USER AND SETUP MANUAL

lua Colabora

Files, documents, chat and meetings for your team

In this guide you will learn to:

- Sign in to the Drive with your email password
- Upload, organize and find files and folders
- Recover files from the trash and go back to earlier versions
- Share with coworkers and groups, and create links with a password and an expiry date
- Receive files from people outside the company
- Edit documents, spreadsheets and presentations together
- Chat and hold video meetings
- Follow tasks, Kanban boards and notes
- Understand your plan's space and solve common problems

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1. Before you start

lua Colabora is the team workspace that comes with your email: **Drive** (files and sharing), the document editor, **Talk** (chat and meetings), **Tasks**, **Deck** (Kanban boards), the whiteboard, and **Notes**. Everything works in the browser, with nothing to install.

How to access

- **From webmail:** in the sidebar, click the cloud icon (**Drive**) or the speech bubble (**Chat**). A new tab opens with you already signed in, without asking for the password again.
- **Directly in the browser:** go to `https://colabora.lua.email`. The old address, `drive.lua.email`, still works. If your company uses its own address, the address is your company's, for example `colabora.yourcompany.com`.

Your brand on webmail and Colabora: Colabora and webmail can open at the company's address, with its logo at sign-in and its symbol at the top of the screen. To request it, try your logo in the brand simulator and send the.zip to suporte@lua.email.

Who has access

lua Colabora comes with every lua.email plan. Your company's administrators can turn Drive on and off for the whole domain, and Chat and Tasks for each person. If the Drive or Chat icon does not appear in your webmail, the feature is not active for your mailbox: talk to whoever administers your company's email.

What you need

- An up-to-date browser: Chrome, Edge, Firefox, or Safari.
- For video calls: a camera and microphone, and allow access when the browser asks.
- Your full email address and your email password.

Only your company: in lua Colabora you only find the people in your domain. Nobody from another company sees your team, your conversations, or your files. People outside get access only through the link you create.

2. Signing in, signing out, and password

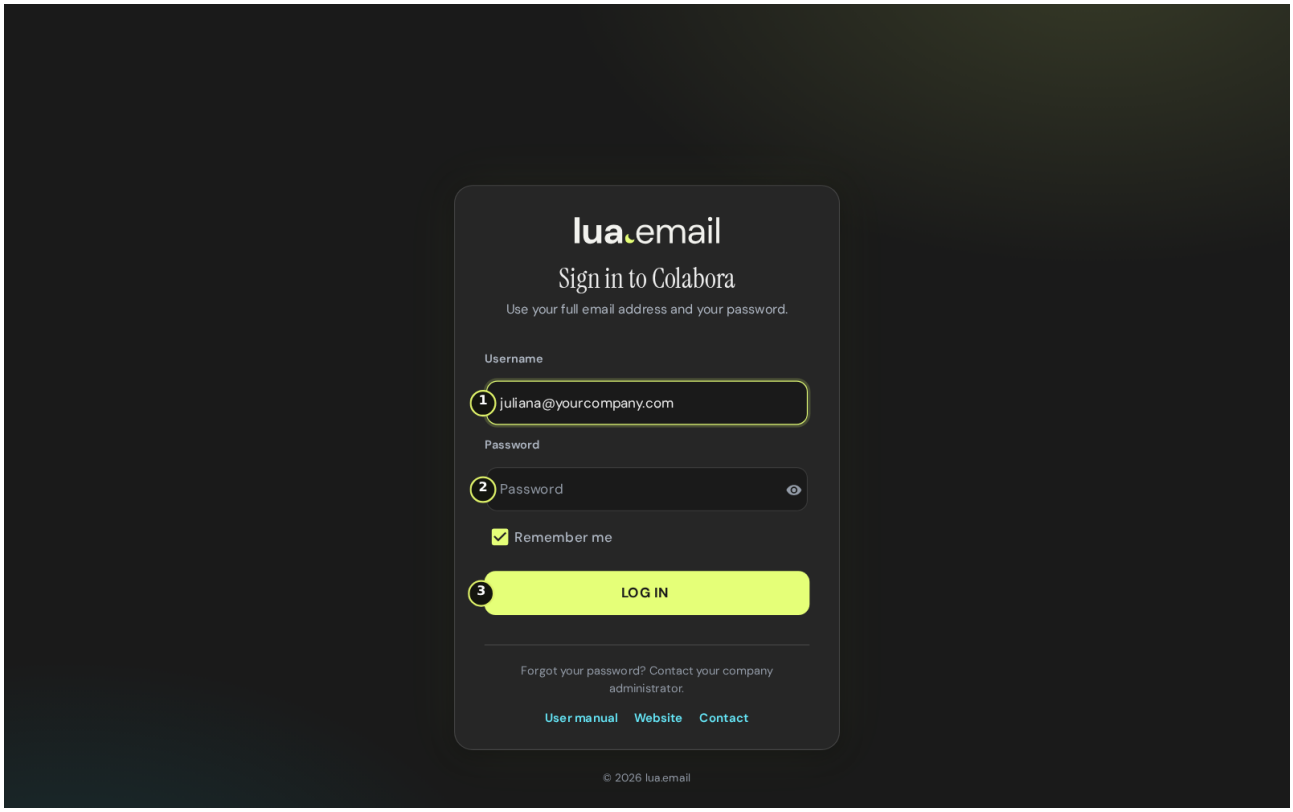


Figure 1: Signing in to Drive.

How to sign in

1. In **Username** (1), type your full email address, for example `maria@yourcompany.com`.
2. In **Password** (2), type the **same password as your email**. The eye icon shows what you typed.
3. Click **Sign in** (3). Leave **Remember me** checked only on your own computer.

If you are already in webmail, you do not even need the sign-in screen: Drive recognizes the webmail session and opens right away. The reverse also works: with Drive open, the **Email** item in the apps menu takes you to webmail already signed in.

The password

- **There is only one password.** Drive, Talk, Tasks, Deck, and Notes use the same email address and password as webmail.
- **To change it,** change your email password in webmail, under **Settings → Password** (see the webmail manual). The new password takes effect in Drive right away. Sessions open with the old password on other devices end within a few minutes.
- **Forgot your password?** Ask whoever administers your company's email to reset it. There is no separate Drive password to recover.

Do not mix them up: the password of a **shared link** is a different thing. You create it, just for that link, and it lets people outside open the file (chapter 7).

How to sign out

Click your photo (or initial) in the upper right corner, then **Sign out**. Signing out of Drive also ends the webmail and Talk sessions, and signing out of webmail ends Drive: on a shared computer, one click is enough to close everything.

See where your account is open

Under **your photo → Settings → Security**, the **Devices and sessions** list shows the browsers connected to your account and when they were last used. The "lua.email Webmail" items are the access webmail uses to show your files. They disappear on their own when you sign out. If you see an access you do not recognize, end it from the menu next to it and change your email password.

3. Getting to know the screen

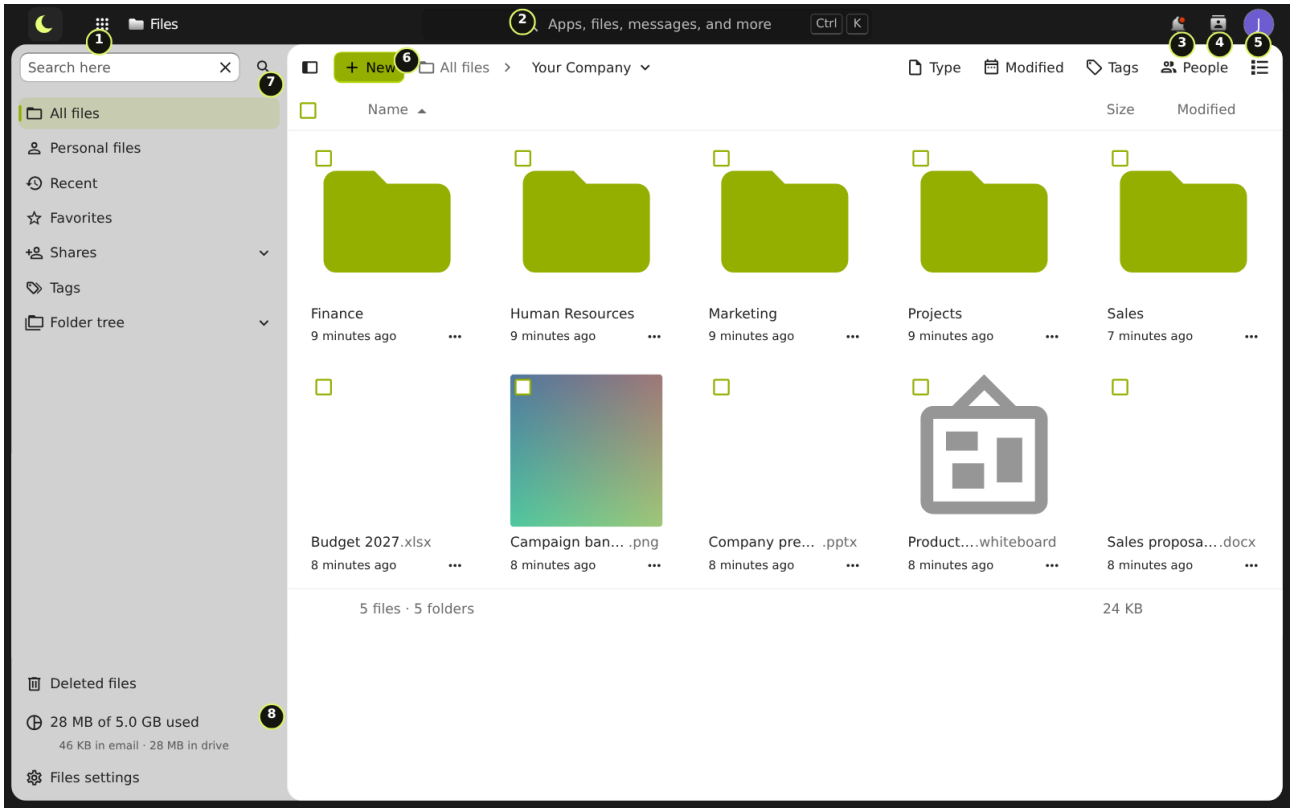


Figure 2: The Files screen.

N°	Item	What it is for
1	Apps menu	Switches between Files, Talk, Deck, Tasks, Notes, and the other apps, and creates documents (see below).
2	Search	Finds files, conversations, cards, and more. Shortcut: Ctrl+K.
3	Notifications	Notices about shares, mentions, calls, reminders, new email, and nearly full space (see below).
4	Contacts	Finds a colleague and opens a conversation or an email to them.
5	Account menu	Profile, status, appearance, settings, and **Sign out**.
6	New	Uploads files and folders, and creates folders, documents, spreadsheets, presentations, and boards.
7	Navigation	All files, Personal files, Recent, Favorites, Shares, Tags, and Folder tree.

8	Space used	How much of the plan is in use, split between email and drive (chapter 17). Right above it are the **Deleted files**.

The notification center

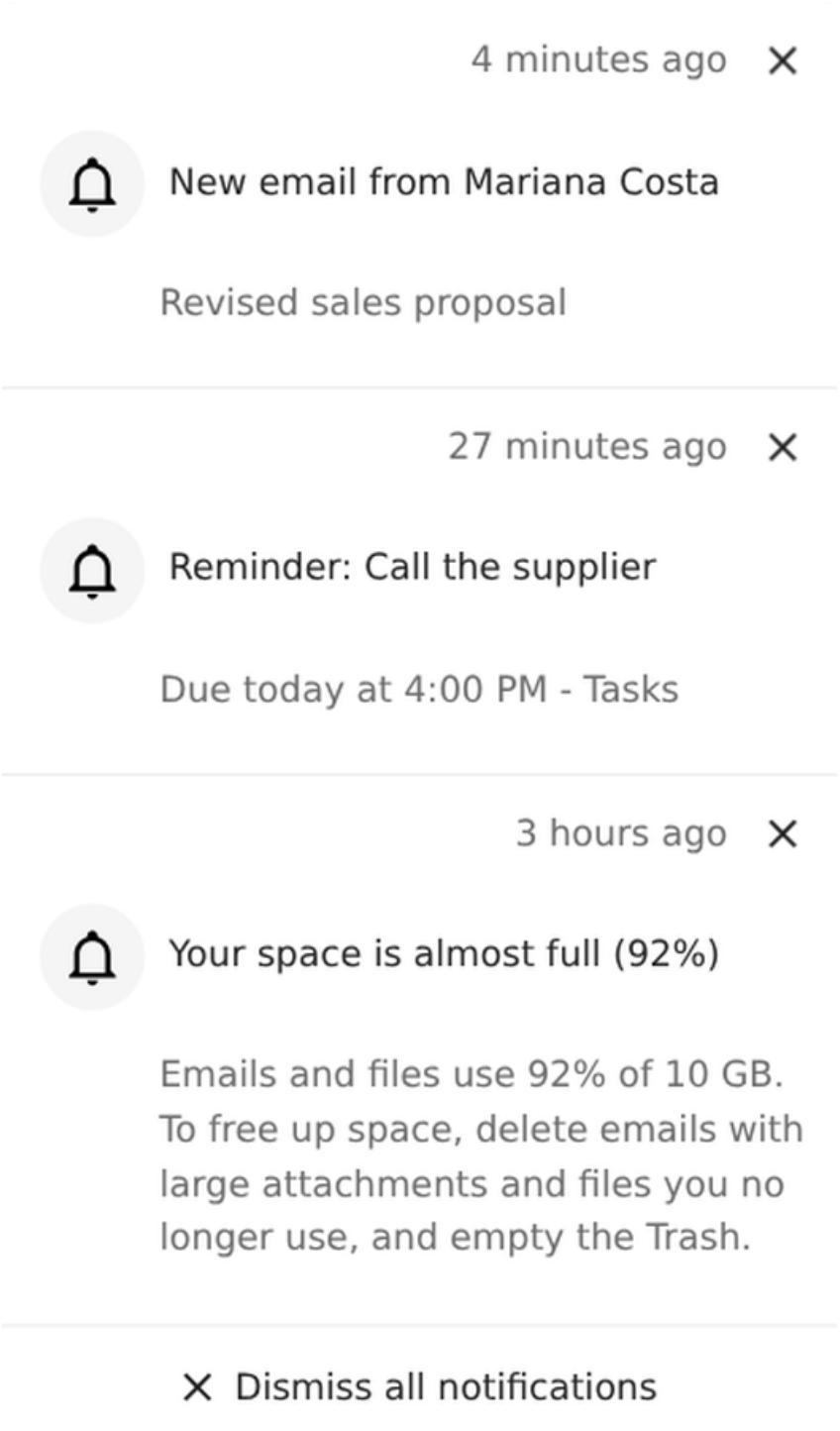


Figure 3: New email, task reminder, and space notice in the bell.

The bell **(3)** gathers notices from Drive, Chat, and email:

- **New email:** who sent it and the subject. With more than one, the total unread and the latest to arrive. Click to open webmail.
- **Task reminder:** at the time set on the task (chapter 13).

- **Space nearly full:** at 90%, 95%, and when the space runs out (chapter 17).

The × on each notice dismisses only that one, and **Dismiss all notifications** clears the list. In webmail, Drive and Chat notices appear in the side panel (webmail manual).

The apps menu

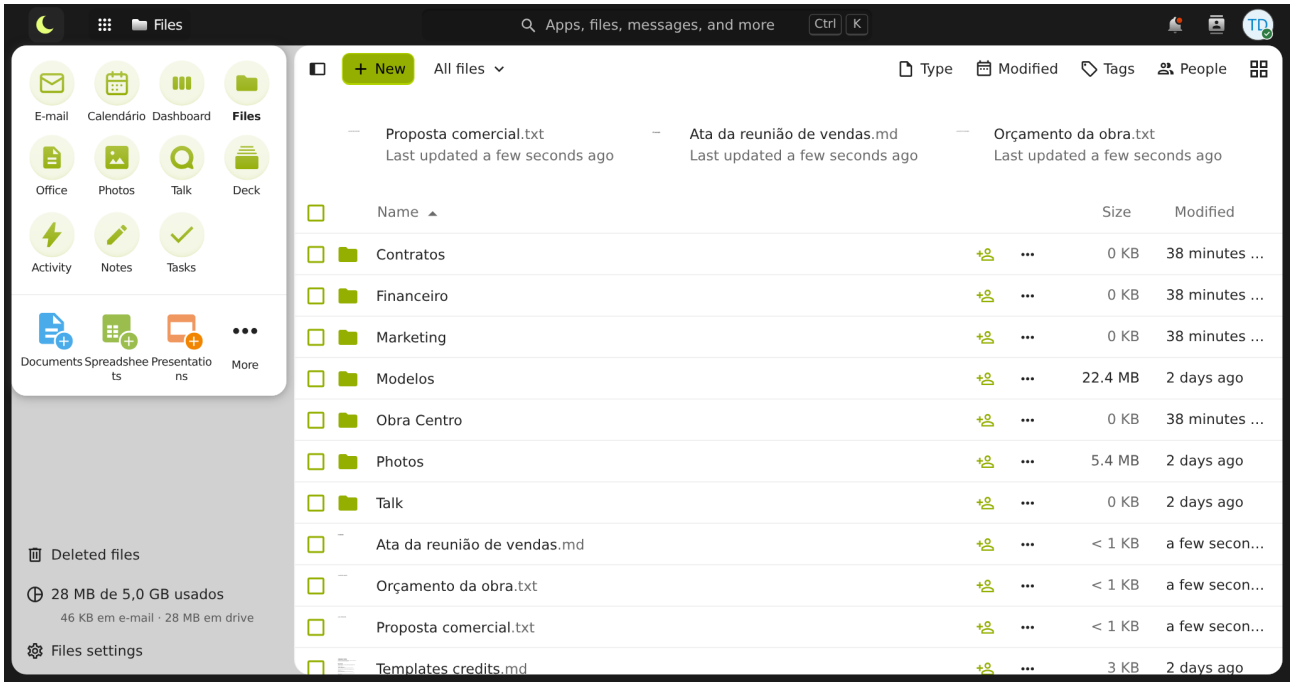


Figure 4: Apps menu, with Email and Calendar right after Files (real screen).

App	What it does
Files	Your folders and the team's (chapters 4 to 8).
Email	Opens the company webmail in a new tab, already signed in, at the inbox.
Calendar	Opens the webmail calendar in a new tab, already signed in. The calendar, including the Holidays calendar when the company turns holidays on, is the webmail one; Colabora's own calendar app is turned off.
Dashboard	A summary of the day: recent activity and favorite files.
Office	Creates documents and shows recent ones, separated by type (chapter 9).
Photos	The photos and videos in Drive in date order, with albums.
Talk	Chat and video meetings (chapters 11 and 12).
Deck	Kanban boards for projects (chapter 14).
Activity	The history of what happened to your files and boards.
Notes	Quick notes (chapter 15).
Tasks	Task lists with due dates (chapter 13).

The bottom row of the menu creates a new file in one click: **Documents**, **Spreadsheets**, and **Presentations**. Under **More** are the **Text document** (plain text, with light formatting), the **New whiteboard**, and **Diagrams**.

> **Tip:** Chat or Tasks not showing in the menu? Those two can be turned on per person: ask whoever administers your company's email.

4. Files and folders

Uploading files and folders

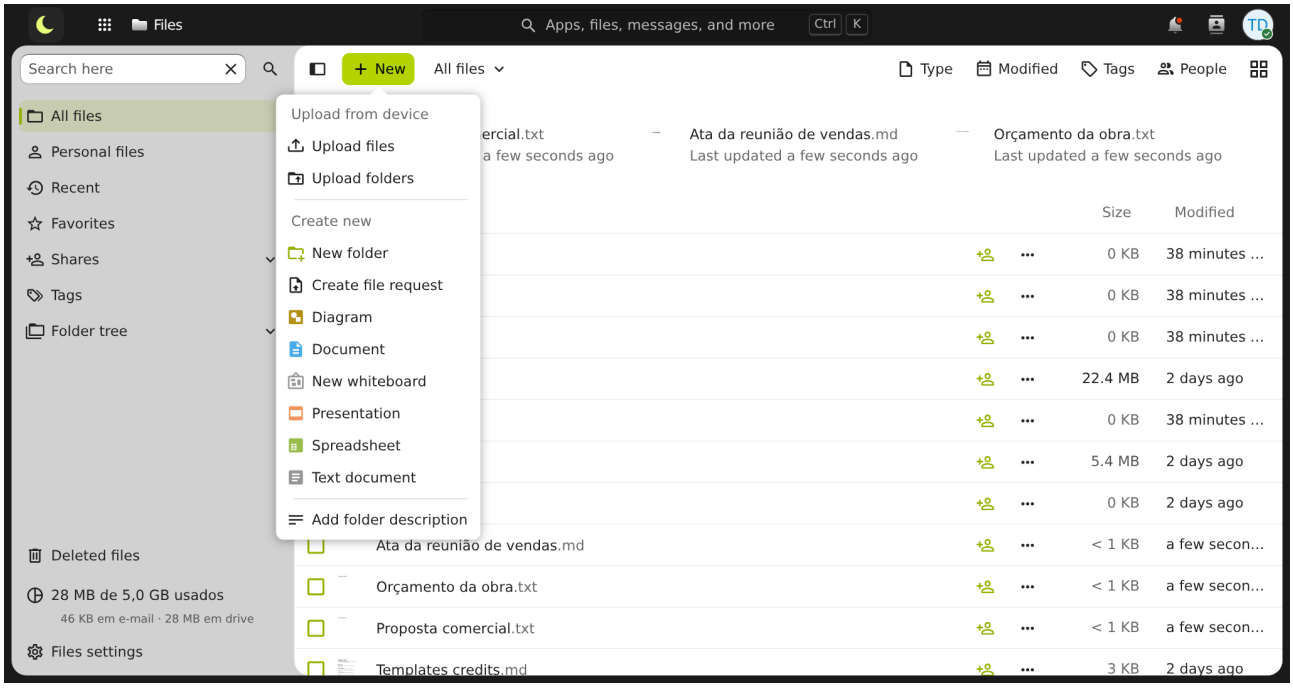


Figure 5: The New menu.

1. Open the folder where the file should go.
2. Click **New → Upload files** (or **Upload folders**) and choose from your computer.
3. Or simply **drag** the files from your computer into the list. Progress appears at the bottom, and large files upload in parts, with nothing for you to do.

Every uploaded file goes through the antivirus. An infected file is rejected and you get a notice.

Creating folders and documents

In the same **New** menu:

- **New folder:** type the name and confirm.
- **Document, Spreadsheet, Presentation:** creates the file and opens the editor (chapter 9).
- **Text document:** plain text, good for lists and short instructions.
- **Diagram** and **New whiteboard**: flows, org charts, and drawings (chapter 10).
- **Create file request:** a link for people outside to send you files (chapter 8).
- **Create templates folder:** keep your templates there (proposal, contract, report). They appear as an option when you create a document.
- **Add folder description:** text that appears at the top of the folder, useful for explaining to the team what goes where.

What you can do with a file

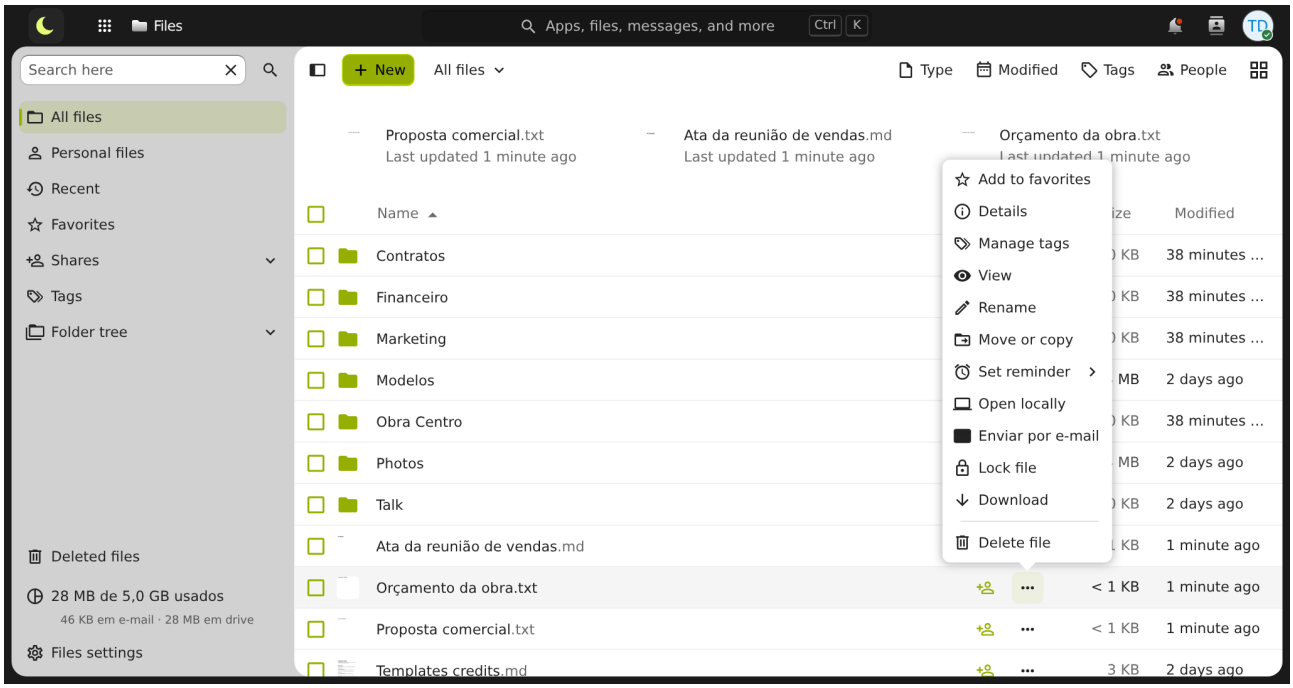


Figure 6: Actions for a file.

Click the **three dots (...)** next to the file, or right-click it:

Action	What it is for
Add to favorites	Keeps the file handy under **Favorites**, in the navigation.
Details	Opens the right-hand panel: sharing, file chat, activity, and versions.
Sharing options	Goes straight to sharing (chapters 6 and 7).
Manage tags	Marks the file with tags ("Approved", "Alfa customer") so you can find it later under **Tags**.
View	Opens the preview without editing.
Rename, Move or copy	Organizes the file. Moving to a shared folder also gives access to everyone who is part of it.
Set reminder	Notifies you on a chosen date, for example to review a contract.
Save as...	Saves a copy of the file in another format, next to the original.
Send by email	Opens webmail with the file attached or with the link (webmail manual).
Lock file	Prevents others from changing the file while you work on it. Remember to unlock it afterward.
Download, Delete	Downloads to your computer or sends it to the trash (chapter 5).

The **Open locally** option is for people who use the sync app on their computer. In the browser, use **Download**.

Several files at once

Check the boxes to the left of the files. A bar appears with actions for everything selected: move, copy, download (as a single.zip), and delete.

Finding files

- **General search:** the magnifying glass at the top (Ctrl+K) searches all of Drive by name.
- **Search here:** the field at the top of the navigation filters the open folder.
- **Filters:** above the list, **Type**, **Modified**, **Tags**, and **People** narrow the results.
- **Recent** shows what you touched last. **Folder tree** shows the whole structure.

The icon in the upper right corner of the list switches between **grid** (thumbnails) and **list** (with size and date). Click a column title to sort.

5. Trash and versions

Recovering a deleted file

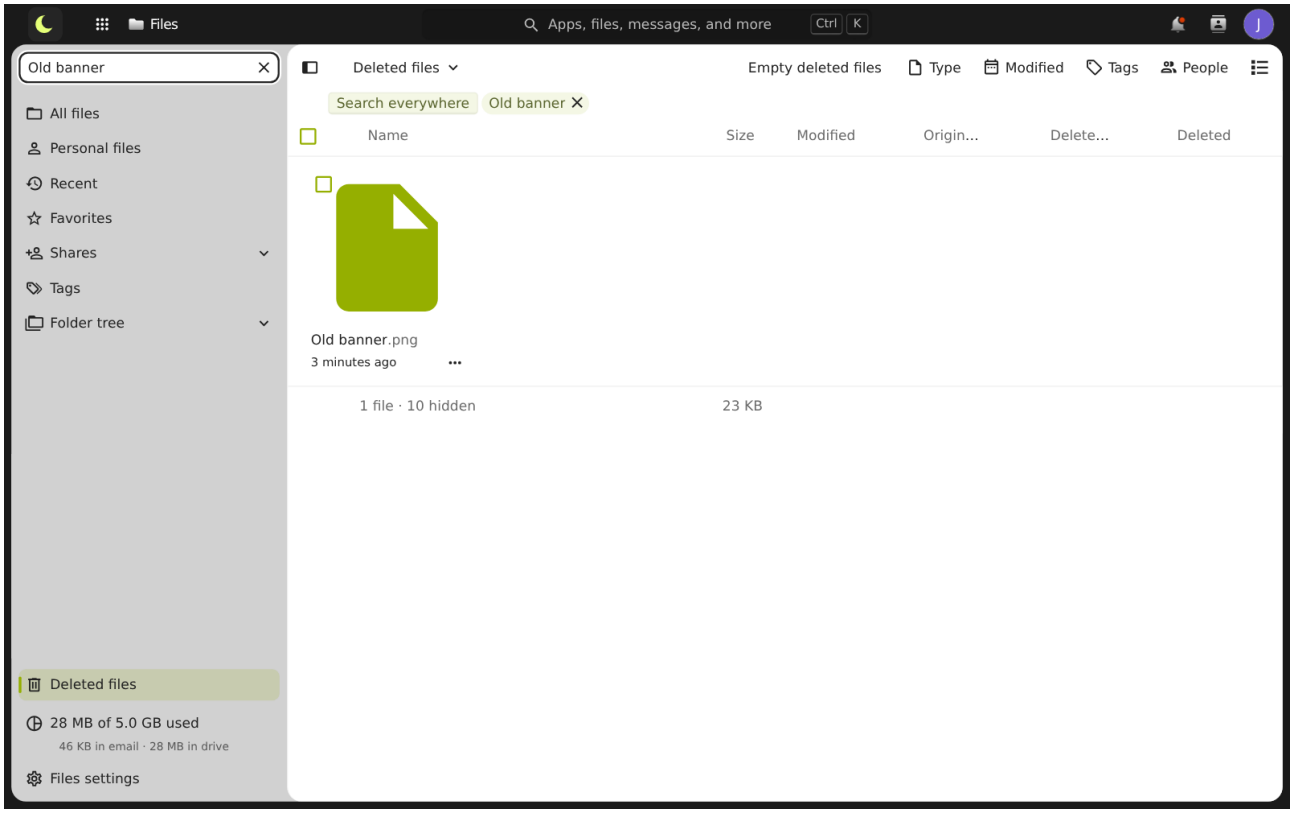


Figure 7: Deleted files.

1 In the navigation, at the bottom, click **Deleted files**.

2 Find the file. If the list is long, type the name in **Search here**.

3 Click the file's **three dots** and then **Restore**. It goes back to the folder it came from.

Deleted files stay in the trash for up to **30 days**. When space runs short, the oldest may go sooner. The trash does not count toward the plan's space. **Empty deleted files** erases everything for good.

Going back to a previous version

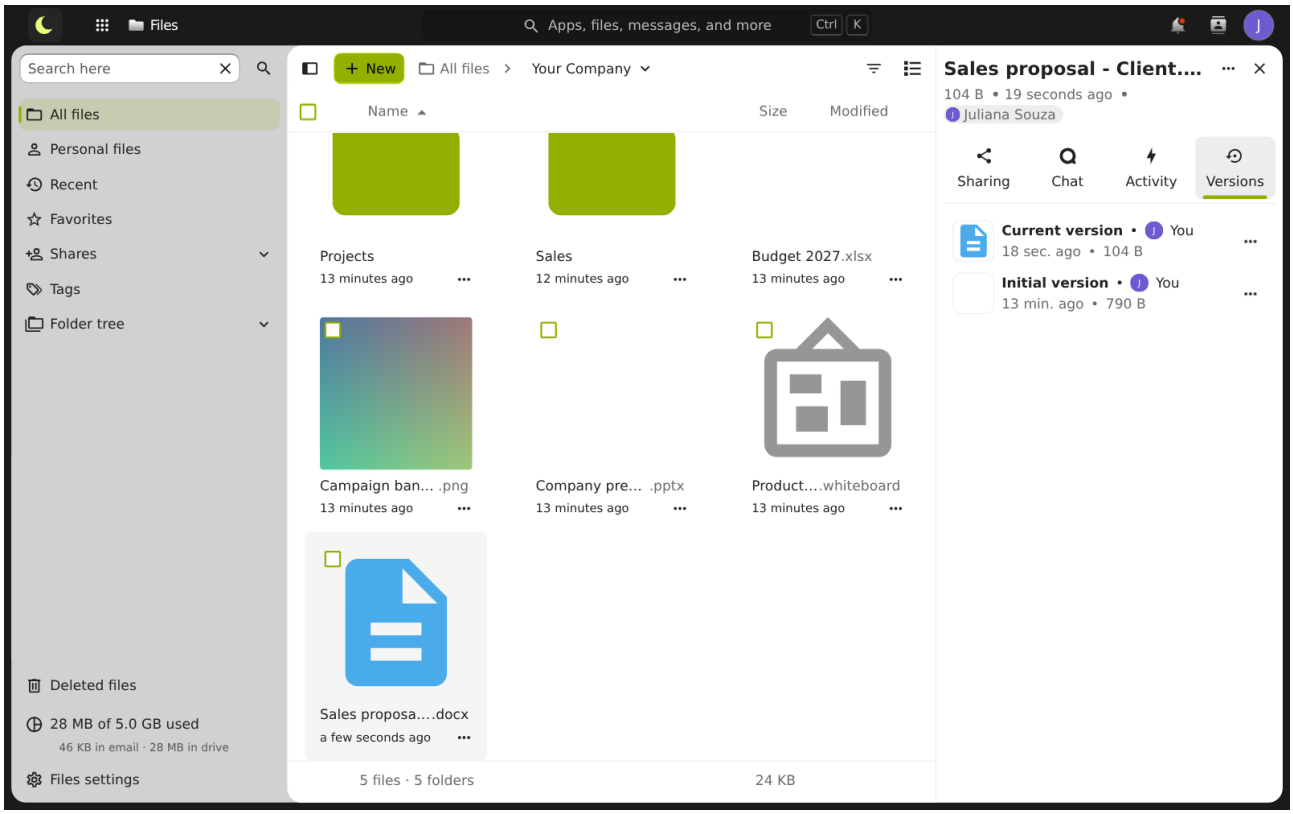


Figure 8: Versions of a document.

Each time a file is changed, Drive keeps the previous version. To go back:

1. In the file's **three dots**, click **Details** and open the **Versions** tab.
2. Pick the version by date and, in its three dots, click **Restore**. You can also download an old version without touching the current one.

Versions are kept for up to 30 days and do not count toward the plan's space.

6. Sharing with colleagues

Sharing with someone in the company gives access to the file or folder without making a copy: everyone works on the same file, always on the latest version.

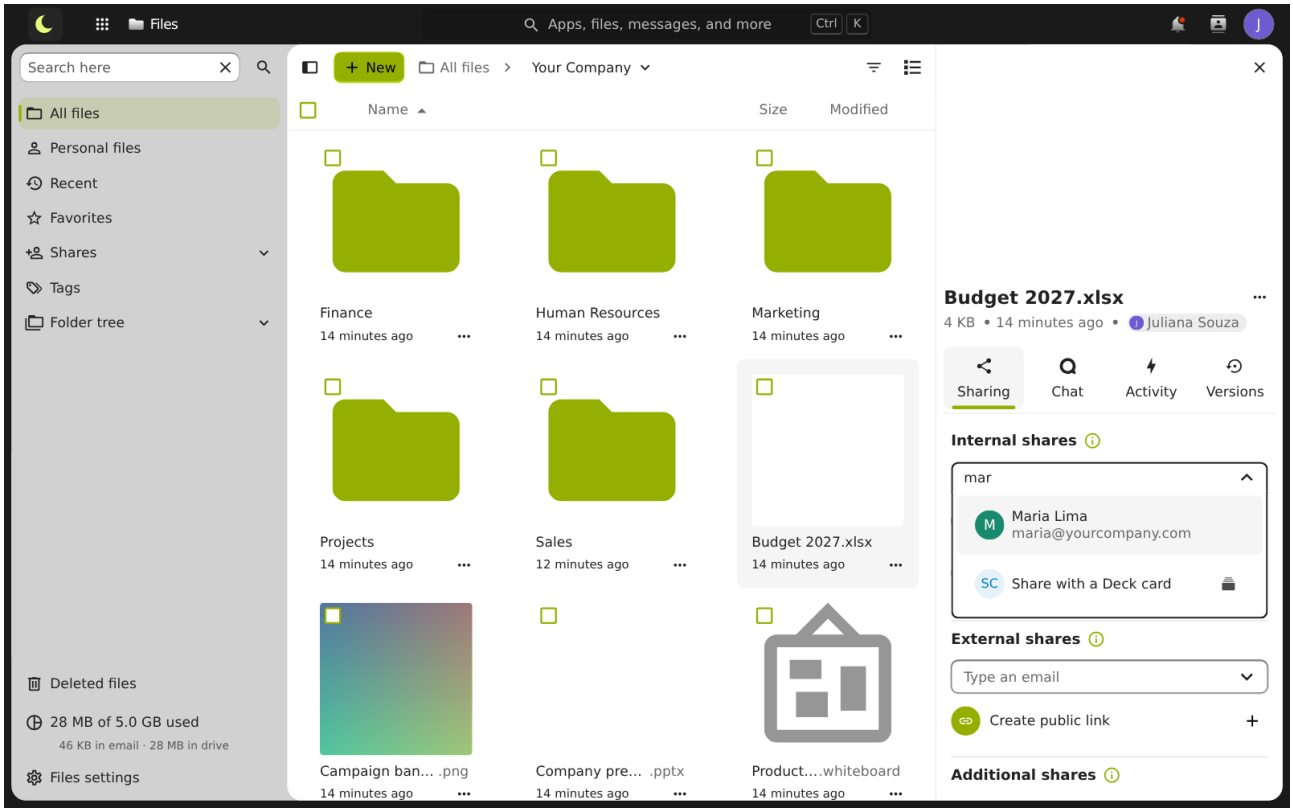


Figure 9: Sharing with a colleague.

1. In the file's or folder's **three dots**, click **Sharing options**.
2. Under **Internal shares**, type the colleague's name and choose from the list. Only people from your company appear.
3. Choose what the person can do: **View only**, **Allow editing**, or **Custom permissions** (create, edit, delete, and share again, each one separate).

The colleague gets a notification, and the item appears for them under **Shares**, in the navigation. To remove access, open the sharing again and remove the person: access ends right away.

Sharing with a company group

When the company organizes people into **groups** (the administrator creates them in the panel, such as "Site Crew" or "Sales"), you share with the whole group at once, instead of one person at a time. Whoever joins the group later sees what has already been shared with it, and whoever leaves stops seeing it, without anyone redoing the shares.

1. In the folder's or file's **three dots**, click **Sharing options**.
2. Under **Internal shares**, type the group's name. It appears with the people icon next to it.
3. Choose the group and what it can do. For the team's working folder, use **Can edit**.

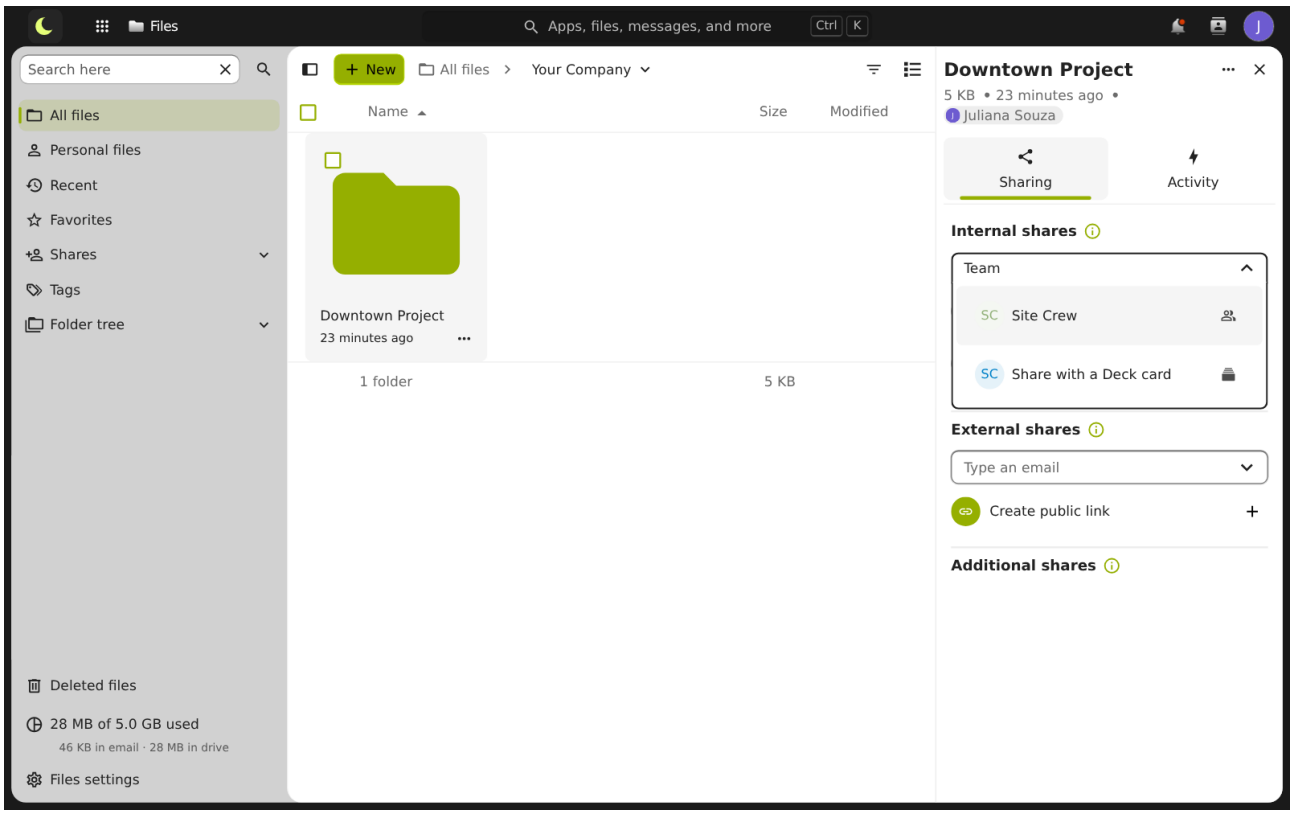


Figure 10: Finding the group by name.

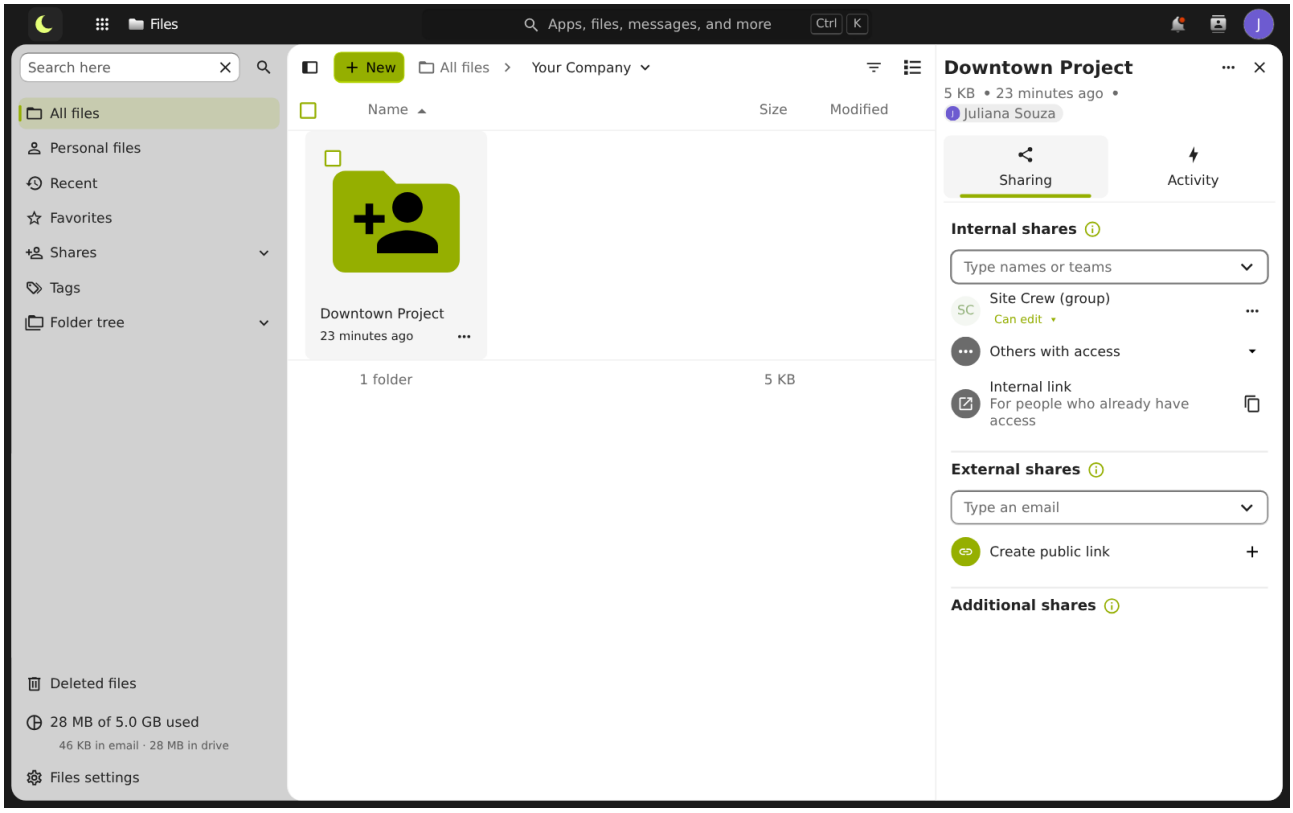


Figure 11: The folder shared with the group, which can edit.

Only members of the group find the group and share with it. Groups and people from other companies never appear in the search.

Some ways to use it:

- **Team documents and spreadsheets.** Create a folder (for example "Downtown Project") and share it with the group using **Can edit**. The documents, spreadsheets, and presentations in it open for everyone in the group, and you edit together, at the same time (see Editing together with the team).
- **Group whiteboard.** Create the board inside the team folder, or share the `.whiteboard` file with the group. Whoever opens it sees the others drawing live (chapter 10).
- **Team conversation in Chat.** Create the conversation and, in **Add participants**, type the group's name: everyone joins at once, and whoever joins the group later joins the conversation automatically (chapter 11).
- **Task board and calendar.** When sharing a Kanban board or a calendar, type the group's name the same way.
- **Group email.** If the administrator gave the group an address (like `obra@yourcompany.com`), a message to it reaches everyone in the group.

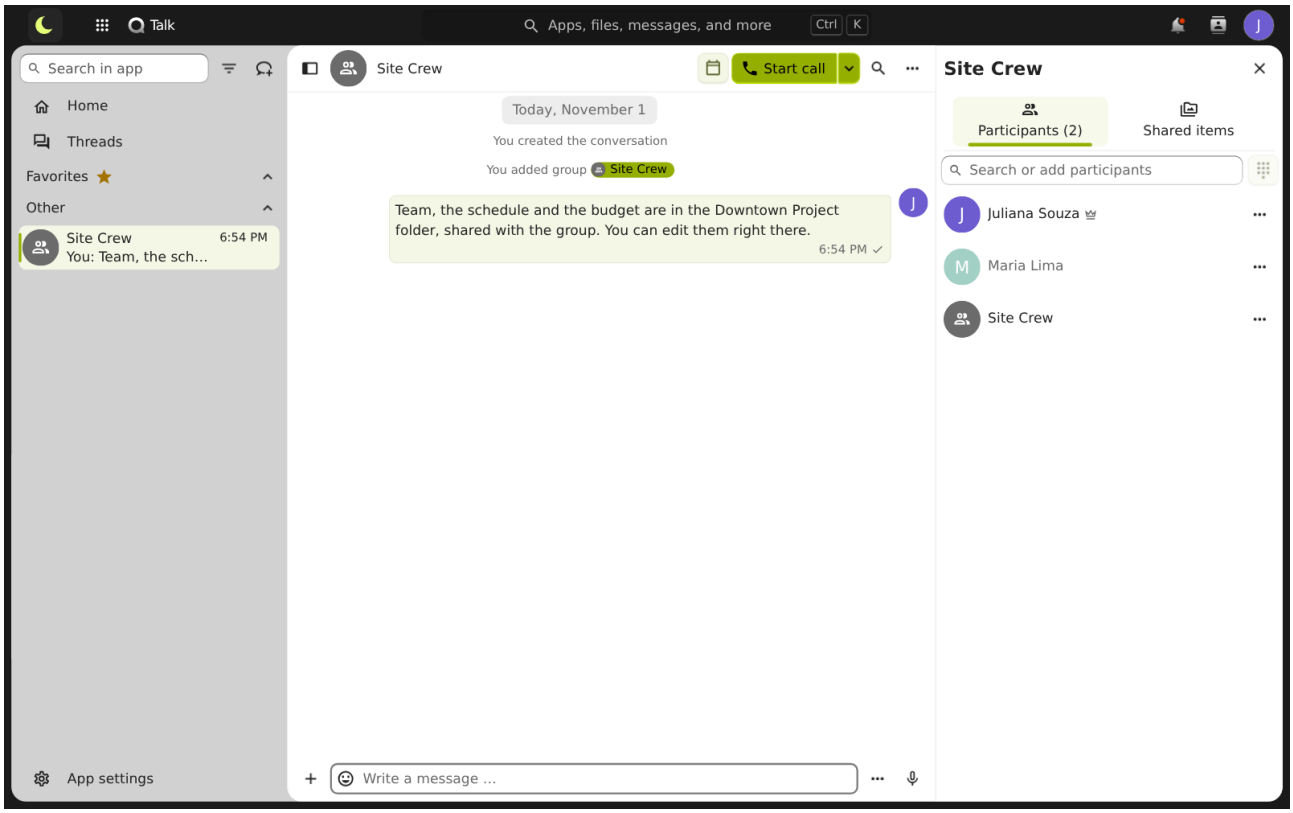


Figure 12: A conversation with the whole group: whoever joins the group joins it.

Sharing with the whole company

Every company already has a group with **all the people in the domain**, and it is named after the email domain: at the company `yourcompany.com`, the group is called **yourcompany.com**. Nobody needs to create this group. Whoever gets a new mailbox joins it automatically, and whoever leaves the company loses access when the mailbox is deactivated.

1. In the folder's or file's **Sharing options**, under **Internal shares**, type the company domain (for example `yourcompany`).
2. Choose the group named after the domain, which appears with the people icon.
3. In most cases, leave **View only**: everyone reads, and only the people you choose change the content.

When to use it:

- **Company documents.** A "Company" folder with the employee handbook, policies, price list, and proposal templates, shared with the domain as **View only**. Whoever takes care of the documents updates them, and

everyone always opens the current version.

- **Announcements in Chat.** An "Announcements" conversation with the domain group as participants. Whoever is hired later joins it automatically.
- **Company calendar.** Holidays, all-hands meetings, and events in a calendar shared with the domain.
- **General task board.** A Kanban board the whole company follows, like the month's goals.

Careful with Can edit: with the whole company, anyone can change or delete what is in the folder. For a department's work, use a company group instead of the domain.

Mailboxes the administrator hid from the company contact list (such as system accounts) are not part of this group.

Setting up team folders

A simple way to organize: one person creates a folder per department (Sales, Finance, HR...) and shares each one with the people who work on it, with **Allow editing**. If the department is already a company group, share with the group. Whatever is saved there is available to the whole department, and nobody loses a file when they go on vacation.

Internal link

Internal link, right below the search, copies an address that only works for people who **already have access** to the file. Use it to point to a file in an email or in chat ("it's here: ...") without opening new access.

Seeing what was shared

Under **Shares**, in the navigation, are the lists of what was shared **with you**, what **you** shared, and links. Under **Settings → Sharing**, you choose whether to accept shares automatically and in which folder they appear.

Talking about a file

In the details panel, the **Chat** tab opens a conversation only about that file, with the people who have access to it. It is good for reviewing a proposal without mixing it with other topics.

7. Link for people outside

To send a file to a customer, supplier, or accountant, create a **public link**. The recipient does not need an account: they open the link in the browser.

Creating the link

1. Open the file's or folder's **Sharing options**.
2. Under **External shares**, click the **+** next to **Create public link**.
3. Check the expiration date and click **Create share**.
4. Click the copy icon next to **Share link** and paste the link into the email or message.

To send the link by email straight from Drive, type the person's address in **Enter an email**: they get a message with the link.

Link options

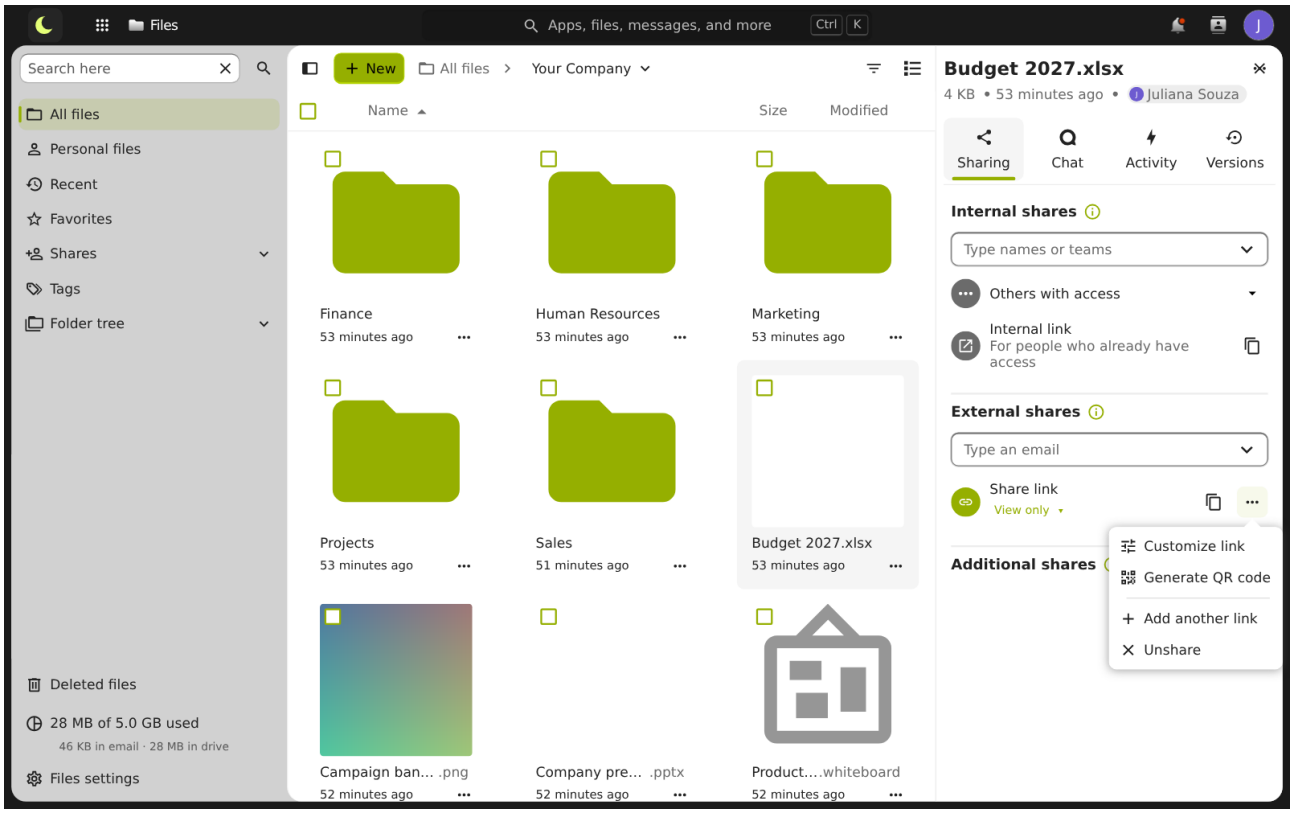


Figure 13: Link menu.

In the link's **three dots**:

- **Customize link:** all the options below.
- **Generate QR code:** to open the link on a phone by pointing the camera.
- **Add another link:** a second link for the same file, with other rules (for example, one for the customer and another for the accountant). Each one can be canceled without affecting the other.
- **Unshare:** the link stops working right away.

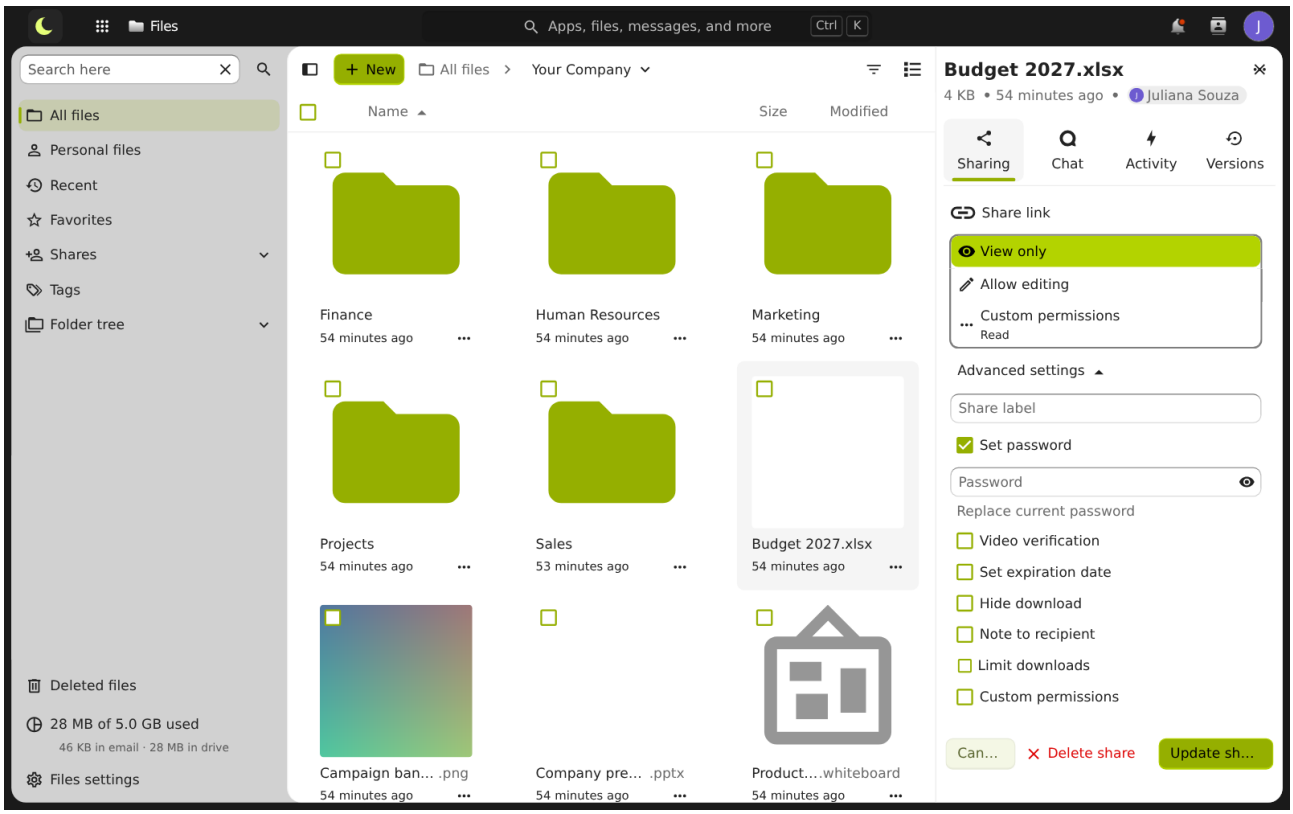


Figure 14: Customizing the link.

Option	What it does
View only	Whoever opens it can view and download, but not change. This is the default.
Allow editing	Whoever opens it can edit the document in the browser. Use with care.
Custom permissions	On folders, lets people, for example, only upload files (without seeing what is already there).
Share label	A name for you to recognize the link ("Alfa customer").
Set password	Asks for a password to open it (see below).
Expiration date	Required. The link stops working after this date (30 days at most).
Hide download	Whoever opens it only views on screen, without the download button.
Note to recipient	A message that appears on the link page.
Limit downloads	The link stops after a number of downloads.

After changing, click **Update share**.

The link password

- Check **Set password** and type a password with **at least 4 characters**. It applies only to that link and has nothing to do with your email password.
- Send the password by **another channel** (phone or message), not in the same email as the link. That way, if the email ends up in the wrong hands, the file stays protected.
- To change the password, open **Customize link** and use **Replace current password**.

Expiration: every link expires in **30 days** at most. Need more time? Before it expires, open **Customize link** and pick a new date, or create another link.

What the recipient sees

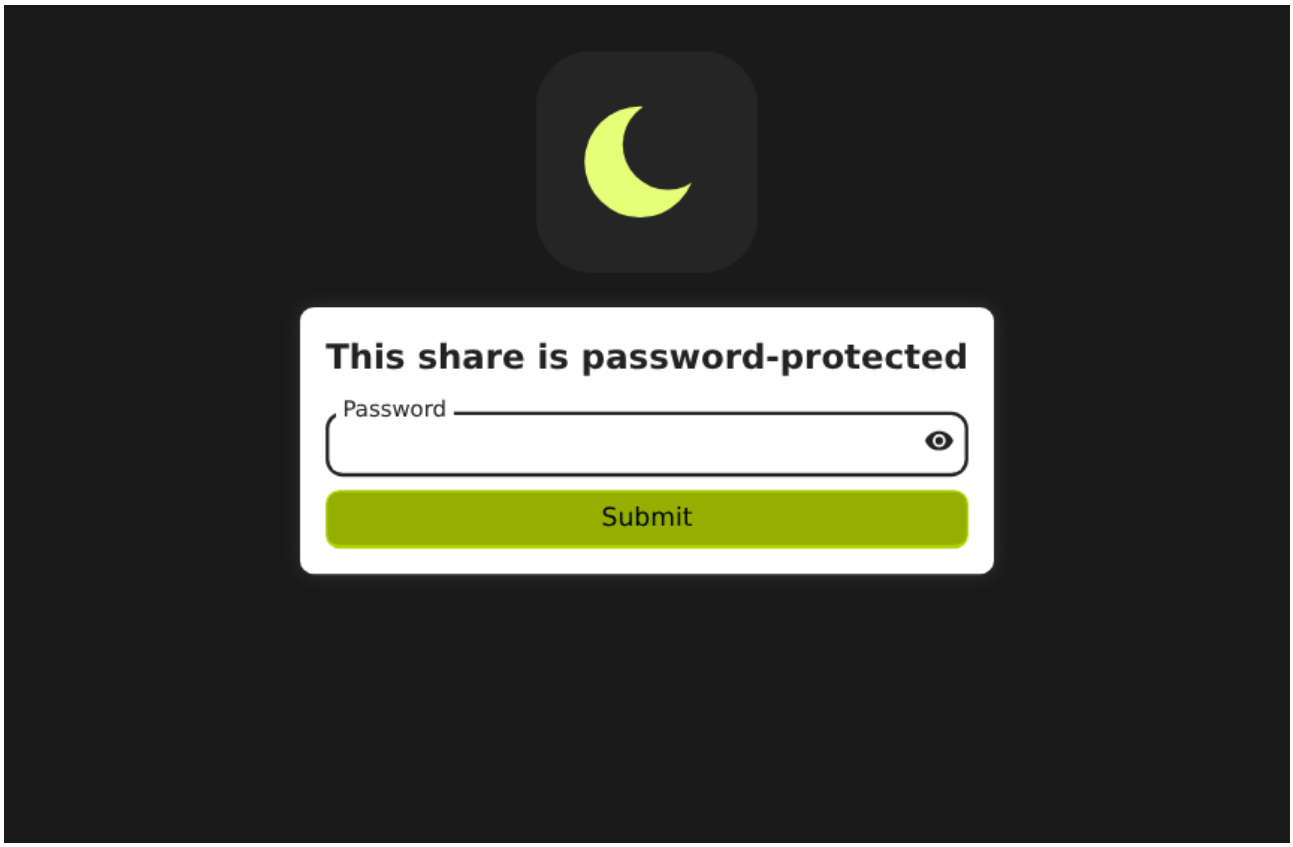
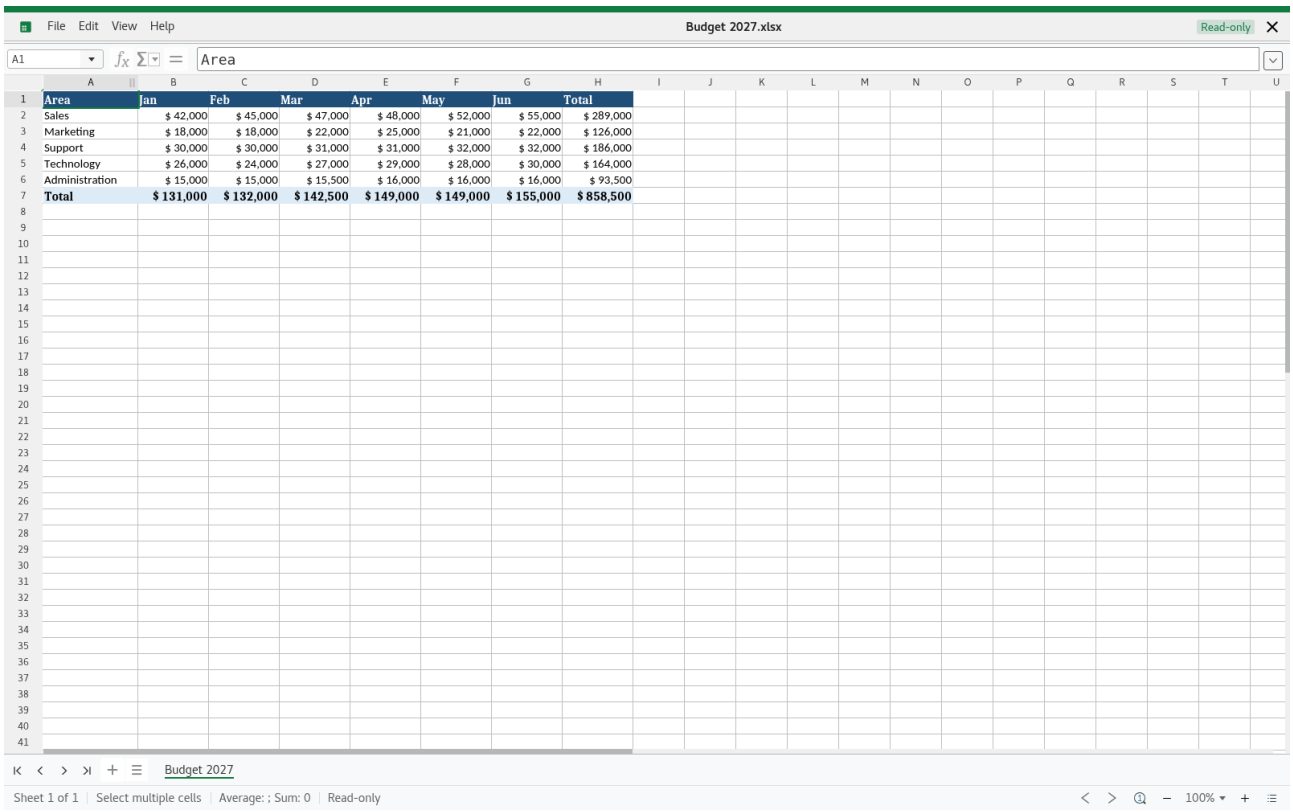


Figure 15: Link with a password.

With a password, the page asks for it before showing anything. After that, the person sees the file in the browser and can download it, unless download is hidden. Documents, spreadsheets, and presentations open in the browser itself.



Area	Jan	Feb	Mar	Apr	May	Jun	Total
Sales	$ 42,000	$ 45,000	$ 47,000	$ 48,000	$ 52,000	$ 55,000	$ 289,000
Marketing	$ 18,000	$ 18,000	$ 22,000	$ 25,000	$ 21,000	$ 22,000	$ 126,000
Support	$ 30,000	$ 30,000	$ 31,000	$ 31,000	$ 32,000	$ 32,000	$ 186,000
Technology	$ 26,000	$ 24,000	$ 27,000	$ 29,000	$ 28,000	$ 30,000	$ 164,000
Administration	$ 15,000	$ 15,000	$ 15,500	$ 16,000	$ 16,000	$ 16,000	$ 93,500
Total	**$ 131,000**	**$ 132,000**	**$ 142,500**	**$ 149,000**	**$ 149,000**	**$ 155,000**	**$ 858,500**

Figure 16: Spreadsheet opened through the link.

If the person who opens the link also uses lua Colabora, the **Add to my Drive** button appears: it saves a copy in that person's **Received** folder.

Sending a password to someone outside

The public link password is for the file. To pass along an access password, such as for a system or an account, use the lua.email **Password Pusher**, at **pwpush.lua.email**. The password link expires and deletes itself, and the recipient does not need an account. The step by step is in the webmail manual.

The secure link also works for other sensitive data you need to send to someone outside: access to a system, the Wi-Fi password for a visitor, an integration key, or a recovery code. See other uses.

8. Receiving files from outside

Need a customer to send documents, photos, or invoices? Instead of receiving them by email, create a **file request**: the person uploads straight to a folder of yours, without seeing anything else.

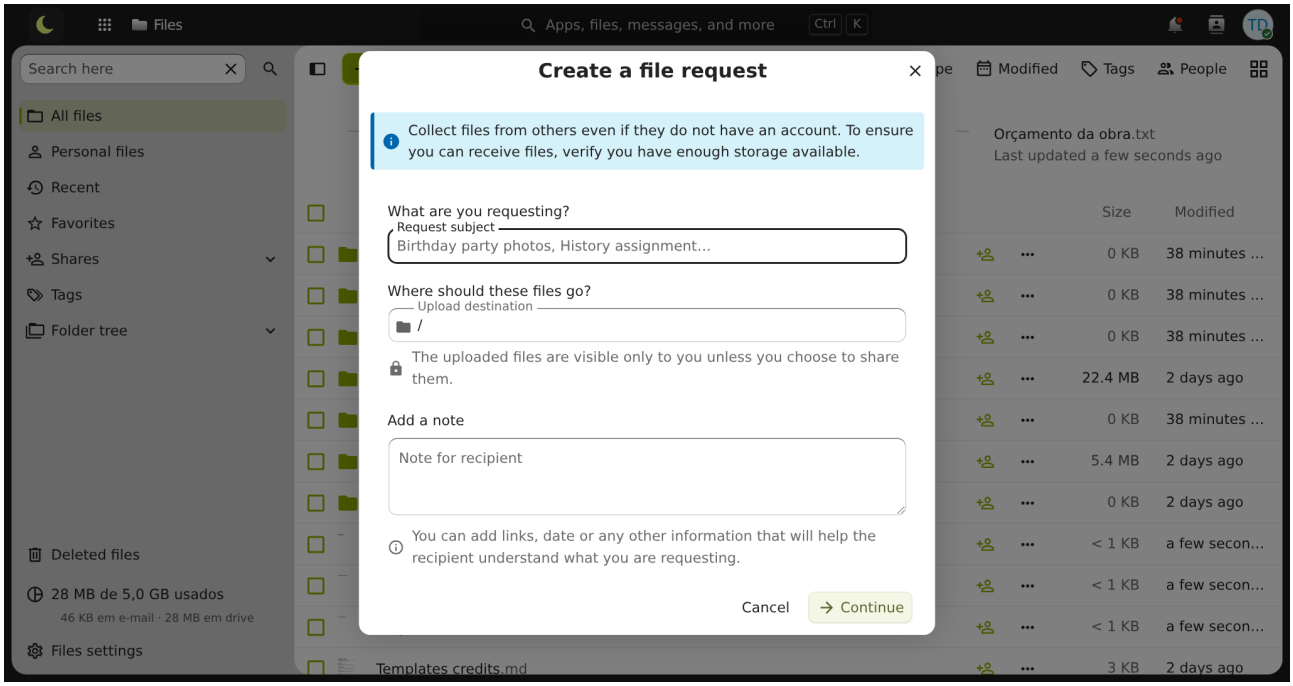


Figure 17: File request.

1. Click **New → Create file request**.
2. Under **What are you requesting?**, write the subject ("Documents for the contract").
3. Under **Where should these files go?**, choose the folder.
4. If you want, leave a note with instructions and click **Continue**.
5. Set the expiration and, if you want, a password. Copy the link or enter the emails it should go to.

Whoever receives the link only sees a field to upload files. Whatever is sent appears in the chosen folder and counts toward your space.

When to use each way of sharing

Situation	What to do
Two or three people in the company work on the same file	**Share with colleagues** with *Allow editing*. Everyone opens the latest version, with no copies by email. For people who only need to read, *View only*.
A whole team (site, sales, projects) uses the same folder	**Share with a company group**. Whoever joins or leaves the team gains or loses access automatically, without you editing share by share.
Handbook, policies, and templates the whole company consults	**Share with the whole company** (the group named after the domain) as *View only*. Whoever joins the company already finds the folder.
Sending a proposal, contract, or report to a customer, supplier, or accountant	**Public link** with an expiration date, and a password when the content is sensitive. Create one link per recipient: each can be canceled without affecting the others.
Showing a file without letting it be copied	Link with *Hide download* and *View only*.
Receiving documents, photos, or invoices from customers	**File request**: the customer only sees an upload field, and what they send lands in the folder you chose, without seeing the rest.
Attachment larger than email accepts	In webmail, Drive appears in the sidebar and on the compose screen (see the webmail manual): the message goes out light, and the file stays with you.

When not to use a public link: for colleagues in the company. Use internal sharing, which is tied to the person's name, appears under **Shares**, and ends right away when you remove it. A link, on the other hand, works for anyone who receives it.

9. Documents, spreadsheets, and presentations

The editor opens Word, Excel, and PowerPoint files (`.docx`, `.xlsx`, `.pptx`) and open formats (`.odt`, `.ods`, `.odp`) right in the browser. The menus are similar to the office programs you already know.

Creating and opening

- **Create:** from the apps menu (bottom row: **Documents**, **Spreadsheets**, **Presentations**), from the folder's **New**, or from the **Office** app. Give it a name and the editor opens.
- **Open:** click the file. To close, use the **X** in the editor's upper right corner.

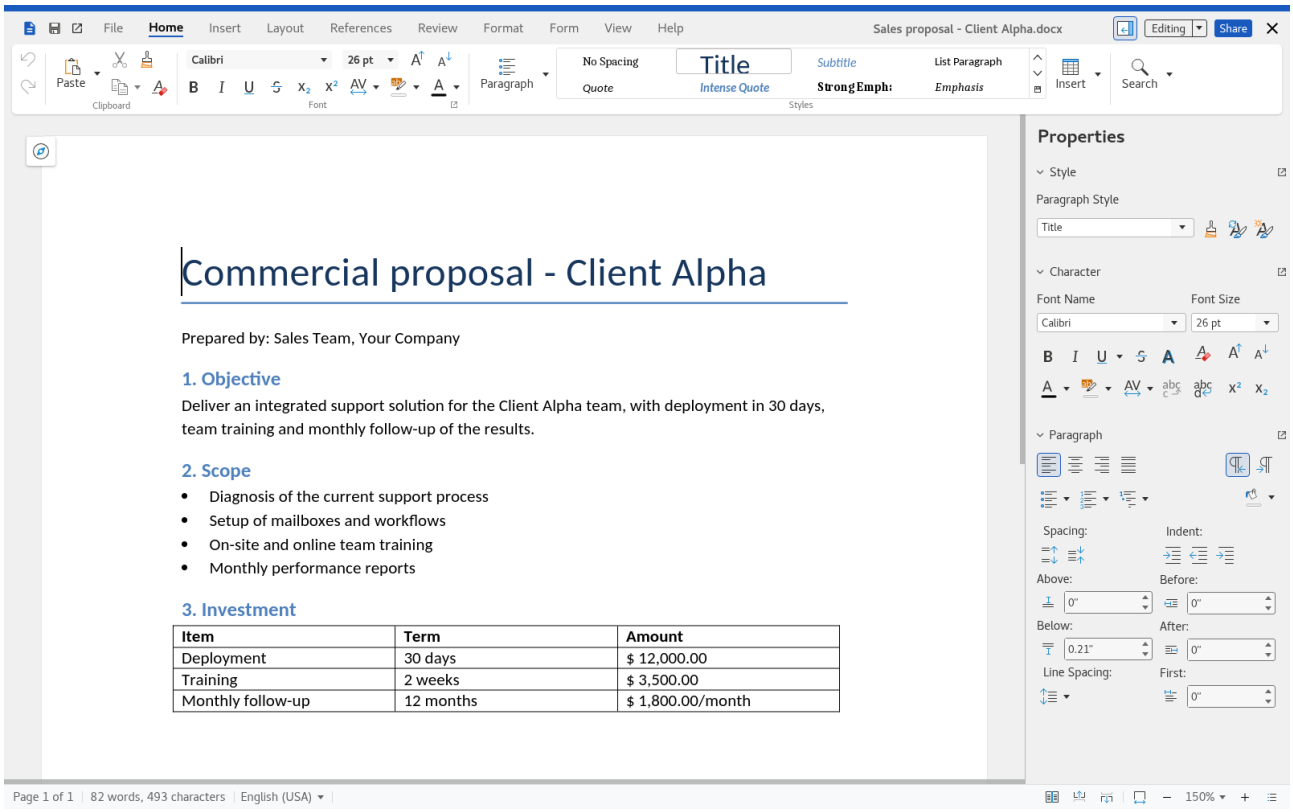


Figure 18: A proposal open in the document editor.

Saving

There is no need to save: the editor saves on its own as you work, in the file's own format. Each save creates a version you can recover (chapter 5).

Editing together with the team

- Two or more people can open the same file at the same time. Each one appears in a color, and changes show up instantly for everyone.
- **Comments:** select a passage and use **Insert → Comment**. Colleagues reply in the comment itself.
- **Track changes:** under **Review → Track changes → Record**, each change is marked so it can be accepted or rejected later. Great for contracts.

PDF and other formats

In the editor, **File → Download as** downloads the file to your computer as a PDF or another format. To keep a copy in another format in Drive itself, use **Save as...** in the file's actions menu.

Spreadsheets and presentations

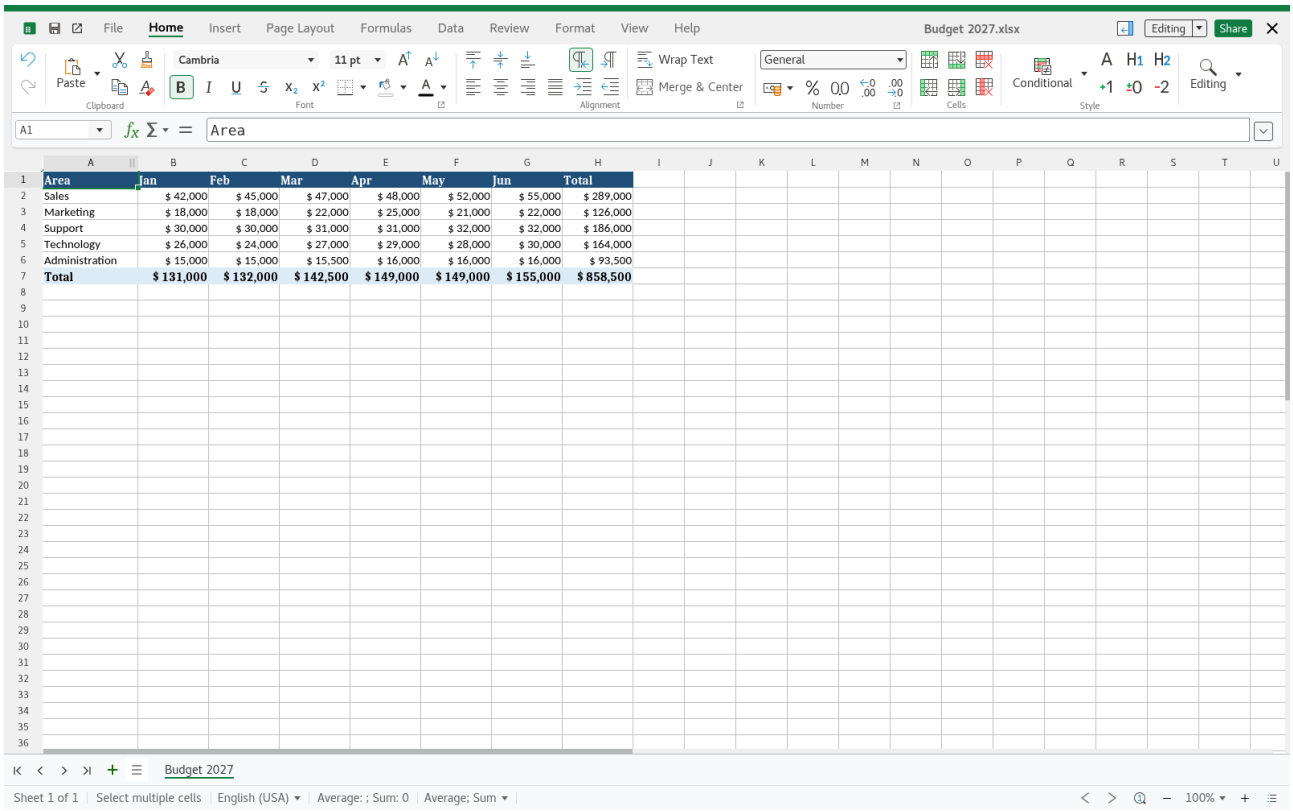


Figure 19: Spreadsheet.

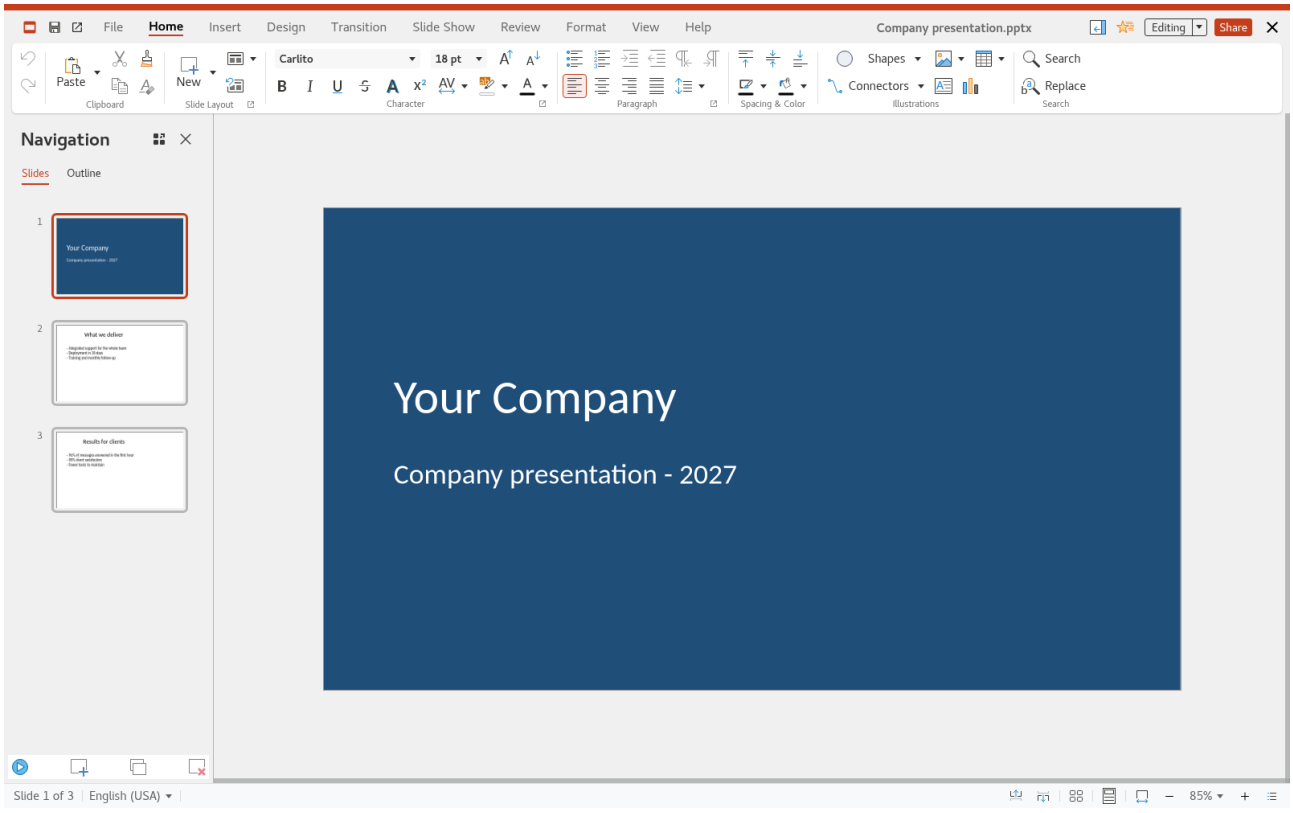


Figure 20: Presentation.

Spreadsheets have formulas, filters, charts, and multiple tabs. In presentations, the slideshow button displays full screen.

The Office app

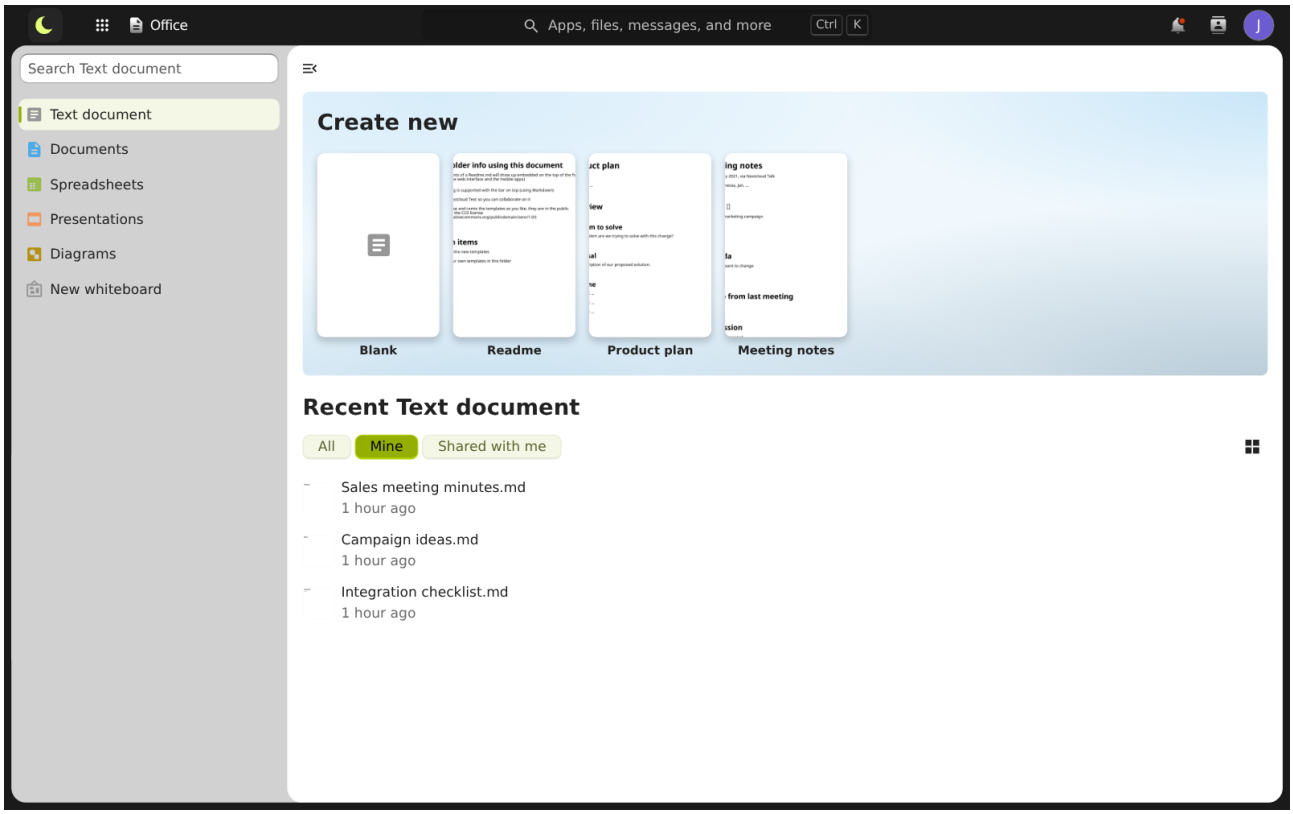


Figure 21: The Office app.

Office, in the apps menu, gathers everything by type (Documents, Spreadsheets, Presentations, Diagrams…): on the left you choose the type, under **Create new** you start an empty file or one from a template, and at the bottom are the **recent** ones, including those shared with you.

10. Whiteboard

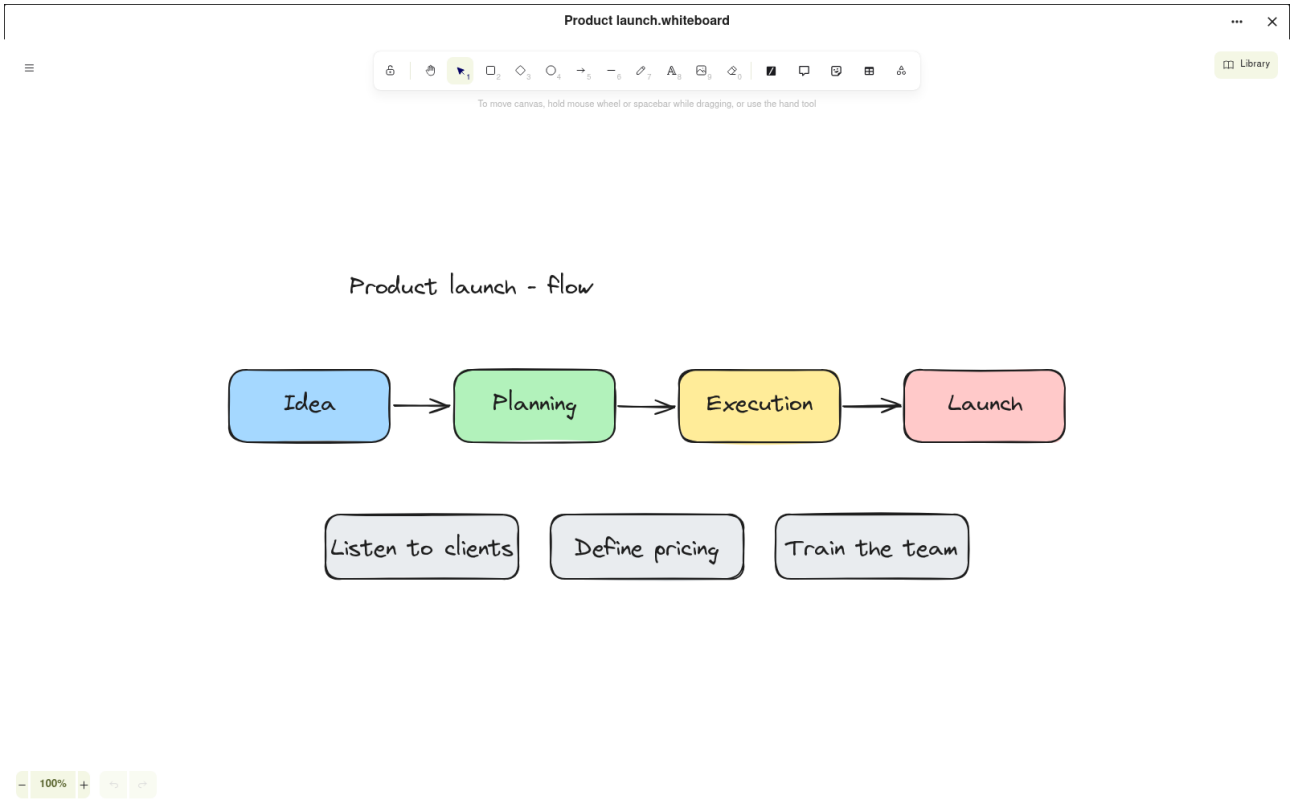


Figure 22: Whiteboard.

The whiteboard is an endless sheet for drawing flows, mind maps, and ideas, alone or with the team at the same time.

1. Create one under **New → New whiteboard** (or in the apps menu, under **More**) and give it a name.
2. Use the toolbar at the top: shapes, arrows, lines, text, freehand drawing, and images.
3. Share the board like any file, with colleagues or with a company group. Whoever has it open sees the others drawing live.

The board is saved as a `.whiteboard` file in the folder where it was created.

11. Chat

Talk is the team chat: one-on-one and group conversations, with files, mentions, and calls. Open it from the speech bubble icon in webmail or from **Talk** in the apps menu.

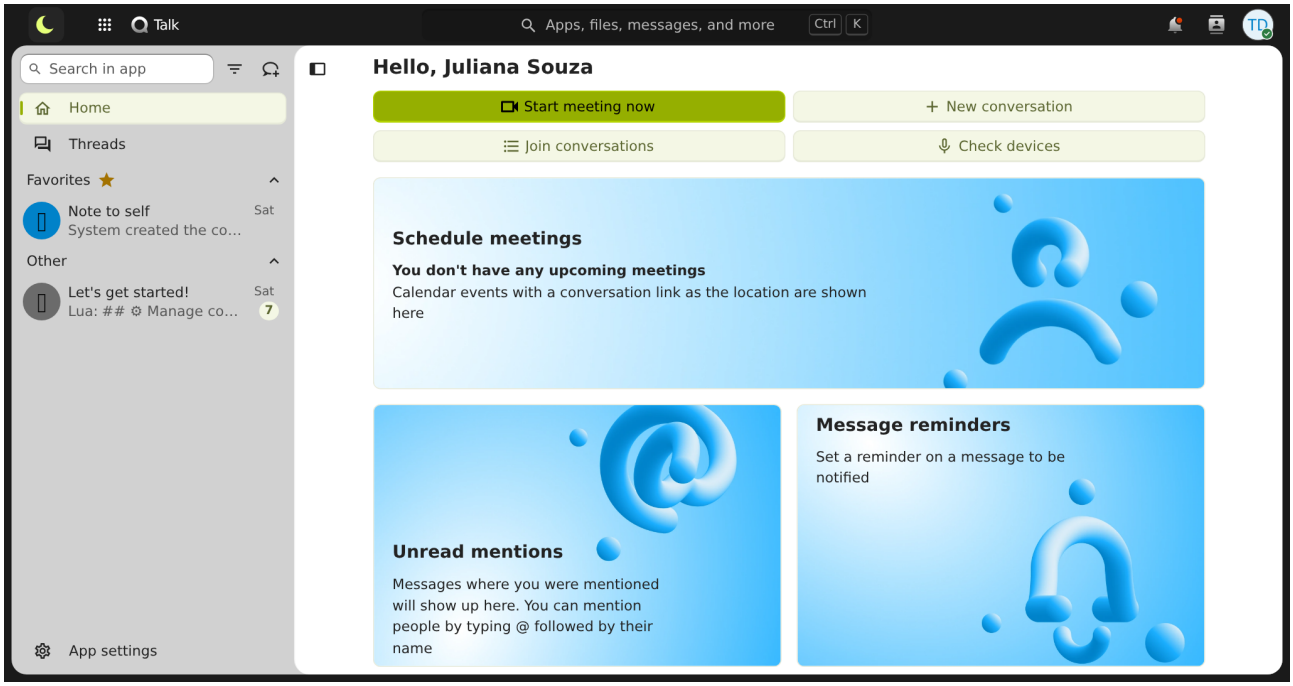


Figure 23: Talk home page.

On the **Home page** are the shortcuts (**Start meeting now**, **New conversation**, **Join conversation**, **Check devices**), the upcoming meetings from your calendar, the messages where you were mentioned, and reminders.

Chatting with a colleague

In the **Search in the app** field, on the left, type the colleague's name and click it. The one-on-one conversation opens right away.

Creating a group

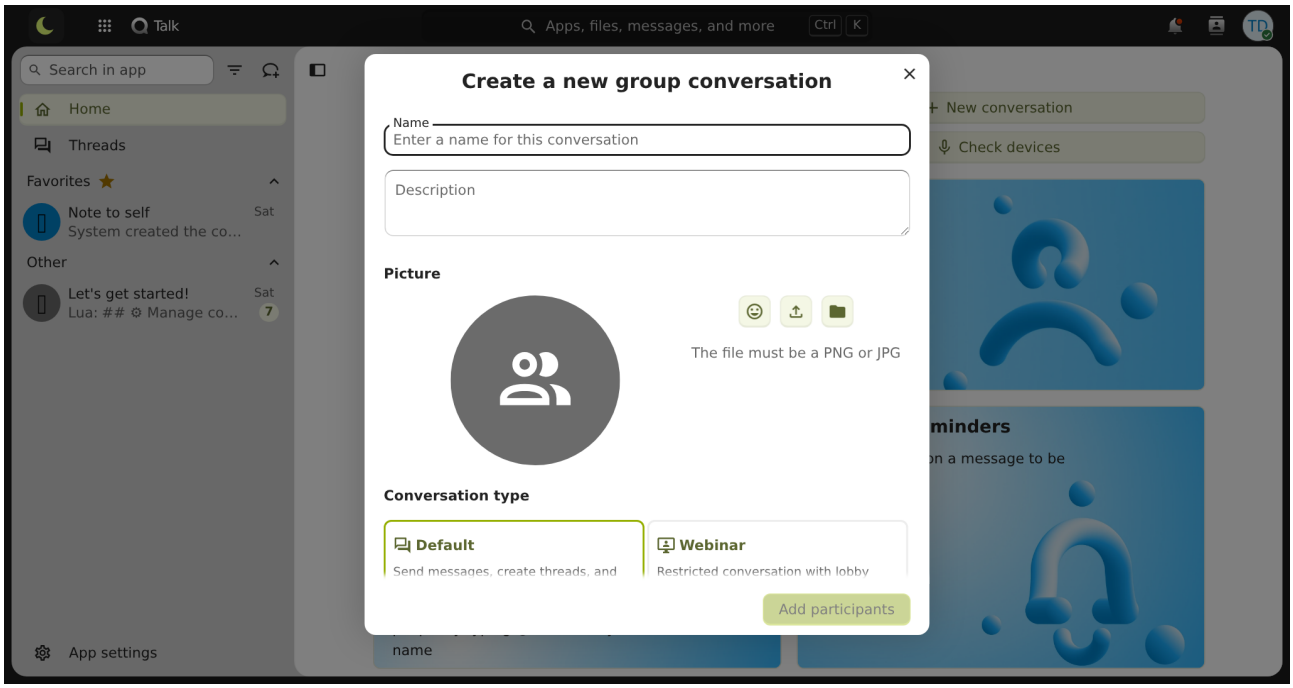


Figure 24: New group conversation.

1. Click **New conversation**.
2. Give it a name (for example "Sales Team"), a description, and, if you want, an image.
3. Choose the type. **Standard** works for almost everything. **Webinar** and **Presentation** are for events with an audience. **Confidential conversation** closes access from outside and recordings.
4. Click **Add participants** and choose your colleagues. For the whole team, type the name of a company group: whoever joins the group later joins the conversation automatically.

Messages

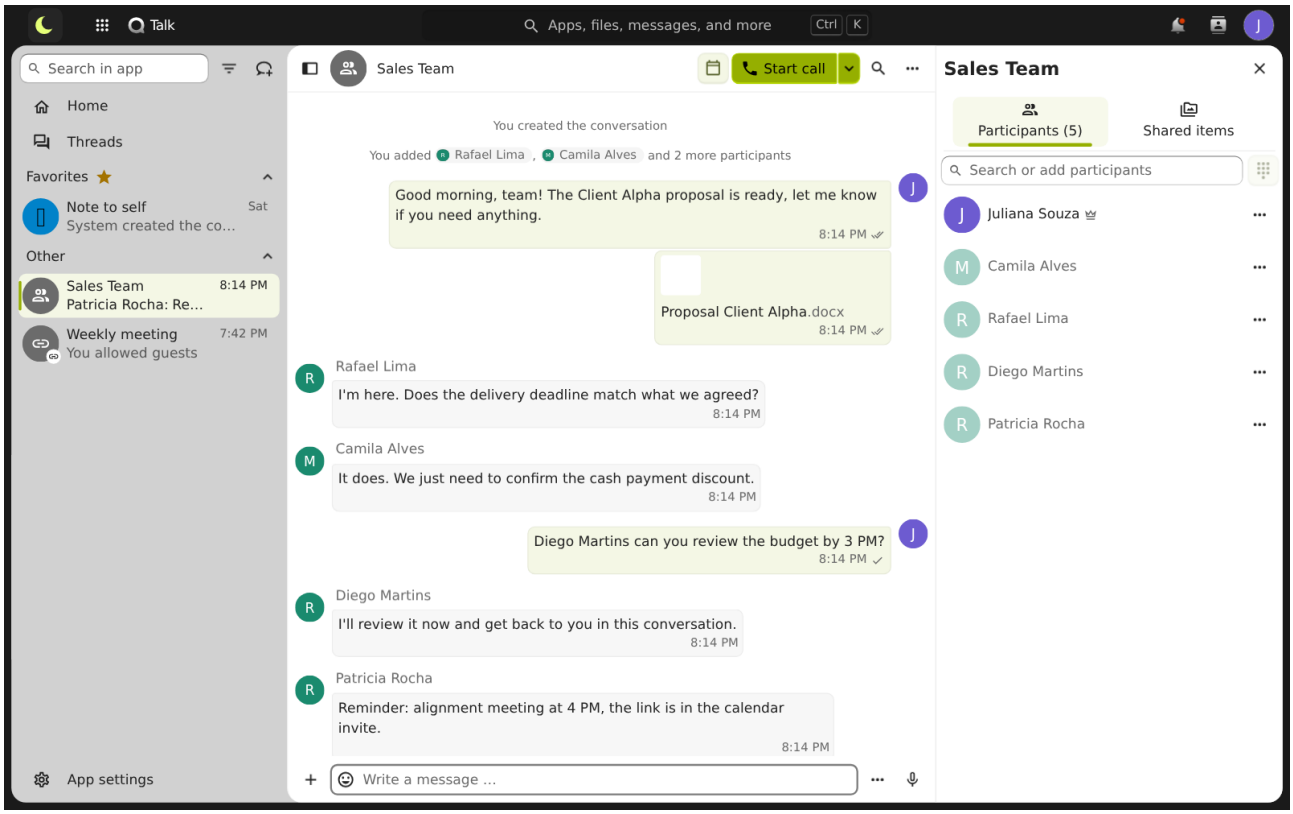


Figure 25: Group conversation.

- **Send a file:** click the **+** next to the message box and choose from your computer or from Drive. You can also drag the file into the conversation.
- **Mention:** type @ and the name. The person gets a notice, even with the conversation muted.
- **Reply, react, edit:** hover over the message and use the buttons that appear.
- **Reminder:** in the message menu, **Set reminder** notifies you later.
- **Note to self:** a conversation only for you, to keep links and quick reminders.

In the **three dots** of each conversation, in the list on the left, you can mark it as a favorite, mute notifications, or leave the conversation.

12. Calls and meetings

Starting a call

1 Open the conversation and click **Start call**. For a quick meeting, use **Start meeting now** on the home page.

2 In the **Check devices** window, choose microphone, camera, and speaker. Under **Backgrounds** you can blur or change the background.

3 Check **Give consent to the recording of this call** (see below) and click **Start call**.

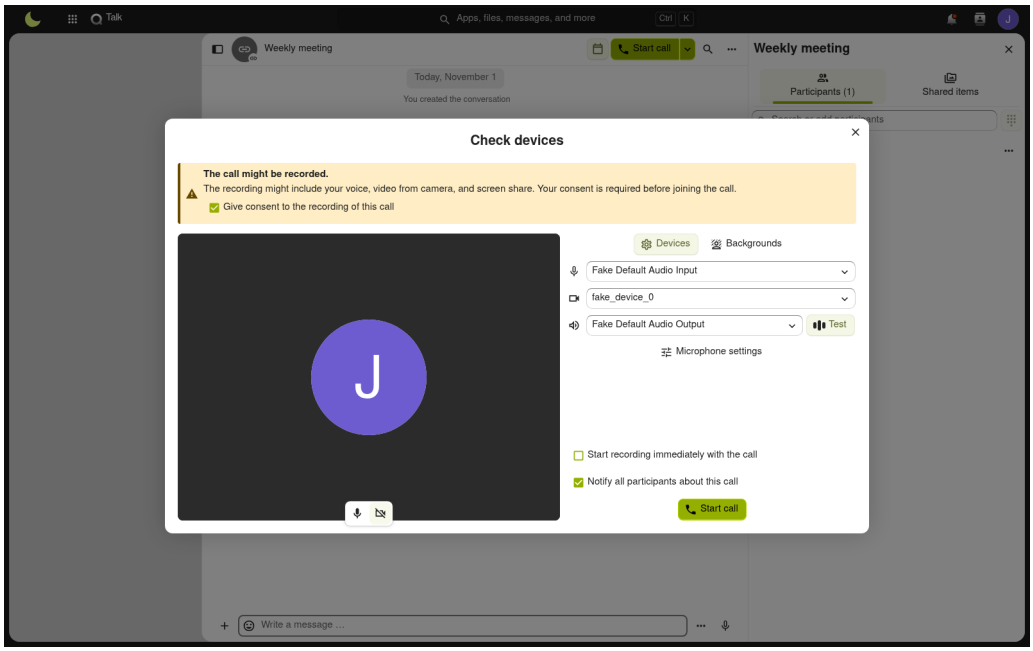


Figure 26: Check devices.

Why does the consent appear on every call? A call can be recorded, and voice and image are personal data. That is why every participant, including people from outside, confirms before joining. The notice appears even when nobody is going to record.

During the call

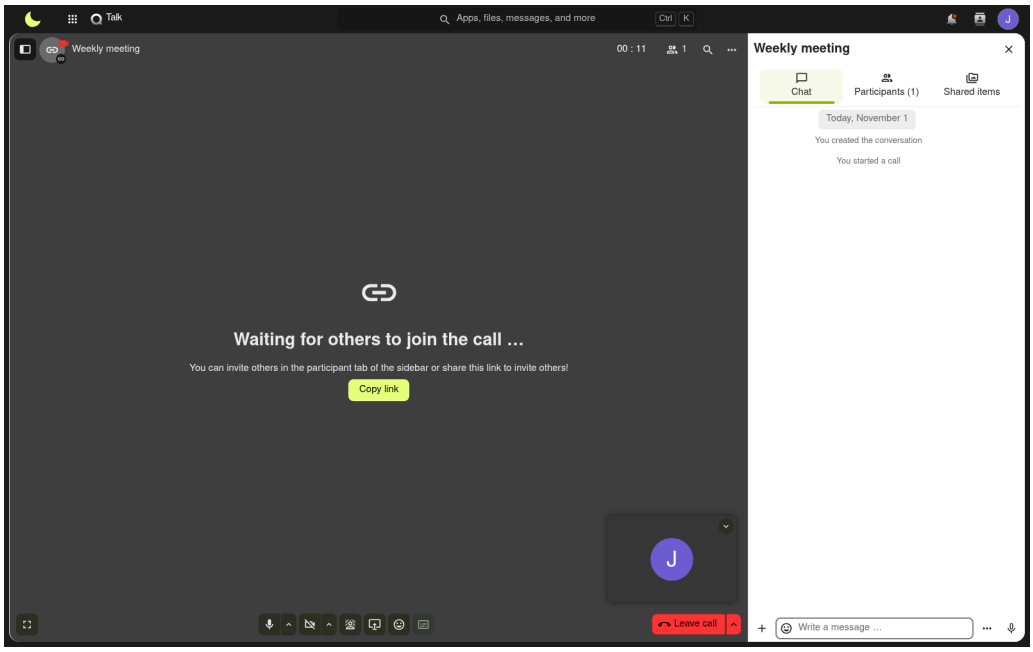


Figure 27: Meeting in progress.

- **Microphone and camera:** the buttons in the bottom bar turn them on and off.
- **Share your screen:** shows the whole screen, a window, or a browser tab.
- **Raise hand and reactions:** to ask for the floor without interrupting.
- **Chat and participants:** in the right-hand panel, without leaving the call.
- **Record:** the moderator starts recording from the call menu. When it ends, the file goes to the recorder's Drive, in the **Talk** folder, and a notification arrives. If everyone leaves and the recording stays on, it stops on its own within a few minutes.

Meeting with people from outside

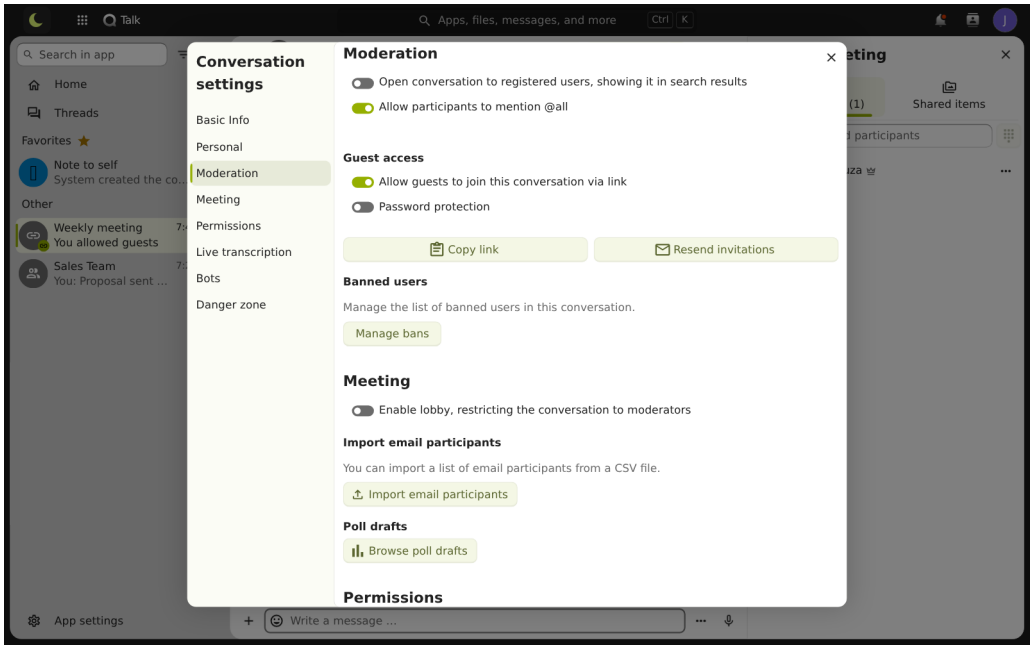


Figure 28: Conversation settings.

1 In the conversation, open the **three dots** at the top and click **Conversation settings**.

2 Under **Moderation**, turn on **Allow guests to join this conversation via a link**. If you want, also turn on **Password protection**.

3 Click **Copy link** and send it to the guest. They open it in the browser, type their name, and join, without creating an account or installing anything.

Under **Meeting**, in the same settings, the **lobby** holds whoever arrives until a moderator lets them in.

Who the moderators are: in meetings scheduled through the webmail calendar, every user in the same domain as the organizer joins as a moderator and can admit guests, even those invited later. In a conversation created directly in Talk, the moderators are whoever created it and whoever they promote.

Scheduling from the webmail calendar

The most practical way to schedule a meeting is from the webmail calendar: when you create the event, turn on **Online meeting** and the room link goes into the event and the invitation (webmail manual). These rooms start with a lobby: company colleagues join directly, as moderators, and outside guests wait until you or a colleague admits them. The meeting also appears under **Schedule meetings**, on the Talk home page.

13. Tasks

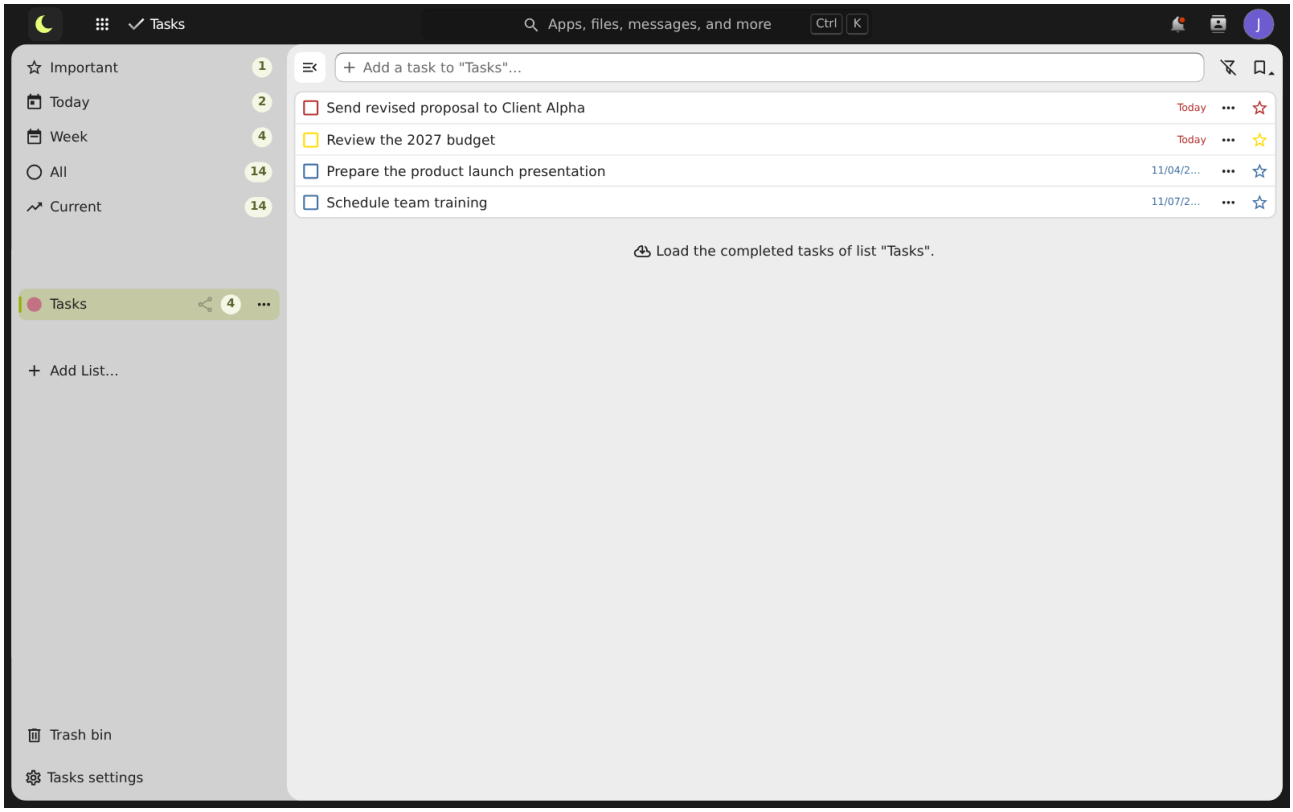


Figure 29: The Tasks app.

The **Tasks** app keeps your to-do lists, with due dates and priority. A list called **Tasks** is already created.

- **New task:** write in **Add a task to "Tasks"...** and press Enter.
- **Details:** click the task to set due date, start, priority, percent complete, notes, and subtasks.
- **Complete:** check the box. Completed tasks are kept at the bottom of the list.
- **More lists:** under **Add list...**, in the navigation, create one per topic ("Personal", "Project X").
- **Ready-made views: Today**, **Week**, and **All** gather the tasks from all lists.

Deck cards with a due date also appear here, in a list named after the board.

Task reminder

In the task details, set a reminder (for example, 10 minutes before the due time). When the time comes, the **Reminder: ...** notice arrives in the bell, with the due time and the list, and webmail opens the reminder window with **Complete** and **Snooze** (webmail manual). If the task is completed or deleted, the notice leaves the bell on its own.

Subtasks and percent complete

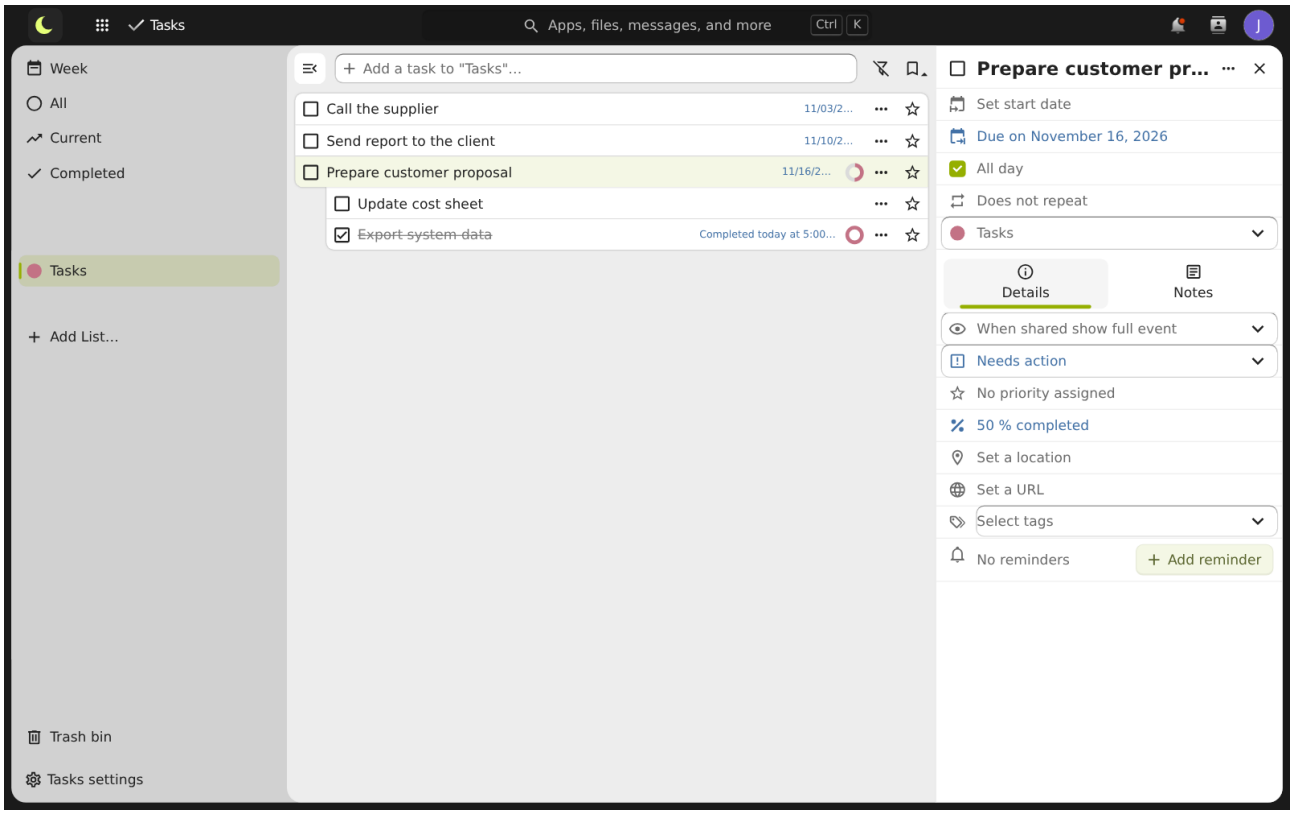


Figure 30: One of two subtasks completed: the main task shows 50%.

Split a larger job into parts: open the task, click the task's **three dots** (...), and choose the option to add a subtask. Subtasks appear below the main task.

- The main task's **percent complete** follows its subtasks: with one of two completed, it shows **50%**, and the circle next to the due date fills in the same proportion.
- A subtask with its own percentage (for example, 30%) counts with that value.
- The main task is **not completed on its own**: when everything is done, it reaches 100%, and you check the box when you want.
- The calculation is done on the server, so it applies to tasks changed here, in webmail, or on your phone.

Tasks in webmail

The same tasks appear in webmail: in the calendar, in a panel on the left (with overdue ones in red), and on the email screen, in the **Today's tasks** box. You can create and complete them there too, and even create a task by clicking an empty time slot in the calendar, already with date and time (webmail manual).

14. Kanban boards (Deck)

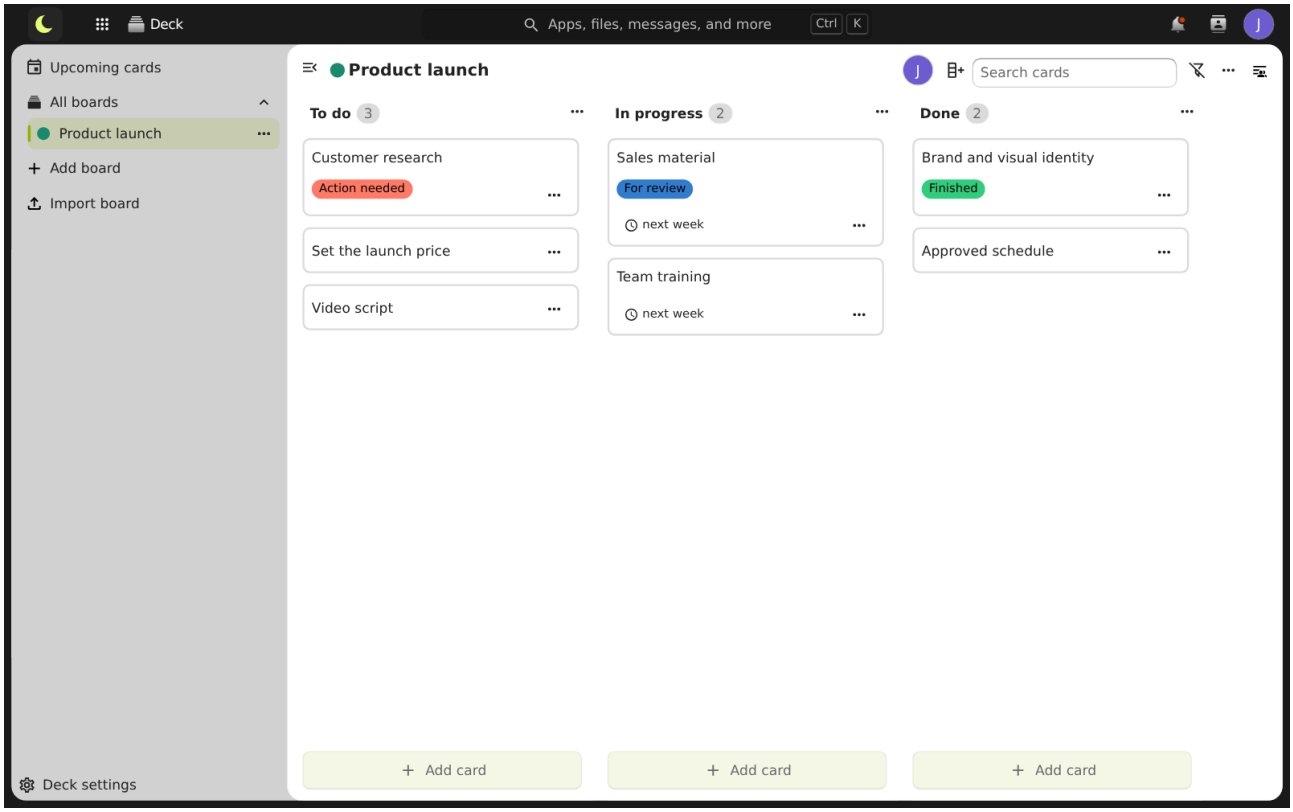


Figure 31: A Deck board.

Deck organizes projects into lists and cards, Kanban style: each card is a task that moves from left to right until it is done.

1. In **Deck**, click **Add board**, give it a name, and choose a color.
2. Create the lists (for example **To do**, **In progress**, **Done**).
3. In each list, click **+** to create a card.
4. **Drag** the card from one list to another as the work advances.

Card details

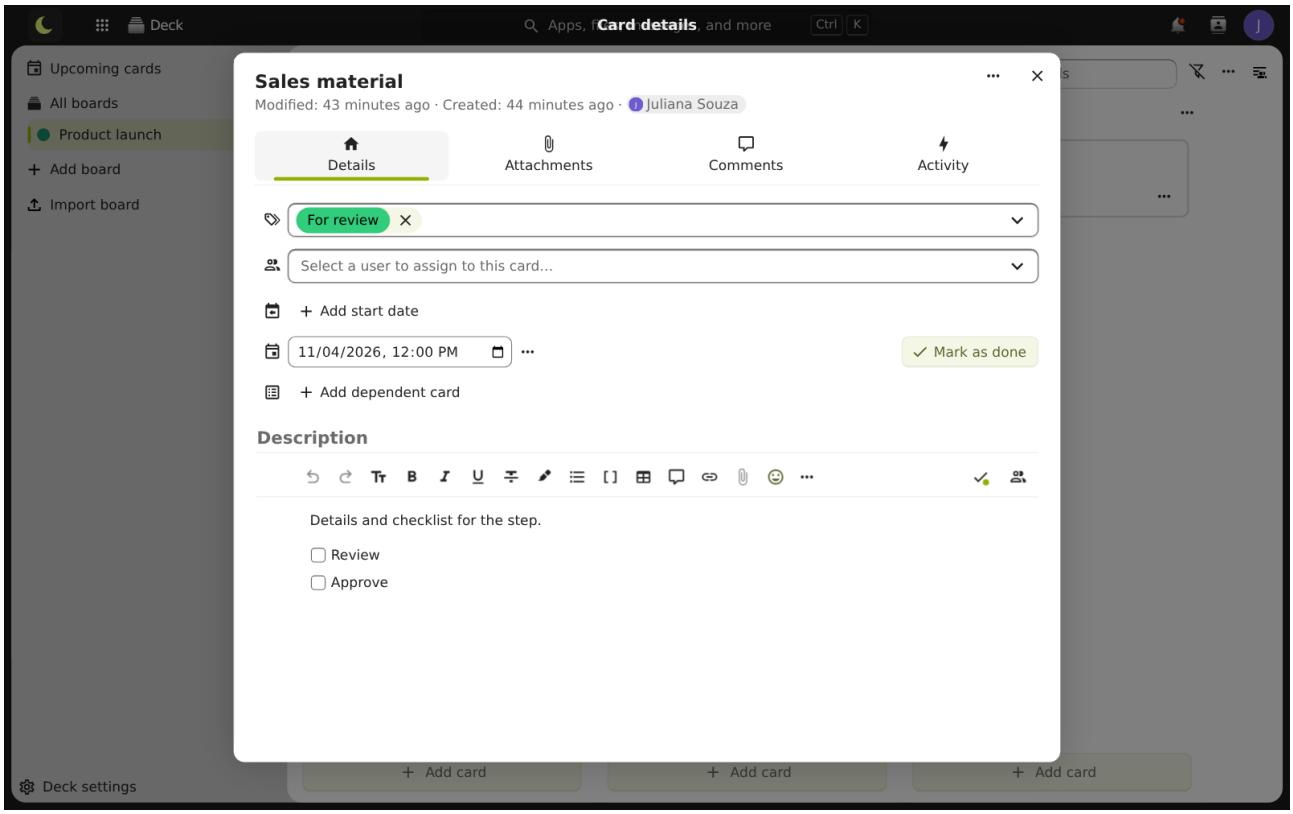


Figure 32: Card details.

Click the card to open the details: **tags**, **assignees**, start and due **dates**, **description** (with checklists), **attachments**, **comments** (with @ to call someone), and the **activity** history. **Mark as done** closes the card.

Sharing the board

On the board, open the sidebar (icon in the upper right corner) and add colleagues or a company group under **Sharing**, choosing whether they can edit, share, or manage. Under **Upcoming cards**, in the navigation, you see everything due in the coming days, from all boards.

15. Notes

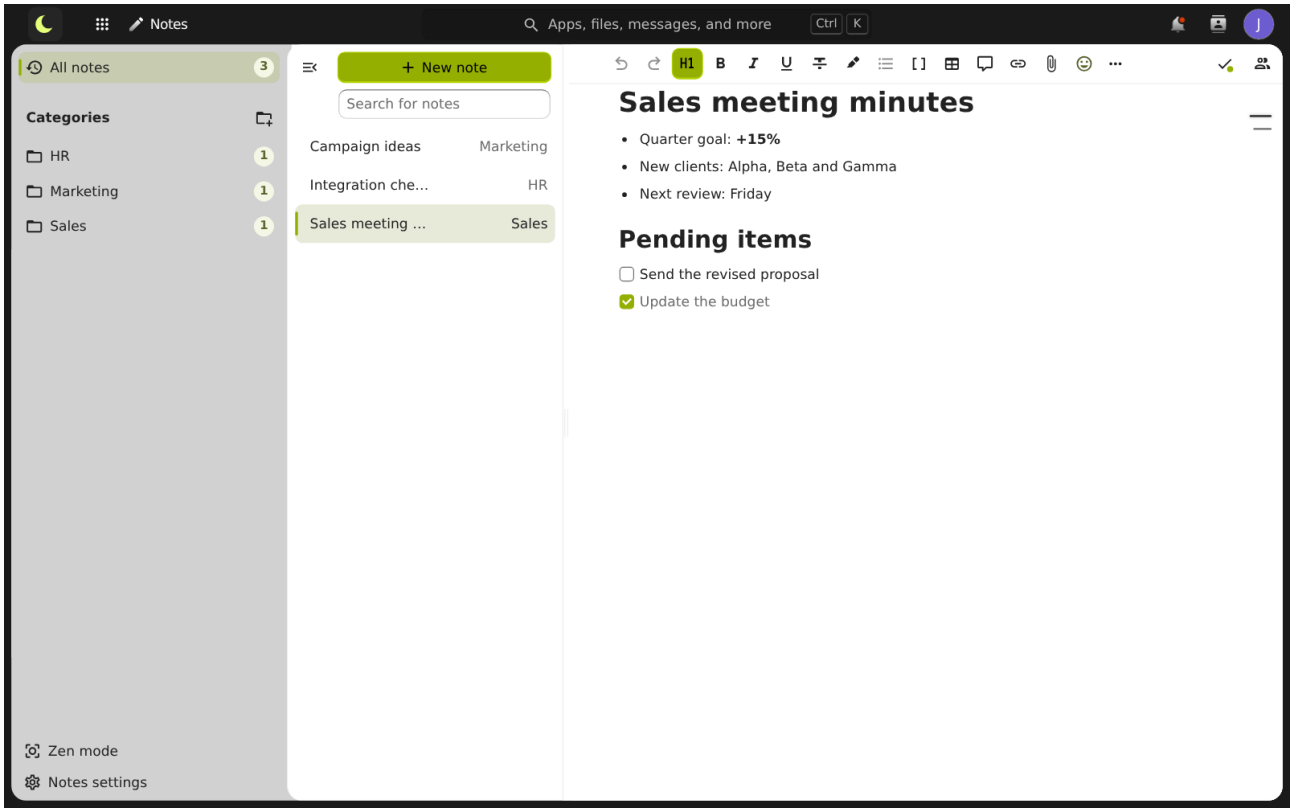


Figure 33: Notes.

The **Notes** app is for quick notes: meeting minutes, ideas, lists, outlines.

- **New note** opens a blank note. The first line becomes the title.
- The note saves on its own as you write.
- Use the formatting bar for headings, bold, lists, and checkboxes ("- [ ] item").
- Organize into **categories** (Sales, HR...) and mark the most used as **favorites**.

Notes are stored as files in the **Notes** folder of your Drive and count toward the plan's space.

16. Dashboard, Photos, and Activity

- **Dashboard:** the summary page, with recent activity and favorite files. Under **Customize** you choose which widgets appear.
- **Photos:** all the images and videos in Drive, in date order. Create **albums** and watch the slideshow.
- **Activity:** the history of what happened. Who created, changed, shared, or deleted each file, and Deck cards. The filters on the left separate by type.

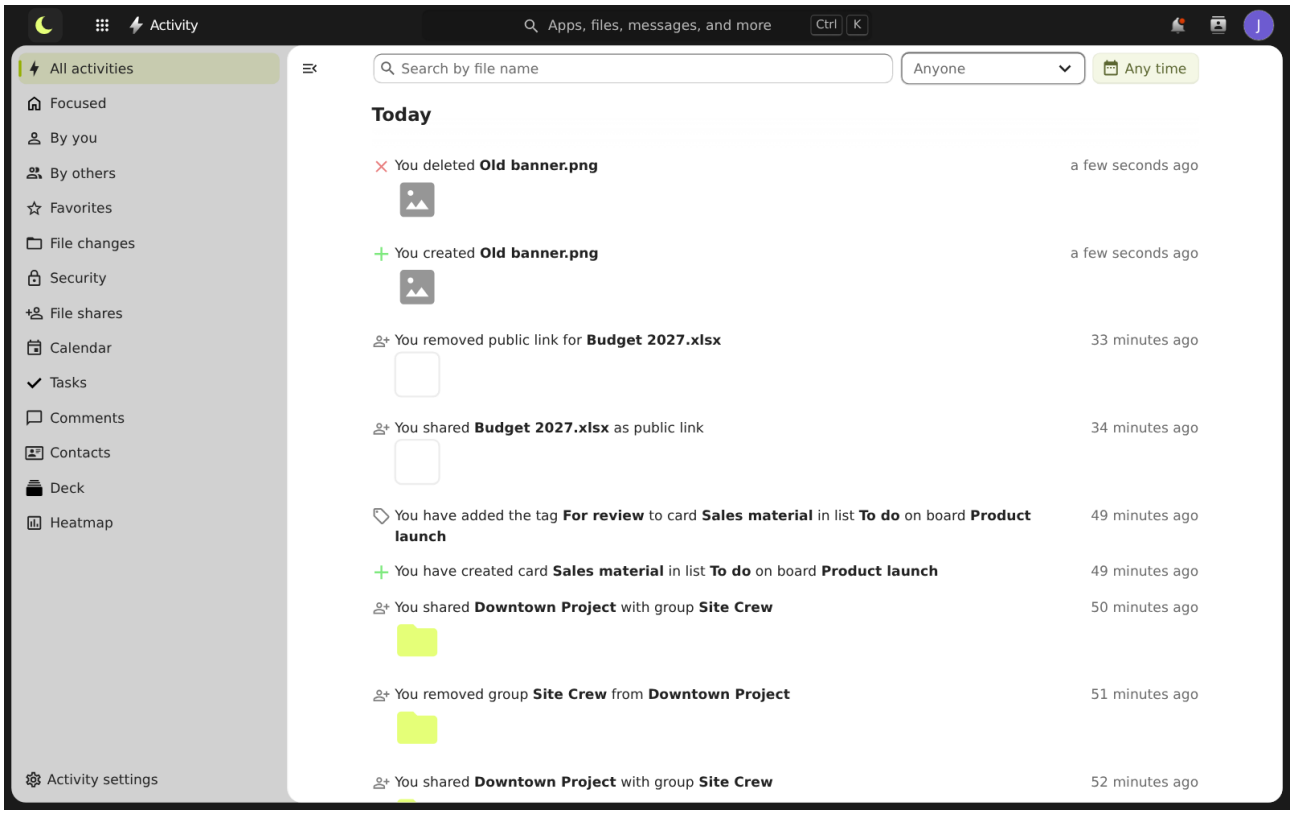


Figure 34: Activity.

17. Plan space

Your plan's space is shared between email and files. A 10 GB mailbox, for example, can have 6 GB of emails and 4 GB of files.

Where to see it

- **In Drive:** in the lower left corner, "X of Y used", and just below it how much is email and how much is drive.
- **In webmail:** in the space indicator, which adds up both.

The email reserve

Part of the space is always kept for email: 10% of the plan, with a minimum of 1 GB. Files can use the rest, but not this reserve. That way, even with Drive full, your emails keep arriving. That is why Drive can refuse an upload even when the plan's total shows free space.

Nearly full space notice

When emails and files go over **90%** of the plan, a notice arrives in the bell: **Your space is almost full**, with how much is in use and what to do. It is replaced at **95%** and when the space runs out (at which point new emails may not arrive), and it disappears on its own when usage drops below 90% again. Webmail shows a similar notice at the top of the message list (webmail manual).

Freeing up space

- Delete large files you no longer use (in the list view, the size of each one is shown).
- The trash and old versions do **not** count toward the space.
- In webmail, empty the Trash and delete emails with large attachments.
- If the space is not enough for the team, the administrators can move the mailbox to a larger plan.

18. Personal settings

Click your photo, in the upper right corner, then **Settings**:

Section	What you can adjust
Profile and contact	Photo, phone, job title, and what colleagues see on your profile. The photo is the same as in webmail (see below).
Language and locale	The language of the Colabora screen and the format of dates, times, and numbers. The default is Brazilian Portuguese.
Security	The devices and browsers connected to your account, with the option to end each one (chapter 2).
Notifications	Which notices arrive by email or in the browser, and how often email reminders arrive.
Appearance and accessibility	Light, dark, or high contrast theme, and a dyslexia-friendly font.
Sharing	Accept shares automatically and the folder where they appear.
Availability	Your working hours and **Out of office** (vacation), with a colleague as substitute.

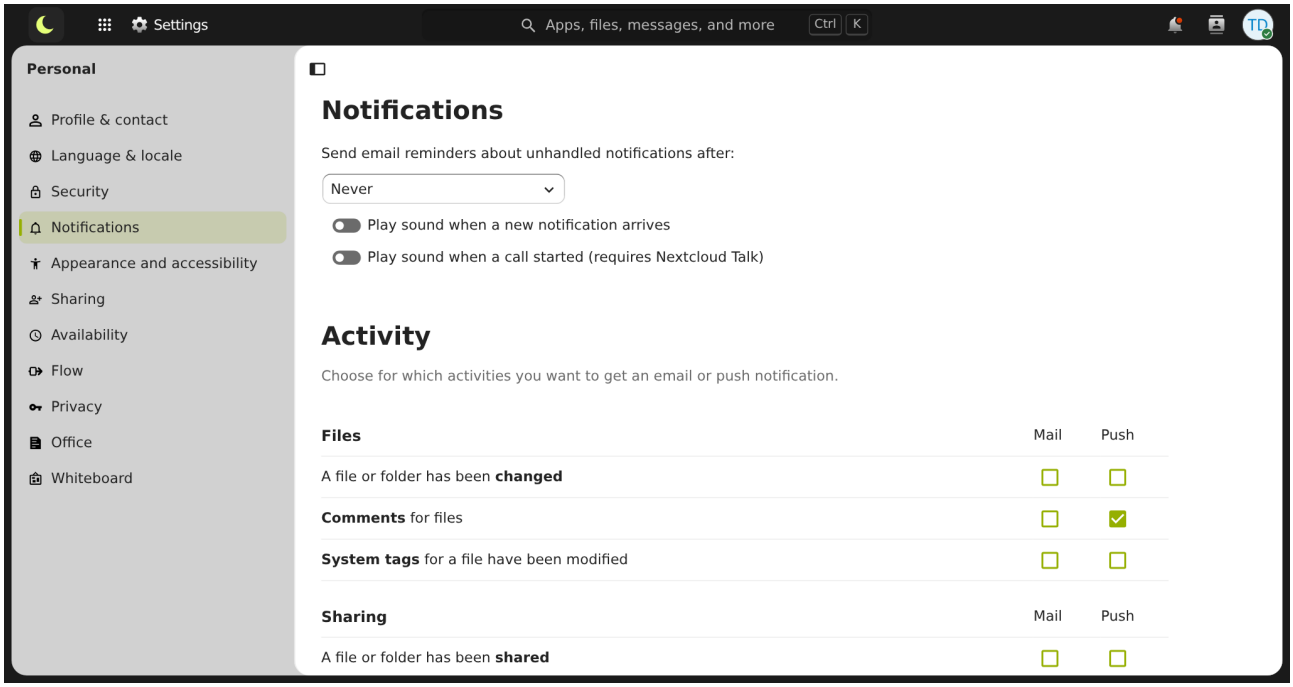


Figure 35: Notifications.

The profile photo

Your photo is a single one for Colabora and webmail. If you change or remove it here, it changes in webmail and in email apps' contacts too. A photo changed in webmail appears in Colabora the next time you sign in.

Who sees the photo: only people in your domain. To hide it from everyone, use the **Only me** option in webmail, under **Settings → Preferences → Profile photo** (webmail manual). People outside the platform never see the photo.

Status

On your photo, **Set status** shows colleagues whether you are **Online**, **Away**, or on **Do not disturb** (which mutes notifications), with an optional message, such as "In a meeting until 3 PM".

19. On your phone

- Open `https://colabora.lua.email` (or your company's address) in your phone's browser and sign in with your email and password. The screens adjust to the small display.
- For a shortcut, use **Add to Home screen** in the browser menu. Drive then opens like an app and can show notifications.
- Meetings work in the phone browser: open the meeting link, allow camera and microphone, and join.

20. Common problems

What happens	What to do
The Drive or Chat icon does not appear in webmail	The feature is not active for your mailbox. Talk to whoever administers your company's email.
The password does not work in Drive	Use your full email address and your email password. If you changed the password recently, use the new one. Many wrong attempts slow sign-in down for a few minutes.
I cannot find a colleague to share with	Only people in your domain with Colabora active appear. For someone outside, use a public link (chapter 7).
The link no longer works	It expired (30 days at most), reached the download limit, or was unshared. Create another or change the date under **Customize link**.
The customer says the link password is wrong	Check that you sent the **link** password, not your email one. Change it under **Customize link → Replace current password**.
The file upload stopped or was rejected	Check the free space (chapter 17). If an antivirus notice appears, the file has a threat and cannot be stored.
Someone changed a file by mistake	Restore the previous version (chapter 5).
I deleted a folder	It is in **Deleted files** for up to 30 days (chapter 5).
The camera or microphone does not work in the call	Allow access with the padlock icon in the browser's address bar and check the devices in **Check devices**. Close other programs that use the camera.
The button to join the call is grayed out	Check **Give consent to the recording of this call**.
The outside guest cannot join	Check that **Allow guests to join** is on and whether the lobby is holding the person: a moderator admits them from the participants list. In meetings scheduled through the webmail calendar, any colleague in the same domain can admit them.
The document opens read-only	You have view-only permission, or someone else locked the file. Ask for edit access or for it to be unlocked.

21. Where everything is

I want to...	Where
Sign in	Drive icon in webmail, or `colabora.lua.email` with your email and email password
Change the password	In webmail: **Settings → Password**
Sign out of everything	Your photo → **Sign out**
Upload files	**New → Upload files**, or drag onto the list
Create a document, spreadsheet, or presentation	Apps menu (bottom row) or **New**
Share with a colleague	Three dots → **Sharing options → Internal shares**
Link for people outside	Three dots → **Sharing options → Create public link**
Link password and expiration	Link's three dots → **Customize link**
Receiving files from outside	**New → Create file request**
Recover a deleted file	**Deleted files** (navigation, bottom)
Previous version	Three dots → **Details → Versions**
See the space used	Lower left corner of Files
Conversation or group	**Talk → New conversation**
Meeting with an outside guest	Conversation → three dots → **Conversation settings → Moderation**
Schedule a meeting	Webmail calendar → event → **Online meeting**
New task	**Tasks**, or the tasks panel in the webmail calendar
New project board	**Deck → Add board**
New note	**Notes → New note**
Dark theme, notifications, vacation	Your photo → **Settings**

Still need help?

Contact support. A person on Lua support answers, based in Brazil, in Portuguese.

Talk to support: WhatsApp (47) 99965-9121 **Write to us**: suporte@lua.email **Other ways to get help**: Support page

To speed things up, tell us what you were doing, the name of the file or conversation, and, if you can, send a screenshot.