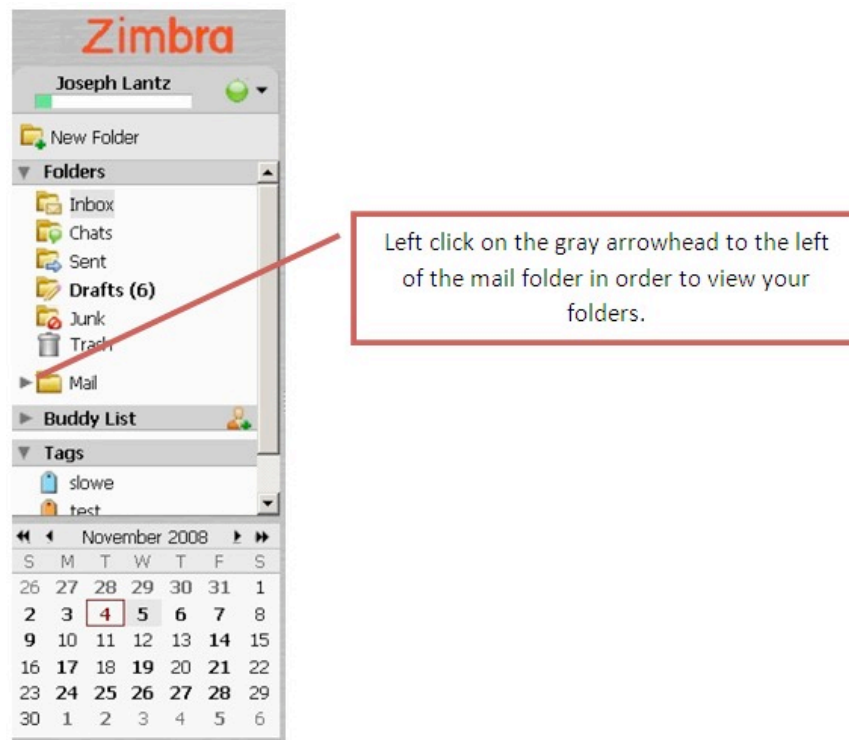


Before you begin using Zimbra...

The ITS Staff realizes the challenges that come with switching your email client. We have assembled this document to make your transition to Zimbra as smooth as possible. The following are the most common questions and concerns we have received from users who have made the switch to Zimbra.

1. Where are my folders?

To view your mail folders left click on the gray arrowhead to the left of the Mail folder. The Mail folder should now expand revealing your folders. If you have a large number of folders you may need to scroll down the folder list to reveal all the folders.



2. Which browser should I use to view Zimbra?

We recommend the most current version of Firefox. Firefox is a free browser similar to Internet Explorer and provides the best performance when using Zimbra. All university owned computers have Firefox installed. You can download Firefox from the address below for home use.

www.getfirefox.com

3. What happened to the messages in my Trash folder?

Zimbra is configured to automatically delete messages in the Trash folder after six days. If a message is in the Trash folder it will be deleted after six days. Do not use the Trash folder to store messages.

4. How do I use the Junk folder?

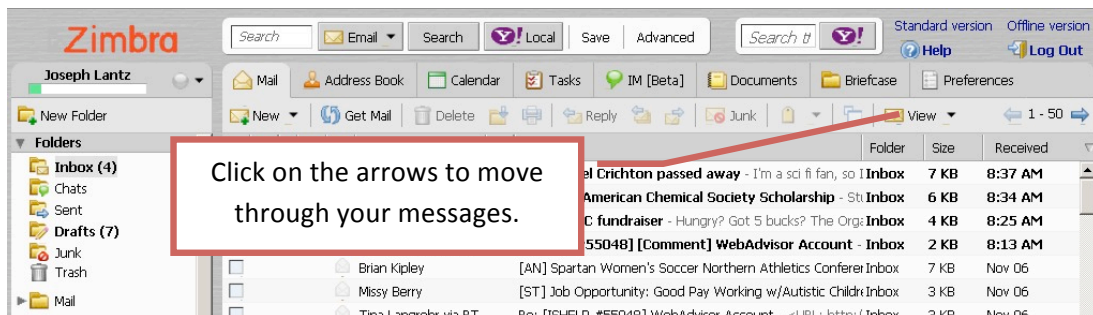
If you receive junk email, spam or messages from a user you no longer wish to receive messages from; right click on the message and left click on *Junk*. This will automatically move the message to the Junk folder. The Junk folder “learns” from your marking messages as Junk. Over time it will begin to move messages to the Junk folder based on the messages you have previously marked as Junk.

5. Why can't I see all the messages that were in my folder?

Zimbra can display messages in groups of 10, 25, 50 or 100 at one time. By default, Zimbra is configured to only display 50 messages. The number of messages displayed can be changed by following the instructions below.

1. Left click on Preferences then left click on Mail
2. Under Displaying Messages, click on drop down box next to *Display:* and choose the number of messages you wish to display
3. Left click Save

If all of the messages in a folder are not displayed you need to move to the next group of messages.



Contacting ITS for Support

If you require assistance, or just have a technical question, please contact ITS Support by sending an email to itshelp@aurora.edu or calling *5790.