FREQENTLY ASKED QUESTIONS

Government Email Service

Abstract

This document provides answers to frequently asked questions regarding the Government Email Service. It serves as a reference to help users find solutions to common queries efficiently.

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WHAT IS TWAKE MAIL?

- JMAP, the foundational technology behind Twake Mail, is a cutting-edge messaging protocol designed for modern accessibility. With compatibility across various e-mail services, it enhances e-mail management by surpassing the limitations of outdated protocols, like IMAP. JMAP ensures a smoother and more efficient workflow

HOW DO I GET STARTED WITH TWAKE MAIL?

- You can access Twake Mail through your web browser or the mobile app. Visit https://mail.govmu.org/ on any compatible browser and log in using your mail or MAUPASS credentials.

WHAT FEATURES DOES TWAKE MAIL OFFER?

- Enhanced privacy and data security
- Intuitive user interface for better productivity
- Customizable folders for organizing emails
- Powerful search function for quickly finding specific messages
- Data hosted on-premise for enhanced privacy and compliance
- Automate email organization with custom rules (e.g., move emails from specific senders to designated folders)
- Fully responsive design for mobile and desktop usage
- No compromise in functionality across devices

HOW DO I RESET MY E-MAIL PASSWORD? (INDIVIDUAL)

- If you forgot your password:
- Go to https://mail .govmu.org
- Click on Login with MAUPASS (using MAUPASS credentials)
- Click on the icon on the top right of the page
- Click on password to change your e-mail password

HOW DO I RESET MY E-MAIL PASSWORD? (UNIT)

- Go to CISD website (https://cisd.govmu.org/Lists/DownloadPage/Attachments/1/GES_RESET.PDF) to download Email reset form.
- Duly fill in the form and send it to CISD registry for processing.

CAN I RECOVER DELETED EMAILS?

- Deleted emails are moved to the Trash folder and can be recovered. Mails deleted from trash (permanent delete) can also be recovered within a specific retention period (30 days). After this period, emails may be permanently deleted. Contact IT support for recovery options if needed.

HOW DO I CONFIGURE TWAKE MAIL IN A DESKTOP EMAIL CLIENT?

- You can integrate Twake Mail with email clients like Outlook or Thunderbird. Use the following settings:
- Incoming Mail Server: mail.govmu.org
- Outgoing Mail Server (SMTP): mail.govmu.org
- Port Numbers: IMAP (993/465) or POP3 (995/465).
- Authentication: Use your full email address (example@govmu.org) and password

CAN I USE TWAKE MAIL OFFLINE?

- No, Twake Mail requires an internet connection to send, receive, and manage emails. However, emails stored on your local email client (if configured) may be accessible offline.

HOW DO I TROUBLESHOOT TECHNICAL ISSUES WITH TWAKE MAIL?

- Check your internet connection.
- Ensure your credentials are correct.
- Clear your browser cache or try a different browser.
- Contact the IT support team for further assistance.

WHO DO I CONTACT FOR SUPPORT?

- Your first level support is provided by the IT department of your Ministry.
- Second level support is provided by the CISD Helpdesk at 211 2480.

WHERE CAN I FIND ADDITIONAL HELP OR SUPPORT RESOURCES?

- User Manual can be downloaded from CISD website at https://cisd.govmu.org/Pages/Manual/Email-Manual.aspx

WHAT IS THE EXPECTED RESPONSE TIME FOR EMAIL RELATED REQUESTS?

- Emails are created within three working days after reception of duly filled in forms.
- Password are reset within two working days after reception of duly filled in forms.

WHAT SHOULD I DO IF I EXCEED MY MAILBOX STORAGE LIMIT?

- If your mailbox is full:
- Delete unnecessary emails, especially those with large attachments.
- Archive old emails to free up space by using an email client.
- Use POP3 email protocol in email clients and check option to delete mails from server to keep your mails locally instead of using server space.

HOW DO I REPORT SPAM OR PHISHING EMAILS?

- To report spam or phishing emails:
  - Open the suspicious email (make sure NOT to open any attachments or links inside said email).
  - Click on the options menu (three dots).
  - Select Mark as Spam.
- This helps improve spam filtering and protects your inbox.

CAN I RECALL A SENT EMAIL?

- Recalling an email after it has been sent is not currently supported in Twake Mail. Always double-check your emails before hitting send.

WHAT FILE FORMATS ARE SUPPORTED FOR ATTACHMENTS?

- Twake Mail supports common file formats such as PDF, Word documents, Excel sheets, images (JPEG, PNG), and compressed files (ZIP, RAR).

WHAT IS THE CURRENT ATTACHMENTS SIZE THAT I CAN SEND IN AN EMAIL?

- Maximum attachement size is 19Mb.

CAN I BLOCK SPECIFIC SENDERS?

- Yes, you can block unwanted emails by adding specific senders to your block list:
  - Click on Manage Account (Menu under you account initial to the extreme top right of your screen).
  - Select Email Rules.
  - Click + Add rule.
  - Input a name for this rule (Eg. Block senders).
  - In the first field insert the person's email address you want to block (you can insert as many emails as you want by clicking on Add condition).
  - In the Perform the following action, select Reject it and then click on Create.
- Blocked emails will be rejected automatically and won't reach your inbox.

HOW DO I CREATE A SIGNATURE IN TWAKE MAIL?

- Click on Manage Account (Menu under you account initial to the extreme top right of your screen).
- In profiles section, locate your Identity (by defaul your name) and click on the edit (crayon) button.
- Enter and format your signature text.
- Save changes.
- Your signature will automatically appear in all outgoing emails.

DOES TWAKE MAIL SUPPORT READ RECEIPTS?

- Yes, Twake Mail allows you to request read receipts for your emails. Enable this option while composing your message to receive a notification when the recipient opens your email.

WHAT HAPPENS IF I SEND AN EMAIL TO AN INVALID ADDRESS?

- If an email is sent to an invalid address, you'll receive a bounce-back notification indicating the delivery failure. Double-check the recipient's email address and resend the email.

Can I set up auto-replies?

- Yes, Twake Mail supports automatic replies for out-of-office or other automatic replies:
- Click on Manage Account (Menu under you account initial to the extreme top right of your screen) then click on Vacation tab.
- Enable the Automatic reply option.
- Enter your message and set the start and end dates.
- Save the configuration.

WHAT SHOULD I DO IF I SUSPECT UNAUTHORIZED ACCESS TO MY ACCOUNT?

- If you suspect unauthorized access:
- Change your password immediately.
- Contact IT support to review your activity logs and secure your account.

CAN I SORT MY INBOX BY UNREAD EMAILS?

- Yes, click on the Filter menu in your inbox and select Unread to display only unread emails.

WHAT HAPPENS TO MY ACCOUNT WHEN I LEAVE THE GOVERNMENT?

- When you leave the Government, your Twake Mail account will be deleted.