



# **IITM Web Client User Guide**

**FOR MORE CLARIFICATION, CONTACT MR. ANAND “[SANAND@IITM.AC.IN](mailto:SANAND@IITM.AC.IN)”**

# User Queries

1. What difference in email address user@zmail.iitm.ac.in and [user@iitm.ac.in](#)?
2. What is the attachment size in Zimbra?
3. Email folders shared with other users?
4. Email filter configuration in Zimbra?
5. Signature not visible, How to set up email signature settings?
6. Group contact creation request?
7. Email client configuration in mobile with Calendar and Contact sync? **(Document Available in CC Web site)**
8. Apple client calendar & contacts configuration? **(Document Available in CC Web site)**
9. Outlook configuration with calendar and contact sync? **(Document Available in CC Web site)**
10. How to forward email forwarding to another account?
11. Configuring a Zimbra email address in Gmail? **(Document Available in CC Web site)**
12. Particular email recovery?
13. Why delay in new email immediate notification or No auto Browser refresh ?
14. Misconfiguration issue with plain text?
15. Inline image for email presentation?

# Topics

- ❖ Modern & Classic UI difference. Page No: 7
- ❖ Default Login UI Settings Page No: 8 - 9
- ❖ **Users General Settings**
  - Setup default from address
    - For Modern UI Page No: 10
    - For Classic UI Page No: 11
  - User total & used mailbox size Page No: 12
  - User e-mail forwarding
    - For Modern UI Page No: 13
    - For Classic UI Page No: 14
  - Signature
    - For Modern UI Page No: 15 - 17
    - For Classic UI Page No: 18 - 19

# Topics

## ❖ Users General Settings:

### ➤ Font settings

- For Modern UI

Page No: 20

- For Classic UI

Page No: 21

### ➤ Immediate Browser refresh.

- For Modern UI

Page No: 22

- For Classic UI

Page No: 23

## ❖ Inline Image

Page No: 24

## ❖ Groups Contact

Page No: 25 - 26

## ❖ HTML & Plain text view.

Page No: 27

## ❖ Email Filters

- For Modern UI

Page No: 28 - 34

- For Classic UI

Page No: 35 - 40

# Topics

## ❖ Zimbra Sharing Features:

### ➤ Email Folder sharing:

- For Modern UI

Page No: 41 - 44

- For Classic UI

Page No: 45 - 50

### ➤ Calendar Sharing:

- For Modern UI

Page No: 51 - 55

- For Classic UI

Page No: 56 - 59

### ➤ Contacts Sharing:

- For Modern UI

Page No: 60 - 63

- For Classic UI

Page No: 64 - 67

### ➤ Briefcase Sharing.

Page No: 68 - 71

# Topics

- ❖ Particular email restore from deleted recovery Page No: 72 - 74
- ❖ How to enable MFA in Zimbra
  - By using Application Page No: 75 - 85
  - By using Email Page No: 86 - 92
- ❖ Zimbra user account backup and restore Page No: 93 - 98
- ❖ Zimbra Attachment size limitation Page No: 99
- ❖ Zimbra Supported Clients & configuration options Page No: 100

# Difference between Modern and Classic UI

## Modern UI

As mentioned in the name, the complete interface has a modern look. But it has some bugs still in the development stage.

Compare to classic view additional font style are available.

### Example:

1. Recipient email address details are not visible while composing the email.
2. Sometimes emails are misaligned.
3. Group contact creation option not available.
4. Creates confusions in signature settings.

## Classic UI

As mentioned in the name, the complete interface has a classic look. But it is a bug-free user interface.

Compare to modern view font style are less.

### Example:

1. Recipient email address details are visible while composing the email.
2. Email alignment better than modern UI.
3. Group contact creation option available.
4. Better understandable Signature settings.

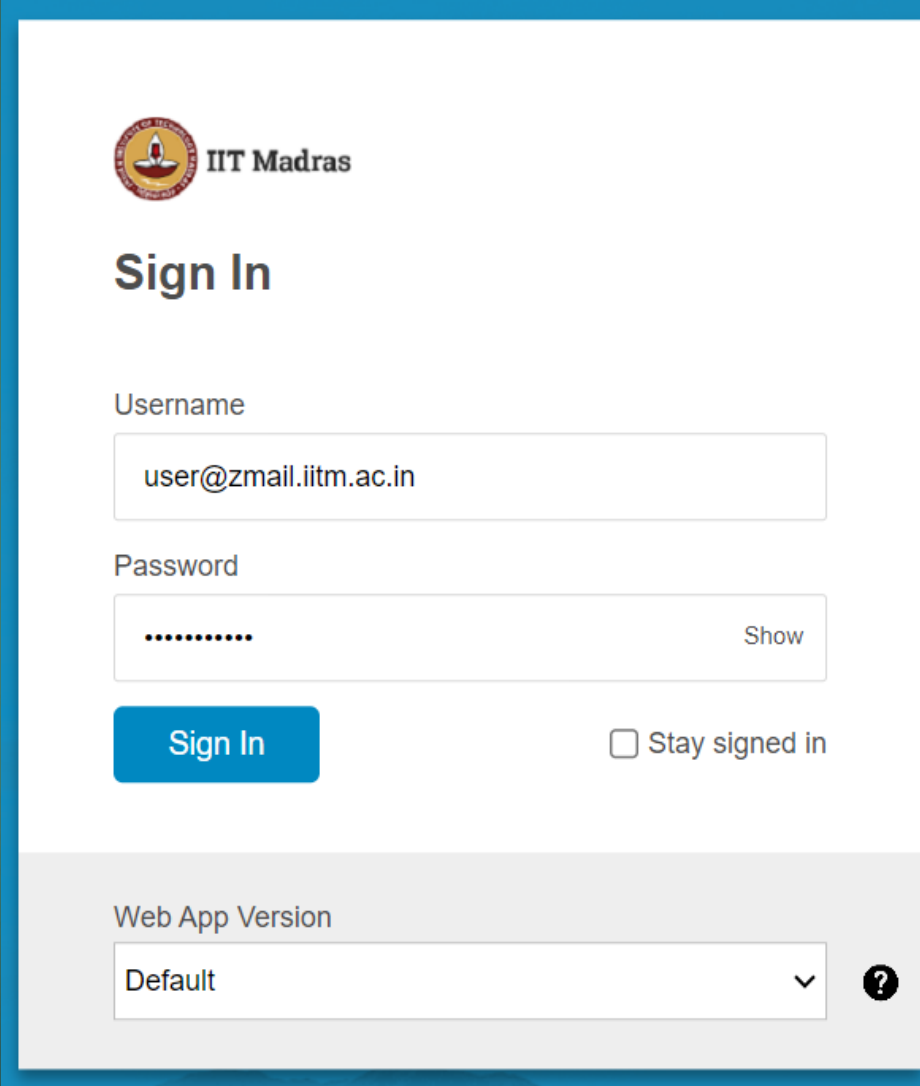



## Zimbra Login Options:

To Logging the web console enter the URL: “**web.zmail.iitm.ac.in**” from your preferable web browsers(Ex. Chrome, Firefox or Internet Explorer)

1. From Username enter Email ID like **user@zmail.iitm.ac.in** or **User**.
2. From the Password enter the **LDAP password**.
3. Web App Version: **Default** ( Other options **Classic** or **Modern**)

**Note:** If password remainder required, Please check the “Stay Signed In”.



 IIT Madras

### Sign In

Username

Password

 [Show](#)

Sign In

☐ Stay signed in

Web App Version

Default





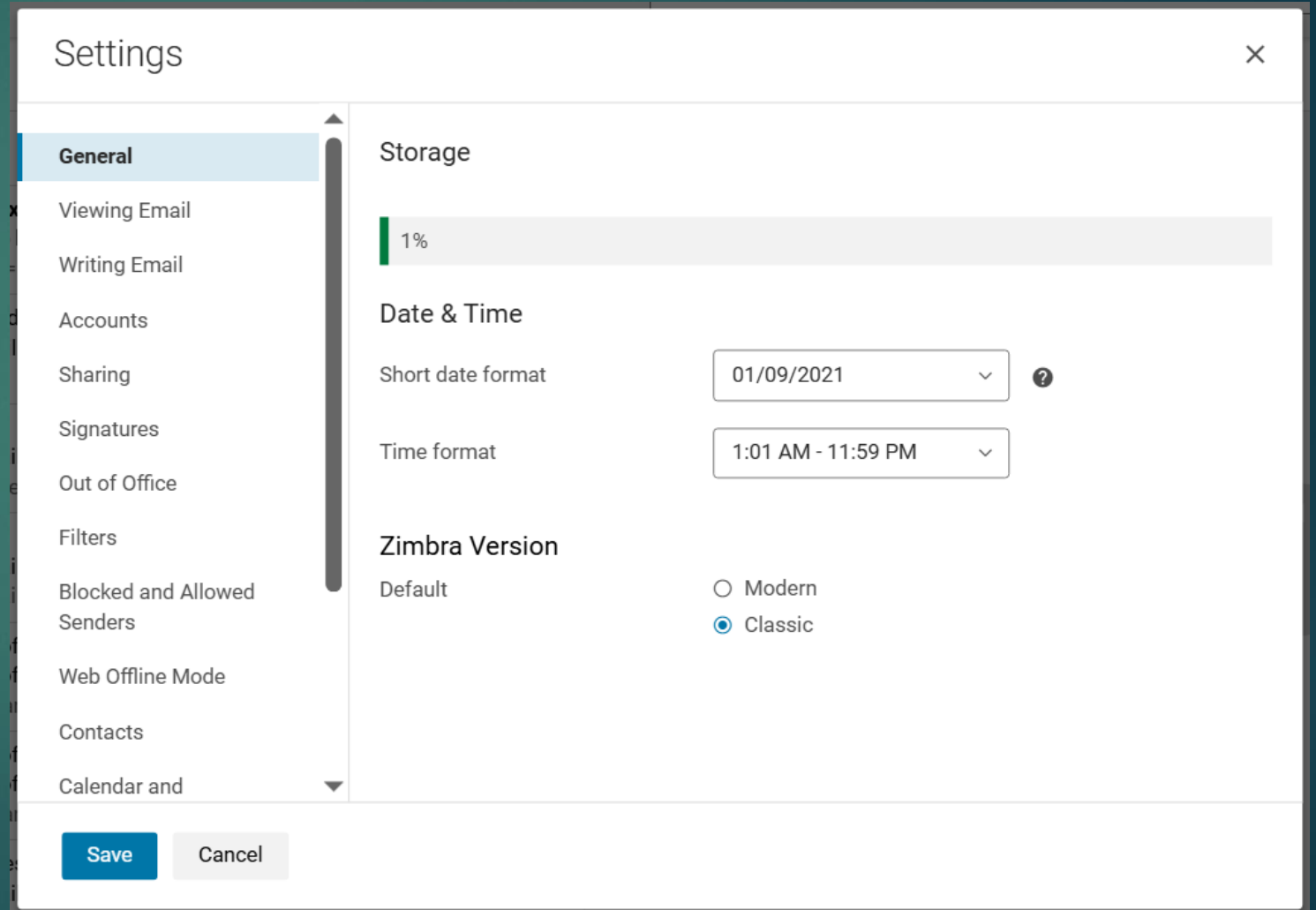
## Setup default Login Web UI

Settings → General → Here we have choice to Select Modern or Classic UI.

From general settings we have option to select default login UI as modern or classic.

**Please Note:** This UI selection option only available in Modern version.

If previous classic UI users, Please use the login page version options to login modern UI. After login to modern, we can change default as screenshot referred settings menu.



Every user has a mail Address:  
 user@zmail.iitm.ac.in (Primary)  
 user@iitm.ac.in (Alias)  
 This two email address points to single  
 indudival users mailbox.

**This is like a hose has two door number for single house old and new.**

**Using this setting keeps the previously well-known email or old email address used as the default address, user@iitm.ac.in, while drafting new emails or replying to emails.**

# Settings

General

Viewing Email

Writing Email

Accounts

Sharing

Signatures

Out of Office


Filters

Blocked and Allowed Senders

Web Offline Mode

Contacts

Calendar and

 **DEFAULT** **user** r @zmail.iitm.ac.in (primary)

**user** @zmail.iitm.ac.in

This is your primary account.

Name

DEFAULT

From Settings

Choose what appears as the From name and From address for this account.

From name

user  
r

Address

user  
r @iitm.ac.in

user  
r @zmail.iitm.ac.in

user  
r @iitm.ac.in

Reply-to Settings

Direct replies to a different email address

☐ Enable

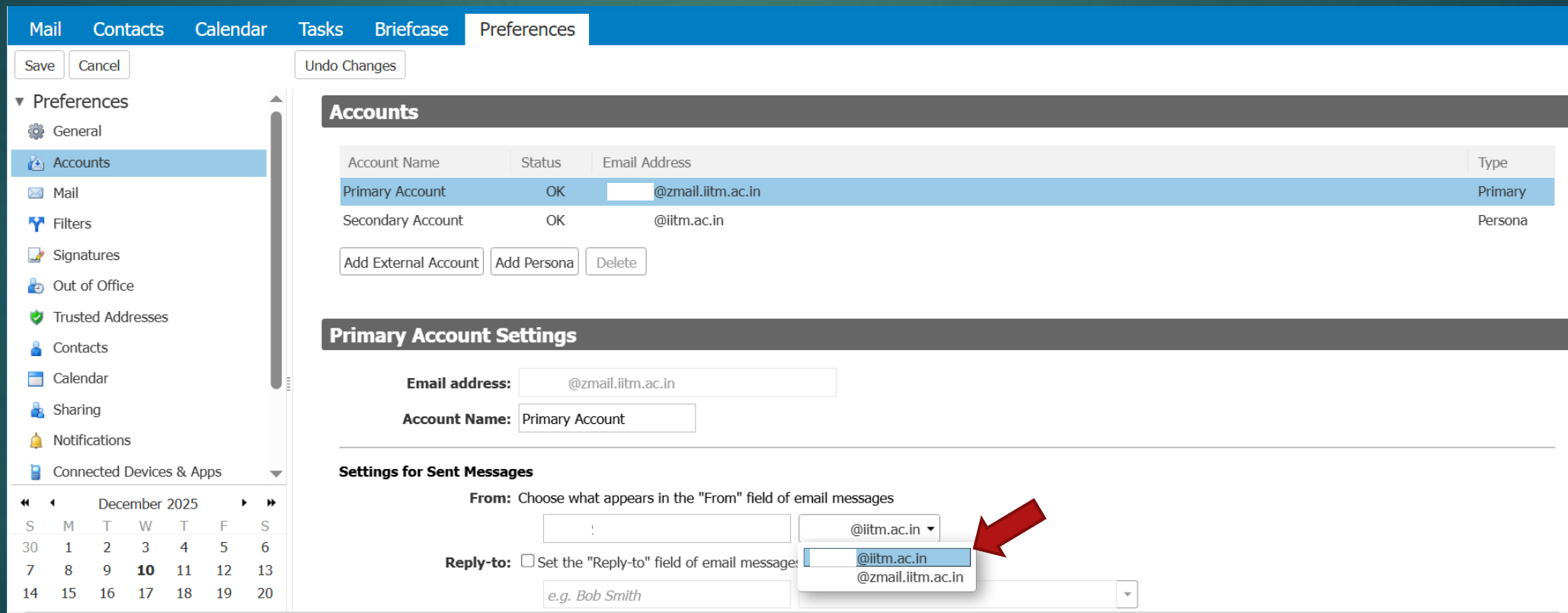
Reply-to name

Save

Cancel

# Setup default from address (Classic UI)

Preferences → Accounts → Select Primary Account → Please select from as user@iitm.ac.in.



The screenshot shows the 'Preferences' window in the Classic UI. The 'Accounts' section is active, displaying a table of accounts. The 'Primary Account' is selected, and its settings are shown below. The 'Settings for Sent Messages' section is also visible, with a red arrow pointing to the 'From' field dropdown menu.

Account Name	Status	Email Address	Type
Primary Account	OK	@zmail.iitm.ac.in	Primary
Secondary Account	OK	@iitm.ac.in	Persona

**Primary Account Settings**

Email address: @zmail.iitm.ac.in

Account Name: Primary Account

**Settings for Sent Messages**

From: Choose what appears in the "From" field of email messages

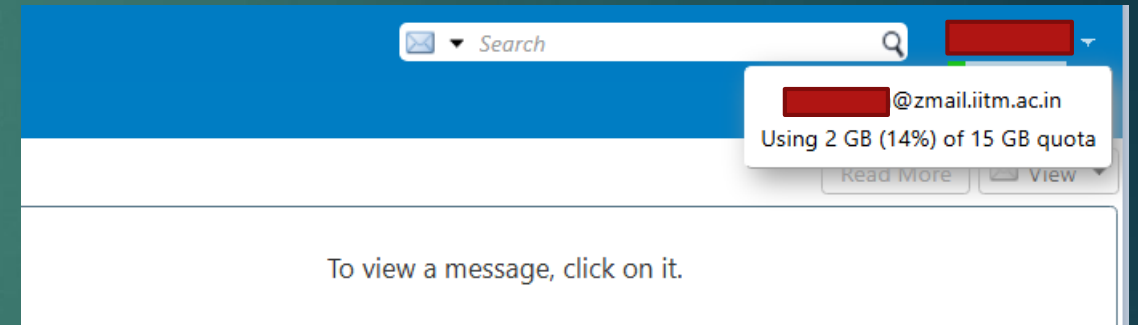
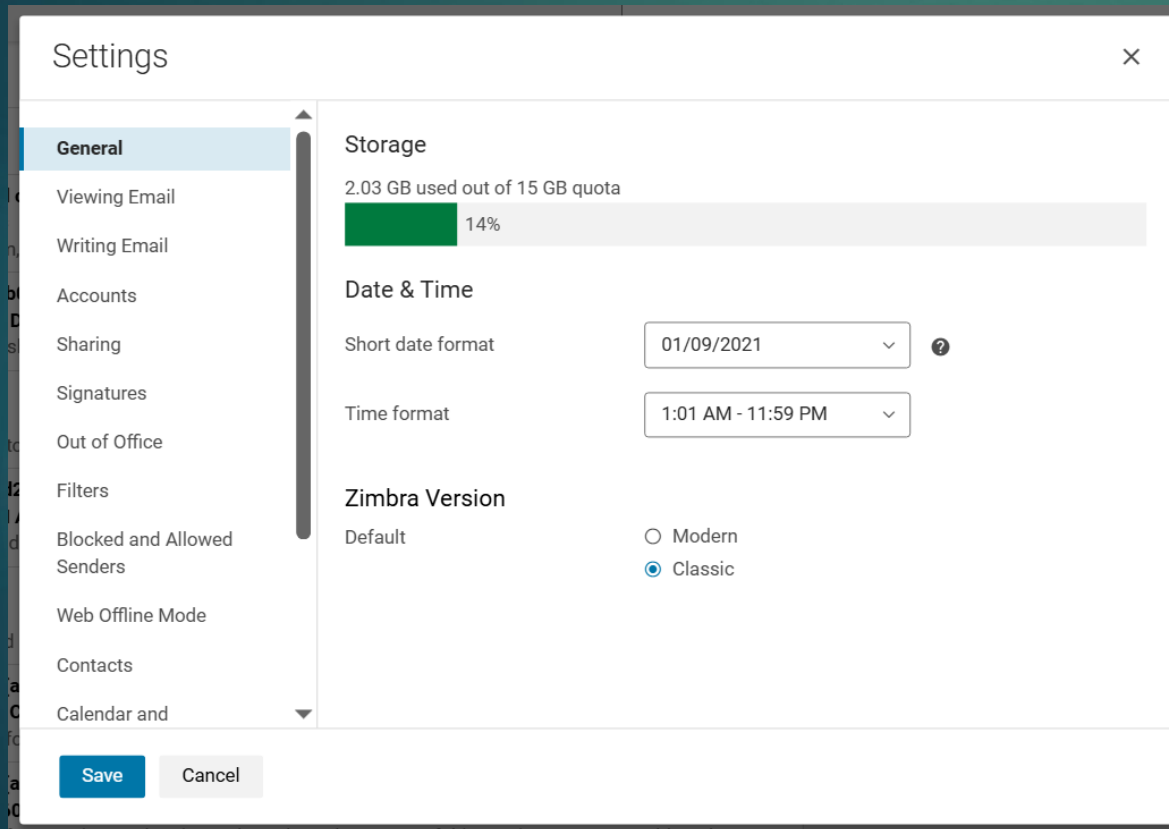
Reply-to: ☐ Set the "Reply-to" field of email messages

The 'From' field dropdown menu is open, showing the selected email address as @iitm.ac.in. A red arrow points to this dropdown menu.

## User total & used mailbox size

**Modern UI:** From settings -> General.

**Classic UI:** Hold your system cursor on right side Top corner name.



# Email Forwarding : Modern UI

**Step-1:** Navigate Settings

**Step-2:** Select Accounts

**Step-3:** Extend the “Default” accounts

**Step-4:** navigate **Forward your mail to another account**: here please enter your forward email address **example:** user@mail.iitm.ac.in.

**Step-5:** Add

**Step-6:** Save and exit

Please makers **Enable forwarding** & **keep a copy here** check box is selected.

**If keep a copy here unchecked:** email forwarded without server side copy.

**If Enable email forwarding unchecked:** email forwarding will not works.

The screenshot shows a 'Settings' window with a sidebar on the left containing the following menu items: General, Viewing Email, Writing Email, Accounts (highlighted with a red arrow and number 1), Sharing, Signatures, Out of Office, Filters, Blocked and Allowed Senders, Web Offline Mode, Contacts, and Calendar and. The main content area is titled 'Settings' and contains several sections. The 'Preferred Method' section has two radio buttons, with the first one selected. The 'Forward your mail to another account' section has a text input field containing 'user@mail.iitm.ac.in' (highlighted with a red arrow and number 2) and an 'Add' button. Below this, there are two checkboxes: 'Enable email forwarding' (unchecked) and 'Keep a copy here' (checked). The 'Export' section has a description and an 'Export' button. At the bottom of the window are 'Save' and 'Cancel' buttons.

# Email Forwarding : Classic UI

**Step-1:** Go to Preference tab

**Step-2:** Select “Mail” session

**Step-3:** From right side navigate Receiving Message.

**Step-4:** From **Forward a copy to:** field please enter your forward email address  
**example:** user@smail.iitm.ac.in.

**Step-5:** Save and exit

Please makers **Remove local copy of message** check box is not selected.

**If Remove local copy of message selected:**  
email forwarded without server side copy.

The screenshot displays the Classic UI for Email Forwarding. The interface includes a top navigation bar with tabs for Mail, Contacts, Calendar, Tasks, Briefcase, and Preferences. A red arrow labeled '1' points to the Preferences tab. Below the navigation bar, there are buttons for Save, Cancel, and Undo Changes. The left sidebar shows a list of preferences: General, Accounts, Mail, Filters, Signatures, Out of Office, Trusted Addresses, Contacts, and Calendar. A red arrow labeled '2' points to the Mail option. The main content area is titled 'Receiving Messages' and contains the 'Message Arrival: Forward a copy to:' section. A red arrow labeled '3' points to the text input field where the email address 'user@domain.com' is entered. Below this field is an unchecked checkbox labeled 'Remove local copy of message'. At the bottom, there is a section for 'Send a notification message to:' with a text input field containing the placeholder 'Enter email address'.



# Zimbra Signature

Signature setting procedures may differ, but the allowed signature character size is the same for both the Modern and Classic UIs:

**Please Note: In Zimbra maximum signature length is 10240 characters**

Character → Size conversion

1 character ≈ 1 byte (plain text)

10240 characters = 10240 bytes

**10240 bytes ÷ 1024 = 10 KB**

10 KB ÷ 1024 ≈ 0.0098 MB

 **≈ 0.01 MB**

**Please try to avoid Image URL & Image in signature.**

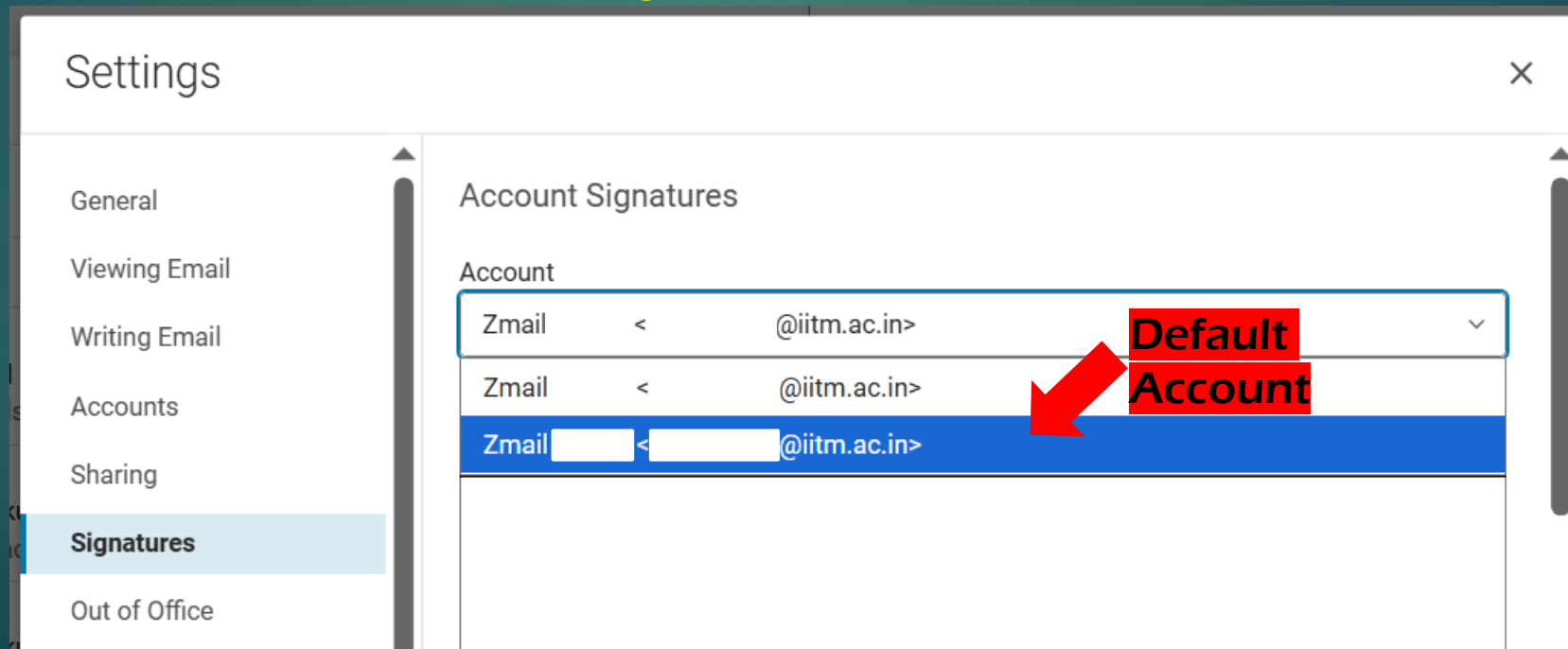


# Signature: Modern UI

The primary (default) email address configured for New Mail and Reply or Forward is visible only during email drafting.

Users may see the same email address (user@iitm.ac.in) listed twice in the Signature settings drop-down menu, which can cause confusion. The second instance represents the default (primary) email address. This is because, from the default account setting, we are using user@iitm.ac.in as the from address

**Please note: This is the Zimbra Modern UI bug, We expect the team will fix this ASAP.**



# Signature: Modern UI

After selecting the second email address, we can setup a signature for a new email and replying/forwarding a message.

Please save the changes before closing the windows.

Settings

Account

@iitm.ac.in>

Standard signature ☐ Plain text

New Mail Signature,  
Thanks & Regards,  
Zimbra Admin  
landline number: 5998

12pt ^ Arial ^ Paragraph ^ B I U A ^ ^ ^ ...

Reply or forward signature ☐ Plain text

Reply or forward Signature,  
Thanks & Regards,  
Zimbra Admin  
landline number: 5998

Save Cancel

# Signature: Classic UI

In the Classic view, the Signature setting option is available under the Preferences tab.

**Go to Preferences → Select “Signature” on the left side → Set up the signature → Save the changes.**

**While setup signature please select Format “Format as HTML”.**

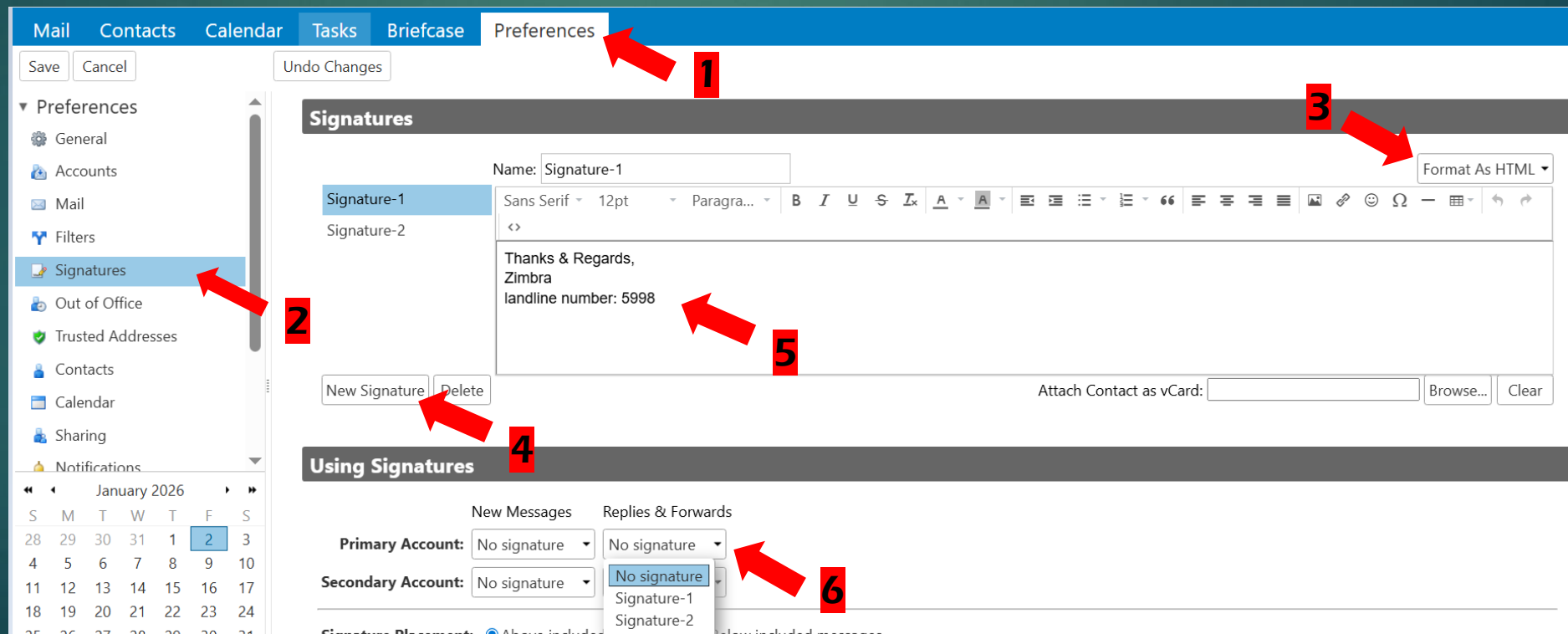
In the Classic version, we can create a list of signatures and assign them for new emails or for replying/forwarding messages, based on the user’s preference.

**The primary email address for “New Mail” and “Reply or Forward” is visible only during email drafting. For other signatures, they must be selected manually.**

**Please Note:** The maximum number of characters that can be in a signature. The default is 10240 characters.

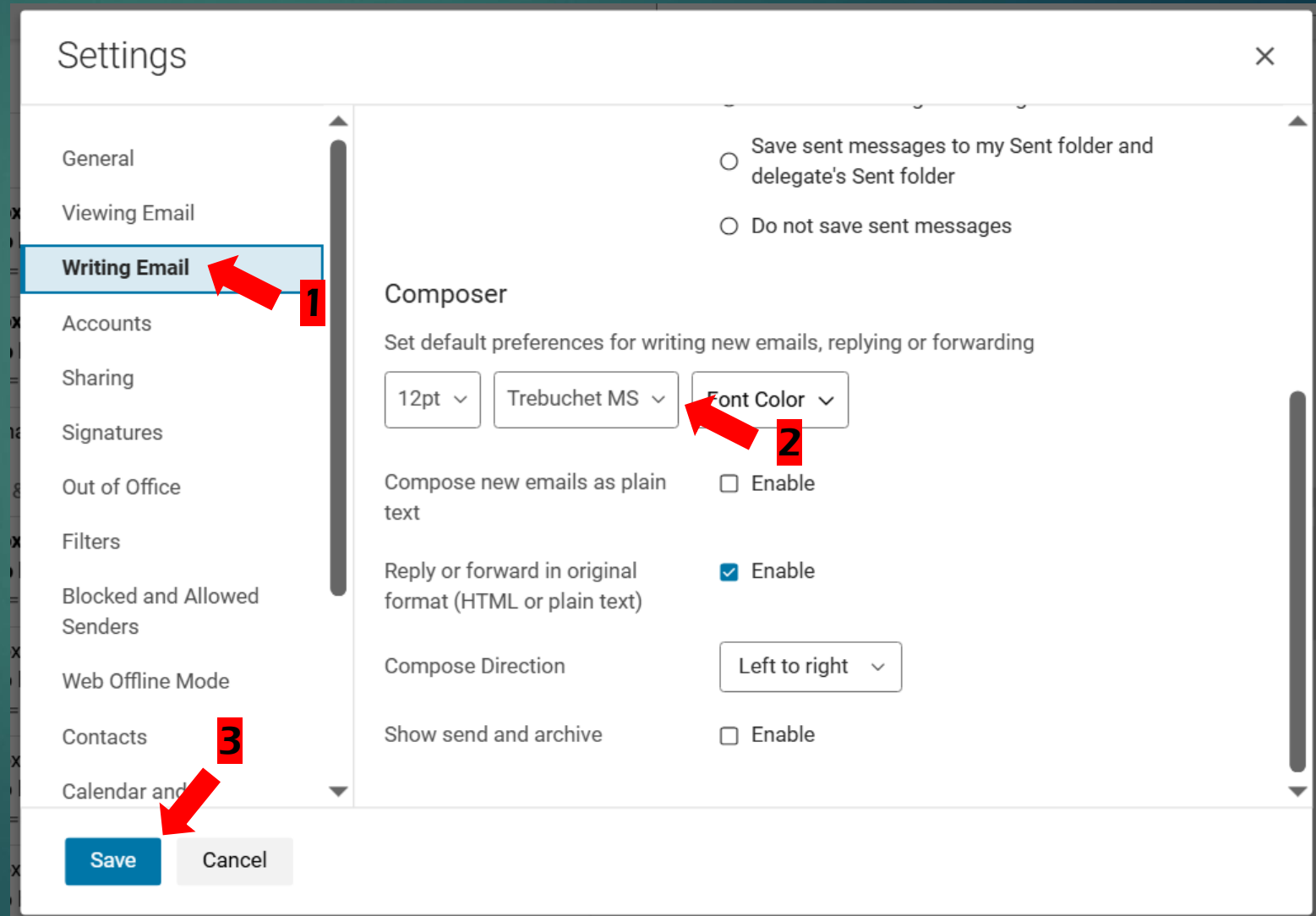
# Signature: Classic View

1. Go to Preference.
2. Select Signature option.
3. Select format "Format As HTML"
4. Select New Signature.
5. Select Setup Signature.
6. Choose the created signature for New Message and Reply/Forwards.
7. Save the changes.



# Font Settings: Modern UI

1. Go to Settings.
2. Please select **"Writing Email"**.
3. Navigate **"Compose"**
4. Please choose your preferable font type and size.
5. **Save the changes.**



# Font Settings: Classic UI

1. Go to Settings.
2. Please select "Mail".
3. Navigate "Composing Message".
4. Please choose your preferable font type and size.
5. Save the changes.

The screenshot shows the 'Preferences' window in a classic email client. The 'Mail' tab is selected in the left sidebar. The 'Composing Messages' section is expanded, showing options for 'Compose' and 'Settings'. Red arrows and numbers indicate the steps: 1. Click the 'Preferences' tab. 2. Click the 'Mail' option in the sidebar. 3. Click the 'Font' dropdown menu in the 'Compose' section. 4. Click the 'Save' button at the top left.

Mail   Contacts   Calendar   Tasks   Briefcase   **Preferences**

Save   Cancel   Undo Changes

▼ Preferences

- General
- Accounts
- Mail**
- Filters
- Signatures
- Out of Office
- Trusted Addresses
- Contacts
- Calendar
- Sharing
- Notifications
- Connected Devices & Apps

**Messages from me:** When I receive a message originally sent by me:

- ☒ Place in Inbox
- ☐ Place in Inbox if I'm in To: or Cc:
- ☐ Discard message automatically

**Duplicate Messages:** ☒ Automatically delete duplicate copies of the same message when received

**Composing Messages**

**Compose:** ☒ As HTML   **Font:** Modern   **Size:** 12pt   **Color:** [Color Picker]

☐ As Text

**Settings:** ☒ Automatically save drafts of messages while you are composing

- ☒ Reply/Forward using format of the original message
- ☐ Always compose in new window
- ☒ Save a copy to Sent folder
- ☐ Always request read receipt
- ☒ Mandatory spellcheck before sending a message.
- ☒ Use keyboard shortcut **Ctrl+Enter** to send message
- ☐ Pressing the Tab key enters a tab in the editor (rather than moving focus)

January 2026

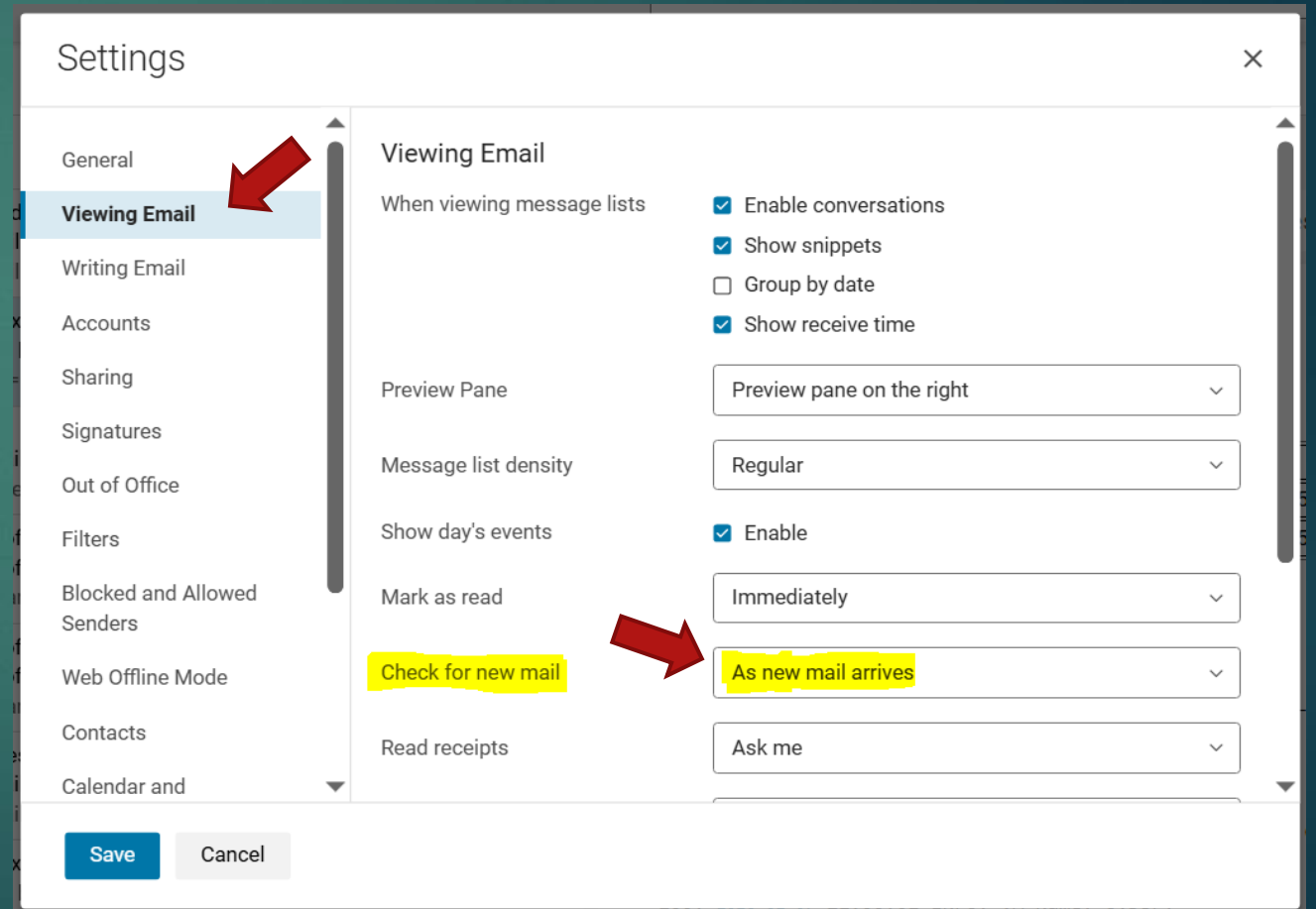
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



# Immediate Browser refresh Settings (Modern UI)

In Zimbra for system & Services performance by default Zimbra maintains the auto referment time is 5 Mints in for Web console.

If use wants to immediate reflection please refer the use screenshot highlighted “Check for new mail” settings.

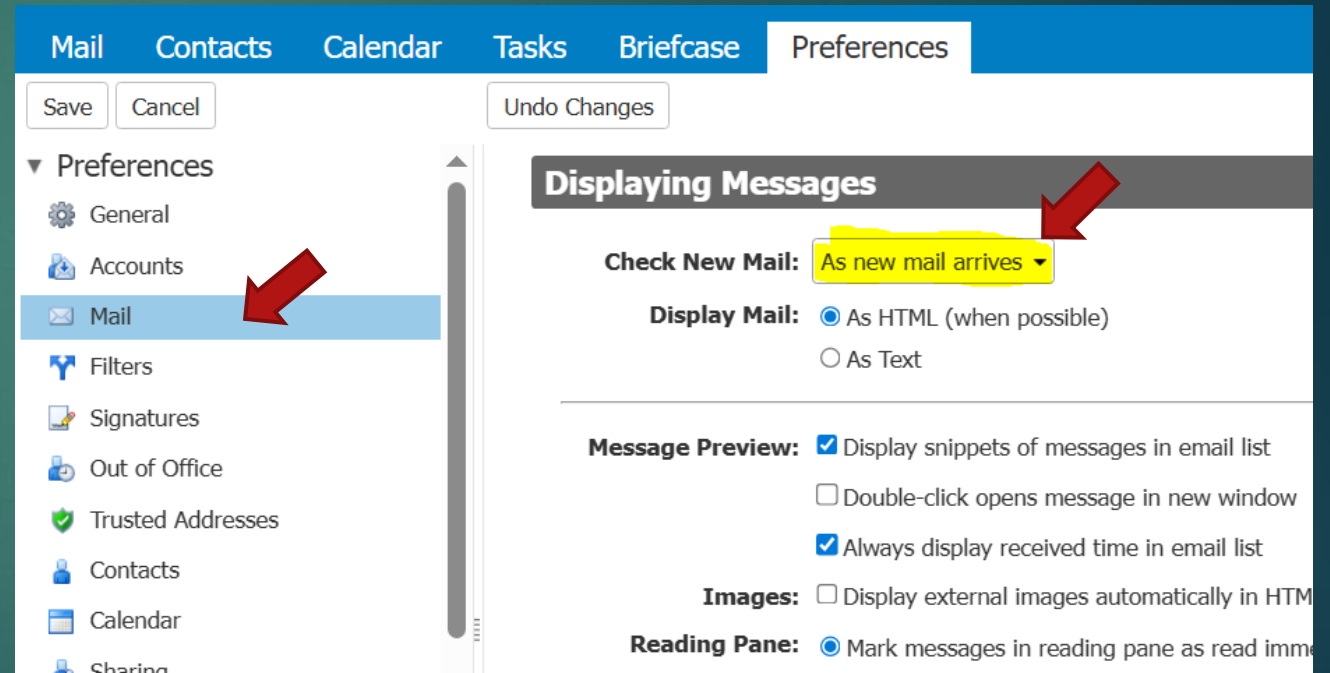




# Immediate Browser refresh Settings (Classic UI)

In Zimbra for system & Services performance by default Zimbra maintains the auto referment time is 5 Mints in for Web console.

If use wants to immediate reflection please refer the use screenshot highlighted “Check for new mail” Preference.



# Inline Image

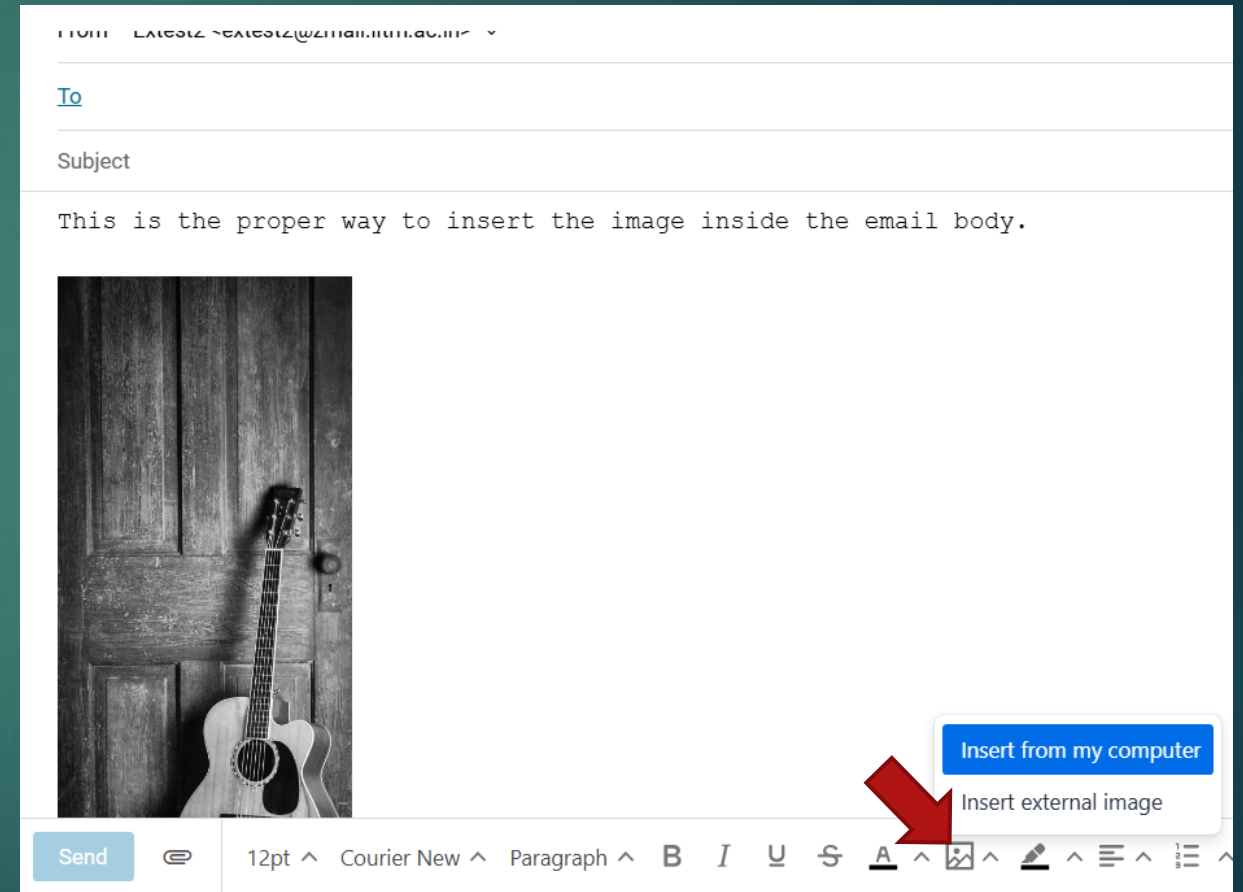
An inline image is an image inserted directly inside the email body, displayed along with the text (not as a separate attachment).

Advantages:

**Better visibility** – Image is visible immediately when the email is opened.

**Professional** look – Useful for signatures, logos, banners, and announcements.

When composing email there is image icon is available that is the inline image option.



# Contact Group: Classic UI

A **Contact Group** in Zimbra is used to send one email to multiple recipients at once by grouping email addresses under a single name.

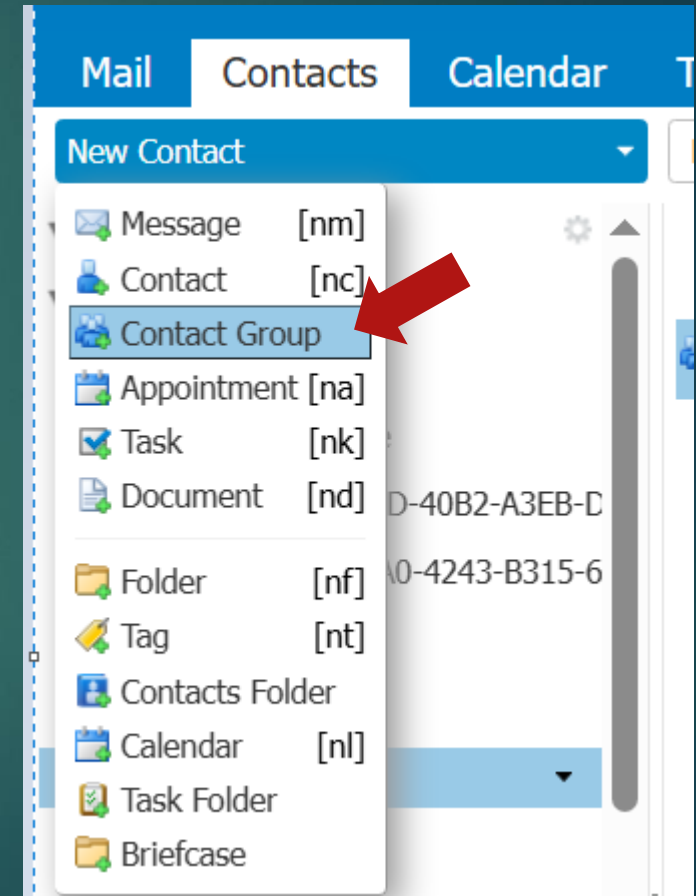
## **Advantage:**

**Saves time** – No need to type multiple email addresses every time.

**Reduces errors** – Avoids missing or mistyping recipients.

**Quick communication** – Ideal for frequently contacted people (team, vendors, friends).

**Please Note: This contact group Creation/Manage option only available from classic UI.**



**Step1:** Enter preferable group name.

**Step2:** Fine the user from right side panel.

**Step3:** If the user wants to add an external user, please type the email address in the bottom right corner.

**Step4:** Save the changes.

The screenshot displays the Zimbra Web Admin interface for managing a group named 'Workshop-People'. The interface includes a top navigation bar with tabs for Mail, Contacts, Calendar, Tasks, Briefcase, Preferences, and Workshop-People. Below the navigation bar, there are buttons for Save, Cancel, Print, Delete, and a dropdown menu. The main content area is divided into two panels. The left panel, titled 'Members:', lists the current members of the group: 'Zmail Admin' (zadminiitm@zmail.iitm.ac.in) and 'zimbra Test' (zimbratest@zmail.iitm.ac.in). The right panel contains a search section with a 'Find:' input field (containing 'zadmin') and a 'Search' button, and a dropdown menu for 'in:' (set to 'Global Address List'). Below the search section is a table with columns 'Name' and 'Email', showing the search results for 'Zmail Admin' (zadminiitm@zmail.iitm.ac.in). At the bottom right, there is a section for adding external users with the text 'Or enter addresses below (external addresses only)' and an 'Add' button. The 'user@gmail.com' is entered in the input field. Red arrows and numbers 1-4 highlight the following steps: 1. The 'Workshop-People' group name field. 2. The 'Search' button in the search section. 3. The 'Add' button in the external user section. 4. The 'Save' button in the top navigation bar.

Mail **4** Contacts Calendar Tasks Briefcase Preferences Workshop-People

Save Cancel Print Delete

Workshop-People **1**

Members:

**Zmail Admin**  
Zmail Admin  
zadminiitm@zmail.iitm.ac.in

**zimbra Test**  
zimbratest@zmail.iitm.ac.in

Find: zadmin **2** Search

in: Global Address List

Name	Email
Zmail Admin	zadminiitm@zmail.iitm.ac.in

Add Add All

Or enter addresses below (external addresses only) **3**

Add user@gmail.com

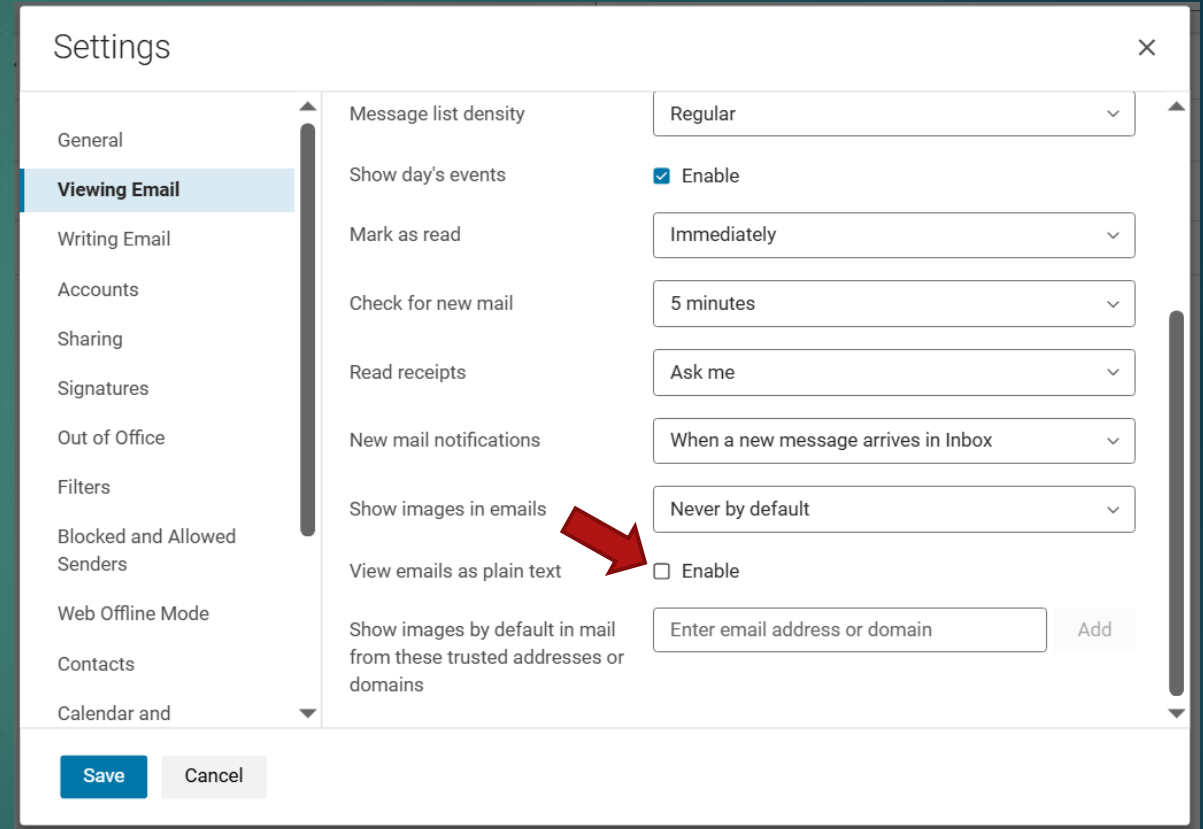
# HTML vs Plane text View:

By Default Zimbra loads with HTML View.

## What Happens If You Enable Plain Text Option in Zimbra?

### When Plain Text mode is enabled:

- Emails are composed and displayed as text only.
- No formatting (font size, color, bold, tables) is allowed.
- Inline images and logos are removed.
- Email signatures appear as text only.
- Hyperlinks are shown as plain text URLs.
- Email size becomes smaller.
- **Security is improved** (no HTML-based content).



# **Zimbra Email Filters:** Modern UI



# Zimbra Email Filters

In modern view we have two modes for email filters:

## Basic:

In basic mode there is single condition for each criteria. Once in a time we can choose one email address, Subject and Body details we can define.

## Advanced:

In Advanced mode, users can define multiple criteria such as sender email addresses, subject keywords, and body content, along with additional filter options like date, social messages, and attachments.

In Advance we can performed more then one task in a filter.

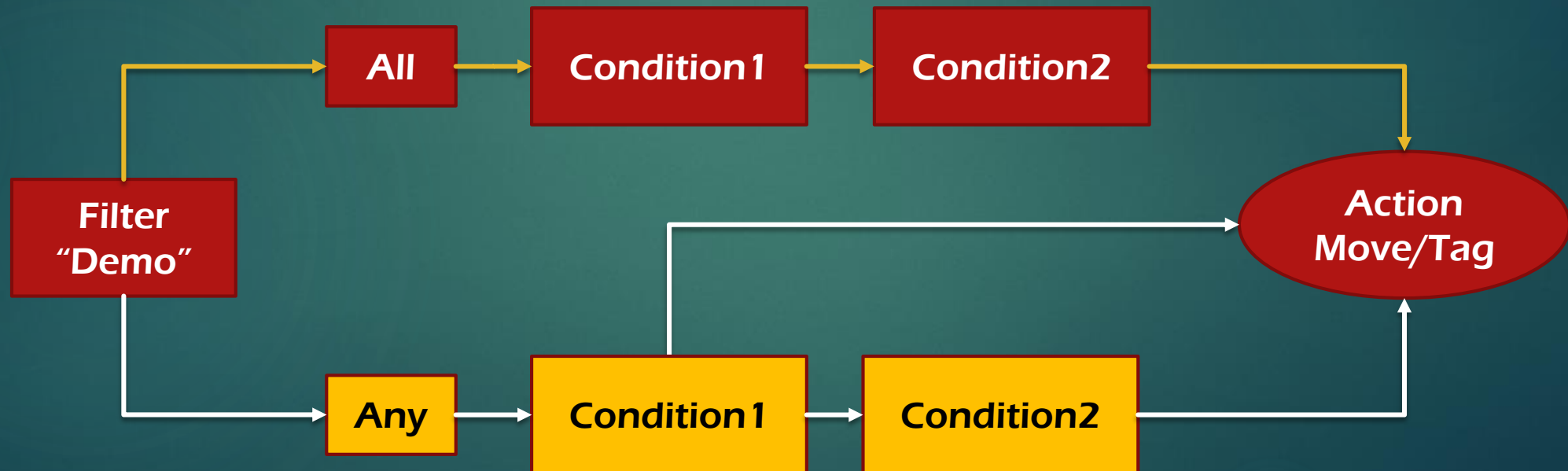
**Please Note:** ☒ and do not process additional filters ( **check-box stops other filters from running on a message which meets the criteria for multiple filters.**)



# Difference Between Any & Any

**ALL:** Action is applied only when all conditions match.

**ANY:** Action is applied when at least one condition matches.



# Email Filtering Options

## Move to folder:

You can move the filtered email to either Junk or Trash

## Mark as read:

Leave the message in the inbox but mark it as read.

## Permanently delete:

Discard the email, so it does not appear in the Trash folder.

## Forward to

Redirects the email to another email address without saving a local copy in the user mailbox.

## Keep in Inbox

Keeps a copy of the email in the Inbox when Forward or Redirect is used.

## Star:

Flag the email so that it stands out and appears with a star in the email list.

## Tag With:

Mark an email with tags that you have created. For more information check tags.

# Zimbra Email Filters

**From modern UI:** Setting → Filters → Create Filters → Below New filter window will appear.

Here, a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox.

**Name:** Demo Filter 1

**Mode:** Basic

**Contribution Type:** All (**Match All condition**)

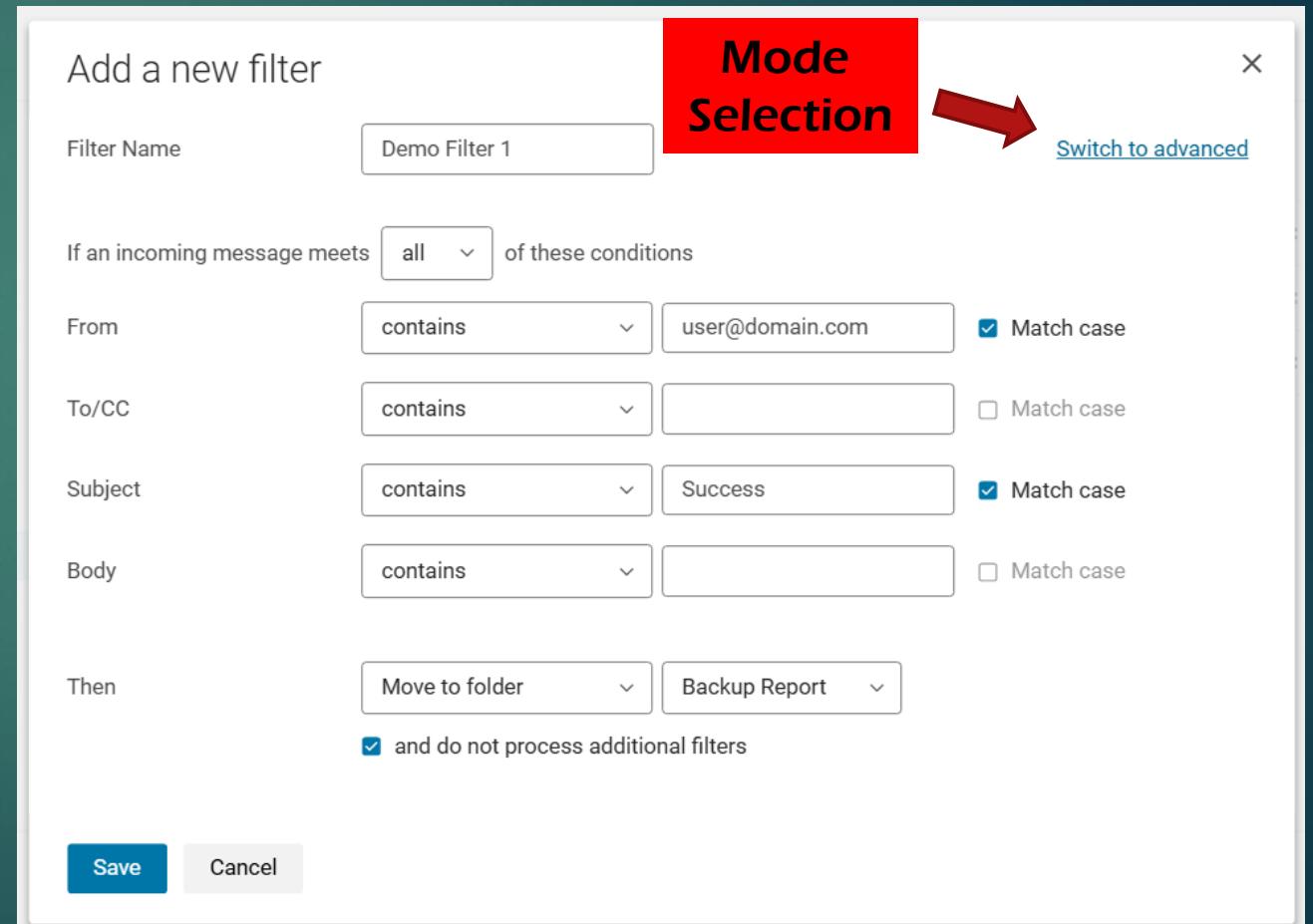
**Condition 1:** from is [user@domain.com](#)

**Condition 2:** Subject **"Success"**

**Then (Single Action):**

**Move to Folder:** Folder **"Backup Report"**

**Save and Save the setting.**



The screenshot shows the 'Add a new filter' dialog box. At the top right, a red box with the text 'Mode Selection' and a red arrow points to the 'Switch to advanced' link. The dialog contains the following fields and options:

- Filter Name:** Demo Filter 1
- Filter Mode:** all (dropdown) of these conditions
- Conditions:**
  - From:** contains (dropdown) user@domain.com (input) ☒ Match case
  - To/CC:** contains (dropdown) (empty input) ☐ Match case
  - Subject:** contains (dropdown) Success (input) ☒ Match case
  - Body:** contains (dropdown) (empty input) ☐ Match case
- Then:** Move to folder (dropdown) Backup Report (dropdown)
- ☒ and do not process additional filters

At the bottom, there are 'Save' and 'Cancel' buttons.

# Zimbra Email Filters

**From modern UI:** Setting → Filters → Create Filters → Switch to Advance → Below New filter window will appear.

Here, for example a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox. Redirect to another user and take this mail as project-1.

Name: Demo Filter 3

Mode: Advance

Contribution Type: All (**Match All condition**)

Condition1: from is [user@domain.com](#)

Condition2: Subject "**Success**"

Then(**Three Action**):

**Move to Folder** : Folder "**Monitoring**"

**Forward to** : [user@iitm.ac.in](#)

**Tag With**: Project-1

**Save and Save the setting.**

Add a new filter

Filter Name: Demo Filter 3 [Switch to Basic](#)

If an incoming message meets **all** of these conditions

From	contains	[redacted]@iitm.ac.in	<input checked="" type="checkbox"/> Match case
Subject	contains	Success	<input checked="" type="checkbox"/> Match case

[+ Add a condition](#)

Then

Move to folder	Monitoring
Forward to	[redacted]@iitm.ac.in
Tag with	Project-1

[+ Add an action](#)

Also

[Save](#) [Cancel](#)

# Managing Zimbra Email Filters

**From modern UI:** Setting → Filters → list of Filters available → Click in triple dote icon → Run/ Edit / Delete

## Details

Lists the conditions for an email to meet and the action to take when an email meets the filter criteria.

## Run

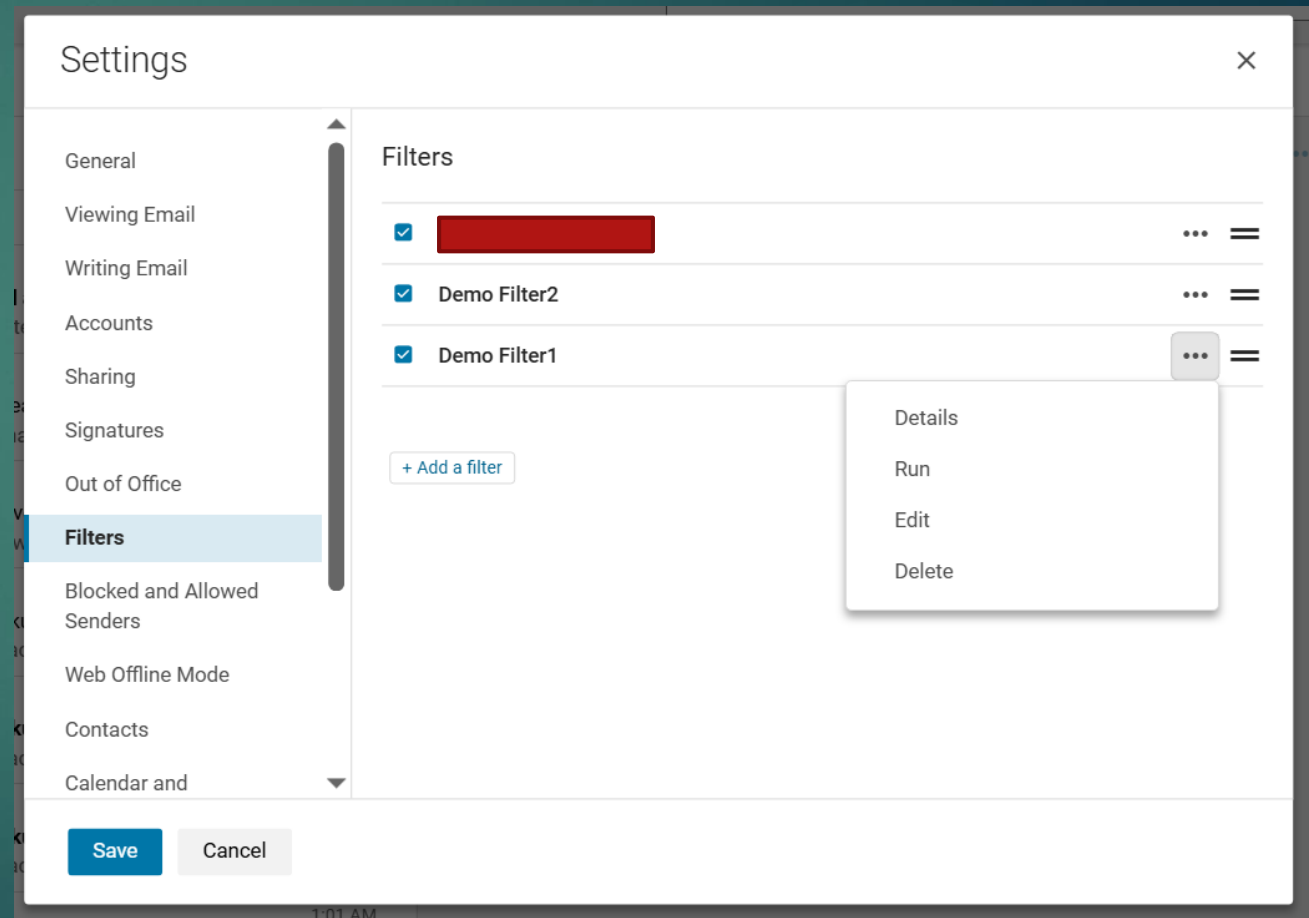
Choose an account and then folder(s) on which to run the filter.

## Edit

Opens the appropriate editor — Basic or Advanced — to edit a filter.

## Delete

Prompts a confirmation dialog before deleting a filter.



# **Zimbra Email Filters: Classic UI**

# Zimbra Email Filters Options

You can define filters to manage incoming and outgoing email messages. A filter consists of one or more conditions and one or more actions. If the message matches the conditions, the specified actions are performed.

From classic UI:

Users can define multiple criteria such as sender email addresses, subject keywords, and body content, along with additional filter options like date, social messages, and attachments.

In Advance we can performed more then one Actions in a filter.

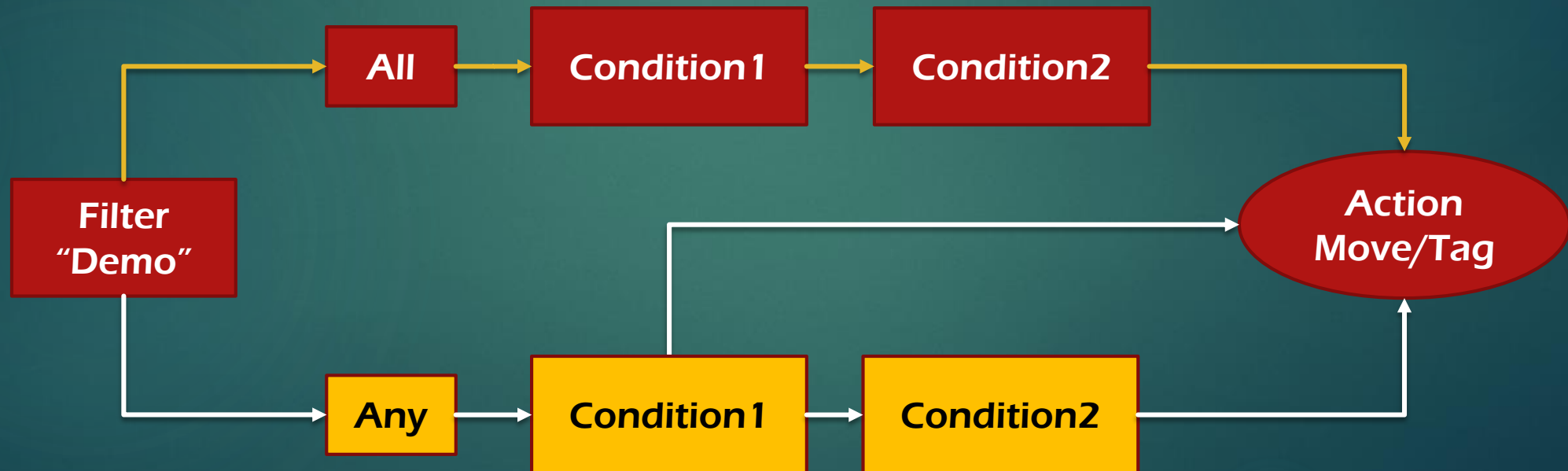
**Please Note:** ☒ and do not process additional filters ( **check-box stops other filters from running on a message which meets the criteria for multiple filters.**)



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## Move to folder:

You can move the filtered email to either Junk or Trash

## Mark as read:

Leave the message in the inbox but mark it as read.

## Permanently delete:

Discard the email, so it does not appear in the Trash folder.

## Forward to

Redirects the email to another email address without saving a local copy in the user mailbox.

## Keep in Inbox

Keeps a copy of the email in the Inbox when Forward or Redirect is used.

## Star:

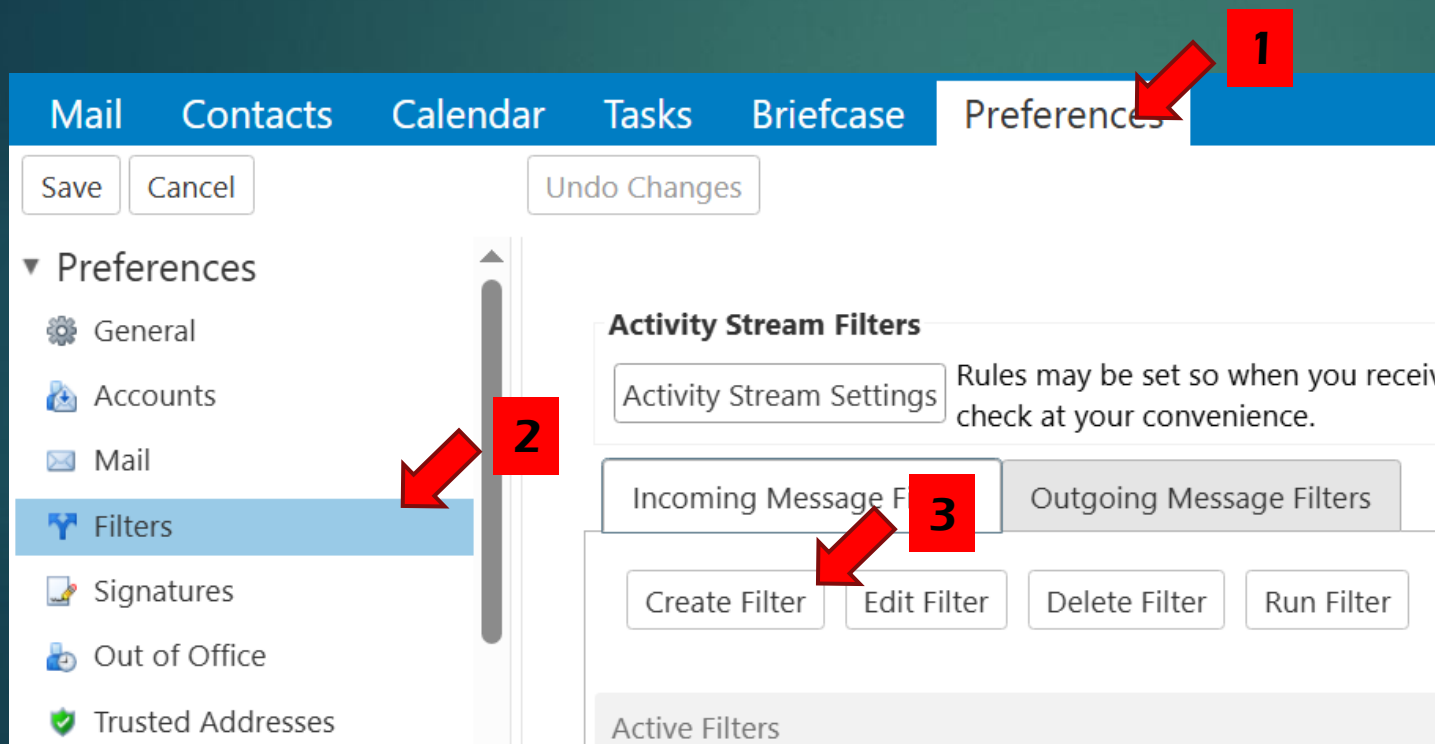
Flag the email so that it stands out and appears with a star in the email list.

## Tag With:

Mark an email with tags that you have created. For more information check tags.

# Zimbra Email Filters

**From Classic UI:** Preference → Filters → Create Filters → Below right side shown **Add Filter** window appears.



The 'Add Filter' dialog window is shown. It has a title bar 'Add Filter'. The 'Filter Name' field is empty, and the 'Active' checkbox is checked. Below this, it says 'If any of the following conditions are met:'. There is a single condition row with 'Subject' selected in a dropdown, 'contains' in another dropdown, and an empty text field. To the right of the text field are '+' and '-' buttons. Below the conditions section, it says 'Perform the following actions:'. There is a single action row with 'Keep in Inbox' selected in a dropdown, and '+' and '-' buttons to its right. At the bottom, there is a checkbox labeled 'Do not process additional filters' which is checked. The 'OK' and 'Cancel' buttons are at the bottom right.

# Zimbra Email Filters

**From Classic UI:** Preference → Filters → Create Filters

Here, for example a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox. Redirect to another user and Tag this mail as project-1.

**Name:** Demo Filter 2

**Mode:** Advance

**Contribution Type:** All (**Match All condition**)

**Condition 1:** from is user@domain.com

**Condition 2:** Subject "**Success**"

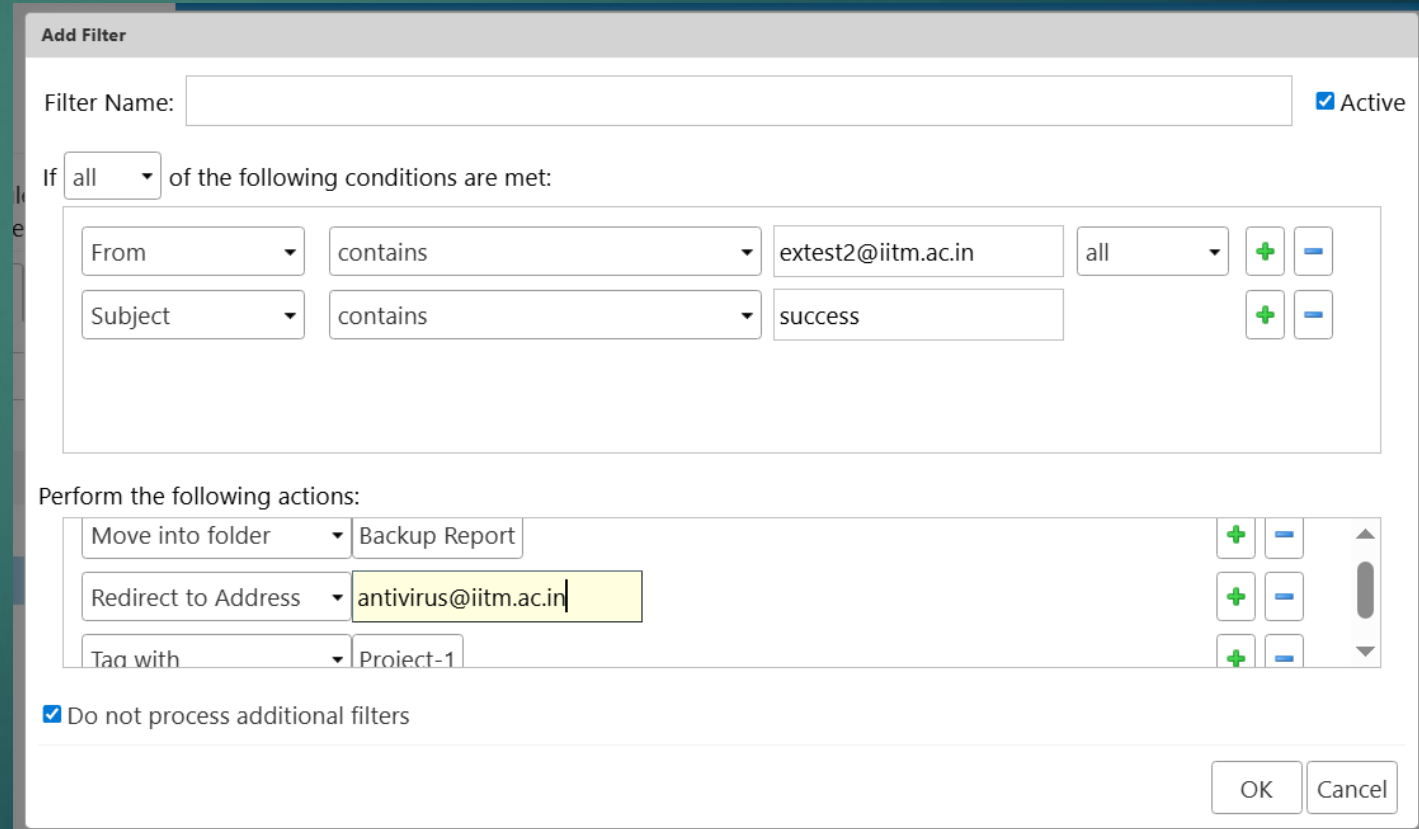
**Then(Three Action):**

**Move to Folder :** Folder "**Backup Report**"

**Forward to :** user@iitm.ac.in

**Tag With:** Project-1

**Click Ok and Save the setting.**



The screenshot shows the 'Add Filter' dialog box in Zimbra. It has a title bar 'Add Filter'. Below the title bar, there is a 'Filter Name:' text box and an 'Active' checkbox which is checked. Below this, there is a section 'If all of the following conditions are met:'. This section contains two conditions: 'From' contains 'extest2@iitm.ac.in' and 'Subject' contains 'success'. Each condition has a dropdown for the field, a dropdown for the operator (both set to 'contains'), a text box for the value, and a dropdown for the match type (both set to 'all'). There are also '+' and '-' buttons for each condition. Below the conditions, there is a section 'Perform the following actions:'. This section contains three actions: 'Move into folder' (Backup Report), 'Redirect to Address' (antivirus@iitm.ac.in), and 'Tag with' (Project-1). Each action has a dropdown for the action type, a text box for the value, and '+' and '-' buttons. At the bottom, there is a checkbox 'Do not process additional filters' which is checked. At the very bottom, there are 'OK' and 'Cancel' buttons.

Filter Name:  ☒ Active

If **all** of the following conditions are met:

Field	Operator	Value	Match Type	+	-
From	contains	extest2@iitm.ac.in	all	<input data-bbox="2331 792 2356 806" type="button" value="+"/>	<input data-bbox="2382 792 2407 806" type="button" value="-"/>
Subject	contains	success		<input data-bbox="2331 856 2356 871" type="button" value="+"/>	<input data-bbox="2382 856 2407 871" type="button" value="-"/>

Perform the following actions:

Action	Value	+	-
Move into folder	Backup Report	<input data-bbox="2305 1078 2331 1092" type="button" value="+"/>	<input data-bbox="2356 1078 2382 1092" type="button" value="-"/>
Redirect to Address	antivirus@iitm.ac.in	<input data-bbox="2305 1135 2331 1149" type="button" value="+"/>	<input data-bbox="2356 1135 2382 1149" type="button" value="-"/>
Tag with	Project-1	<input data-bbox="2305 1192 2331 1206" type="button" value="+"/>	<input data-bbox="2356 1192 2382 1206" type="button" value="-"/>

☒ Do not process additional filters



# **IITM Zimbra Email folder sharing**

## **Modern UI**

## Zimbra E-Mail folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

### View

Users can view all emails under the shared folder but cannot make changes to that folder.

### View, edit, add, and remove

Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

### View, edit, add, remove, and administer

Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

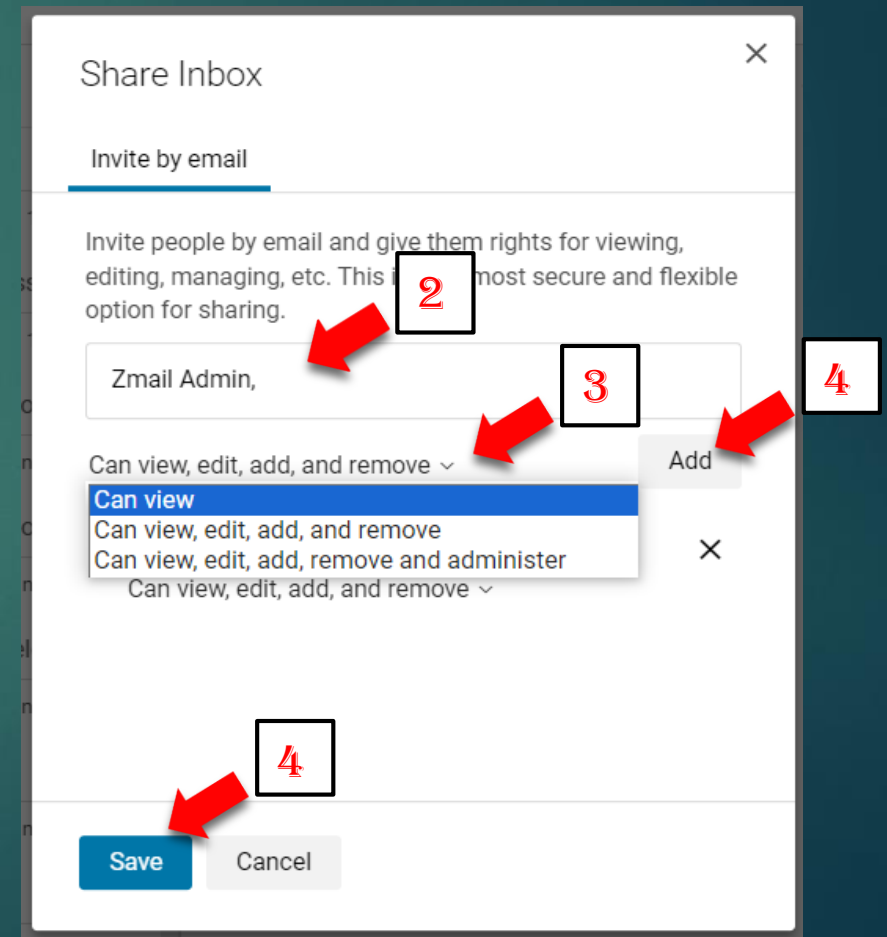
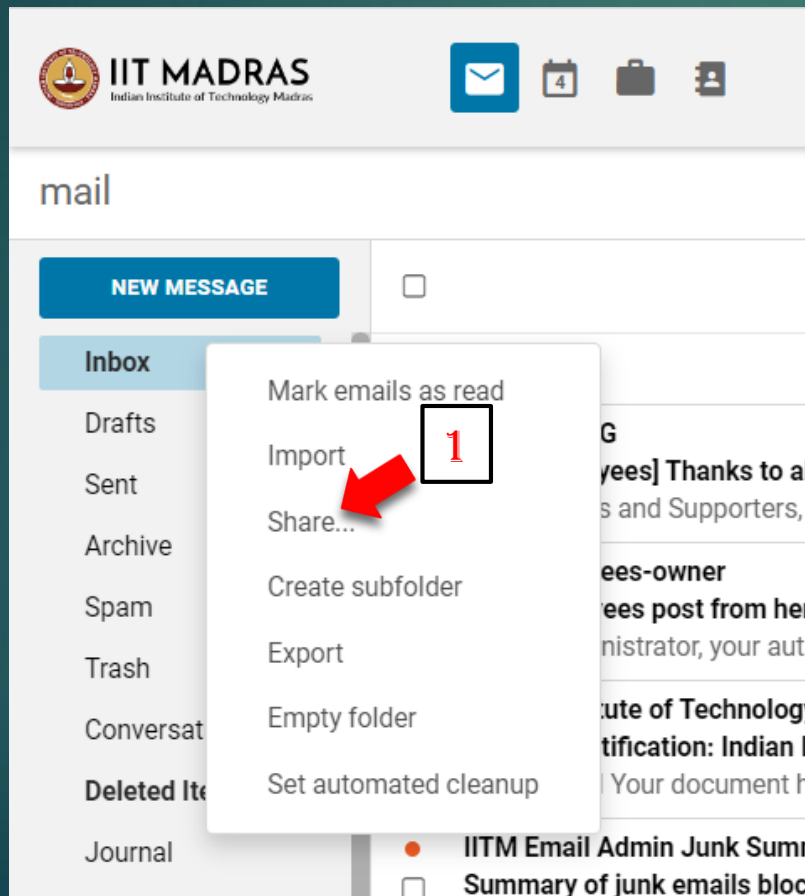
**Step 1.** Please right click on respective folders to share

**Step 2.** select “Share” option to share the folders

**Step 3.** In Popup window enter Respective email IDs and Select the permissions

**Step 4.** Click “Add” Button & “Save”

**Note:** At same sharing option we can manage existing shared permission.



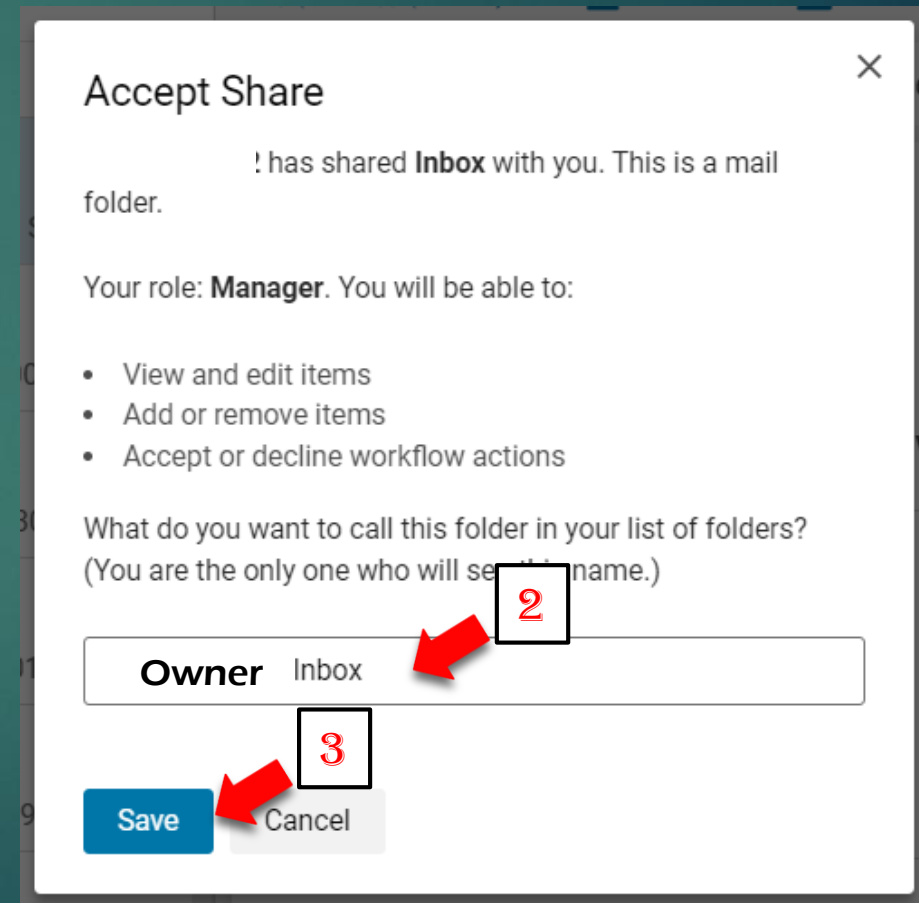
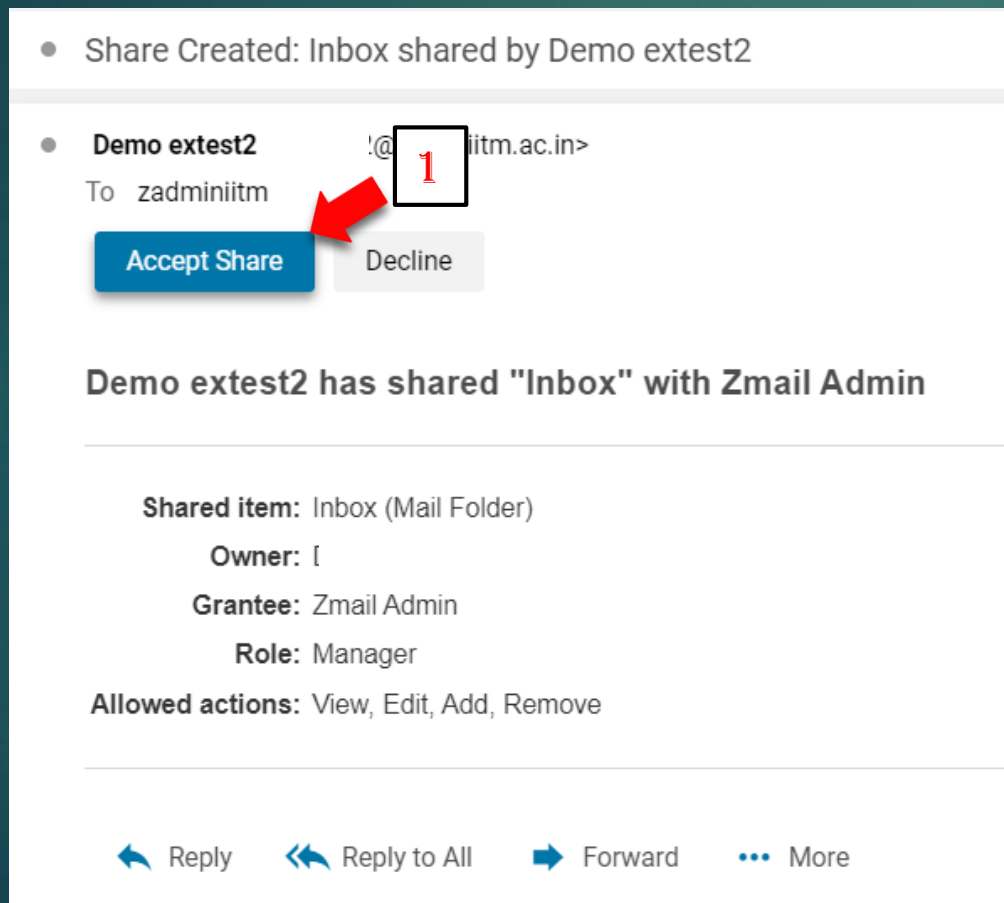


## Recipient:

**Step 1:** The recipient user have to accept the share.

**Step 2:** For recipient user identity, user can set preferable name for share Email folder.

**Step 3:** Click 'Save'





# **IITM Zimbra Email folder sharing**

## **Classic UI**

# Zimbra E-Mail folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

## **Viewer** - View

Users can view all emails under the shared folder but cannot make changes to that folder.

## **Manager** - View, edit, add, and remove

Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the share folder items.

## **Admin** - View, edit, add, remove, and administer

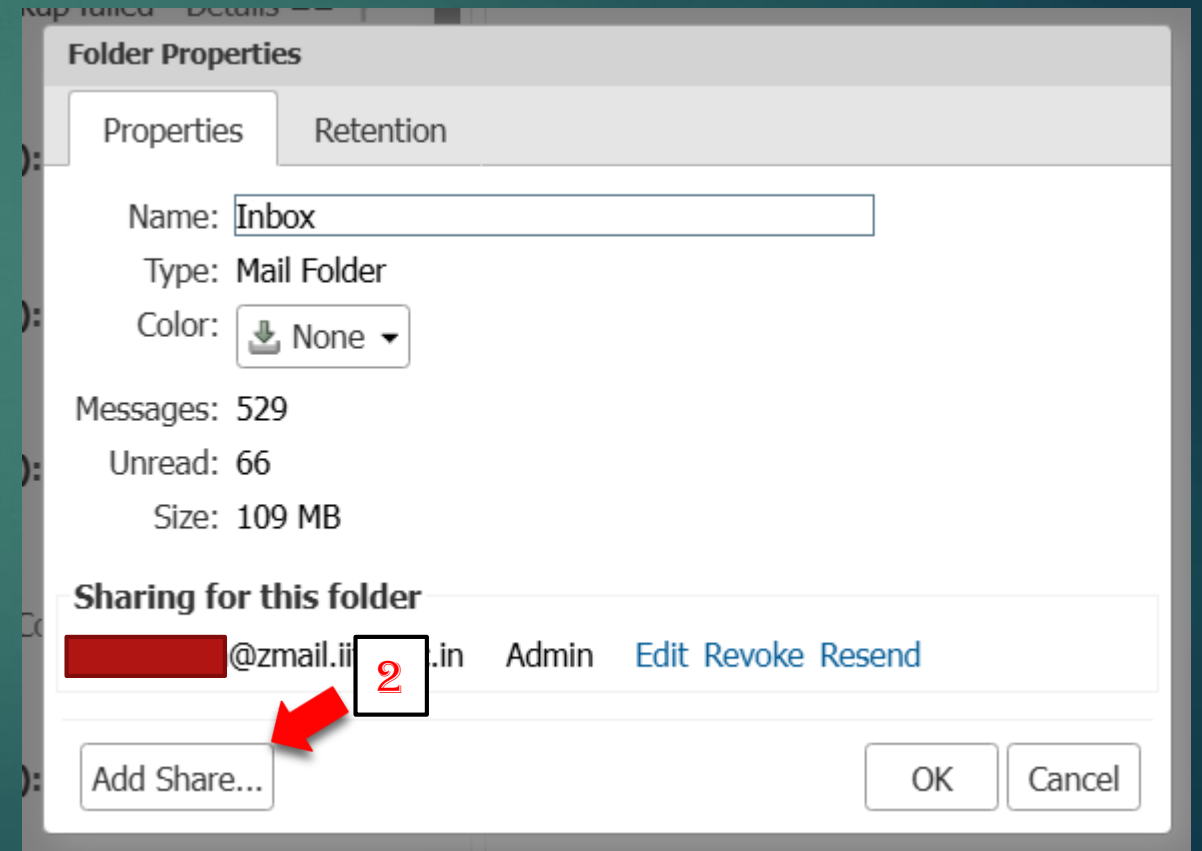
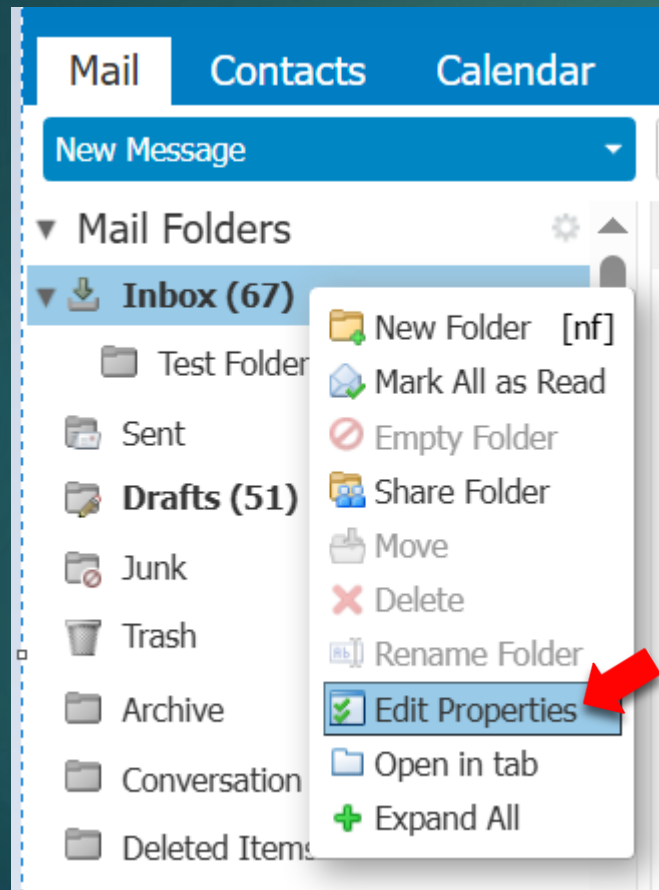
Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder items, and share the folder with others.

**Step1:** Right click on folder (Which we want to share).

**Step2:** Select “**Edit Properties**”

**Step3:** Click on “**Add Share**”

**Note:** From edit properties we can manage existing shared permissions.



**Step4:** Type Email Address [user@zmail.iitm.ac.in](mailto:user@zmail.iitm.ac.in).

**Step5:** Select preferable permissions.

**Step6:** Then click on “Ok” button.

The screenshot shows the 'Share Properties' dialog box for sharing an 'Inbox' (Mail Folder). It includes sections for 'Share with' (Internal users or groups), 'Email' (with a text input field containing a redacted email address), 'Role' (with radio buttons for None, Viewer, Manager, and Admin), and 'Message' (with a dropdown menu set to 'Send standard message'). Red arrows and numbers 1, 2, and 3 highlight the email input field, the 'Manager' role option, and the 'OK' button, respectively.

**Share Properties**

Name: Inbox  
Type: Mail Folder

Share with: ☒ Internal users or groups  
☐ External guests (view only)  
☐ Public (view only, no password required)

Email:

**Role**

☐ **None** None  
☐ **Viewer** View  
☒ **Manager** View, Edit, Add, Remove  
☐ **Admin** View, Edit, Add, Remove, Administer

**Message**

**Note:** The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

OK Cancel


## Recipient:

**Step1:** The recipient user have to accept the share.

**Step2:** For recipient user identity, user can set preferable name for share Email folder.

**Step3:** Click 'Yes'

Share Created: Inbox shared by **User Name**

From:  **[Redacted]**@zmail.iitm.ac.in>

To: **[Redacted]**@zmail.iitm.ac.in>

---

**Extest2 has shared "Inbox" with **User Name****

---

**Shared item:** Inbox (Mail Folder)

**Owner:** **[Redacted]**

**Grantee:** Zmail Admin

**Role:** Manager

**Allowed actions:** View, Edit, Add, Remove

Accept Share


**User Name** has shared their **Inbox** folder with you.

They have granted you the **Manager** role, which means:

- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.

**Do you want to accept this share?**

Name:

Color:  None ▾

▾

## External Sharing:

User will receives email like below

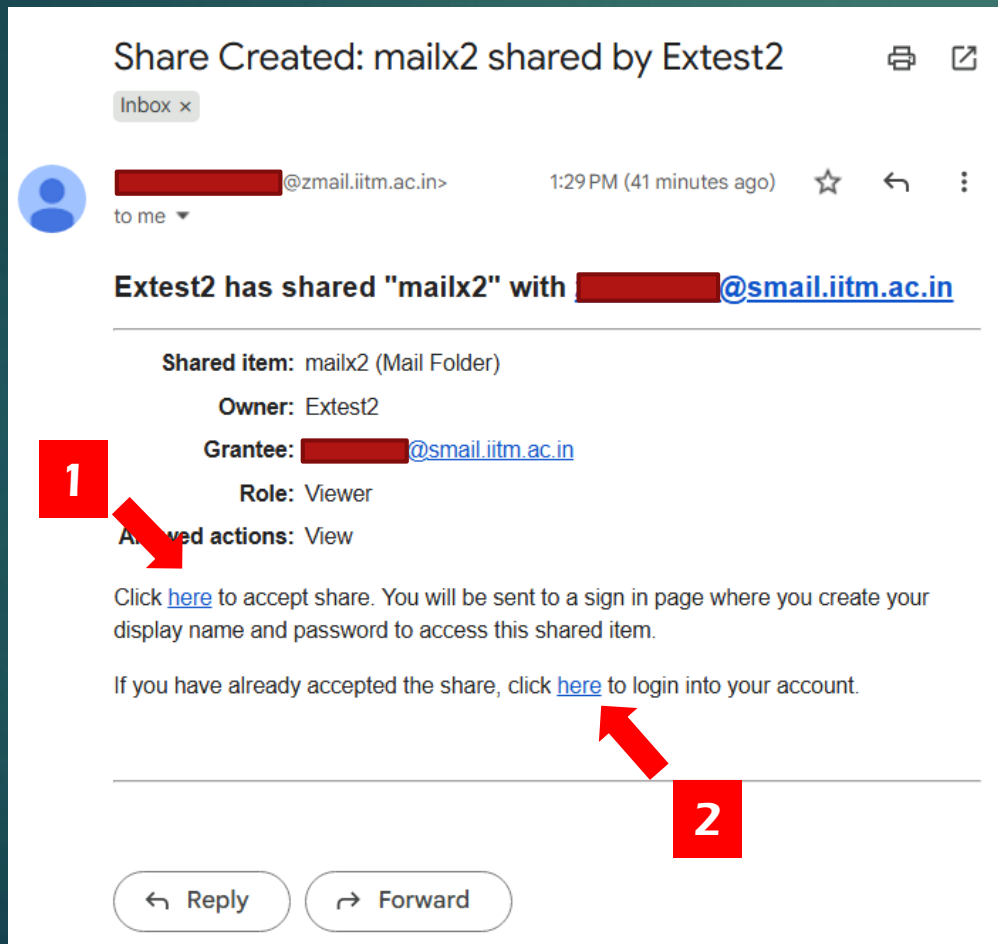
1. New user please select **option one**.

External user can set preferred used name and password.

2. Existing user please select **option two and login**.

Username: **Zimbraiitm.smail.iitm.ac.in**

Password: **Previously Assigned Password**



The registration form is titled "Register" and is enclosed in a blue border. It contains the following fields and elements:

- Display Name:** A text input field containing "Zimbra iitm Test". A red arrow labeled "3" points to this field.
- Password:** A password input field with masked characters. A red arrow labeled "4" points to this field.
- Confirm:** A confirm password input field with masked characters. A red arrow labeled "5" points to this field.
- Register Button:** A blue button labeled "Register" located at the bottom of the form.





# **IITM Zimbra Calencar sharing**

## **Modern UI**

# Zimbra Calendar Sharing Options

**Choose appropriate permissions for calendar sharing:**

**View** - Users can view all calendar events under the shared calendar but cannot make changes to that folder. [Example: **No option to edit add & delete events, can't create sub folder**] [If private included above permission applied to private events also]

**View, edit** – User can view and edit the existing calendar. [Example: **No add & delete events, can't create sub folder**]

**View, edit, add, and remove** - Users have permission to view and edit the event of shared calendar, **create new event & subfolders. If calendar event deleted, even deleted including owner.** [If private included above permission applied to private events also]

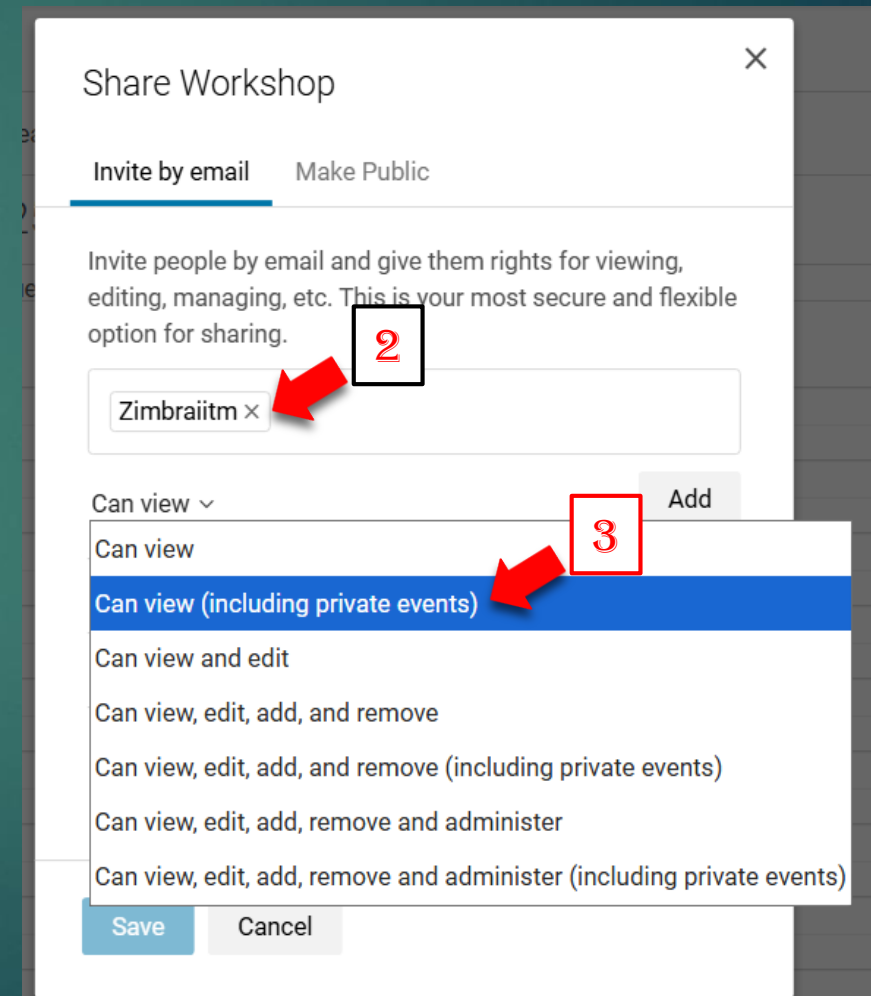
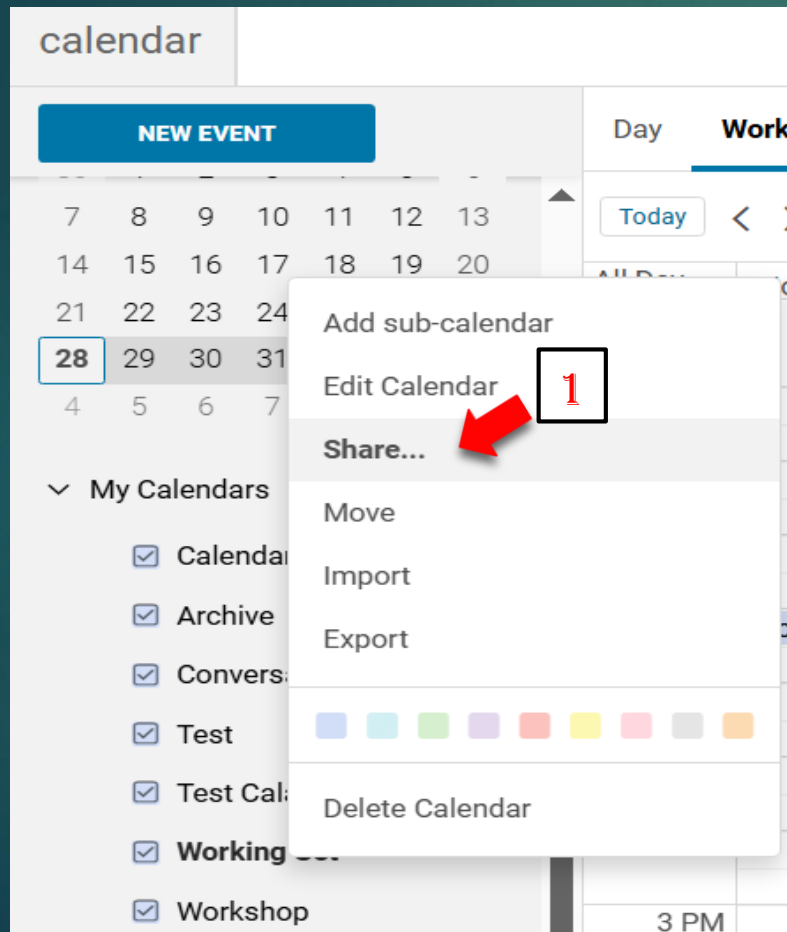
**View, edit, add, remove, and administer** - Users have permission to view and edit the event of shared calendar, **create new event & subfolders. If calendar event deleted, even deleted including owner.** With admin permission they can **modify permission & share the folder with others.** [If private included above permission applied to private events also]

**Step 1.** Please right click on respective calendar to share.

**Step 2.** select "Share" option to share the folders.

**Step 3.** In Popup window enter email IDs and Select the preferable permissions

**Step 4.** Click "Add" Button & "Save"



## Recipient:

**Step 1:** The recipient user have to accept the share.

**Step2:** For recipient user identity, user can set preferable name & Color for share calendar folder.


## Step3: Save the changes

● Share Created: Workshop shared by Extest2

---

● **Extest2** <extest2@zmail.iitm.ac.in>  
To zadminiitm

1



Accept Share

Decline

---

**Extest2 has shared "Workshop" with Zmail Admin**

---

**Shared item:** Workshop (Calendar Folder)

**Owner:** Extest2

**Grantee:** Zmail Admin

**Role:** Viewer

**Allowed actions:** View

**Accept Share**

**Extest2** has shared **Workshop** with you. This is a calendar folder.

Your role: **Viewer**. You will be able to:

- View items (including private events)

Color ☒ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Remind ☐ Mail  
☒ Mobile/Desktop

Note: Reminders are sent subject to the owner's reminder setting for an event

What do you want to call this calendar in your list of calendars? (You are the only one who will see this name.)

Extest2 Workshop

**Save** Cancel

## External Sharing:

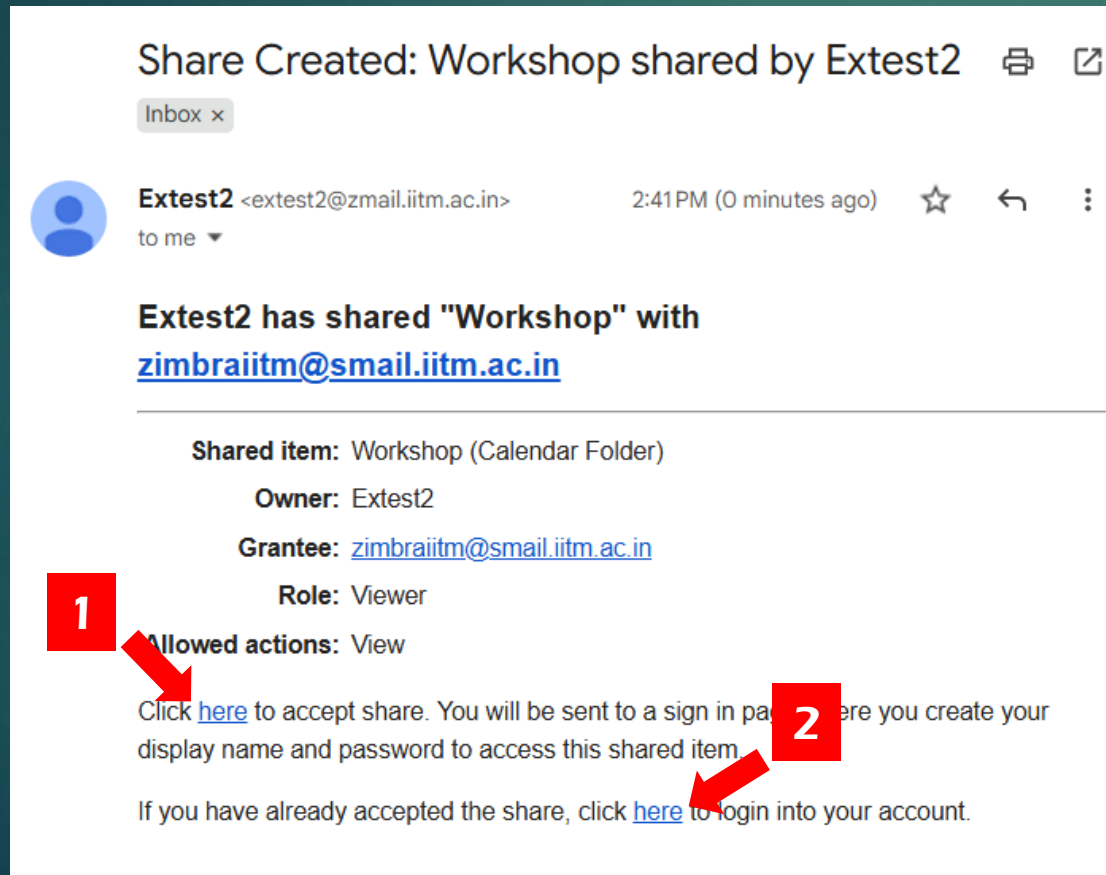
User will receive email like below

1. New user please select **option one**.

External user can set preferred used name and password.

2. Existing user please select **option two and login**.

Username: **Zimbraiitm.smail.iitm.ac.in** Password: **Previously Assigned Password**



The registration form is titled "Register" and contains the following fields: "Display Name" with the value "Zimbra iitm Test", "Password" (masked with dots), and "Confirm" (masked with dots). Red arrows and numbers are overlaid on the form: a red arrow labeled "3" points to the "Display Name" field, a red arrow labeled "4" points to the "Password" field, and a red arrow labeled "5" points to the "Confirm" field. A blue "Register" button is at the bottom.



# **IITM Zimbra Calendaire sharing**

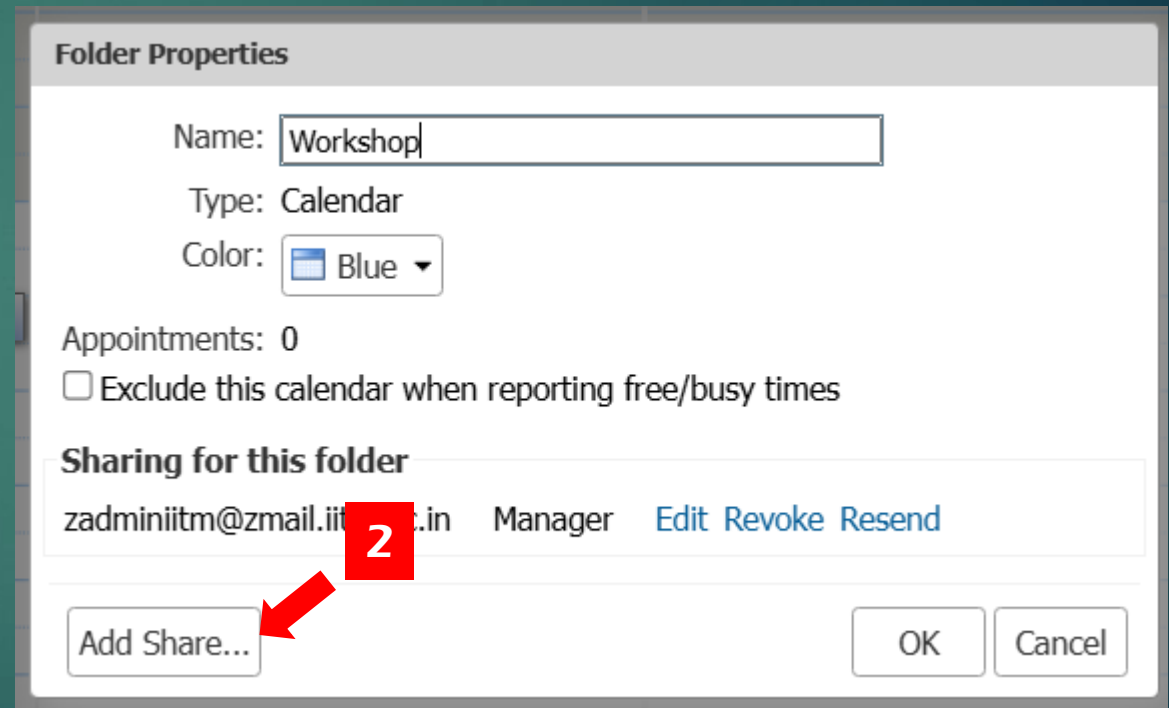
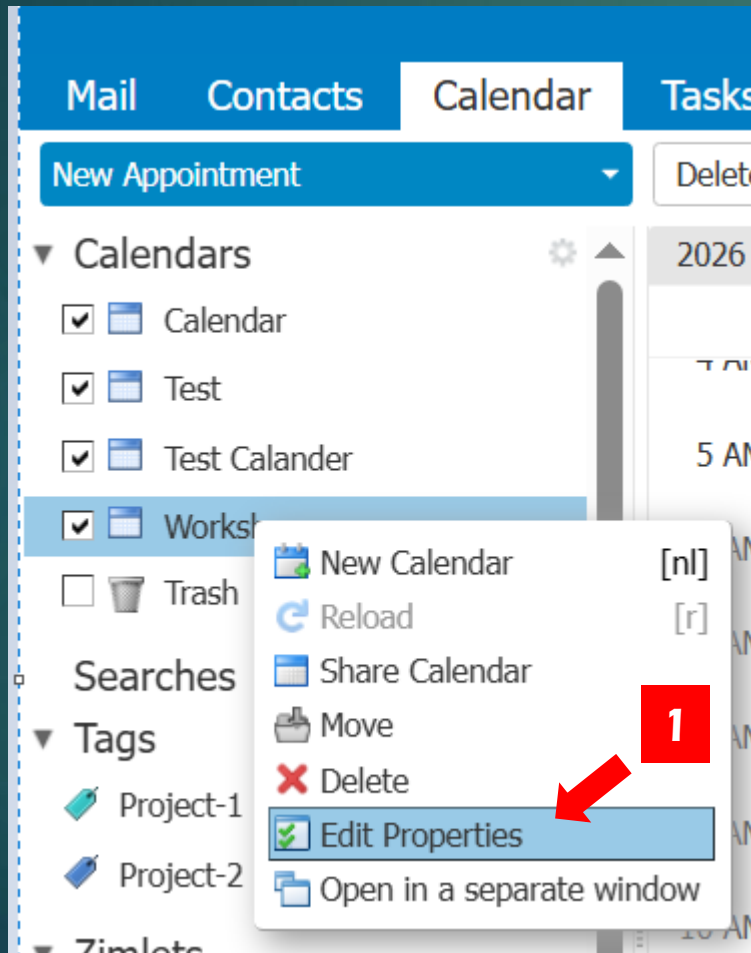
## **Classic UI**

**Step1:** Right click on folder (Which we want to share).

**Step2:** Select “**Edit Properties**”

**Step3:** Click on “**Add Share**”

**Note:** From edit properties we can manage existing shared permissions.





**Step4:** Type Email Address [user@zmail.iitm.ac.in](mailto:user@zmail.iitm.ac.in).

**Step5:** Select preferable permissions.

**Step6:** Then click on “Ok” button.

The screenshot shows the 'Share Properties' dialog box for a 'Workshop' calendar. It is configured to share with 'Internal users or groups'. An email address is entered in the 'Email' field. Under the 'Role' section, 'Manager' is selected, granting 'View, Edit, Add, Remove' permissions. The 'Allow user(s) to see my private appointments' checkbox is unchecked. The 'Message' dropdown is set to 'Send standard message'. The 'URL' section provides links for ICS, View, and Outlook. Red arrows and numbers 1, 2, and 3 highlight the email field, the 'Manager' role, and the 'OK' button respectively.

**Share Properties**

Name: Workshop  
Type: Calendar

Share with: ☒ Internal users or groups  
☐ External guests (view only)  
☐ Public (view only, no password required)

Email: [redacted]@zmail.iitm.ac.in

**Role**

☐ **None** None  
☐ **Viewer** View  
☒ **Manager** View, Edit, Add, Remove  
☐ **Admin** View, Edit, Add, Remove, Administer

☐ Allow user(s) to see my private appointments.

**Message**

Send standard message

**Note:** The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

**URL**

To allow others to access this item, direct them to this URL:

ICS: <https://web.zmail.iitm.ac...zmail.iitm.ac.in/Workshop.ics>  
View: <https://web.zmail.iitm.ac...zmail.iitm.ac.in/Workshop.html>  
Outlook: <webcals://web.zmail.iitm....zmail.iitm.ac.in/Workshop>

OK Cancel

Recipient:

**Step 1:** The recipient user have to accept the share.

**Step 2:** For recipient user identity, user can set preferable name for share calendar folder.

**Share Created: Workshop shared by Extest2**



From: "Extest2" <extest2@zmail.iitm.ac.in>

To: "Zmail Admin" <zadminiitm@zmail.iitm.ac.in>

Accept Share

Decline Share

**Extest2 has shared "Workshop" with Zmail Admin**

**Shared item:** Workshop (Calendar Folder)

**Owner:** Extest2

**Grantee:** Zmail Admin

**Role:** Manager

**Allowed actions:** View, Edit, Add, Remove

**Accept Share**


**Extest2** has shared their **Inbox** folder with you.

They have granted you the **Manager** role, which means:

- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.

**Do you want to accept this share?**

Name:

Color: 

Yes

No



# **IITM Zimbra contact sharing**

## **Modern UI**

## Zimbra Contact folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

### View

Users can view all emails under the shared folder but cannot make changes to that folder.

### View, edit, add, and remove

Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

### View, edit, add, remove, and administer

Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

**step1:** go to contacts menu.

**Step2:** Right click contact folder (Which We need to share).

**Step3:** Select "Share"

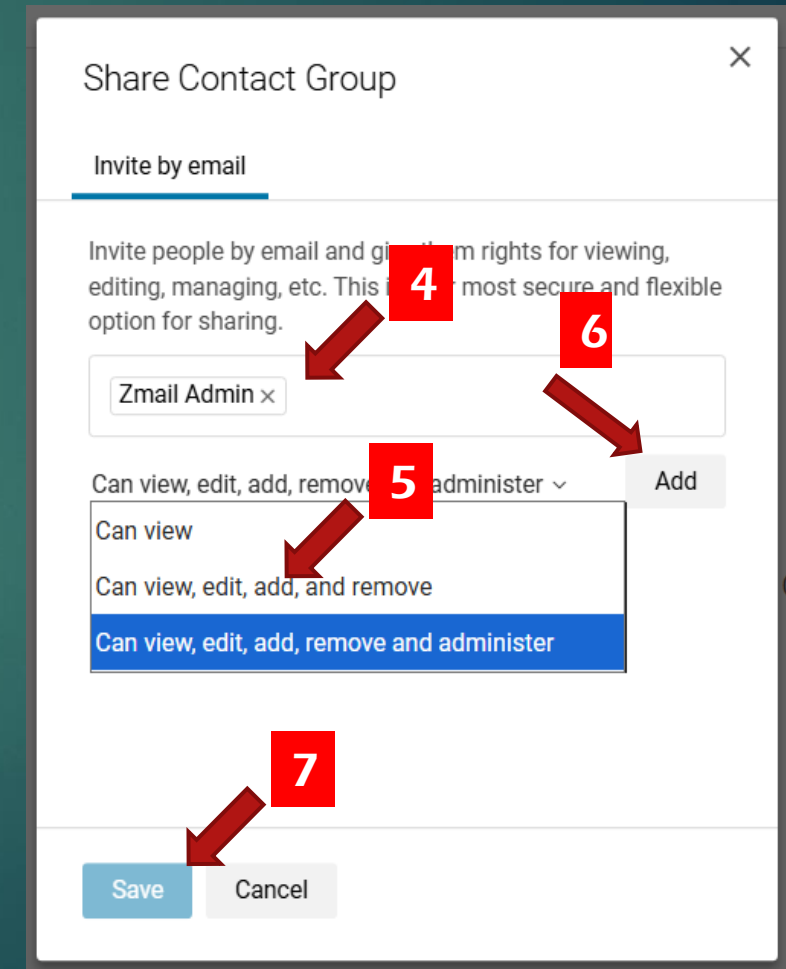
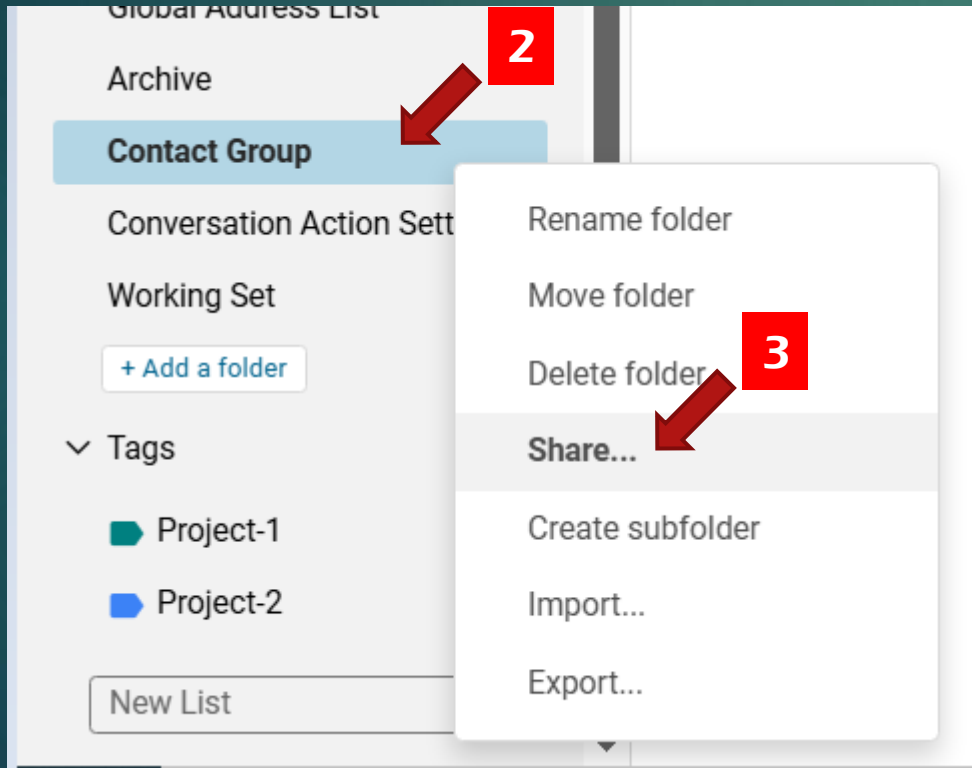
**Step4:** Enter email address for the recipient.

**Step5:** Select permission

**Step6:** Click "Add"

**Step7:** Save the changes and settings.

**From same page privilege can managed at any time.**



## Recipient:

**Step1:** The recipient user have to accept the share.

**Step2:** For recipient user identity, user can set preferable name for share contact folder.

- Share Created: Contact Group shared by Extest2

- Extest2** <extest2@zmail.iitm.ac.in>  
To zadminiitm

Accept Share

Decline

**Extest2 has shared "Contact Group" with Zmail Admin**

**Shared item:** Contact Group (Address Book Folder)  
**Owner:** Extest2  
**Grantee:** Zmail Admin  
**Role:** Admin  
**Allowed actions:** View, Edit, Add, Remove, Administer

Accept Share

Extest2 has shared **Contact Group** with you. This is a contact folder.

Your role: **Admin**. You will be able to manage the contact as if it were your own:

- View and edit items
- Add or remove items
- Accept or decline workflow actions
- Delete, share, or unshare the contact

What do you want to call this contact in your list of contacts?  
(You are the only one who will see this name.)

Extest2 Contact Group

Save

Cancel



# **IITM Zimbra contact sharing**

## **Classic UI**

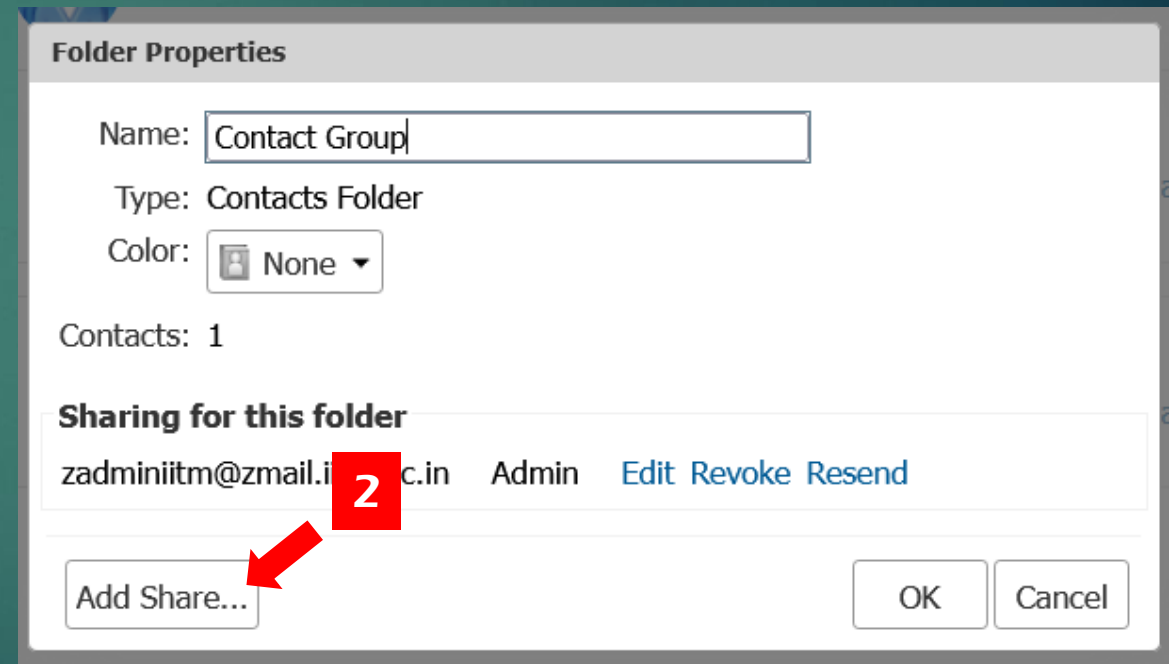
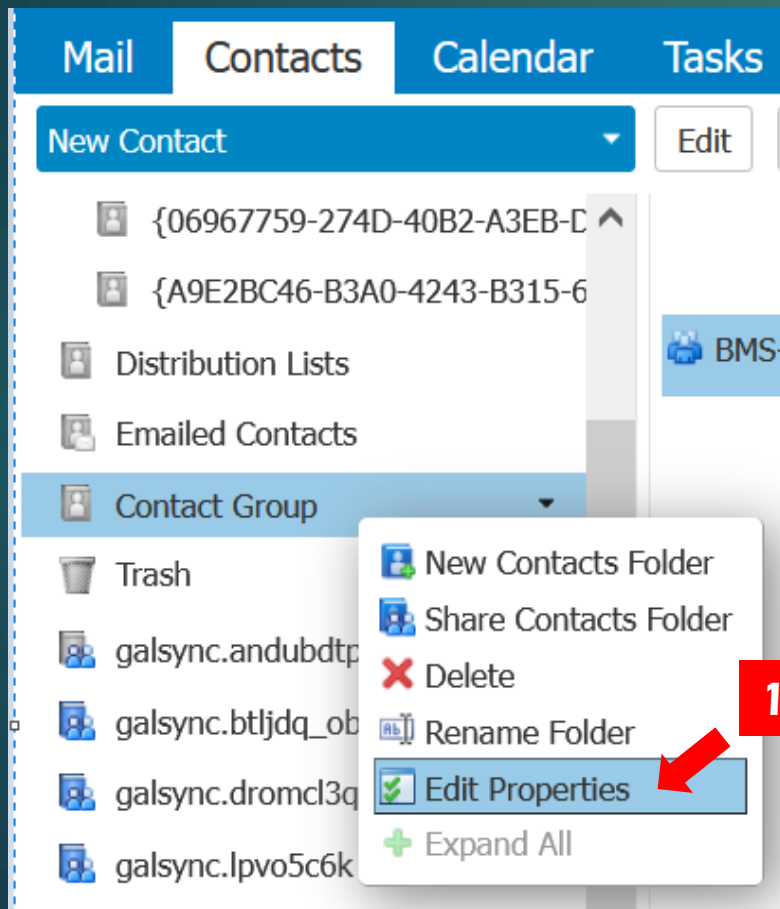


**Step1:** Right click on folder (Which we want to share).

**Step2:** Select “**Edit Properties**”

**Step3:** Click on “**Add Share**”

**Note:** From edit properties we can manage existing shared permissions.



**Step4:** Type Email Address [user@zmail.iitm.ac.in](mailto:user@zmail.iitm.ac.in).

**Step5:** Select preferable permissions.

**Step6:** Then click on “Ok” button.

The screenshot shows the 'Share Properties' dialog box with the following configuration:

- Name:** Contact Group
- Type:** Contacts Folder
- Share with:** ☒ Internal users or groups, ☐ External guests (view only), ☐ Public (view only, no password required)
- Email:** [Redacted]@zmail.iitm.ac.in
- Role:** ☐ None (None), ☐ Viewer (View), ☐ Manager (View, Edit, Add, Remove), ☒ Admin (View, Edit, Add, Remove, Administer)
- Message:** Send standard message (dropdown menu)
- URL:** To allow others to access this item, direct them to this URL: <https://web.zmail.iitm.ac...itm.ac.in/Contact%20Group>

Red arrows and numbers indicate the steps:


- 4:** Points to the 'Email' field.
- 5:** Points to the 'Admin' role selection.
- 6:** Points to the 'OK' button.

## Recipient:

**Step 1:** The recipient user have to accept the share.

**Step 2:** For recipient user identity, user can set preferable name for share contact folder.

**Share Created: Contact Group shared by Extest2**



From: "Extest2" <extest2@zmail.iitm.ac.in>  
To: "Zmail Admin" <zadminiitm@zmail.iitm.ac.in>

Accept Share Decline Share

**Extest2 has shared "Contact Group" with Zmail Admin**

**Shared item:** Contact Group (Address Book Folder)  
**Owner:** Extest2  
**Grantee:** Zmail Admin  
**Role:** Admin  
**Allowed actions:** View, Edit, Add, Remove, Administer

**Accept Share**


**Extest2** has shared their **Contact Group** folder with you.

They have granted you the **Admin** role, which means:

- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.
- You can **Administer** the folder as if it were your own (i.e. share with another user).

**Do you want to accept this share?**

Name:

Color:  None ▾

▾

Yes No

# **IITM Zimbra Brief-case Sharing**

## Zimbra Brief-Case folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

### View

Users can view all emails under the shared folder but cannot make changes to that folder.

### View, edit, add, and remove

Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

### View, edit, add, remove, and administer

Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

**step1:** go to brief-case menu.

**Step2:** Right click on folder (Which We need to share).

**Step3:** Select "Share"

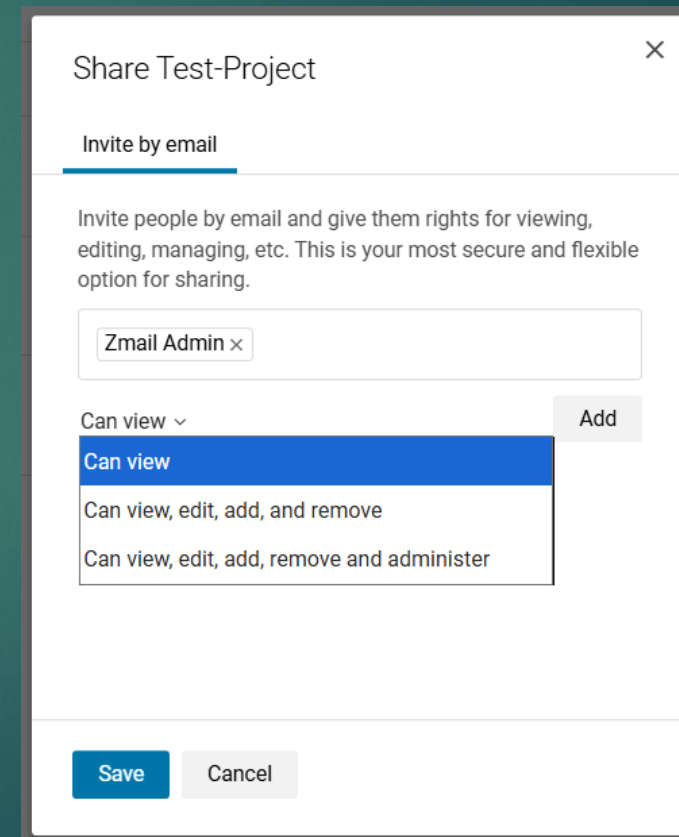
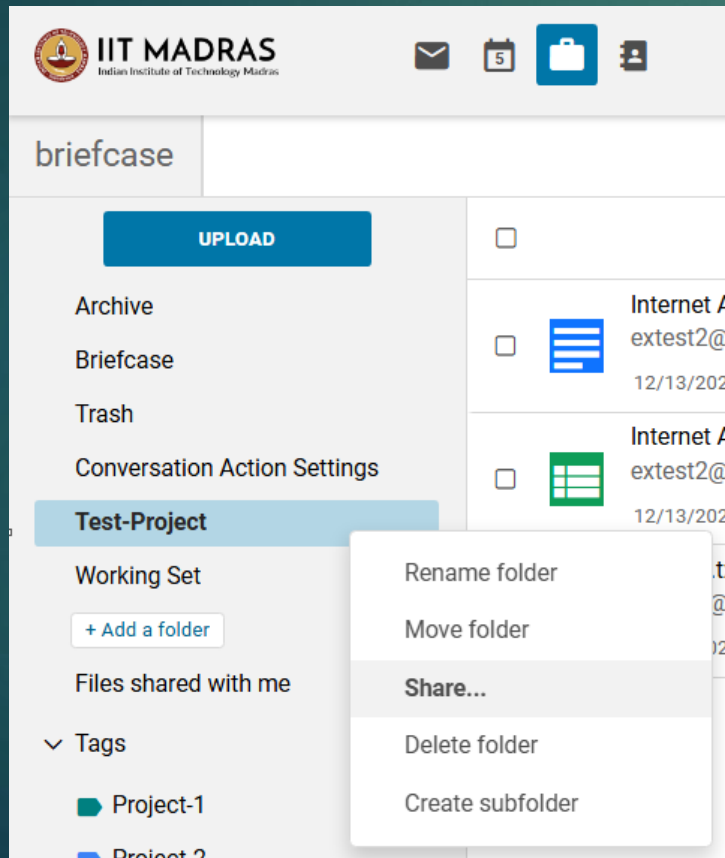
**Step4:** Enter email address for the recipient.

**Step5:** Select permission

**Step6:** Click "Add"

**Step7:** Save the changes and settings.

**From same page privilege can managed at any time.**



## Recipient:

**Step 1:** The recipient user have to accept the share.

**Step 2:** For recipient user identity, user can set preferable name for shared Briefcase folder.

Share Created: Test-Project shared by

@zmail.iitm.ac.in>

To

has shared "Test-Project" with Zmail Admin

---


**Shared item:** Test-Project (Briefcase Folder)





**Owner:**

**Grantee:** Zmail Admin

**Role:** Admin

**Allowed actions:** View, Edit, Add, Remove, Administer

 **IIT MADRAS**  
Indian Institute of Technology Madras

briefcase

UPLOAD

▼ Briefcase

Test Briefcase

Trash

Notes

RSS Feeds

+ Add a folder

▼ Folders Shared with Me

Test-Project

☐

Intern  
extest  
12/13/

☐

Intern  
extest  
12/13/

☐

Versio  
extest  
12/13/



# Particular Email Restoration

## Normal Delete:

When a user deletes an email using the Delete option:

- The email is moved to the Trash folder
- It remains in Trash for 30 days
- If the email is not restored within 30 days, it is removed from Trash
- Even after removal from Trash, the user can still restore the email using Recover Deleted Items for an additional 15 days

✚ **Total recovery period: 45 days**

## Permanent Delete / Empty Trash:

When a user permanently deletes an email or uses Empty Trash:

- The email is not available in Trash
- It is stored only in Recover Deleted Items
- The email can be restored for 15 days only
- After 15 days, the email is permanently deleted and cannot be recovered.

✚ **Total recovery period: 15 days**

# Particular Email Restoration

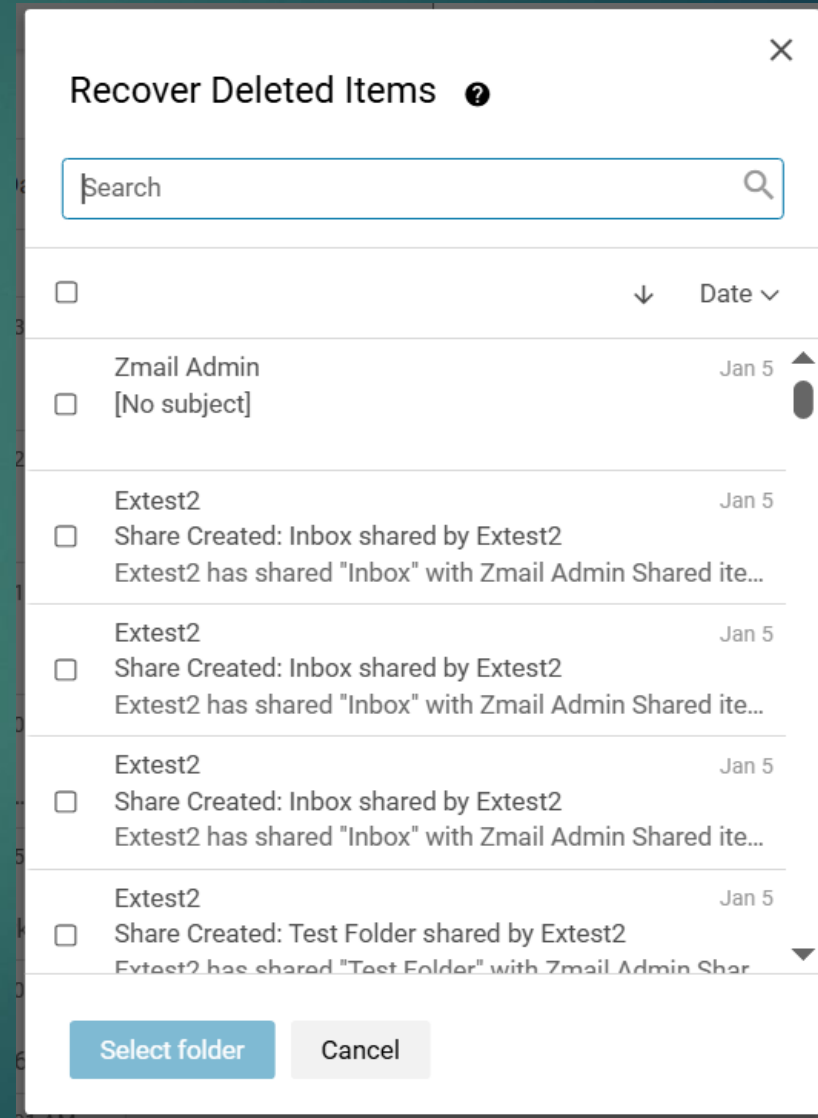
If your mail not in trash folder please check the email from Recover deleted items.

Step1: Right click on **Trash** Folder.

Step2: Select "**Recover Deleted Items**"

The recovery deleted item window will appears.  
Here we can search the deleted message by subject or sender address.

**Please read previous restoration condition.**



# Particular Email Restoration

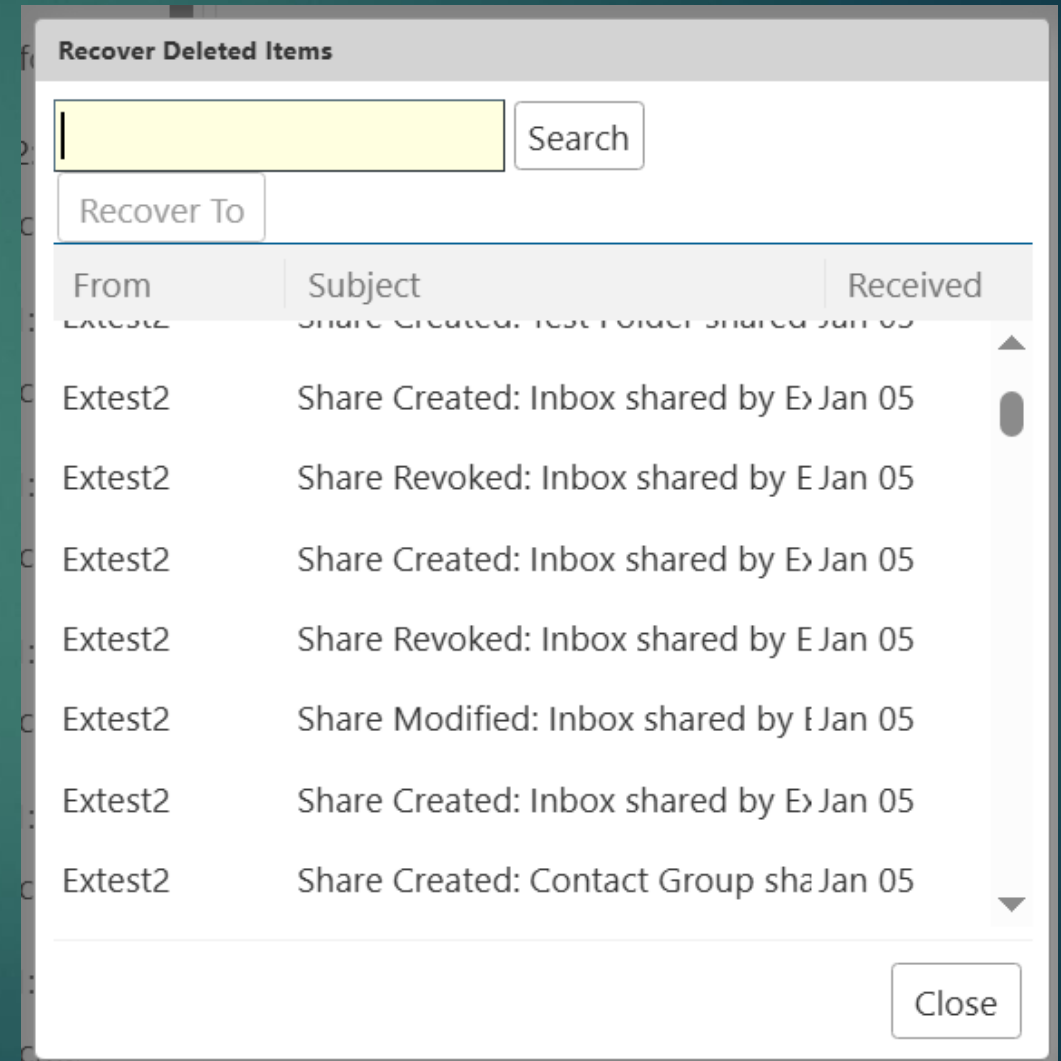
If your mail not in trash folder please check the email from Recover deleted items.

Step1: Right click on **Trash** Folder.

Step2: Select "**Recover Deleted Items**"

The recovery deleted item window will appears.  
Here we can search the deleted message by subject or sender address.

**Please read previous restoration condition.**



# **MFA Authentication by using Application**

# Zimbra MFA Verification Code

In Zimbra two different options for MFA authentication:

**Application base verification.**

**Email based verification code.**

Enabling both option at same time is the recommended. We can choose any one of them primary or preferable option.

Please refer the screenshot here I have choose the email option as preferable.

### Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred	Method	
<input type="radio"/>	Third-party authenticator app	<a href="#">Remove this method</a>
<input checked="" type="radio"/>	By email to password recovery address: zimbraiitm@smail.iitm.ac.in	<a href="#">Remove this method</a>

One-time codes

10 unused codes

Trusted devices

2 trusted devices

[Do not trust this device](#) | [Do not trust all other devices](#)

Passcodes for apps that do not support two-factor authentication

Name	Last Used
CalDEV	January 7, 2026

[+ Add a passcode](#)

Please Note: In my case when ever logging into web verification code send to verification email. We can use Application is another option.

# IITM Zimbra 2FA Authentication Options

## ❖ Web Authentication using OTP or Verification code:

- Generating OTP through APP(Google Authenticator or Microsoft Authenticator Apps).
- Generating OTP through E-Mail.
- Zimbra Outlook Connector.

## ❖ E-Mail Client Authentication using Passcode:

- Self-generated 16 Digit passcode.



# Zimbra-supported authenticator application

For the web access browser with two factors (Google Authenticator, Microsoft Authenticator).

For more details please refer the URL: <https://wiki.zimbra.com/wiki/TOTPApps>

Application	🍏 iOS	🤖 Android	🪟 Windows	🍏 MacOS
Google Authenticator	Validated 🔒	Validated 🔒	n/a	n/a
Microsoft Authenticator	Available 🔒	Available 🔒	Validated 🔒	n/a
Authy	Validated 🔒	Validated 🔒	Validated 🔒	Available 🔒
Red Hat FreeOTP	Validated 🔒	Validated 🔒	n/a	n/a
Yubico	Available 🔒	Available 🔒	Validated 🔒	Available 🔒
Oracle Mobile Authenticator	Validated 🔒	Validated 🔒	n/a	n/a



# IITM Zimbra MFA supported E-email client & configuration

## ❖ Android Mobile:

- Active Sync (**Email, Contact & Calendars are synced**)
- IMAP
- POP3

## ❖ Windows Desktop:

- Zimbra Outlook Connector (**Email, Contact & Calendars are synced**).
- IMAP configuration.
- POP3 Configuration.

## ❖ Apple Device:

- IMAP
- POP3
- CalDEV & CareDEV (**Contact & Calendars are synced**).

# MFA Application

To enable the two-factor authentication on Zimbra, please follow the steps below:

**Step1:** Go to setting.

**Step2:** Select “Accounts”

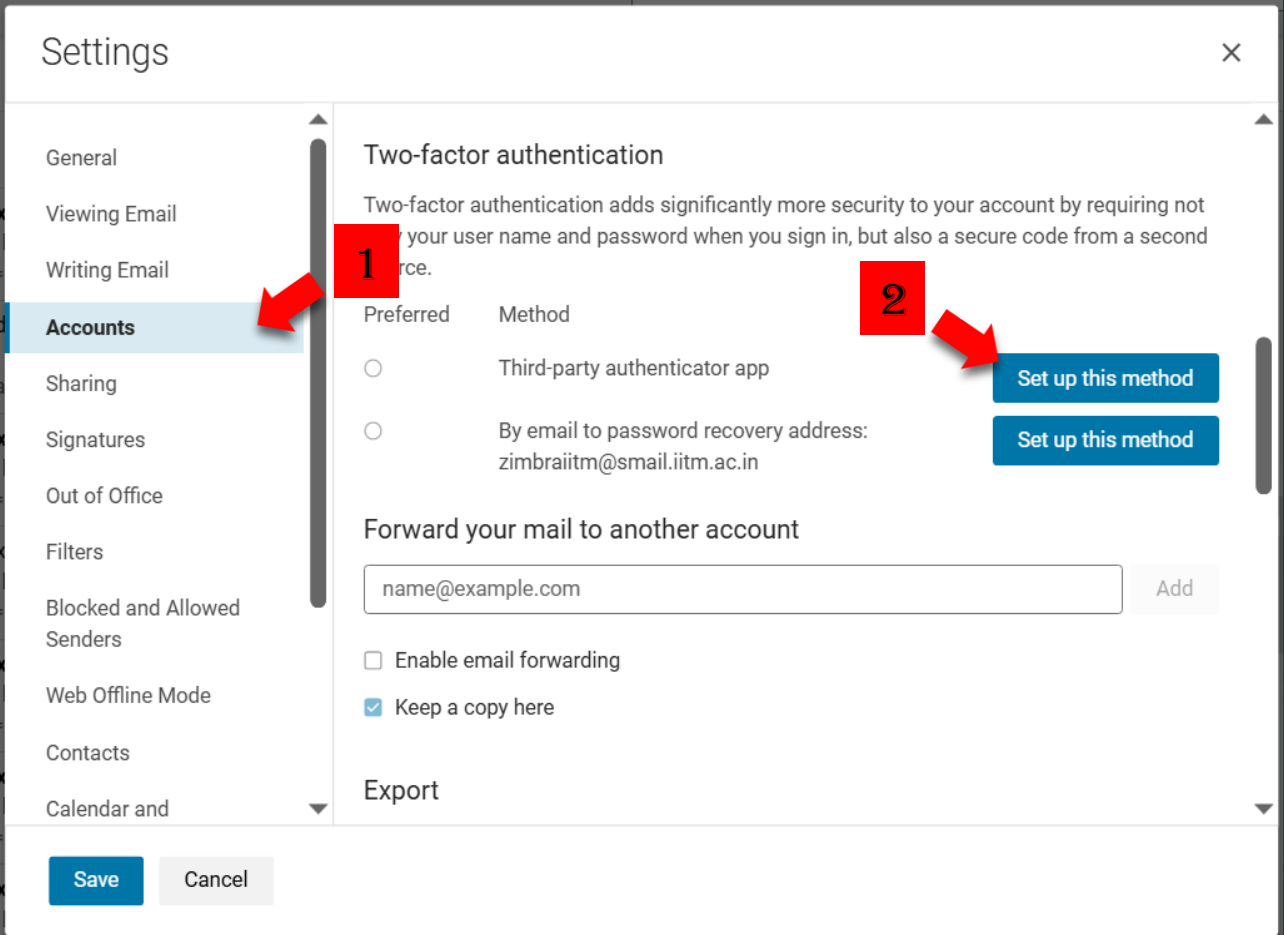
**Step3:** Navigate “Two-factor authentication”.

Please enable to both method:

- Application app
- By email to password recovery.

**Step4:** Click “Set up this method” for Application App

New setup window will appears and it ask for password verification. Please enter your LDAP Password.



The screenshot shows the Zimbra 'Settings' window. On the left sidebar, the 'Accounts' option is highlighted with a red box and a red arrow labeled '1'. The main content area shows the 'Two-factor authentication' section. It includes a description, a 'Preferred Method' section with two radio button options, and two 'Set up this method' buttons. The first option is 'Third-party authenticator app' and the second is 'By email to password recovery address: zimbraiitm@smail.iitm.ac.in'. A red box and a red arrow labeled '2' point to the 'Set up this method' button for the third-party authenticator app. Below this, there is a section for 'Forward your mail to another account' with a text input field containing 'name@example.com' and an 'Add' button. At the bottom, there are checkboxes for 'Enable email forwarding' (unchecked) and 'Keep a copy here' (checked), and an 'Export' section. At the very bottom of the window are 'Save' and 'Cancel' buttons.

Settings

General

Viewing Email

Writing Email

**Accounts**

Sharing

Signatures

Out of Office

Filters

Blocked and Allowed Senders

Web Offline Mode

Contacts

Calendar and

**Two-factor authentication**

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred Method

☐ Third-party authenticator app

☐ By email to password recovery address: zimbraiitm@smail.iitm.ac.in

**Set up this method**

**Set up this method**

**Forward your mail to another account**

name@example.com Add

☐ Enable email forwarding

☒ Keep a copy here

**Export**

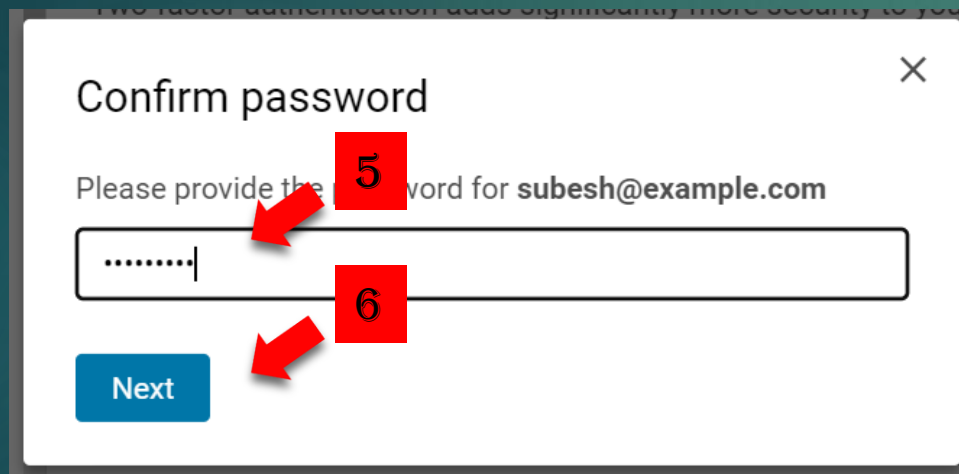
**Save** **Cancel**

**Step5:** Once we click on the “Set up this method” button, we have to enter the LDAP password for verification.

**Step6:** Then click on the “Next” button.

**Step7:** Click “Next” and install the preferred authenticated application on your mobile device for web access.

**A new wind will appear with QR Code scan option.**



Two factor authentication adds significantly more security to your account.

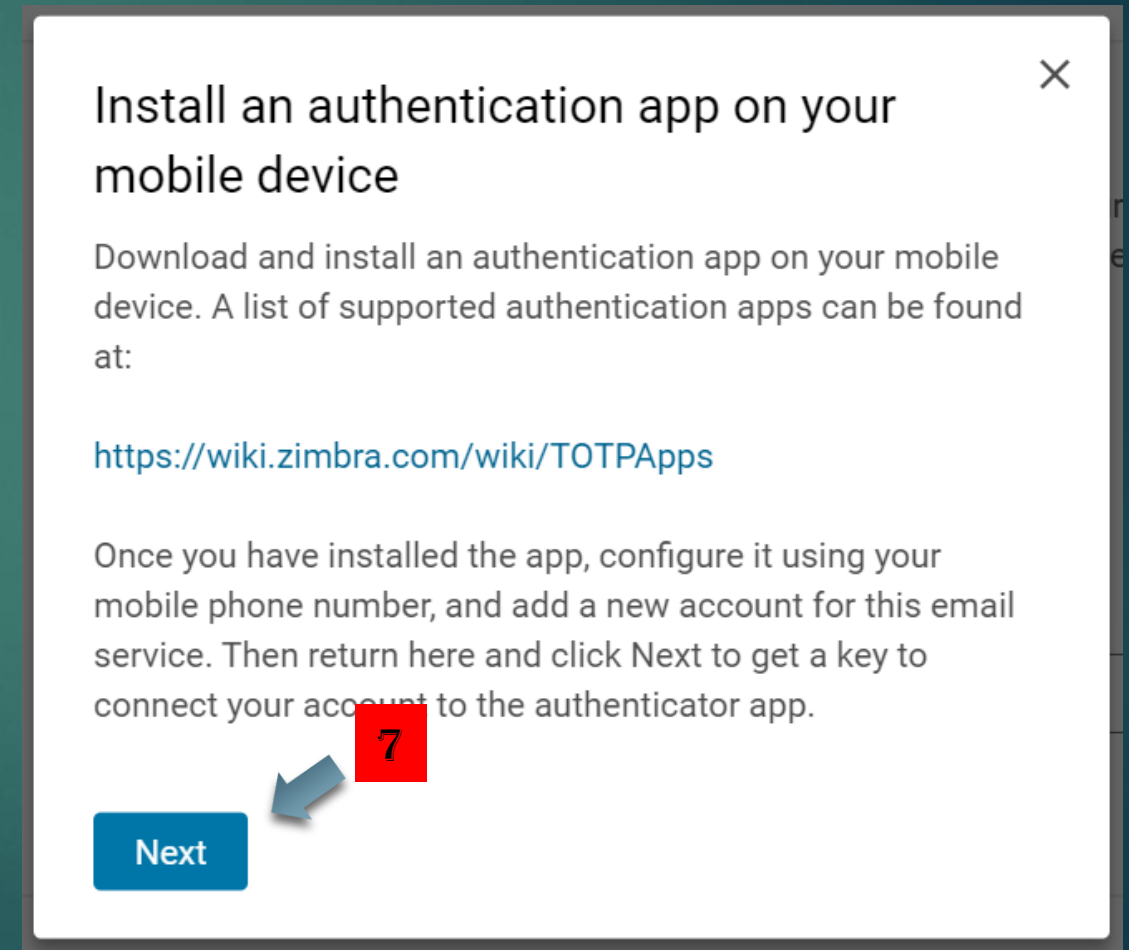
### Confirm password

Please provide the password for **subesh@example.com**

.....|

Next

Diagram annotations: A red box with the number 5 points to the password input field. A red box with the number 6 points to the 'Next' button.



### Install an authentication app on your mobile device

Download and install an authentication app on your mobile device. A list of supported authentication apps can be found at:

<https://wiki.zimbra.com/wiki/TOTPAppls>

Once you have installed the app, configure it using your mobile phone number, and add a new account for this email service. Then return here and click Next to get a key to connect your account to the authenticator app.

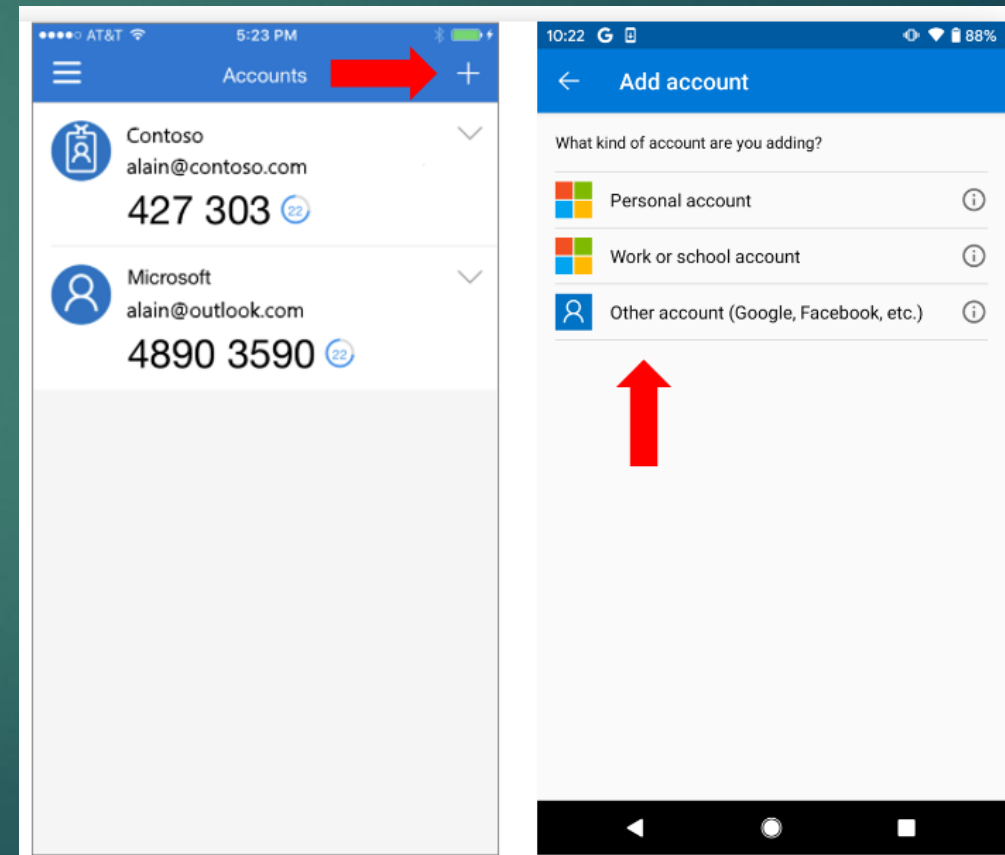
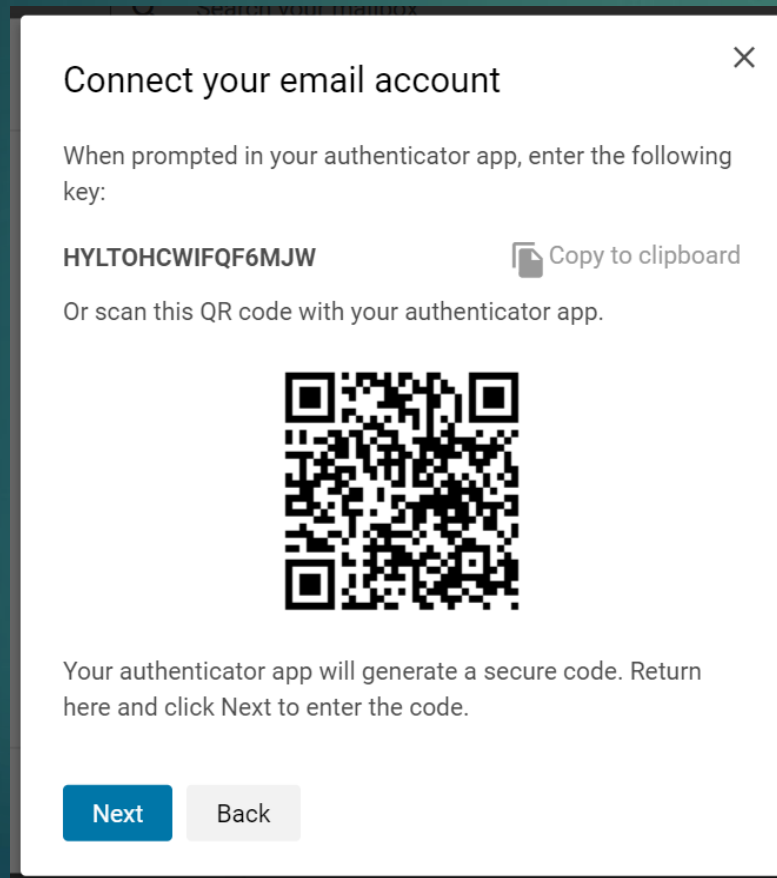
Next

Diagram annotations: A red box with the number 7 points to the 'Next' button.

**We have to configure the mobile for MFA code.**

**Step8:** We have to scan the QR Code to configure MFA in mobile.

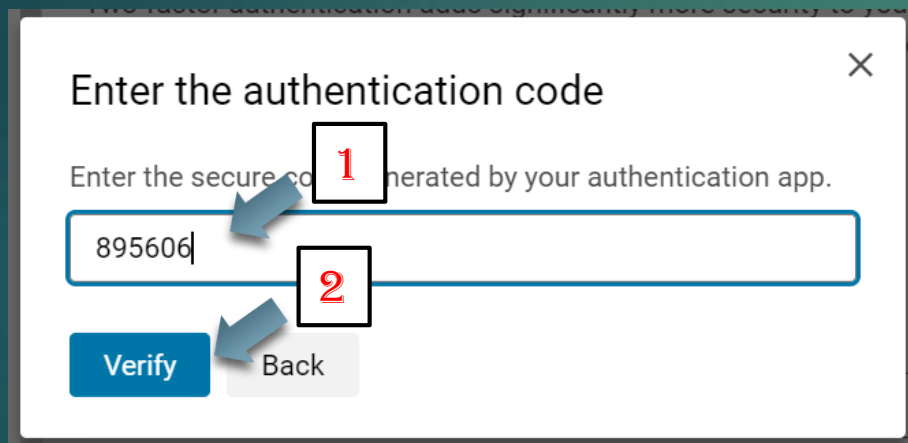
**Please Note:** here we have a screenshot reference for Microsoft authenticator app, If your using different application please add configure MFA Respectively.



**Step9:** After setup your authenticator app, Enter the authentication code for verification.

**Step10:** After Verification succeed click "finish".

**MFA configuration is completed.**

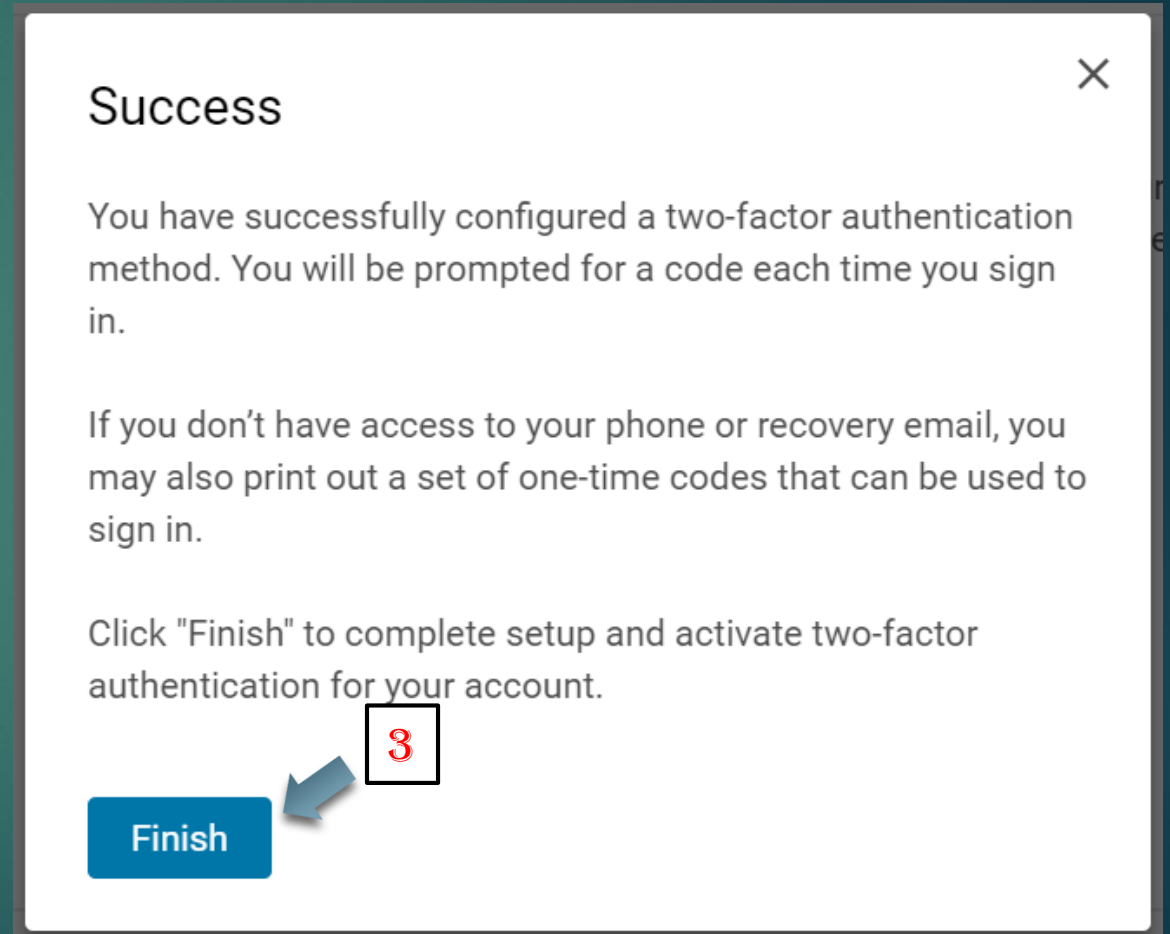


Enter the authentication code

Enter the secure code generated by your authentication app.

895606

Verify Back



Success

You have successfully configured a two-factor authentication method. You will be prompted for a code each time you sign in.

If you don't have access to your phone or recovery email, you may also print out a set of one-time codes that can be used to sign in.

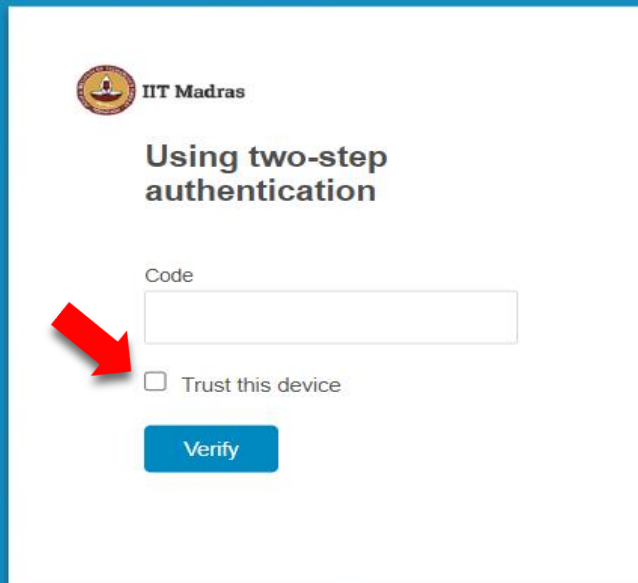
Click "Finish" to complete setup and activate two-factor authentication for your account.


Finish

### After MFA enabled:

When ever login your account, we have to entering the verification code. This code is changed every 30 seconds once new code generated.

If we use the trust this device option, We can avoid the authentication code for that trusted device.  
[This is not good practice to secure data].

The image shows a screenshot of the IIT Madras two-step authentication interface. At the top left is the IIT Madras logo, followed by the text "IIT Madras". Below this, the heading "Using two-step authentication" is displayed. Under the heading is a text input field labeled "Code". A red arrow points to a checkbox labeled "Trust this device" located below the code field. At the bottom of the form is a blue button labeled "Verify". The entire interface is set against a white background with a blue border.

 IIT Madras

Using two-step authentication

Code

☐ Trust this device

Verify

To remove the trusted device from Zimbra, Please login to the same trusted device and follow the same.

Go to settings → Accounts → Expand Default account → Scroll down find the Two factor authentication → Click “Do not trust this device” option.

To remove other device from trusted, please use the Do not trust all other device.

Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred

Method

☐

Third-party authenticator app

Remove this method

One-time codes

10 unused codes

Trusted devices

2 trusted devices

Do not trust this device | Do not trust all other devices



# **MFA Authentication using Email**

# Zimbra MFA Verification Code

In Zimbra two different options for MFA authentication:

**Application base verification.**

**Email based verification code.**

Enabling both option at same time is the recommended. We can choose any one of them primary or preferable option.

Please refer the screenshot here I have choose the email option as preferable.

### Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred	Method	
<input type="radio"/>	Third-party authenticator app	<a href="#">Remove this method</a>
<input checked="" type="radio"/>	By email to password recovery address: zimbraiitm@smail.iitm.ac.in	<a href="#">Remove this method</a>

One-time codes [10 unused codes](#)

Trusted devices [2 trusted devices](#)  
[Do not trust this device](#) | [Do not trust all other devices](#)

Passcodes for apps that do not support two-factor authentication

Name	Last Used
CalDEV	January 7, 2026

[+ Add a passcode](#)

Please Note: In my case when ever logging into web verification code send to verification email. We can use Application is another option.

# Mail password recovery

To enable the two-factor authentication on Zimbra, please follow the steps below:

**Step1:** Go to setting.

**Step2:** Select “Accounts”

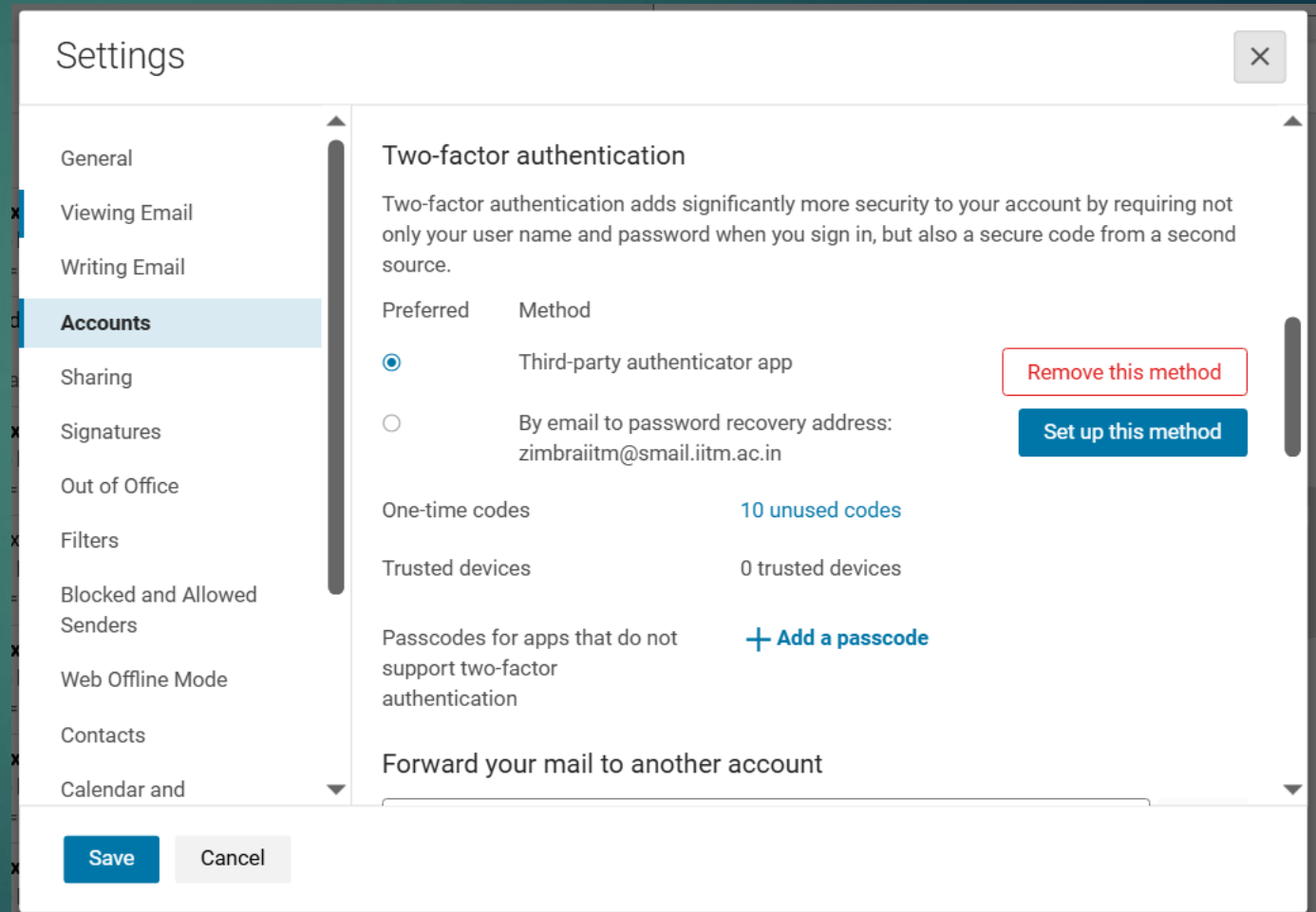
**Step3:** Navigate “Two-factor authentication”.

Please enable to both method:

- Application app
- By email to password recovery.

**Step4:** Click “Set up this method” for Email method.

New setup window will appears and it ask email address where the verification code need to send.



The screenshot shows the Zimbra 'Settings' window with the 'Accounts' section selected in the left sidebar. The 'Two-factor authentication' section is active, displaying a description and two methods. The first method, 'Third-party authenticator app', is selected with a radio button and has a 'Remove this method' button. The second method, 'By email to password recovery address: zimbraiitm@smail.iitm.ac.in', is unselected and has a 'Set up this method' button. Below these, it shows 'One-time codes' as '10 unused codes' and 'Trusted devices' as '0 trusted devices'. There is also a link to '+ Add a passcode' for apps that do not support two-factor authentication. At the bottom, there are 'Save' and 'Cancel' buttons.

Preferred	Method	Action
<input checked="" type="radio"/>	Third-party authenticator app	<a href="#">Remove this method</a>
<input type="radio"/>	By email to password recovery address: zimbraiitm@smail.iitm.ac.in	<a href="#">Set up this method</a>

One-time codes: 10 unused codes

Trusted devices: 0 trusted devices

Passcodes for apps that do not support two-factor authentication: [+ Add a passcode](#)

Forward your mail to another account

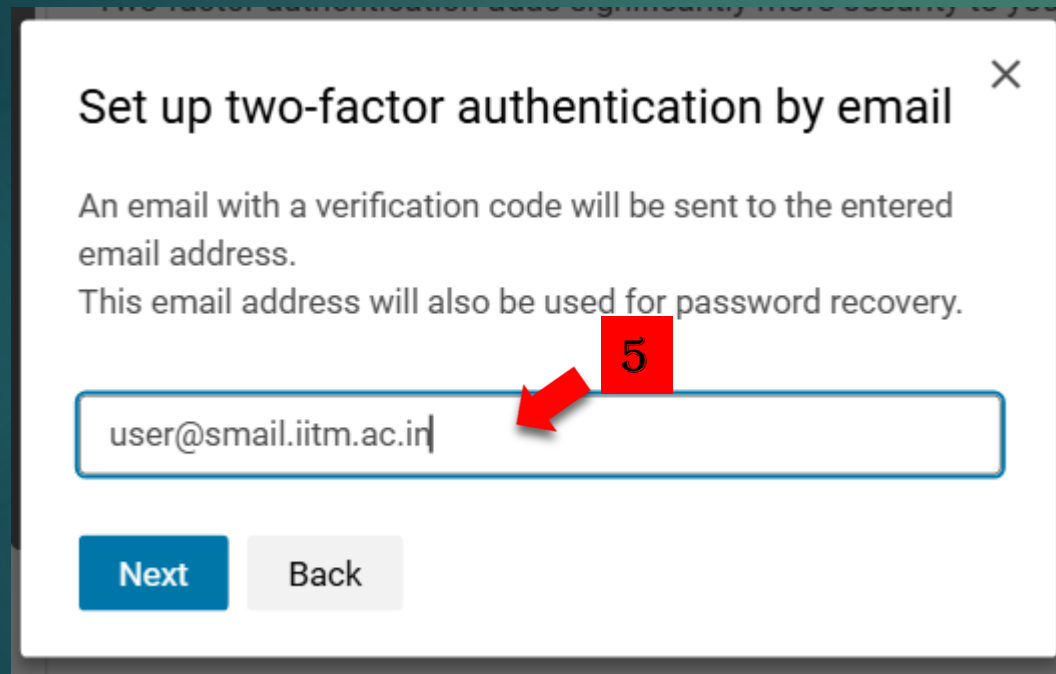
[Save](#) [Cancel](#)

**Step5:** From 2fa window enter email address like: [user@smail.iitm.ac.in](mailto:user@smail.iitm.ac.in).

**Step6:** Click “Next”

**Step7:** In new window, we have to enter the LDAP password for verification.

**After enter the LDAP password, An verification code email sent to respective email address.**



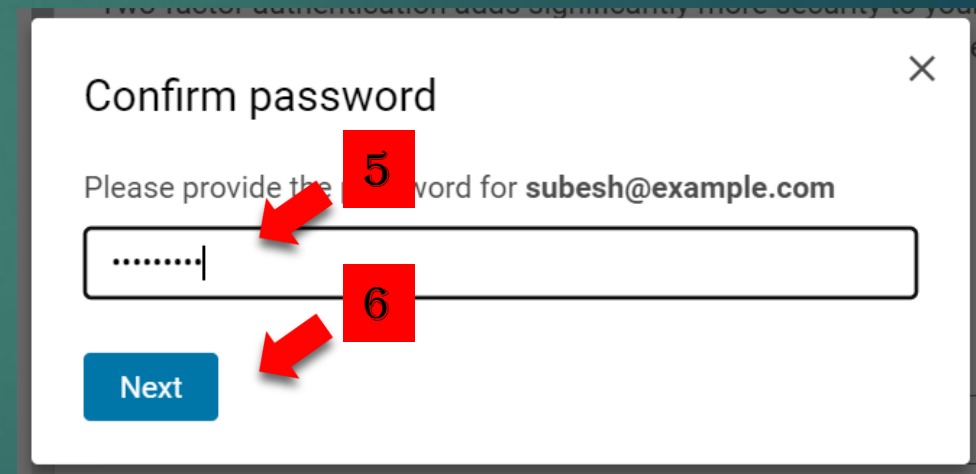
Set up two-factor authentication by email

An email with a verification code will be sent to the entered email address.  
This email address will also be used for password recovery.

**5**

Next Back

This screenshot shows a dialog box titled "Set up two-factor authentication by email". It contains instructions about receiving a verification code and using the email for password recovery. A text input field contains the email address "user@smail.iitm.ac.in". A red arrow points to this field, with a red box containing the number "5" next to it. At the bottom, there are "Next" and "Back" buttons.



Confirm password

Please provide the password for subesh@example.com

**5**

**6**

Next

This screenshot shows a dialog box titled "Confirm password". It asks the user to provide their password for "subesh@example.com". A password input field shows masked characters ".....". A red arrow points to this field, with a red box containing the number "5" next to it. Another red arrow points to the "Next" button, with a red box containing the number "6" next to it.

**Step8:** Please enter received verification code.

**Step9:** After Verification succeed click "finish".

**MFA by using Email , Is completed.**

×

## Verify recovery email address

A verification code has been sent to:  
zimbraiitm@smail.iitm.ac.in  
Enter the code below. Not in your inbox? Check your Spam folder.

e.g. A2VL64

Verify

Back

[Resend code](#)

×

## Success

You have successfully configured a two-factor authentication method. You will be prompted for a code each time you sign in.

If you don't have access to your phone or recovery email, you may also print out a set of one-time codes that can be used to sign in.

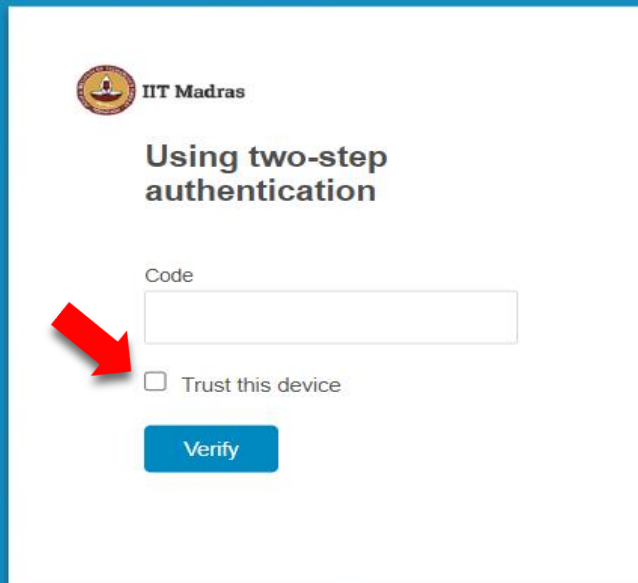
Click "Finish" to complete setup and activate two-factor authentication for your account.

Finish

### After MFA enabled:

When ever login your account, we have to entering the verification code. This code is changed every 30 seconds once new code generated.

If we use the trust this device option, We can avoid the authentication code for that trusted device.  
[This is not good practice to secure data].

The image shows a login interface for IIT Madras. At the top left is the IIT Madras logo and name. Below it, the text "Using two-step authentication" is displayed. There is a text input field labeled "Code". Below the input field is a checkbox labeled "Trust this device". A red arrow points to the checkbox. At the bottom is a blue button labeled "Verify".

IIT Madras

Using two-step authentication

Code

☐ Trust this device

Verify

To remove the trusted device from Zimbra, Please login to the same trusted device and follow the same.

Go to settings → Accounts → Expand Default account → Scroll down find the Two factor authentication → Click “Do not trust this device” option.

To remove other device from trusted, please use the Do not trust all other device.

Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred

Method

☐

Third-party authenticator app

Remove this method

One-time codes

10 unused codes

Trusted devices

2 trusted devices

Do not trust this device | Do not trust all other devices



# IITM Zimbra Export or Import user Account

# Export Options

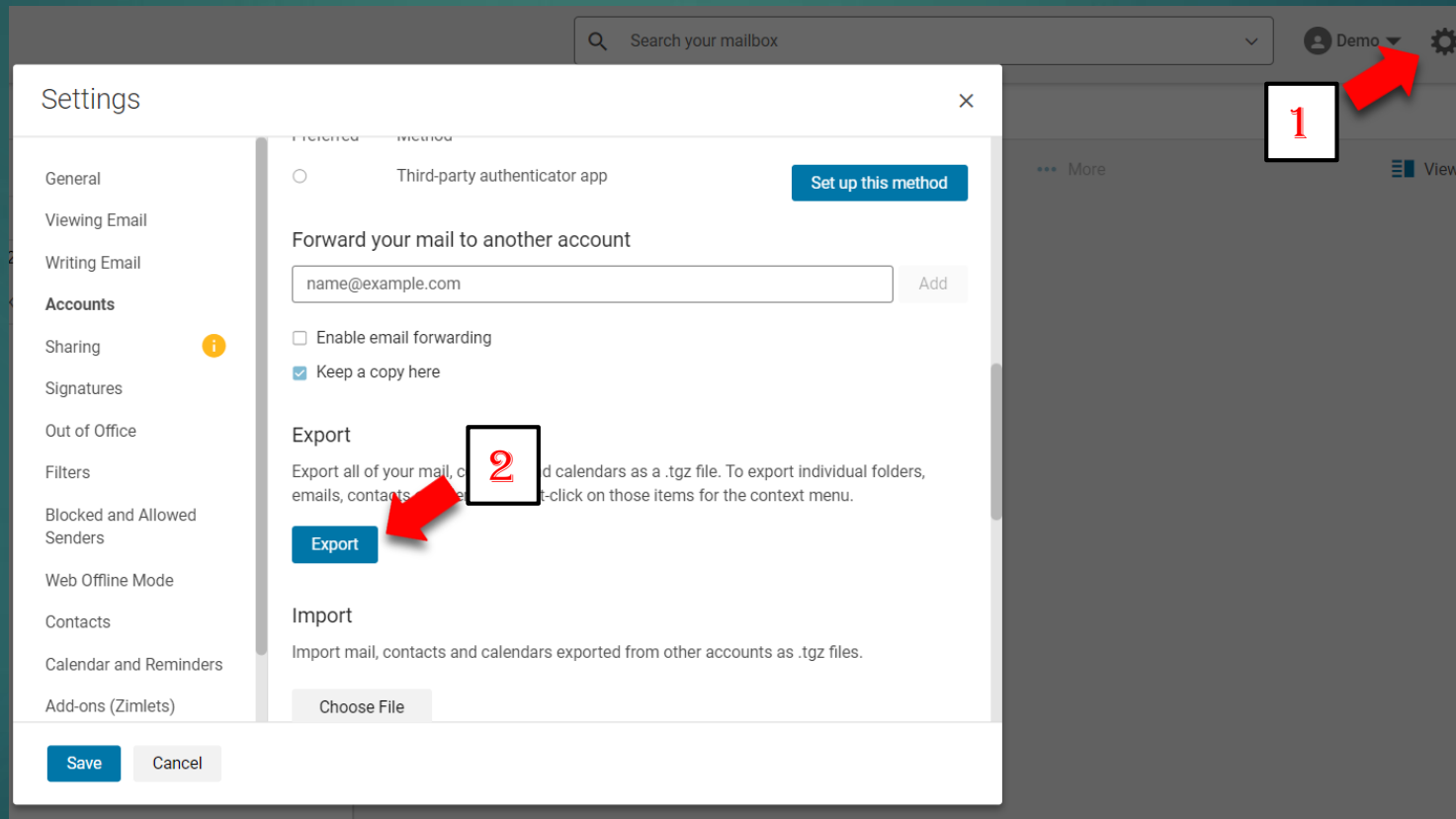
## Modern Console:

In modern console, From the settings we have the option to export the overall mailbox in ".tgz" format. It includes email, contacts, and calendar details.

If we want to export or import a particular contact or calendar, right-click on the respective email, contact, or calendar folder to export or import.

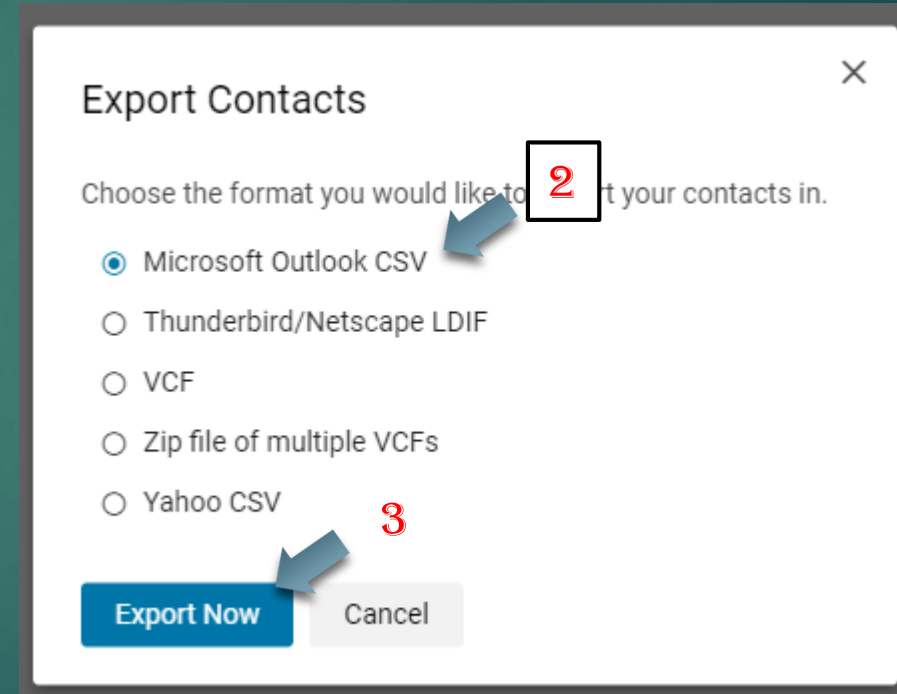
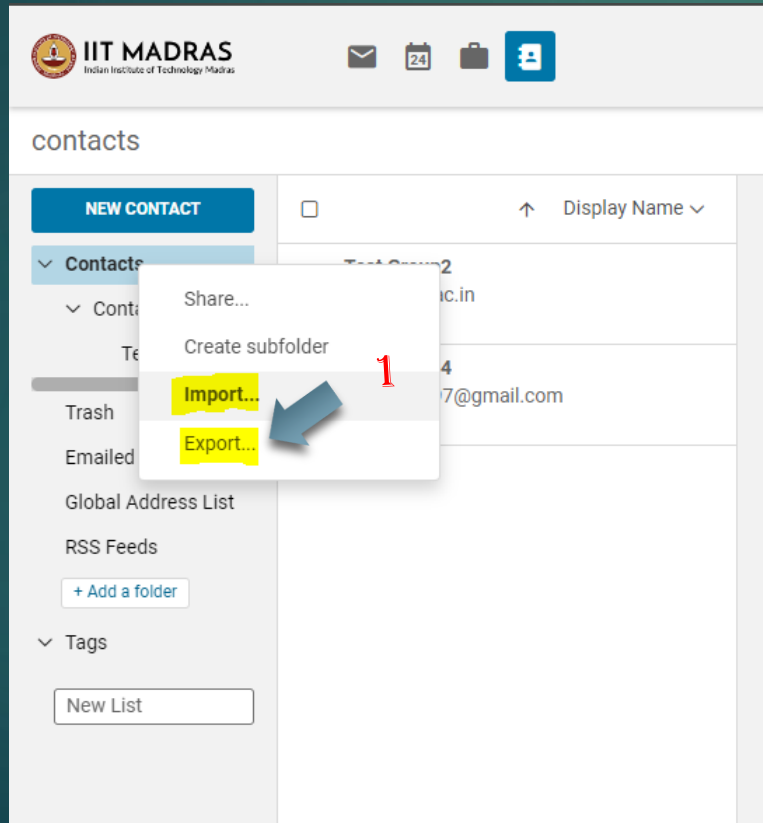
To export your overall email and contact and calendar please use following steps:

Go to Settings → Accounts → Expand the “DEFAULT” → Scroll down to find export & Import option → Click “Export” button.



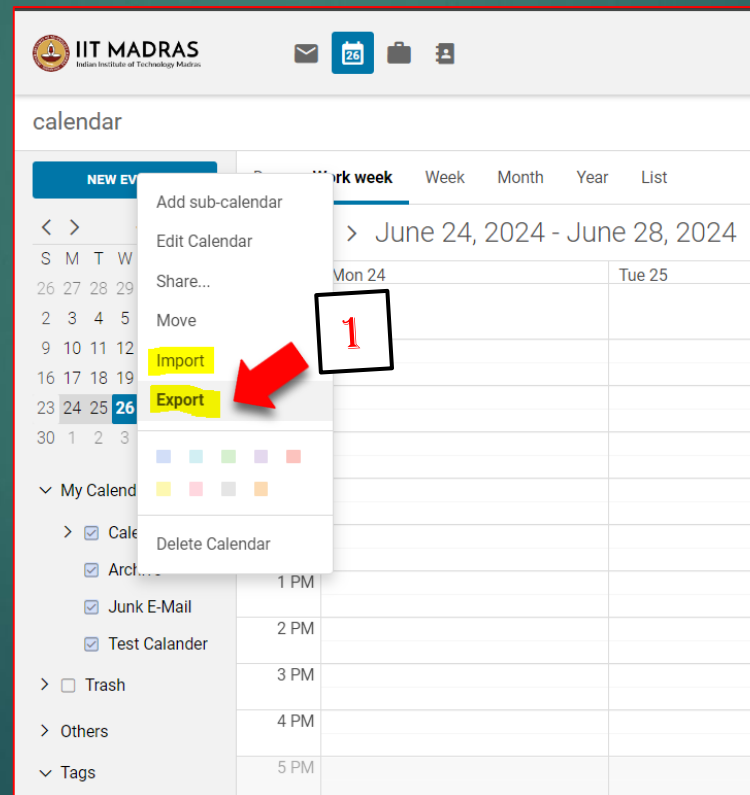
By using following steps we can export particular folder of contact.

- Go to contacts menu → Right click on preferred contact folder → Select “Export” → Select you preferred export type → Click “Export Now” Button.
- By exporting the CSV file we can re-upload in your zimbra account or Microsoft outlook software, For Thunderbird we can choose LDIF format.



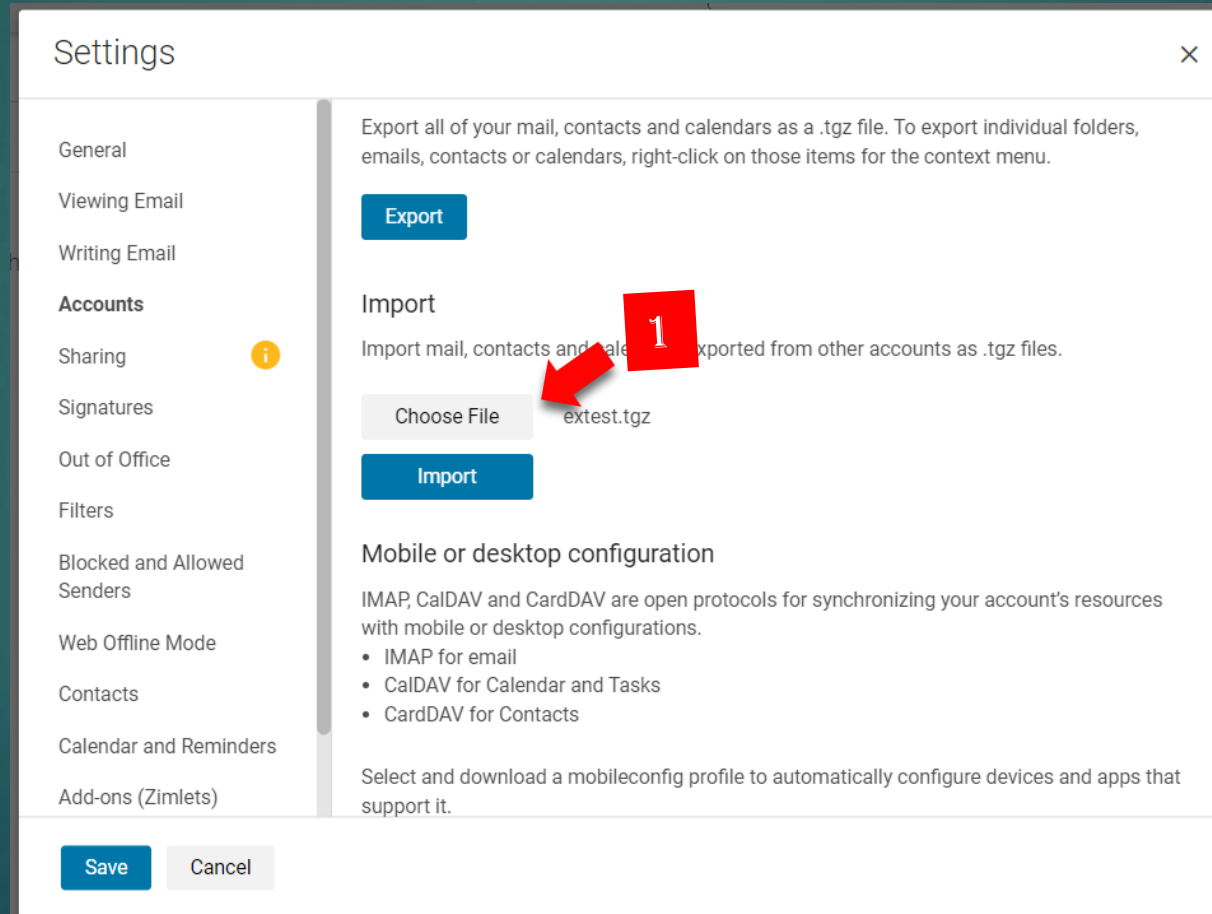
By using following steps we can export particular folder of contact.

- Go to Calendar menu → Right click on preferred calendar folder → Select “Export” → Click “Export Now” Button.
- All the calendar details will export in the format of “.ics” file, we can re-upload in your zimbra account or Microsoft outlook software, Thunderbird client as well.



In modern console to Importing the exported .tgz file, Please refer the following steps.

Go to Settings → Click on “Accounts” → Select “DEFAULT” → Scroll down and find “Import” → Choose your tgz file by using option “Choose File” → Then Click “Import” Button → Once the import is completed “Import Complete” Popup.



# Zimbra Attachment size limitation

## Internal & External Sending Message Size Limit:

Zimbra Mta Max Message Size: 52428800 (50 MB)

Zimbra File Upload Max Size : 26214400 (25 MB)

## Please note:

- ❖ Message size Limits only for sending, Not for receiving.
- ❖ And based on attachment size email delivery will get delay



# Zimbra Supported E-Mail Clients & configuration options

Zimbra Supported E-Mail Clients and Configuration Options		
Device	Application or Software's	Configuration Options
Mobile	Gmail App	IMAP & POP3, <b>Active Sync (Email, Contacts, Calendar)</b>
	Outlook App	IMAP & POP3, <b>Active Sync(Email, Contacts, Calendar)</b>
	thunderbird	IMAP & POP3
Windows Desktop	Outlook Software (Version: 2013, 2016,2019)	IMAP, POP3, <b>Zimbra Outlook Connector Method (Email, Contacts, Calendar)</b>
	Outlook O365	IMAP, POP3
	Thunderbird	IMAP & POP3
iPhone	Gmail App	IMAP & POP3, <b>CalDAV &amp; CardDAV (Contacts, Calendar)</b>
MAC Device	Apple Mail Client	IMAP & POP3, <b>CalDAV &amp; CardDAV (Contacts, Calendar)</b>
	Thunderbird	IMAP & POP3

Please note: Configuration steps available from CC Web Site: <https://cc.iitm.ac.in>