



eXo Collaboration Mail

Version 2.0

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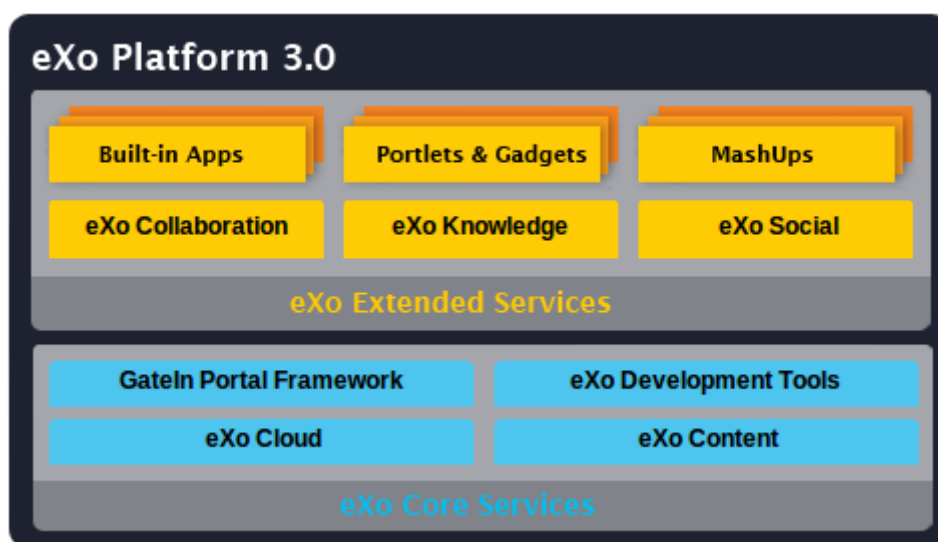
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1 Preface

1.1 Overview

Beginning as an Open Source project in the year 2002, eXo is well-known as the industry's first Java portlet container. With the aim of dominating the potential portal market through robust and easy-to-use applications, eXo Project succeeded in attracting consumers in the whole world. eXo actually opened the floodgates to various options in many markets, and customers have been choosing eXo as the best method for their success.

The eXo Platform™ software is a powerful Open Source corporate portal and content management system. Users of the platform have a customized single point of access to the company's information system and resources.



Developed on eXo Platform 3.0, eXo Collaboration Suite is one of eXo Extended Services that provides a rich, Web 2.0 browser-based interface with comprehensive messaging and indexing; archival and search capabilities; shared calendars, address books, emails and much more features. Accordingly, eXo Mail is an open-source mail client that is built on the eXo WebOS foundation with a variety of new features designed to make your e-mail experience more productive and convenient, as a new way to view your mails inbox and conversation and help minimizing risks and annoyances such as phishing and junk e-mail, etc. With eXo Mail, you are easy to approach the basics such as writing, reading, finding and much more.

1.2 Why uses eXo Mail

The application provides many useful features to users as summarized below:

- User Interface is clean with drag-and-drop and right-click contextual menus.
- Users can create and use multiple accounts, so different email addresses can be displayed in the same web interface.

- With multiple views, users can see in various ways, including list, thread or conversation.
- Message tags will make it easier to find and sort archived content.
- Filtering function allows users to define rules to contain results as fast as possible.
- Rich Text Editor provides users with message display and composition.
- Many standard mail protocols, such as POP3, IMAP, SMTP, SSL are supported.
- Calendar Integration helps accepting received event invitations in one-click and creating new calendar events without having to leave the inbox.

1.3 About this document

The book was written as a detailed manual, aiming at instructing step-by-step on how to use and implement this application to the utmost. Thus, the information included herein will give basic steps that makes it easy for users to follow through in-depth examples as well as clear explanations regarding to the eXo Knowledge technology. Whether you major in technology or not, you are able to learn about or work on eXo FAQs & Answers easily and efficiently.

The material is useful for anyone interested in learning and using the Mail application, especially for users who have administration privileges. It covers administration of users, permissions and all management actions.

From above, the aim of Mail User Guide can be summarized as follows:

- Define some basic concepts used in the Mail application.
- Show the main instructions of the Mail application.
- Guide step-by-step to do basic actions.

1.4 References & Related documents

Information

- [eXo Home Page](#)
- [eXo Wiki](#)

Support

- [Forums](#)
- [FAQ](#)

Download

- [eXo Content](#)
- [eXo Development tools](#)

- [Gatein Portal Framework](#)
- [eXo Collaboration](#)
- [eXo Knowledge](#)
- [eXo Social](#)

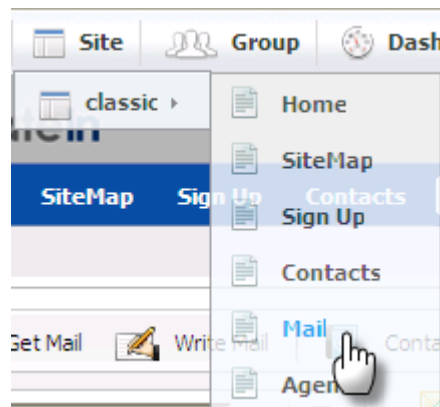
Resource Center

- [Video demos, tutorials, webinar archives, features & benefits tables and more](#)

2 Overall Introduction of eXo Mail

eXo Mail is a webmail application of GateIn. With the webmail, you can receive your emails whenever and wherever just by using a common web browser such as: Internet Explorer, Firefox or Safari, etc. It is a web based interface that allows you to view your emails through the Internet without downloading it to your computer. Users can keep updated and receive all important messages, files and pictures at all times and easy for users to look for and view messages. This is actually an efficient and economic communication mean via Internet. Additionally, eXo Mail is smoothly integrated with other Collaboration Suite modules such as Address Book and Calendar.





To go to eXo Mail, click **Site** on the main bar and select **Classic** → **Mail** in the menu.



3 Mail Administration

Firstly, you need to have a GateIn account to use eXo Mail. You can register a new one or use your existing account. On a standard CS portal, we have configured some accounts with specific roles:

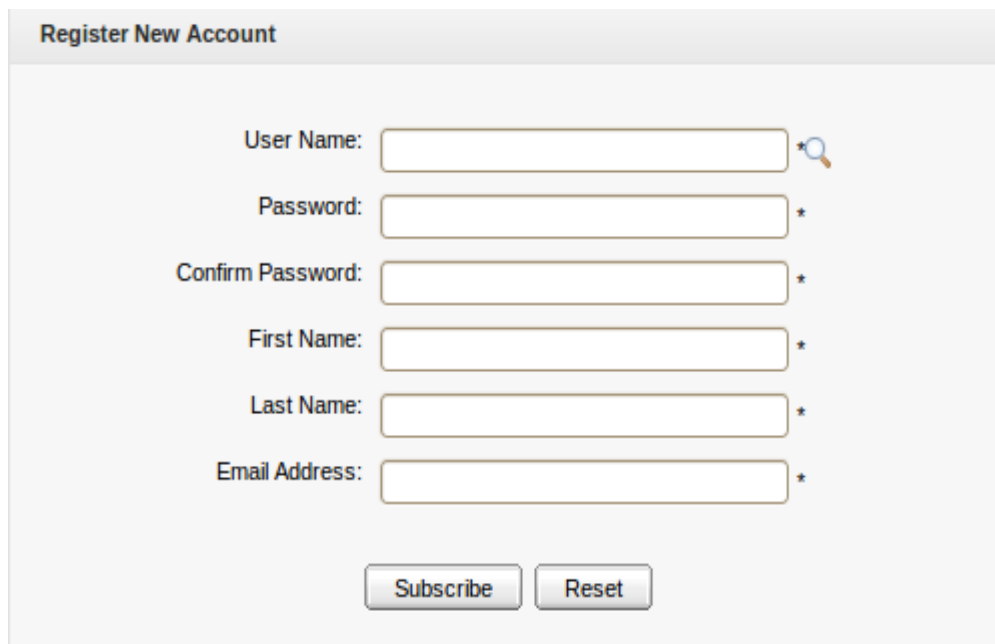
Try GateIn 3.0 with one of these user accounts:

Administrator Username: root Password: gtn 	Manager Username: john Password: gtn 	User Username: mary Password: gtn 	Demo Username: demo Password: gtn 
--	--	--	---

3.1 Register A New Account

Unregistered users visiting the portal will be limited to several contents and applications which are not set as public. Meanwhile, users who want to access in-depth contents or perform some actions in various applications, they should register by themselves and then contact the portal administrators to gain certain rights or permissions. To register a new account, do as follows:

Step 1: Click **Register** on the upper right corner of the homepage. The **Register New Account** form will appear.



The image shows a web form titled "Register New Account". It contains six input fields: "User Name:" with a search icon, "Password:" with an asterisk, "Confirm Password:" with an asterisk, "First Name:" with an asterisk, "Last Name:" with an asterisk, and "Email Address:" with an asterisk. At the bottom are two buttons: "Subscribe" and "Reset".

Illustration 1: Register New Account

Details:

User Name	The user's login name that must be unique with at least 3 characters.
Password	The password used to login that must have at least 6 characters.
Confirm Password	The re-typed password. The Password and Confirm Password must be the same.
First Name	The user's first name which must start with a character.
Last name	The user's last name which must start with a character.
Email Address	The user's email which must be in the right format, for example: username@abc.com.

These are required fields, the **User Name** must contain only alpha, digit and underscore characters and must be unique.

Step 2: Enter values for fields in this form.

Step 3: Click **Subscribe** to accept adding a new account or **Reset** to clear the entered values. After you click the **Subscribe** button, there will be a message which informs that you have registered your account successfully.

Step 4: Click **OK** to finish creating your account.

There will be an alert message which informs that you can not add a new account, such as:

- The **User name** is existing or **User Name** is invalid.

- The **Password** has less than 6 characters.
- **Password** and **Confirm Password** must be the same.
- Your **email address** is invalid. Please enter a different address.
- The field (field name) is required.

After adding a new account, contact your administrator to get rights or only be a visitor.



The magnifying glass icon is used to search whether the entered User Name exists or not. Once a user has registered by himself or the administrator has created a new account, the new user will become a part of the group "/platform/users" with membership by default.

3.2 Sign In/Sign Out

3.2.1 Sign In

The function allows you to go into the portal and/or **Answers** in the private mode.

To sign in, do as follows:

Step 1: Go to the portal in the public mode by inputting URL in the address bar (e.g: <http://localhost:8080/portal>).

Step 2: Click the **Sign in** link at the top right of portal if you are in the Classic portal.

The **Sign in** form will appear:

Illustration 2: The Sign in form

Details:

User name	The registered user name (*required).
Password	The registered password (*required).
Remember My Login	The checkbox helps users automatically sign in a portal without signing in again for the next time.
Forgot your User Name/Password?	The link helps users retrieve user name and password when they forgot.

Step 3: Sign in by the administrator account.

Step 4: Complete signing in by clicking the **Sign in** button.

In case the **User name** does not exist or the inputted **User name/Password** is invalid, there will be an alert message and you can not add a new account if at least one of these cases occurs:

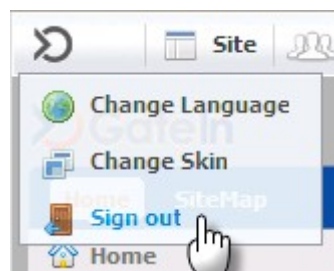
- The **User name** is existing or **User Name** is invalid.
- The **Password** has less than 6 characters.
- The **Password** and the **Confirm Password** are not the same.
- The **Email Address** is invalid format.
- The required fields are blank (empty).

After signing in, you will be redirected to the authenticated homepage.

3.2.2 Sign Out

The function allows you to get back to the anonymous portal. It ends your current portal session.

To sign out, click **Sign out** in the Star menu list on the administration toolbar:



3.3 Account Management


In order to get mails from the other mail service to eXo Mail, you need to create an account in eXo Mail which connects to a real existing email account. eXo Mail allows you to manage your account such as adding, editing, deleting accounts which may get mails from different mail

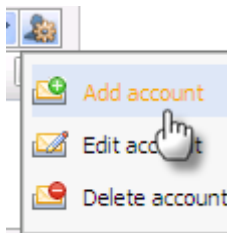
services at one time.

3.3.1 Add an account

The function is used to add an account in eXo Mail through step 1 to step 5.

To add an account, do as follows:

Step 1: Open the **Create a new account** form by clicking the icon  and then select **Add account** in the drop-down list:



The **Create a new account** form will appear with 5 steps that correspond to 5 tabs.

Step 2: Fill values in step 1. This step allows you to add basic information: **Account name** and **Description**.

Create a new account

Step 1 : Account name & description

- Enter the name to identify this particular account, for example "Marry at work".
- Write some description about your account, for example "This is the account I use for emails at work".

Account name *

Description

Steps: **1** 2 3 4 5

Next Cancel

Illustration 3: Step 1: Account name & description

Details:

Account name The account name which will be displayed in the account list. (Required).

Account description The account's brief description.

Step 3: Click **Next** or the number **2** to go to and fill values in the **Step 2**. The **Mail identify settings** form will be displayed:

Create a new account

Step 2 : Mail identity settings

- Mail identity is the name and email address used in your email correspondence. Each mail account has an identity, which is the information that identifies you to mail recipients when they receive your mails.

Your display name *

Email address *

Reply-to address

Signature

Steps: **1** **2** 3 4 5

Back Next Cancel

Illustration 4: Step 2- Mail Identity settings of the Create a new account form

Details:

Your display name The name to be displayed when you use the account. This name will be displayed together with user's email address when the user composes a new message. (*Required).

Email address The email address which corresponds to the account. It must be exactly. (*Required).

Reply – to Address The email address that will receive all replies. (Not required).

Signature The signature which is displayed at the bottom of your message.

Step 4: Click **Next** or the number **3** to go to and fill values in the **Step 3**, the **Server information** form is displayed.

Create a new account

Step 3 : Server information

- Select the type of mail service you are using.
- Enter the incoming and outgoing mail server, for example: mail.yourcompany.com
- If in doubt, ask your system administrator.

Service type:

Incoming mail server: *

Use incoming SSL: ☒

Outgoing mail server: *

Use outgoing SSL: ☒

Steps: **1** 2 3 4 5

Back Next Cancel

Illustration 5: Step 3 – Server information of the Create a new account form

Details:

Server Type	Type of the mail server. There are two choices: POP3 (Post Office Protocol version 3) is a protocol to get email from a remote server or IMAP (Internet Message Access Protocol) which retrieves e-mail from a remote server over a TCP/IP connection. By default, 'pop3' is selected.
Incoming mail server	The incoming mail server of the email provider which you are using. In order to properly use, users need to configure this field. Each email provider has different incoming mail server. By default, the value of this field is 'pop.gmail.com'.
Use incoming SSL	The option allows using SSL (Secure Sockets Layer) or not. SSL is cryptographic protocol which provides secure communication on Internet such as web browsing, email, Internet faxing, etc. Incoming SLL allows using SSL to check incoming emails.
Outgoing mail server	The outgoing mail server of the email provider that corresponds to the incoming mail server. By default, the value of this field is 'smtp.gmail.com'.
Use outgoing SSL	This option is to use SSL to send mail in the Mail application.

Step 5: Click **Next** or the number **4** to go to and fill value in the **Step 4**. The **Create a new account** form is displayed:

Create a new account

Step 4 : User name & password

- Enter user name and password to connect on the mail server.

User name *

Password *

Save password ☒

Do not download all messages (IMAP only) ☒

Limit to messages arrived since

Steps: **1** 2 3 **4** 5

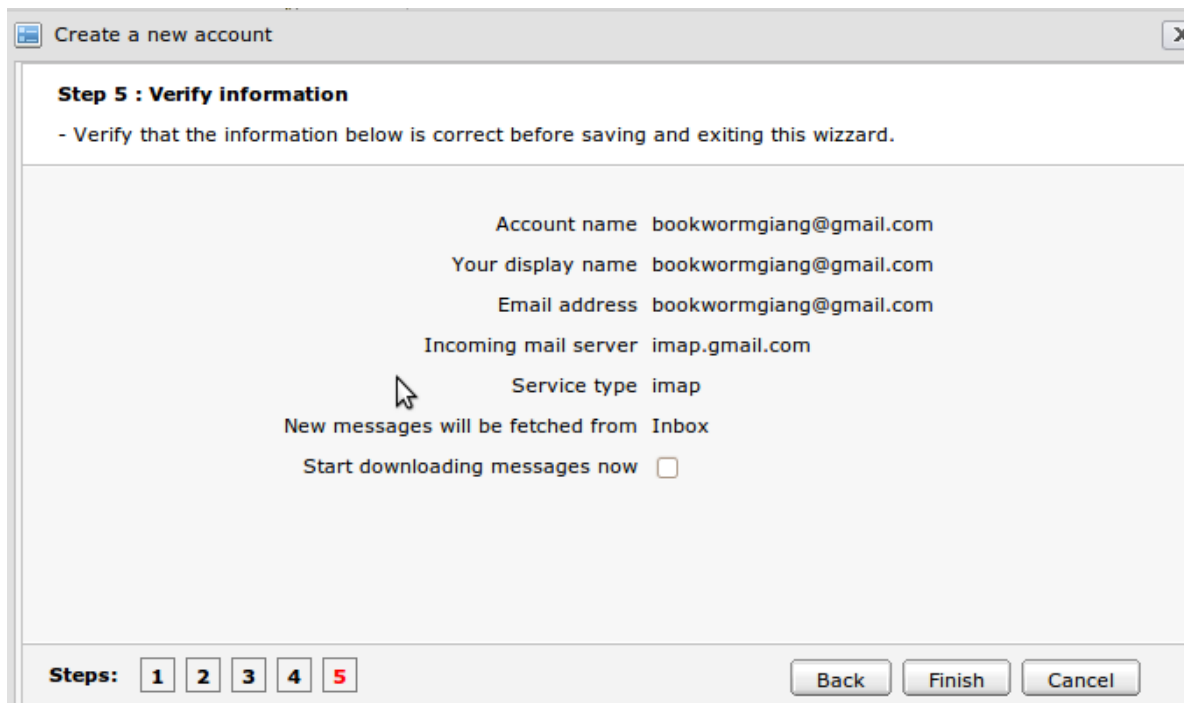
Back Next Cancel

Illustration 6: Step 4- User name & password of the Create a new account form

Details:

User Name	The email address which is used in eXo mail without logging in directly. (*Required).
Password	The password that corresponds to the email address in 'User name'. It will be used to archive your mail in 'User name' as you use it to sign in your mail. (*Required).
Save password	The option allows saving password or not. If this option is checked, each time when you check mails, you needn't enter a password again. If this option is not checked, there will be a message that requires you to enter your password anytime you check mail.
Do not download all messages (IMAP only)	The option allows checking mail from Image only or not.
Limit to messages arrived since	The date since then the emails are gotten.

Step 6: Click **Next** or the number **5** to go to and fill values in the **Step 5**, the **Verifying information** form is displayed:



Create a new account

Step 5 : Verify information

- Verify that the information below is correct before saving and exiting this wizard.

Account name bookwormgiang@gmail.com
Your display name bookwormgiang@gmail.com
Email address bookwormgiang@gmail.com
Incoming mail server imap.gmail.com
Service type imap
New messages will be fetched from Inbox
Start downloading messages now ☐

Steps: 1 2 3 4 5

Back Finish Cancel

Illustration 7: Step 5- Verify information of the Create a new account form

The form will display all information to verify the inputted values from step 1 to step 4 when a new account is created.

Details:

Start downloading messages now: The option allows getting messages automatically right after finishing creating a new account like the figure below. Otherwise, you have to do it manually.

Step 7: Click **Finish** to complete creating a new account, or **Back** to return to the previous step or **Cancel** to cancel creating a new account.

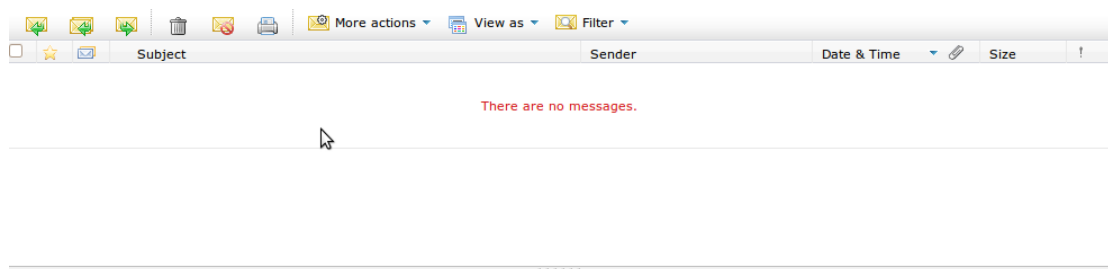



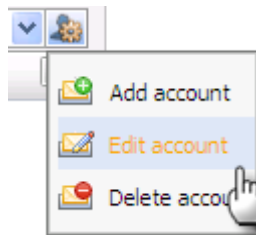
Illustration 8: Getting mail automatically


3.3.2 Edit an account

The function allows making changes to existing mail accounts. Do as follows:

Step 1: Open the **Edit account** form by two ways:

The 1st way: Open the **Edit Account** form by clicking the icon  on the left pane and select the **Edit account** item:



The 2nd way: Open the **Edit Account** form by clicking the icon  **Accounts** on the toolbar.

The **Edit Account** form will appear:

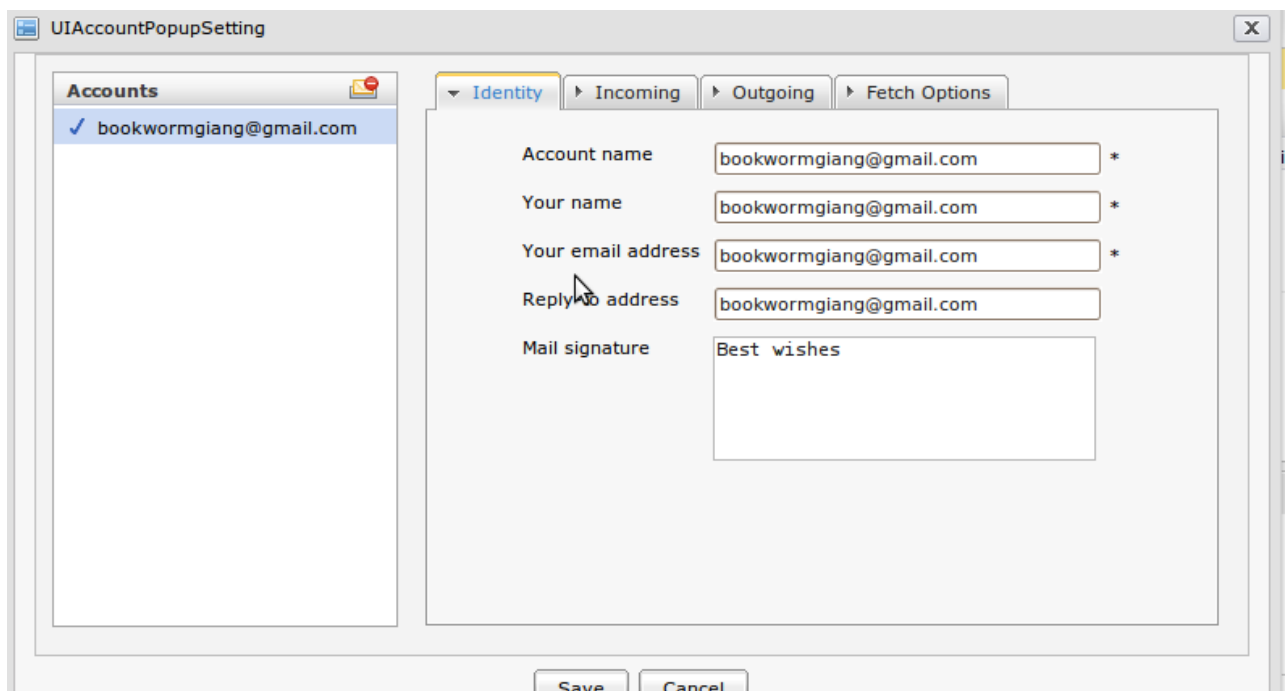
A screenshot of the 'Edit Account' form, titled 'UIAccountPopupSetting'. The form has a tabbed interface with four tabs: 'Identity' (selected), 'Incoming', 'Outgoing', and 'Fetch Options'. On the left, there is a list of accounts under the heading 'Accounts', with 'bookwormgiang@gmail.com' selected and marked with a checkmark. The main area contains several input fields: 'Account name' (bookwormgiang@gmail.com), 'Your name' (bookwormgiang@gmail.com), 'Your email address' (bookwormgiang@gmail.com), 'Reply-to address' (bookwormgiang@gmail.com), and 'Mail signature' (Best wishes). Each of the first four fields has an asterisk (*) indicating it is required. At the bottom, there are 'Save' and 'Cancel' buttons.

Illustration 9: The Identity tab of the Edit Account form

The Identity tab contains basic information of the account such as account name, your name, your email address, reply-to address, mail signature, etc.

The **Incoming** tab contains some incoming settings information that is used to check/receive

mails such as Server type, Server name, Port, User name, Password. There are some options such as **Remember password** and **Use secure authentication (SSL)**.

The screenshot shows a window titled "UIAccountPopupSetting" with a close button (X) in the top right corner. On the left, there is a list box labeled "Accounts" containing one entry: "bookwormgiang@gmail.com" with a checkmark icon. To the right of the list box are four tabs: "Identity", "Incoming" (which is selected and highlighted in blue), "Outgoing", and "Fetch Options". The "Incoming" tab contains the following fields and options:

- Service type:** A dropdown menu showing "imap".
- Server name:** A text field containing "imap.gmail.com" with an asterisk (*) to its right.
- Port:** A text field containing "993" with an asterisk (*) to its right.
- User name:** A text field containing "bookwormgiang@gmail.com" with an asterisk (*) to its right.
- Password:** A text field containing ten black dots with an asterisk (*) to its right.
- Remember password:** A checked checkbox with the text "Remember password" to its right.
- Use secure authentication (SSL):** A checked checkbox with the text "Use secure authentication (SSL)" to its right.

At the bottom of the dialog box are two buttons: "Save" and "Cancel".

Illustration 10: The Incoming tab of the Edit Account form

The **Outgoing** tab contains some outgoing information that is used to send a mail such as **Server name**, **Port**. There are some options such as **Use secure authentication (SSL)**, **Enable SMTP authentication**, **Use incoming server username/password**.

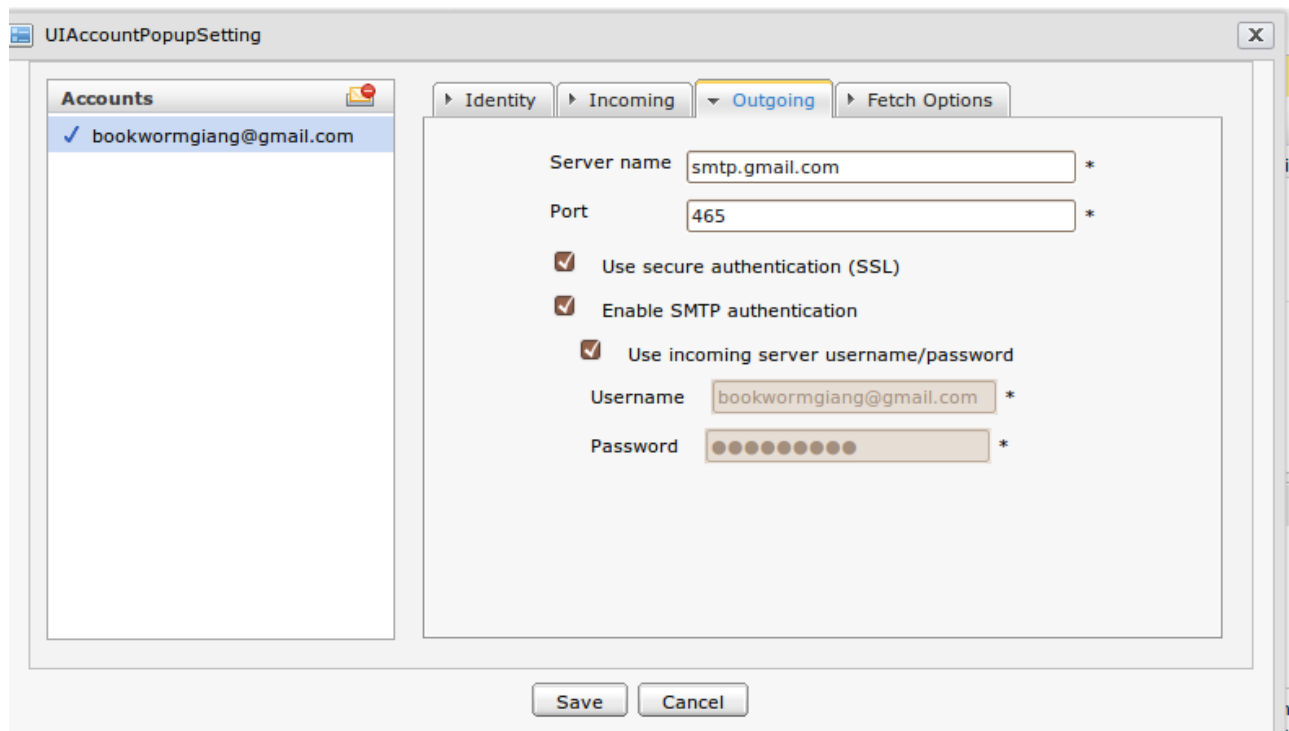


Illustration 11: The Outgoing tab of the Edit Account form

When the Enable SMTP authentication is selected, the field group that allows defining the user name and password of the email used for sending mail will appear. If the Use incoming server username/password check box is selected, the incoming email address and its password are displayed and disabled. If the check box is not selected, the incoming email can be manually inputted.

The **Fetch Options** tab contains some advanced options to customize the way to check mail, the default folder to receive mail, etc.

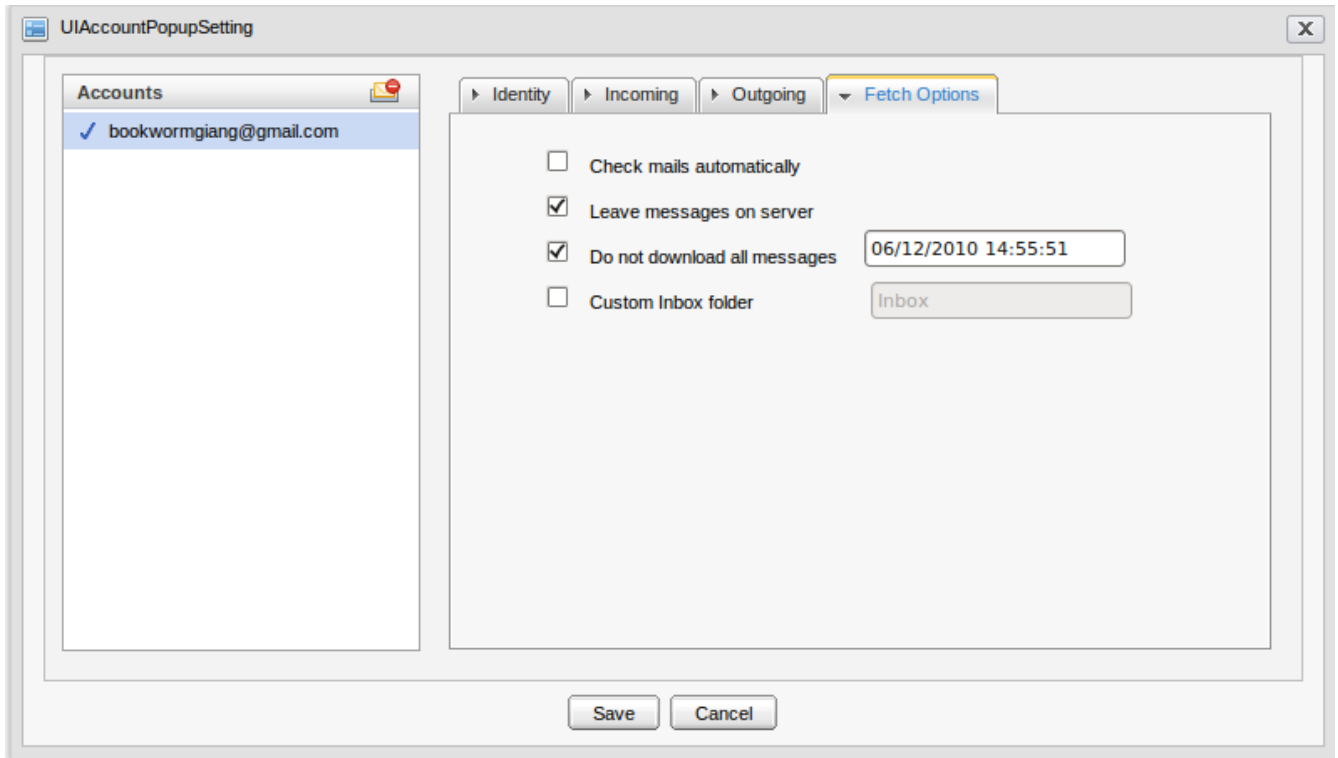


Illustration 12: The Fetch Options tab of the Edit Account form

Details:

Check mails automatically	The option allows checking a mail automatically or not.
Leave message on server	The option allows leaving mails on server after checking mails or getting and deleting them on server. This option is for pop3 Server type. In case the IMAP server type is used, it is Mark message as delete with the similar meaning.
Do not download all messages	Limit downloaded messages before a specific date time.
Custom Inbox folder	This option allows customizing the folder that will contain the arrived emails. By default, it is the Inbox folder.


Step 2: Change information of the current account.

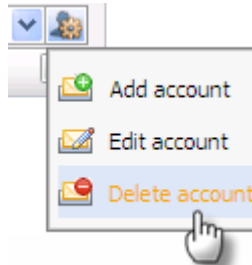
Step 3: Complete editing by clicking **Save** to accept changes or click **Cancel** to cancel editing.

3.3.3 Delete an account

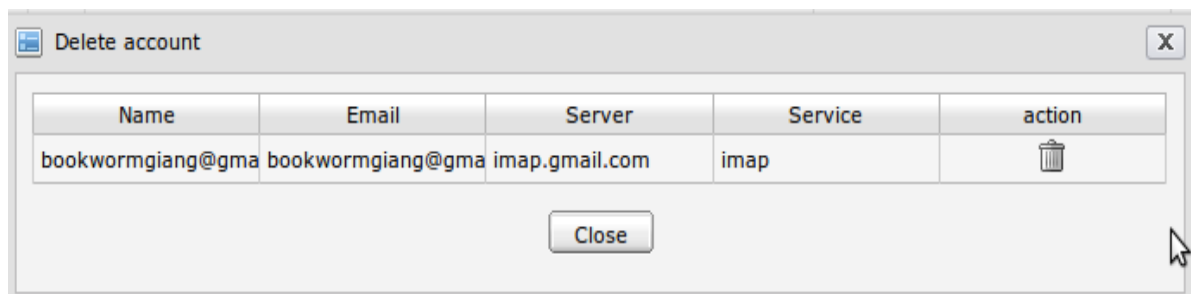
The function is used to remove accounts from the account list. There are two ways to take this action:


The 1st ways:

Step 1: Open the **Delete account** form by clicking the  icon on the left pane and then select the **Delete account** item:




The **Delete account** form will appear:




Name	Email	Server	Service	action
bookwormgiang@gma	bookwormgiang@gma	imap.gmail.com	imap	



Close

Illustration 13: The Delete account form

Step 2: Click the **Delete** icon  corresponding to the account which you want to delete and then click the **OK** button to confirm deleting.

The 2nd way: You also can delete an account from the **Edit Account** form:

Step 1: Click the  icon on the left pane and then select the **Edit Account**. The **Edit Account** form will appear with the account list in the left pane.

Step 2: Select the account that you want to delete from the account list. The selected account will be marked by the icon  and click  :

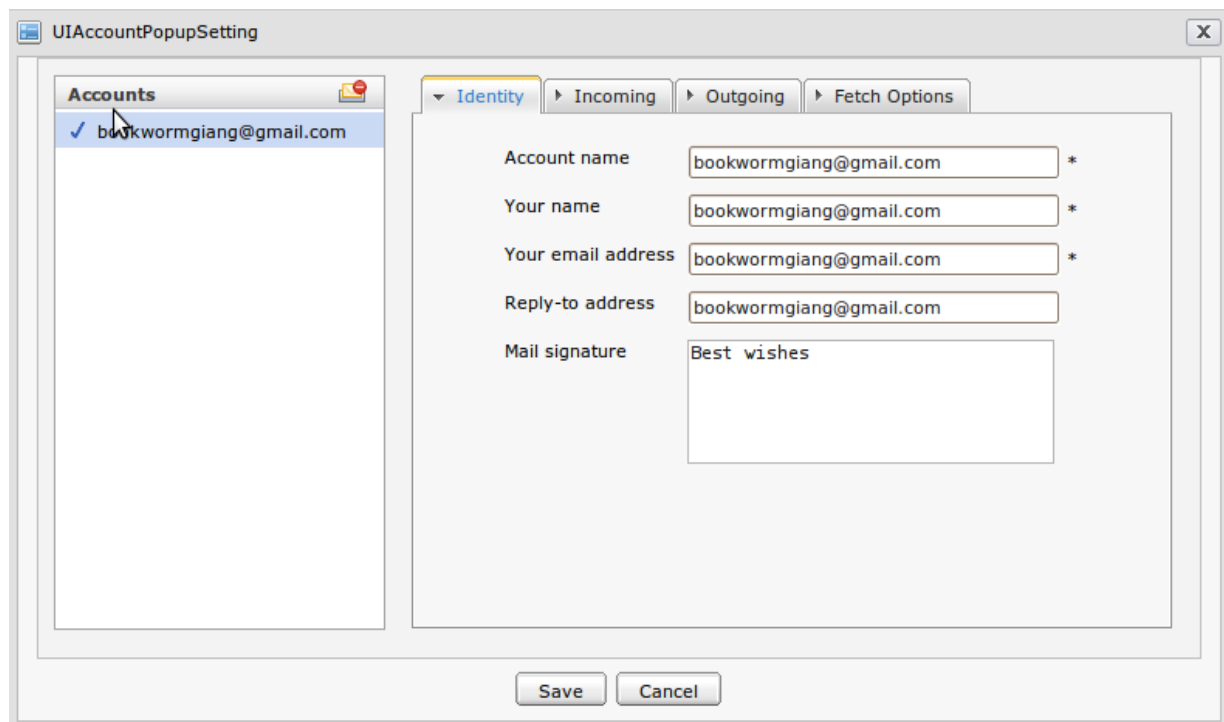


Illustration 14: Delete account in the Edit Account form

The selected account will be removed from the account list.

3.4 Folders Management

Folders helps managing your messages more easily and flexibly. There are some default folders generated automatically after creating a new account: Inbox, Drafts, Sent, Spam, Trash and Personal Folders list.

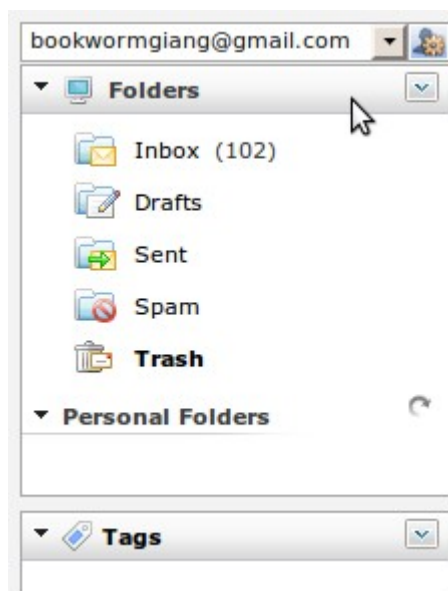


Illustration 15: The default folder list


Details:

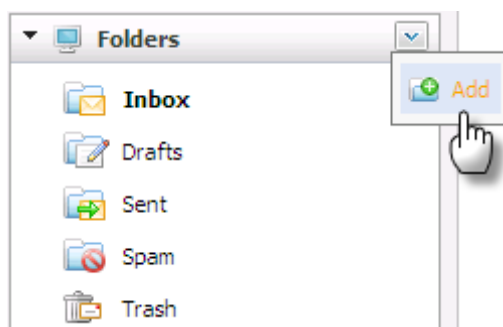
Inbox	The place which stores all incoming messages normally.
Drafts	The place which stores all messages which have been composed but not been sent yet.
Sent	The place which stores all sent messages.
Spam	The place which stores all unnecessary incoming messages.
Trash	The place which stores all unnecessary messages that are deleted from all default folders and personal folders.
Personal Folders	The list of the personal folders which corresponds to the created folders in the sever mail box.

3.4.1 Add a new folder

The function is used to add a new folder in eXo Mail.

To add a new folder, do as follows:

Step 1: Open the **Add a new folder** form by clicking the arrow icon  on the **Folders** bar and then select **Add** in the pop-up list:



The **Add a new folder** form will appear:

Illustration 16: The Add a new folder form

Details:

Folder name	To enter name of a folder. (*Required).
Save button	To accept saving a new folder.
Cancel button	To cancel adding a new folder.

Step 2: Input a **Folder name**

Step 3: Complete adding a new folder by clicking the **Save** button.



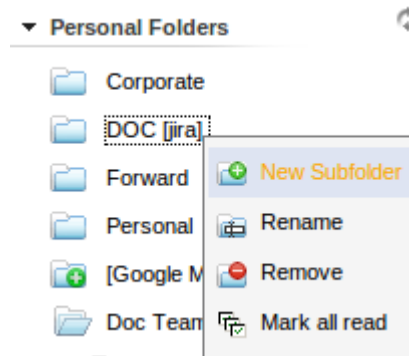
The created folder will be saved and displayed in the Personal Folders section.

3.4.2 Add a new sub-folder

The function is used to create new sub folders into a folder. You can only add new folders, personal folders except for the default folders (Inbox, Drafts, Sent, Spam, Trash).

Do as follows:

Step 1: Right-click the created folder that you want to add to and then select **New Subfolder** in the pop-up list:



The **Add a new folder** form will appear.

Step 2: Input a **Folder name**.

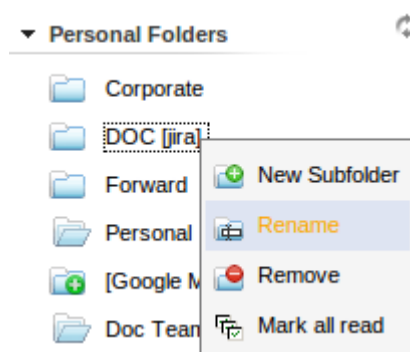
Step 3: Complete adding the new sub folder by clicking the **Save** button.

3.4.3 Rename a folder

The function is used to change the folder's name. You can change names of all your personal folders which are created by yourself except the default ones.

Do as follows:

Step 1: Right-click the folder which you want to rename and select **Rename** in the drop-down list.



The **Rename folder** form appears:

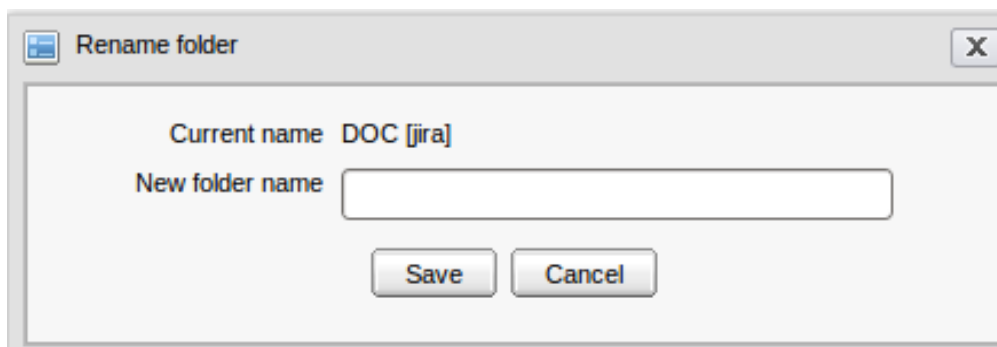


Illustration 17: The Rename folder form

Details:

Current name	The current name of the folder that you want to change. It can not be changed directly.
New folder name	The new name of the folder.

Step 2: Input a new name into the **New folder name** field.

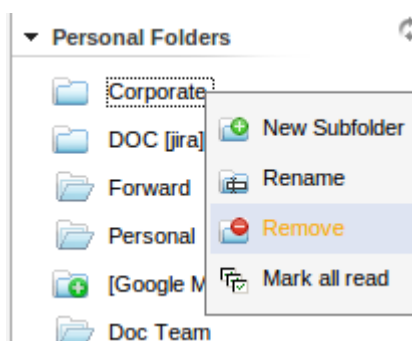
Step 3: Complete renaming by clicking the **Save** button.

3.4.4 Remove a folder

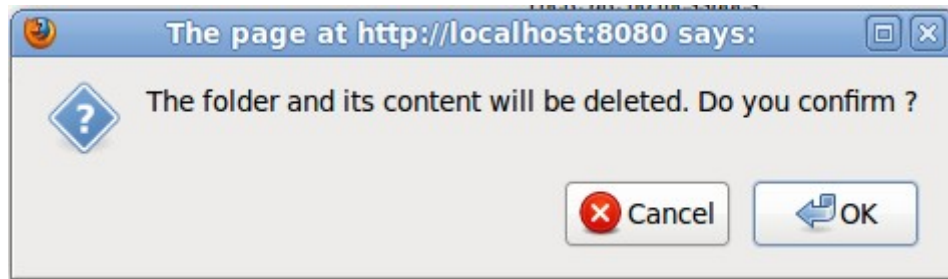
The function is used to remove a folder from the folder list except the default folders. When a folder is removed, its sub-folders are also removed.

Do as follows:

Step 1: Right-click the folder that you want to remove and select **Remove** in the menu pop up:



The confirmation message will appear below:

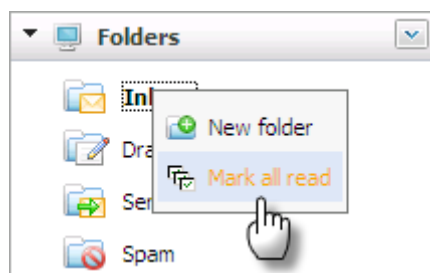


Step 2: Click **OK** to confirm deleting.

3.4.5 Mark all messages as read

The function is used to mark all messages in a specific folder (default and personal folders) as read.

To take this action, right-click the folder that you want to mark as read and select **Mark all read** in the pop-up list:



After being marked all as read, all unread messages inside the folder will be marked as read. All unread messages are changed from bold to normal font.

3.5 Mail Management

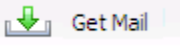
E-mail (electronic mail) is the exchange of computer-stored messages by telecommunication. To send and receive mails, each user must have an email address from service provider. This section shows you the way to do many actions with mails.

3.5.1 Get mails

The function is used to fetch incoming messages from the server.

To check mail, do as follows:

Step 1: Click the folder that you want to check mail. If no folder is selected, the default folder that will be checked for new messages is the **Inbox** folder.

Step 2: Click the button  in the toolbar. There will be an notification message with the content 'Fetching email messages'.

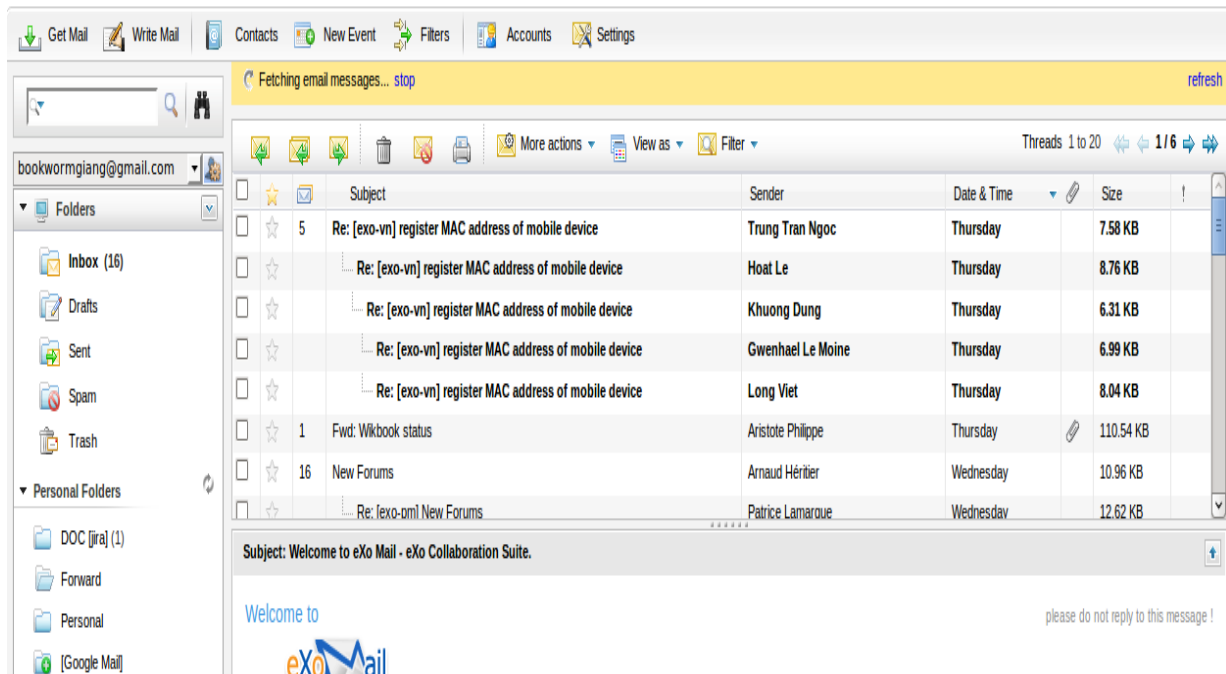


Illustration 18: The list of mails in the Mail view pane

Step 3: Click the “Stop” link when you want to stop checking mails. All arrived mails are shown in the message list pane.

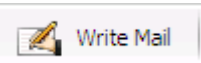
Step 4: Click the “Refresh” link if you want to refresh fetching mails.

The checking mail process is only already stopped when you perform checking mail again and click the “Stop” or “Refresh” link when you want to stop getting mail while it is still doing or is refreshing the fetching message.

3.5.2 Compose a message

The function is used to compose a message.

Do as follows:

Step 1: Click the button  on the toolbar to compose a message.

The **Compose a new message** form will appear:

Compose a new message

Send Save in Drafts Discard Attach Priority Editor Options

From : bookwormgiang@gmail.com <bookwormgiang@gmail.com>

To : marketingtd@gmail.com

CC | BCC

Subject : introduction of eXo

B I U ABC [list icons] [link icon] [image icon] Format [font dropdown] Font [size dropdown] Size

Dear customers,
Beginning as an open source project in the year 2002, eXo is well-known as the industry's first Java portlet container. With the aim of dominating the potential portal market through robust and easy-to-use applications, eXo Project succeeded in attracting consumers in the whole world. eXo opened the floodgates to various options in many markets, and customers have been choosing eXo as the best method for their success. Today, eXo is a rapidly growing global company, with U.S headquarters in San Francisco, California, global headquarters in France, and offices in Tunisia, Ukraine, and Vietnam. The company has established technology leadership and proven its values by their large European installed base and strategic partnerships with Red Hat, Capgemini, Atos Origin, and Bull.
--
Best wishes

Illustration 19: The Compose a new message form

Step 2: Compose the message content.

- Click the **To** button to open the **Contacts** form:

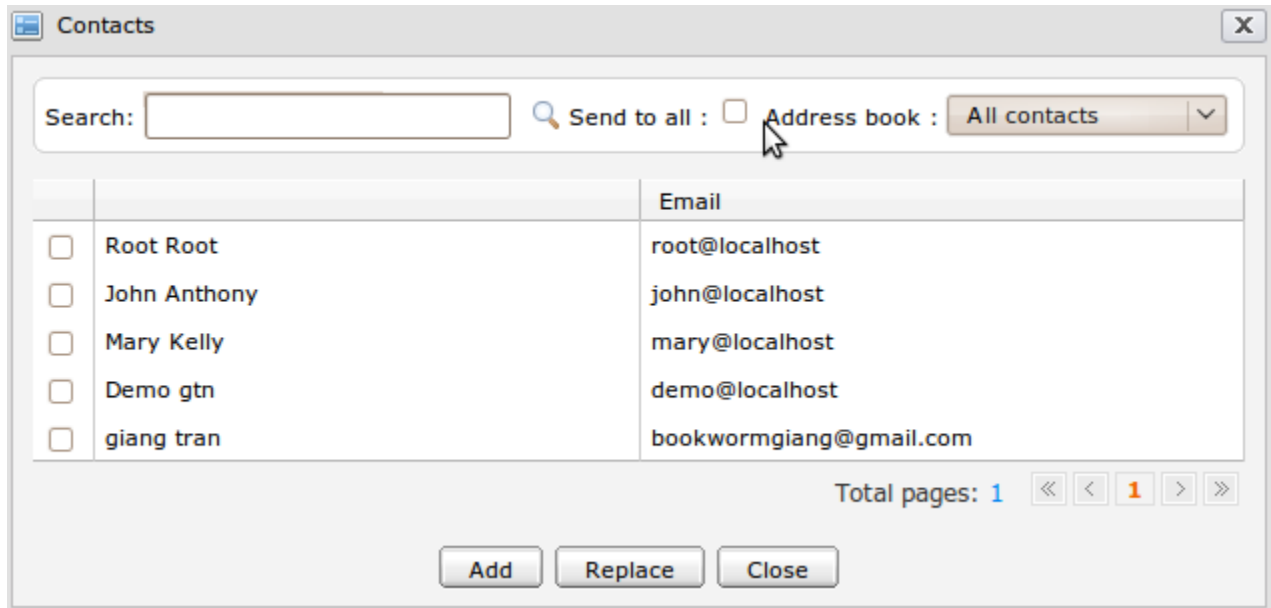
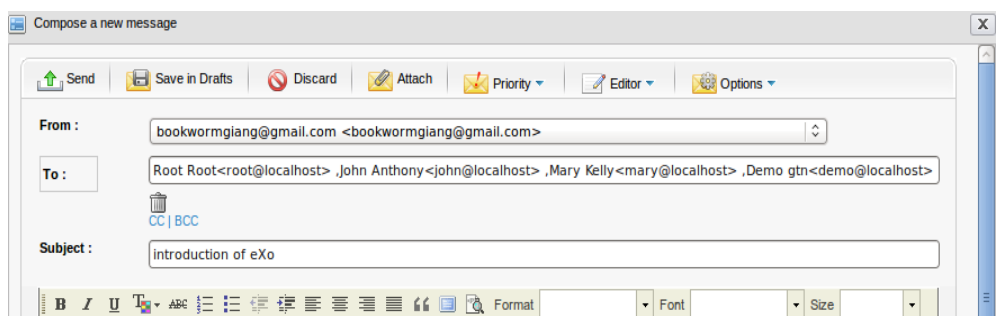


Illustration 20: The Select email form

- Select the desired emails by selecting its checkbox(es). The **Address book** combo box and the **Search** function allow filtering and finding expected email address(s) according to specific conditions quickly.
- **Send to all** option also allows you to send mail to All contacts or specific groups. To do this, select your expected group in the address drop list, tick the **Send to all** check box and click the **Add** button. For example, you can select the **All contacts** in the **Address book** drop list and click the **Add** button to add the group you want to send mail. The form will be displayed below:



- If you don't want to send mail to any added group, you can click the delete icon corresponding to that group to remove.
- Click the **Add** button to add the selected email addresses to 'To' field, click the **Replace** button to replace the current email addresses in the 'To' field with the new selected email

addresses or click the **Cancel** button to quit.

Besides, the auto complete contact function allows filtering and listing the receiver's email addresses in a pop up according to the alphabet you input into the fields, including To, CC or BCC. For example, your friend name is Alex, you do not remember her email address, you can

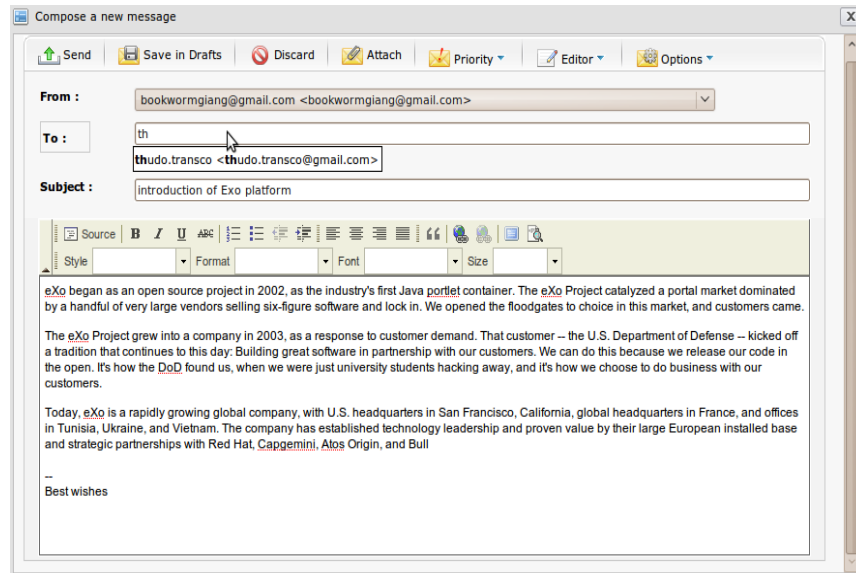
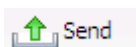


Illustration 21: The address list of the auto complete contact function

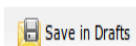
enter the character 'A' in the To field, all the contacts have 'A' alphabet (also including Alex) are listed in a pop that makes it easy for you to select.

- Subject:** The message's subject. The field's content usually contains the general meaning for the message content.
- CC|BCC:** You can use CC and BCC to send mail to more than one person easily and fast by clicking the 'CC' or 'BCC' link. The CC or BBC text field will be displayed for adding more email addresses. The CC mails are public, all receivers can know to whom the mail is sent while the BCC mails are private to the sender and the BCC receivers. Using ' BCC' when you want 'To' and 'CC' users also receive this mail but do not know that you also send this email to others.
- Similarly, the receivers for 'CC' and 'BCC' fields can be selected from the **Select Address** form by clicking the **CC** or **BB** button

and full fill by the auto complete contact function.



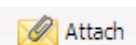
To send the composed message to the email address in the 'To', 'CC' and 'BCC' fields.



To save the composed message as a draft in the **Draft** folder.




To exit the **Compose a message** form.



To attach a file to the composed message. The **Attach files** form is below:

Illustration 22: Attach File form

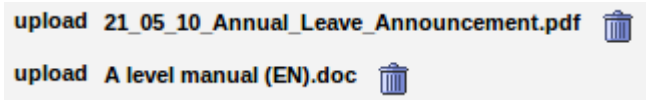
Details:


Browse button:	Browse button	To select a file from your local computer.
		To upload the selected file.
[Add more]		To attach more files.
Save button		To accept saving the attached files in composed message.

Cancel button

To exit the **Attach file** form without adding new.

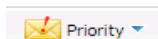
After being attached files, the attached files are shown below:



To remove the attached files, click  the icon which corresponds to the attachment that you want to delete.

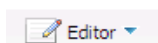
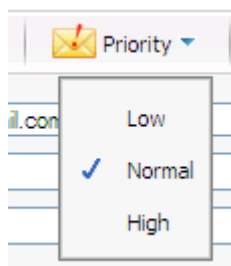
If the attachment's check box is selected, it means the message will be sent with the selected attachment.

If not, the unselected attachments is not sent.

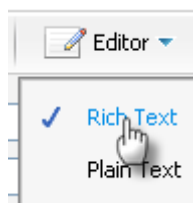


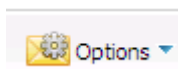
To set a status for the composed message. There are three options to view: Low,

Normal and High. Each status has its own icon. The message is sent with **High** priority that will be marked by the "!" icon in red. The message is sent with the **Low** priority will be marked by the "!" icon in gray. By default, the message is sent with the **Normal** priority. It means that no icon is used to set out.

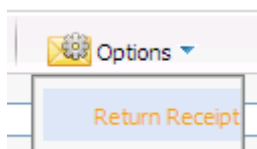


To change the text editor types: Rich text or Plain text. With the Rich text editor, the message content can be composed with many effects such as font style, color, size, etc. With the Plain text editor, the message can be composed with simple text only.





Currently, the options consist the **Return Receipt** option that allows the sender to receive a notification mail in case the receivers of the sent email read it. However, the sender only receives the notification in case the mail box of the receivers has been configured in the Setting that allows notifying to the sender about the read message.



Step 3: Complete sending a mail by clicking the **Send Mail** button.

After sending a mail, the sent mail will be saved in the **Sent** box. In case the receipt emails (in the To, CC, BCC fields) of the sent email are the new ones that do not exist in the sender's Address Book, they will be added automatically to the **Collected Address** in the **Contact** portlet.

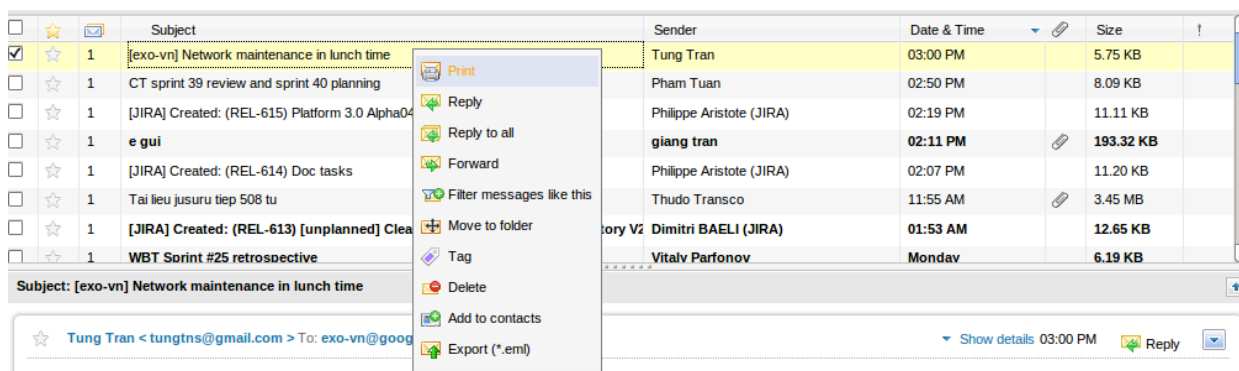
3.5.3 Print

The function is used to print a specific message in the mail list.

There are some ways to print a message. Do as follows:

The 1st way:

Step 1: Right-click the message which you want to print and select **Print** in the pop-up:



The Print preview form will be displayed with detail information available for printing:

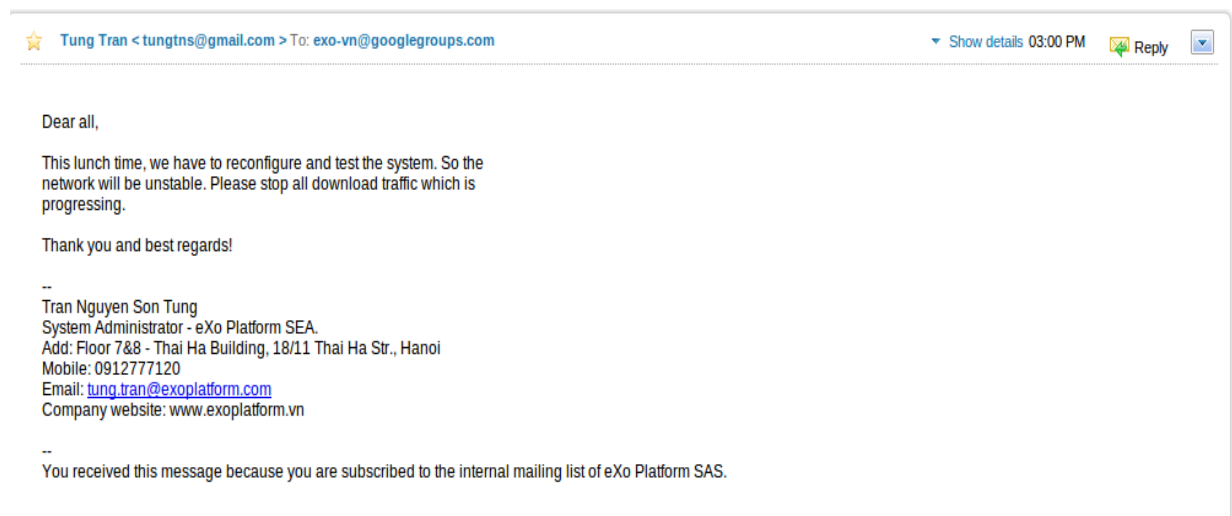


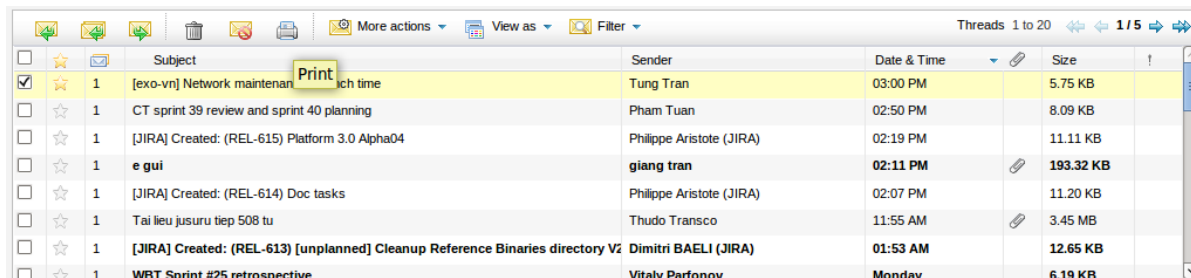
Illustration 23: The Print preview form

Step 2: Click the **Print** button to accept printing or the **Close** button to quit.

The 2nd way:

Step 1: Select messages in list that you want to print by ticking its checkbox(es).


Step 2: Select the **Print** icon  on the action bar.

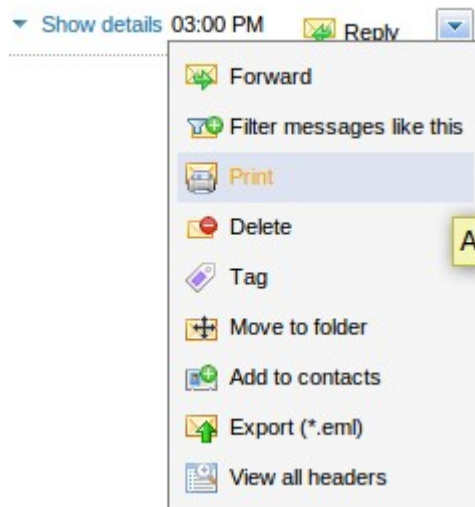


Step 3: At the print preview form, click the **Print** button to accept printing or the **Close** to quit.

The 3rd way:

Step 1: Open the message which you want to print.

Step 2: Click the icon  at the right corner of message's content and select the **Print** item in the pop-up list:



Step 3: Click the **Print** button to accept printing or the **Close** button to quit in the print preview form.

3.5.4 Reply messages to the sender

The function is used to reply to the sender (email address in the 'From' field) of a specific message.

To reply to a sender, do as follows:

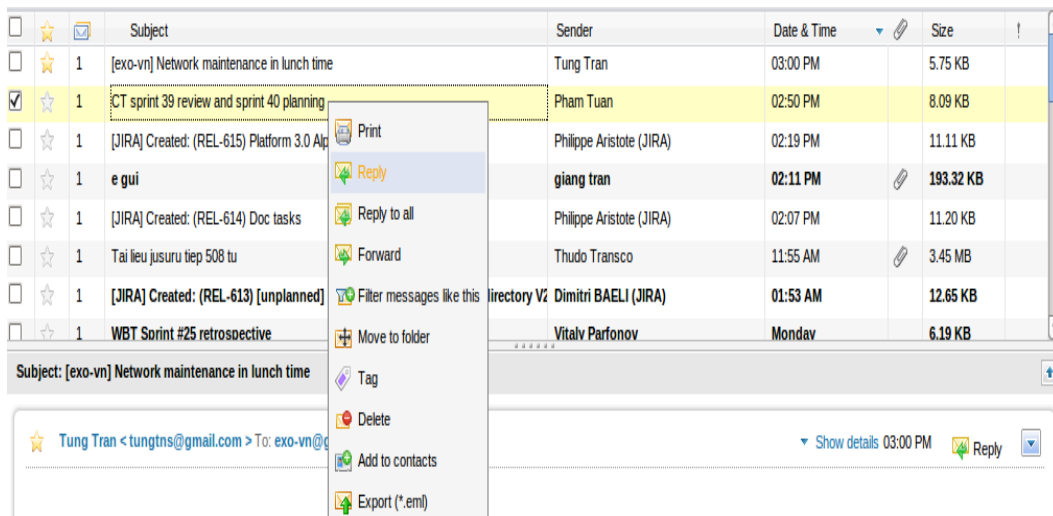
Step 1: Open the **Reply** form by three ways:

The 1st way: Select the messages in list that you want to answer by selecting its check box(es)

and then click the icon  in the action bar :



The 2nd way: Right-click the message you want to reply and select the **Reply** item in the drop-down list:



The 3rd way: Open the message that you want to reply by clicking the message's name.

Then, select the icon  [Reply](#) upper the message's content.

The Reply form will appear in form of the **Compose a new message** with detailed information, available for replying to the sender.

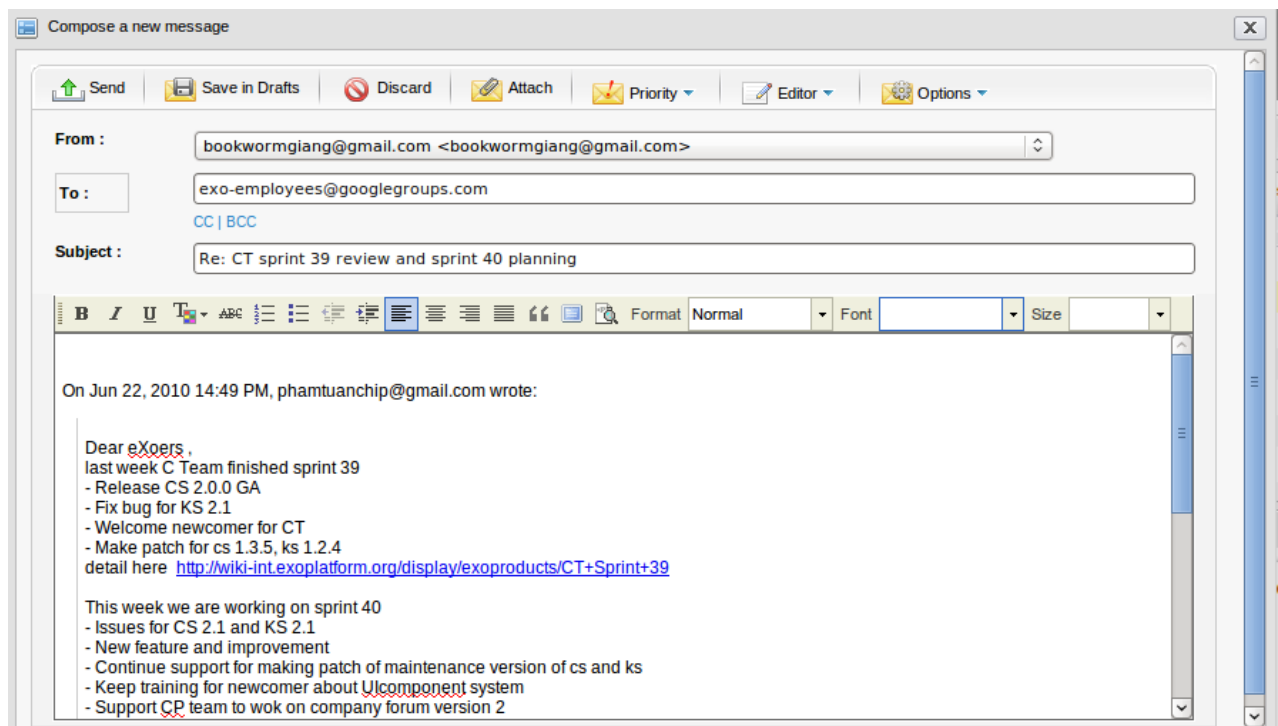



Illustration 24: The Reply form

Step 2: Compose the message content by inputing text into the text editor.

Step 3: Click the button  **Send** to accept replying to the sender.

Before replying, you can also take many actions in the Reply form such as attaching file, marking message, saving as draft, discarding.


In case the receipt emails (in the To, CC, BCC fields) of the sent email are new ones that do not exist in the sender's Address Book, they will be added automatically to the **Collected Address** in the **Contact** portlet.

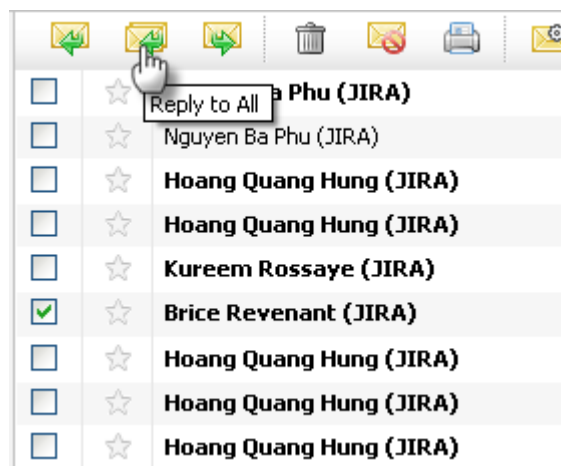
3.5.5 Reply messages to all related people

The function is similar to the Reply to sender function (in the 'To' field). However, the others who received the original mail (in field 'CC' or 'BCC') also receive this reply.

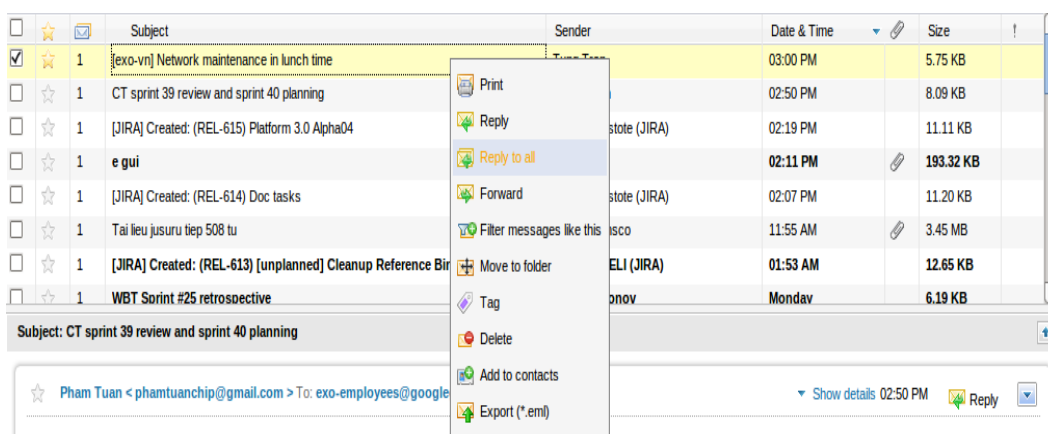
To reply to all, do as follows:


Step 1: Open Reply to All form by three ways:

The 1st way: Select the message in the list that you want to reply to all by ticking on its checkbox(es) and click the icon .



The 2nd way: Right-click the message which you want to reply to all and then select **Reply to all** in the drop-down list.



The 3rd way: Open the message which you want to reply to all and then select the icon  on the action bar.

The **Reply to all** form is shown in form of the **Compose a new message** with detailed information, available for replying to all.

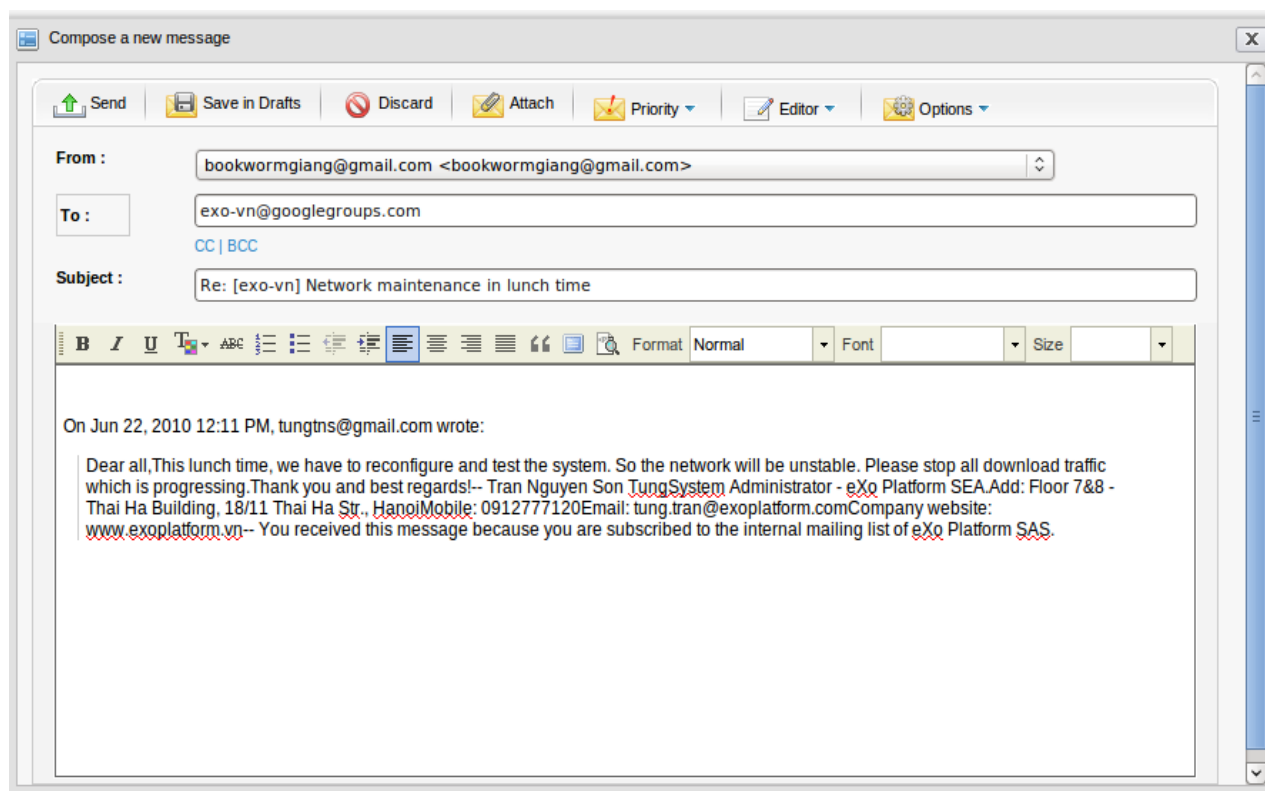
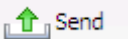


Illustration 25: The Reply to all form

Details:

Form	The email address of current account which received this mail.
To	The email addresses of the sender and all receivers.
CC	The email addresses of CC receivers which are listed in the CC field of the original message.
Subject	The email's subject.

Step 2: Compose the message content by inputting text in the text editor.

Step 3: Click the button  **Send** to accept replying to all.


Before replying to all, you can also do many actions in Reply form such as attach file, mark message, save as draft, discard, etc.

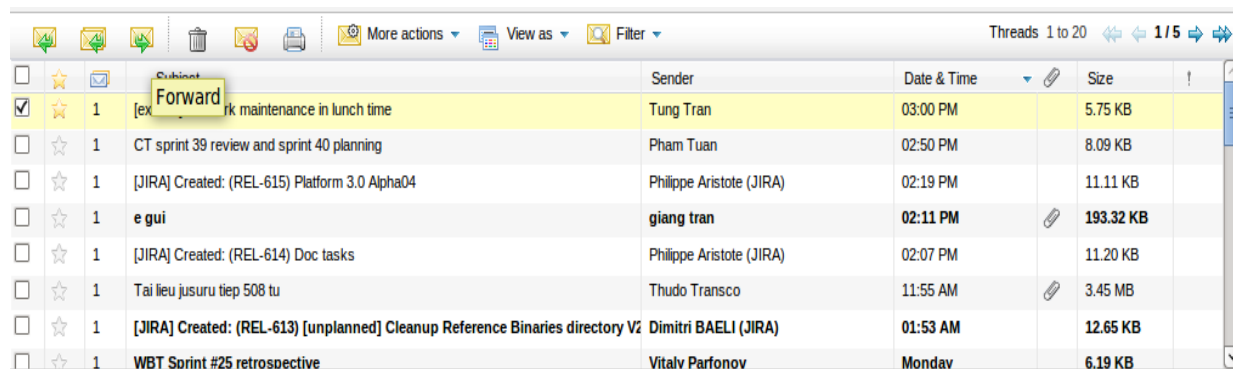
In case the receipt emails (in the To, CC, BCC fields) of the sent email are the new ones that do not exist in the sender's Address Book, will be added automatically to the **Collected Address** in the **Contact** portlet.


3.5.6 Forward messages

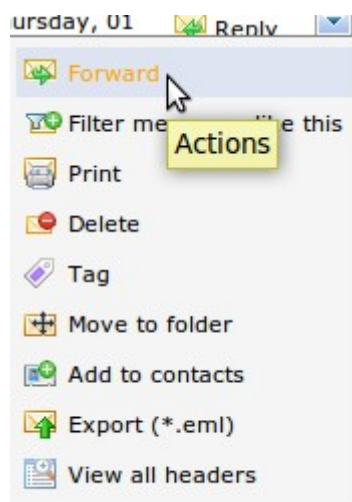
The function is used to transfer a received message to the other users with the original content. There are many ways to forward a message:

Step 1: Open the Forward message form by 3 ways:

The 1st way: Select the message which you want to forward and then click the icon  on the action bar:



The 2nd way: Open the message which you want to forward and then click the icon  at the right corner of message's content and select **Forward** in the menu:



The Forward message form will be shown in the form of the **Compose a new message** form with detailed information available for forwarding the message.

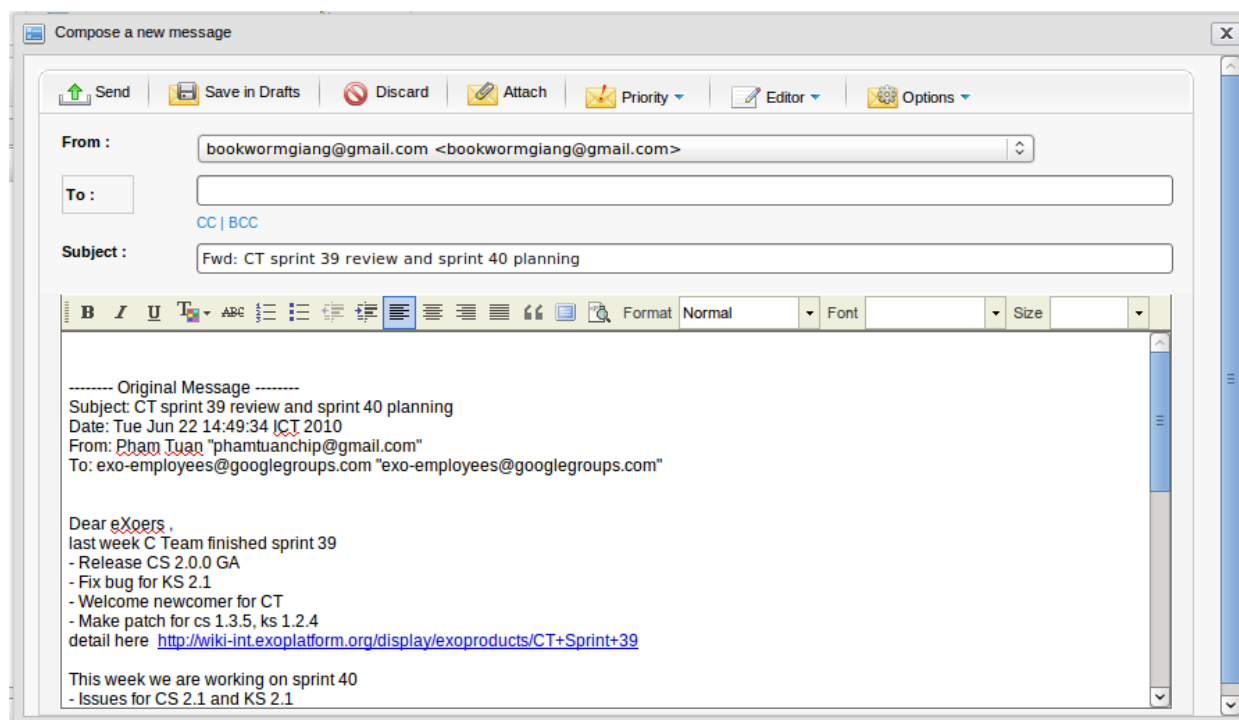



Illustration 26: The Forward message form

Step 2: Compose or edit a message by inputting text in text editor.

Step 3: Click the button  **Send** to accept replying to all.

Before forwarding, you can also take many actions in the Forward form like when composing a new message such as attaching file, marking message, saving in draft, etc.

In case the receipt emails (in To, CC, BCC fields) of the sent email are the new ones that do not exist in the sender's Address Book, they will be added automatically to the **Collected Address** in the **Contact** portlet.

3.5.7 Move messages to folders

The function is used to move one or more messages to other folders. There are many ways to take this action. Follow one of following ways:

The 1st way:

Step 1: Select messages which you want to move by selecting its checkbox(es).

Step 2: Right-click these messages and select **Move to folder** in the menu.

Step 3: All existing folders are displayed in a list, select one for the destination folder.

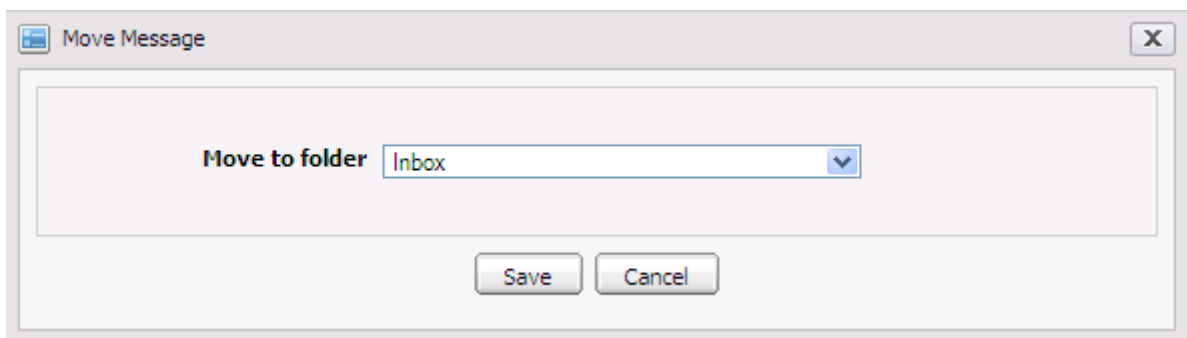



Illustration 27: The Move Message form


Step 4: Click **Save** to accept moving the messages to the selected folder.

The 2nd way: Using the drag and drop feature.

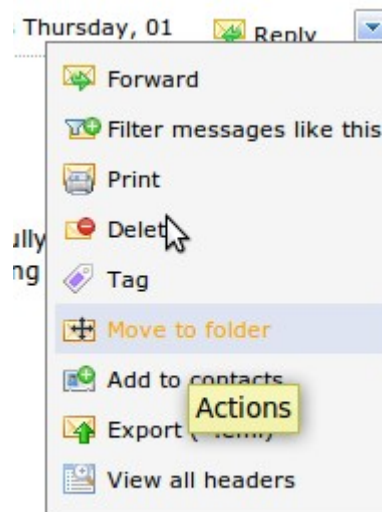
Step 1: Check the messages to move and then move a cursor to one of the selected messages until a cursor pointer becomes  then press the left mouse, drag these messages and drop them to the folder which you want to move to.

Step 2: All checked messages will be moved to the destination folder.

The 3rd way:

Step 1: Open the message to move to the other folder and then click the icon  on the right corner of the message's content and select **Move to Folder** item in the drop-

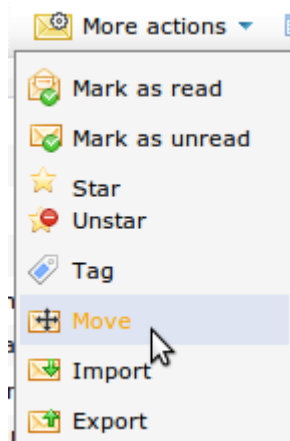
down list:



Step 2: At the **Move Message** form, select the folder in the **Move to folder** combo box and click **Save** to move the messages to the selected folder or click **Cancel** to quit.

The 4th way:

Step 1: Check the messages that you want to move and then click **More Actions** on the main bar and select **Move** in the menu:



Step 2: At the Move Message form, select the folder in the **Move to folder** combo box and click **Save** to move the messages to the selected folder or click **Cancel** to quit.


3.5.8 Manage tags

3.5.8.1 Tag a message

eXo Mail allows assigning tags to messages. Tags are used as labels which allows filtering or categorizing messages from different folders. A single message can be assigned to many tags at one time. Using tags makes it easy for you to find your messages independently from the folder where you stored them.

To assign a tag for one or more messages, follow one of following ways:

The 1st way: This way is used to create a tag that has not assigned to any message.

Step 1: Click the icon  on the **Tags** bar of right pane and select **Add a new tag** in the drop-down list.

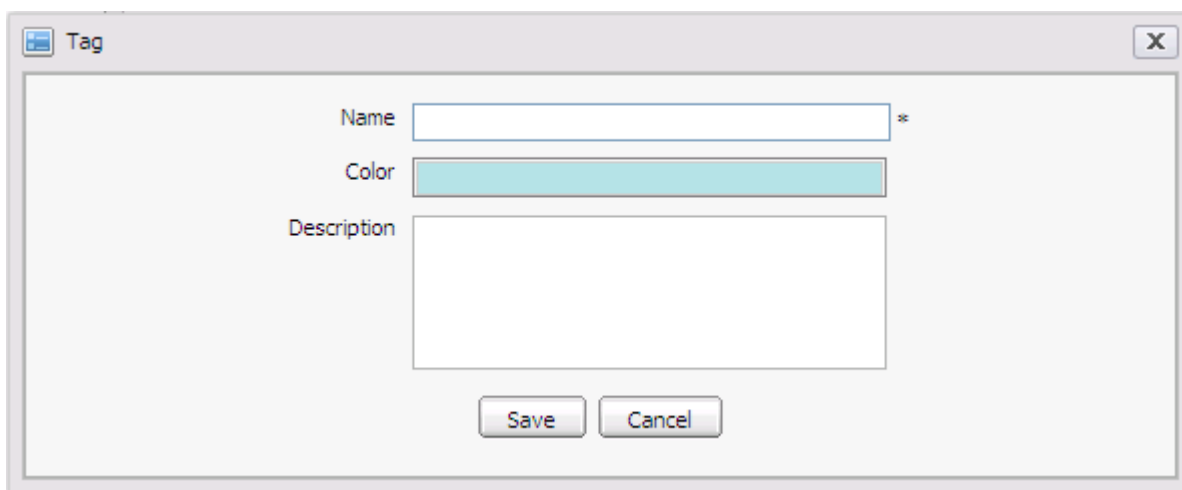


Illustration 28: The Tag form

Details:

New name	The new tag's name. (*Required)
Color	The tag's color.
Description	The tag's brief description.

Step 2: Enter values to the required fields.

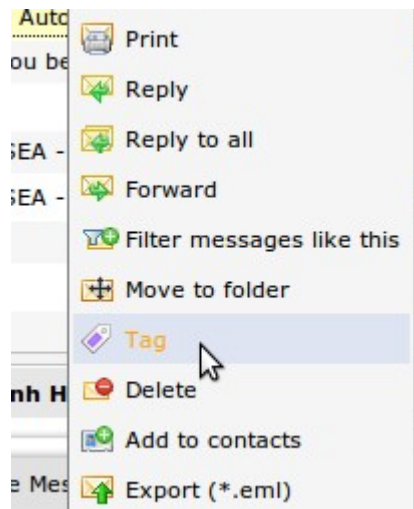
Step 3: Complete adding a tag by clicking the **Save** button.

A new tag will be updated at the tag list and you can add this tag to any message.

The 2nd way:

Step 1: Select message(s) by selecting its checkbox(es).

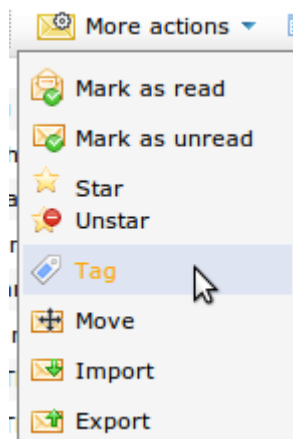
Step 2: Right-click one of the selected messages and select **Tag** in the menu:



The 3rd way:


Step 1: Select message(s) by selecting its checkbox(es).

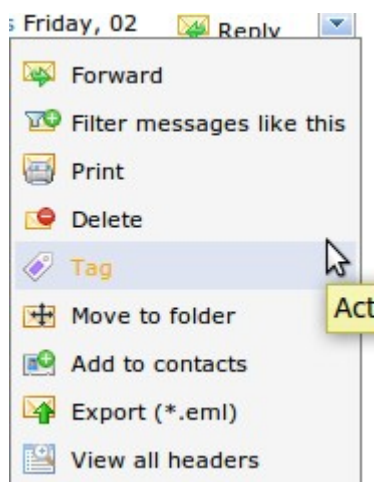
Step 2: Select **Tag** item in the **More Actions** drop down list menu on the action bar:



The 4th way:

Step 1: Click one message to open it.

Step 2: Click the icon  at the right corner of the message's content and select **Tag** in the drop-down list:



The 5th way:

Step 1: Select message(s) by selecting its checkbox(es).

Step 2: Drag these messages and then drop them to the container of the tag in the More actions.

Step 3: Click Tag, The **Tag Message** form appears:

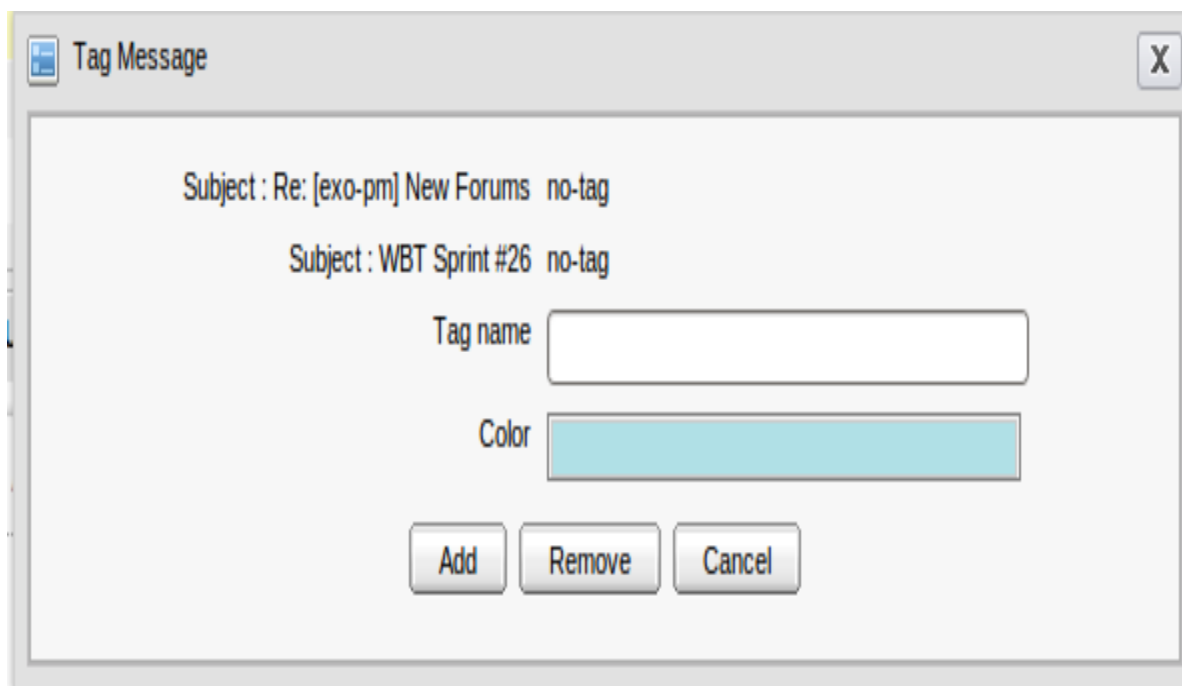


Illustration 29: The Tag Message form


Details:

Tag Name	The tag's name. This field contains words and keywords which are used to describe the same messages.
Choose Color	The color of the tag which can be changed by clicking on the color area to choose other colors.
Add button	To accept adding message to a new tag.
Remove button	To remove tags in case there are some existing tags.
Cancel button	To exit the Add Tag form.

Step 4: Fill out this form (Give a tag name, change color).

Step 5: Complete adding a tag by clicking the **Add** button.

In case there are already tags in list, the **Add tag** form is displayed:



Tag Message

Subject : [JIRA] Assigned: (KS-173) Text... [Jira Tag]

Subject : [JIRA] Created: (KS-172) updat... [Jira Tag]

Tag name

Choose color

Jira Tag ☐

Add Remove Cancel

You can add a new tag for your message by inputting a new Tag name or update your messages to existing tags by selecting its checkbox(es) and click the **Add** button.

If you want to remove existing tags, you can select its checkbox(es) and click the **Remove** button or click the **Cancel** button to close the **Tag Message** form.

In case you want to tag a message to a specific tag, you can drag and drop it directly to that tag.

The messages with added tags will be marked by the tag icon like below:

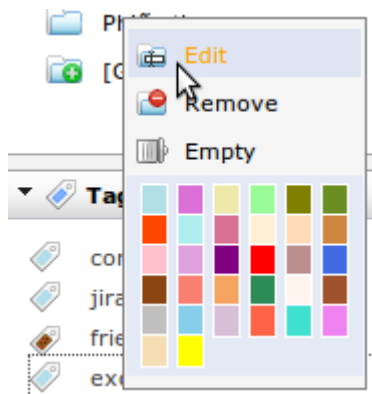
[illegible]

3.5.8.2 Edit a tag

The function is used to edit tags in the tag list.

Do as follows:

Step 1: Right-click a tag in the tag list on the left pane and choose **Edit**:



The **Edit Tag** form will appear:

Illustration 30: The Edit tag form

Step 2: Change the tag's information.

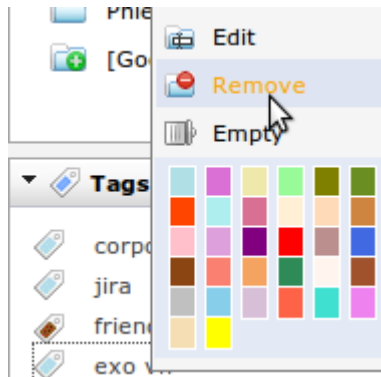
Step 3: Complete editing a tag by clicking **Save** or click **Cancel** to exit the **Tag** form.

3.5.8.3 Remove a tag

The function is used to remove tags from the tag list.

To remove a tag, do as follows:

Right-click the tag that you want to remove from the tag list and then select the **Remove** item in the drop-down list:

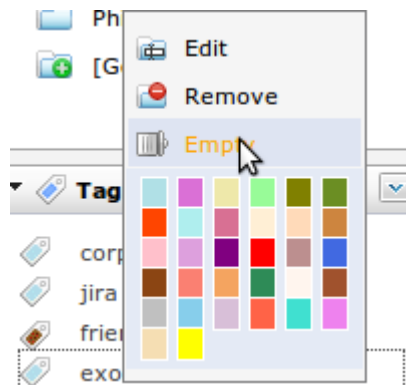


The selected tag will be removed from the tag list and it will also be removed from all messages to which the tag was assigned.

3.5.8.4 Empty a tag

The function is used to remove the selected tag from all messages that are tagged with it. To empty a tag, do as follows:

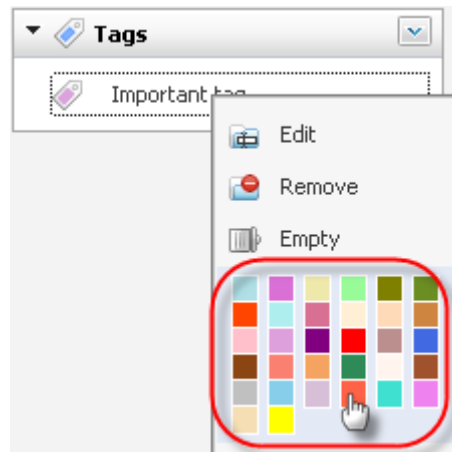
Right-click a tag that need to be emptied and select the **Empty** item in the drop-down list:



The selected tag will be removed from all messages. After emptying, click the emptied tag, no message is shown in the message list pane.

3.5.8.4 Change tag's color

The function allows changing the color of a tag in the tag list by right-clicking the tag that you want to change and then select one color in the colors area. There are 32 available colors in the colors area:



3.5.9 Report a message as spam

The function is used to report one or more messages in a specific folder as spam.

To report an email as spam, do as follows:

Check the messages which you want to report as spam by selecting its checkbox(es) and then

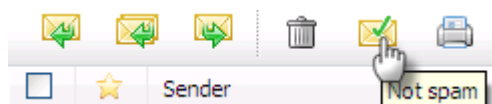
click the icon  on the action bar:



All the selected messages will be moved into the **Spam** folder. Go into the **Spam** folder to verify that the selected messages have been moved into it.

After reporting a message as spam, the messages from the sender who has been reported as spam will be moved automatically to the **Spam** folder.

In the **Spam** folder, if you want to edit one message and notify that it is not spam, you can select its check box and click the **Not spam** icon on the action bar:



After reporting as 'not spam' successfully, the messages from the sender who has been reported as not spam will be moved automatically to its original folder such as Inbox. Since then, all message from the sender who has been reported as not spam will be received normally.

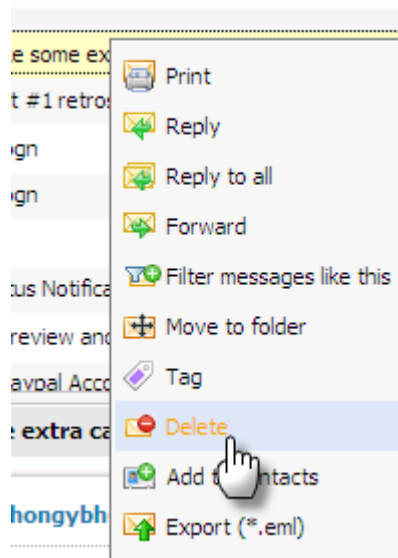
3.5.10 Delete a message

The function is used to delete messages permanently by moving messages from its folder to the **Trash** folder.

To delete a message, do as follows:


The 1st way:

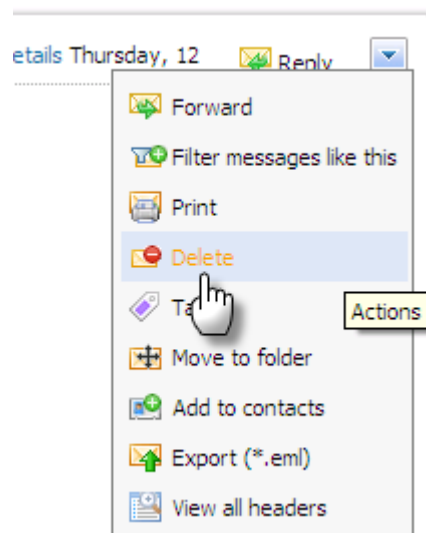
Right-click the message which you want to delete and select **Delete** in the menu:



The selected message will be removed completely from its folder.

The 2nd way:

Open the message which you want to delete and then click the icon  at the right corner of message's content and select **Delete** in the menu:



This message will be removed completely from its folder.

The 3rd way:

Select the message that you want to delete and click the trash icon on the action bar:



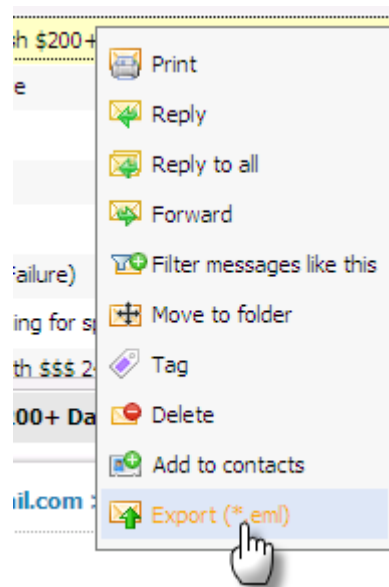
3.5.11 Export messages

The function is used to export one message to a file with the *.eml format.

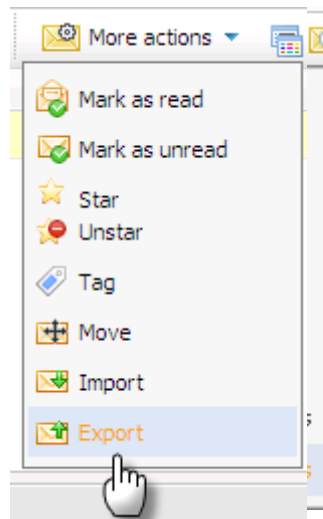
To export a message, do as follows:


Step 1: Open the **Export Message** form by 3 ways:

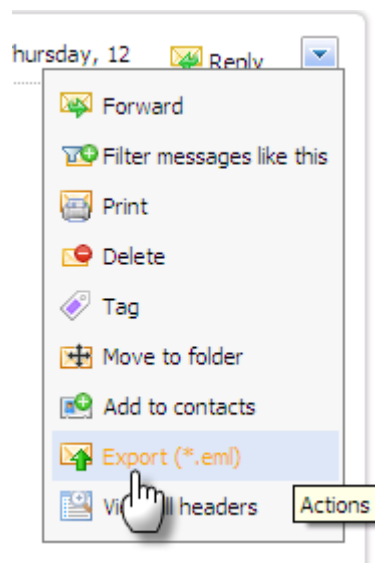
The 1st way: Right-click the message that you want to export to the file *.eml and then select **Export** in the menu:



The 2nd way: Check the message to export by selecting its checkbox(es) and then select the **Export message** item in the **More Actions** menu:



The 3rd way: Open the message to export and then click the icon  on the right corner of message's content and select the item **Export (*.eml)** in the menu:



The **Export Message** form will appear:

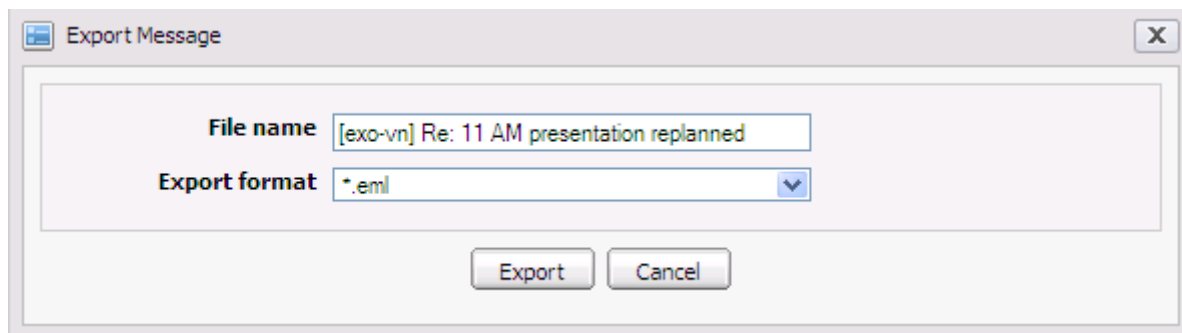


Illustration 31: The Export Message form

Details:

File name	The name of file which you want to export to. By default, the subject of the selected message will be used but you can change this name.
Export format	The format of the file which will be exported. By default, the type of file is *.eml.
Export button	To start exporting the message.
Cancel button	To exit the Export Message form.

Step 2: Click the **Export** button to accept the exporting file. A pop-up window with 4 options is shown:

- ✓ **Open with:** To directly open the exported message without saving.
- ✓ **Save file:** To save the exported message in your computer.
- ✓ **OK:** To accept the above choice.
- ✓ **Cancel:** To close window pop up.

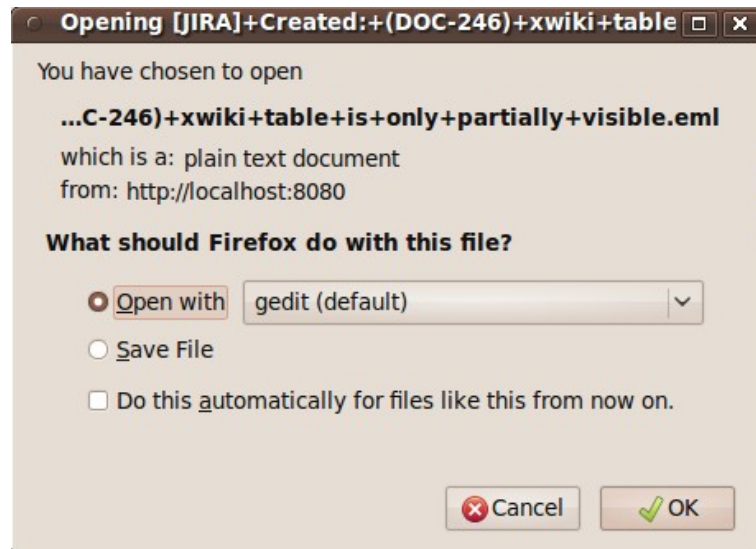


Illustration 32: The download pop up on Fire Fox

3.5.12 More actions

The section will show you the way to take some additional actions related to messages.

3.5.12.1 Mark a message as read

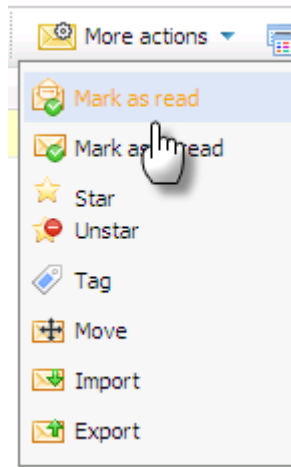
The function allows marking one or more messages as read by removing bold format of message.

To mark message as read, do as follows:

The 1st way:

Step 1: Select messages to mark as read by selecting its checkbox(es).

Step 2: Select the **Mark as read** item in the **More Actions** drop down list menu on the action bar:



The 2nd way: This function is used to mark all unread messages in a specific folder.

Step 1: Right-click the folder which contains messages that you want to mark as read.

Step 2: Select **Mark all read** in the drop down list menu.

All selected unread messages will be marked as read.

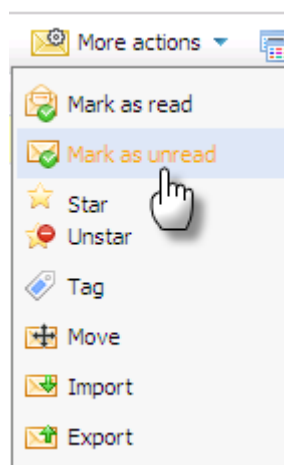
3.5.12.2 Mark a message as unread

The function allows marking one or more messages as unread by setting the bold format on message.

Do as follows:

Step 1: Check the message(s) which you want to mark as unread by selecting its checkbox(es)

Step 2: Select **Mark as unread** in the **More Actions** menu on the action bar:



All selected read messages will be marked as unread.

3.5.12.3 Add a star to a message

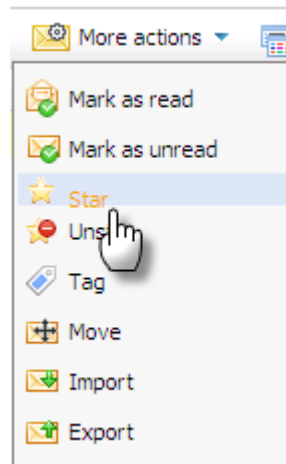
The function allows adding a star to a message to make it more outstanding than others.

Do as follows:

The 1st way:


Step 1: Select message(s) to set star by ticking on its checkbox(es)

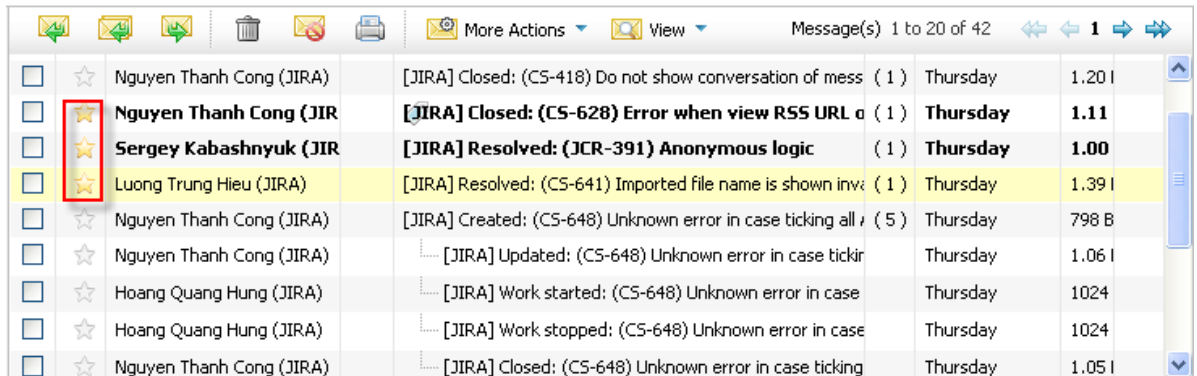
Step 2: Select the **Star** item in the **More Actions** drop-down list on the action bar:



The 2nd way:

In the message list pane, click the gray star icon that corresponds to the message which you want to add a star.

After marking, the selected messages will be appended a icon  so that you can identify them easily:



	From	Subject	Date	Size
<input type="checkbox"/>	Nguyen Thanh Cong (JIRA)	[JIRA] Closed: (CS-418) Do not show conversation of mess (1	Thursday	1.20 I
<input type="checkbox"/>	Nguyen Thanh Cong (JIRA)	[JIRA] Closed: (CS-628) Error when view RSS URL o (1	Thursday	1.11
<input type="checkbox"/>	Sergey Kabashnyuk (JIRA)	[JIRA] Resolved: (JCR-391) Anonymous logic (1	Thursday	1.00
<input type="checkbox"/>	Luong Trung Hieu (JIRA)	[JIRA] Resolved: (CS-641) Imported file name is shown inv (1	Thursday	1.39 I
<input type="checkbox"/>	Nguyen Thanh Cong (JIRA)	[JIRA] Created: (CS-648) Unknown error in case ticking all (5	Thursday	798 B
<input type="checkbox"/>	Nguyen Thanh Cong (JIRA)	[JIRA] Updated: (CS-648) Unknown error in case tickin	Thursday	1.06 I
<input type="checkbox"/>	Hoang Quang Hung (JIRA)	[JIRA] Work started: (CS-648) Unknown error in case	Thursday	1024
<input type="checkbox"/>	Hoang Quang Hung (JIRA)	[JIRA] Work stopped: (CS-648) Unknown error in case	Thursday	1024
<input type="checkbox"/>	Nguyen Thanh Cong (JIRA)	[JIRA] Closed: (CS-648) Unknown error in case ticking	Thursday	1.05 I

Illustration 33: The messages with star view

3.5.12.4 Remove a star from a message

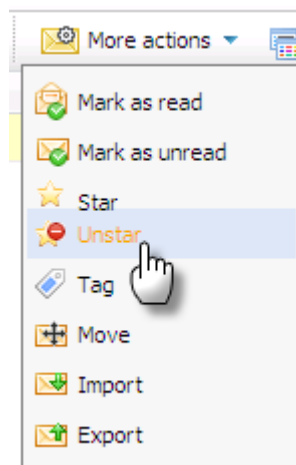
The function is used to remove a star from a message that was appended with a star.

Do as follows:

The 1st way:

Step 1: Check the starred messages by selecting its checkbox(es)

Step 2: Select **Unstar** in the **More Actions** menu on the action bar:



The 2nd way:

In the message list pane, click the yellow star icon which corresponds to the message that you want to remove star.

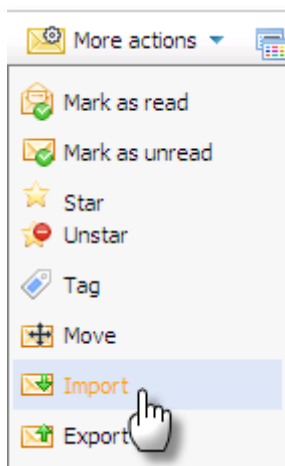
Stars will be removed from the selected messages. It is changed from yellow to gray color.

3.5.12.5 Import messages

The function is used to import messages from your computer to specific folder.

Do as follows:

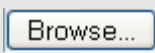

Step 1: Select the **Import message** in the **More Actions** menu on the action bar:



The **Import Message** form will appear:

Illustration 34: The Import Message form

Details:

Choose file (.eml):	The name of the file which you want to import from your computer. Click the button  to get one file .eml from the computer and then click the icon  to upload the file.
Import message to folder	The folder where the message will be imported.
Import button	To start importing the message.
Cancel	To exit the Import Message form.

Step 2: Enter required values in the **Import Message** form.

Step 3: Complete importing by clicking the **Import** button.



By default, your imported file must be in the *.eml format.

3.5.12.6 Report a message as not spam

This function is used to report one or more messages in the **Spam** folder not to be spams.

Do as follows:

Step 1: Go into the **Spam** folder and then check messages that you want to report not be spams.


Step 2: Select the icon  on the action bar.

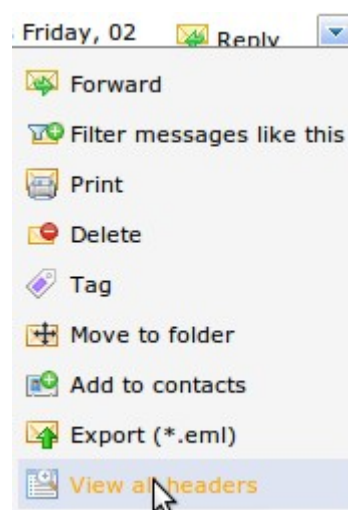
Step 3: All selected messages will be moved back the **Inbox** folder.

3.5.12.7 View full headers of a message

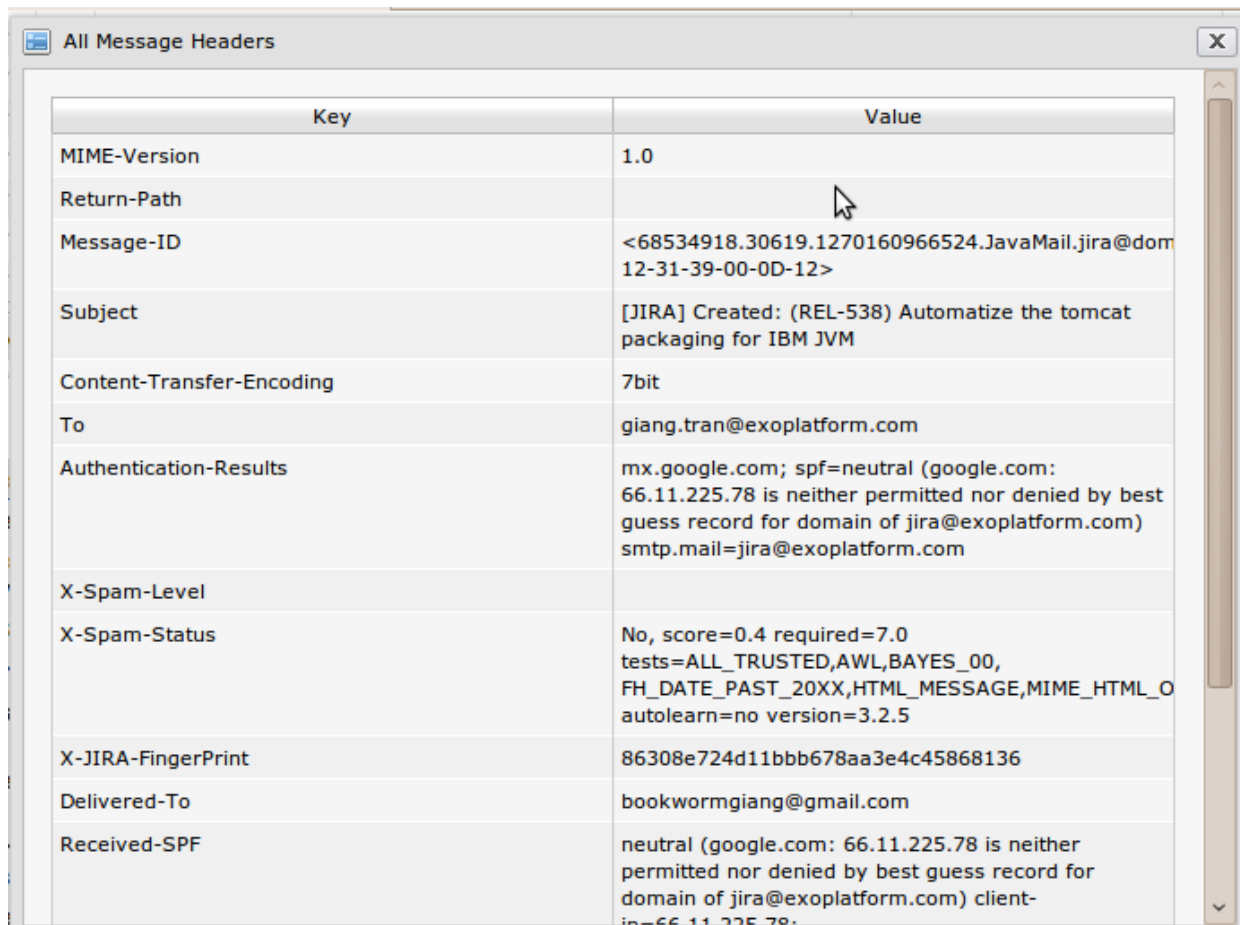
The header's information which is displayed by default, just including: the sender's email address, the receivers' email addresses and the subject of the mail. If you want to view full headers of a mail, you can do as follows:

Step 1: Open the message which you want to view its full headers.

Step 2: Click the icon  on the right corner of message's content and select **View Full Headers** in the drop down list menu:



The **View message headers** pop-up will appear:



Key	Value
MIME-Version	1.0
Return-Path	
Message-ID	<68534918.30619.1270160966524.JavaMail.jira@dom 12-31-39-00-0D-12>
Subject	[JIRA] Created: (REL-538) Automatize the tomcat packaging for IBM JVM
Content-Transfer-Encoding	7bit
To	giang.tran@exoplatform.com
Authentication-Results	mx.google.com; spf=neutral (google.com: 66.11.225.78 is neither permitted nor denied by best guess record for domain of jira@exoplatform.com) smtp.mail=jira@exoplatform.com
X-Spam-Level	
X-Spam-Status	No, score=0.4 required=7.0 tests=ALL_TRUSTED,AWL,BAYES_00, FH_DATE_PAST_20XX,HTML_MESSAGE,MIME_HTML_O autolearn=no version=3.2.5
X-JIRA-FingerPrint	86308e724d11bbb678aa3e4c45868136
Delivered-To	bookwormgiang@gmail.com
Received-SPF	neutral (google.com: 66.11.225.78 is neither permitted nor denied by best guess record for domain of jira@exoplatform.com) client- ip=66.11.225.78

Illustration 35: The Full Message Headers form

3.5.13 View and filter mails

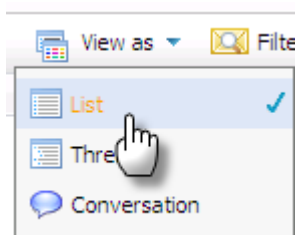
The function is used to view all mails in a specific folder according to some ways that you want to view.

3.5.13.1 View as

The function allows organizing the messages list in different manners.

View as List

This view arranges the message as a list. To view messages according to this way, click **View as** and select **List** item in the menu pop up:



The messages will be arranged:

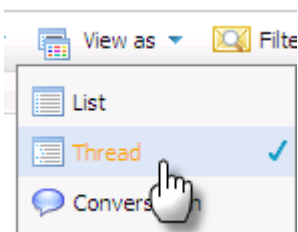
A screenshot of the email list view in the eXo Mail interface. The messages are arranged in a list view, showing a table of email details. A red rectangle highlights a group of messages. The table has columns for checkboxes, stars, subject, sender, time, and size. The first message is '[JIRA] Updated: (DOC-300) Answers User Guide' from Philippe Aristote (JIRA) at 11:11 AM, 13.87 KB. The following seven messages are replies to '[exo-pm] New Forums' from various senders at different times and sizes.

		Subject	Sender	Time	Size
<input type="checkbox"/>	☆	[JIRA] Updated: (DOC-300) Answers User Guide	Philippe Aristote (JIRA)	11:11 AM	13.87 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Thomas DELHOMENIE	05:01 AM	22.12 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Arnaud Héritier	04:50 AM	20.61 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Marwan Guetari	03:59 AM	20.11 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Arnaud Héritier	03:52 AM	19.51 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Arnaud Héritier	03:46 AM	19.65 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Benjamin Mestrallet	03:44 AM	17.22 KB
<input type="checkbox"/>	☆	Re: [exo-pm] New Forums	Marwan Guetari	03:43 AM	15.76 KB

Illustration 36: View message as list

View as Thread

This view arranges messages as a tree structure. All replies are shown as sub nodes. To change the view to thread view, click **View as** and select **Thread** in the pop-up menu:



The message and its replies will be displayed:

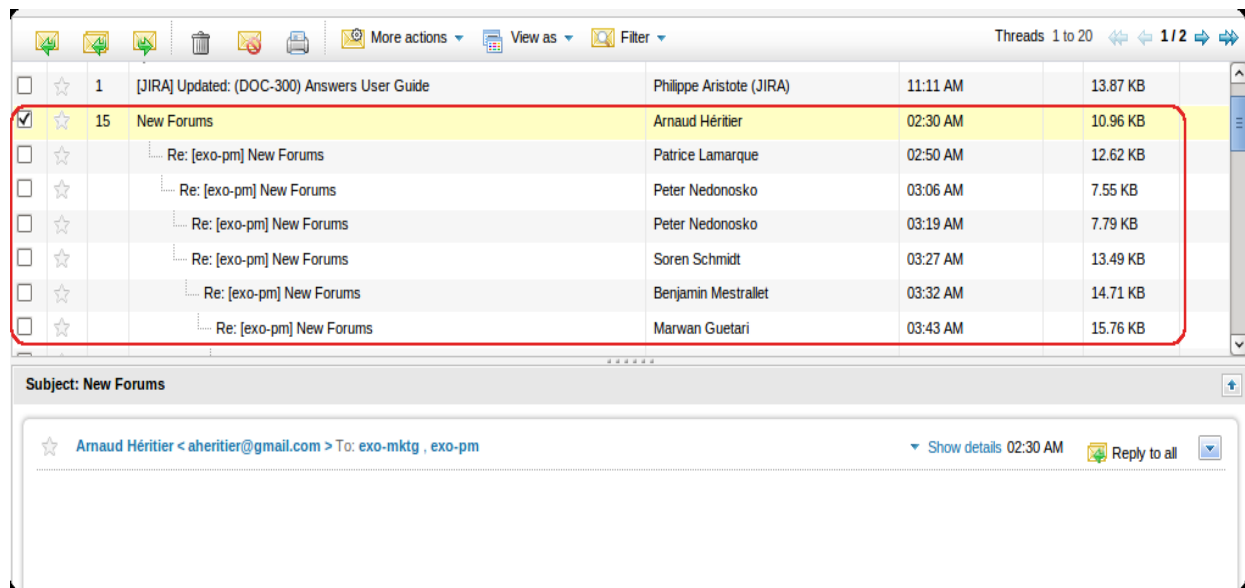
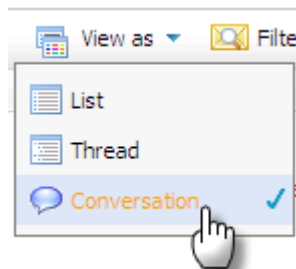


Illustration 37: View message as thread

View as Conversation

With this view, the messages which are the replies of one mail will not be displayed in the messages list but on the message pane. To view messages as conversation, click **View as** and select **Conversation** in the pop-up menu:



The mail and its replies will be displayed:

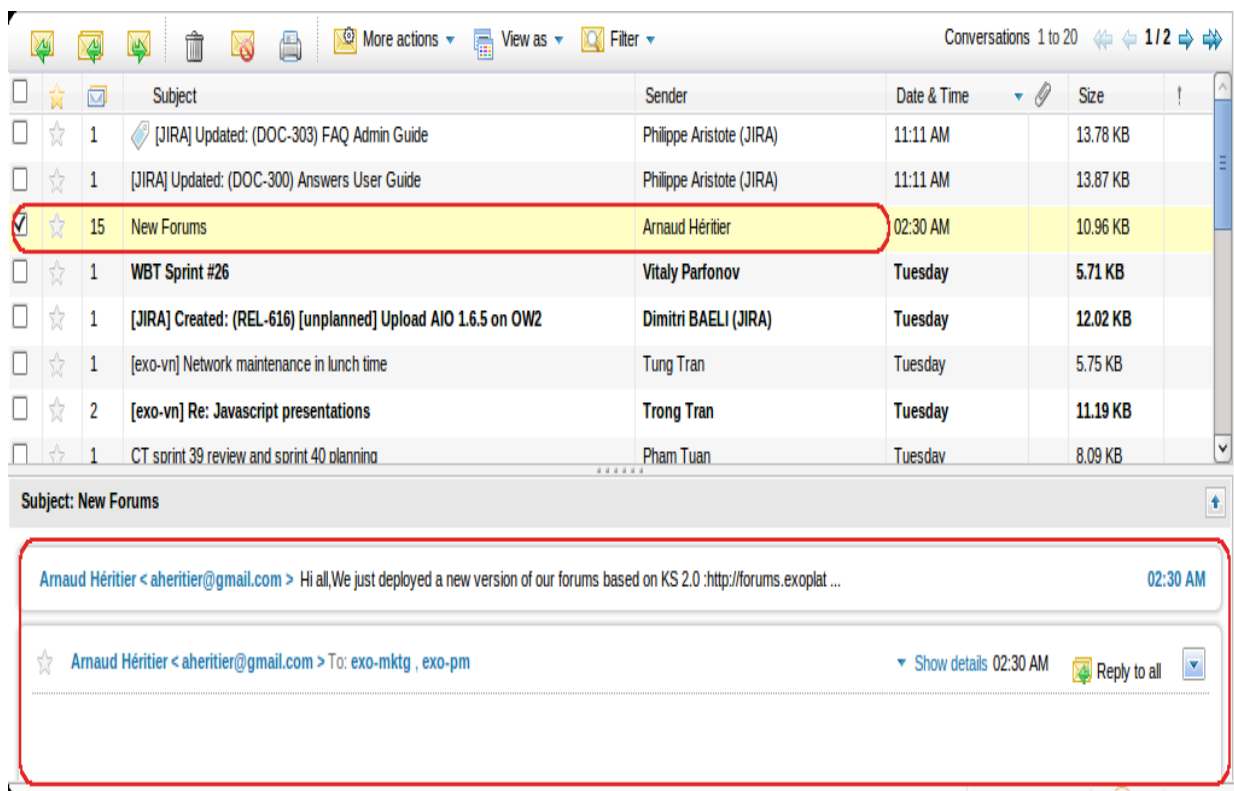


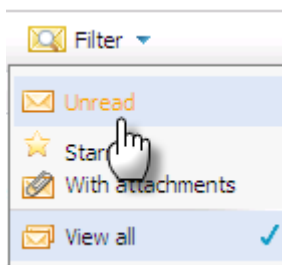
Illustration 38: View message as conversation

3.5.13.2 Filter messages

The function is used to view all messages in a specific folder. Only select **All messages** in the **View menu** on the action bar to view all messages in the current folder.

Filter Unread messages

This function is used to filter all messages which are not read in the list. Only click **Filter** and select **Unread** in the pop-up menu:



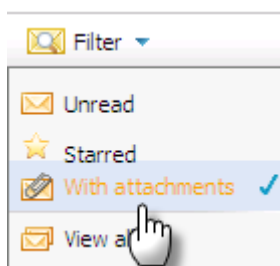
Filter star messages

The function is used to filter all messages which are appended stars in the list. Only need to click **Filter** and select **Starred** in the pop-up menu:



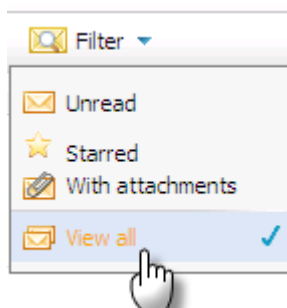
Filter message with attachments

The function is used to filter all messages which has attachments in the list. Only click **Filter** and select **With attachments** in the pop-up menu:



View all messages

The function is used to view all types of messages in the list. Only click **Filter** and select **View all** in the pop-up menu:



3.5.14 Manage filters

Filters allow setting up rules to apply for incoming messages. Rules allow matching some criteria and applying actions to messages. This section includes some actions relating to filtering mails.

3.5.14.1 Add a new filter

The function is used to add a new filter.

Do as follows:

The 1st way: This way manually define condition for the new message filter.

Step 1: First of all, click the button



on the toolbar. The **Message**

Filter form will appear:

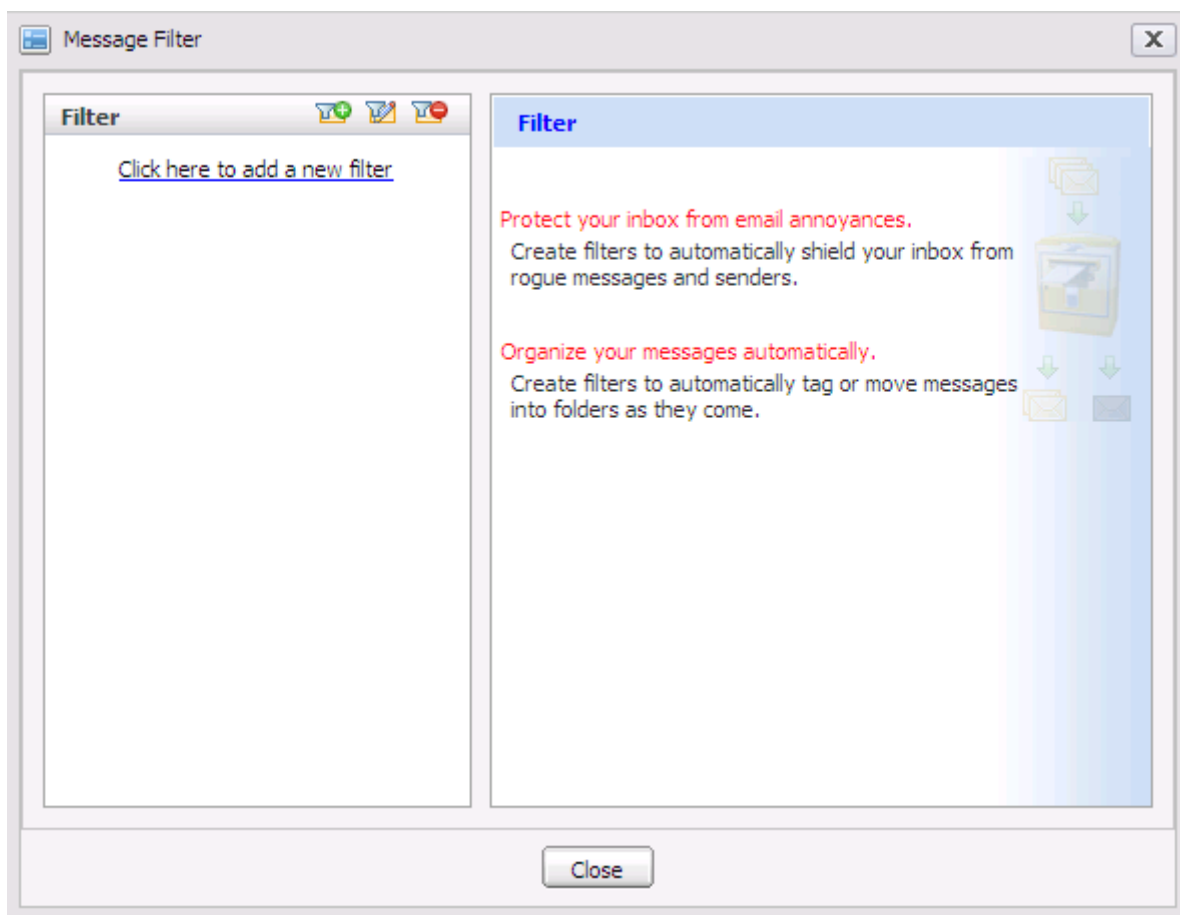


Illustration 39: The Message Filter form

Step 2: Click the icon or press the '[Click here to add a new filter](#)' link to create a new filter.

The **Add/Edit Message Filter** will appear:

Filter Name:

If all of the flowing rules are true ...

From: contains

To: contains

Subject: contains

Body: contains

Then ...

Move the message to folder : Inbox

Apply tag: Choose a tag

Execute now ☐

Illustration 40: The Add/Edit Message Filter form

Details:

Filter Name	The filter's name. (Required).
From	This condition is to filter the email address of sender.
To	This condition is to filter the mail address of receiver.
Subject	This condition is to filter the subject of incoming messages.
Body	This condition is to filter the body of incoming messages.
Move the message to folder	The folder to which the messages satisfying with the filter will be moved.
Apply tag	The tag to which the messages satisfying with the filter will be applied
Apply for all messages	The option allows applying the filter to all current messages.
Execute now	To take the action immediately.
Save button	To save a new message filter.

Cancel buttonTo exit the **Add/Edit Message Filter** form.

Step 3: Define one or more rules in this form.

Step 4: Complete adding the message filter by clicking the **Save** button.

After you have created a new filter successfully, the created filter will be displayed in the list below:

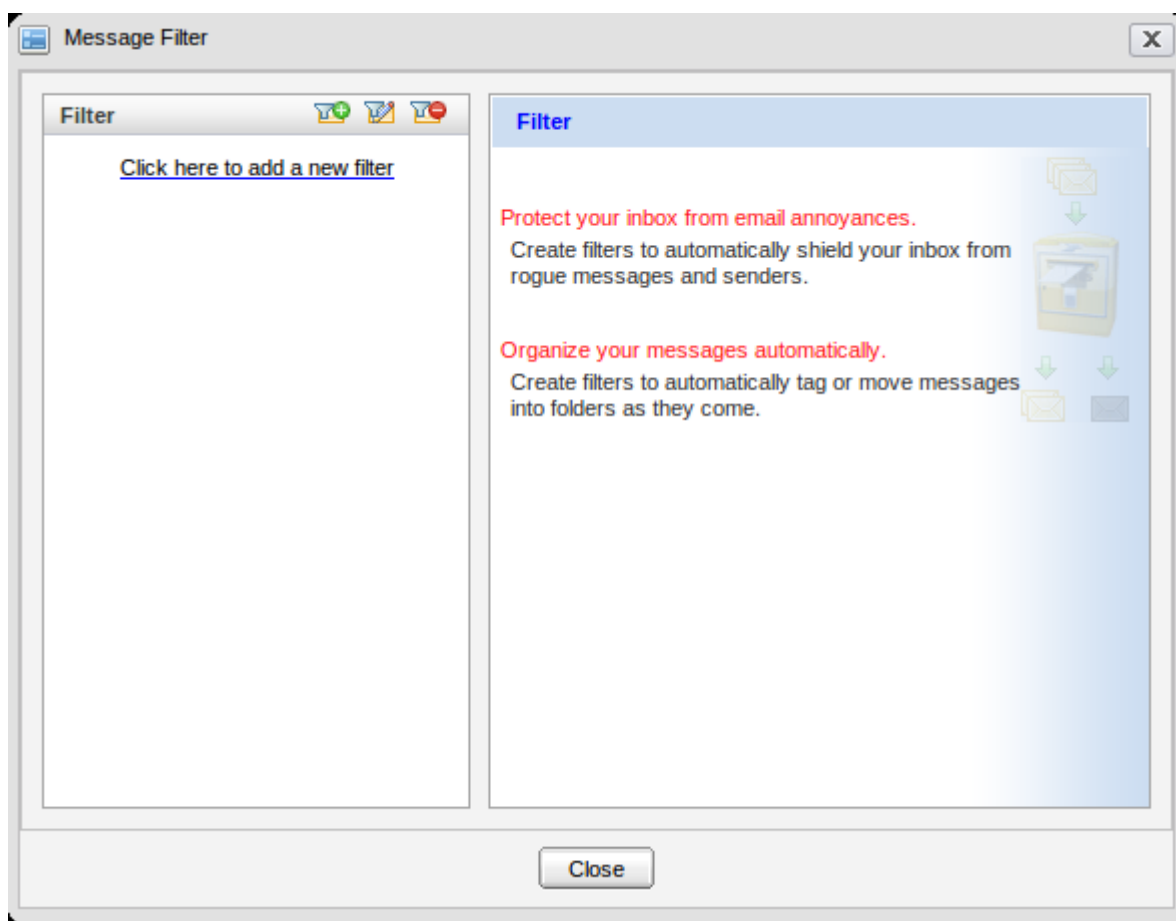
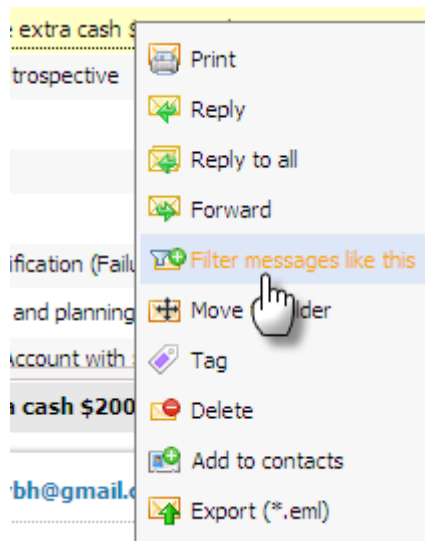


Illustration 41: The Message Filter form

The 2nd way: This way allows creating a new filter by getting conditions from one existing message.

Step 1: Right-click the message which is selected to get filter conditions and select **Filter message like this** in the menu:



The **Add/Edit Message Filter** form will appear with some predefined filter conditions basing on the selected message:

A screenshot of the 'Add/Edit Message Filter' dialog box. The 'Filter Name' field contains 'jira@exoplatform.com'. Below this, under the heading 'If all of the flowing rules are true ...', there are four rows for 'From:', 'To:', 'Subject:', and 'Body:'. Each row has a dropdown menu set to 'contains' and a text input field. The 'From' field contains 'jira@exoplatform.com'. Below this, under the heading 'Then ...', there are three options: 'Move the message to folder:' with a dropdown set to 'Inbox', 'Apply tag:' with a dropdown set to 'Choose a tag', and 'Execute now' with an unchecked checkbox. At the bottom are 'Save' and 'Cancel' buttons.

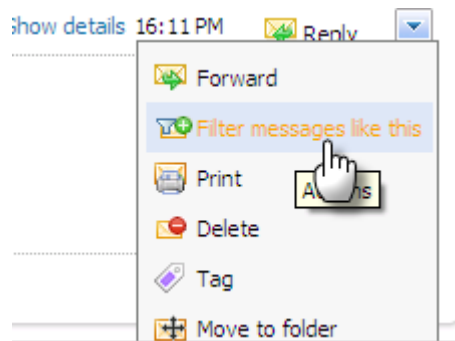
The filter above is created with default criteria “viet@exoplatform.com” in “From” field.

Step 2: Leave the filter conditions by default or define more filter conditions.

Step 3: Complete adding a new filter by clicking the **Save** button.

The 3rd way:

In the Message preview pane, click the icon at the right corner and select **Filter message like this** in the menu below:



The **Add/Edit Message Filter** form will be displayed like the 2nd way with predefined criteria. The new filter can be created through similar ways above.

After creating a filter, the created filter will be displayed in the list. All messages which satisfies with filter conditions will be effected. Messages will be moved into specific folder or tag, etc.


3.5.14.2 Edit a filter

The function is used to make changes on a specific filter.

Do as follows:

Step 1: Open **Message Filter** form by clicking the button  on the toolbar.

The **Message Filter** form will appear and list all exiting filters.

Step 2: Select the filter to edit and then click the icon  on the filter bar in the **Message Filter** form. The **Add/Edit Message Filter** form will be shown with detailed information, available for editing.

Step 3: Change the filter's condition.


Step 4: Complete editing by clicking the **Save** button.

3.5.14.3 Delete a filter

The function is used to remove a filter from the filter list.

Do as follows:

Step 1: Open the **Message Filter** form by clicking  on the toolbar.

Step 2: Select the filter you want to delete and then click the icon  on the filter bar in the **Message filter** form.

The selected filter will be removed from list.


3.5.15 Manage the Address Book

The Address book in the Mail application provides you with a list of contacts which can be retrieved for sending mail. This section will explain some additional actions related to the address book management.

3.5.15.1 Add a new address book

This function is used to add new address books.

Do as follows:

Step 1: Click the button  **Contacts** on the toolbar to go into the **Contacts** form:

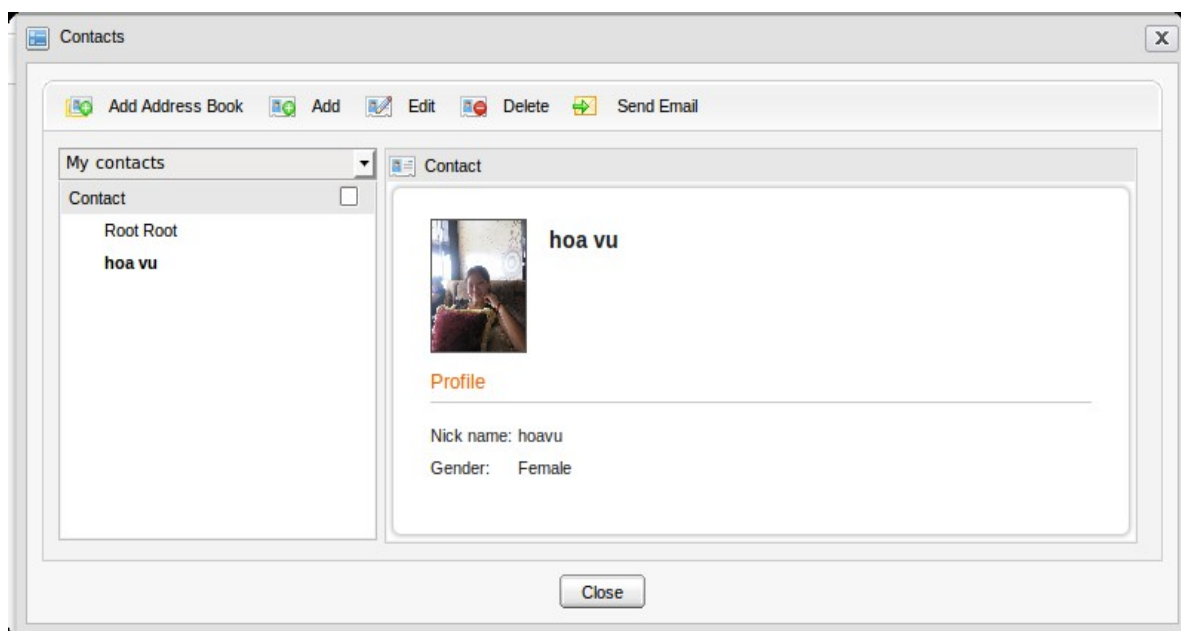


Illustration 42: The Address Book form

Step 2: Click the **Add Address Book** button to add a new address book. The **Add Address Book** form will appear:

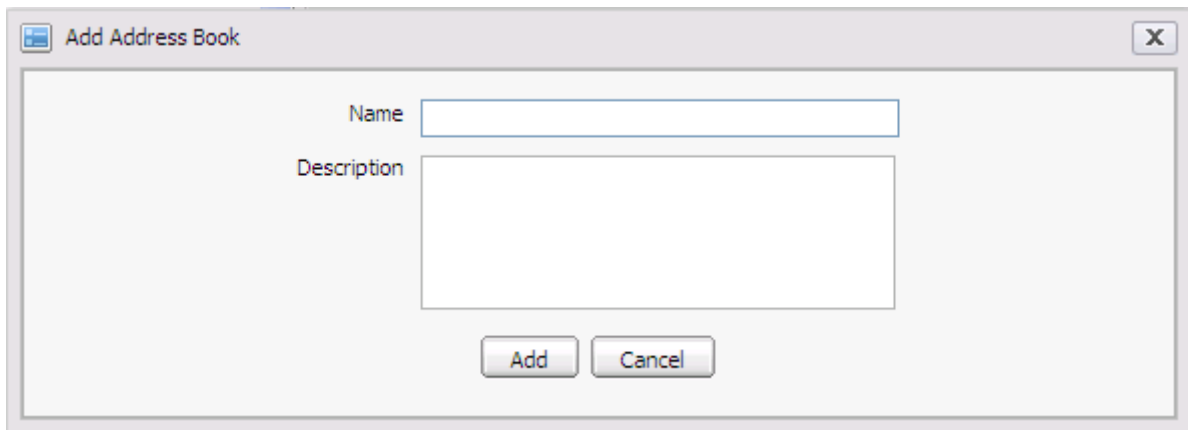


Illustration 43: The Add Address Book form

Details:

Group name	The name of the Address Book. (Required).
Description	The group description.
Add button	To accept adding a new Group.
Cancel button	To exit Add Address Book form.

Step 3: Enter values in this form.

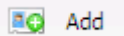
Step 4: Complete adding a new address book by clicking the **Add** button.

3.5.15.2 Add a new contact

The function is used to add a new contact to a group.

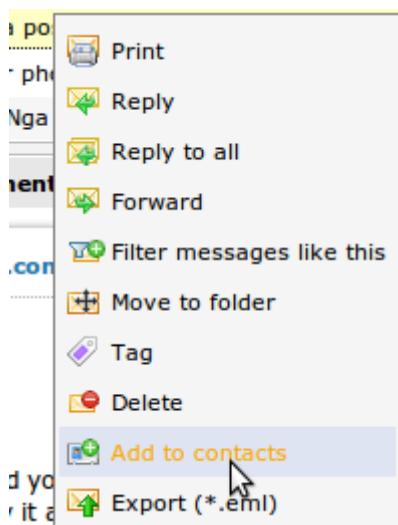
To add the contact, do as follows:

Step 1: Open the Add new Contact form.


The 1st way: Click the button  on the **Address Book** form.

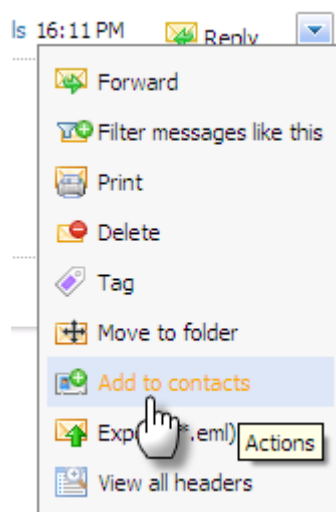
The 2nd way: This way is used to add the sender of a message to a specific group.

Right-click a message to add the sender to contacts list and then select **Add to contacts**.



The 3rd way: This way is also used to add a sender of a message to a specific group.




Open the message that you want to add the sender to the contact list and then click  at the right corner of the message's content. Select the **Add to contacts** item in the drop-down list:



The **Add/Edit New Contact** will appear:

Illustration 44: The Add new Contact form

Details:

Address Book	The address book in which the contact is stored. The address book can be selected from the existing in the combo box or created new by clicking the icon  to add a new group immediately.
First Name	The first name of the contact. With second and third way, value of this field is the sender's first name of this mail. (Required).
Last Name	The last name of the contact. With second and third way, value of this field is the sender's last name of this mail. (Required).
Nick Name	The nick name of the contact.
Gender	The gender of the contact. There are two options: Male and Female.
Birthday	The birthday of the contact.
Job Title	The job's title of the contact.
Email	The email address of the contact. With second and third way, value of this field is the sender 's email of this mail. The icon  is to add more email addresses for this contact. The icon  is to remove the added email.
Change	To change the current avatar.

Delete To delete the current avatar and set it by default.

Save button To save new contacts.

Cancel button To exit the **Add/Edit New Contact** form.

To add the picture to the contact, click the **Change** link to open the **Change Image** form:

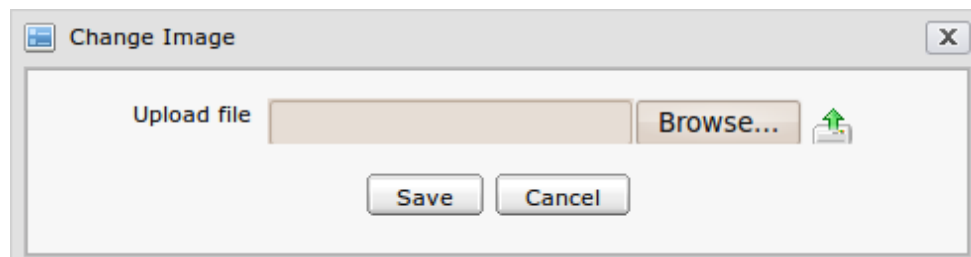
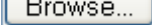



Illustration 45: The Change Image form

- Select the uploaded file from local computer by clicking the  button
- Upload the selected file by clicking the  icon.
- Click the **Save** button to accept saving the uploaded file.


Step 2: Input contact information, change or remove contact's picture by clicking Change/Remove link.

Step 3: Complete adding new contacts by clicking the **Save** button.

3.5.15.3 Edit a contact

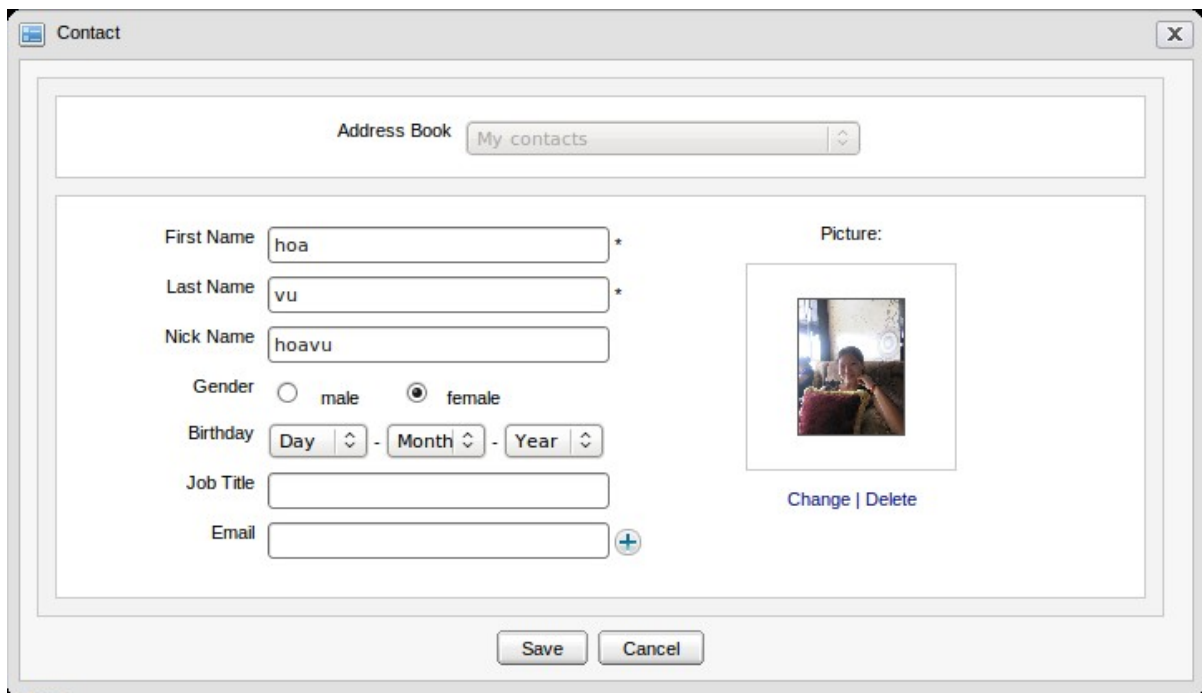
The function is used to edit a contact in a specific group.

Do as follows:

Step 1: Open the **Contacts** form by clicking the button  **Contacts** in the main toolbar.

Step 2: Select the contact which you want to edit in the **Contacts** form.

Step 3: Click the button , the **Contact** form will be shown with detailed information, available for editing.




Step 4: Change the contact 's information.

Step 5: Complete editing by clicking the **Save** button.


3.5.15.4 Delete a contact

The function is used to delete a contact from a specific group.

To delete a contact, do as follows:

Step 1: Open the **Contacts** form by clicking the button  **Contacts** in the main toolbar.

Step 2: Select the contact which you want to delete in the **Address Book** form.

Step 3: Select the button , the confirmation message will be shown. Click **OK** to delete contact or click **Cancel** to quit.



When you delete a contact which is tagged, it is still shown in tag. Only the deleted contact is removed completely from trash folder, the deleted contact is not shown in tag.

3.5.15.5 Send a mail to a selected contact

The function allows sending a mail to the selected contacts.

Do as follows:

Step 1: Tick on the contacts that you want to send a email.

Step 2: Click the button  .

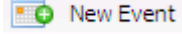
The **Compose a new message** form appears with the **To** field is input with all the selected emails.

Step 3: Compose the mail content and send it.

3.5.16 Add an event

The function interacts with the Calendar application which allows quickly adding new events into your calendar instead of directly going to calendar application to do.

To add an event, do as follows:

Step 1: Open the **Add event** form by clicking the button  on the main toolbar.

The **Add event** form will appear below:

The screenshot shows the 'Add event' dialog box with the 'Event detail' tab selected. The form contains the following fields and controls:

- Event summary**: A text input field with an asterisk indicating it is required.
- Description**: A large text area for detailed notes.
- Location**: A text input field.
- From**: Two input fields showing '06/23/2010' and '15:45'.
- To**: Two input fields showing '06/23/2010' and '16:15'.
- All day**: A checkbox that is currently unchecked.
- Priority**: A dropdown menu set to 'None'.
- Repeat**: A dropdown menu set to 'No Repeat'.
- Calendar**: A dropdown menu set to 'Default'.
- Event Category**: A dropdown menu set to 'All' with a plus icon to the right.
- Attachments**: A plus icon to add attachments.
- Buttons**: 'Save' and 'Cancel' buttons at the bottom.


Illustration 46: The Event detail tab of the Add event form

Details:

The **Event Detail** tab contains basic event information:

Event Summary	The title of the event.
Description	The detailed description of the event.
Location	The location where the event will take place.
From	The start date/time of the event.
To	The end date/time of the event.
All day	The option allows selecting the duration of the task to be all day or not. If you don't check this option, you have to select the start date, time and end date. By default, the start date and end date is current date.
Priority	The priority level of the task.
Repeat	Interval time that you will be asked for a repeated reminder after every x minutes.

Calendar The calendar in which the event will be stored.

Event Category The category the event belongs to. To create a new Event category, click the icon  , the Event categories form appears as below:

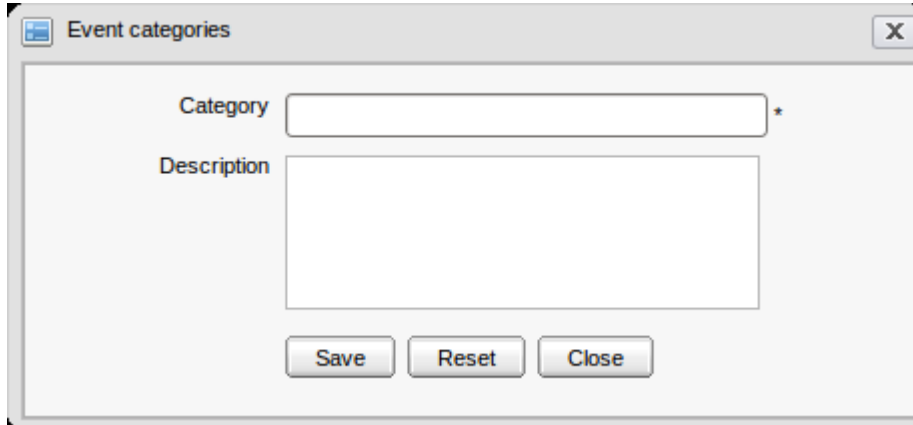


Illustration 47: Event categories form

- Give an event category name and description (optional) then click the **Save** button to create a new category quickly.

Attachments To add attached file to the events.


Save button To accept saving the event.

Cancel button To exit the **Add event** form.

The **Reminders** tab: the reminder function allows you to remind about an event via a mail.

Illustration 48: The Reminders tab of Add event form

Reminder by mail:

When event starts in next	The time you will receive the mail reminder before event starts.
Repeat	The option allows setting reminder repetition mode or not for the event.
every	The interval time (in every xxx minutes) the reminder will be repeated before event stars.
Send reminder to	List of email addresses to which the reminder will be sent. The default value is the email address of current user. You can input email address list or click  to select emails from the Select email form manually.

After adding email addresses successfully, the email addresses of selected contacts are displayed in the 'Send reminders to' field of the **Reminders** tab.

Step 2: Input values into the Add event form.

Step 3: Complete adding new event by clicking the **Save** button.



This function supports in adding new events into the Calendar application through the Email application. (See eXo Calendar User Guide for more details).

Besides, when you receive an Invitation mail on taking part in a specific event, you can import an event directly in your calendar. The Invitation mail content is shown as below:

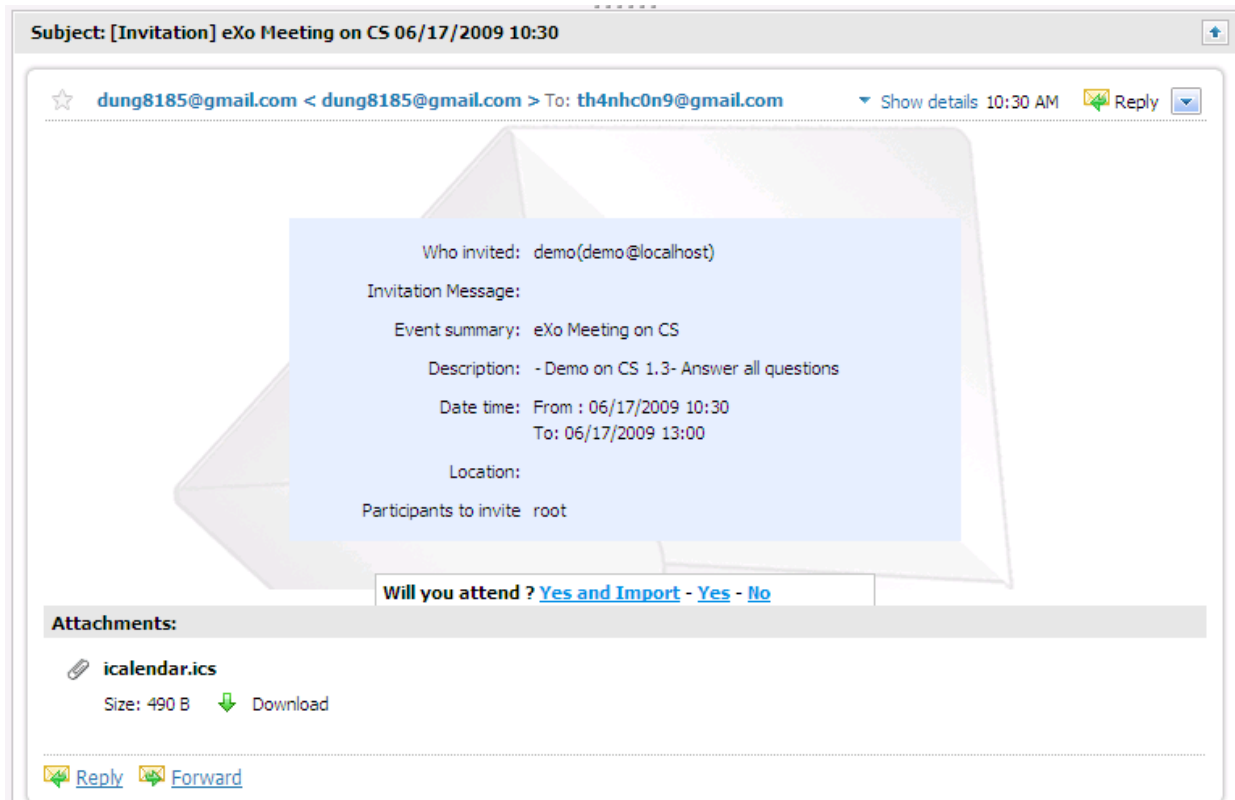


Illustration 49: The content of an Invitation mail

There are 3 options:

The **Yes and Import** option means that you accept taking part in the event in the Invitation mail and import the event into your calendar to remind you about this event. The event will be imported directly into your **Default** calendar in the Calendar portlet.

The **Yes** option means that you accept taking part in the event without importing it into your calendar.

The **No** option means that you refuse taking part in the event in the Invitation mail.

3.5.17 Search


The function allows you to find mails. There are two types of searching: quick search and advanced search.

3.5.17.1 Quick Search

The function allows you to do a quick search with specific keywords in all your messages. All messages from the different folder having the text matching with your search term will be displayed in search result form. To do a quick search, do as follows:

Step 1: Enter a search term into the Search field:



Step 2: Click the icon  .

For example, quick search with “jira” term. All messages matching with “jira” term are listed in the search results form. The Search result form will be displayed:

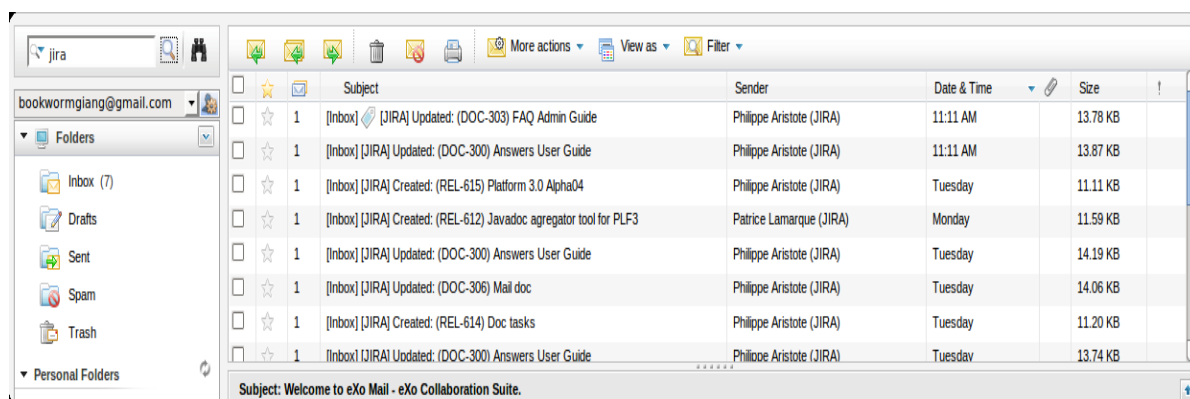



Illustration 50: Search results



- *The default search is not done in the Spam and Trash folders.*
- *The messages in Spam and Trash folders can be searched by positioning explicitly into them.*

3.5.17.2 Advanced Search

The Advanced Search allows you to specify precise search criteria. Do as follows:

Step 1: Click the icon  to the right of the search box.

The **Advanced search** form will appear:

Illustration 51: The Advanced Search form

In this form, you can set one, few or all criteria for your search:

Details:

Search in folder:

The folder which you want to search in.

From:

The condition corresponding to the sender's name or mail addresses.

There are some options:

- contains: includes the terms in search box.
- doesn't contain: do not include the term in search box.
- is: include exactly the term in search box
- is not: do not include exactly the term in search box
- starts with: starts with the term in search box
- Does not start with: do not start with the term in search box

To:

The condition corresponding to receiver 's name or mail address.

Subject:

This condition which corresponds to the message subject.

Message:

This condition which corresponds to the message content

Received before & Received after:

The interval time when the search messages were receipted

Has Star.

This option allows searching messages have star or not.

Has attachment:

This option allows searching messages have attachment or not.

Priority:

The priority of the search messages

Step 2: Define the Search conditions.

Step 3: Click the **Search** button to launch the search.

All messages matching with your criteria will be listed in the search result form.

Or click **Cancel** to quit.

3.5.18 Mail Settings

The function allows you to customize the behavior and layout of eXo Mail for your own needs.

Do as follows:

Step 1: Click the button  on the toolbar.

The **Mail Settings** form appears with 3 tabs: General, Return Receipts and Layout.

The **General** tab contains basic setting information.

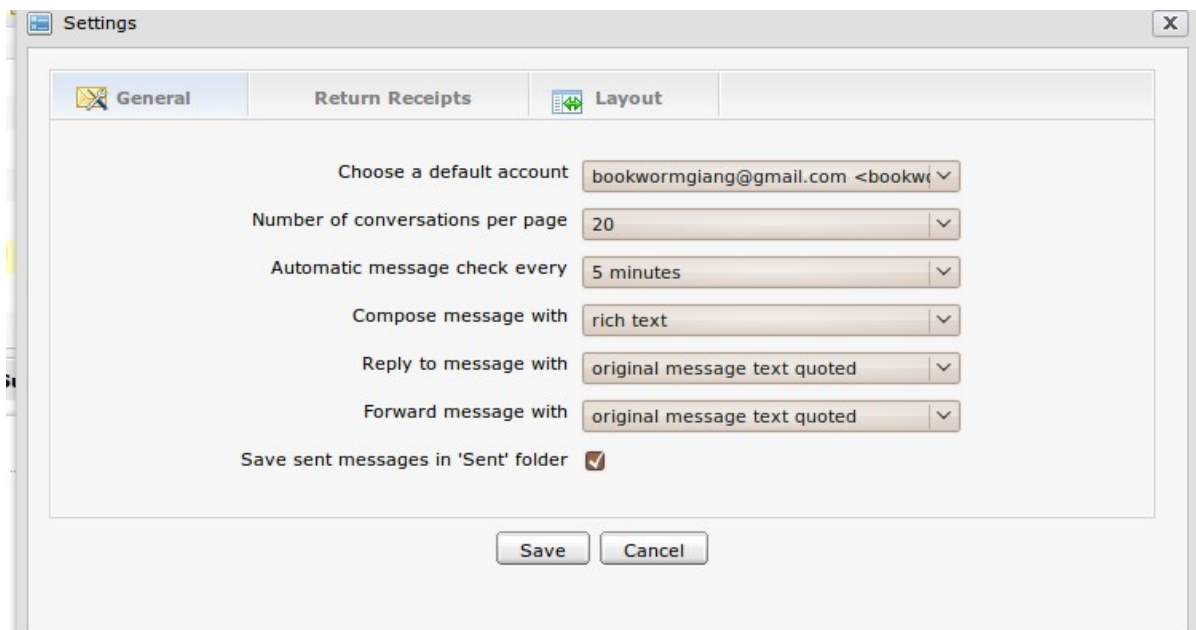


Illustration 52: The General tab of the Mail Settings form

Details:

Choose a default account The default account (including display name and email address) of the current user. User can select one of accounts in list.

Number of conversations per page The number of conversations which will be displayed per page. The options including 10, 20, 30, etc or 70 message per one page in message list pane will be selected.

Automatic message check every The interval time the system will check mail automatically. 5 minutes, 10 minutes, 20 minutes, 30 minutes or 1 hour will be selected. If 20 minutes is selected, after 20 minutes, the mail application will automatically get mail one time.

Compose message with The default format of the message which is used when composing a message. There are 2 options: rich text and plain text. Rich text allows composing with some effects such font style, size, color, etc while the Plain text allows simple text only.

Reply to message with	There are two options. One allows replying message with attachment. Another allows replying with text only.
Forward message with	There are two options. One allows forwarding message with attachment. Another allows forwarding message with text only.
Save sent messages in 'Sent' Folder	The option allows saving sent messages in 'Sent' folder or not.

The **Return Receipts** tab allows setting the option for receipt notification.

For example, after reading a new mail in your Inbox, you can determine whether to send a notification to the sender or not to inform that you have read the message.

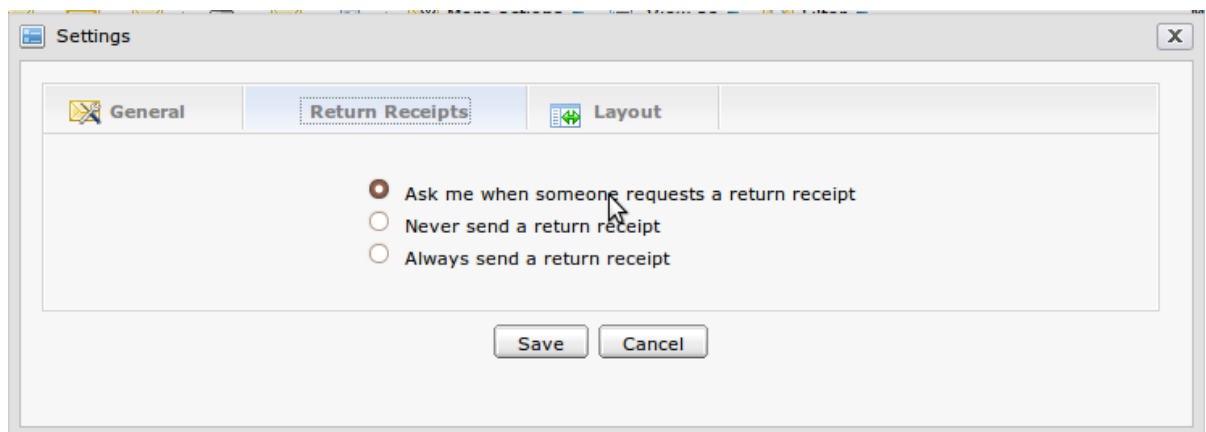


Illustration 53: The Return Receipts tab of the Mail Settings form

Details:

Ask me when someone requests a return receipt This option allows you to receive an alert to inform that someone wants to receive your notification about the returned receipt.

Never send a return receipt This option will ignore all requests for a return receipt from you.

Always send a return receipt The option allows sending a returned receipt to anyone under request at all times.

The **Layout** tab allows personalizing the Mail layout. By default, the **Horizontal Split** type is set. Besides, you can select the **Vertical Split** or the **No Split**.

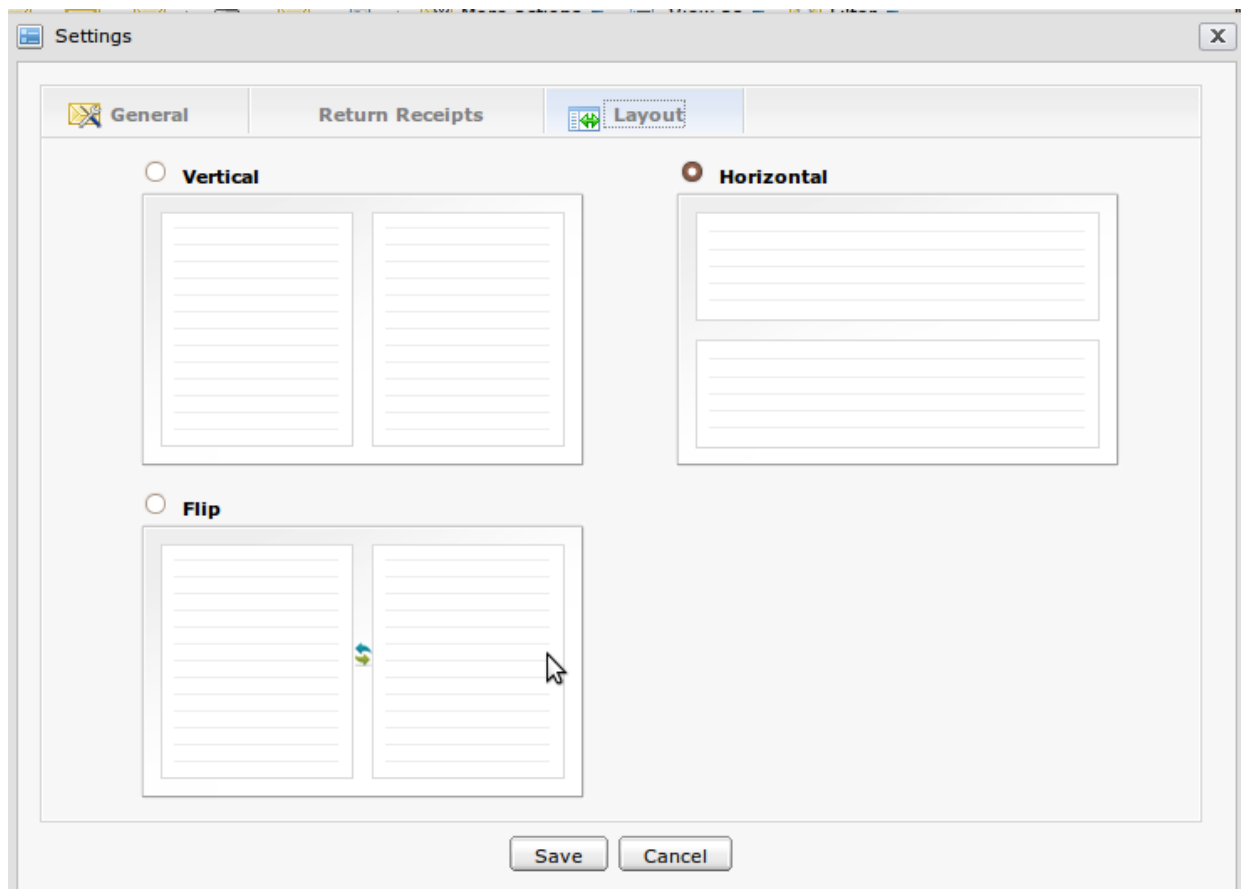
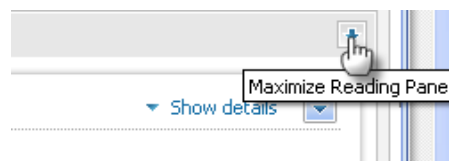



Illustration 54: The Layout tab of the Mail Settings form

Step 2: Change your Mail settings.

Step 3: Click the **Save** button to accept the changes.

3.5.19 Maximize the Reading Pane



The function is used to maximize their reading pane. To do this action, click the icon  on the right corner of the reading pane:

3.5.20 Sort messages

The function is used to sort messages in the list according to some conditions.

By default, messages in list will be sorted by 'Date & Time' in the ascending order. However,

you can also change sort by Sender, Subject, Size and Priority.







<input type="checkbox"/>		Subject	Sender	Date & Time 	Size	
<input type="checkbox"/>		CF Sprint #16 Retrospective	Anatoliy Bazko	Monday	8.11 KB	
<input type="checkbox"/>		CF Sprint #17	Anatoliy Bazko	Monday	6.38 KB	
<input type="checkbox"/>		[JIRA] Created: (REL-612) Javadoc agregator tool for PLF3	Patrice Lamarque (JIRA)	Monday	11.59 KB	

Illustration 55: The Message list pane

To change the sort order, click a column header of message list pane.

The first click will sort messages in the list into descending order. It is represented by the icon



The second click will sort messages in the list into the ascending order. It is represented by the

icon  .

4 Conclusion

This user manual has provided a thorough explanation of glossaries and features within eXo Mail. Now, you have known how to create, and manage mails with many various functions, including views, filter, Rich Text Editor, standard mail protocols and calendar integration. The following links can connect you with resources to learn more and contribute to the open source development process.

- [Learn more about eXo Platform 3.0](#)
- [Video demos, tutorial and more in the eXo Resource Center](#)
- [Access another eXo documents in the eXo Wiki](#)

REVISION HISTORY

Version	Date	Writer	Reviewer	Change Record
1.0	06/28/08	Hoang Anh Quynh Nga		
1.1	Dec 02, 2008	Hoang Anh Quynh Nga	Nguyen Thanh Cong	<ul style="list-style-type: none"> - Clarify some definition - Improve the way to express - Update new illustration - Update Filter function by right click directly on 1 message - Detail explanation mail settings. - Update 2nd way to add/remove star for message - Update 3rd way to create filter - Update Step 4- User name & password of Create a new account form changes - Update new add/edit account feature, Not spam function. - Update the way to add tag, delete message. - Update some small changes
1.2	March 13, 2009	Hoàng Anh Quynh Nga		
1.3	June 16. 2009	Nguyen Thanh Cong		<ul style="list-style-type: none"> - Managing accounts with new updates - Managing folder with new updates - Mail Settings with Return Receipts and Layout options. - Sending a mail to a selected contacts. - Synchronizing folders - Refine the content.
1.3.1	Oct 20,2009	Luong Quynh Lien		
	Nov 24,2009	Nguyen Thanh Cong		<ul style="list-style-type: none"> - Update most of UI with small changes of label, menu item. - Separate View as and Filtering function - Remove Custom layout
2.0.0	06/24/10	Tran Tra Giang		<ul style="list-style-type: none"> - Update most of UI with small changes. - Check errors in spelling and grammar - Update new template - Decorate to the new template. - Add Why uses eXo Mail + Conclusion

