



[Date]

# Email User Guide

Desktop version



CISD – v1.0  
2024

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## Accessing Twake

Open Your Web Browser:

Launch your preferred web browser (e.g., Google Chrome, Firefox, or Safari).

Navigate to the Twake Login Page:

In the browser address bar, type the URL <https://mail.govmu.org> and press Enter.



The Government Email Service page will be shown.

## Authentication

There are two methods of logging in: via the MauPass and via the GES homepage.

### Method 1: Logging in via MauPass

On the Government Email Service page, locate the [Login using MauPass](#) button and click it. This will redirect you to the MauPass login page.

Enter Your Credentials on the MauPass Page,

- ❖ Username or email and password.

Or

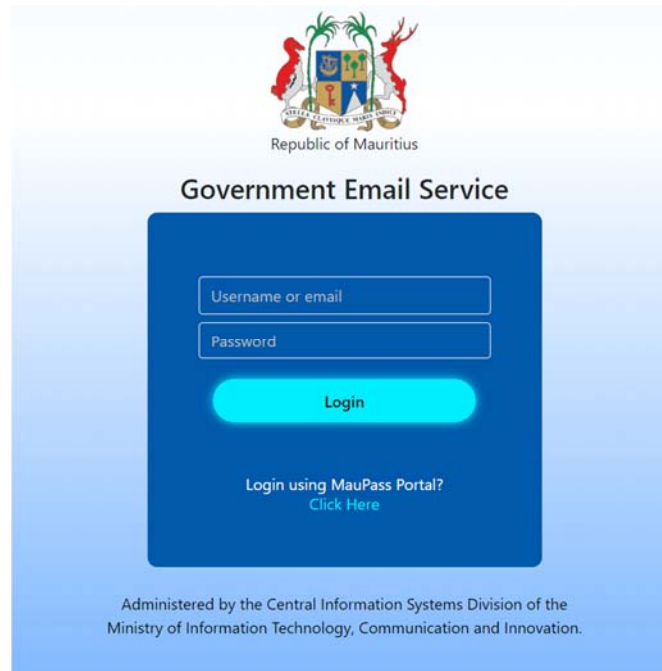
- ❖ National ID Number and password.

And then click on the [Log in](#) button.

After successful login, you will be redirected to your email inbox, where you can start managing your emails.

## Method 2: Logging in via GES

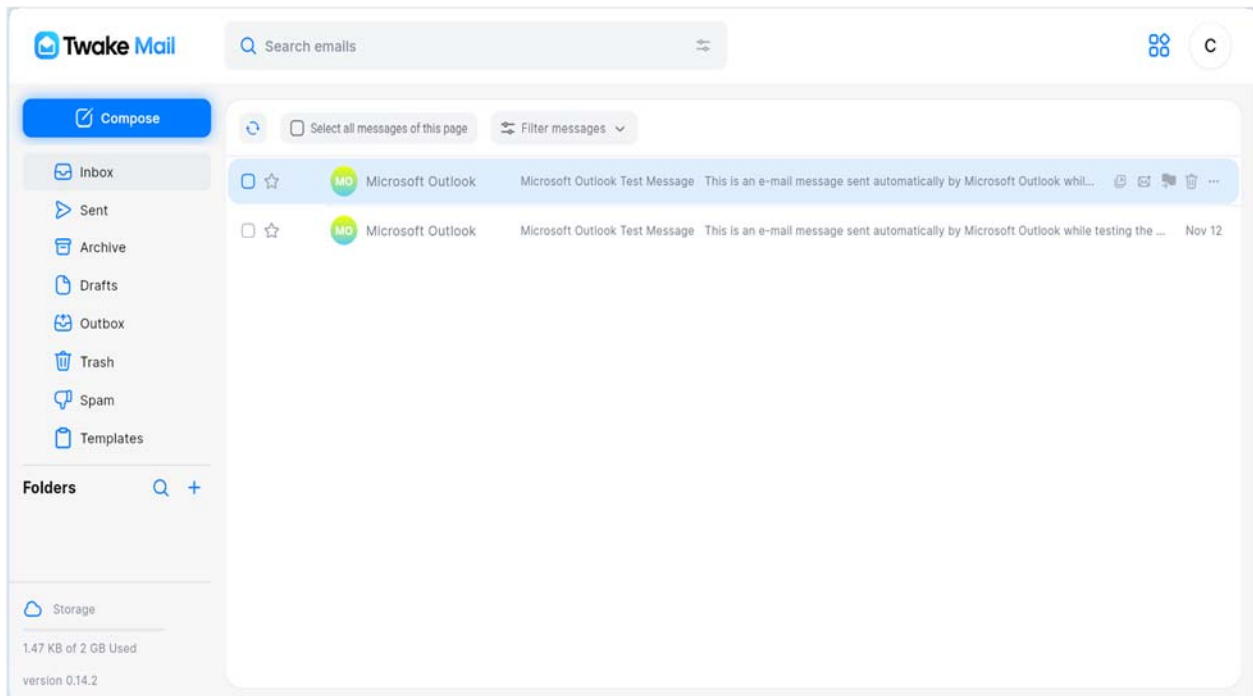
On the Government Email Service page, click on the [Click Here](#) button under the 'don't have a MauPass Account'. The below Government Email Service login screen will be displayed.



The image shows the Government Email Service login screen. At the top is the coat of arms of the Republic of Mauritius, with the text "Republic of Mauritius" below it. The main heading is "Government Email Service". Below this is a dark blue login box containing two input fields: "Username or email" and "Password". A red "Login" button is positioned below the fields. Underneath the button, there is a link: "Login using MauPass Portal? [Click Here](#)". At the bottom of the screen, it states: "Administered by the Central Information Systems Division of the Ministry of Information Technology, Communication and Innovation."

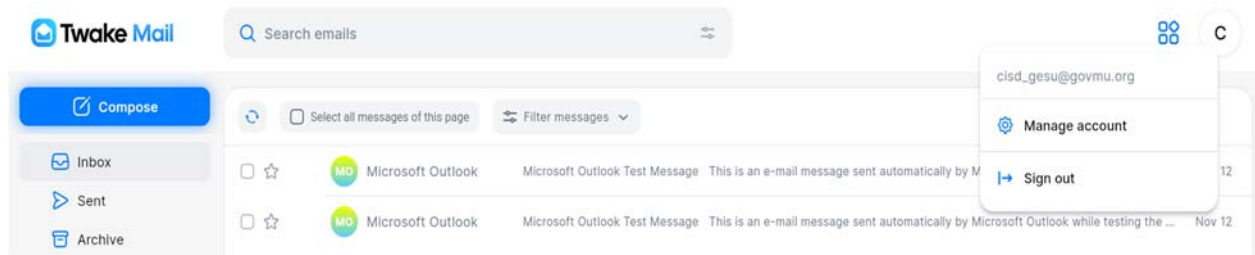
Enter Your Credentials: Username or email and password to login.

Your mailbox will be shown



## To logout

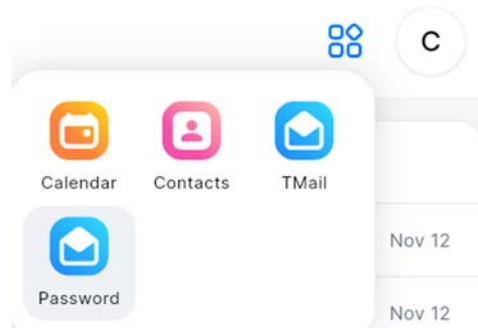
Navigate to the top right corner of the page and Click on the profile button.



From the dropdown menu, select "Sign Out".

## Change Password


In the mail interface, click on the App Selector located in the top-right corner. 



Click on "Password" button and you will be redirected to the Change Password page.

A screenshot of the 'Change your password' page on the Government Email Service. The page features the coat of arms of the Republic of Mauritius at the top. Below it, the text 'Republic of Mauritius' and 'Government Email Service' is displayed. The main content area is titled 'Change your password' and contains three input fields: 'Current password', 'New password', and 'Confirm password'. Each field has an eye icon for toggling visibility. Below the input fields is a blue 'Submit' button. To the right of the input fields, there is a section titled 'Password Minimum Requirements' with four red 'X' marks indicating that the current password does not meet the requirements: 'At least 8 characters', 'Contains at least 1 uppercase letter', 'Contains at least 1 number', and 'Contains at least 1 special character'. At the bottom of the page, there is a footer that reads 'Administered by the Central Information Systems Division of the Ministry of Information Technology, Communication and Innovation.'

❖ Enter Current Password

You can view the password you are typing by clicking the eye icon  next to the field.

❖ Enter New Password:

Ensure that your new password meets the minimum requirements:

At least 8 characters.

Contains at least 1 uppercase letter.

Contains at least 1 number.

Contains at least 1 special character.

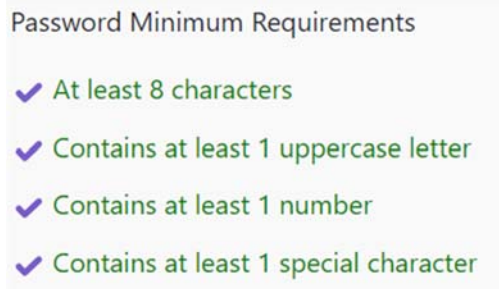
❖ Confirm New Password:

In the Confirm New Password field, re-enter the new password to ensure to ensure it matches exactly.

You can also click the eye icon to view what you are typing.

As you type your new password, the system will check whether it meets the minimum requirements.

Each requirement will turn green when it is satisfied.



Once all the password requirements are met (all indicators turn green), the Change Password button will be enabled.

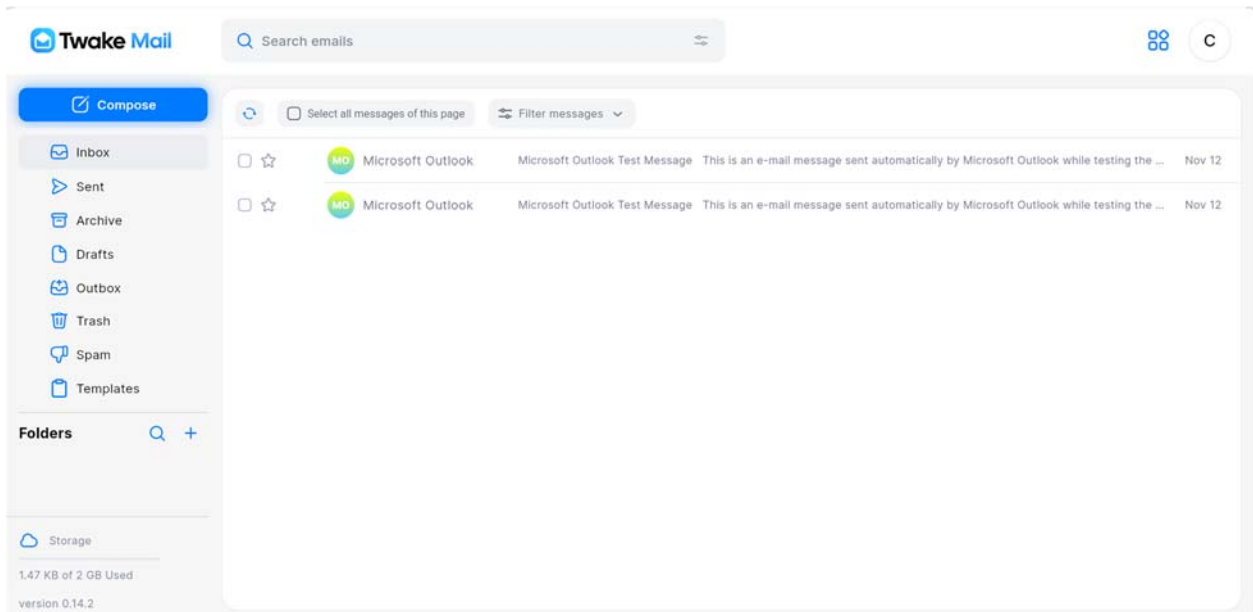
Click the [Change Password](#) button to update your password.


Upon successfully changing your password, you will receive a confirmation message.

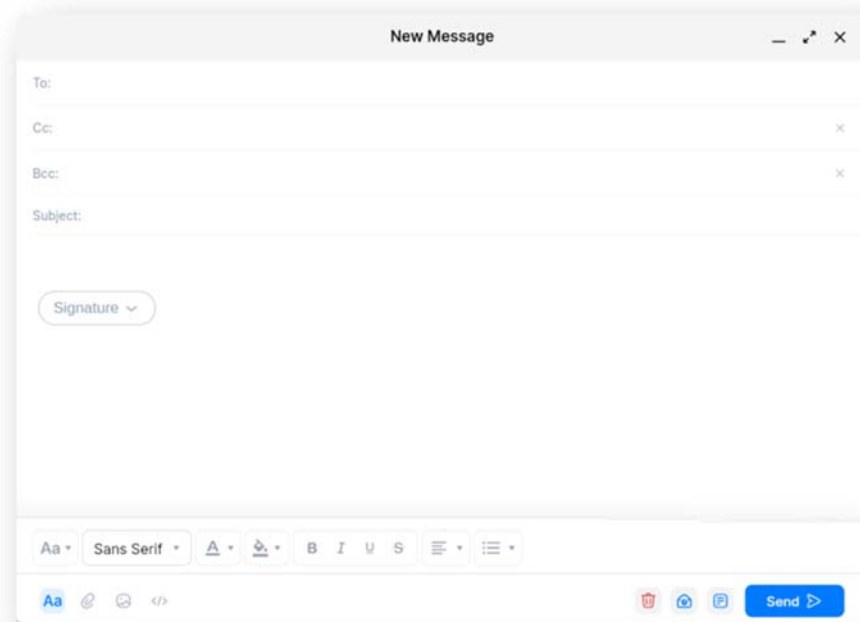
Ensure you remember your new password for future logins.

# Email Messaging

## Create a new mail



1. Click on the [Compose](#) button, .
2. A new email composer will appear.

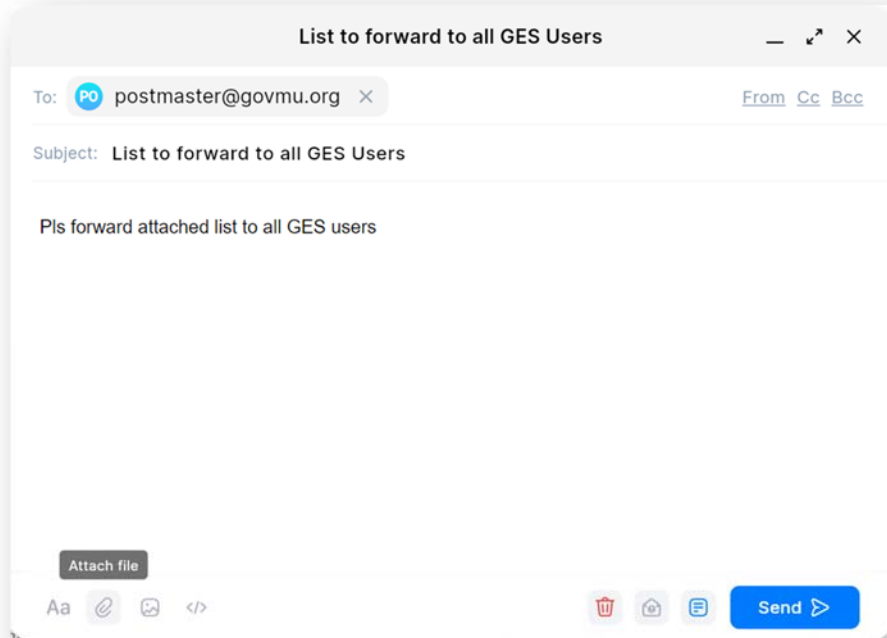


3. Fill in the recipient's email address in the "To" field.
4. Enter a subject for your email in the "Subject" field.

5. Use the “CC” (Carbon Copy) and “BCC” (Blind Carbon Copy) fields for additional recipients as needed.
  - ❖ Carbon Copy (cc): Anyone in this field will see the other recipients of the message.
  - ❖ Blind Carbon Copy (Bcc): The recipients won’t know that you added anyone to ‘Bcc’.
  - ❖ You can add multiple recipients by separating their email addresses with commas.
6. **Signature button:** You can click on the [Signature](#) button to unfold/fold your signature.
7. **Text Formatting:** Use the formatting options provided to style your email’s text. These include:
  - ❖ Style
  - ❖ Font family
  - ❖ Text color
  - ❖ Text background color
  - ❖ Bold
  - ❖ Italic
  - ❖ Underline
  - ❖ Strikethrough
  - ❖ Paragraph
  - ❖ Order list

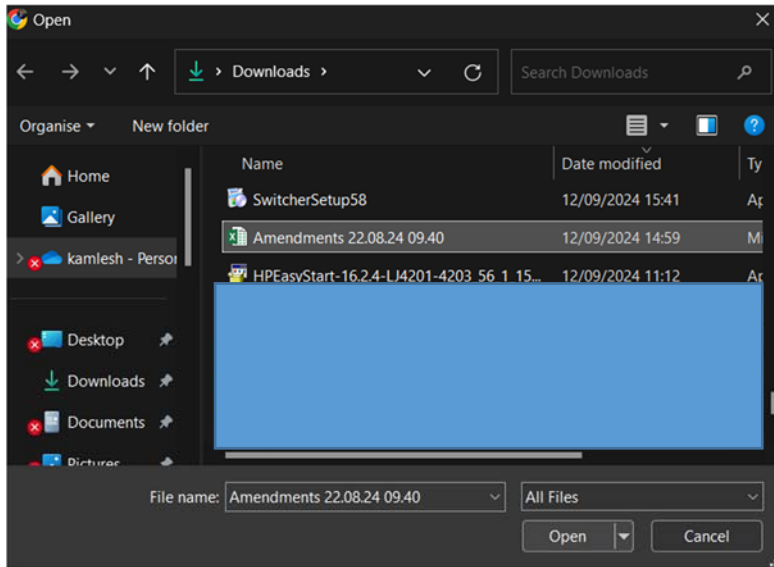
## Adding Attachments

To attach files, click on the attachment icon.



Select the files you want to include and click on the open button.

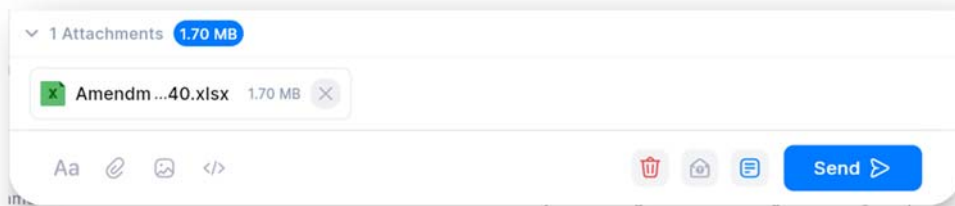




You will receive a notification once the file is attached.



To remove an attachment click on the  icon.



The attachment will be removed.

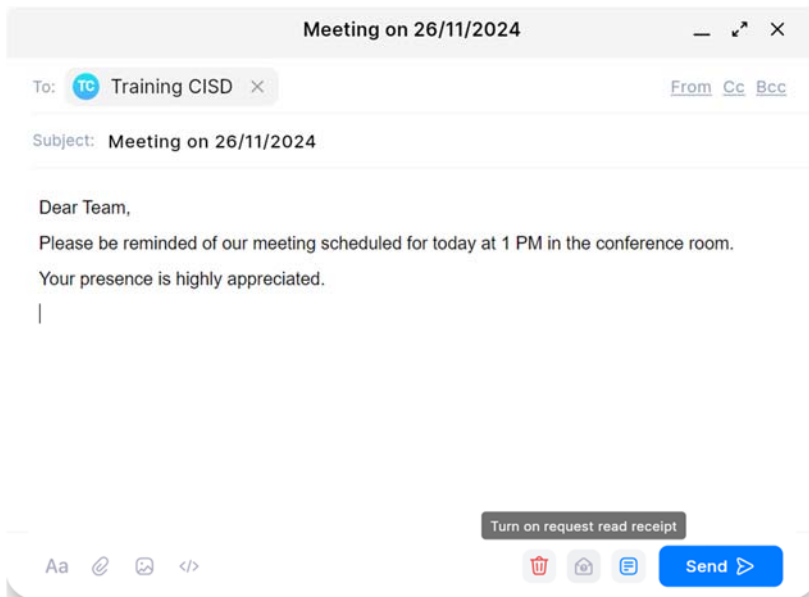
8. **Insert images:** To insert images to the email body as an inline image, click on image icon then select images that you want to include
9. **Sending Your Email:**
  - ❖ Click the [Send](#) button to send your email. Once sent, it will appear in your "Sent" folder.
  - ❖ You can also click button Save to Draft then the email is moved to Draft folder, you can then open it again and continue composing it.
  - ❖ If you click the [Cancel](#) button, the email will be discarded.
10. **Managing Sent Emails:**
  - ❖ To access sent emails or track the status of your sent email, navigate to the Sent folder within your email client.

- ❖ Email currently being sent are located within the Outbox and will eventually be moved into the Sent folder.

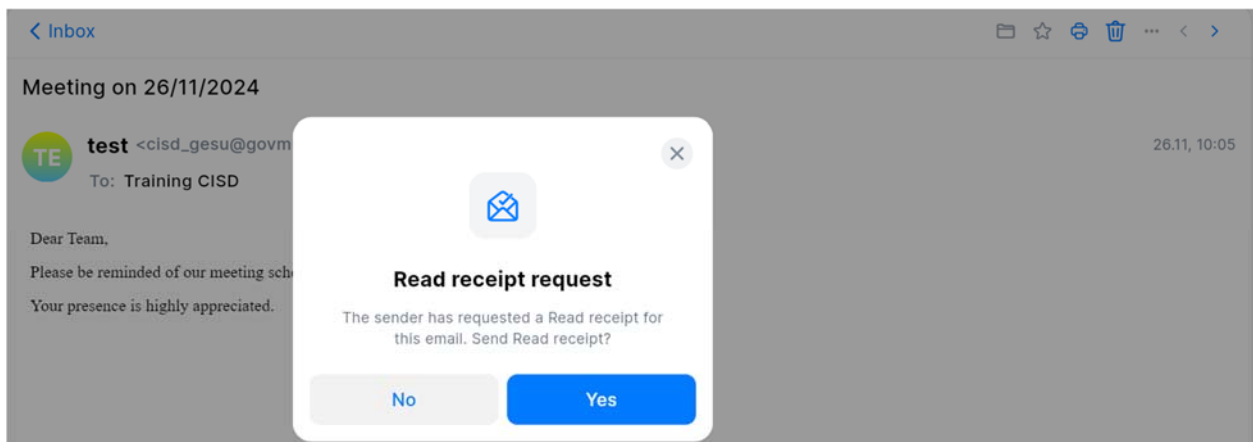
## 11. Read receipt:

This feature allows the sender of an email to know when the recipient has opened and read the email. It provides a way for the sender to confirm that the message has been received and viewed by the recipient.

Sender Requests a Read Receipt: When composing an email, the sender can enable the option to request a read receipt by click on icon (16) then select option “Request read receipt”.

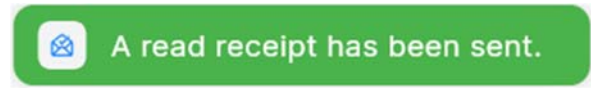


When the recipient receives the email and opens it, they are typically presented with a message or notification asking if they want to send a read receipt back to the sender.

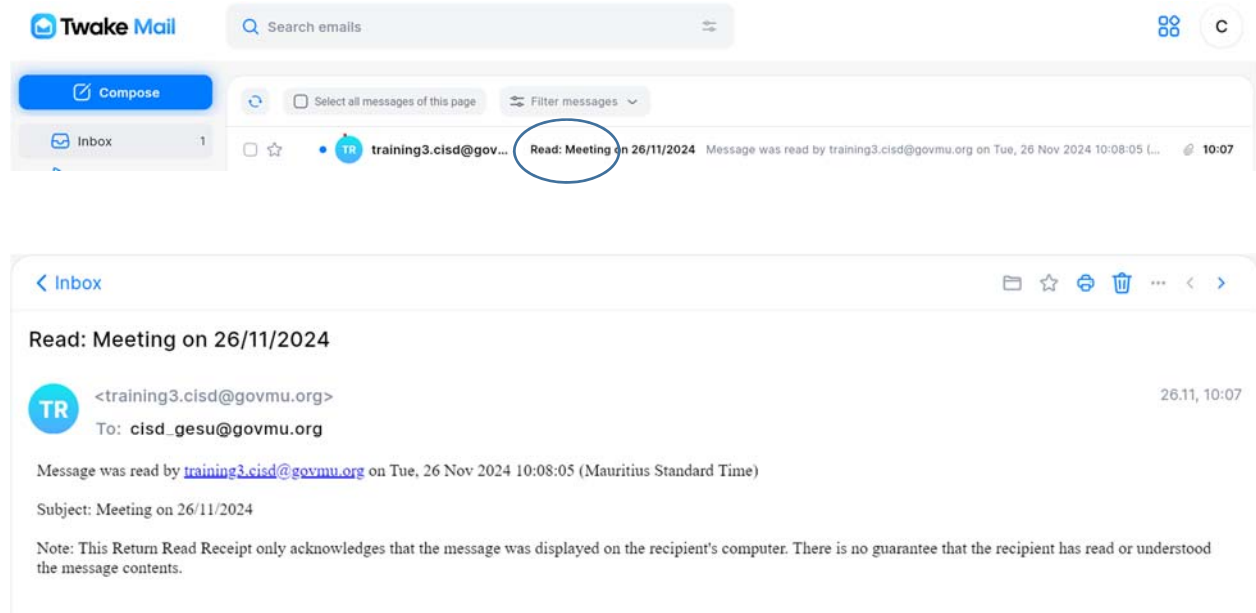


The recipient can choose to either send the read receipt or decline the request.

If the recipient chooses to send a read receipt, their email client will automatically generate and send a notification to the sender, indicating that the email has been opened and read.



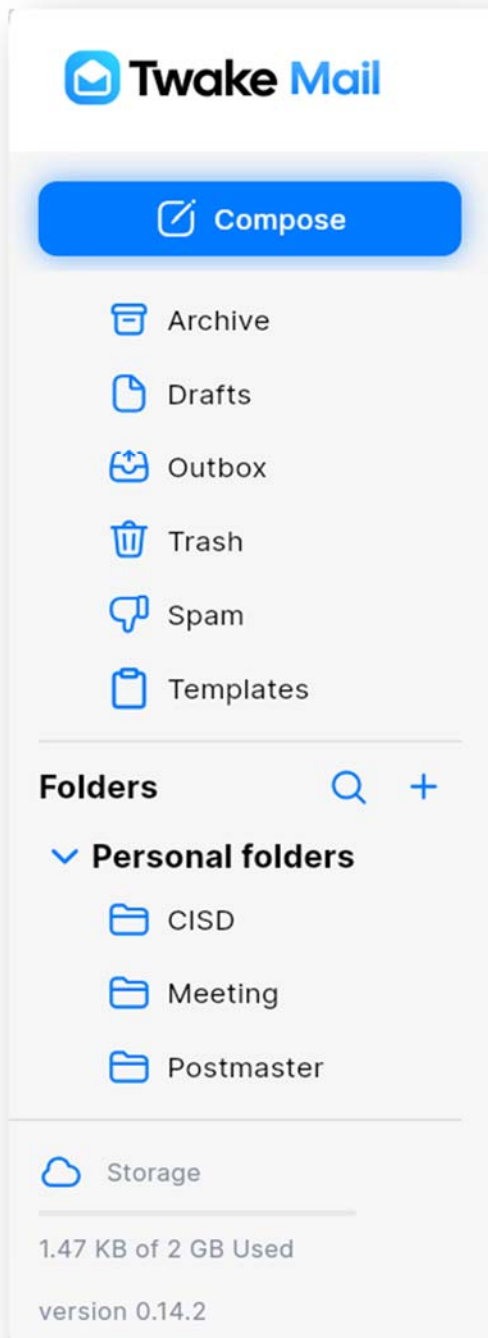
The sender receives the read receipt as a separate email or notification, confirming that the recipient has indeed read the email.



## Manage Folders

The left panel of the main view displays folders of this account.

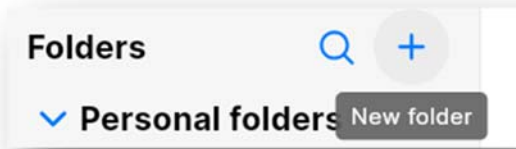
Folders offers a way to sort and arrange your emails. By clicking on a folder you can see the emails contained in it.



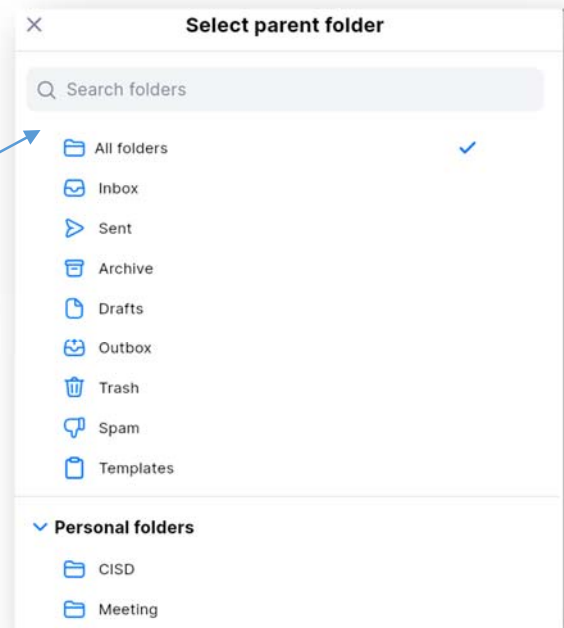
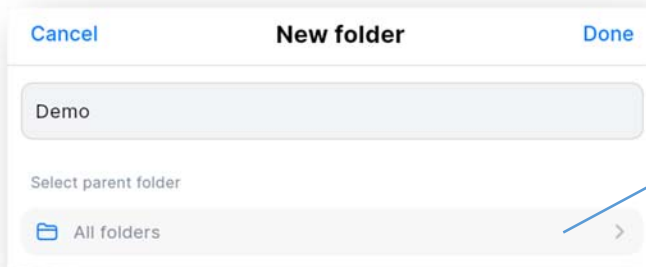
A given mail can only be in one folder.

## Add new folder

To add a new folder, click on the + button next to the folders



Enter a name for the new folder in the provided field.



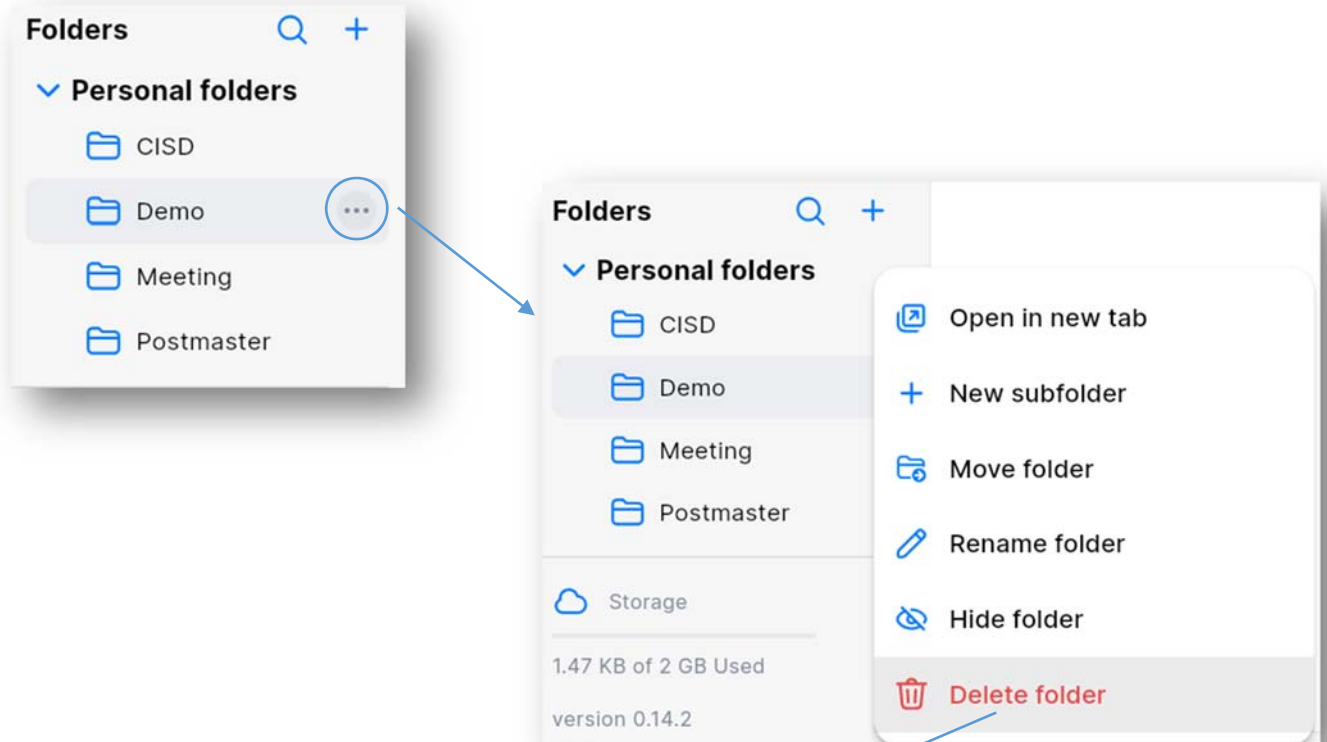
Select the parent folder where you want to save the new folder.

Click **Done** to complete the process.

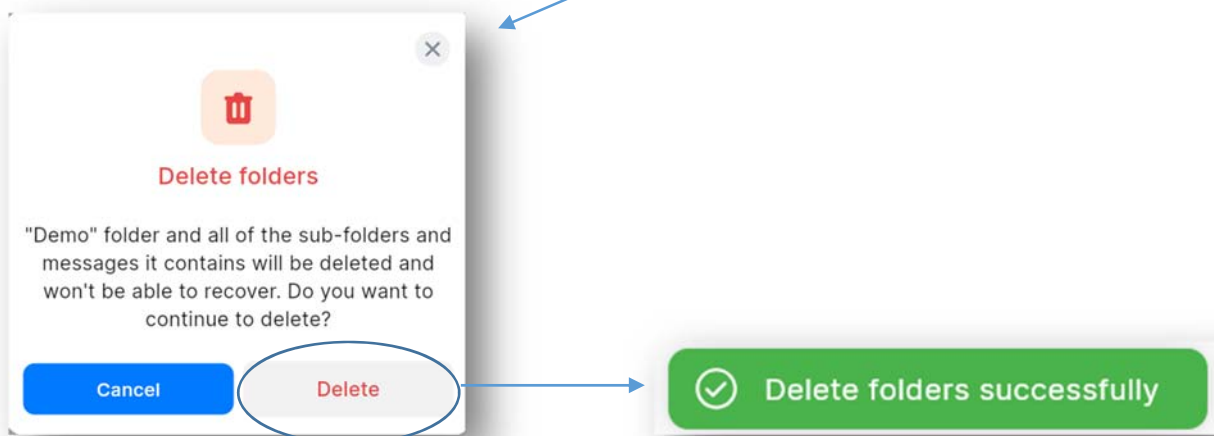
## Delete folder

Click on the dots (...) next to the folder name.

From the dropdown menu, select "Delete Folder".



Confirm the deletion if prompted.

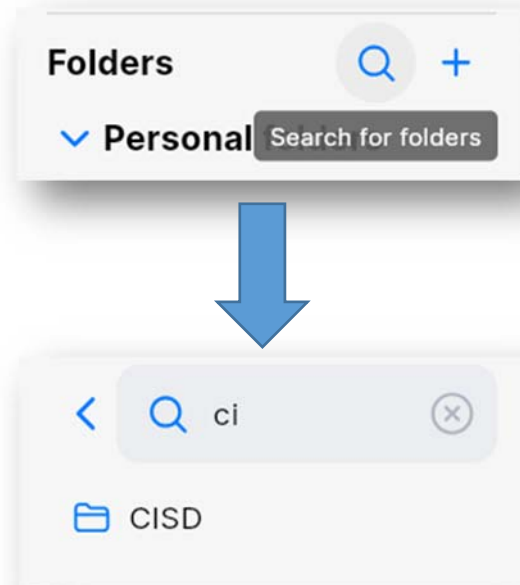


## Search folder

Click on the Search icon.

Enter the folder name in the search field.

The folder matching your search will be displayed.

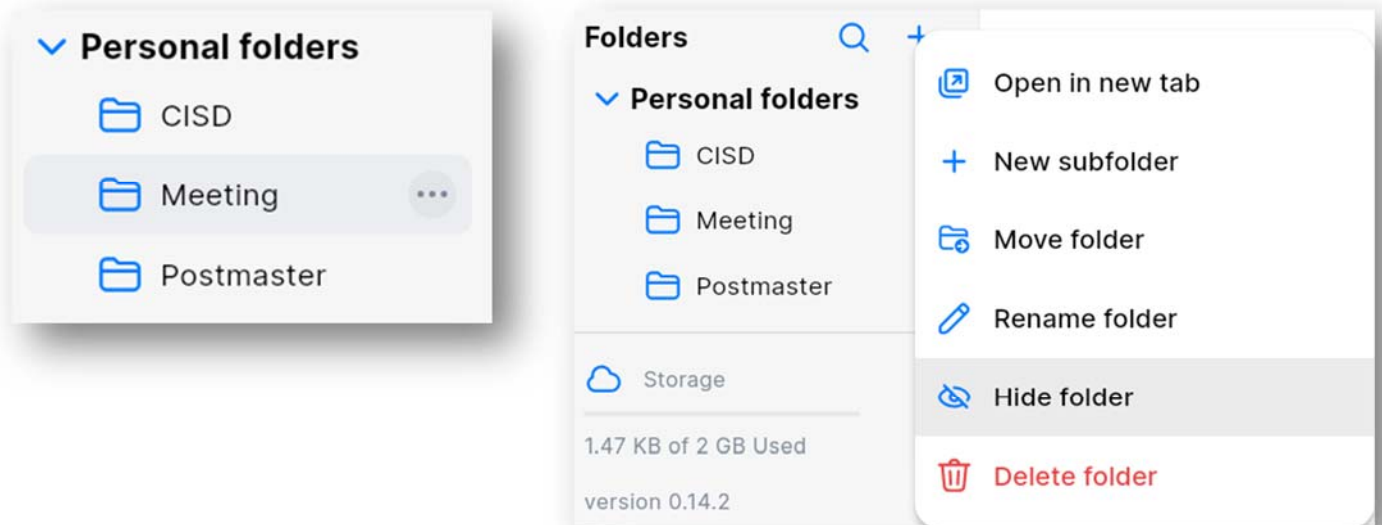


## Show/Hide folder

You can hide and show folders in two (2) ways:

### Option 1

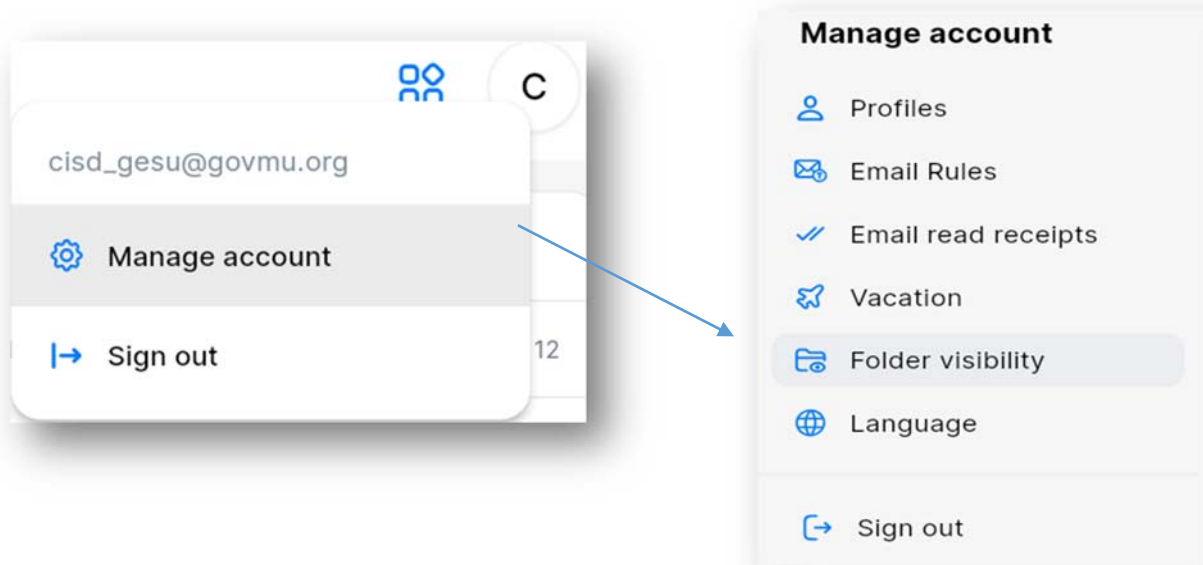
Click on the three dots (...) next to the folder name.



From the dropdown menu, select the "Hide Folder" option. The selected folder will be hidden from the folder tree.

## Option 2

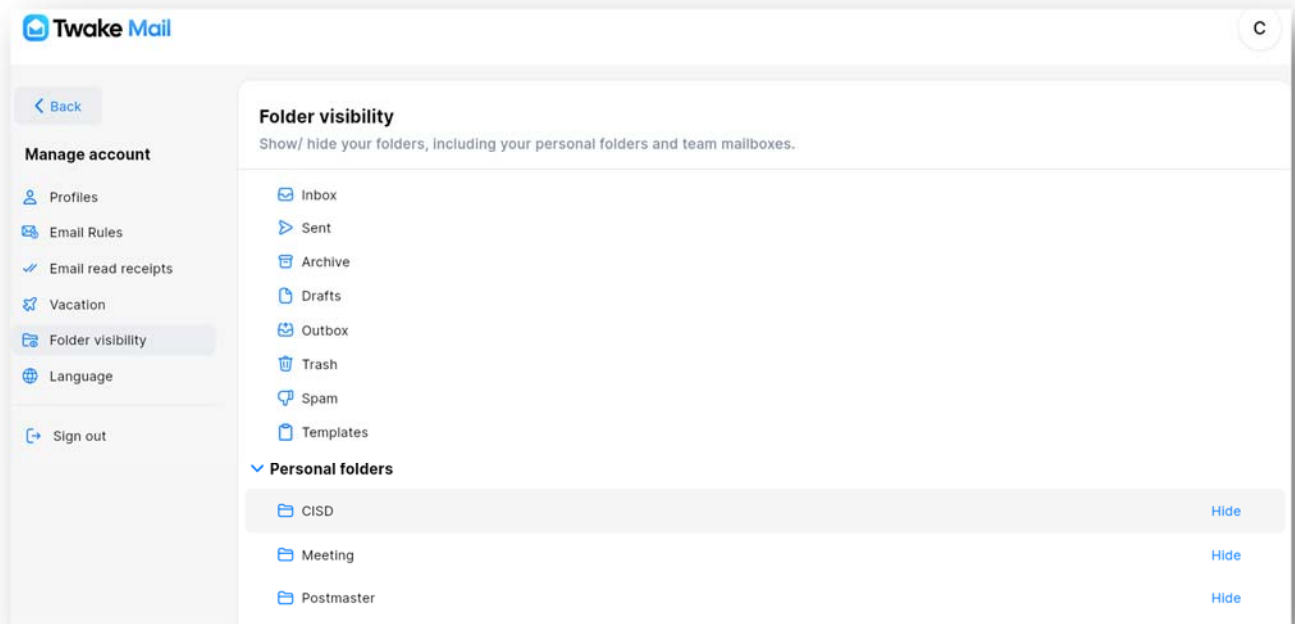
Click on your avatar in the top-right corner.



Select "Manage Account" from the dropdown menu.

Go to the Folder Visibility section.

A list of all folders will be displayed. You can easily toggle the visibility of any folder to Show or Hide.





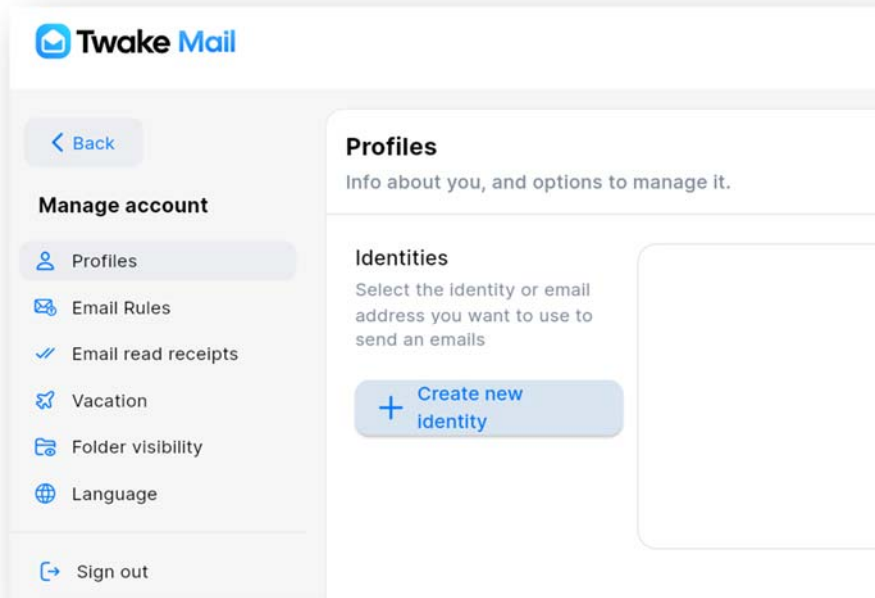
## Manage Account Options

### Profiles

The profile page allows you to manage your senders' identities and signatures.

#### 1.1.1 Create a new Identity

Click on "Create New Identity" button



Enter the name for the identity

Email: Specify the email address associated with this identity. You can select one email from drop-down list.

Reply to: Specify the email address that will appear on recipient's composer when he reply to your email

BCC: When you compose a new email with this identity, the emails in this field will be added to "Bcc" field of composer automatically.

**Create new identity** [X]

Name to be displayed to recipients (required)  
CISD Government Email Service Unit

Email  
clsd\_gesu@govmu.org

Reply to

Bcc to

Signature

Set as default identity

Cancel Create

Customize the signature if needed.

Set as default identity: When an identity is set as default, its settings such as signature, BCC... will be used when you compose a new email. You can still change to a non-default identity by selecting it in the composer.

**Create new identity** [X]

Signature

Aa 16 Sans Serif A I U S

Regards,  
CISD Government Email Service Unit

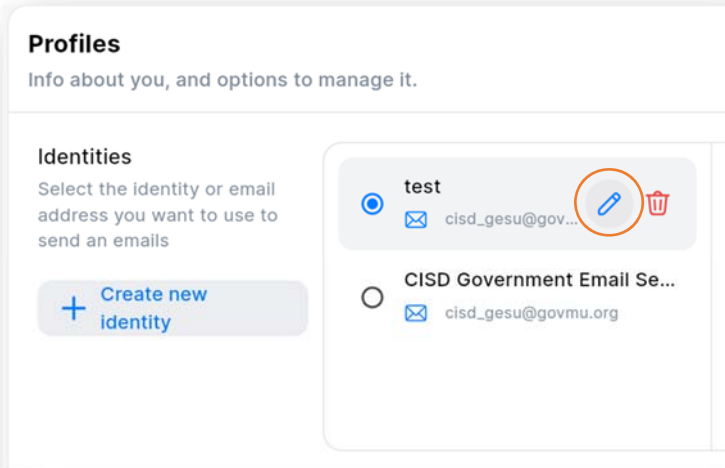
Set as default identity

Cancel Create

Click button Create to save the new identity.

## Edit an existing Identity

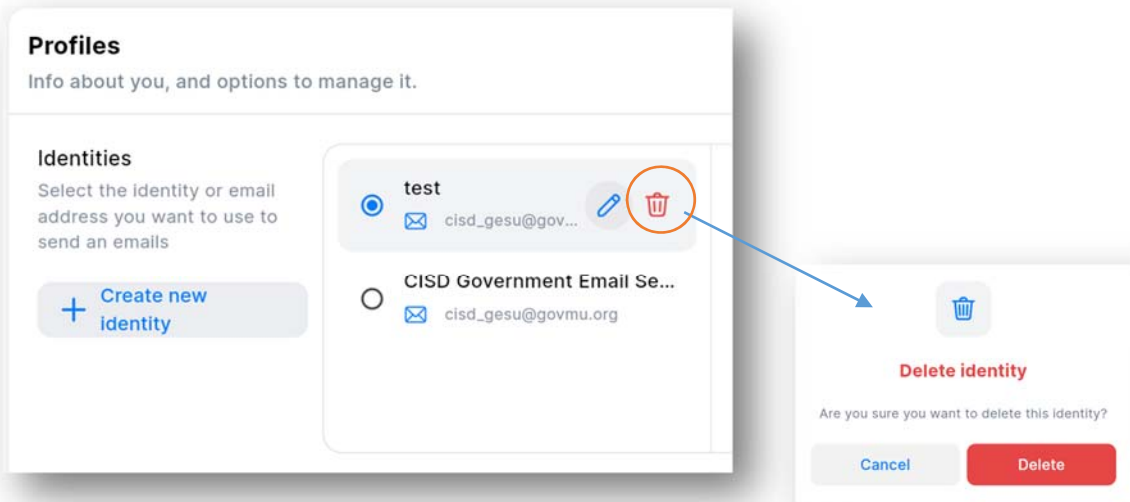
On identity listing you select radio button of the identity that you want to Edit then click Edit icon



On Edit identity screen, you can modify the fields Name, Reply to, Bcc or signature as required. Save your changes.

## Delete an Identity

On identity listing you click on the one that you want to Delete then select the Delete button.



Confirm the deletion.

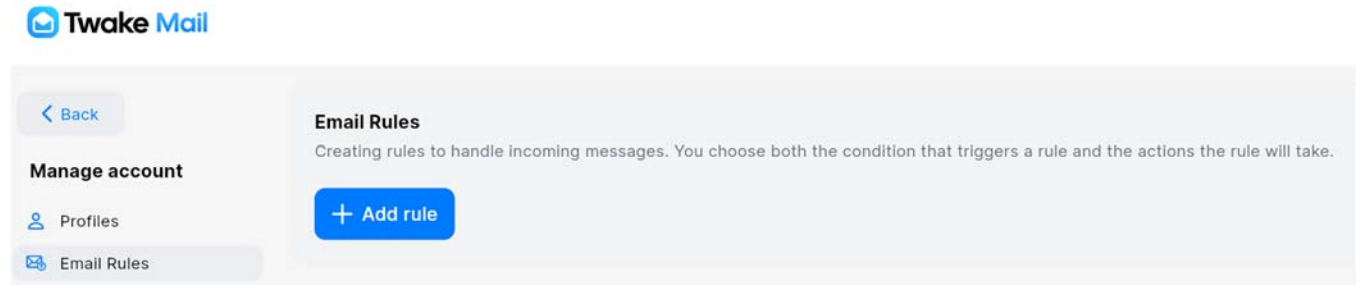
## Email Rules

Email rules, also known as filters are powerful tools that allow you to manage your inbox by automatically sorting, moving to a folder, forwarding or taking other actions on incoming emails.

- In Manage account page, When select “Email rules” on the left menu, you can see the list of current rules

### Create a rule

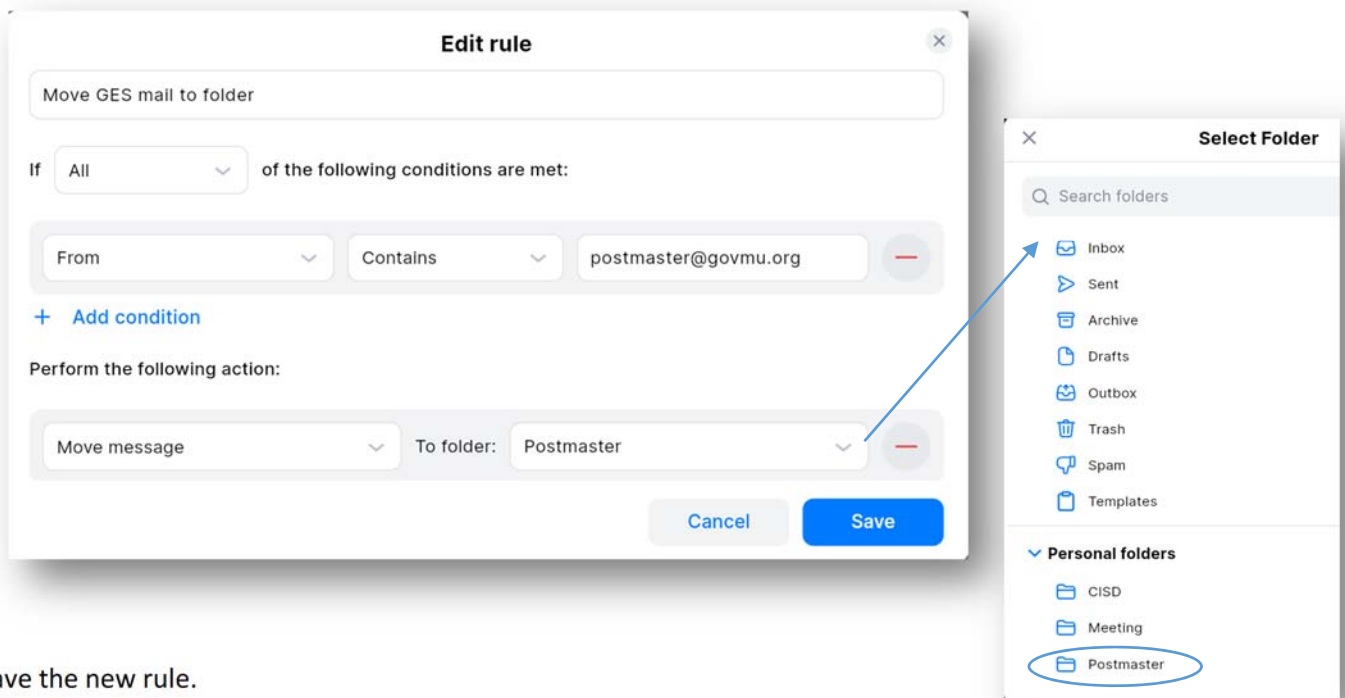
Click on Add Rule button



Name your rule for easy identification.

Define the conditions that trigger the rule (e.g. all incoming mails from postmaster@govmu.org).

Specify the actions to be taken when the conditions are met (e.g., move to a folder postmaster).



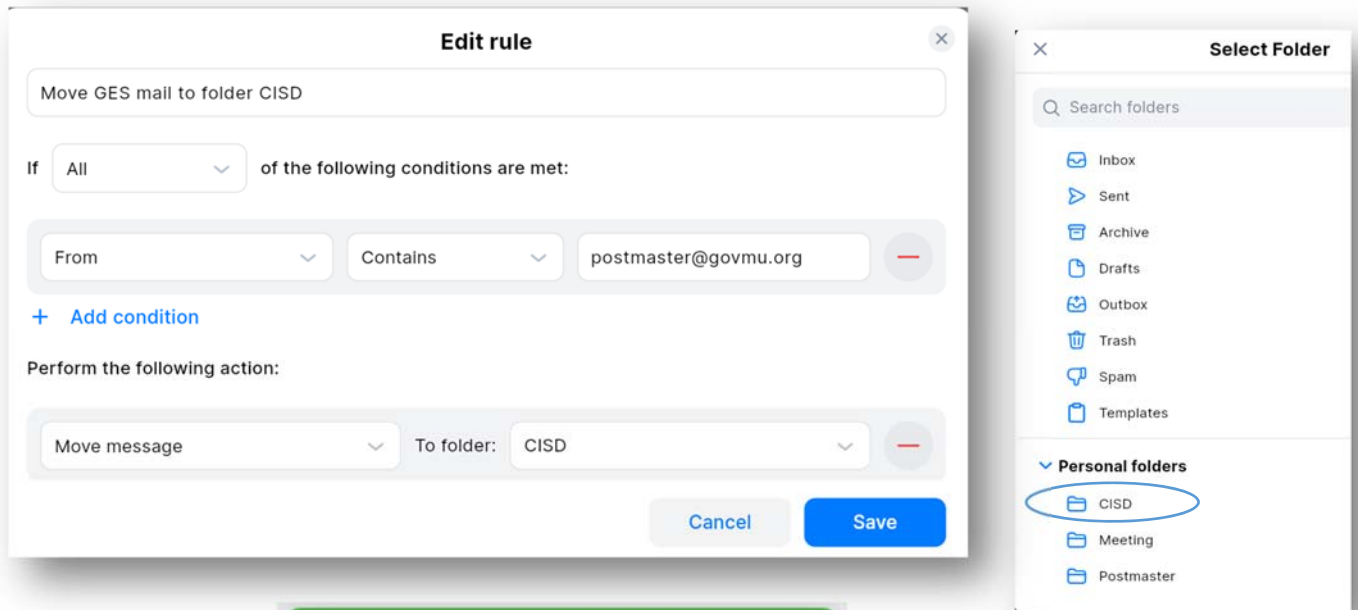
Save the new rule.

## Edit an Existing Email Rule

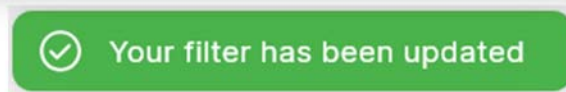
On the email rule listing, select the rule you want to edit.

Define the conditions that trigger the rule (e.g. all incoming mails from postmaster@govmu.org).

Specify the actions to be taken when the conditions are met (e.g., move to a folder CISD).

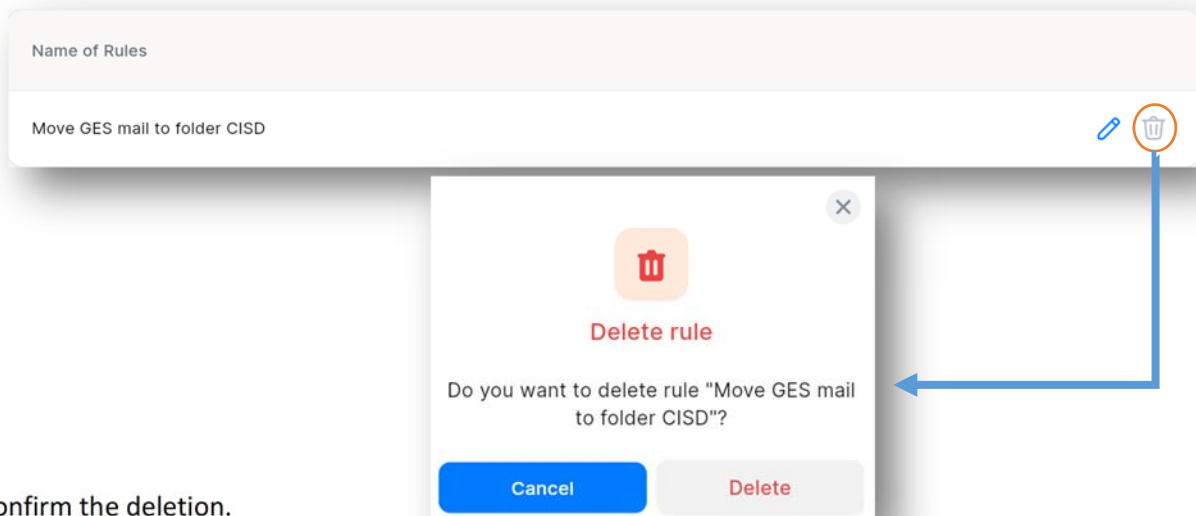


Save your changes.



## Delete an email rule

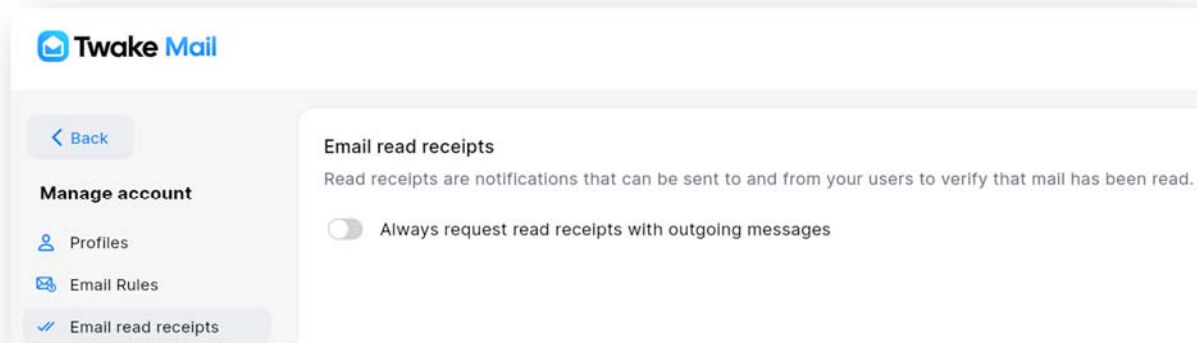
On Email rules listing you click on Delete icon beside the one that you want to Delete.



Confirm the deletion.

## Email Read receipts

This feature allows the sender to know when the recipient has opened and read the email, confirming that the message has been received and viewed.



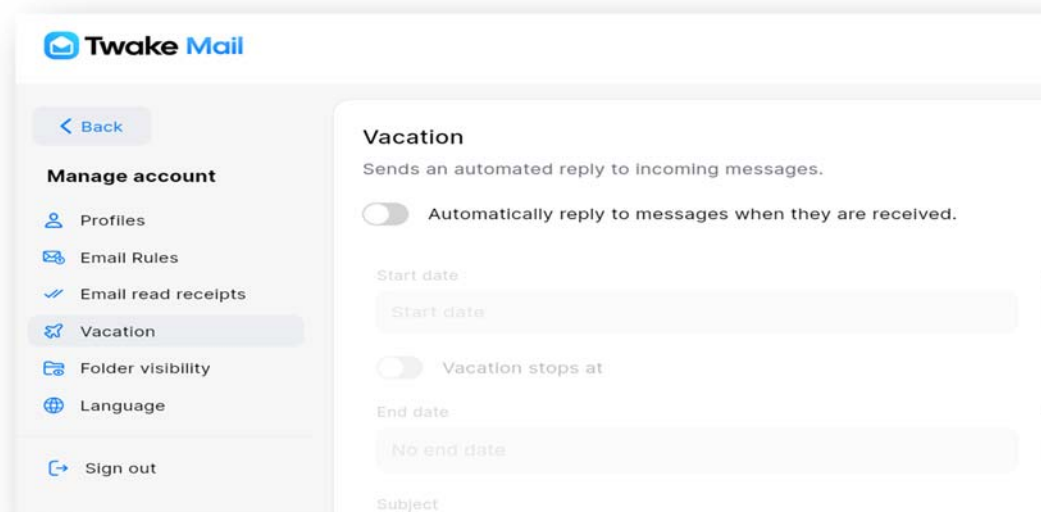
To enable email read receipts, toggle the switch next to 'Always request read receipts with outgoing messages.' This will activate the feature, ensuring that read receipts are requested for all outgoing emails.

## Vacation

Automatic vacation replies are messages that are sent automatically to anyone who emails you while you're on vacation.

Setting up automatic vacation reply is a convenient way to inform your contacts that you're away and won't be able to respond to emails promptly.

On Manage account page, you can select tab "Vacation" on left menu to access vacation reply settings.



**Vacation**  
Sends an automated reply to incoming messages.

Automatically reply to messages when they are received.

Start date

Start time

Select the start date and time.

Select date

November 2024

Tue, Nov 26

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Cancel OK

Select time

1 : 38

AM PM

11 12 1 2 3 4 5 6 7 8 9 10

Cancel OK

Vacation stops at

End date

End time

Subject

Message

Aa Sans Serif A B I U S

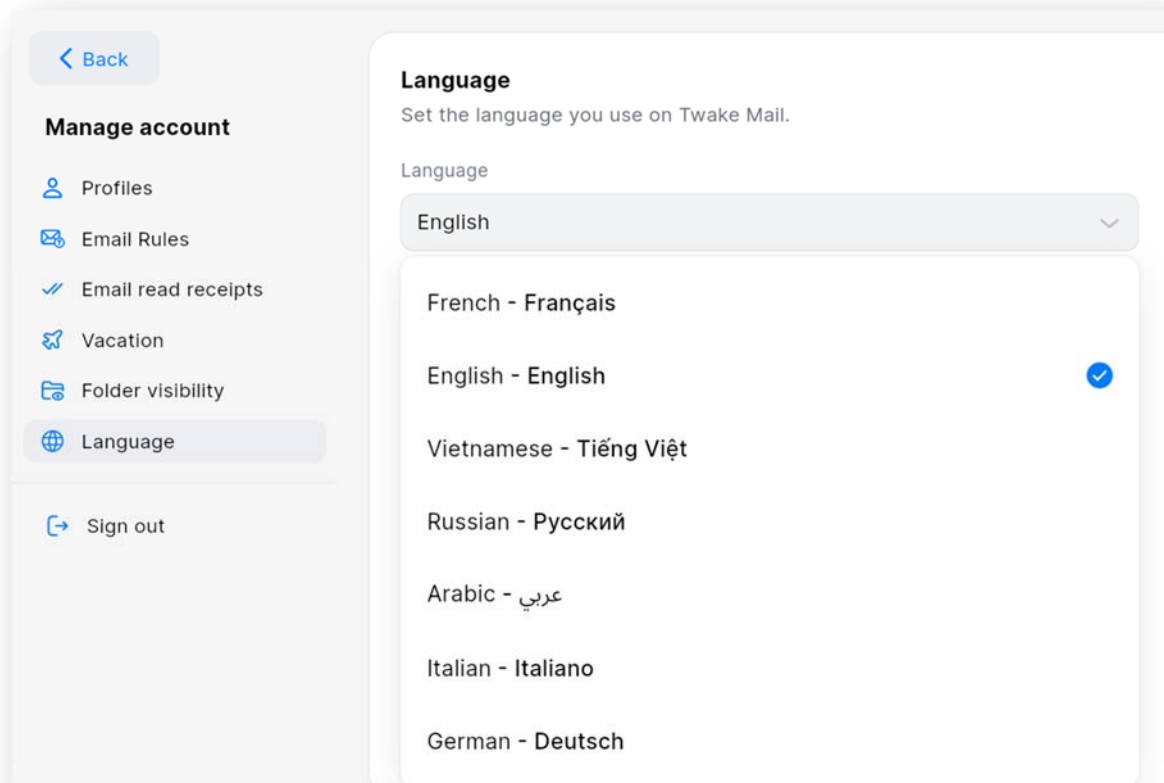
Enter end date and time, subject and write a message.

Click on save changes.

Your vacation responder is enabled. [End now](#)

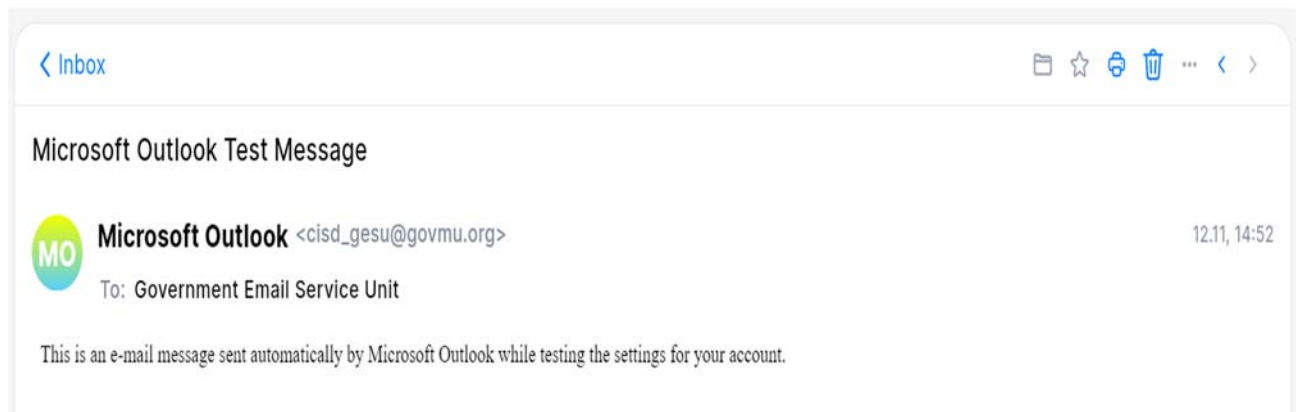
## Language


You have the option to change the language in Twake Mail. The default language is set to English



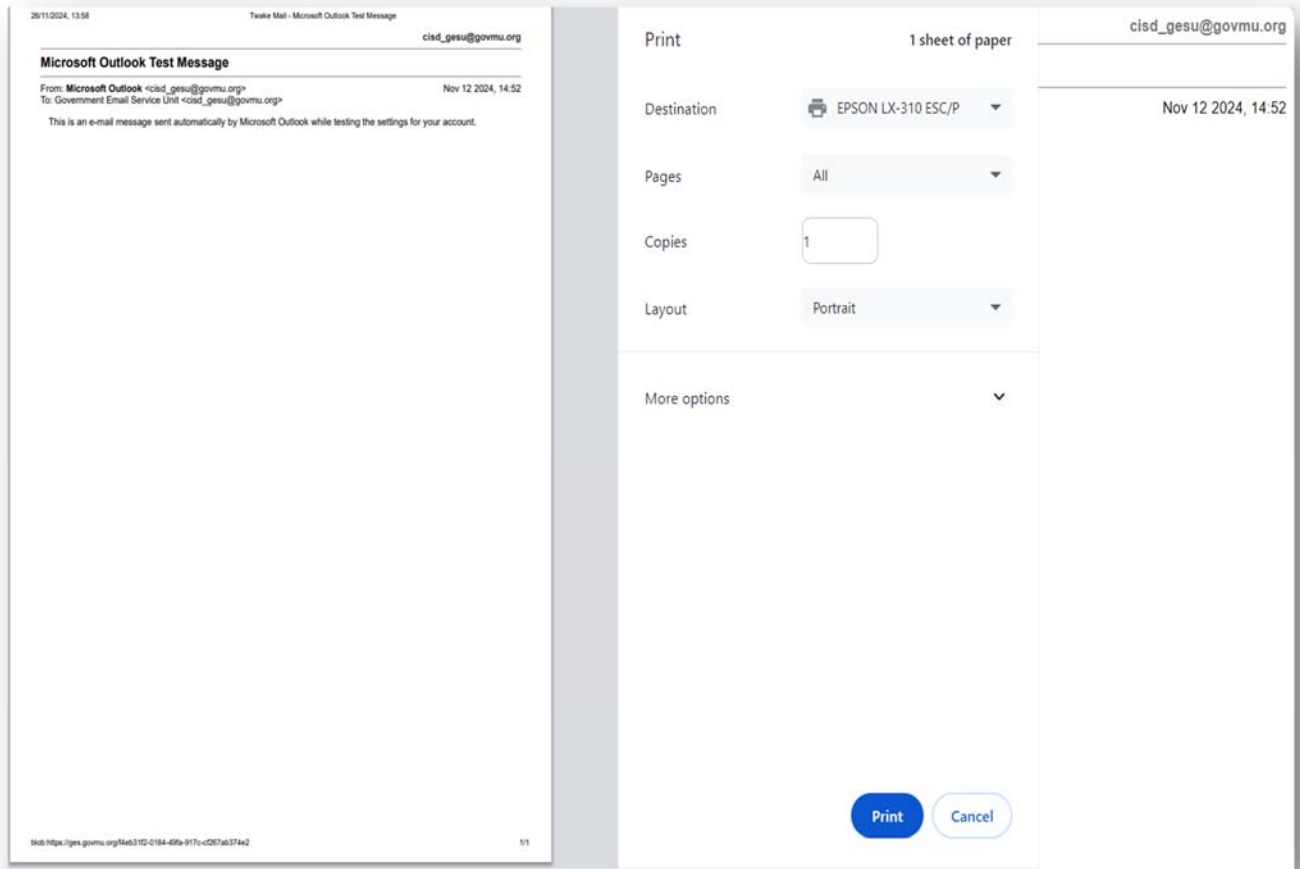
## Printing an Email

To print an email, click on the email you want to print to open it in a separate window.



Then, click the printer icon  at the top of the window and choose the printer you want to use.

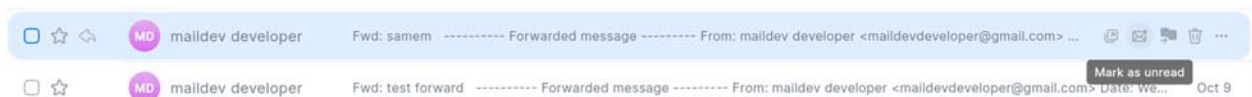




Click on the Print button to print the email.

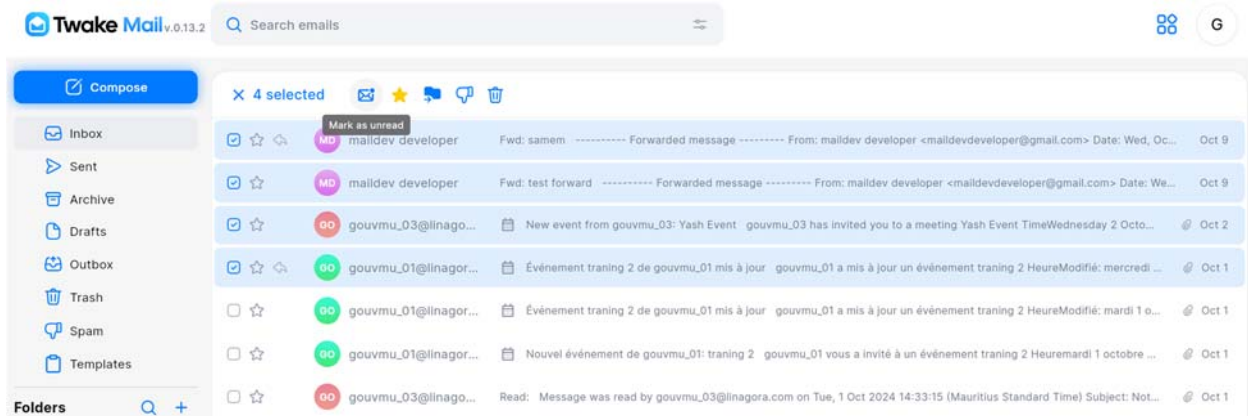
## Mark a Mail as read/Unread

You can mark an email as unread by clicking the "Mark as unread" icon found to the left of the email list as shown below.



You can also select multiple emails and mark them as read or unread at once.

To select emails, click the checkbox next to each email you want to select, then click the 'Mark as Unread' button.



You will receive a notification once the message is marked

