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**User Guide  
for  
Zimbra Mobile and Desktop Client**

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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)

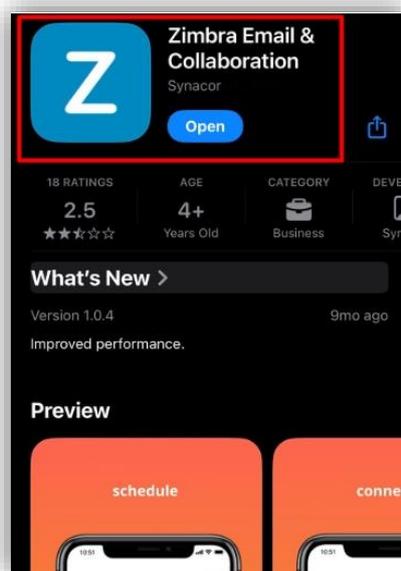
1. For Android users: Visit the **Google Play Store**, search for "Zimbra: Email Collaboration Pr" by Synacor, Inc and **download** the app.

<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**

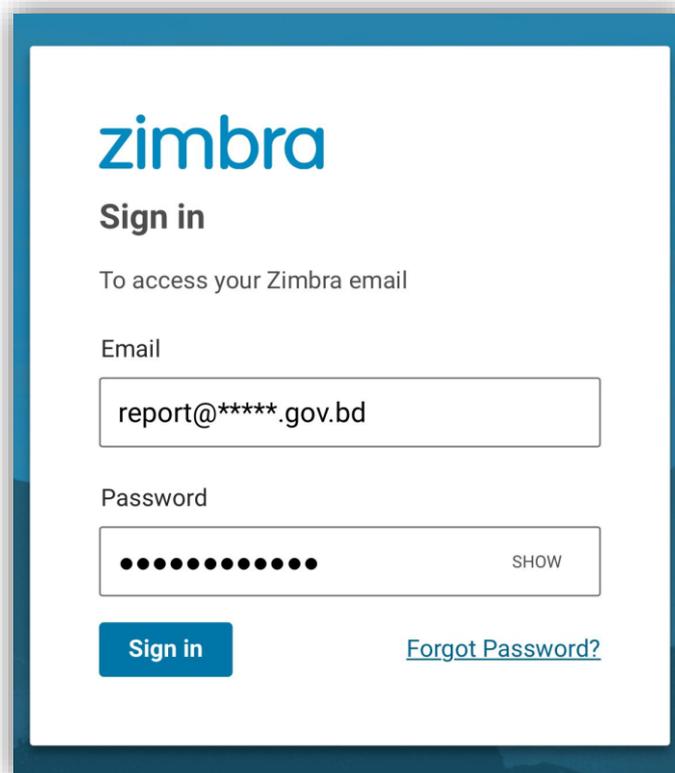
**Server:** Here provide organization mail server (for example: **mail.organization.gov.bd**)



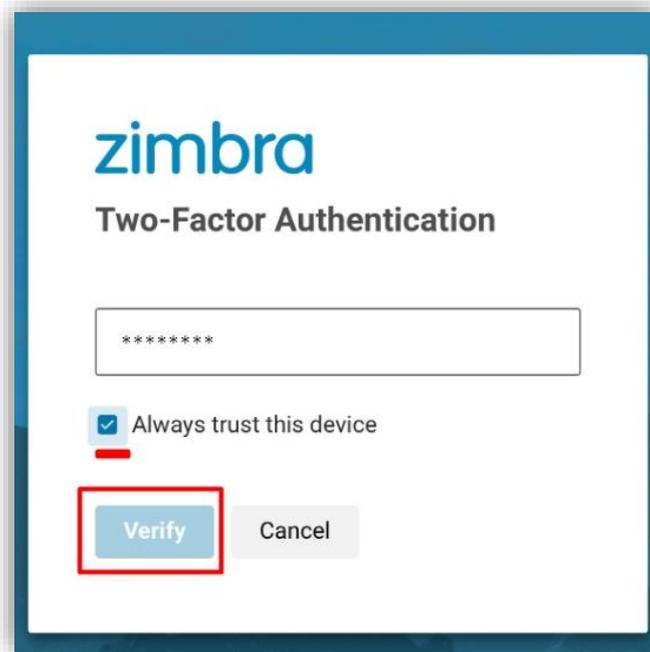
4. Provide Username/Email and Password:

**Username/Email:** This is organization's email address (for example, report@organization.gov.bd)

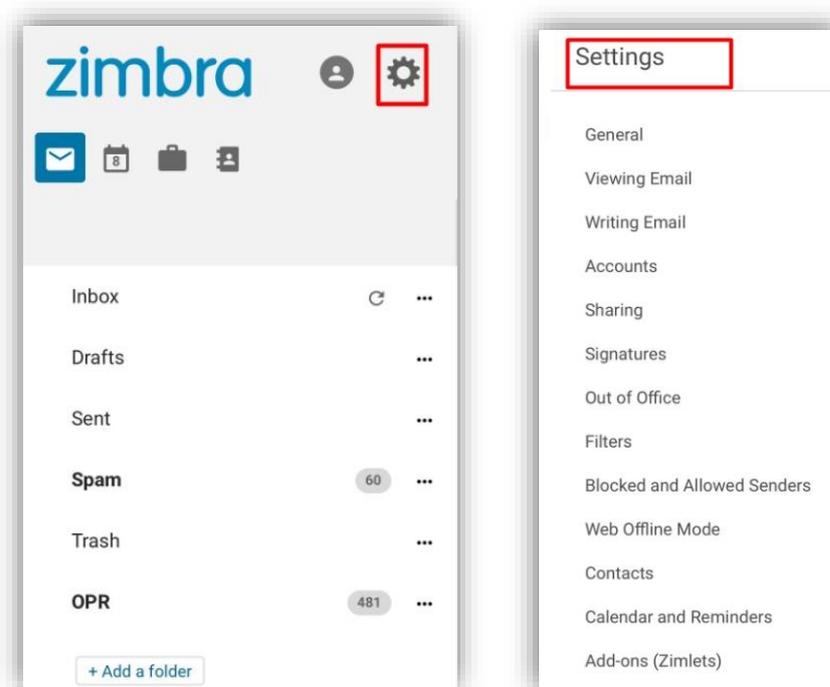
**Password:** Given Email ID's password which is the same one used for Zimbra Web Client



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

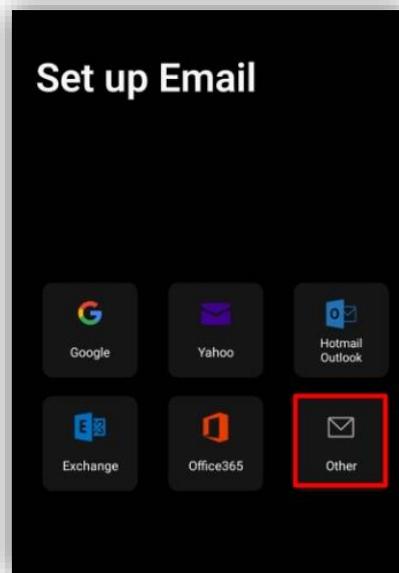


6. Once the Zimbra email is logged in, navigate to the **Settings** option, all available configurations and features will be found.



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

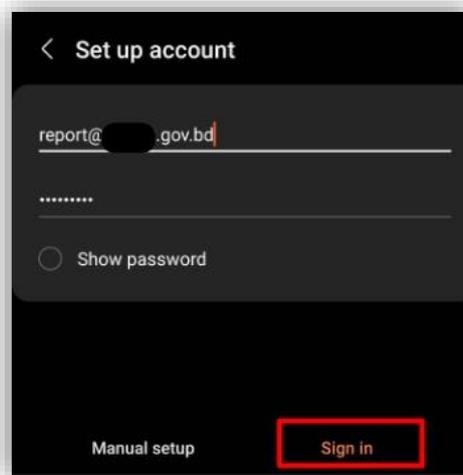
1. On Home screen, tap the **Email** icon (default) and go for **Other** option



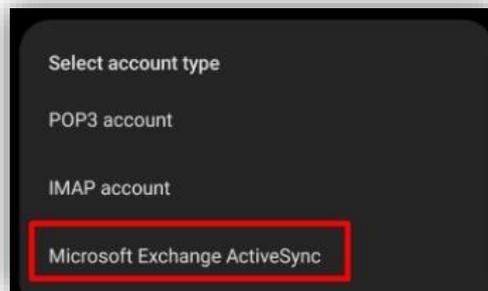
2. Provide **Email ID** and **Password**

**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: **organization.gov.bd**)

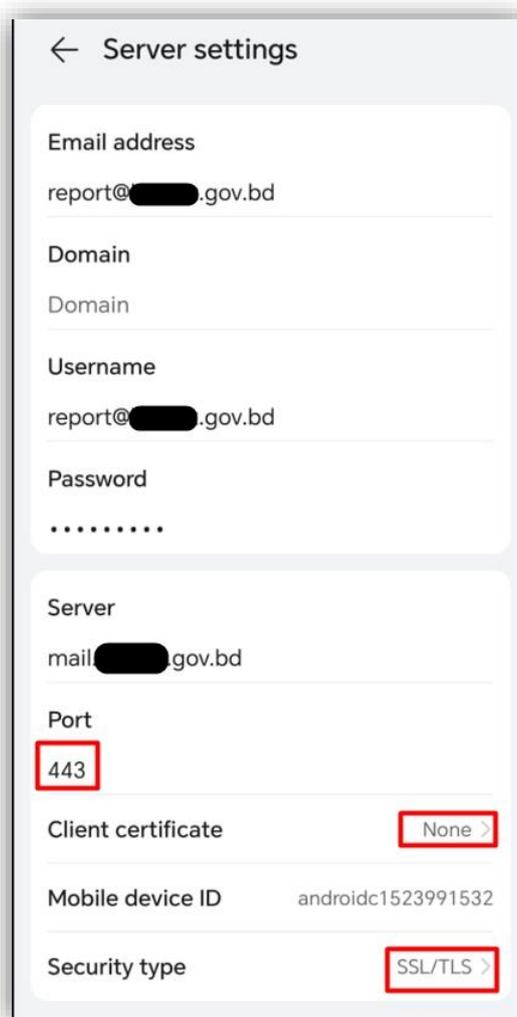
**User Name:** Same as Email Address

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

**Port:** 443

**Client Certificate:** None

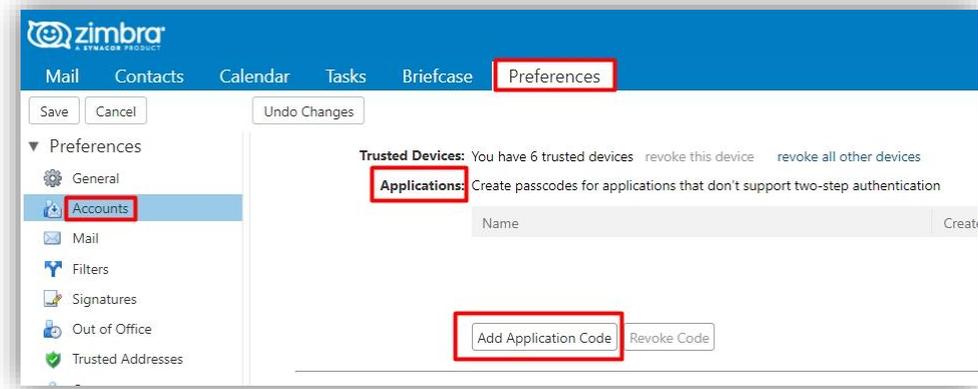
**Security Type:** SSL/TLS



## (if Two Factor Authentication is Enabled):

### ➤ Zimbra Webmail (Classic Mode):

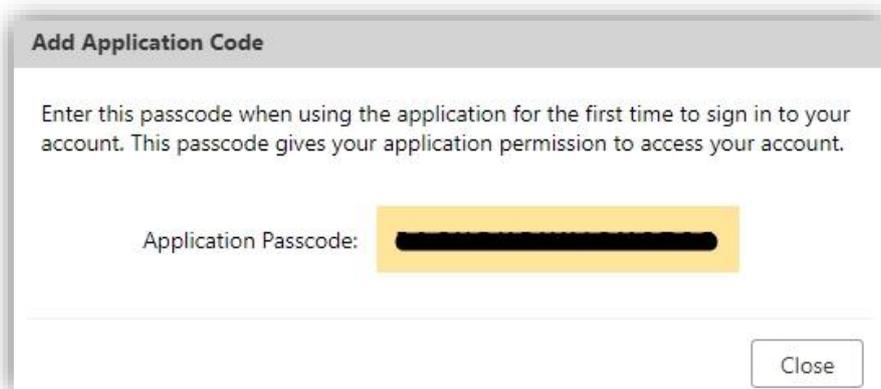
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Preferences**, then **Accounts**.
- c) Locate the **Application** section and click on **Add Application Code**.



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

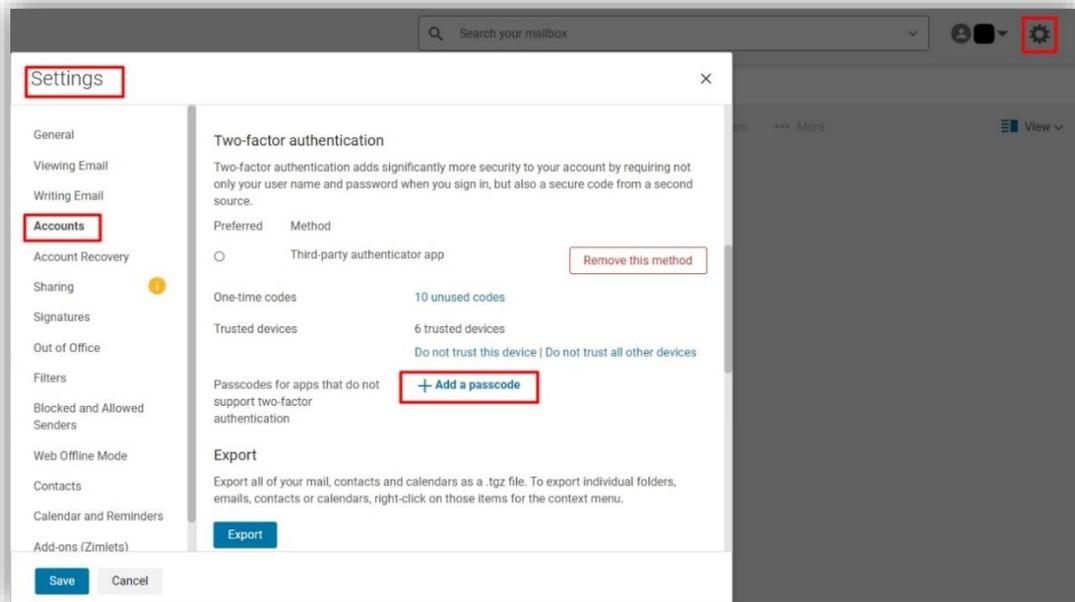
A screenshot of the 'Add Application Code' dialog box. The text inside reads: 'If your application does not support two-step authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.' Below this, there is a text input field labeled 'Application Name:' with the word 'Mobile' entered. The 'Next' button is highlighted with a red box.

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

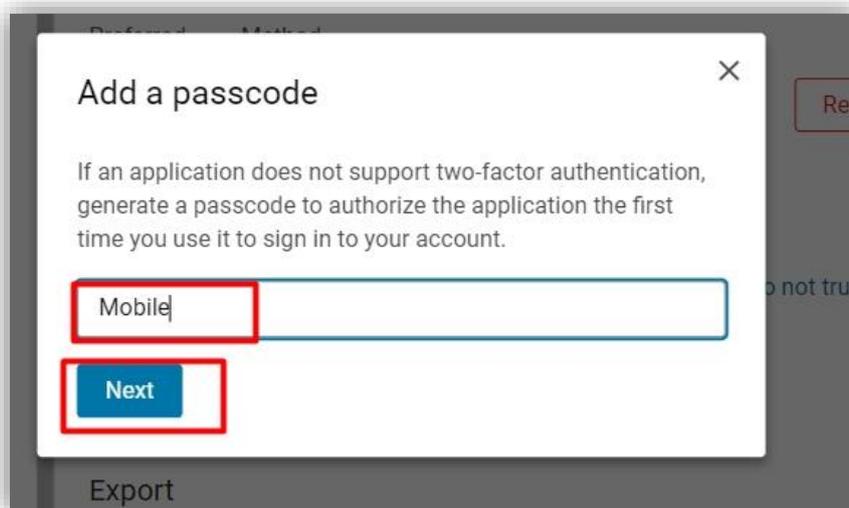
A screenshot of the 'Add Application Code' dialog box. The text inside reads: 'Enter this passcode when using the application for the first time to sign in to your account. This passcode gives your application permission to access your account.' Below this, there is a text input field labeled 'Application Passcode:' containing a masked passcode (represented by black dots). The 'Close' button is visible at the bottom right.

➤ **Zimbra Webmail (Modern Mode):**

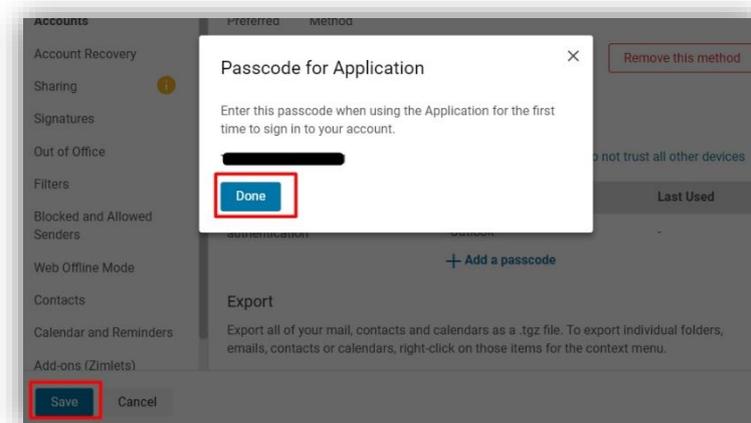
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Settings (Gear Box)**, then **Accounts**.
- c) Scroll down and click on **Add a passcode**.



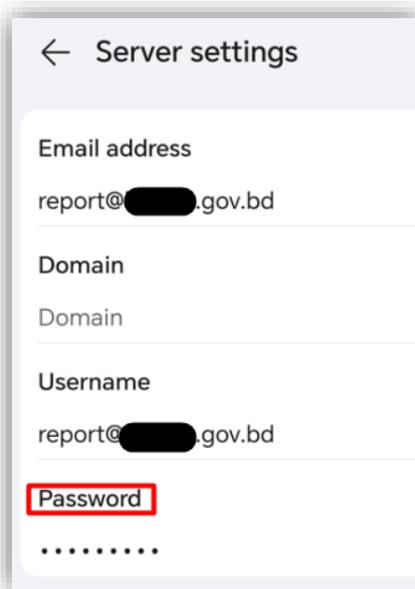
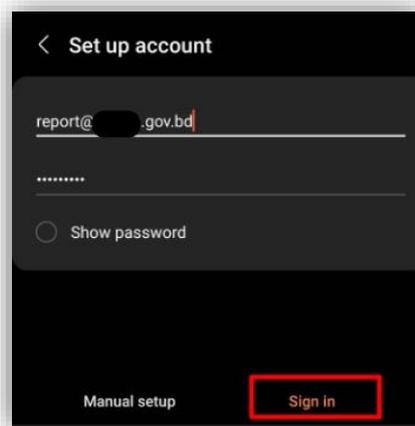
- d) Specify the application where you will use the code (e.g., **Mobile**).



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

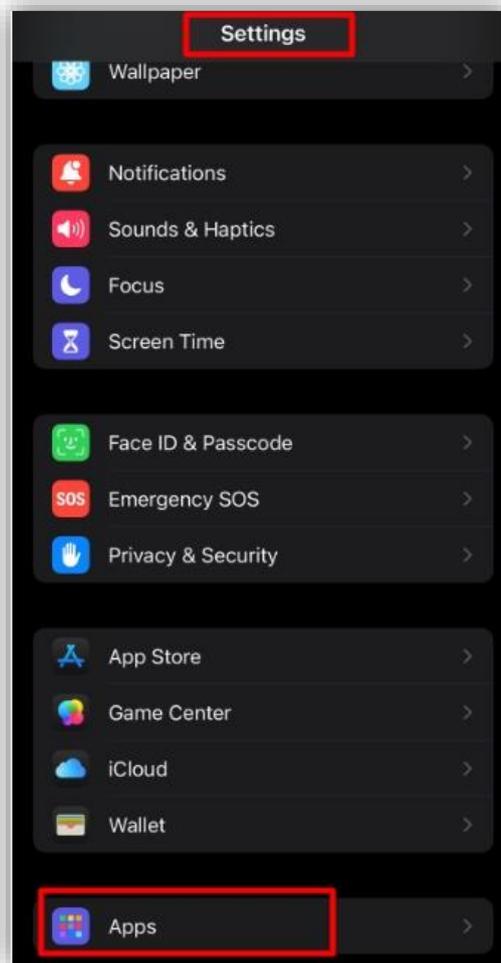


\*\* Step 1 & Step 3 will remain the same, In **Step 2 & Step 4**, where the password will be new generated **Application Passcode / Passcode for Application**

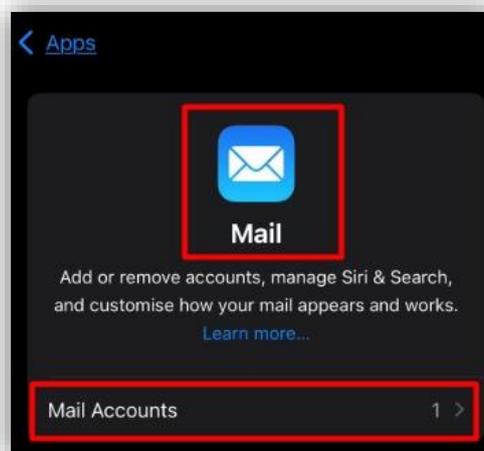


### 3. Installation and Setup for Default Email Apps on iPhone

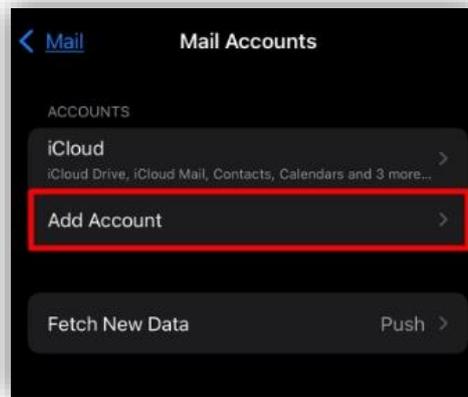
1. On iPhone Home screen, tap the **Settings** icon (the Gears icon) and go for **Apps** option



2. There will be an option **Mail** (default) -> **Mail Accounts**



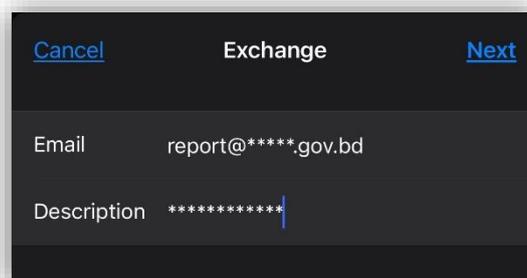
3. Select **Add Account**



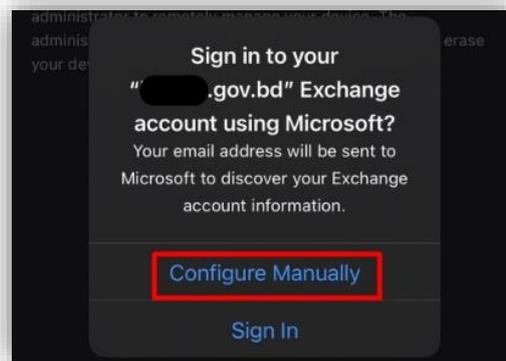
4. Choose **Microsoft Exchange**



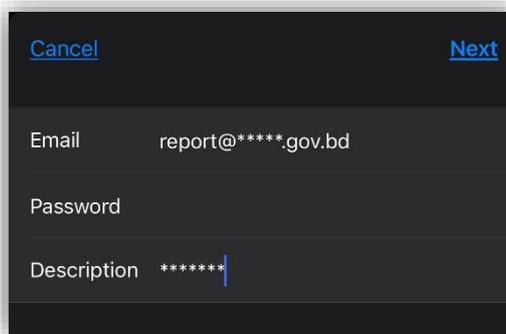
5. **Email:** This is organization's email address (for example, report@organization.gov.bd)  
**Description:** This is a description for yourself, you can write the name that you prefer.



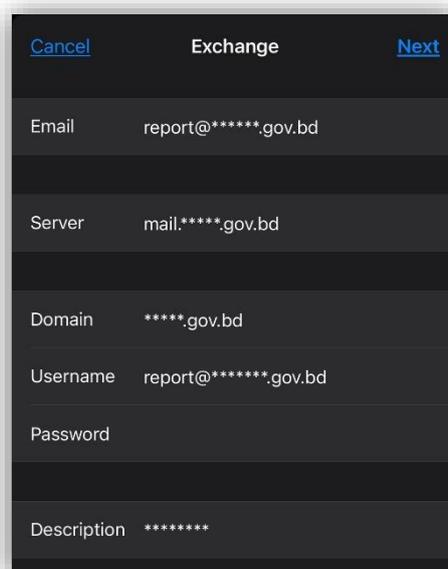
## 6. Choose **Configure Manually**



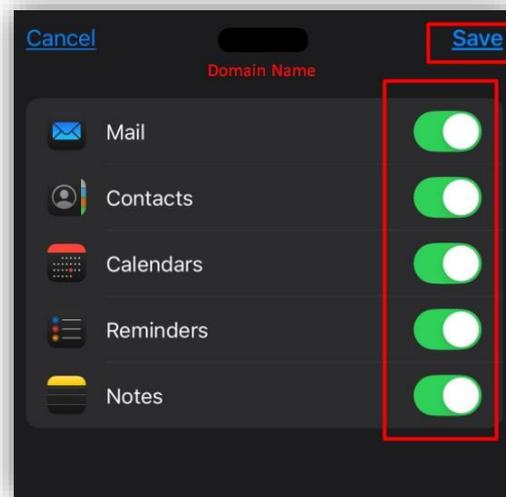
## 7. Provide **Password** of given Email ID's which is same one used for the Zimbra Web Client



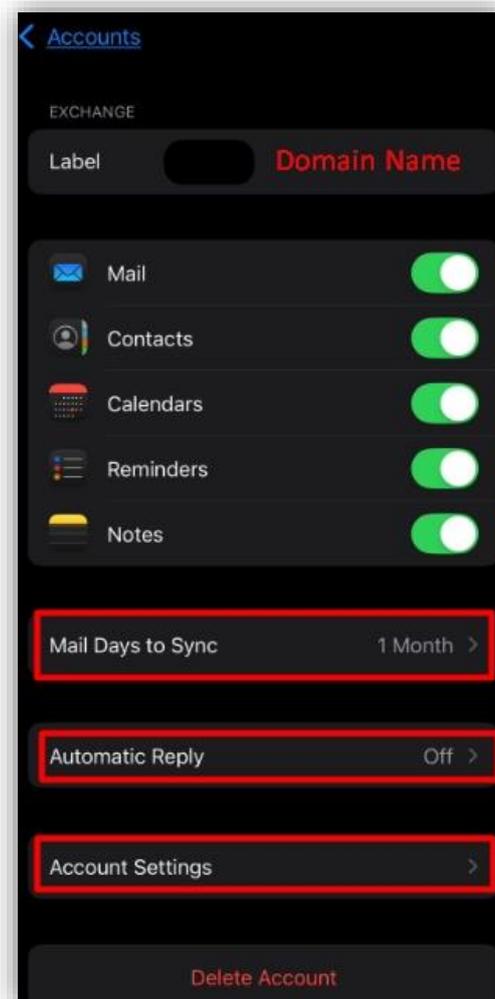
8. **Server:** Here provide organization mail server (for example: **mail.organization.gov.bd**)  
**Domain (optional):** Leave the field blank/ provide your domain  
**Username:** Same as Email Address



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



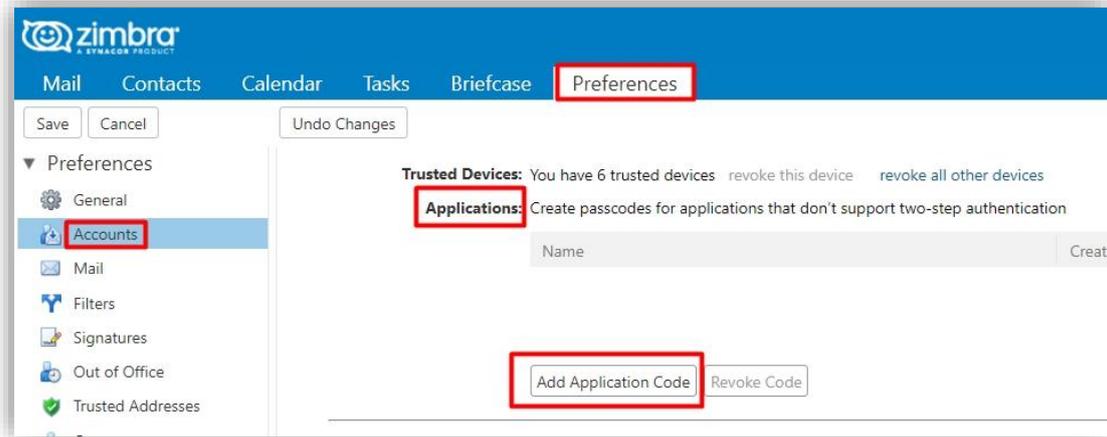
10. There will be several options, **Mail Days to sync**, **Automatic Reply**, **Account Settings**. After that account set up will be done successfully



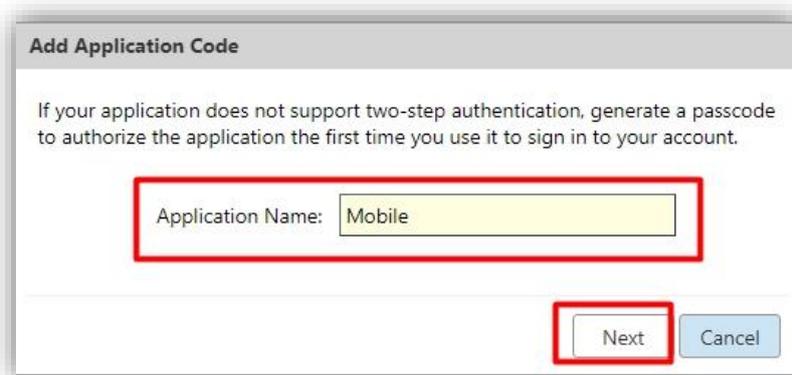
## (if Two Factor Authentication is Enabled):

### Zimbra Webmail: (Classic Mode)

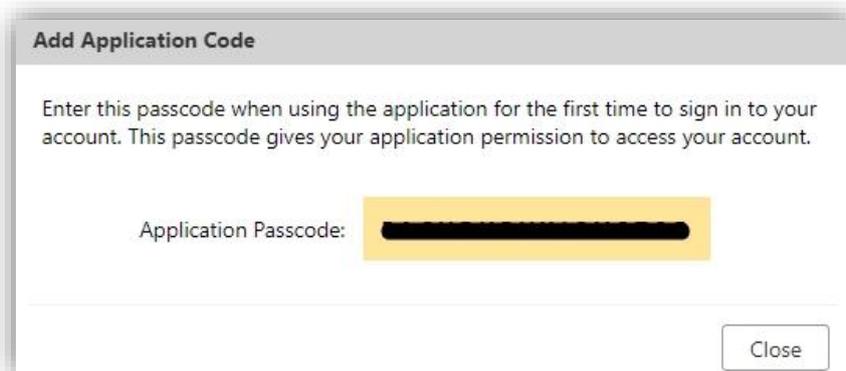
- Generate an Application Code Through Zimbra Webmail
- Go to **Preferences**, then **Accounts**.
- Locate the **Application** section and click on **Add Application Code**.



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

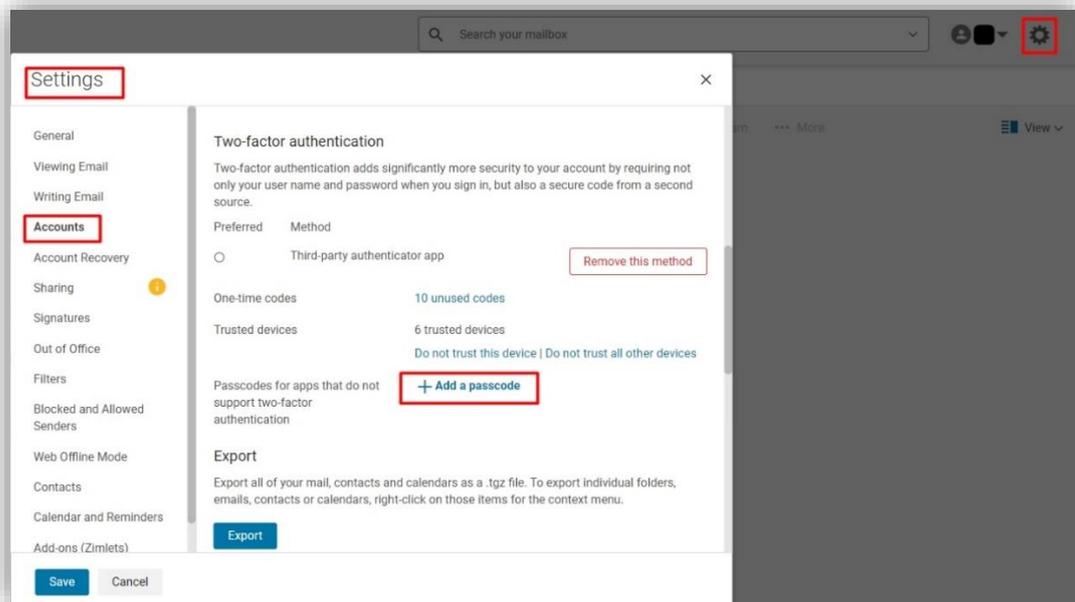


- Click **Next**, and an **Application Passcode** will be generated which will use later to configure

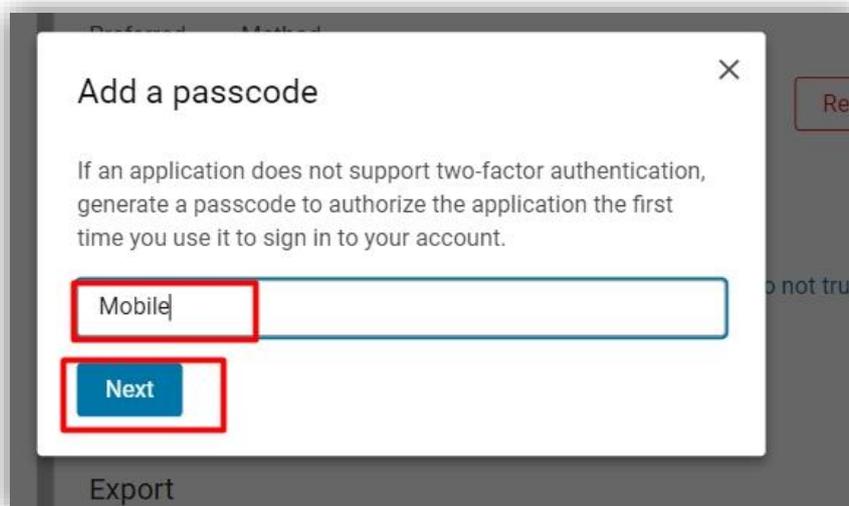


## Zimbra Webmail: (Modern Mode)

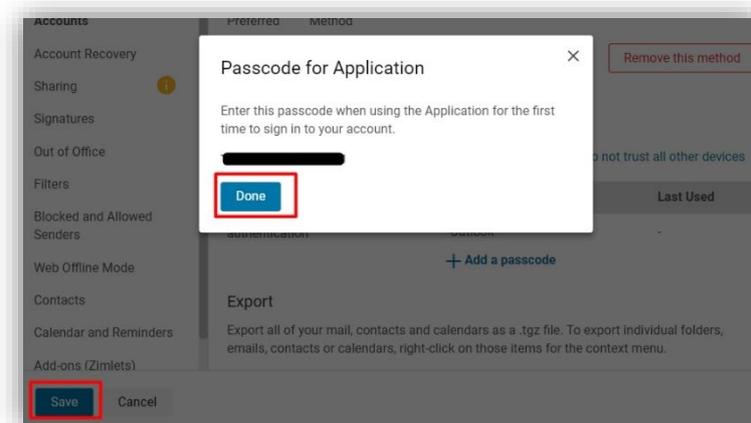
- Generate an Application Code Through Zimbra Webmail
- Go to **Settings (Gear Box)**, then **Accounts**.
- Scroll down and click on **Add a passcode**.



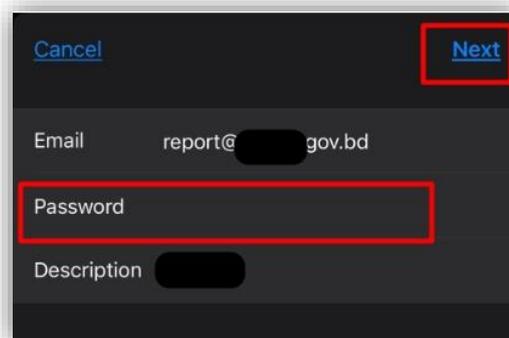
- Specify the application where you will use the code (e.g., **Mobile**).



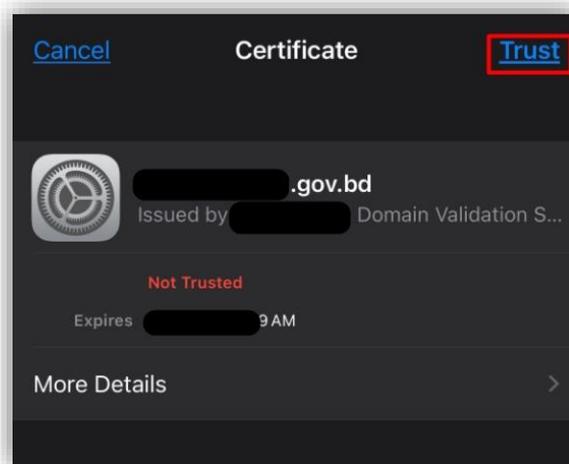
- e) Click **Next**, and a **Passcode for Application** will be generated which will use later to configure outlook



**\*\*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**

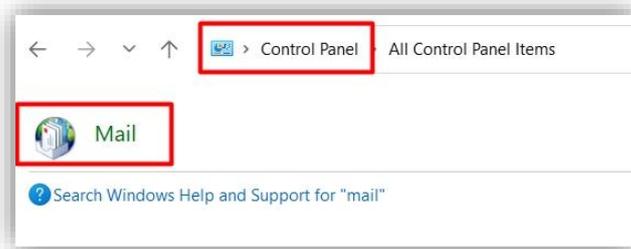


**Note:** in some cases, in the middle a Certificate issue may pop up then go for **Trust**

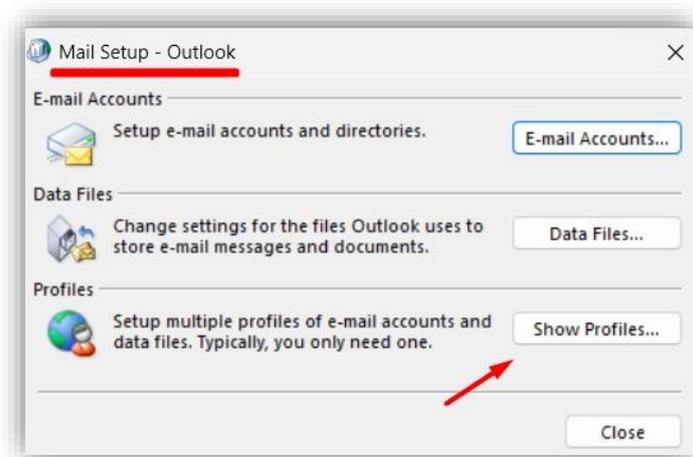


## 4. Installation and Setup for Outlook 2016 on Desktop

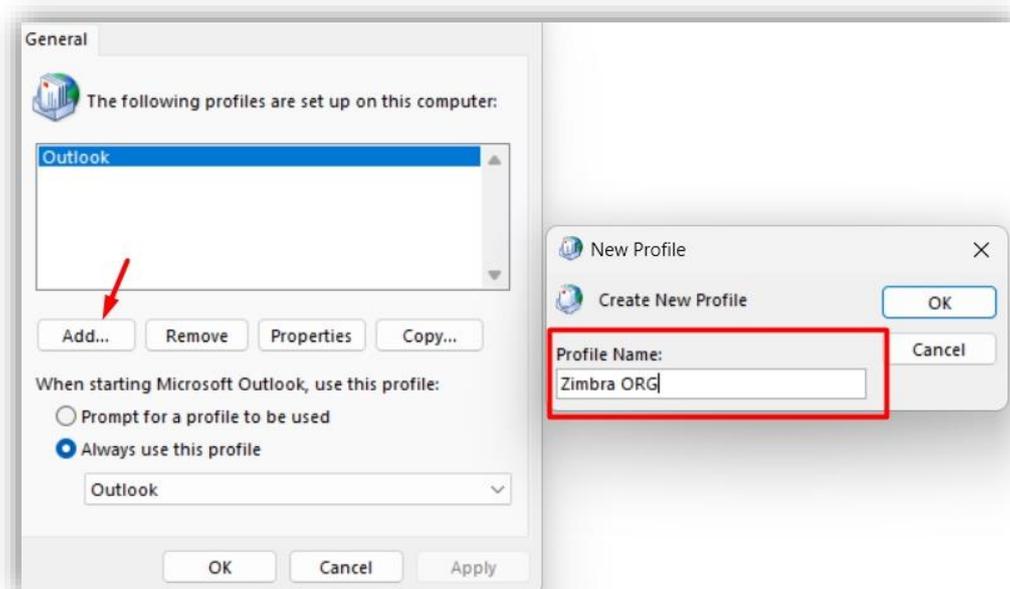
1. In Windows go for **Control Panel** choose **Mail**



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**

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

Password:

Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

< Back **Next >** Cancel

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

**Choose Service**

**Outlook.com or Exchange ActiveSync compatible service**  
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks

**POP or IMAP**  
Connect to a POP or IMAP email account

< Back **Next >** Cancel

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@org.gov.bd)

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

**User Name:** Same as Email Address

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

**Server Settings**  
Enter the information that is required to connect to an Exchange ActiveSync service.

**User Information**  
Your Name: Report  
E-mail Address: report@[redacted].gov.bd

**Server Information**  
Mail server: mail@[redacted].gov.bd

**Logon Information**  
User Name: report@[redacted].gov.bd  
Password: \*\*\*\*\*  
 Remember password

**Offline Settings**  
Mail to keep offline: [slider] All

< Back **Next >** Cancel

7. If **Status** shows **Completed** that means setup has been completed successfully

**Test Account Settings**

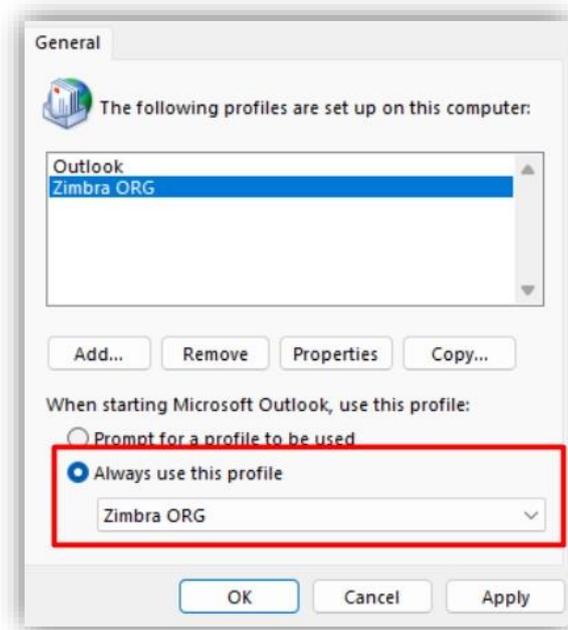
Congratulations! All tests completed successfully. Click Close to continue.

Stop  
Close

Tasks Errors

Tasks	Status
✓ Log onto Exchange ActiveSync mail server ...	Completed

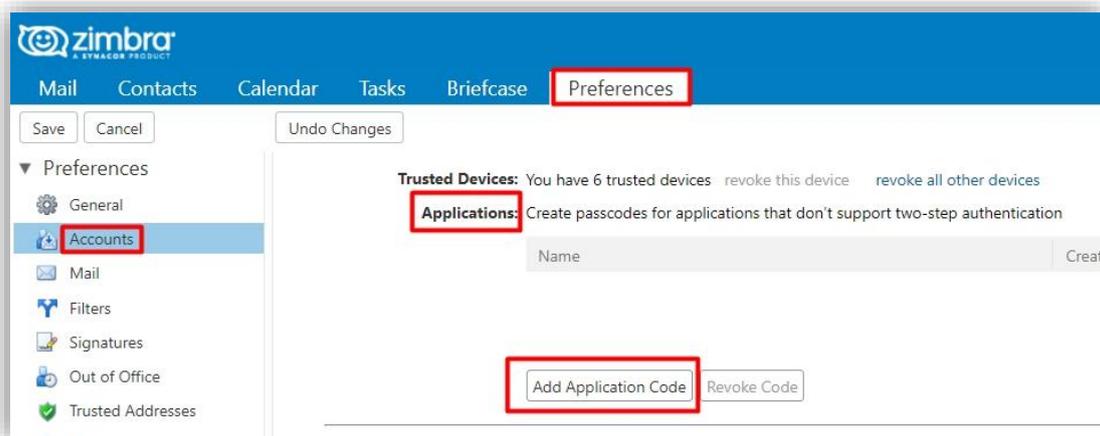
8. Choose **Always use this profile** and the new **Profile name** which has been given and **Apply & OK**



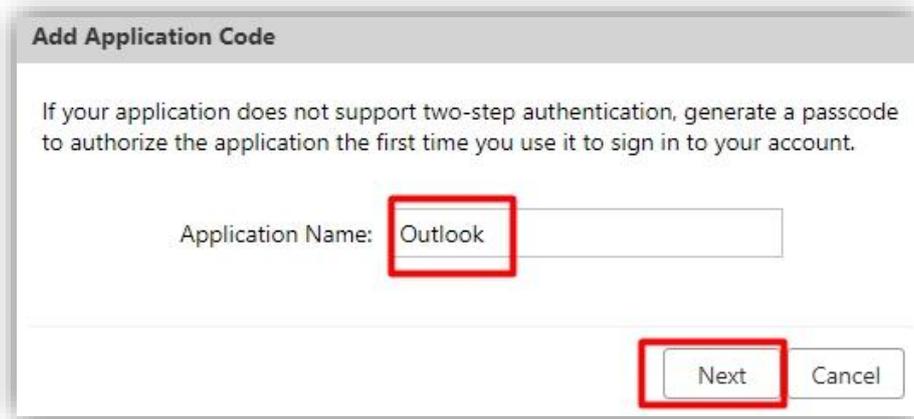
## (Two Factor Authentication Enabled):

### Zimbra Webmail: (Classic Mode)

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



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



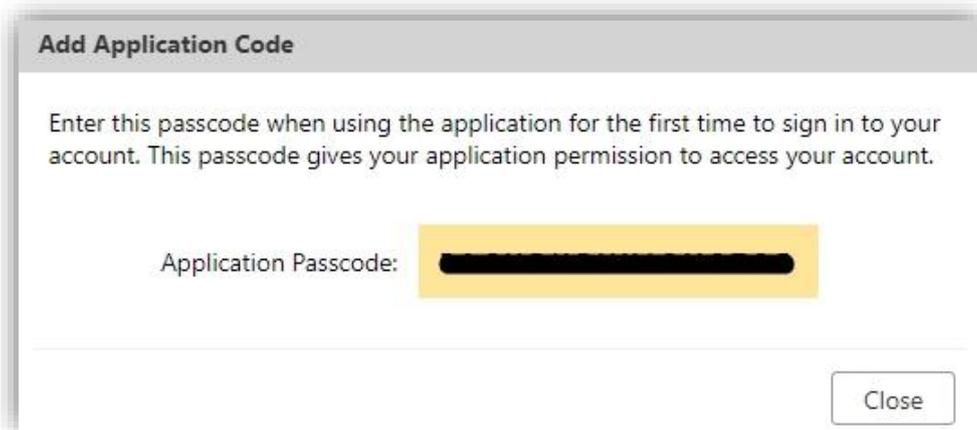
**Add Application Code**

If your application does not support two-step authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Application Name: Outlook

Next Cancel

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



**Add Application Code**

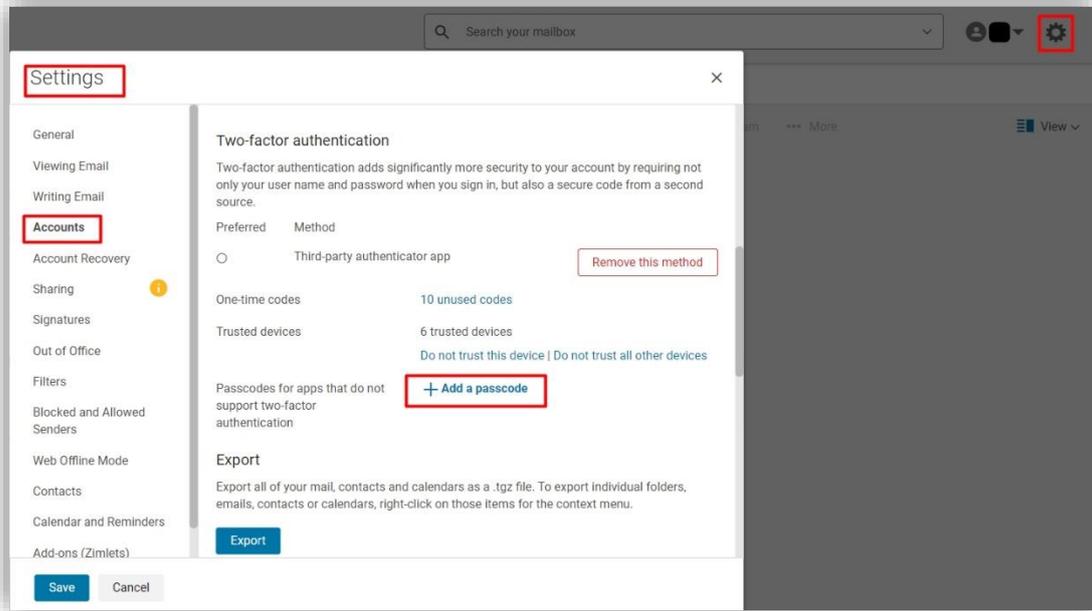
Enter this passcode when using the application for the first time to sign in to your account. This passcode gives your application permission to access your account.

Application Passcode: [Redacted]

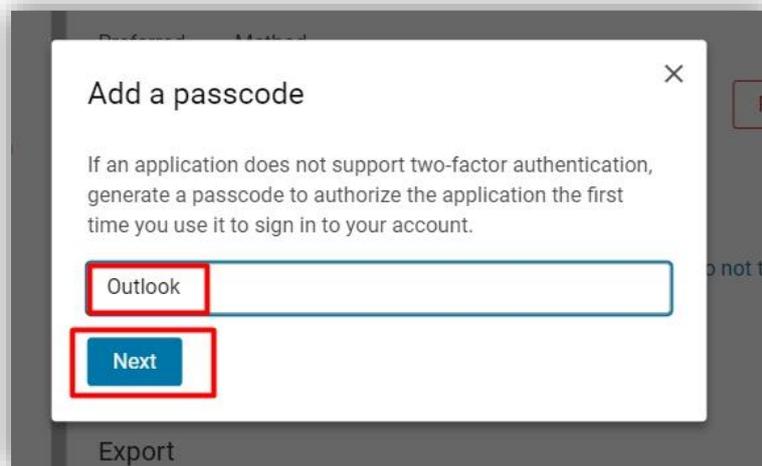
Close

➤ **Zimbra Webmail (Modern Mode):**

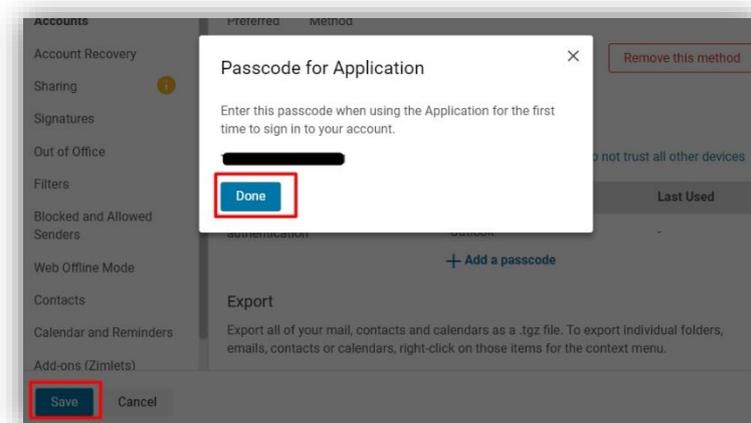
- a) Generate an Application Code Through Zimbra Webmail
- b) Go to **Settings (Gear Box)**, then **Accounts**.
- c) Scroll down and click on **Add a passcode**.



- 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 later 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@org.gov.bd)

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

**User Name:** Same as Email Address

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

**Server Settings**  
Enter the information that is required to connect to an Exchange ActiveSync service.

**User Information**

Your Name: Report

E-mail Address: report@...gov.bd

**Server Information**

Mail server: mail...gov.bd

**Logon Information**

User Name: report@...gov.bd

Password: \*\*\*\*\*

Remember password

**Offline Settings**

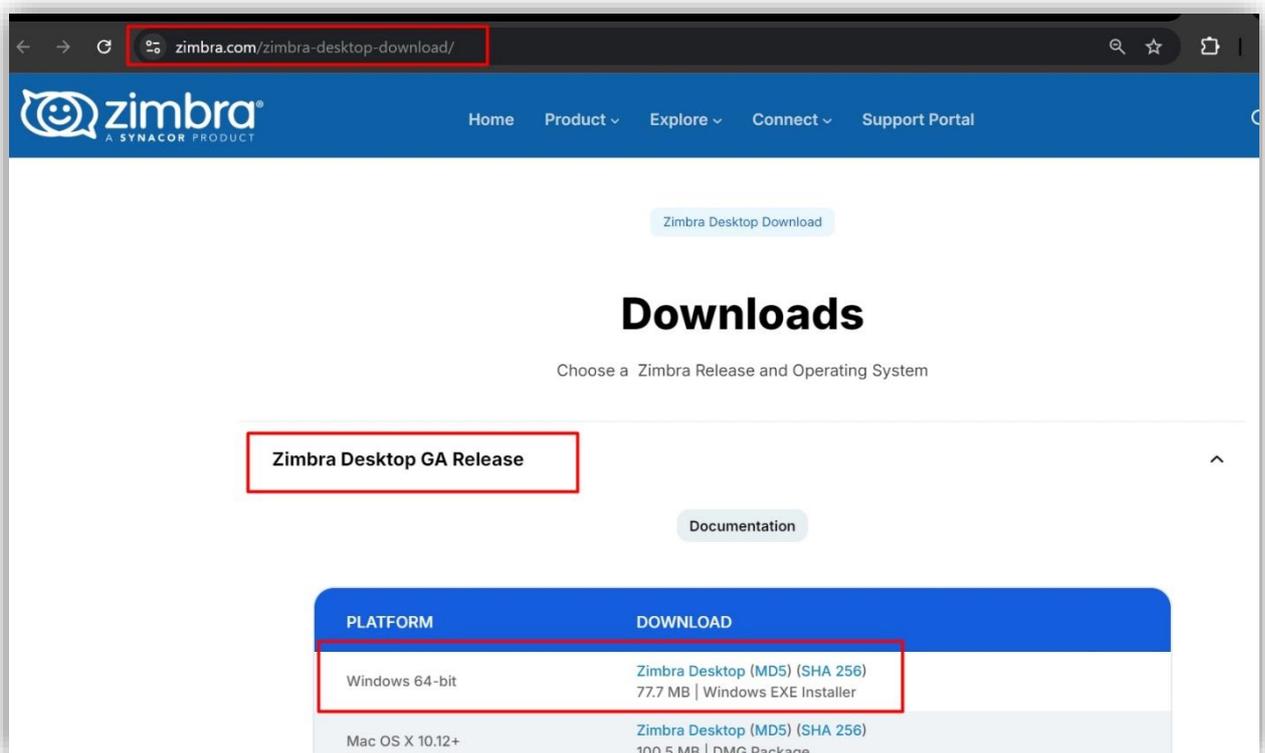
Mail to keep offline: All

< Back **Next >** Cancel

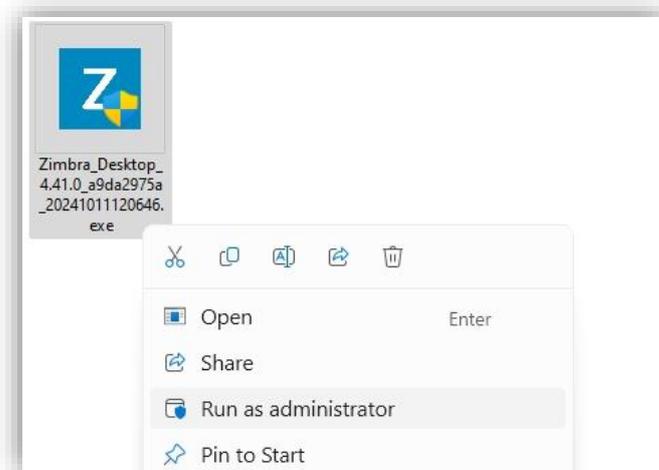
## 5. Installation and Setup for Zimbra Desktop Client (Windows)

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.

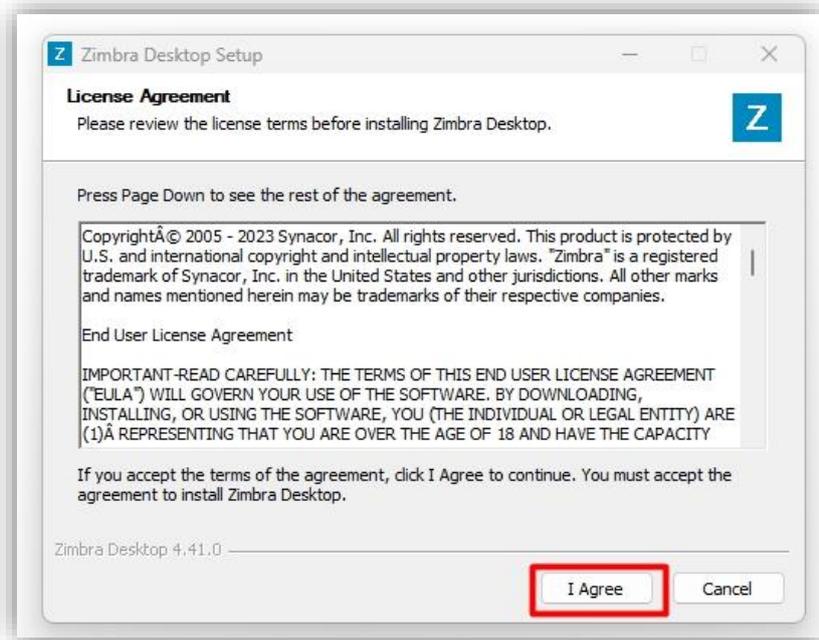
<https://www.zimbra.com/zimbra-desktop-download/>



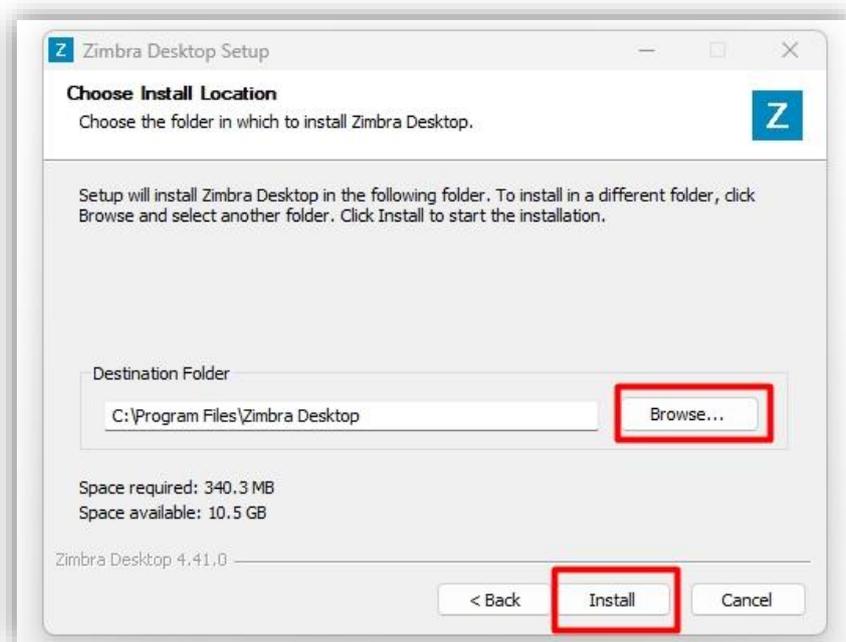
2. After downloading, right-click on the file and select **Run as Administrator** to begin the installation.



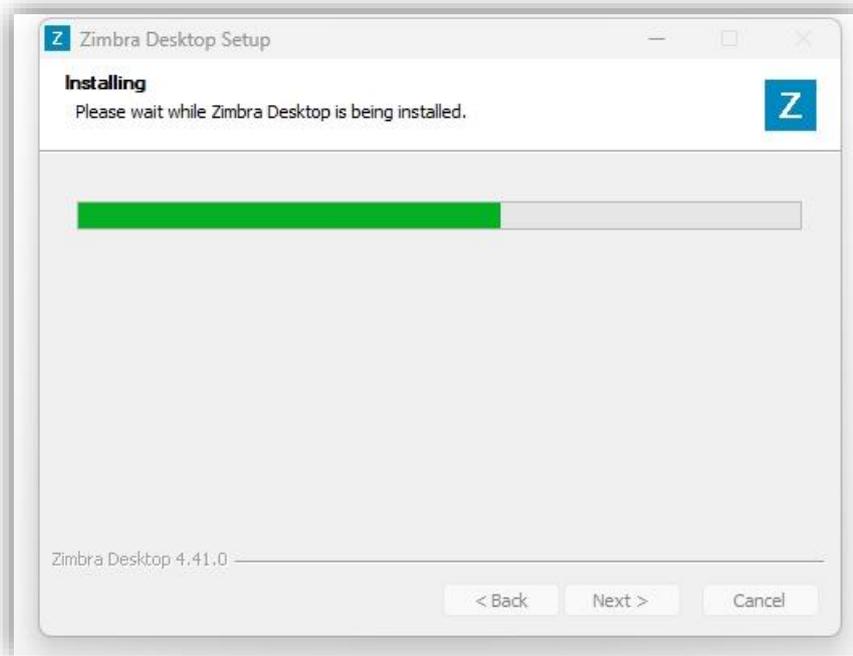
3. Click on **I Agree** to accept the terms and conditions



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



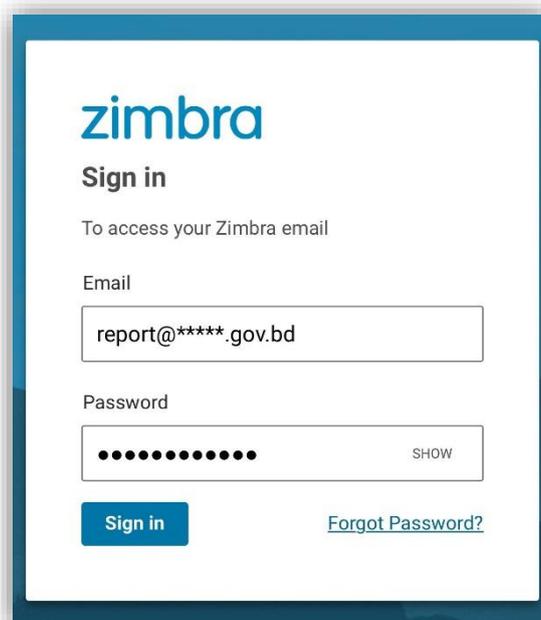
6. Open the Zimbra Desktop app, and a Zimbra window will appear. Please enter mail server and **Continue**  
**Server:** Here provide organization mail server (for example: **mail.organization.gov.bd**)



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**.

