

ZIMBRA EMAIL FAQs/TIPS FOR STUDENTS

Q: My Inbox (and/or Drafts) indicates new messages but they do not display.

A:

1. Make sure there is at least one message in your Trash folder (if you don't have any messages in your trash, send a message to yourself and then delete that message so it moves it to the Trash folder)
2. Right-click on the Trash folder
3. Click 'Empty Trash' to empty the folder
4. The new messages will be displayed

Q: My Web Address Book is missing.

A: Former Webmail users may import Address Book information into Zimbra using the following directions:

1. E-mail Technology Support Services (techsupport@findlay.edu) to have your old address book exported from the old webmail system by the professionals at TSS
2. TSS will e-mail you a file (in .csv format) for importation into Zimbra.
3. Save this file to your desktop when you receive it
4. In Zimbra, click the "Preferences" tab
5. Click the "Import/Export" tab
6. The following fields will be displayed on your screen:
 - a. In Type: Select Contacts
 - b. Click the Destination Folder and be sure the import is going where you wish it to within Zimbra (the import tool defaults to the main address book in Zimbra)
 - c. In "File" browse to the file you received from Technology Support Services (on your desktop)
 - d. In "Resolve duplicates" leave the default setting "Ignore" and then click the Import button

ZIMBRA EMAIL FAQs/TIPS FOR FACULTY/STAFF

Q: How do I copy over my personal calendar into the new Zimbra system? (See next topic for shared calendars)

A:

1. Open a web browser
2. Type in the following web address in the url field: <http://suncalendar.findlay.edu>
3. Click on Options
4. Click on Export
5. Select your personal calendar (displayed as your UFnet account name)

6. Click the Add button
7. In the Date Range fields, select the beginning date of January 1, 2009 and an end date that will cover all future scheduled calendar events (if you would like to import calendar events prior to January 1, 2009, please import one calendar year at a time ie: beginning date: January 1, 2008 and ending date: December 31, 2008).
8. Click the Export button
9. Click 'Save this file' (we recommend saving to your desktop)
10. Login to mail.findlay.edu
11. Select the "Preferences" tab and then the "Import / Export" tab
12. The following fields will be displayed on your screen
 - a. In Type: select Calendar
 - b. Destination field: click the Destination button and be sure the import is going where you wish it to within Zimbra (the import tool defaults to the main Calendar in Zimbra)
 - c. Click "OK"
 - d. File: Click the "Browse" button and locate the "export.ics" file on your desktop
Click "Open"
 - e. Click the "Import" button

You should see a message displayed in a box 'Import Started' and then 'Import Successful' after the import is finished.

You can then view your calendar by click the Calendar tab located beside the Address Book tab.

Q: How do I copy over shared calendars into the new Zimbra system?

A: Shared calendars are copied the same way as listed above with the exception, the owner of the calendar needs to export the calendar.

1. Follow steps 1 through 12 in the above topic "How do I copy over my personal calendar..."
2. When selecting 'Destination:' click on the "Calendar" button
3. Select 'New Calendar'
4. Name: Give the calendar a name
5. Click "OK"
6. Then select the calendar you just created in the "Choose Folder" box and click "OK"
7. File: Click the "Browse" button and locate the file where you saved it
8. Click "Open"
9. Click the "Import" button

You should see a message displayed in a box 'Import Started' and then 'Import Successful' after the import is finished.

You can then view your calendar by click the Calendar tab located beside the Address Book tab.

Q: How do I share a calendar I own?

A:

1. Right-click on the calendar to be shared
2. Select “Share Calendar”
3. Enter the email addresses of the users you want to share this calendar with
4. Role: select appropriate access for this group of email addresses (roles can be edited anytime)
5. Click “OK”

A message will be sent to the email addresses you listed. When the user receives the message they need to click the “Accept/Share” button (located at the top of the message window. The calendar will then be added to the user’s calendar list.

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4. The new messages will be displayed

Q: My Web Address Book is missing

A: This is dependent on how you stored your address book in the past.

Former **Thunderbird** users may import Address Book information into Zimbra using the following directions:

1. Start your Thunderbird application
2. Click “Address Book” from the menu
3. Highlight the desired address book in the Address Books list. (If you are not sure which to select, choose Personal Address Book)
4. Select Tools>Export from the menu
5. Make sure Comma Separated (*.csv) is set under “Save as Type:”
6. Choose a location to save your .csv (we recommend saving to your desktop)
7. Click Save
8. In Zimbra, click the “Preferences” and then the “Import/Export” tab
9. In “Type:” Select Contacts

10. Click the Destination Folder and be sure the import is going where you wish it to within Zimbra (the import tool defaults to the main address book in Zimbra)
11. In “File” browse to the file exported from Thunderbird
12. In “Resolve duplicates” leave the default setting “Ignore” and then click the Import button

Former **Webmail** users may import Address Book information into Zimbra using the following directions:

1. E-mail Technology Support Services (techsupport@findlay.edu) to have your old address book exported from the old webmail system by the professionals at TSS
2. TSS will e-mail you a file (in .csv format) for importation into Zimbra.
3. Save this file to your desktop when you receive it
4. In Zimbra, click the “Preferences” tab and then the “Import/Export” tab
5. In “Type:” Select Contacts
6. Click the Destination Folder and be sure the import is going where you wish it to within Zimbra (the import tool defaults to the main address book in Zimbra)
7. In “File” browse to the file you received from Technology Support Services (on your desktop)
8. In “Resolve duplicates” leave the default setting “Ignore” and then click the Import button

Former **Outlook** users **or those using other e-mail clients** (software) to access their e-mail should call Technology Support Services at 419-434-4357.