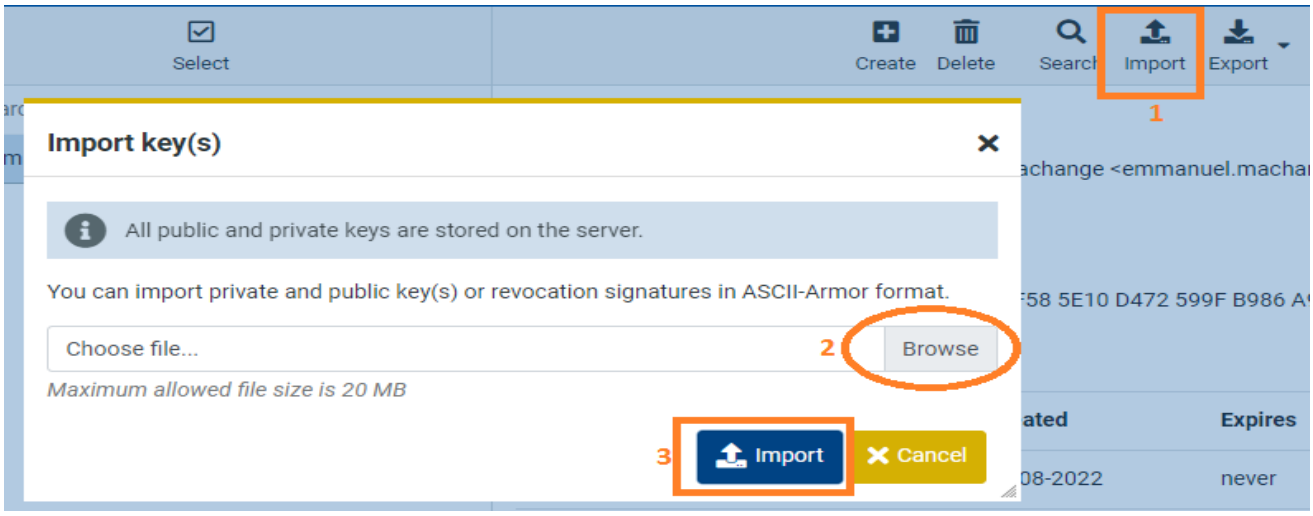


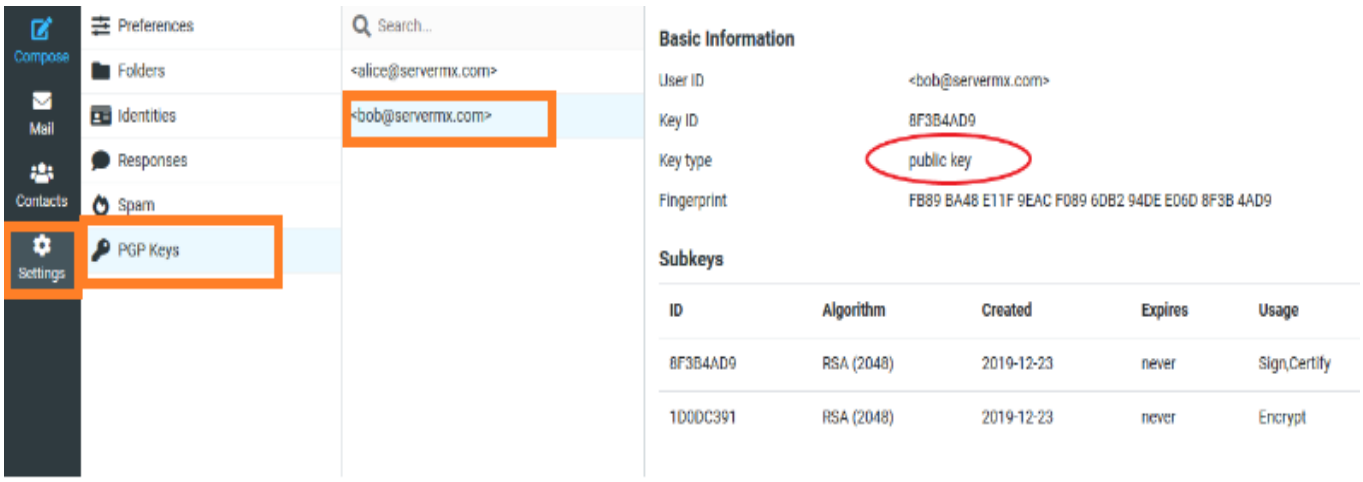

PGP key file will be downloaded to your computer, share the public key with the person you want to exchange encrypted emails with. In our example Bob share public key to Alice and Alice share public key to Bob.

### 4.9.3 Import PGP key

**Step 3:** Alice and Bob import each other's key: To import key go to Settings => PGP Keys => Import =>browse to a file you want to import => click import button



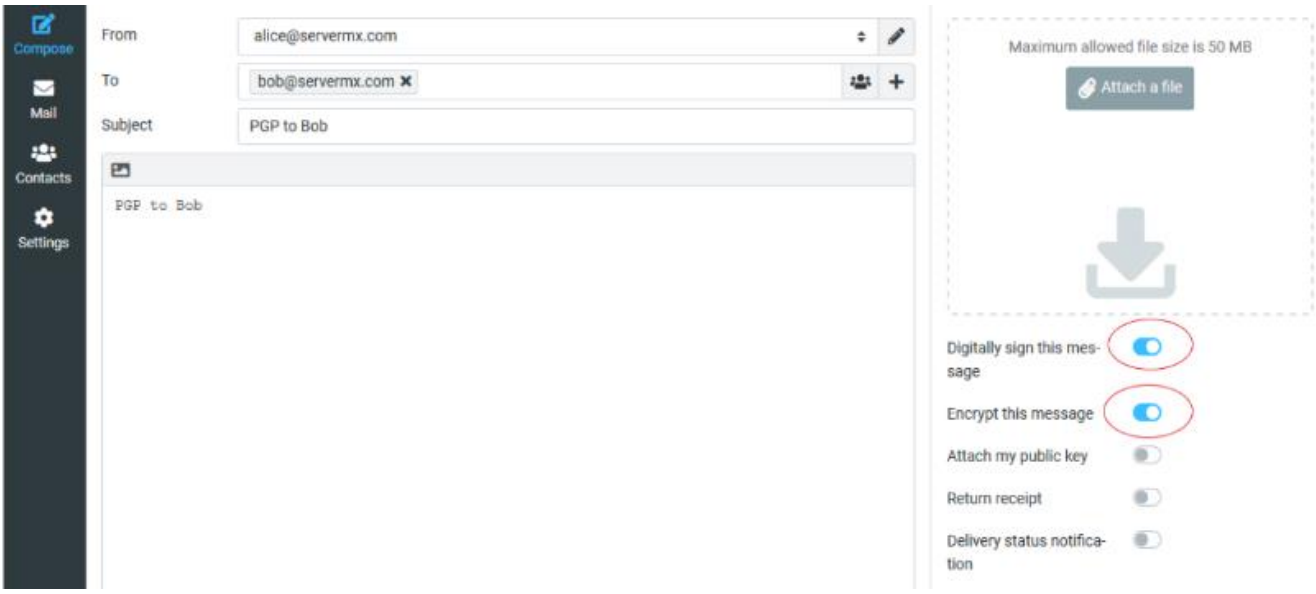

After the import Alice can see Bob's public key and viceversa

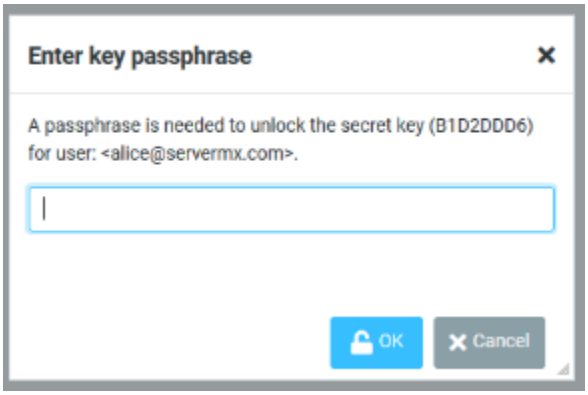



### 4.9.4 Send encrypted email

**Step 5:** Alice sends an email to Bob

To send encrypted email, while in compose window check on digitally sign this message and encrypt this message checkbox then enter your passphrase.

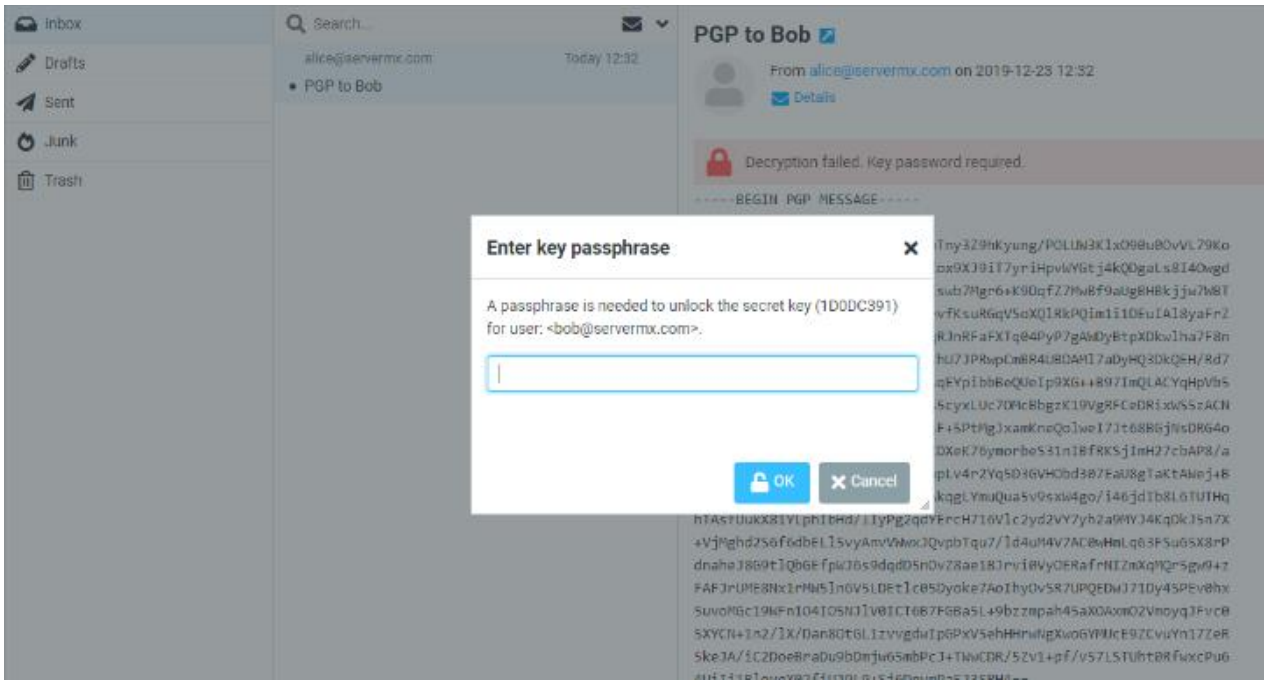


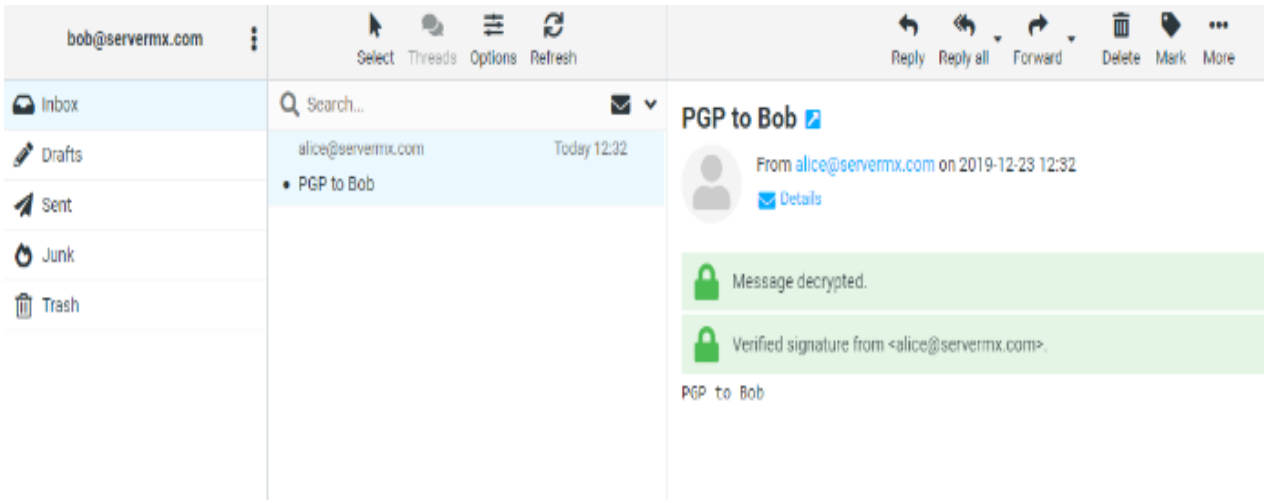




### 4.9.5 Read encrypted email

**Step 6:** Bob reads Alice's encrypted and signed email.

When opening encrypted email, you will be prompted to enter your passphrase and hashed email will be decrypted and you will be able to read it.

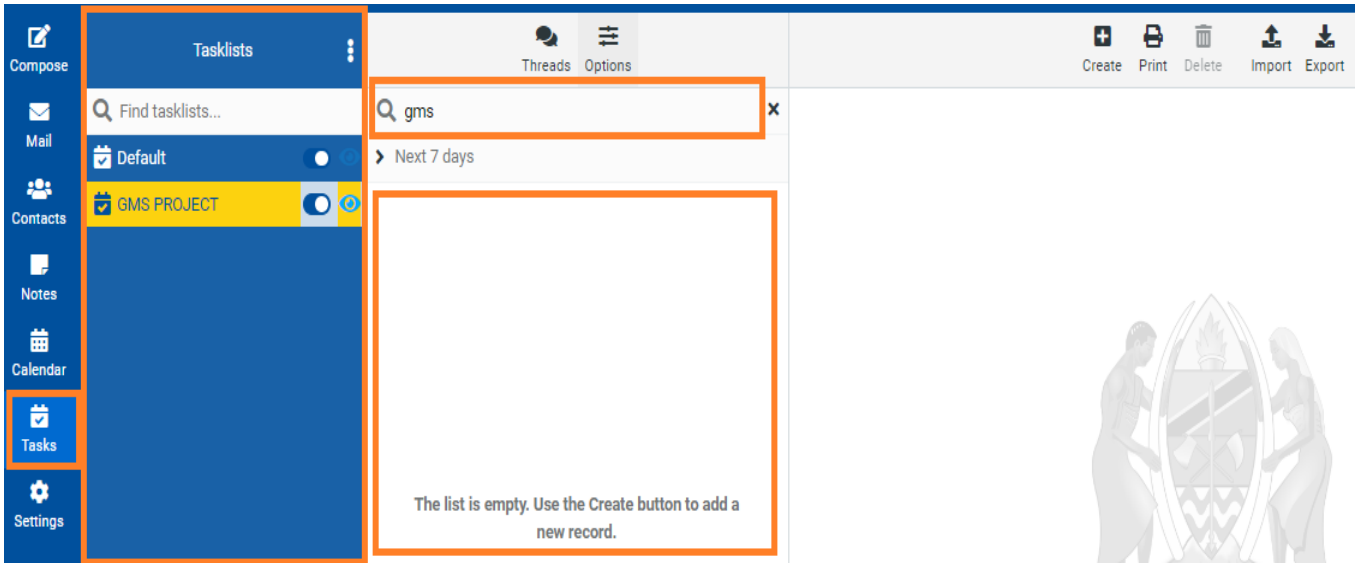

Inbox
Drafts
Sent
Junk
Trash
Search...
alice@servermx.com
Today 12:32
PGP to Bob
PGP to Bob
From alice@servermx.com on 2019-12-23 12:32
Details
Decryption failed. Key password required.
-----BEGIN PGP MESSAGE-----
Enter key passphrase
A passphrase is needed to unlock the secret key (1D0DC391) for user: <bob@servermx.com>.
OK
Cancel


bob@servermx.com
Select
Threads
Options
Refresh
Reply
Reply all
Forward
Delete
Mark
More
Inbox
Drafts
Sent
Junk
Trash
Search...
alice@servermx.com
Today 12:32
PGP to Bob
PGP to Bob
From alice@servermx.com on 2019-12-23 12:32
Details
Message decrypted.
Verified signature from <alice@servermx.com>.
PGP to Bob

# 5. TASKS

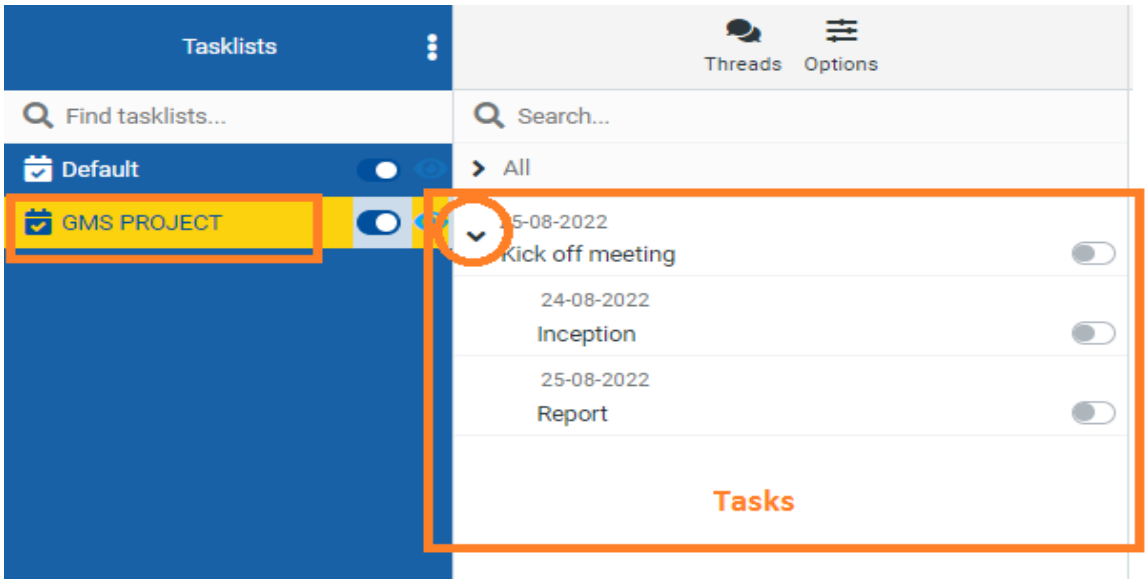
## 5.1 Overview

The content area of the tasks screen is divided into three areas: The Tasks itself, the Tags and the Task List Selector.



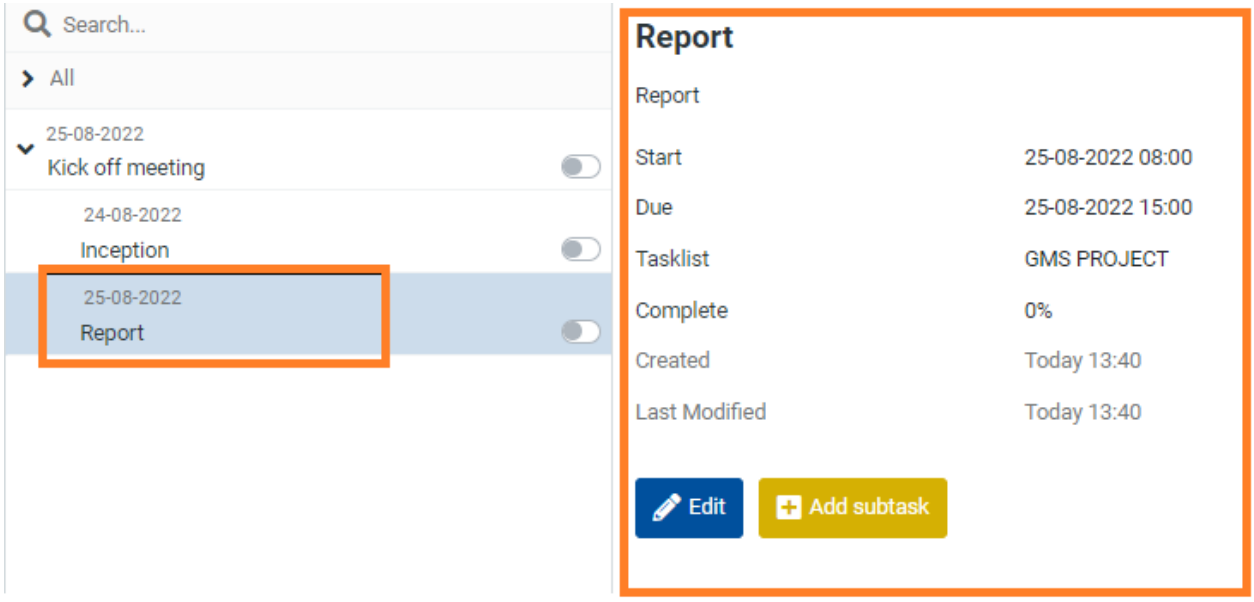

### 5.1.1 The Tasks List

The main content are lists the task items that match the current selection of active lists, filters and tags. The listed tasks are sorted by due date (ascending) and completed ones move to the bottom.




Tasks can be organized hierarchically and the list appears like a tree structure. A small arrow icon on the left side of a task bar indicates subordinated tasks and expands or collapses the tree upon click. Some basic editing like flagging, assigning a due date as well as completing tasks can directly be done in the list by clicking the checkbox, the flag icon or the date selector.

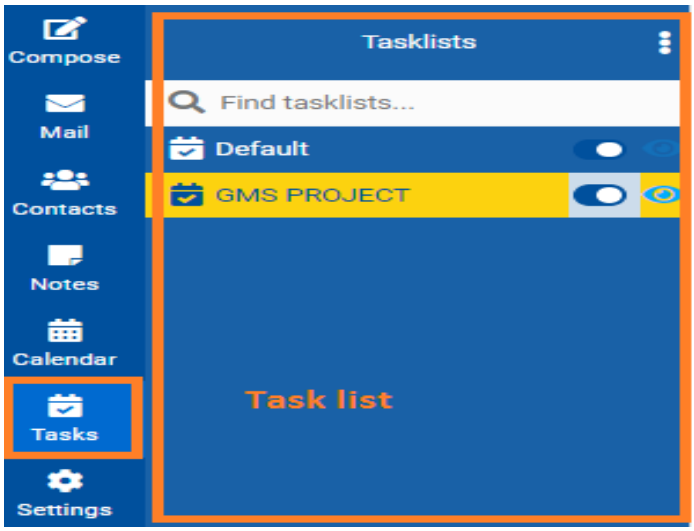
A single click anywhere else on a task bar displays all details in a dialog box. Hit <Esc> on the keyboard or click the close icon to hide it again.



Double-clicks open the clicked task item for full detail editing.

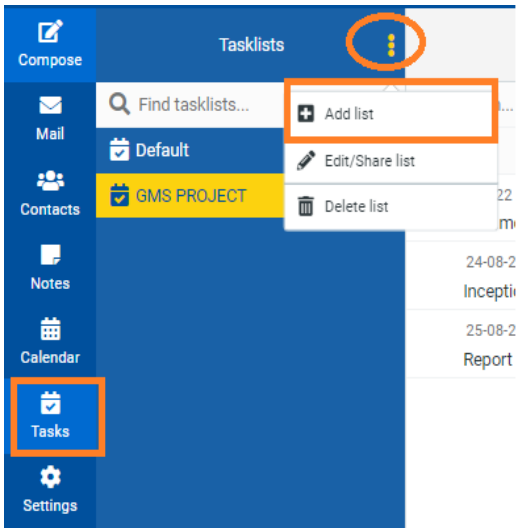
### 5.1.2 Task Lists

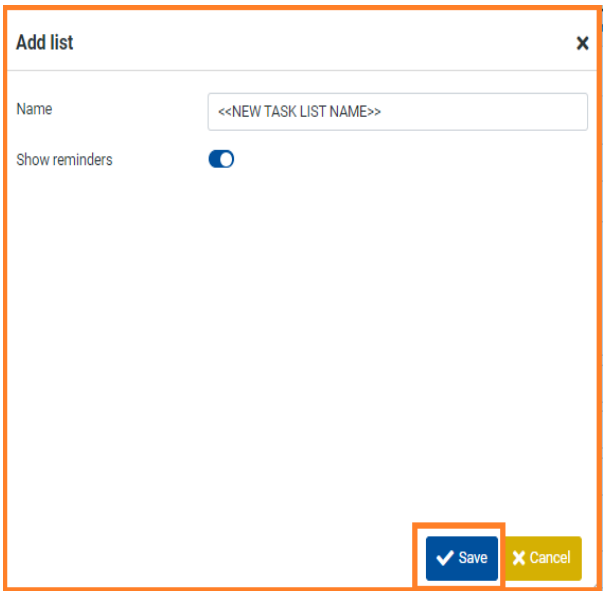
Organize your tasks in various lists. All of your personal task lists as well as those shared by others are listed in the box in the lower left area of the screen.




You can create any number of lists to store and manage all your tasks and name them individually.

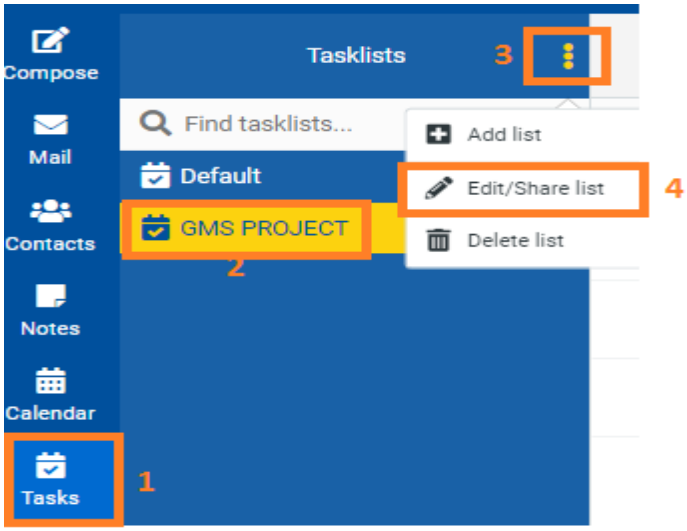
**Create a Task List**




1. Click the three dots **(…)** icon beside the task lists.
2. In the dialog, give the new list a unique name.
3. Click Save to create it.

## Edit List Names and Settings




1. Select the task list to edit by clicking the name in the box.
2. Click the three dots icon at the task list header and select Edit from the options menu.
3. Adjust name or reminders settings in the edit dialog.

4. Click Save to finally update the list.

### Remove entire Task Lists

1. Select the task list to edit by clicking the name in the box.
2. Click the three dots icon at the task list header and select Remove from the options menu.

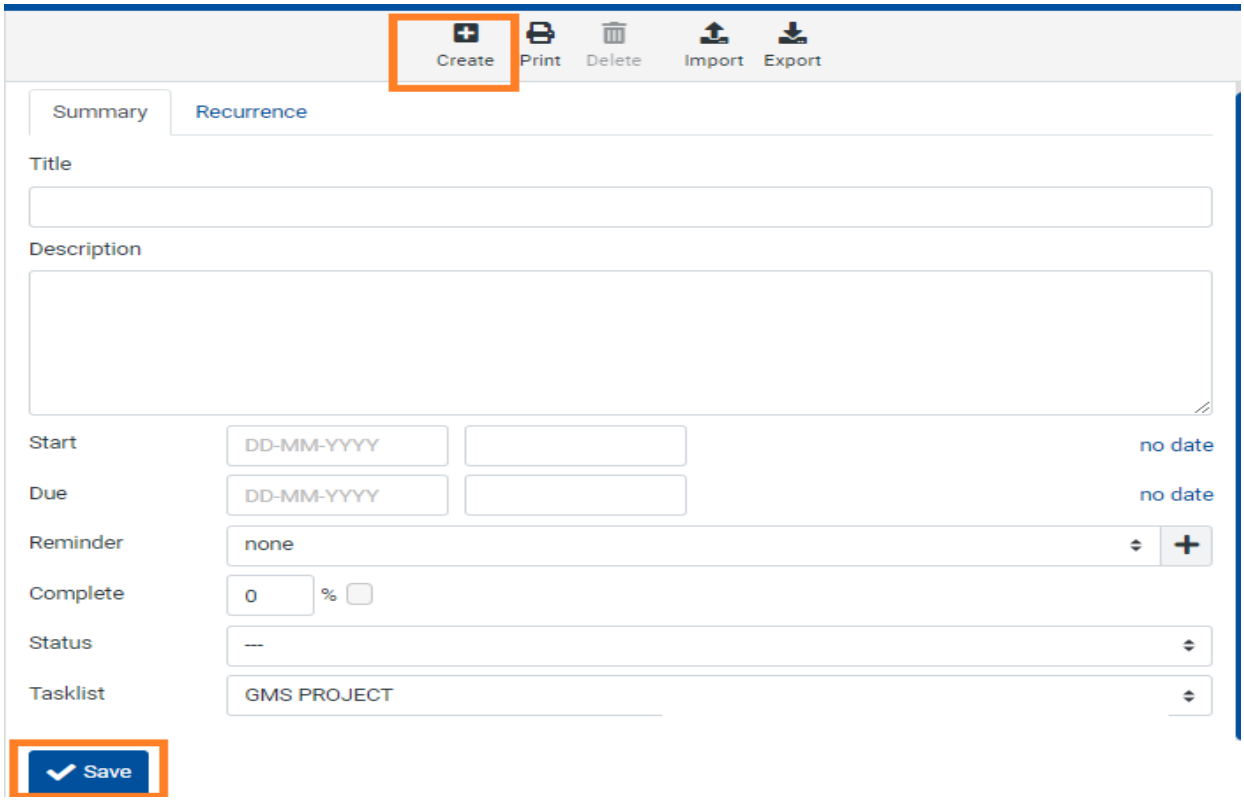
After a confirmation dialog, the selected list with all its tasks will be deleted. Caution: This action cannot be undone!

## 5.2 Managing Tasks

All the described functions to manage your tasks are accessible from the main task view.

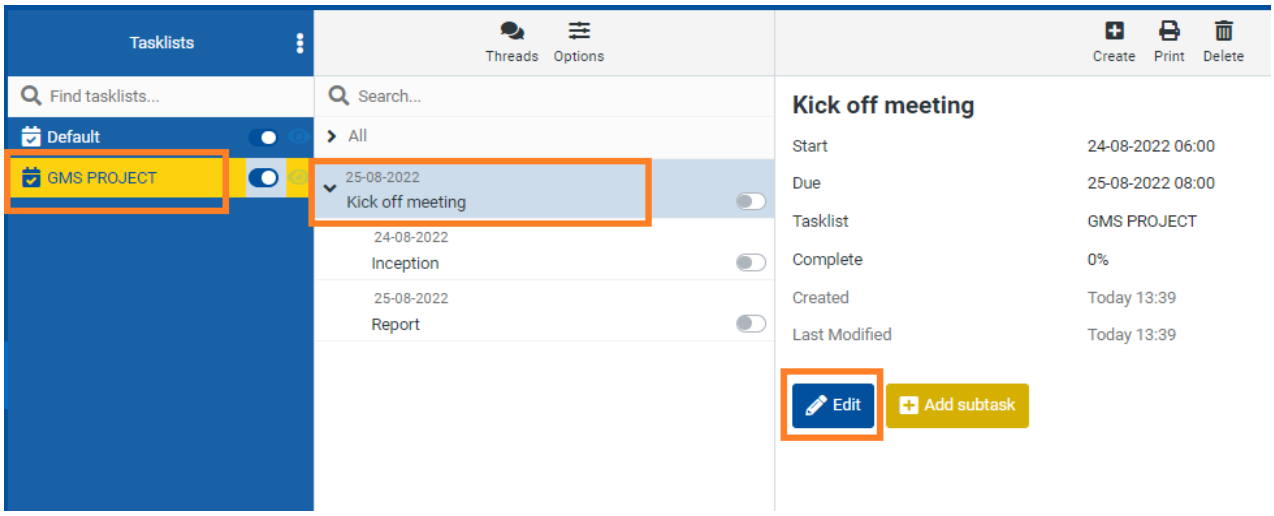
### 5.2.1 Create new Tasks

The New Task Dialog



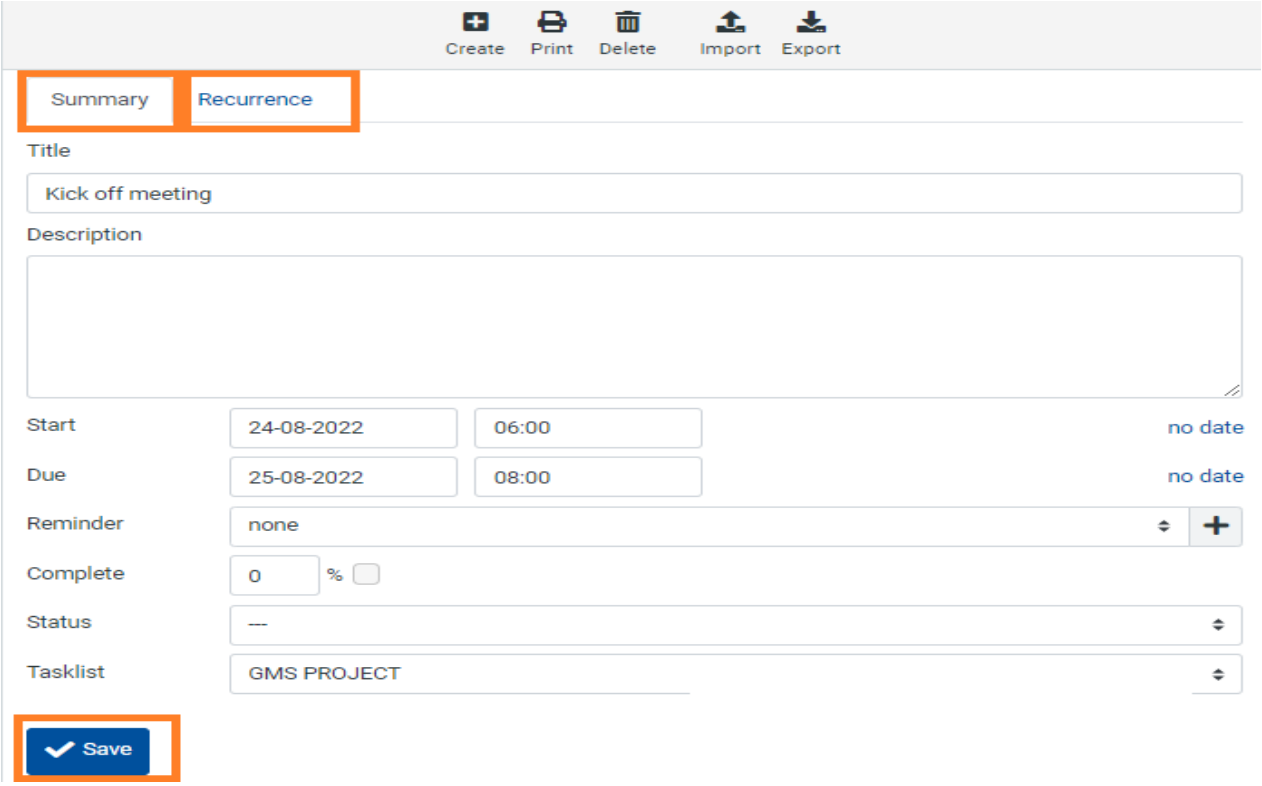
1. Click the New task button in the toolbar to get an empty dialog where you enter the tasks properties like title, description, start/due dates and reminder settings.
2. Click Save to finally add it to the selected task list.

### 5.2.2 Edit Tasks




1. When clicking a task item in list a dialog showing its details is displayed.
2. Clicking the Edit button in that dialog opens the form to edit all properties of the selected task.

The edit form is divided into different section which can be switched using the tabs on top of the dialog:




## Summary

This general section has text fields and selectors for various properties. Here's a description of all the possible values:

**Title**: The title of the task. This is what you will see in the list.

**Description**: Any text that describes the task. Links and email addresses will be become clickable.

**Start**: The date/time, the task is supposed to be worked on.

**Due**: The date/time this job is due. Define a time when setting a reminder for this task.

**Reminder**: This will pop up with a notification at the specified time before the task is due.

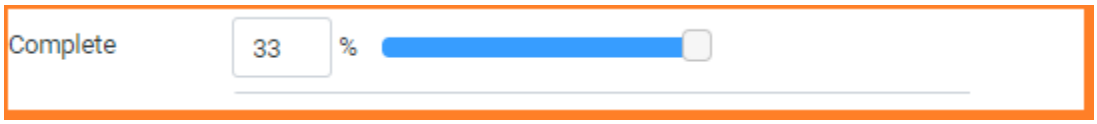
**Complete**: The completeness state of a task in percent. Use the slider or enter a number.

**Tasklist**: The list the task is saved in. Change it to move an event from one list to another.

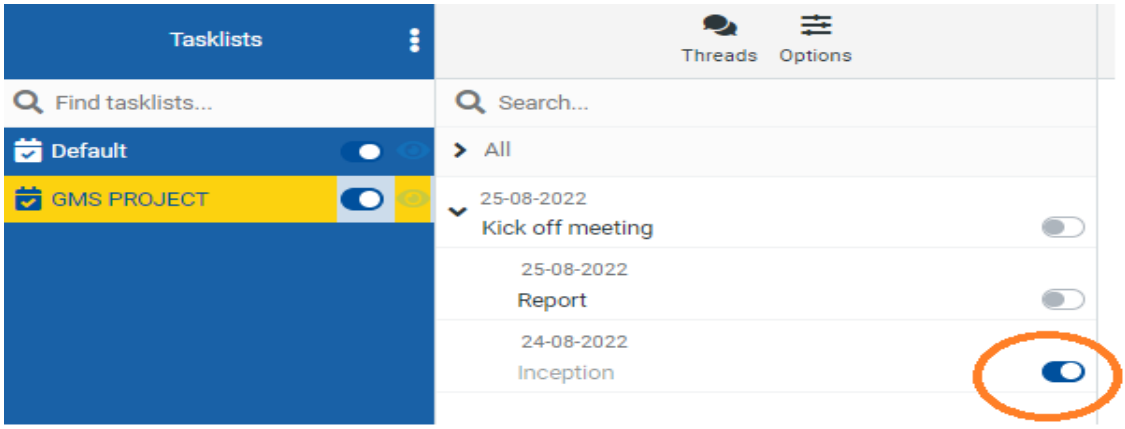
Note Don't forget to finally save the changes by clicking Save in the edit dialog. Switching back and forth the tabs will not yet save the data.

**Mark Tasks as Complete**

In the Edit Tasks section, we learned how to set a percentage value for a task's completeness. Until a task isn't fully completed, the percentage is displayed as a think horizontal line in the list view.



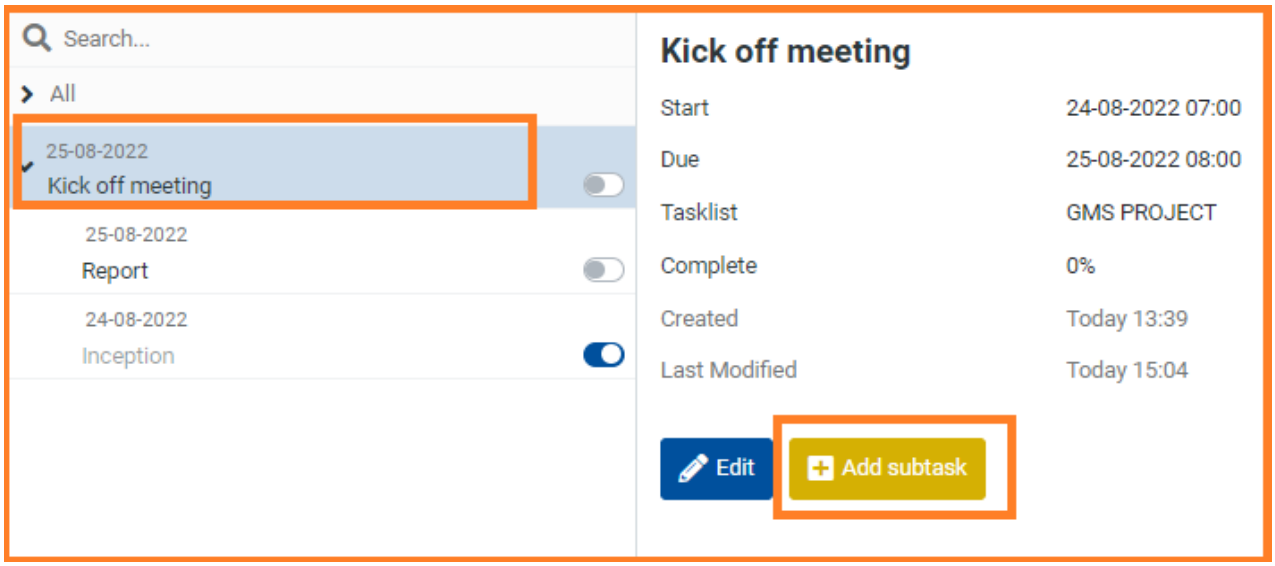

In order to mark a task as complete, simply click the checkbox in the list view. The task is now grayed out and moved to the bottom of the list. After some time or when refreshing the list, completed tasks will be removed from the view. You can still find them with the Complete quick filter. Uncheck the box to bring it back to the normal list.




## 5.2.3 Organize Tasks in Groups

For bigger jobs or entire projects, tasks can be divided into subtasks and organized hierarchically to visualize dependencies.

### Create a Subtask




1. When clicking a task item in list a dialog showing its details is displayed.
2. Select Add subtask
3. Enter the subtask properties in the Edit Dialog
4. Press Save to insert it

### Re-organize Groups

The hierarchical nesting of tasks and subtasks can be changed at any time. Simple grab a task with the mouse and drop onto another one to make it a subtask. This works for entire subtrees equally well. While dragging, a possible drop target is highlighted when moving over it.

Drop a task onto the small bar on top of the tasks list to make it a main task again.

If you organize your tasks in different lists, dropping a task onto a task list in the box on the left moves it (and all child tasks) to that particular list.

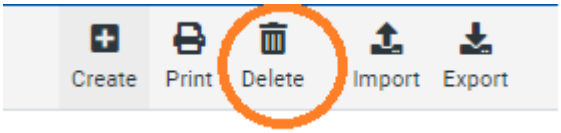
## 5.2.4 Get Notifications

While logged in to the GMS, reminders about soon-to-be due tasks will be displayed with pop-up boxes at the specified time before the task is due. You can specify if you want to see reminders for every task list individually. Enable or disable reminders in Task List Settings from the Task Lists.

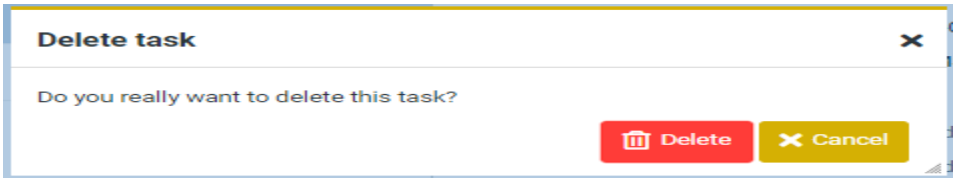
Read how to Dismiss or Snooze Reminders in the calendar section.

### 5.2.5 Delete Tasks

Usually finished tasks are marked as complete. But there are still situations where you might want to actually delete a task.

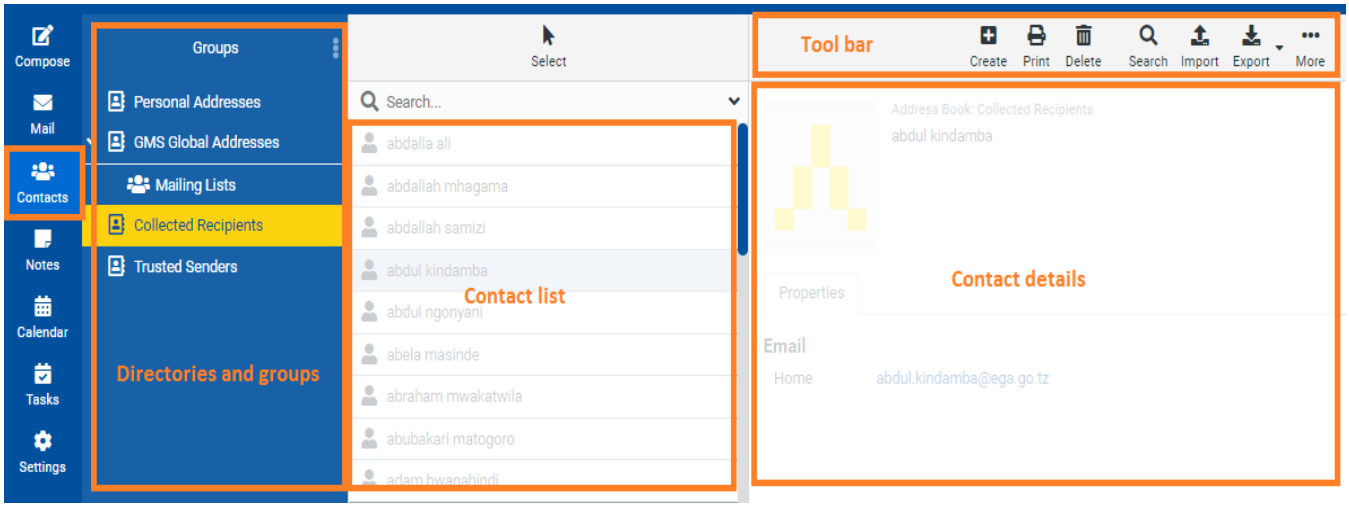



1. Open the options menu of a task from the arrow icon on the tool bar.
2. Select Delete.
3. Click Delete again in the confirmation dialog.



# 6. CONTACTS (Address Book)

The content area of the address book screen is divided into three areas: Directories and Groups, Contacts List and the Contact Details.



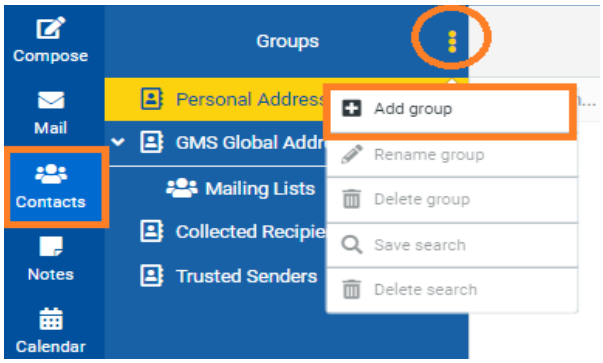

## 6.1 Directories and Groups

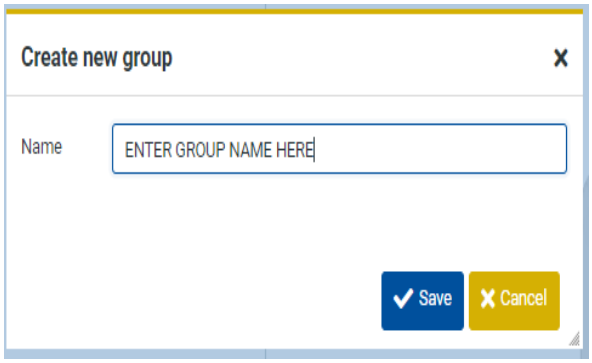
The leftmost pane displays a list of address directories and contact groups within each of the directories. Depending on your server configuration and installed plugins you might see multiple directories but there's at least one directory which contains your personal contacts.

Click a directory or a group in the list to show the contained contacts in the list on the right. The currently selected directory or group is highlighted in the list.

### 6.1.1 Create a Contact Group

In order to create a new contact group, first select the directory you want the group being created in. Then use the three dots icon on the groups list header to get you an input field for the group name. Enter a unique name for the new group and hit <Enter> to finally create it.



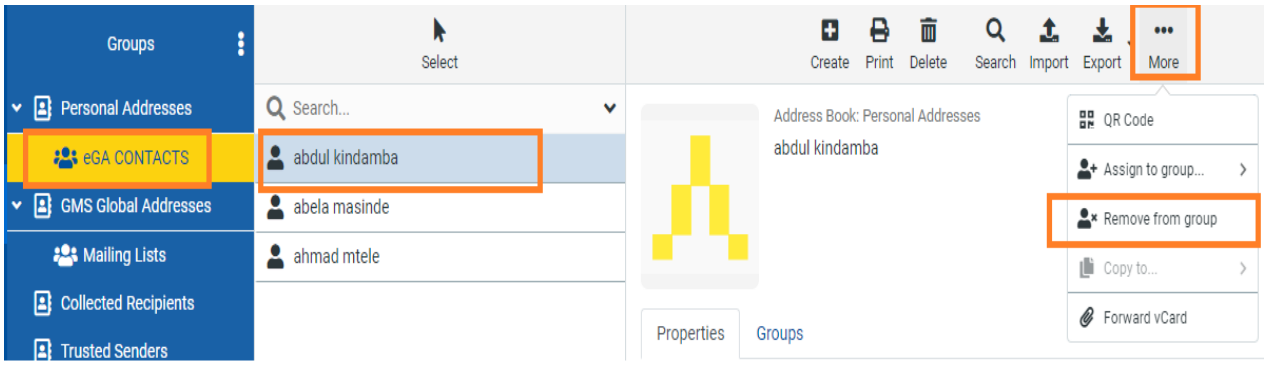




### 6.1.2 Assigning Contacts to Groups

Contacts can be assigned to groups by dragging & dropping them with the mouse. Select one or multiple contacts in the list and drop them onto the desired group. It's a simple as that.

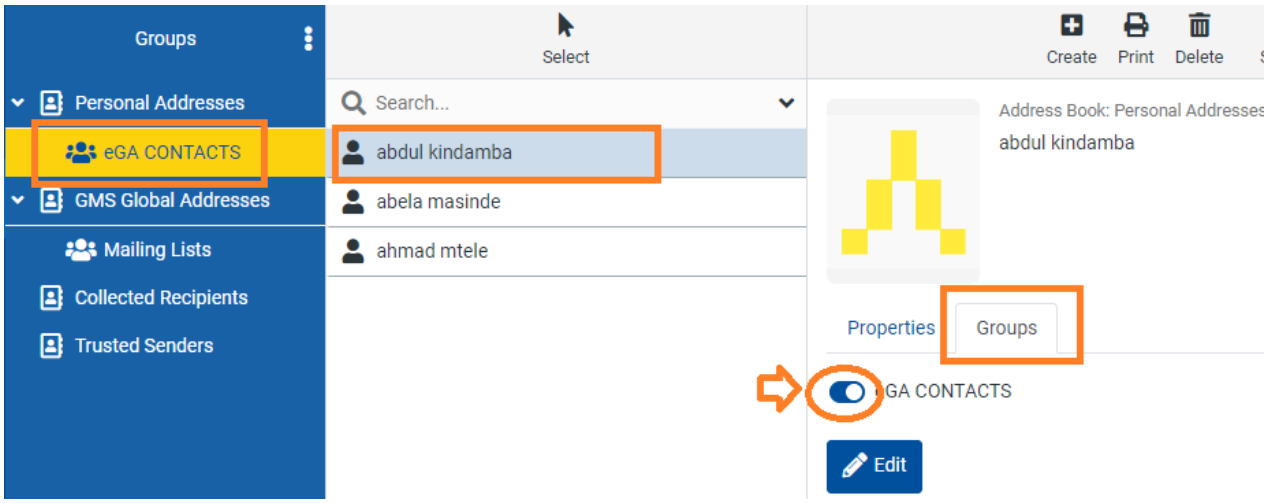
### 6.1.3 Remove Contacts from a Group

**List mode:**




1. Select the group in the list on the left
2. Select one or multiple contacts to be removed from that group
3. Go to more action on the toolbar and Click the Remove from group button.

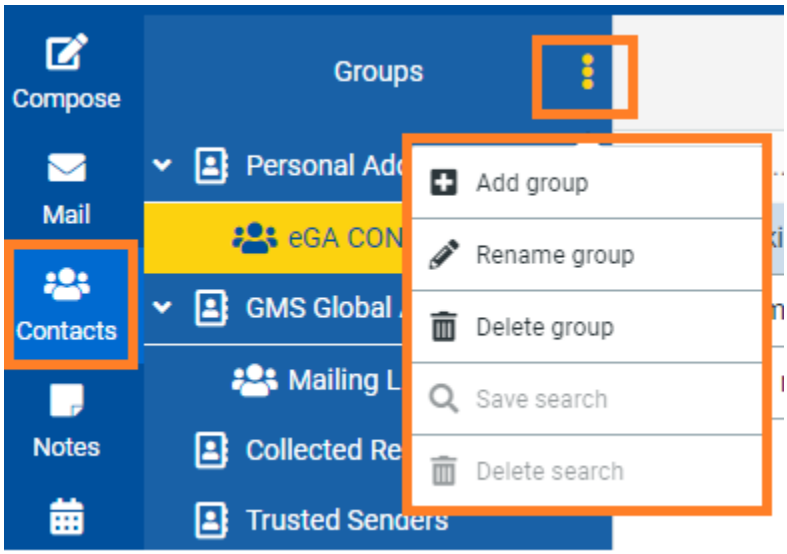
**Single mode:**




1. Select a contact in the contacts list
2. Switch to the Groups tab in the Contact Details area on the right
3. Uncheck the Group(s) you want it to remove from

### 6.1.4 More actions

Also in the header of the groups list, the three dots icon shows a menu with actions related to the selected directory or group.




#### Rename Group

Only enabled when a contact group is selected in the list above, this will let you enter a new name for that group.

### Delete group

Deletes the group selected in the list above. Note that the contacts assigned to that group will NOT be deleted.

### Save search

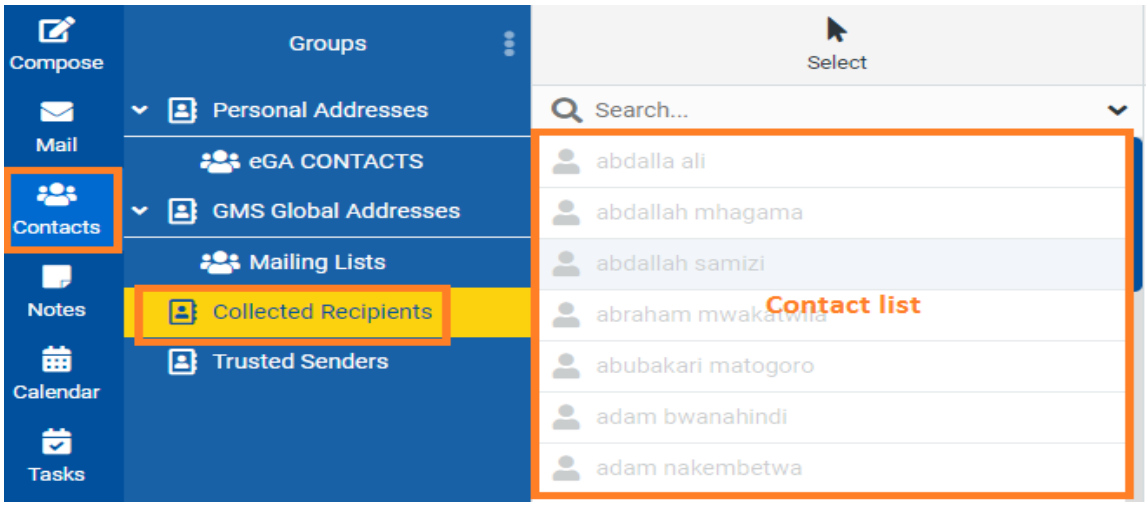
If you executed an address book search before, this option will let you save it as a filter for later use.

### Delete search

Only available when a saved search is selected in the list above, this will delete that search filter.

## 6.2 Contacts List

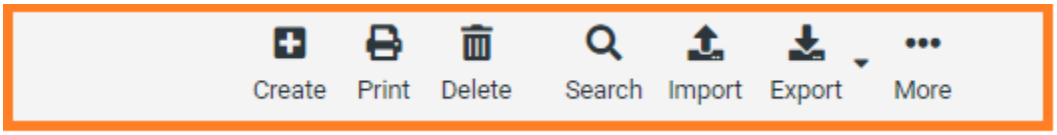
The contacts of the selected address directory or group are presented in this list with their names. The total number of contacts in the particular directory or group is stated right below the list as well as the set that is currently displayed. Use the arrow buttons in the list header to navigate through the pages.




Note you can change the way and order the contacts are listed here in the Address Book section of the user preferences.

### 6.2.1 Contact List Actions

The toolbar of the contacts list provides buttons that operate on the list or the current selection of contacts relatively:




**Create new contact (+)**

Opens the form to add a new contact to the selected directory.

**Delete selected contacts**

Deletes the contacts selected in the list above permanently.

**Remove from group**

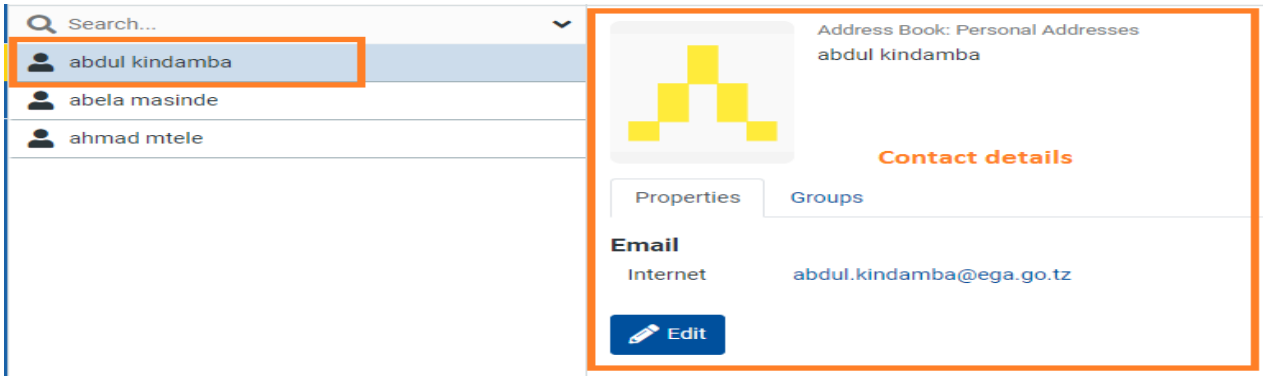
Removes the selected contacts from the currently selected group.

### 6.2.2 Copying Contacts

Contacts can be copied from one directory to another in a similar way as assigning them to groups. Simply drag one or multiple selected contacts with the mouse and drop them onto the target directory. Please note that some properties might be saved into other fields or not be copied at all if the address directories have different schemas.

## 6.3 Contact Details

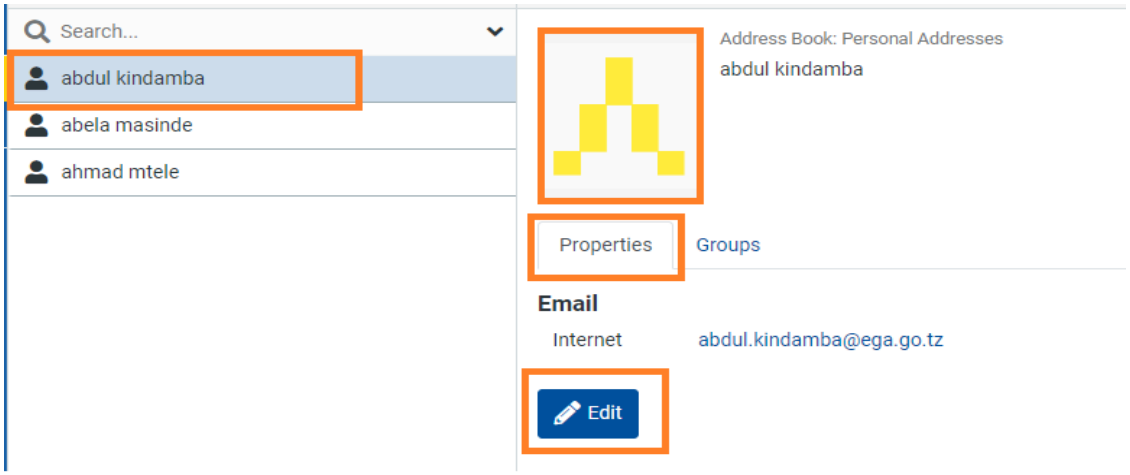
The full details of a contact are displayed in the rightmost box of the address book screen. Select a single contact in the list in order to see the details here. Contact properties are structured with tabs and boxes grouping similar properties like phone numbers, postal or email addresses.




The groups tab allows direct assignment or removal for the contact to/from contacts groups.

## 6.4 Creating and Editing Contacts

Select a contact from the contacts list and then press the Edit contact button in the contact properties area on the right to start editing it.



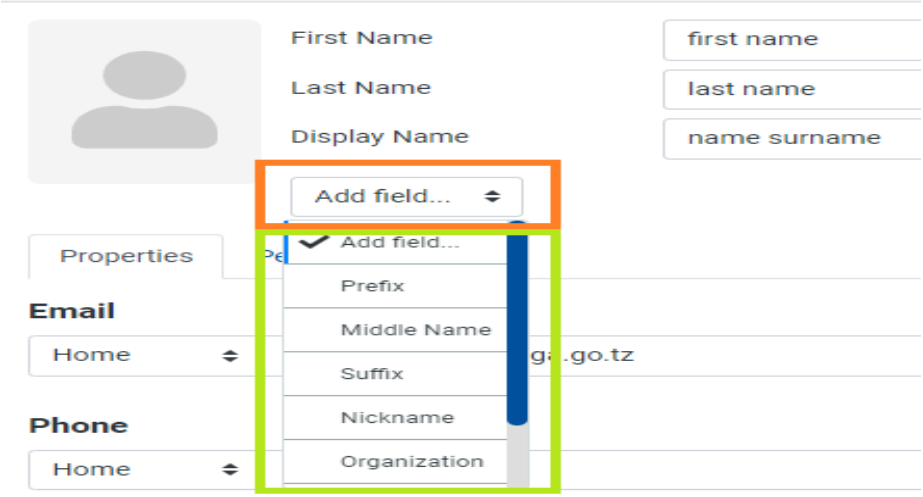

In the upper part of the contact edit area are the name and organization fields as well as the contact picture to be uploaded.

The lower part shows the same groups of contact properties as the Contact Details structured with tabs and boxes.

When done with editing, save your changes by clicking the Save button below the form. Abort editing and discard your changes with the Cancel button.

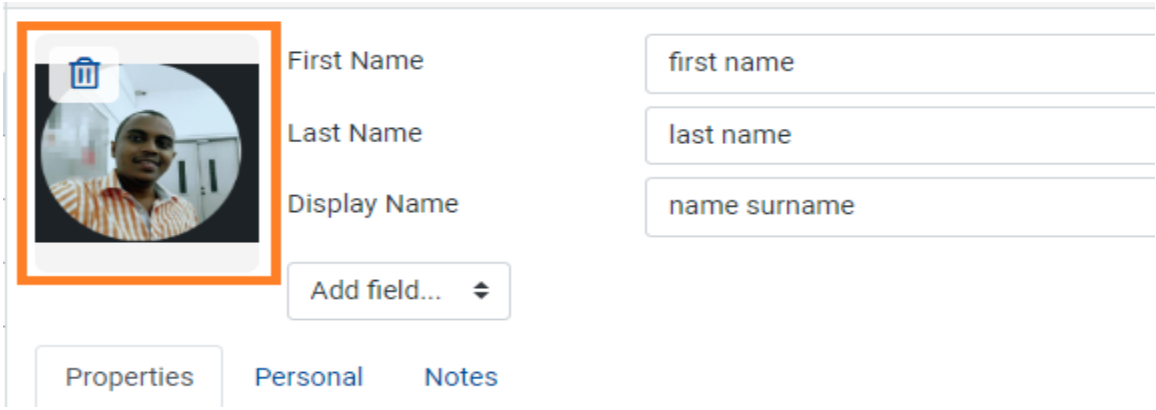
### 6.4.1 Add more contact properties

To add another property field, select one from the Add field... drop-down menu located below the form. The similar drop-down below the name fields in the header lets you add more name-related fields.




### 6.4.2 Upload a Contact Photo

Contacts have a picture assigned which is also displayed in the email task of the application if the sender of the message is saved with a picture in one of your address books.




To add or replace a contact picture,

1. click the picture placeholder in the edit form.
2. Then select an image on your computer using the file picker dialog that appears.
3. Once selected, the picture will be uploaded and shown immediately as a preview.

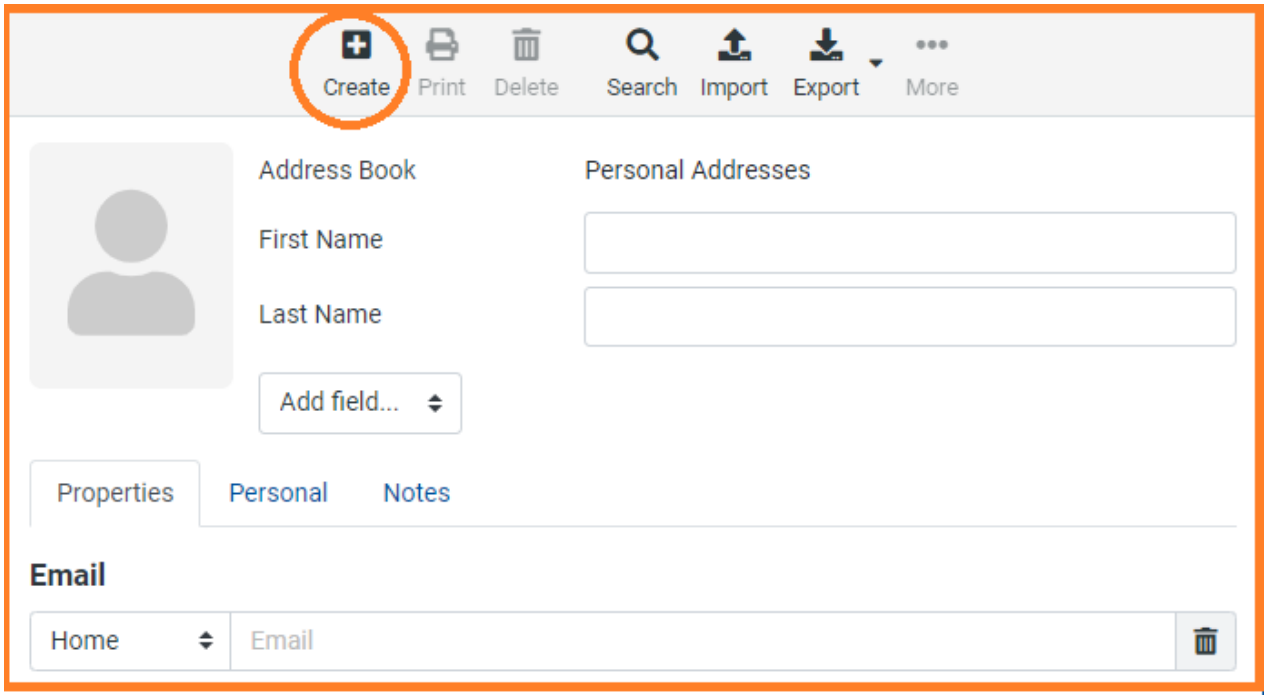
Note that the new picture will be stored with the contact only after you saved the contact.

In order to remove the currently assigned picture from a contact, use the Delete button right below the picture and save the contact to apply the changes.

### 6.4.3 Create a New Contact

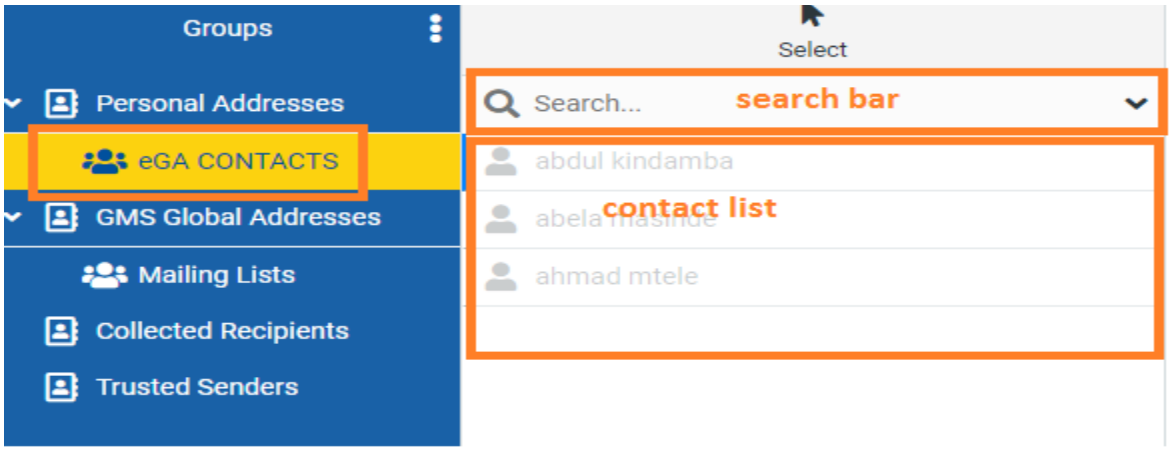
A new contact can be added to the currently selected address directly by

1. Clicking the Create new contact button (+) in the toolbar of the Contacts List.
2. The form to add names and properties is the same as for editing.
3. Finally create the new contact by clicking the Save button below the form.




## 6.5 Searching Contacts

For searching contacts enter name or email address into the search box above the in the toolbar area and press <Enter> on your keyboard to start the search. Search results will be displayed in the contacts list in the middle. The number of contacts matching your query is displayed in the footer area of the contacts list and in case the results span multiple pages, use the arrow button in the list header to browse through them.

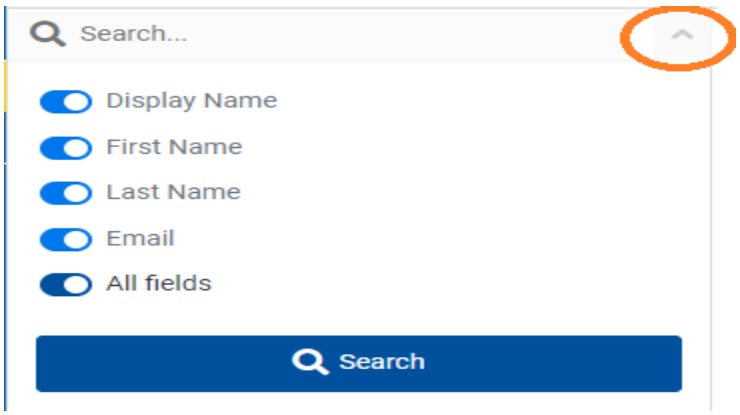



Reset the search by clicking the Reset search icon on the right border of the search box.

Searching convers all directories and the results are mixed together from all sources. Which directory a particular contacts belongs to is displayed at the top of the contact properties box, right above the contact's picture and name.

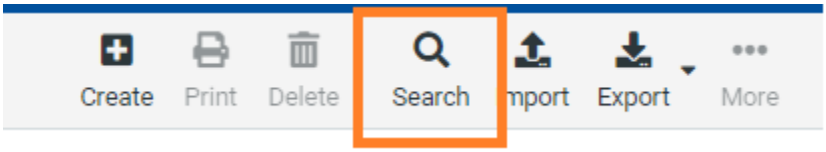
### 6.5.1 Choose what properties to search

Open the search options menu by clicking the search icon left in the search box. You can select which properties of a contact should be searched for the entered term. Check All fields to search them all.

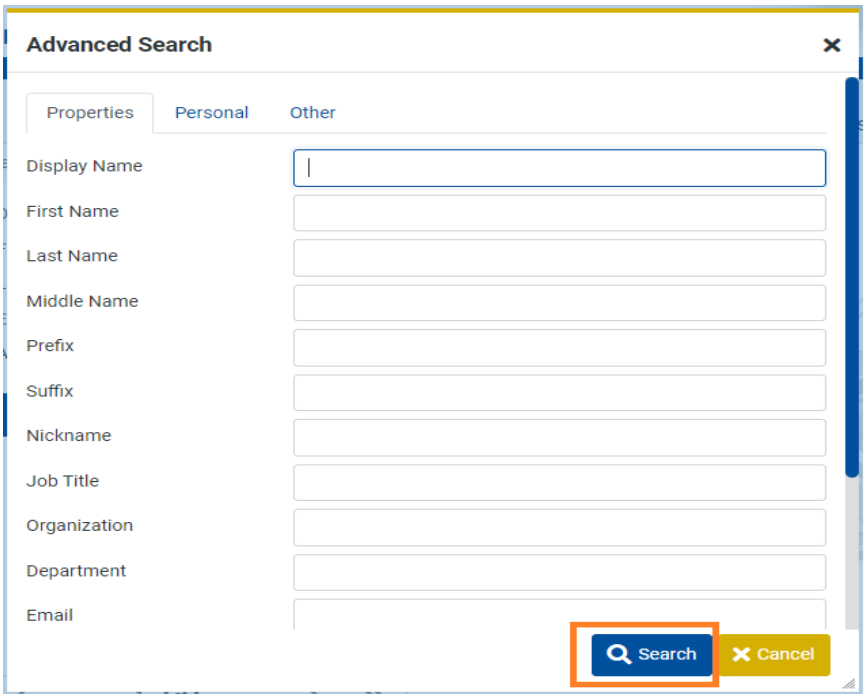



### 6.5.2 Advanced Search Form

While the simple search box in the toolbar area just searches for the entered words somewhere in the contact, the advanced search function allows a more specific query on the address book.




Click the Advanced toolbar button and the search form appears in the contact area on the right. Here you can enter search parameters for the individual contact fields. For example, you can search for all contacts named “Paul” (First Name) who are living in “dodoma” (Address). Start the search by pressing the Search button below the form



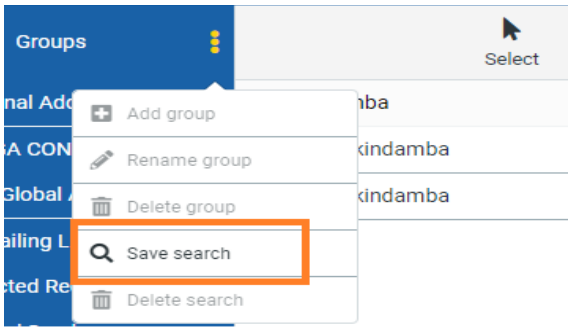

## 6.5.3 Saved Searches

When having access to huge address directories, searching is probably the preferred way to navigate through them. Beside organizing contacts in groups, you can also create filters aka “saved searches”. Such a filter remembers the parameters used when searching for contacts and executes that search again when recalled.

### Create a Saved Search

Search the address book either by using the simple search box or the advanced search function.

Select Save search from the options menu of the Groups list on the left.




Give that saved search a name and press <Enter> on your keyboard to save it. This will add an item to the Groups list on the left.

Click it to execute the search again and to see the results in the contacts list.

### Delete a Saved Search

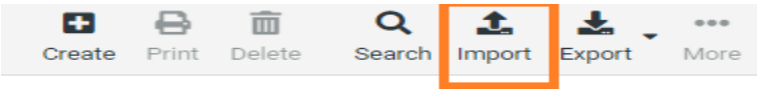
Select a saved search query in the leftmost pane.

Open the options menu in the list footer and then click Delete search to remove it again. This won't delete any contacts but only the saved filter.

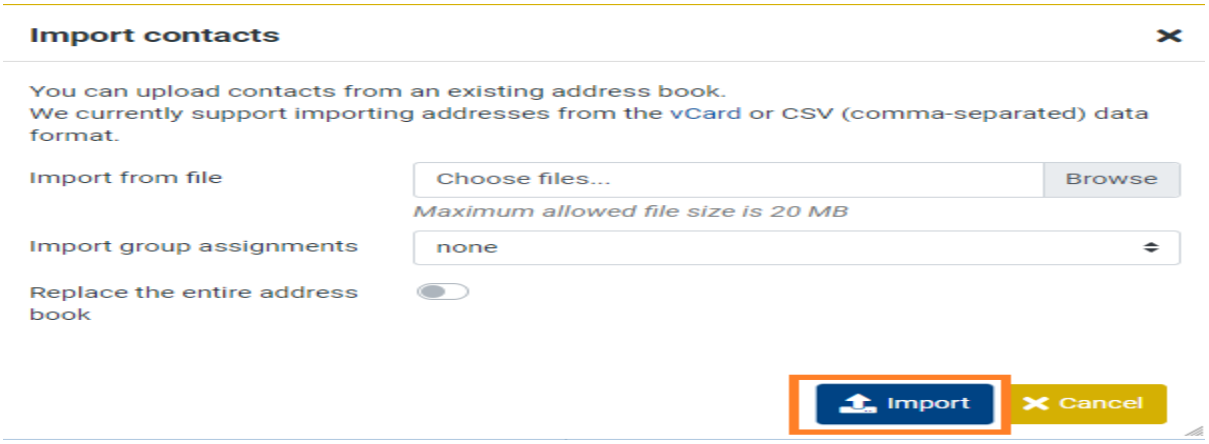
## 6.6 Import/Export

### 6.6.1 Importing Contacts

Contacts can be imported into the GMS address books from vCard and CSV files.




1. Click the Import button from the top toolbar in the address book view to open the import wizard.
2. Then select the file to import from your computer's hard drive. Make sure it's either .vcf or .csv file.
3. Select which address book the contacts should be imported to. The checkbox lets you delete all contacts from the selected address book before importing. Be careful with this, the deletion cannot be undone!
4. Click the Import button to start the importing process.

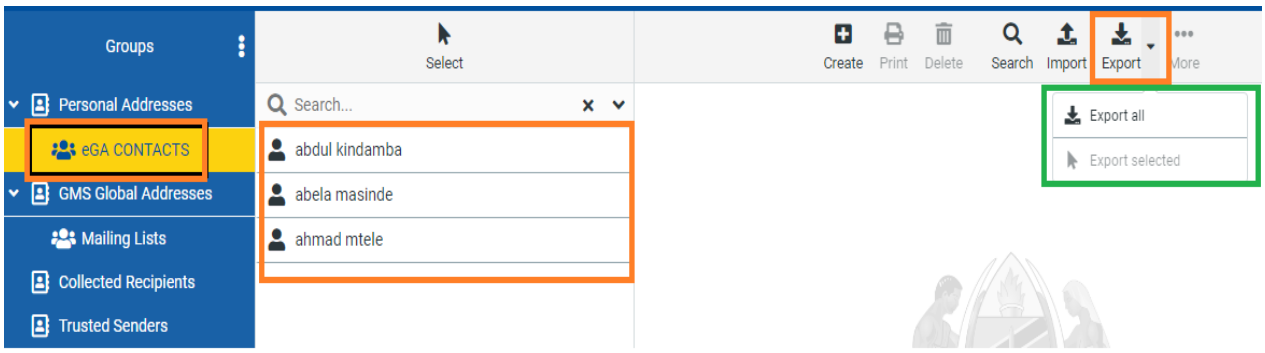



The next screen will display the results of the import process. Click Done to get back to the address book view and see the imported contacts.

## 6.6.2 Exporting Contacts

Contacts from GMS address books are exported in the vCard format only.

1. Select the address book or group you want to export.
2. Click the Export button in the top toolbar.
3. Choose where to save the exported .vcf file if prompted, otherwise check the “Downloads” folder on your computer for a file named “gms_contacts.vcf”.




The Export toolbar button offers the following two options:

### Export all

That’s the default action of the button and will pack all contacts currently listed into the vcard file.

### Export selected

If there's one or more contacts selected in the list (do this by holding down the Shift or Ctrl keys of your keyboard while clicking individual contacts), this option will generate a .vcf file with only the selected contacts.