



Email User Guide

Twake Mail App – Mobile Version

CISD - v1.0
2024

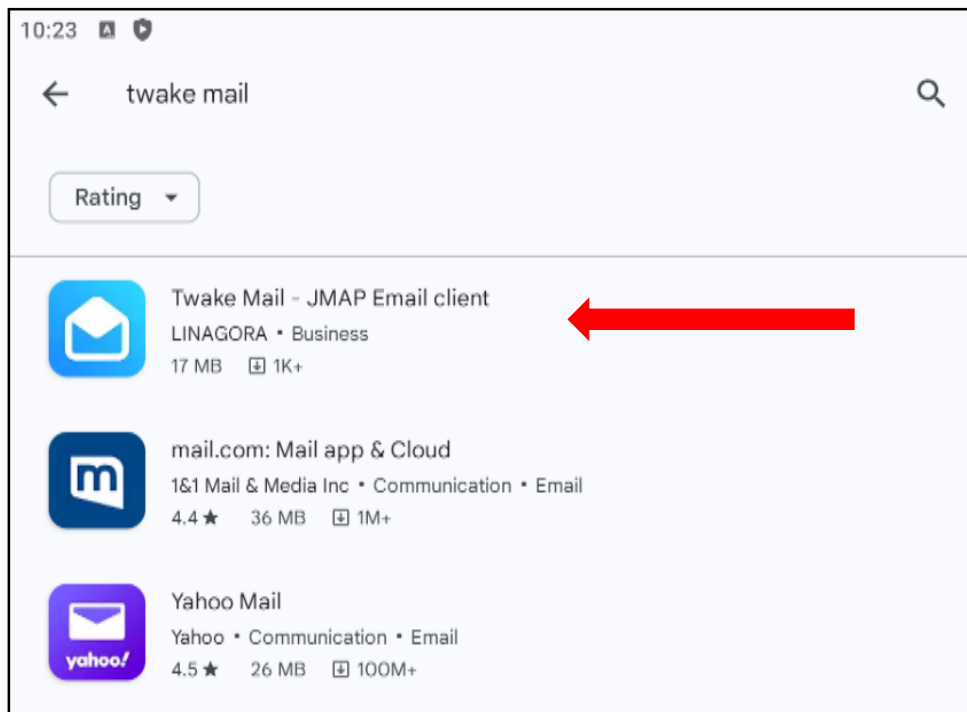
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Installing the application

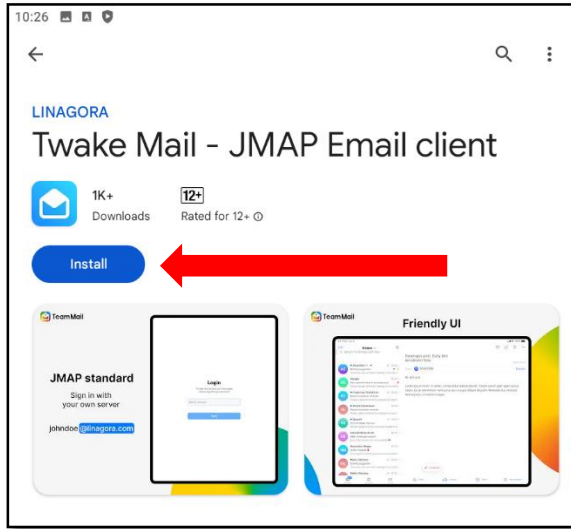
Android Devices:

1. Open the Google Play Store app on your Android device.
It usually has a shopping bag icon with a colorful triangle.
2. Use the search bar at the top to search for "**Twake Mail**".



3. When you find the app, tap on it to open its details page.

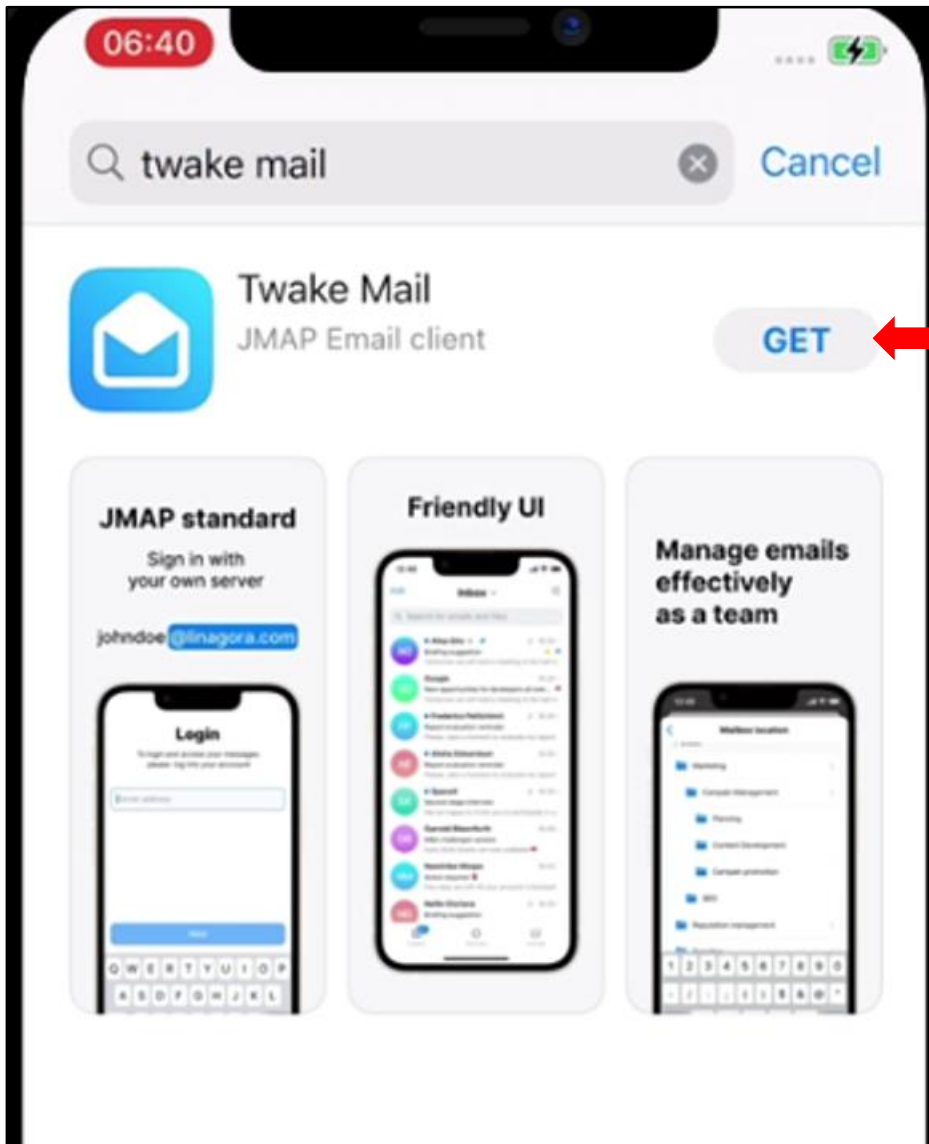
4. On the app's details page, tap the "Install" button. (Download the latest version)



5. The app will download and install automatically.
You can open the app by tapping "Open" on the app's page or finding its icon in your app drawer.

IOS Devices:

1. Tap on the App Store icon on your device's home screen and search for **Twake Mail**, then tap on the "Get" button.

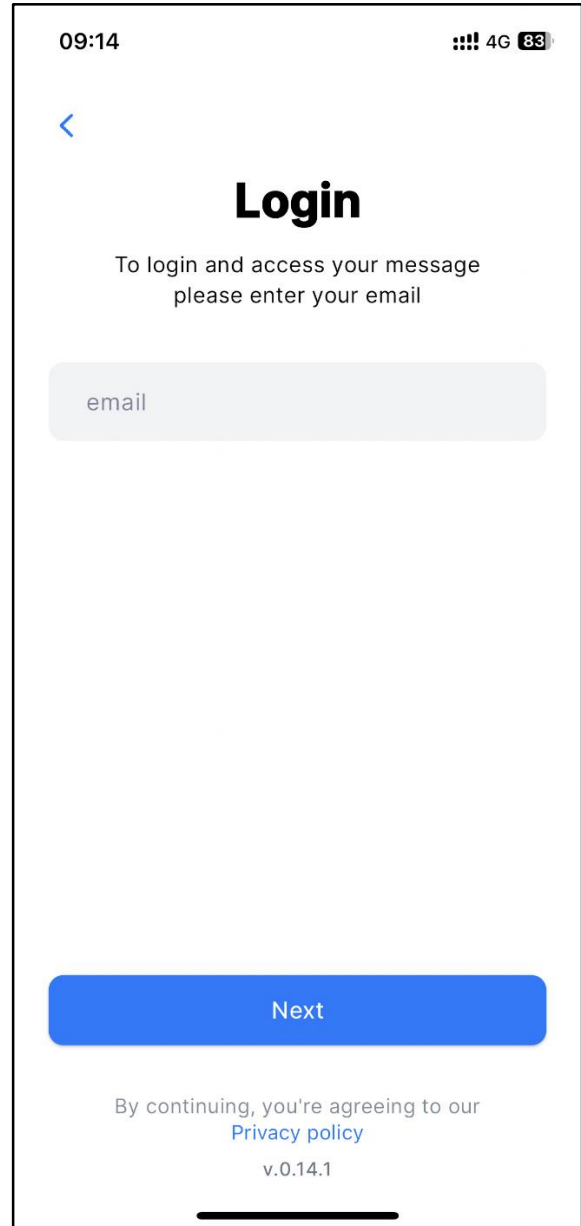
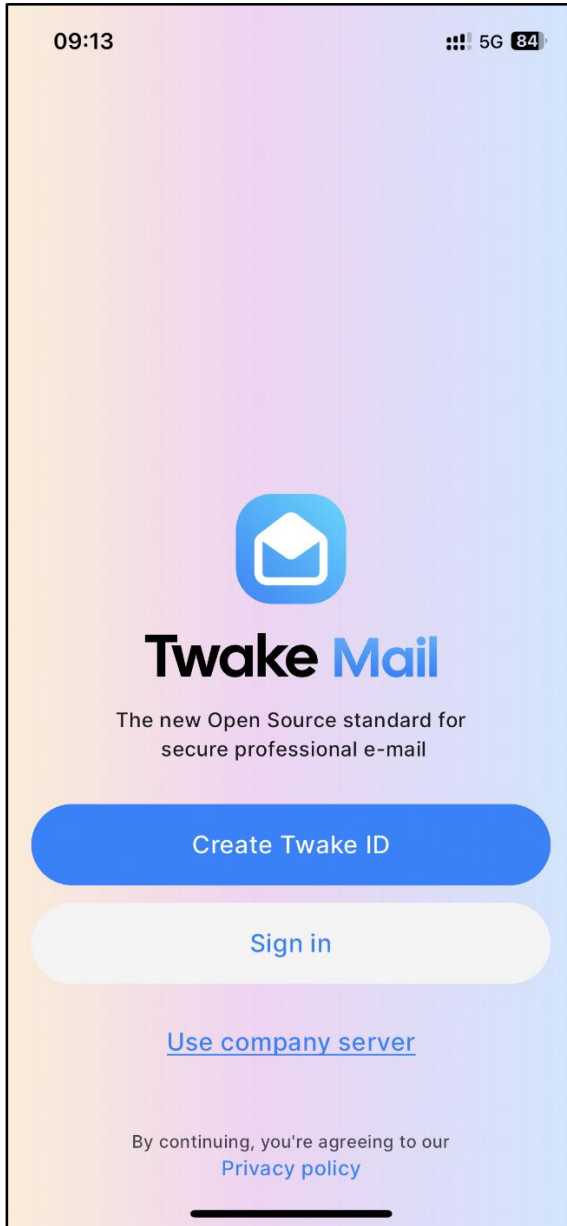


Note: You might be prompted to enter your Apple ID password or use Face ID/Touch ID for confirmation.

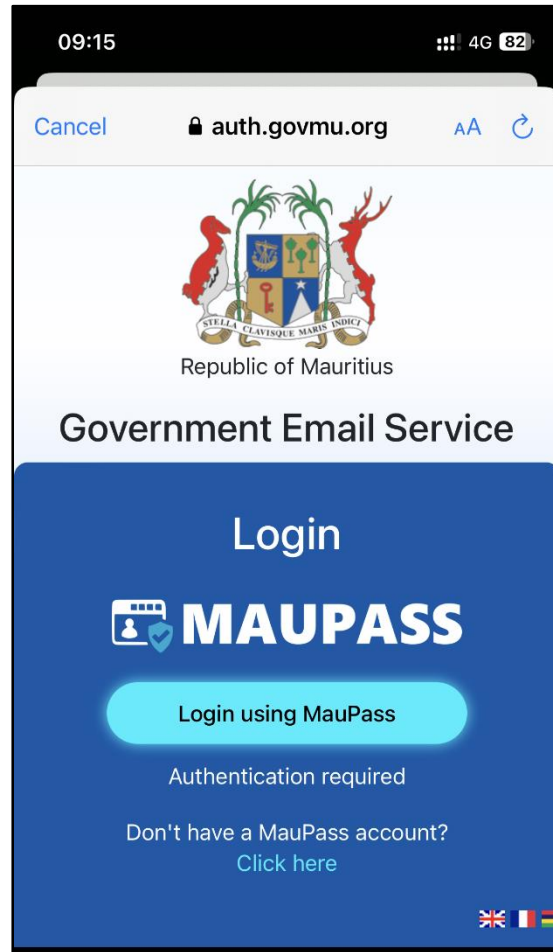
2. The app will download and install automatically. Once it's installed, you can now open the app by tapping "Open" on the app's page or by finding its icon on your home screen.

Login to Government Email Service

1. Once you open the mail app on your device, you will get 3 options.
Tap on **“Use company server”**, it will prompt you to input your email address:

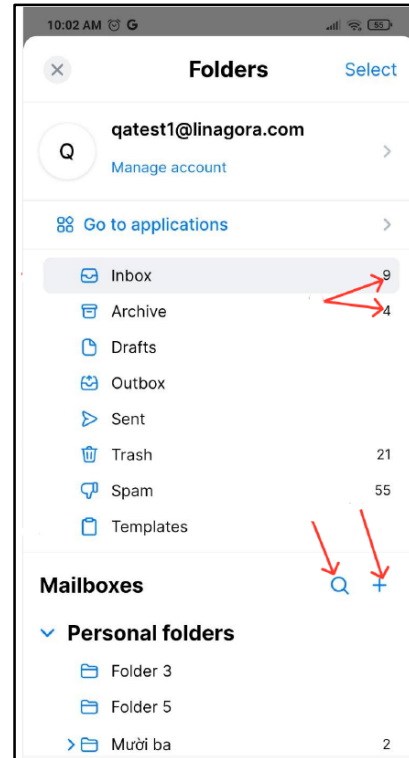
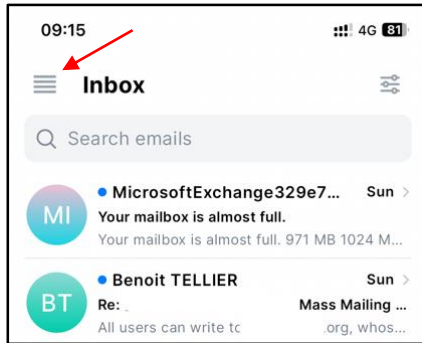


2. From this email address, TMail will auto-detect your account. Click on “Next”, then you just need to input your password to login (either via MauPass or username/password):

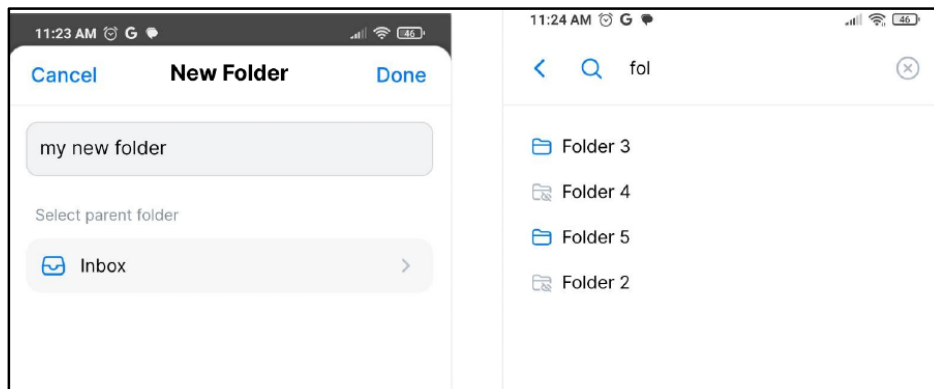


Folders

3. After logging-in to Tweak Mail app, you can see default folder, **INBOX**. When you click on the menu button, you can see your folder list.
 - 3.1. Next to each folder the mailbox counter is displayed; how many emails are unseen in this folder.
 - 3.2. At the top, mailbox system folders are displayed, this includes: Inbox, Archive, Drafts, Outbox, Spam, Templates, and Personal folders section list folders you created. They are alphabetically ordered. Note that they are displayed as a tree: subfolders are attached to their parent folders, and tree entries can be folded, unfolded based on your needs.



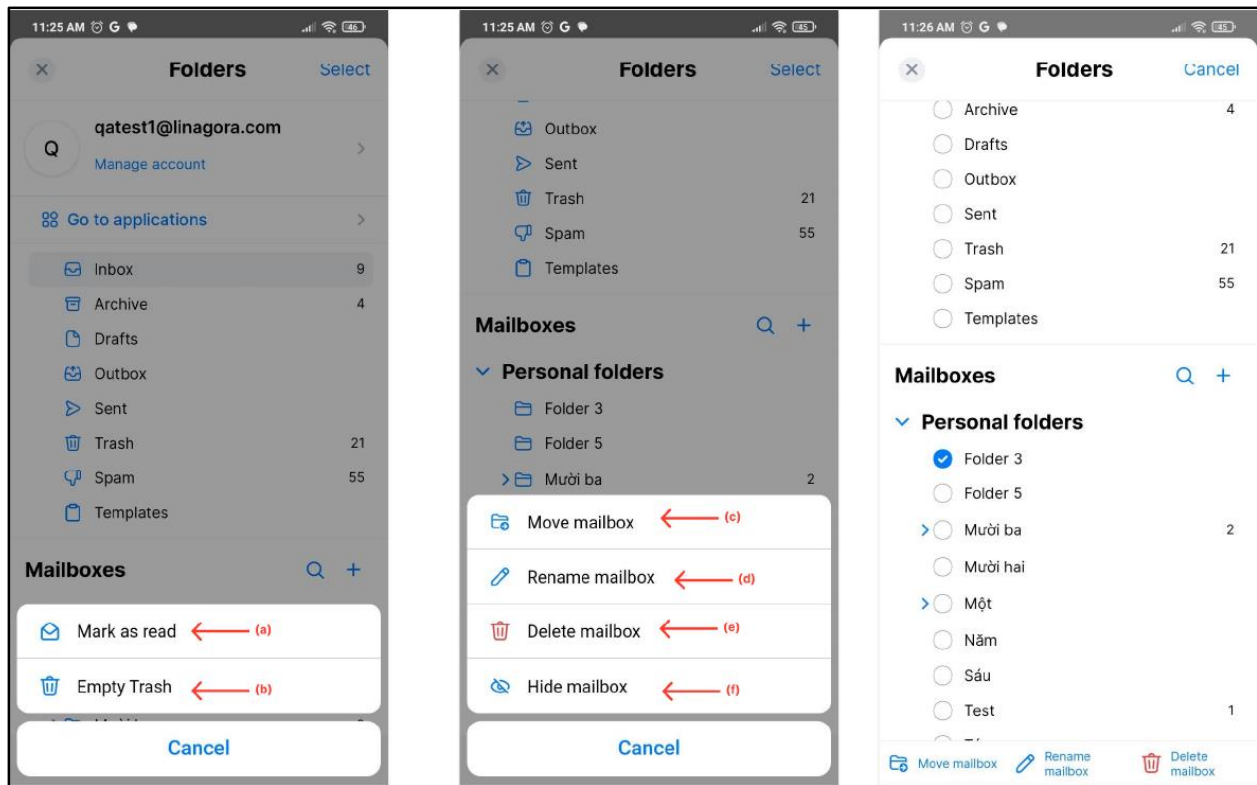
- 3.3. Personal folders section list are folders you create.
 By tapping on the “+” sign, new folders can be created.
 Tapping the search icon enables you to find folders by name.



Users can perform the following actions by long-pressing on a folder:

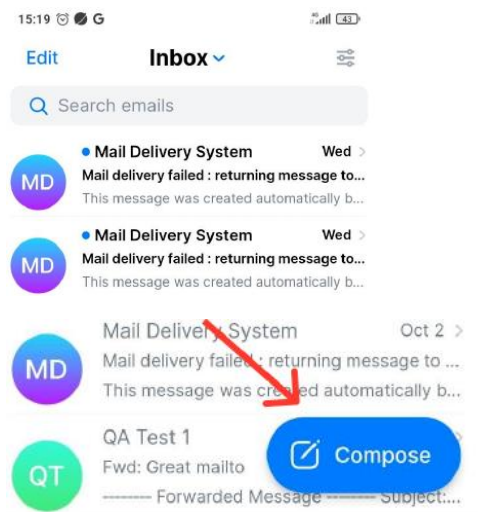
- a) Mark all the emails in this folder as read. This will result in marking your emails as read, eventually decreasing the mailbox counters to 0.
- b) Empty Trash/Spam: This action will permanently delete all items in Trash/Spam.
- c) Move mailbox allows you to select a new parent folder for a given mailbox.
- d) Rename mailbox lets you specify a new name for this mailbox.
- e) Delete mailbox.

- f) Hide mailbox removes the folder from the folder list without deleting it. You may unhide this folder again by setting it as visible in the folder visibility tab of your profile.

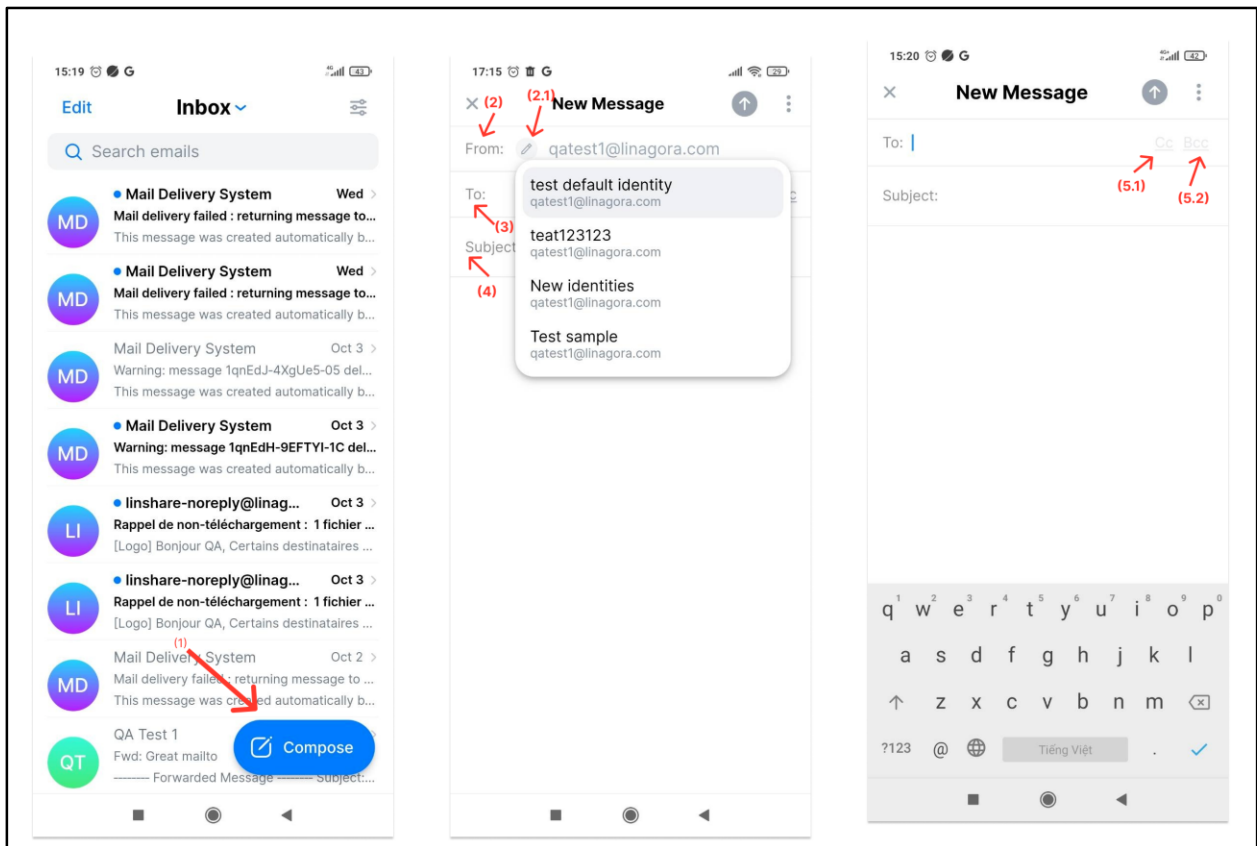


Sending Emails

1. Click on the "Compose" button, the composer screen will be shown.

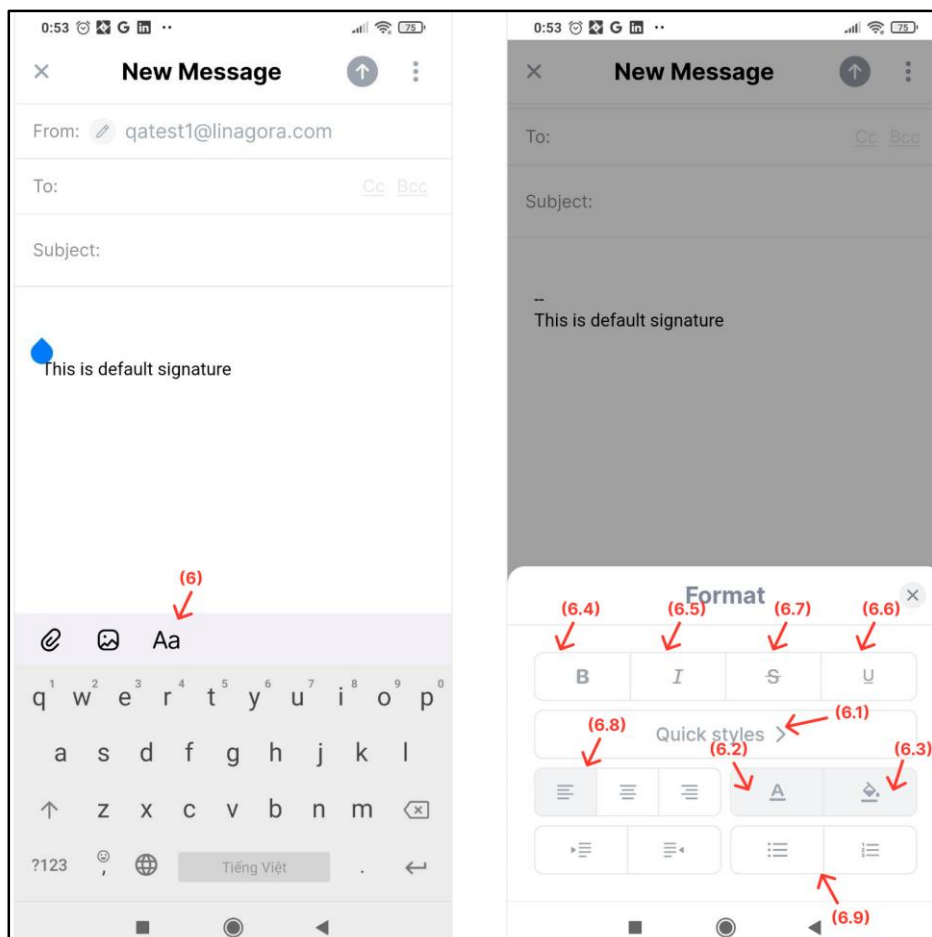


2. **From:** By default it will display your default identity. When you click on Edit icon (2.1) - a drop-down list of your identities will be shown and you can select one of them. The identities you can use in the “From” field can be edited on the profile page.
 - Fill in the recipient’s email address in the “To” field.
 - Enter a subject for your email in the “Subject” field.
 - You can add multiple recipients by separating their email addresses with commas.
 - Use the “CC” (Carbon Copy) and “BCC” (Blind Carbon Copy) fields for additional recipients as needed.
- ❖ Carbon Copy: Anyone in this field will see the other recipients of the message.
- ❖ Blind Carbon Copy: The recipients won’t know that you added anyone to ‘Bcc’.



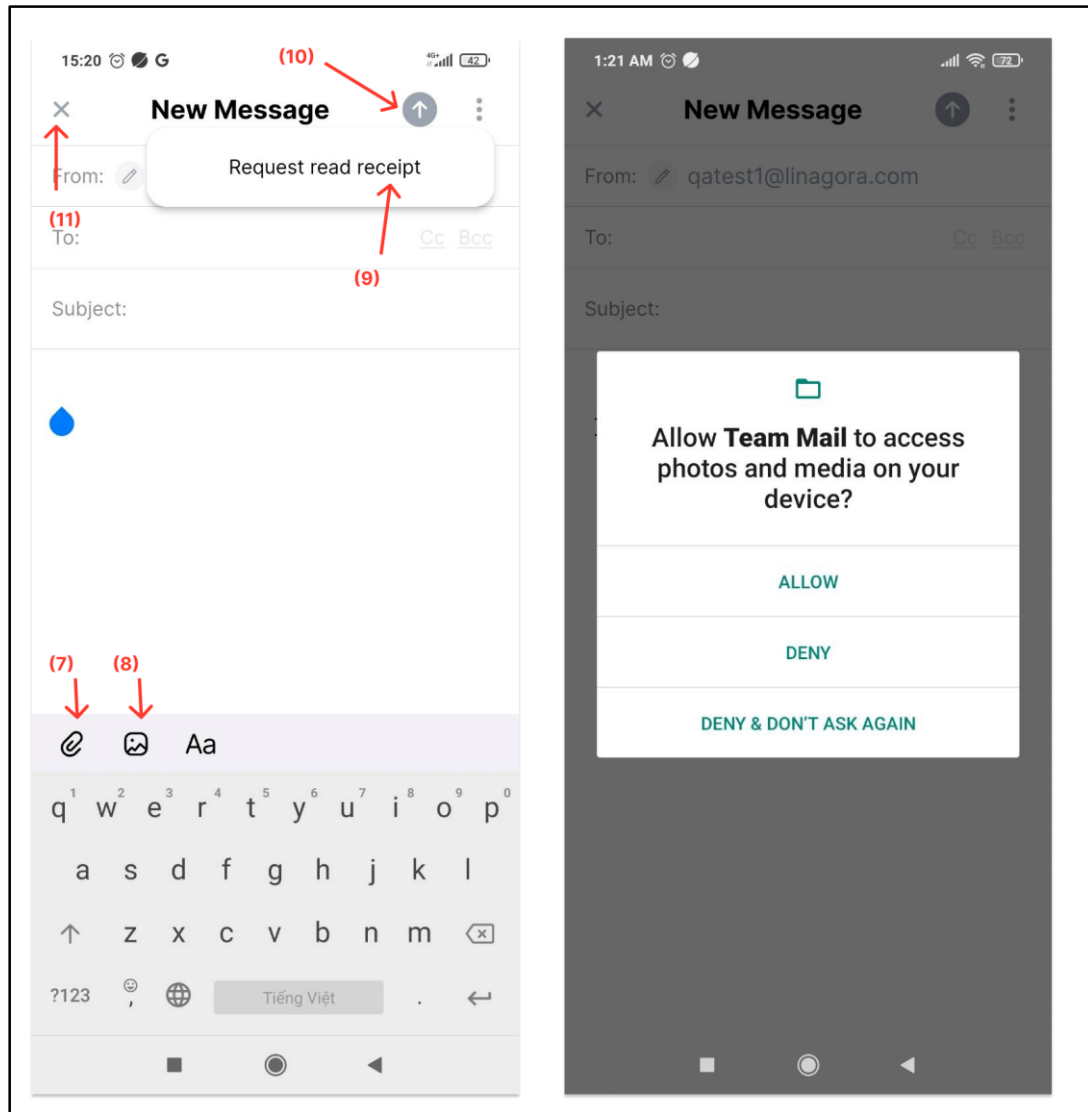
Text Formatting: Use the formatting options provided to style your email's text. These include:

- (6.1) Style
- (6.2) Text color
- (6.3) Text background color
- (6.4) Bold
- (6.5) Italic
- (6.6) Underline
- (6.7) Strikethrough
- (6.8) Paragraph
- (6.9) Order list



Adding Attachments / Images

- To attach files, click on the attachment icon and select the files you want to add.
- To insert images to the email body as an inline image, tap on image icon then select images that you want to include.

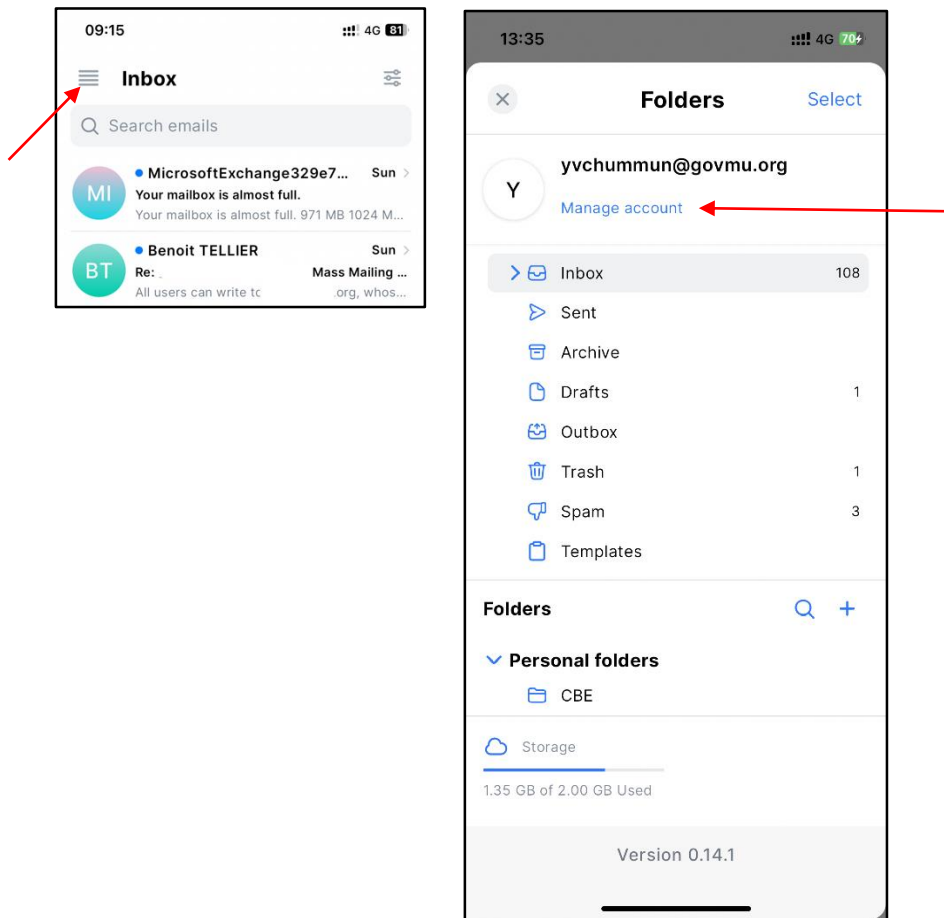


Note: For the first time you hit button Add attachments/Insert images, a popup will be shown to ask permission to access Photos and media in your mobile. You need to click Allow then browse and select image/attachment from device.

- Click the "Send" button to send your email. Once sent, it will appear in your "Sent" folder.
- If you click "Cancel" button (11), the composer is closed and email is saved to "Draft" folder.

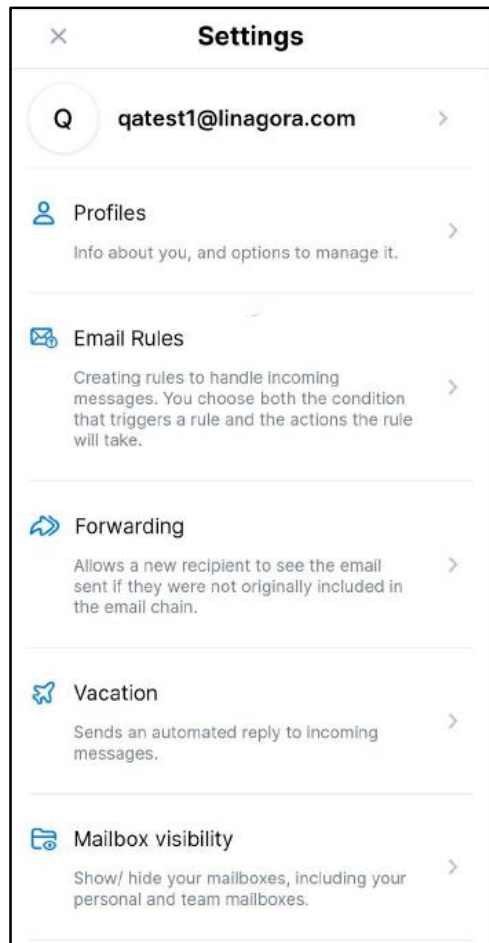
Settings

To access the Settings screen, tap on Menu (On main screen), then select Manage account.



The settings page allows you to:

- Manage your Profiles / Identities
- Manage your senders' identities and signatures
- Set up email rules to automatically sort your mails
- Set up forwards to a third party email service
- Enable your vacation mode
- Manage folder visibility
- Change your language settings
- This menu also enables you to log out from tmail



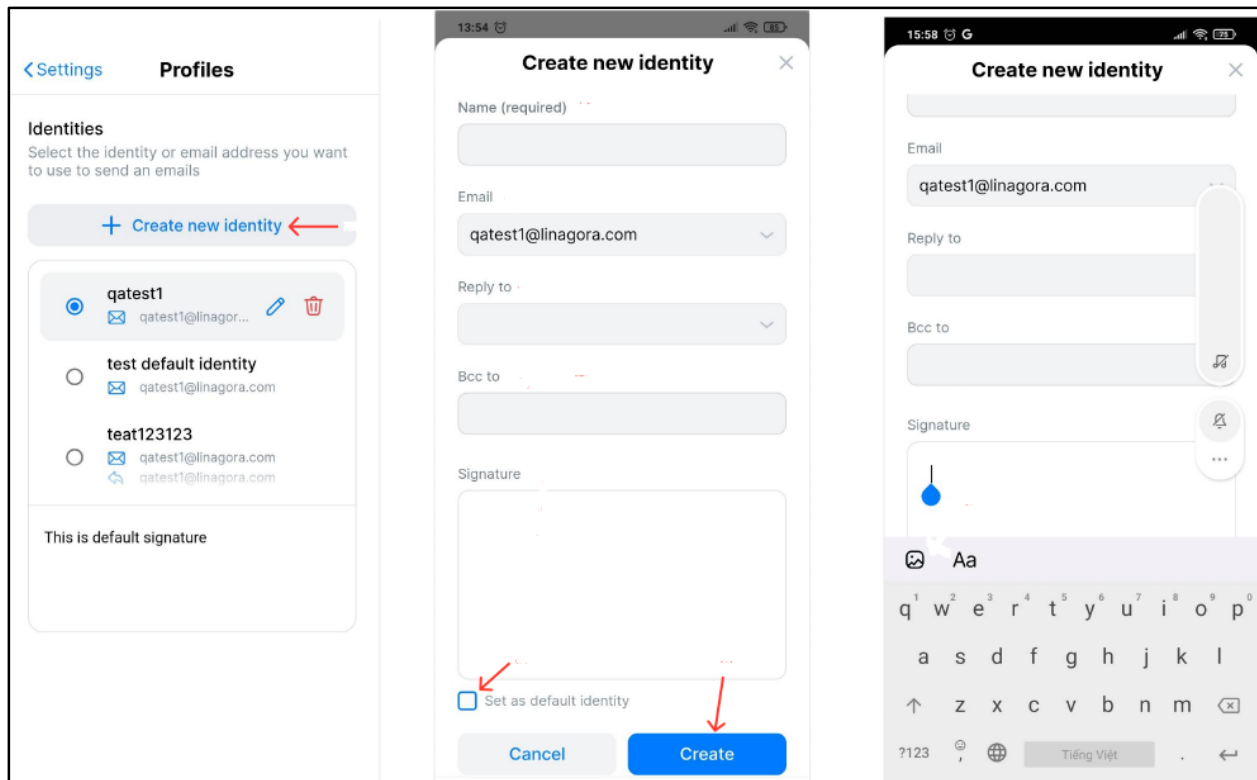
Identities

You can see your Identity list when you are in the Profile page.

Email identities allow you to manage multiple personas from a single email account. This can be useful for personal, professional, or organizational purposes. Each identity can have its own name and signature.

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.
- Modify the fields Name, Reply to, Bcc, checkbox “Set as default”, or signature as required; then tap on Create to save your changes.



Note: You can modify any identity by tapping on the “Crayon” icon next to it.
You can also delete an identity by tapping on the “Bin” icon.

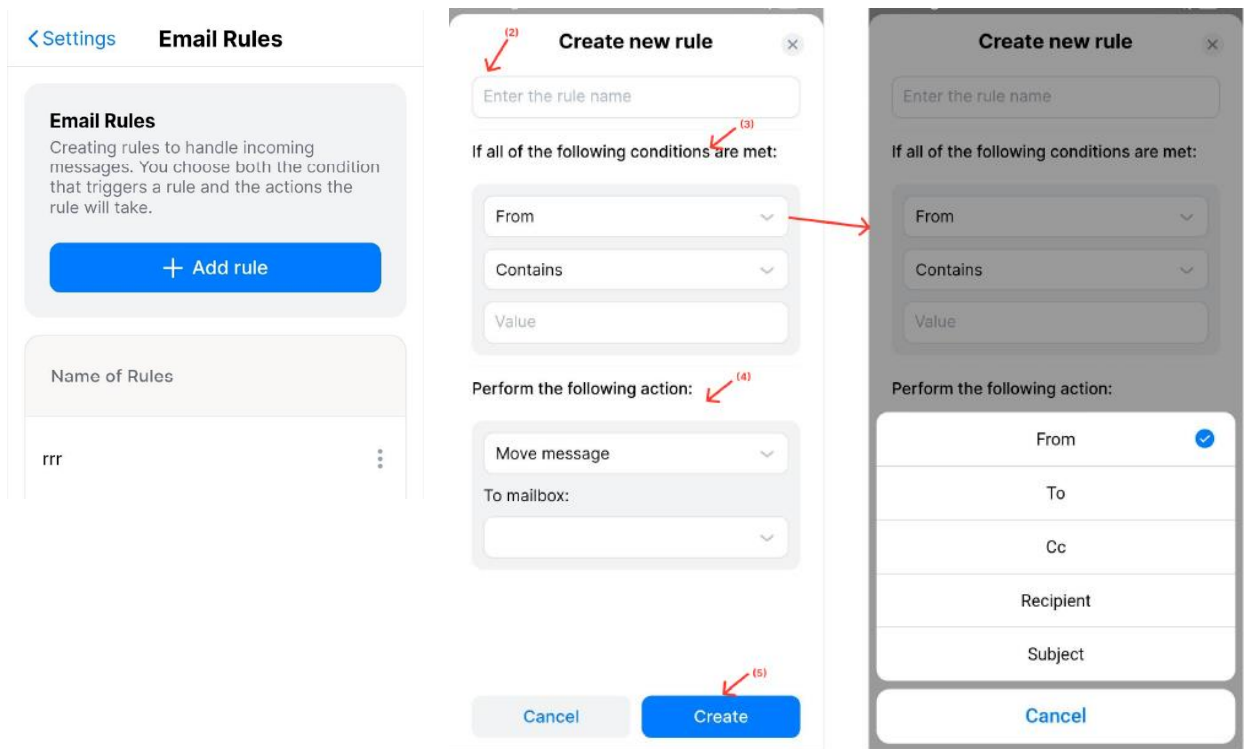
Email rules

- 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 (If any).

Create a rule

- 1) Click on Add Rule button
- 2) Name your rule for easy identification.
- 3) Define the conditions that trigger the rule (e.g., sender, Recipient, subject...).
- 4) Specify the actions to be taken when the conditions are met (e.g., move to a folder, mark as read).
- 5) Save the new rule.

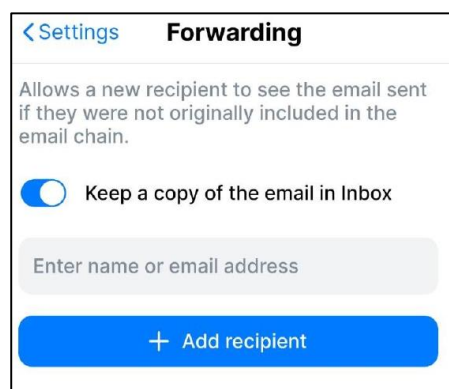
Note: The new rule will be applied for upcoming emails. The order to applied email rules is from the latest created date to the earliest created date of filters.



Note: You can edit or delete an existing rule by tapping on three-dot button of the rule, then select the desired option.

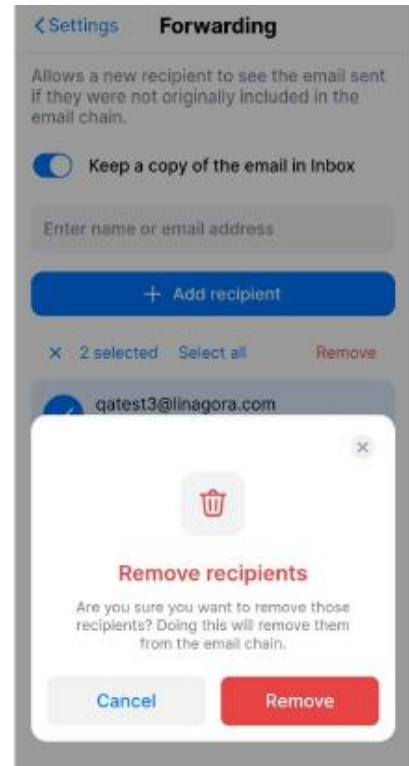
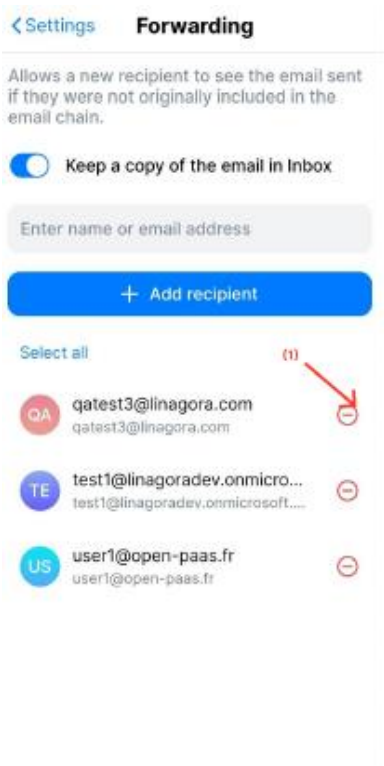
Forwarding

- This feature allows you to automatically send emails you receive to another email address.
- In Manage account page, when selecting “Forwarding” on the left menu, you can see the list of forwarding email addresses (if any).



- Enter the email address to which you want to forward your emails. You can input multiple email addresses.
- Choose whether to keep a copy of forwarded emails in your original inbox by toggling the button above.

- If you no longer wish to forward your email, you can remove the forwarding email address: Tap Delete icon in each forwarding address (1) or select multiple addresses (2) then click button Remove (3).



Vacation mode (Out of Office Message)

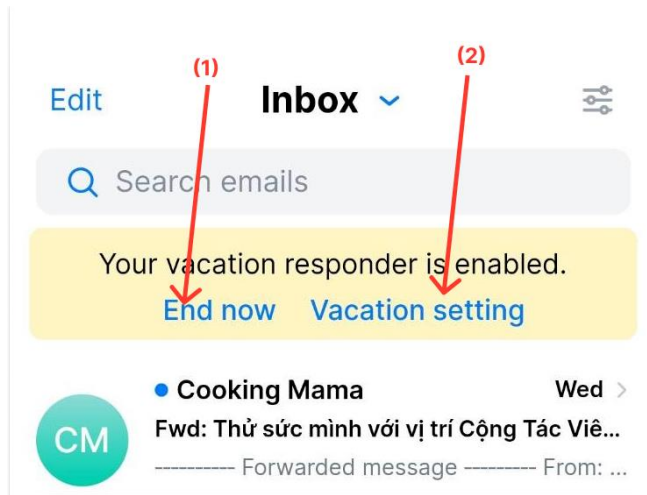
- Automatic replies are messages that are sent automatically to anyone who emails you while you're on vacation or out of office.
- On Manage account page, you can select tab "Vacation" on left menu to access vacation reply settings.

The image displays two screenshots of the 'Vacation' settings page. The left screenshot shows the 'Automatically reply to messages when they are received' toggle turned on, with red arrows pointing to it (1), the start date field (2), the end date field (3), and the subject field (3). The right screenshot shows the 'Vacation stops at' toggle turned on, with red arrows pointing to the end date field (4), the end time field (4), the message text area (4), and the 'Save changes' button (5).

- 1) Turn on the toggle :Automatically reply to messages when they are received
- 2) Setting the Date Range: Specify the start and end dates/times for your automatic replies. This ensures that the messages are sent only during your vacation period.
Note: End date is optional. If you turn off the toggle 'Vacation stops at', it means the vacation does not have an end date and your vacation responder will work until you turn it off or change the setting.
- 3) Subject: Input the automatic reply email's subject
- 4) Compose your vacation reply message. Rich-text options are available
- 5) Save changes: You need to click this button so that your configuration is applied.

Note: When the vacation is enabled, there will be a vacation banner in every screen until the vacation ends or you turn off it: When you click on “End Now” (1), the vacation responder is disabled immediately and the banner disappears.

When you click on Vacation setting (2), it will open vacation setting page.



Search

When you tap on Search bar, start typing text in it, top search results will appear interactively. Under the search bar, there are some tags that allow you to specify more criteria.

Those criteria include:

- (1) **From**: used to search for emails that were sent by a specific sender. When you tap on this tag, a new screen will be opened that allows you to input email address. The system supports auto-complete on your contacts.
- (2) **To**: used to search for emails that were sent to a specific recipient.
- (3) **Has attachment**: If checked, then only emails with attachments will be returned.
- (4) **All time**: This field specifies the time range in which the returned emails should have been sent. Default option is "All time". When you tap on this field, a new screen will be opened.
- (5) **Folder**: Specifies in which folder the returned emails should be placed. Default option is "All folders".

