User Guide
for
Zimbra Mobile and Desktop Client

National Data Center

Bangladesh Computer Council (BCC)

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1. Installation and Setup for Zimbra Apps on Mobile

We recommend both Android and iPhone users to use the Zimbra application on their mobile devices: (recommended)

1. For Android users: Visit the **Google Play Store**, search for "**Zimbra: Email Collaboration Pr**" by Synacor, Inc and **download** the app.
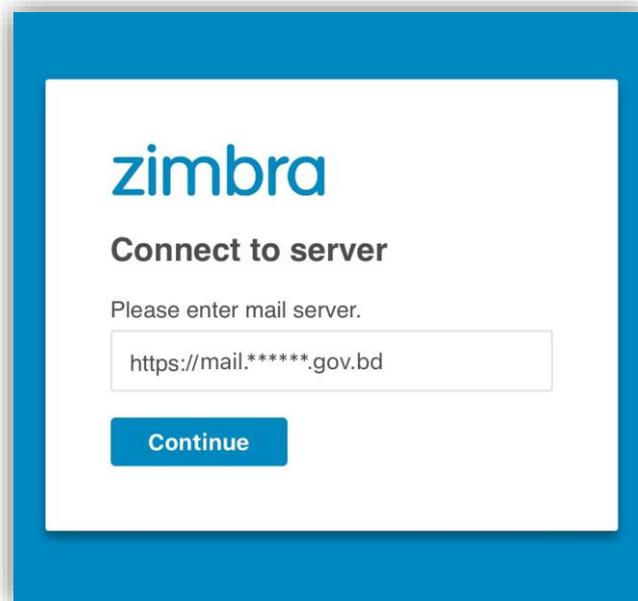
    https://play.google.com/store/apps/details?id=com.zimbra.modernapp

2. For iPhone users: Go to the **App Store**, search for "**Zimbra Email Collaboration**" by Synacor and **download** the app.

    https://apps.apple.com/us/app/zimbra-email-collaboration/id1554848550
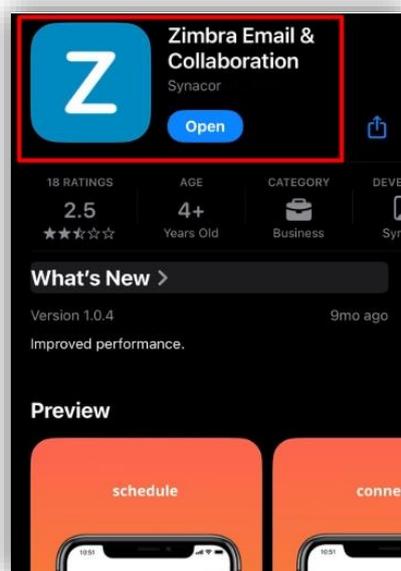
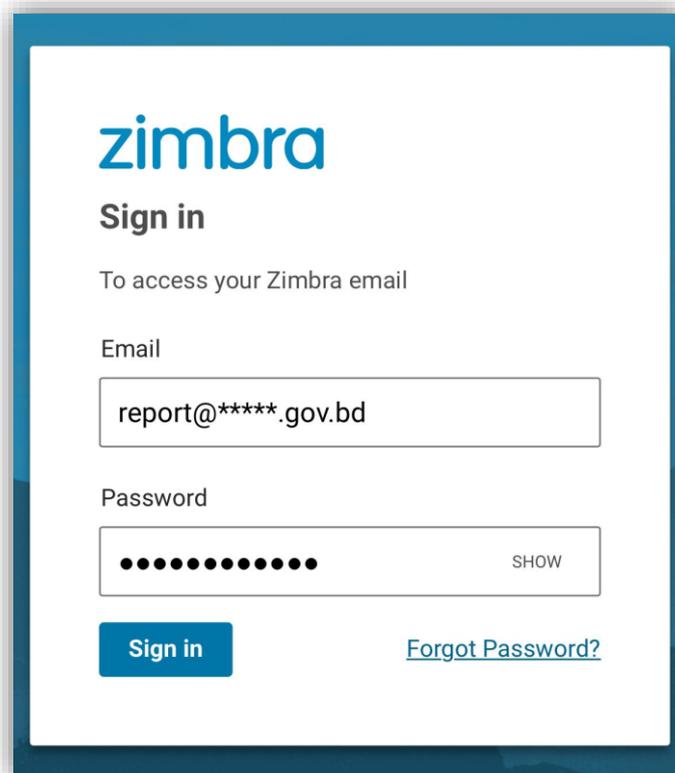3. Please enter mail server and **Continue**

    Server: Here provide organization mail server (for example: **mail.baera.gov.bd**)
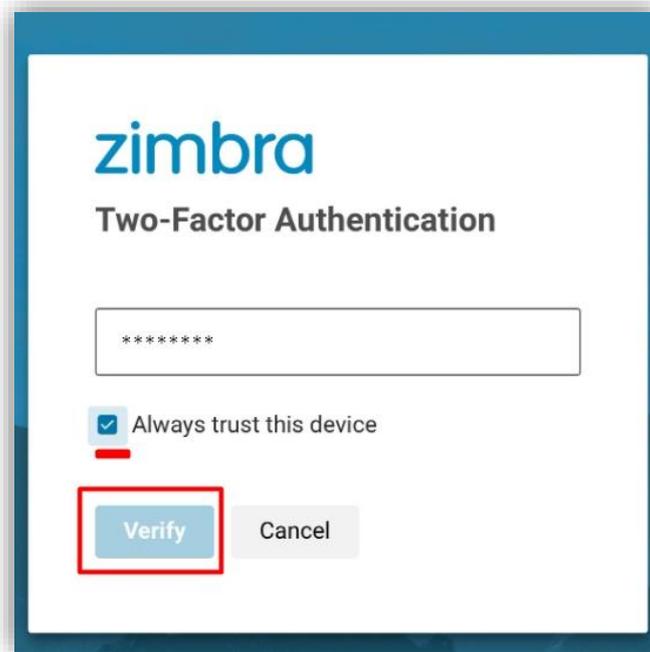

4. Provide **Username/Email** and **Password:**

    Username/Email: This is organization's email address (for example, report@baera.gov.bd)
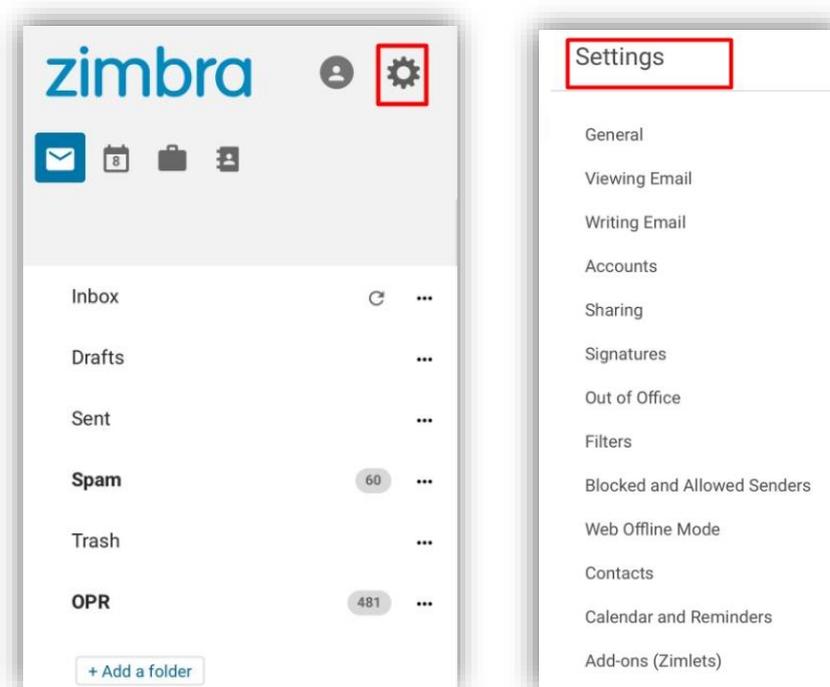
    Password: Given Email ID's password which is the same one used for Zimbra Web Client

5. If two-factor authentication is enabled, enter the code, check the "**Always trust this device**" option, and click **Verify**.
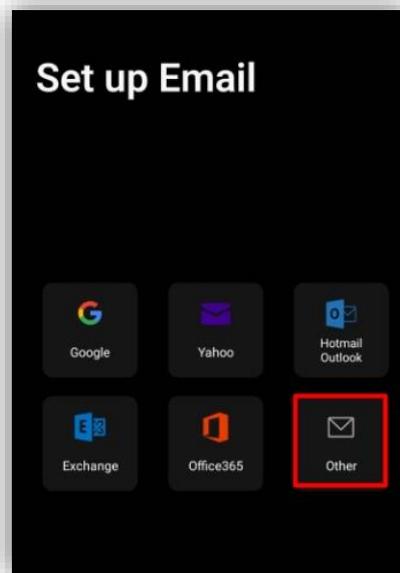

6. Once the Zimbra email is logged in, navigate to the **Settings** option, all available configurations and features will be found.

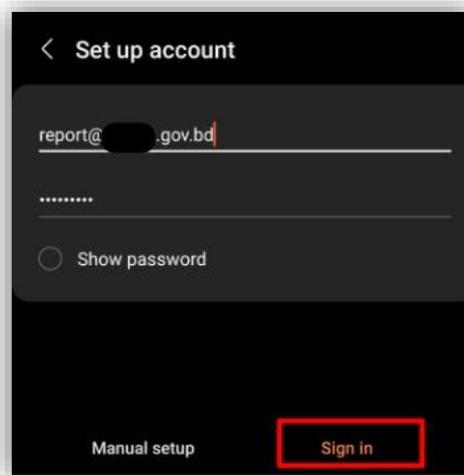# 2. Installation and Setup for Default Email Apps on Android

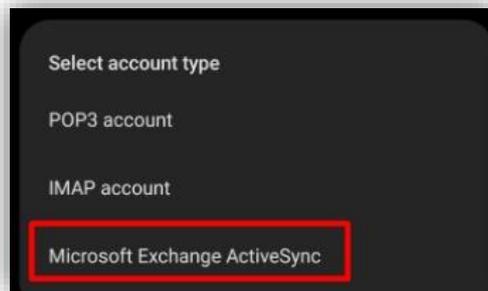1. On Home screen, tap the **Email** icon (default) and go for **Other** option

2. Provide **Email ID** and **Password**

Email: This is your organization email address (for example, report@organization.gov.bd**)**
Password: Given Email ID's password which is the same one used for the Zimbra Web Client

3. Choose **Microsoft Exchange ActiveSync**

4. Required information which are needed to configure
   Domain: Organization Domain Name (for example: **baera.gov.bd**)
   User Name: Same as Email Address
   Server: Here provide organization mail server (for example: **mail.baera.gov.bd**)
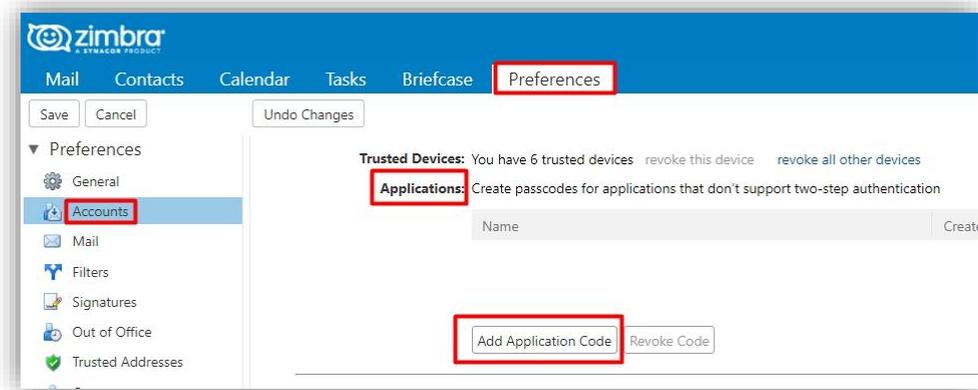   **Port**: 443
   Client Certificate: None
   Security Type: SSL/TLS

(if Two Factor Authentication is Enabled):

➢ **Zimbra Webmail (Classic Mode):**
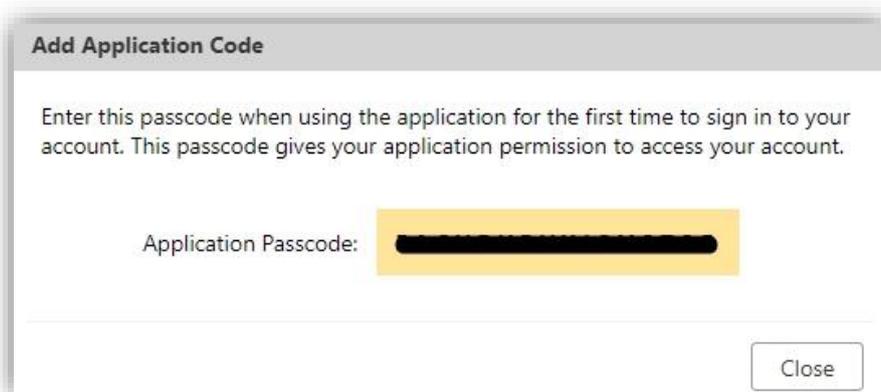a) Generate an Application Code Through Zimbra Webmail
b) Go to **Preferences**, then **Accounts**.
c) Locate the **Application** section and click on **Add Application Code**.

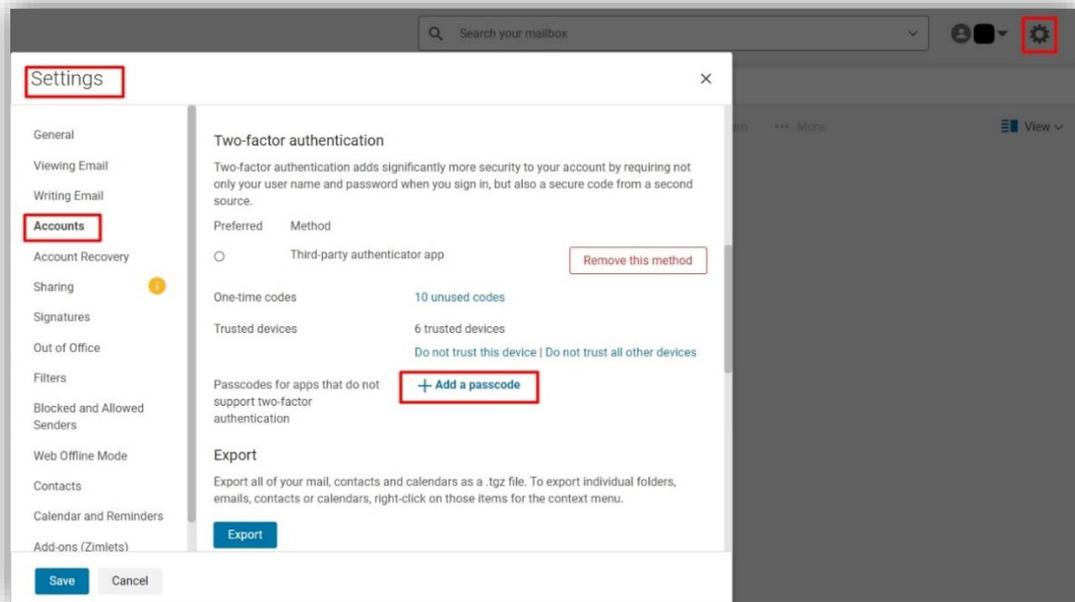d) Specify the application where you will use the code (e.g., **Mobile**).

e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure
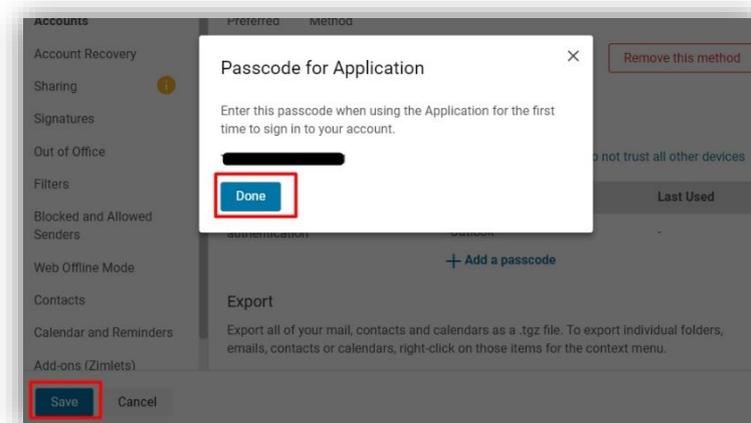
- **Zimbra Webmail (Modern Mode):**
a) Generate an Application Code Through Zimbra Webmail
b) Go to **Settings (Gear Box)**, then **Accounts**.
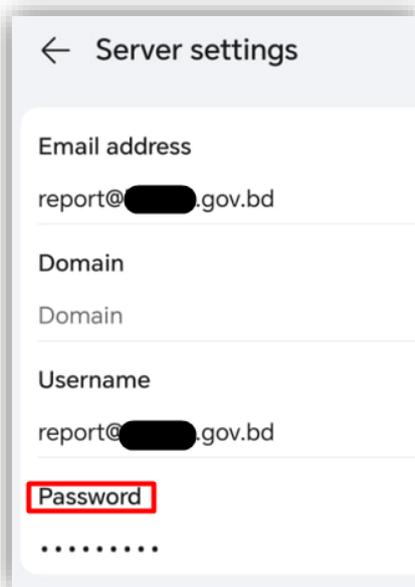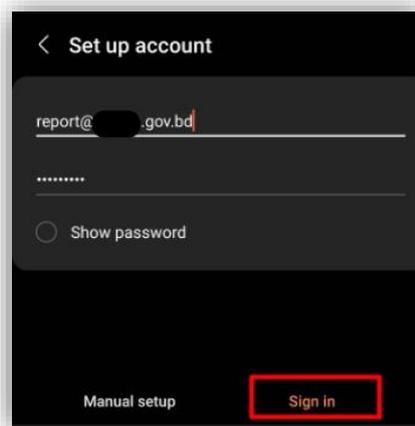c) Scroll down and click on **Add a passcode**.

d) Specify the application where you will use the code (e.g., **Mobile**).

e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook

** Step 1 & Step 3 will remain the same, In **Step 2 & Step 4**, where the password will be new generated **Application Passcode / Passcode for Application**
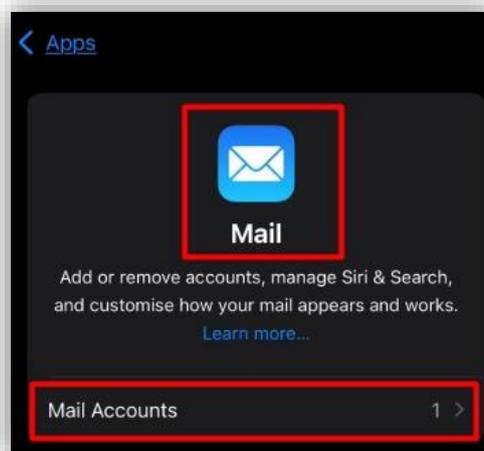
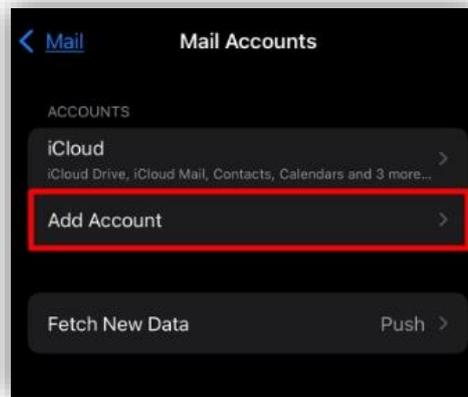# 3. Installation and Setup for Default Email Apps on iPhone

1. On iPhone Home screen, tap the **Settings** icon (the Gears icon) and go for **Apps** option
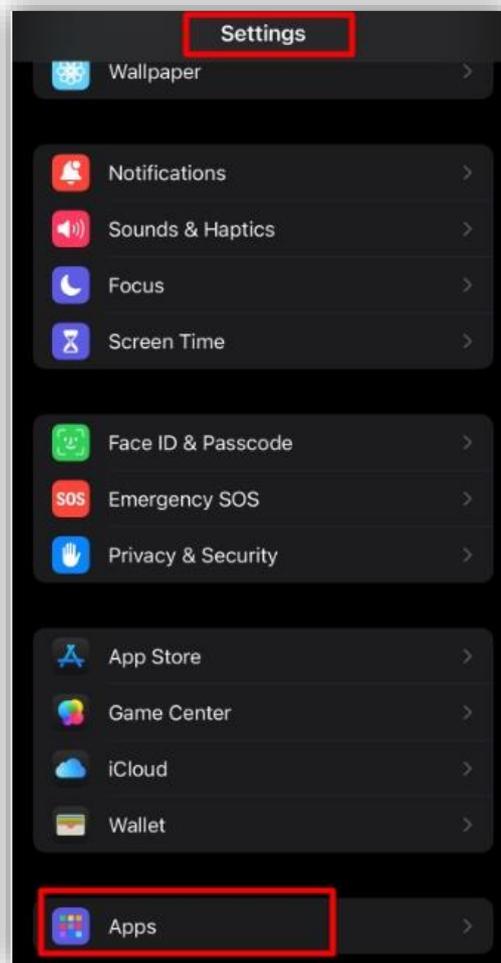
2. There will be an option **Mail** (default) -→ **Mail Accounts**
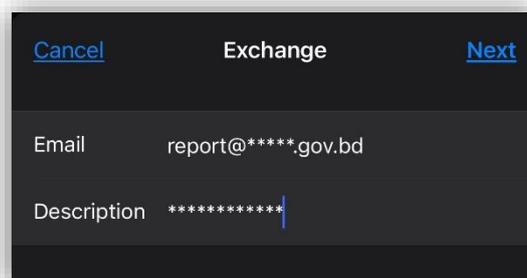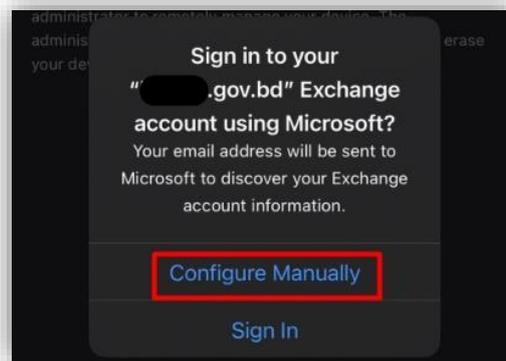
3. Select **Add Account**
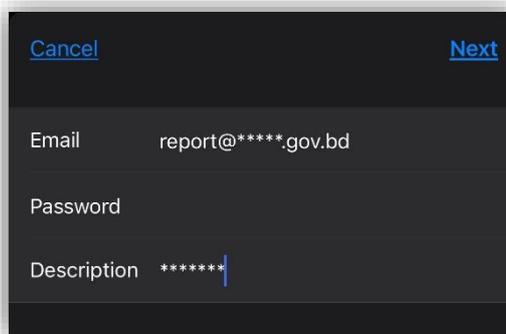

4. Choose **Microsoft Exchange**

5. **Email:** This is organization's email address (for example, report@baera.gov.bd)
    Description: This is a description for yourself, you can write the name that you prefer.
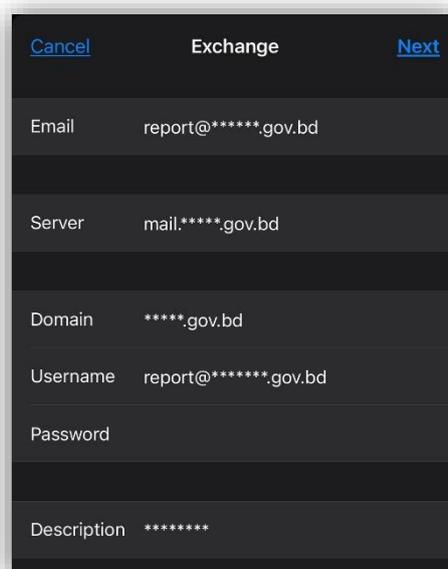
6. Choose **Configure Manually**

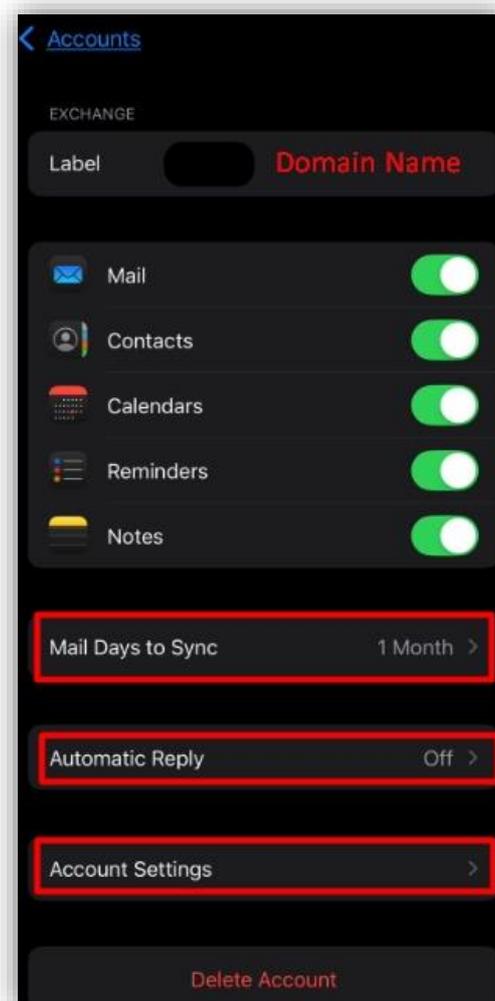7. Provide **Password** of given Email ID's which is same one used for the Zimbra Web Client

8. **Server**: Here provide organization mail server (for example: **mail.baera.gov.bd**)
   Domain (optional): Leave the field blank/ provide your domain
   Username: Same as Email Address

9. Select to synchronize Mail, Contacts, Calendars etc. by setting the sliders to **On** and **SAVE**
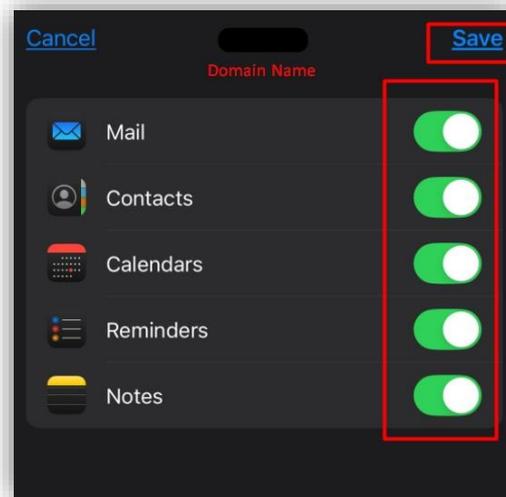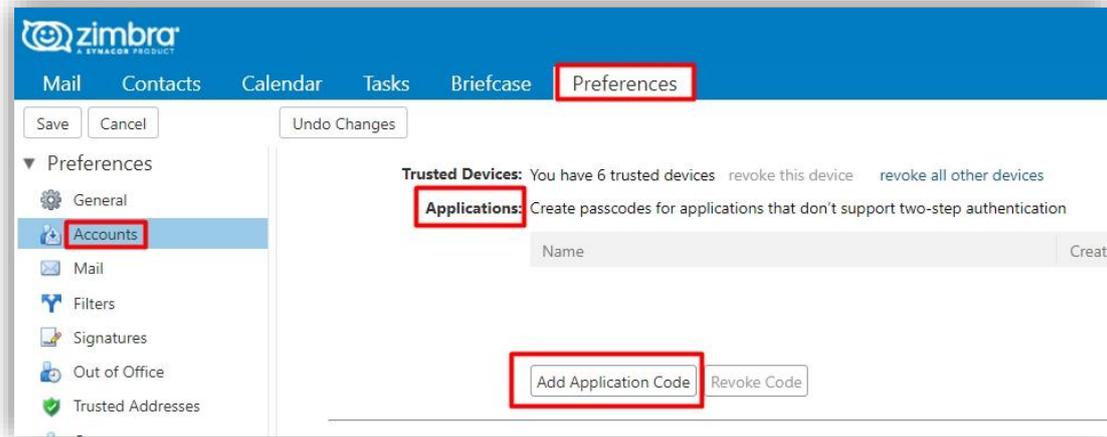

10. There will be several options, **Mail Days to sync**, **Automatic Reply**, **Account Settings**. After that account set up will be done successfully
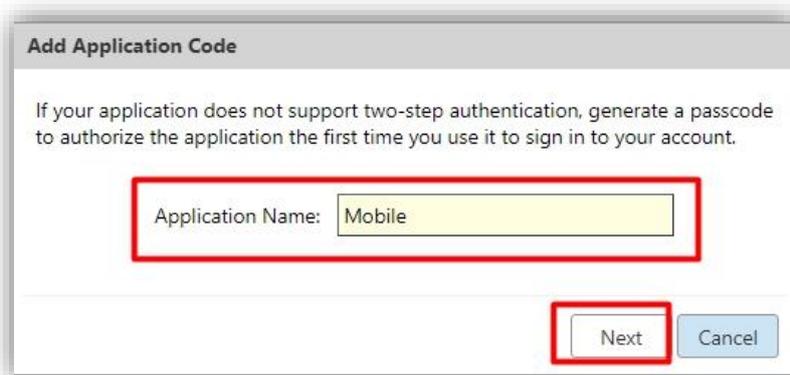
(if Two Factor Authentication is Enabled):

Zimbra Webmail: (Classic Mode)
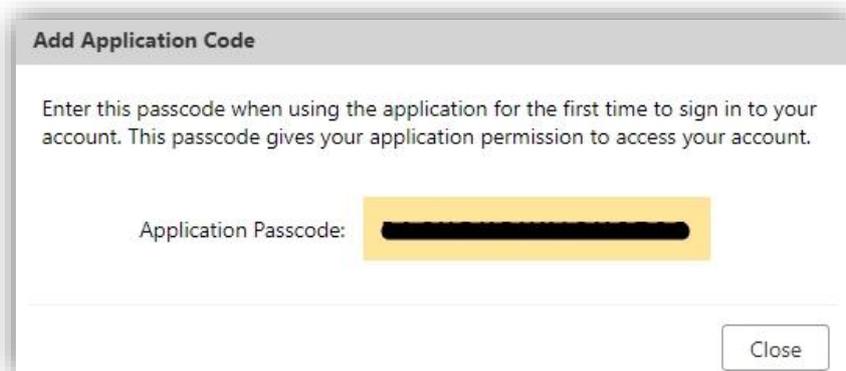
a) Generate an Application Code Through Zimbra Webmail
b) Go to **Preferences**, then **Accounts**.
c) Locate the **Application** section and click on **Add Application Code**.

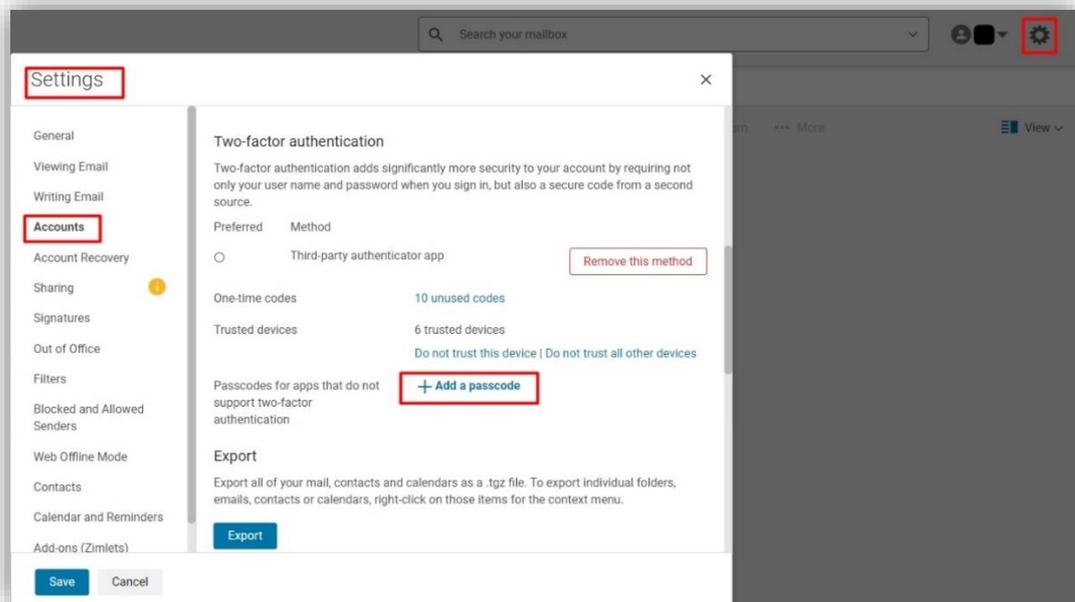d) Specify the application where you will use the code (e.g., **Mobile**).

e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure
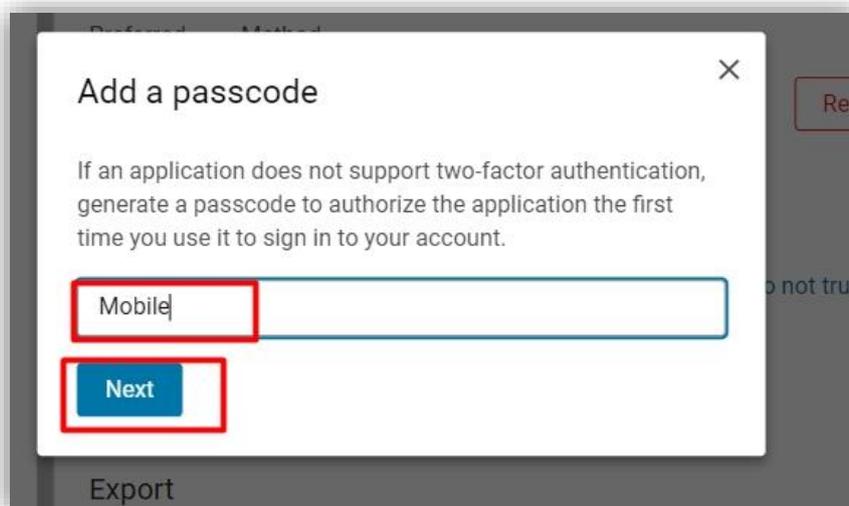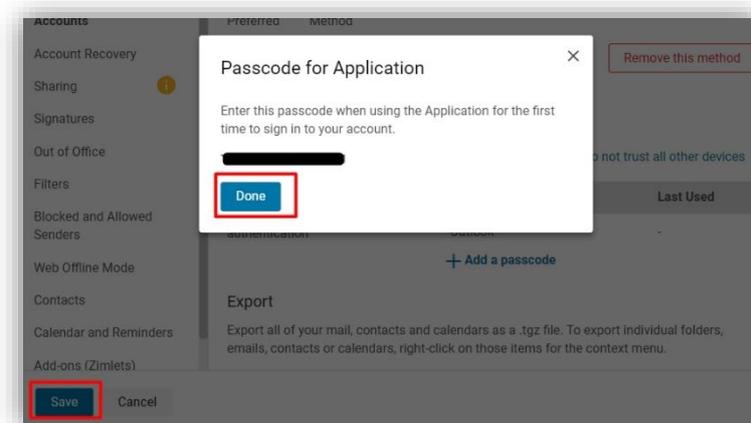
Zimbra Webmail: (Modern Mode)

a) Generate an Application Code Through Zimbra Webmail
b) Go to **Settings (Gear Box)**, then **Accounts**.
c) Scroll down and click on **Add a passcode**.

d) Specify the application where you will use the code (e.g., **Mobile**).

e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook

All steps from Step 1 to Step 10 will remain the same, except for Step 7, where the password will be new generated **Application Passcode / Passcode for Application
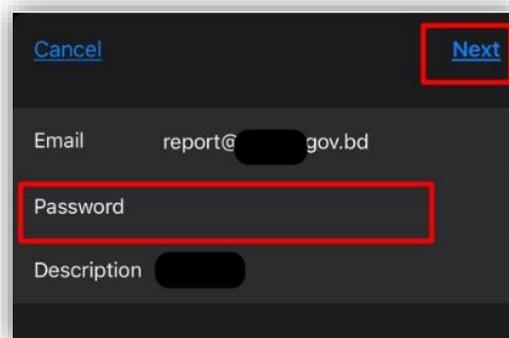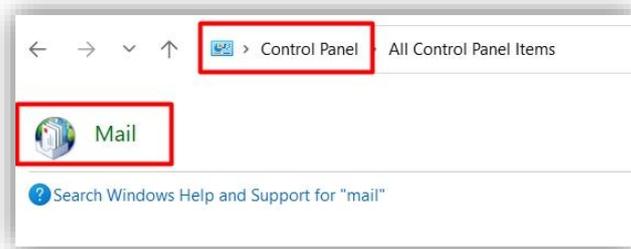

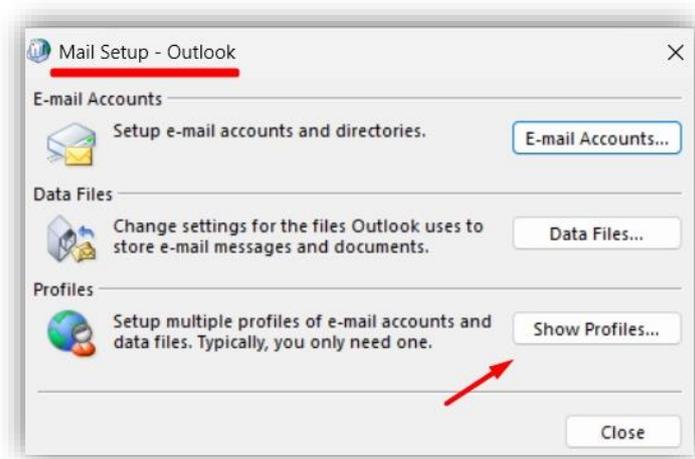**Note**: in some cases, in the middle a Certificate issue may pop up then go for **Trust**
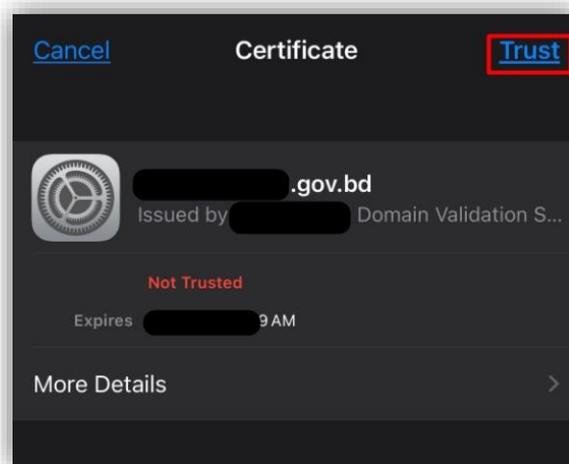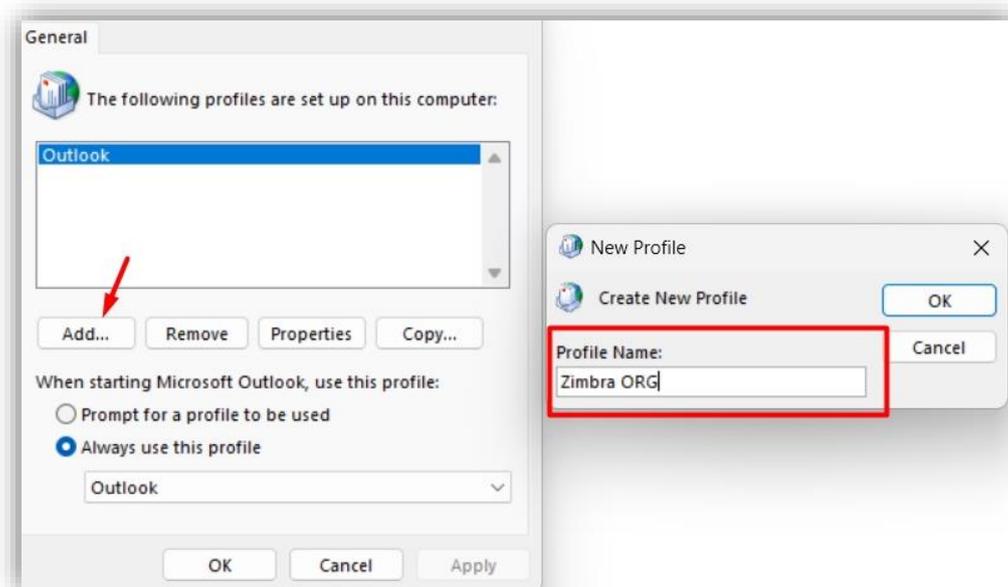
4. Installation and Setup for Outlook 2016 on Desktop

1. In Windows go for **Control Panel** choose **Mail**

2. Choose **Show Profiles**

3. Select **Add,** Provide New **Profile Name:** you can write the name that you prefer

4. Select **Manual setup or additional server types** and **Next**

5. Select **Outlook.com or Exchange ActiveSync compatible service** & **Next**

6. Provide some Information's

Your Name: It can be anything as per User choice

Email Address: This Organization's Email Address (for example: report@baera.gov.bd)
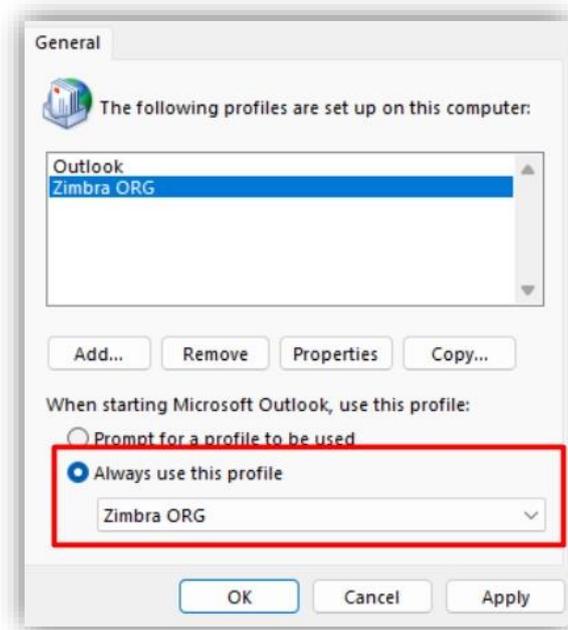
Mail Server: Here provide organization mail server (for example: mail.baera.gov.bd)

User Name: Same as Email Address

Password: Given Email ID's password which is the same one used for Zimbra Web Client

7. If **Status** shows **Completed** that means setup has been completed successfully
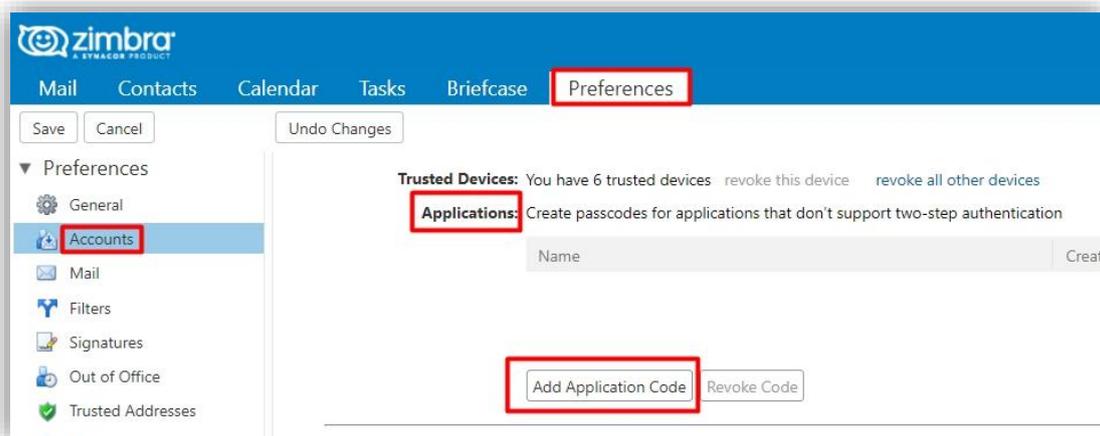
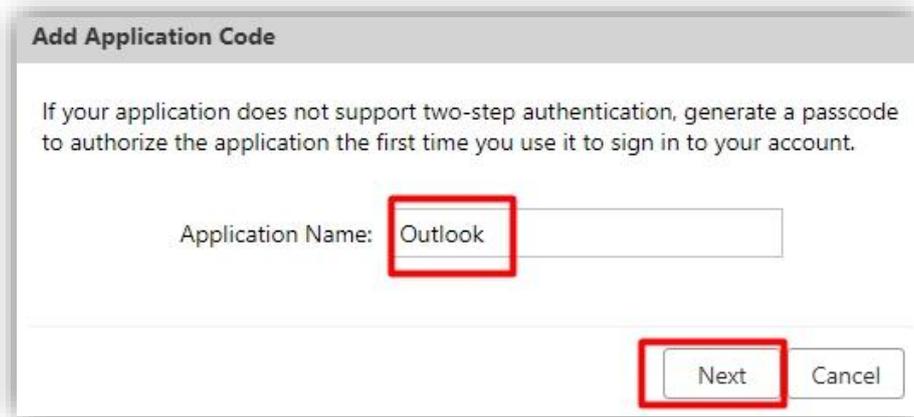8. Choose **Always use this profile** and the new **Profile name** which has been given and **Apply & OK**

(Two Factor Authentication Enabled):

Zimbra Webmail: (Classic Mode)

a) Generate an Application Code Through Zimbra Webmail
b) Go to **Preferences**, then **Accounts**.
c) Locate the **Application** section and click on **Add Application Code**.

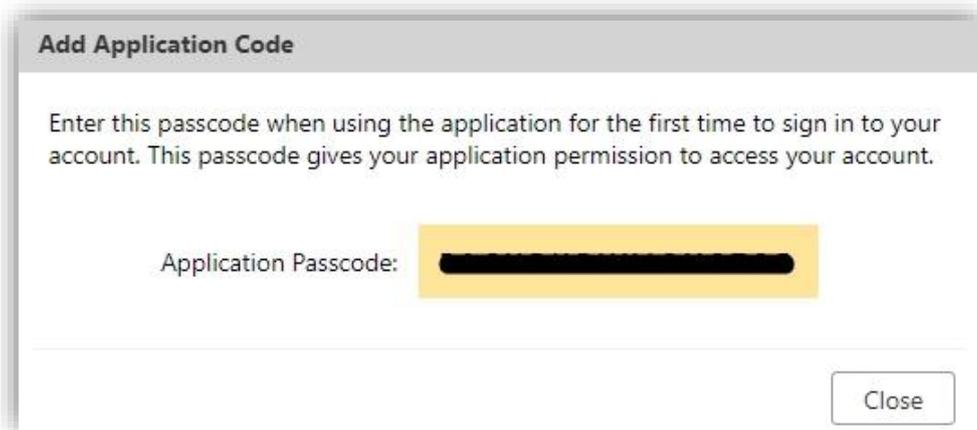d) Specify the application where you will use the code (e.g., **Outlook**).

e) Click **Next**, and an **Application Passcode** will be generated which will use late to configure outlook

➢ **Zimbra Webmail (Modern Mode):**
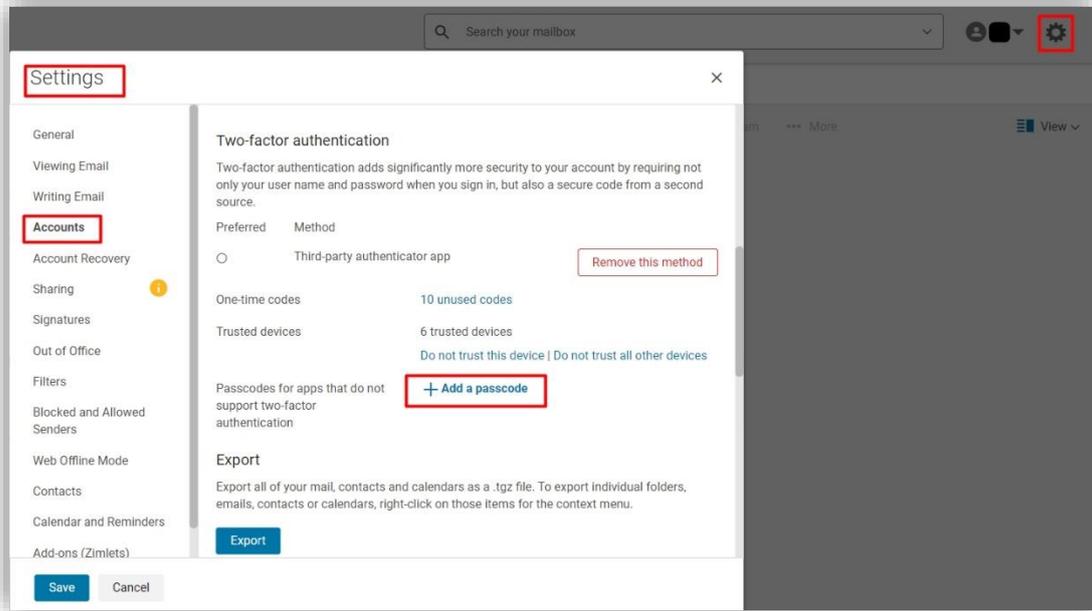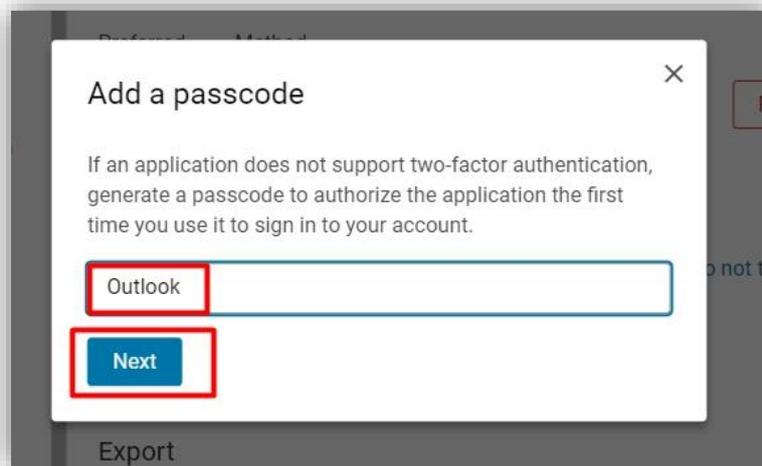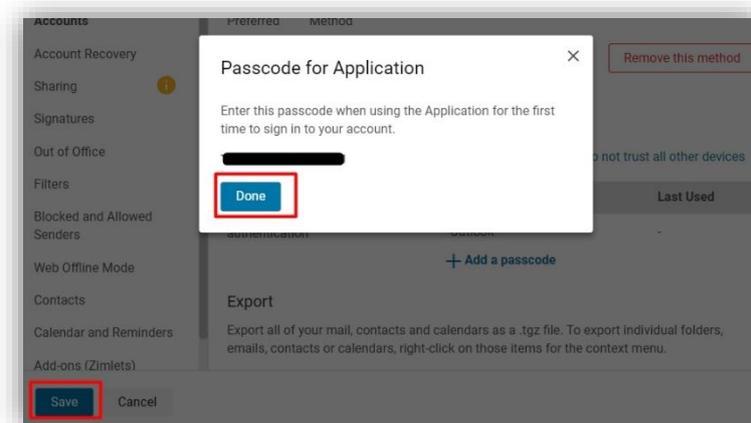a) Generate an Application Code Through Zimbra Webmail
b) Go to **Settings (Gear Box)**, then **Accounts**.
c) Scroll down and click on **Add a passcode**.

d) Specify the application where you will use the code (e.g., **Outlook**).

e) Click **Next**, and a **Passcode for Application** will be generated which will use late to configure outlook

All steps from Step 1 to Step 8 will remain the same, except for **Step 6, where the password will be new generated **Application Passcode / Passcode for Application**

Step 6: Provide some Information's

Your Name: It can be anything as per User choice

Email Address: This Organization's Email Address (for example: report@baera.gov.bd)

Mail Server: Here provide organization mail server (for example: mail.baera.gov.bd)

User Name: Same as Email Address

**Password**: Generated **Application Passcode/ Passcode for Application** (Step no. e)

5. Installation and Setup for Zimbra Desktop Client (Windows)

1. For Windows users, the Zimbra Desktop version can be downloaded from the following link. Look for the **Zimbra Desktop GA Release** section, and below that, you will find the **Windows 64-bit** option to download.

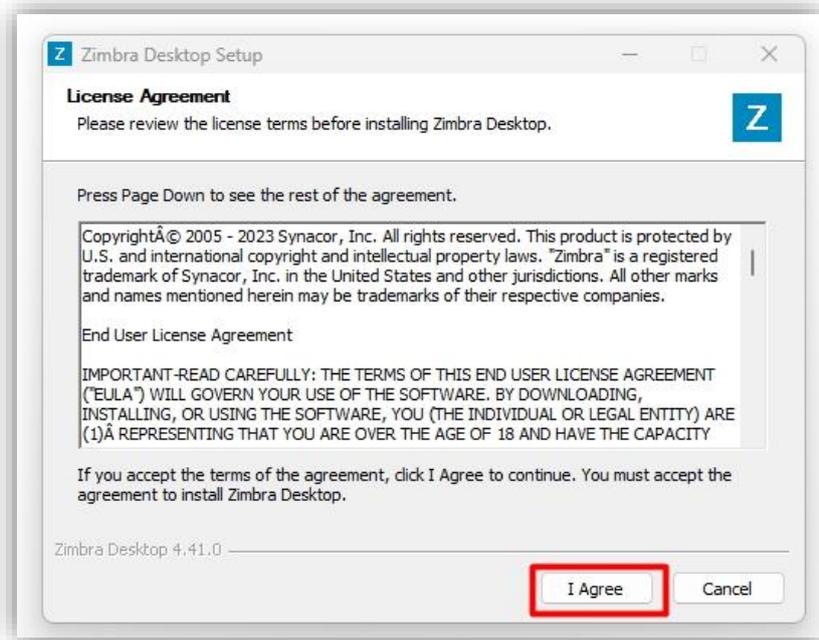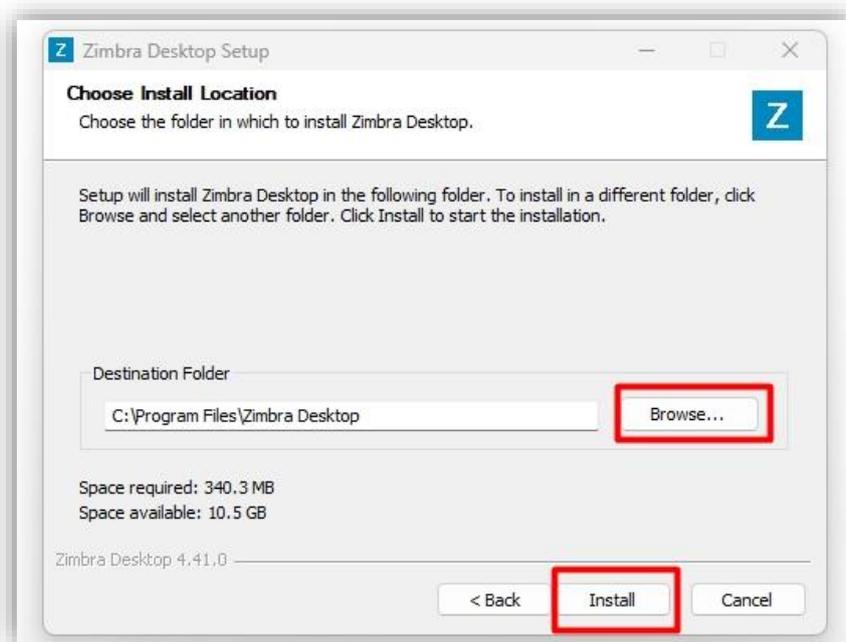   https://www.zimbra.com/zimbra-desktop-download/
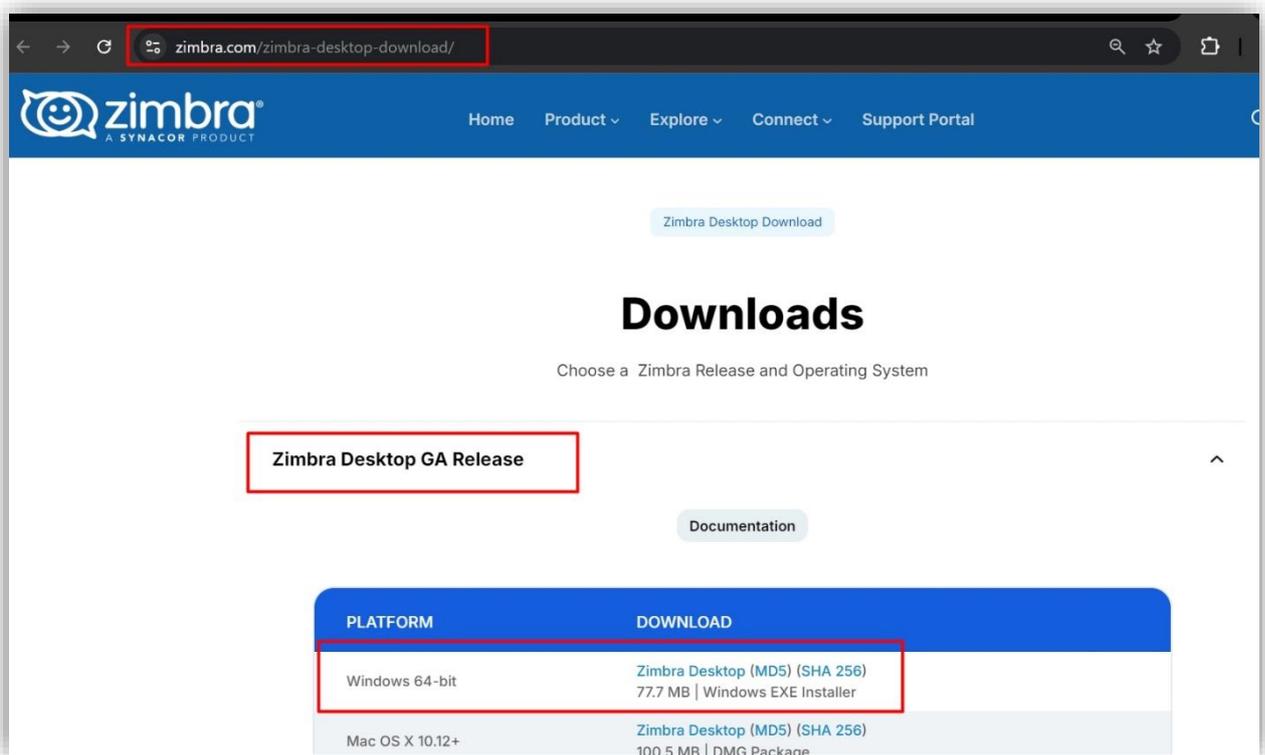
2. After downloading, right-click on the file and select **Run as Administrator** to begin the installation.
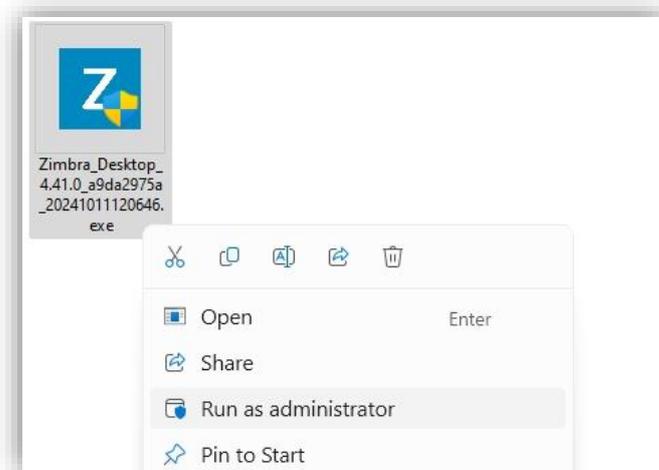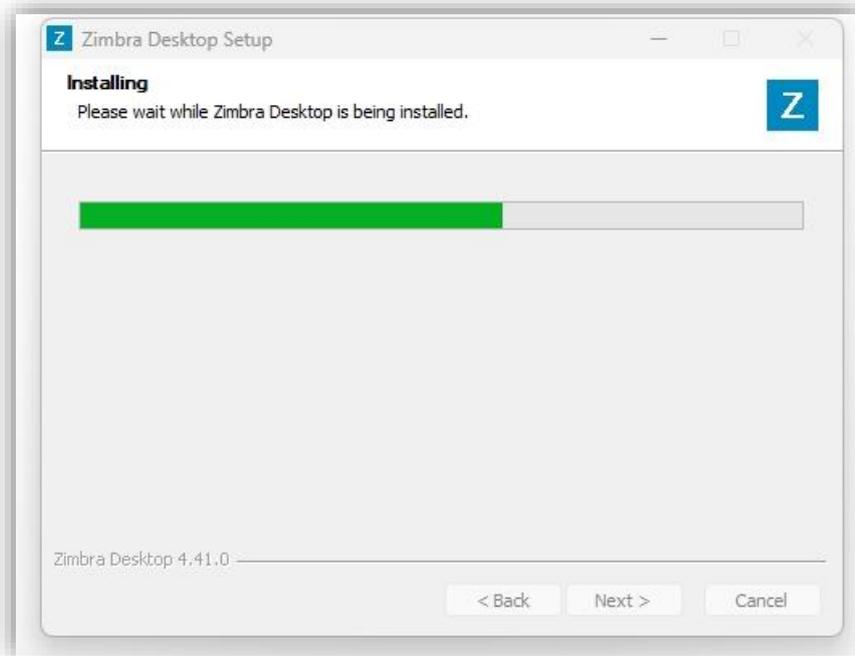
3. Click on **I Agree** to accept the terms and conditions

4. **Browse** to select the location where you want to install the application, then click **Install**.

5. After completing the installation, click the **Finish** button

6. Open the Zimbra Desktop app, and a Zimbra window will appear. Please enter mail server and **Continue**
   Server: Here provide organization mail server (for example: **mail.organization.gov.bd**)
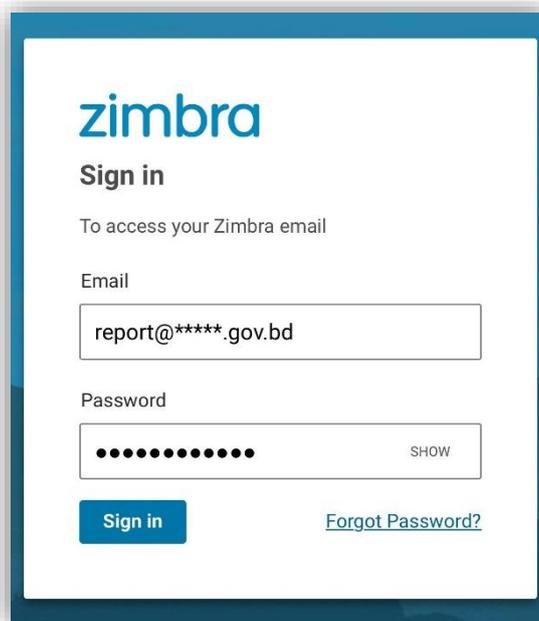

7. Provide **Username/Email** and **Password:**
   Username/Email: This is organization's email address (for example, report@organization.gov.bd)
   Password: Given Email ID's password which is the same one used for Zimbra Web Client

8. If two-factor authentication is enabled, enter the code, check the "**Always trust this device**" option, and click **Verify**.