

Desktop Version



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Accessing Government Email Service Login page

Open Your Web Browser:

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

Navigate to the Login Page:

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

	Republic of Mauritius	
	Government Email Service	
	Authentication required Username or email Password Login Login using MauPass ?	
Admir Ministry This sociate for authorized pow	nistered by the Central Information Systems Division of the r of Information Technology, Communication and Innovation.	*11=

The Government Email Service page will be shown.

Authentication

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

Method 1: Logging in via GES

On the Government Email Service page, enter your GES credentials: Username or email and password to login.

Method 2: Logging in via MauPass

On the Government Email Service page, click on the Click Here button under the 'Login using MauPass?' Click on login using MauPass and this will redirect you to the MauPass login page.

Enter Your MauPass 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.

Your mailbox will be shown

	Q Search emails	4 -0	88 C
🖉 Compose	€ Select all messages of this page	Same Seiter messages ↓	
🔂 Inbox	口 ☆ 😡 Microsoft Outlook	Microsoft Outlook Test Message . This is an e-mail message sent automatic	cally by Microsoft Outlook whil 🛽 🖉 👼 🗊 🚥
 Sent Archive Drafts Outbox Trash Spam 	□ ☆ 😡 Microsoft Outlook	Microsoft Outlook Test Message. This is an e-mail message sent automatik	ally by Microsoft Outlook while testing the Nov 12
Folders Q +			

To logout

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

🖸 Twake Mail	Q Search emails 😤	88	с
		cisd_gesu@govmu.org	
🗹 Compose	O Select all messages of this page ⇐ Filter messages ∽	Ø Manage account	
🖂 Inbox	다. 않 Microsoft Outlook Microsoft Outlook Test Message This is an e-mail message sent automatically by N	Sign out	12
> Sent		- Sign out	H
E Archive	□ C Microsoft Outlook Microsoft Outlook Test Message This is an e-mail message sent automatically by M	icrosoft Outlook while testing the No	N 12

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.

	Governmen	of Mauritius t Email Service
	Change yo	pur password
Current password	٢	Password Minimum Requirements X At least 8 characters X Contains at least 1 uppercase letter
Confirm password	۲	X Contains at least 1 numberX Contains at least 1 special character
Submit		

Enter Current Password

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

Note: If you log in using MauPass, there won't be a requirement to enter the current password, so the textbox will not be available.

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.

Password Minimum Requirements

- ✓ At least 8 characters
- Contains at least 1 uppercase letter
- Contains at least 1 number
- Contains at least 1 special character

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 m	nail		
C Twake Mail	Q Search emails	*	с
🗹 Compose	• Select all messages of this page	⇔ Filter messages ∨	
🔂 Inbox	🗆 🔂 😡 Microsoft Outlook	Microsoft Outlook Test Message This is an e-mail message sent automatically by Microsoft Outlook while testing the	Nov 12
 Sent Archive Drafts Outbox Trash Spam Templates 	다 ☆ 😡 Microsoft Outlook	Microsoft Outlook Test Message This is an e-mail message sent automatically by Microsoft Outlook while testing the	Nov 12
Folders Q +			

C Compose

- 1. Click on the Compose button,
- 2. A new email composer will appear.

New Message	_ ** ×
Ĩo:	
De:	×
3ec:	×
Subject:	
$Aa \star \boxed{Sans Serif \star} \boxed{\underline{A} \star} \boxed{\underline{\underline{A}} \star} \boxed{B} I \underline{\underline{U}} \cdot \underline{\underline{S}} \boxed{\underline{\Xi} \star} \boxed{\underline{\Xi} \star}$	
Aa \cdot Sans Serif \cdot A \cdot A \cdot B $I \ \cup \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	🗊 🕑 🖻 Send þ

- 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.
 - Slind 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.

_ ** ×
From <u>Cc</u> <u>Bcc</u>
Send ⊳

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

🚱 Open			×
$\leftarrow \rightarrow ~ \checkmark ~ \uparrow$	\downarrow > Downloads > \sim C		م
Organise 👻 New f	older		?
合 Home	Name	Date modified	Ту
Gallery	🐻 SwitcherSetup58	12/09/2024 15:41	Ar
	Amendments 22.08.24 09.40	12/09/2024 14:59	Mi
× × × × × × × × × × × × × × × × × × ×	HPEasyStart-16.2.4-LJ4201-4203_56_1	<u>15 12/09/2024 11:12</u>	Ar
🗙 Desktop 🖈			
🛓 Downloads 🖈			
👷 📑 Documents 🖈			
Dicturas 🌢			
File	name: Amendments 22.08.24 09.40	All Files	~
		Open < Cancel	\Box ,

You will receive a notification once the file is attached.



To remove an attachment click on the $\stackrel{\scriptstyle{\scriptstyle{\frown}}}{=}$ icon.

Amendm40.xlsx 1.70 MB 🔀	
Aa 🖉 🗔	🛍 🎯 🗐 Send 🏷

The attachment will be removed.

- 8. **Insert images**: To insert images to the email body as an inline image, clock 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.

88

С

@ 10:07



< Inbox 🗀 🕁 🖨 <u>前</u> … < > Read: Meeting on 26/11/2024 <training3.cisd@govmu.org> 26.11, 10:07 TR To: cisd_gesu@govmu.org Message was read by training3.cisd@govmu.org on Tue, 26 Nov 2024 10:08:05 (Mauritius Standard Time) Subject: Meeting on 26/11/2024 Note: This Return Read Receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

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.

C Twake Mail	
C Compose	
E Archive	
🕒 Drafts	
😂 Outbox	
🔟 Trash	
🖓 Spam	
Templates	
Folders Q +	
Personal folders	
E CISD	
🔁 Meeting	
🗎 Postmaster	
Storage	
1.47 KB of 2 GB Used	
version 0.14.2	

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

Folders	Q +
✓ Personal f	olders New folder

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

Cancel	New folder	Done	× Select pare	nt folder
Demo			Q Search folders	
			All folders	~
Select parent folder				
All folders			> Sent	
			- Archive	
			Drafts	
			Outbox	
			🔟 Trash	
			🖓 Spam	
			Templates	
			✓ Personal folders	
			~	

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".



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.

✓ Personal folders	Folders Q	+
E CISD	✓ Personal folders	Open in new tab
	CISD	+ New subfolder
meeting	🛅 Meeting	🗟 Move folder
🗎 Postmaster	🗎 Postmaster	
		nename folder
	Storage	🔌 Hide folder
	1.47 KB of 2 GB Used	णि Delete folder
	version 0.14.2	

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.

C Twake Mail		С
K Back Manage account	Folder visibility Show/ hide your folders, including your personal folders and team mailboxes.	
 Profiles Email Rules Email read receipts Vacation Folder visibility Language 	 Inbox Sent Archive Drafts Outbox Trash Spam 	
G Sign out	 Templates Personal folders CISD Meeting Postmaster 	Hide Hide 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 dropdown 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.

Name to be displayed to recipients (required)		
CISD Government Email Service Unit		
Email		
cisd_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 n	ew identity	×
gnature Aa • 16 • Sans Serif • 4 Image: state st	<u>A</u> • <u>À</u> • <u>B</u> I ⊻	\$
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 ico



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

🔁 Twake Mail	
K Back	Email Rules
Manage account	Creating rules to handle incoming messages. You choose both the condition that triggers a rule and the actions the rule will take.
Profiles	+ Add rule
🔀 Email Rules	

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).

All of the following conditions are met: From Contains Postmaster@govmu.org - Add condition erform the following action: Move message To folder: Postmaster Cancel Save Personal folders	Move GES mail to folder	
From Contains Add condition erform the following action: Move message To folder: Postmaster Cancel Save Inbox Inbox <th>All v of the following conditions are met:</th> <th>C Select Folde</th>	All v of the following conditions are met:	C Select Folde
Move message V To folder: Postmaster V Cancel Save V Personal folders	From V Contains V postmaster@govmu.org — Add condition erform the following action:	 Inbox Sent Archive Drafts Outbox Trash
	Move message To folder: Postmaster Cancel Save	Spam Templates Personal folders

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).

Edit rule		×	×	Select Folde
Move GES mail to folder CISD			Q Search fo	lders
f All of the following conditions are met:			🖂 Inbox	
			> Sent	
			🖯 Archiv	e
From V Contains V po	stmaster@govmu.c	rg –	🗅 Drafts	
+ Add condition			😂 Outbo	x
			<u> </u> Trash	
erform the following action:			🖓 Spam	
			🗂 Templa	ates
Move message V To folder: CISD			✓ Personal for	olders
	Cancel	Save		>
	Cancer	Save	🗎 Meetir	ıg
			🗎 Postm	aster
			•	
(🗸) Your filter has be	een updateo	d l		

Delete an email rule

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

Move GES mail to folder CISD			
		×	_
	Ū		
	Delete rule		
	Do you want to delete rule "Move GES to folder CISD"?	mail	
firm the deletion	Cancel Delete		

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.

🖸 Twake Mail	
K Back	Email read receipts
Manage account	Read receipts are notifications that can be sent to and from your users to verify that mail has been read.
Sec. Profiles	Always request read receipts with outgoing messages
3 Email Rules	
// Email read receipts	

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.

Twake Mail	
< Back Manage account	Vacation Sends an automated reply to incoming messages.
S Profiles	Automatically reply to messages when they are received.
😼 Email Rules	Start data
Email read receipts	
🕄 Vacation	
Folder visibility	Vacation stops at
🕀 Language	
[→ Sign out	
	Subject

Start date Start date				St	art tim No sta	e irt tim	e						
t the start date and time.	select date Tue, Nov 26	Nov S 3 10 17 24	ember 3 M 4 11 18 25	2024 T T 5 12 19 26	W 6 13 20 27	T 7 14 21 28	< F 1 8 15 22 29	> S 2 9 16 23 30	Sele	nt time 1 10 9 8	11 ¹	38 ²_1	AM PM 2 3 4
Vacation stops at End date	2				End tin	Can ne end tir	ne	OK				Cancel	ок
Subject Enter subject Message													
Message													

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 \ominus at the top of the window and choose the printer you want to use.

	cisd_gesu@govmu.org	Print	1 sheet of paper	cisd_gesu@govmu.or
Microsoft Outlook Test	t Message	1 mile		
From: Microsoft Outlook <cisd_gesu@govmu.org> Nov 12 2024, 14:52 To: Government Email Service Unit <cisd_gesu@govmu.org></cisd_gesu@govmu.org></cisd_gesu@govmu.org>		Destination	EPSON LX-310 ESC/P	Nov 12 2024, 14:5
This is an e-mail message sent automatically by Microsoft Outlook while testing the settings for your account.		-2000-2515 (1010-000)		
		Pages	All	
		Copies	1	
		Layout	Portrait	
		More options	~	
			Print Cancel	
b:https://ges.govmu.org/14eb31f2-0184-4	9%-917c-cf267ab374e2 1/			

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.

MD maildev developer	Fwd: samem Forwarded message From: malldev developer <maildevdeveloper@gmail.com> 🖉 🖾 🛼 🖞 ·</maildevdeveloper@gmail.com>	
MD maildev developer	Mark as unread Fwd: test forward From: maildev developer <maildevdeveloper@gmail.com> Date: We Oct</maildevdeveloper@gmail.com>	t 9

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.

Twake Mailv.0.13.2	Q Search e	emails	÷	G
🕜 Compose	× 4 selec	ited 🖂 🛧 🗣 🖓	ŵ	
🔂 Inbox	✓ ☆ ☆	Mark as unread	Fwd: samem Forwarded message From: maildev developer <maildevdeveloper@gmail.com> Date: Wed, Oc</maildevdeveloper@gmail.com>	. Oct 9
> Sent	☑ ☆	maildev developer	Fwd: test forward Forwarded message From: maildev developer <maildevdeveloper@gmail.com> Date: We</maildevdeveloper@gmail.com>	. Oct 9
Archive Drafts	☑ ☆	gouvmu_03@linago	New event from gouvmu_03: Yash Event gouvmu_03 has invited you to a meeting Yash Event TimeWednesday 2 Octo	@ Oct 2
Outbox	✓ ☆ ☆	gouvmu_01@linagor	📋 Événement traning 2 de gouvmu_01 mis à jour gouvmu_01 a mis à jour un événement traning 2 HeureModiflé: mercredi	@ Oct 1
🔟 Trash	0 \$	gouvmu_01@linagor	📋 Événement traning 2 de gouvmu_01 mis à jour 🛛 gouvmu_01 a mis à jour un événement traning 2 HeureModiflé: mardi 1 o	Ø Oct 1
🖓 Spam 📋 Templates		gouvmu_01@linagor	Nouvel événement de gouvmu_01: traning 2 gouvmu_01 vous a invité à un événement traning 2 Heuremardi 1 octobre	@ Oct 1
Folders Q +	0	gouvmu_03@linago	Read: Message was read by gouvmu_03@linagora.com on Tue, 1 Oct 2024 14:33:15 (Mauritius Standard Time) Subject: Not	Ø Oct 1

You will receive a notification once the message is marked

