E-Mail Services

Overview

- Email at CERGE-EI - in general
- Email Signature and Disclaimer for CERGE-EI
- E-mail Distribution Lists [internal] and Distribution Matrix chart [internal]

Common Issues

- Email problem reporting
- About SPAM, Scam, Phishing, Abuse (overview)
- **Inbound Filtering: dealing with spam, malware, suspicious content****(SPF, DMARC, Newsletter, phishing ...)
- **Inbound Filtering: quarantined content**** (password protected files)

Guidelines

- Webmail Access
- Check mailbox size
- Out of Office settings
- Forward settings - via webmail
- E-mail Client Settings - in general
- E-mail Client Settings - Android
- E-mail Client Settings - iPhone
- E-mail Client Settings - Mac Mail
- G-mail on behalf of CERGE-EI address
- Calendar Synchronisation
- Email Archiving Principles
- Archive Mailer
- Alumni mailboxes issues
- Webmail Filter settings
- Zimbra Password change
- Zimbra 2FA (Two Factor Authentication)
- Zimbra Retention setup (dispose old mails)

Thunderbird

- Thunderbird hints (Add-ons, tricks, etc...)
- Local Folders in Thunderbird (archiving mail messages)
- Identities in Thunderbird (multiple mail address for sending)
- Multiple mailboxes in Thunderbird
- Thunderbird fix for Kerio

Other Hints

- Email Client Signatures - general hints

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