USER AND SETUP MANUAL

lua Webmail

Read, send, organize and set up your email account

In this guide you will learn to:

- Sign in securely and protect your account with two-step verification
- Read, write, reply and forward messages with attachments
- Find any email with search
- Organize your mailbox with folders and automatic filters
- Share folders and the account with your team
- Use the calendar, contacts and newsletter management
- Set up your account in Outlook, on your phone and in Thunderbird
- Sync contacts and calendar with CardDAV and CalDAV
- Solve common problems on your own

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Contents

1. Before you start . . . 3
2. Signing in and out of the webmail . . . 4
3. Two-step verification (2FA) . . . 9
4. Getting to know the main screen . . . 13
5. Reading and handling messages . . . 18
6. Writing and sending messages . . . 27
7. Replying and forwarding . . . 36
8. Searching messages . . . 37
9. Organizing with folders . . . 42
10. Sharing folders and the account . . . 44
11. Automatic filters . . . 48
12. Conversations, categories and newsletters . . . 51
13. Out of office and forwarding . . . 56
14. Identities and signature . . . 57
15. Contacts . . . 61
16. Calendar and events . . . 64
17. Setting up email in other programs . . . 85
18. Syncing contacts and calendar (CardDAV and CalDAV) . . . 94
19. Settings and preferences . . . 100
20. Common problems and solutions . . . 104
21. Quick reference . . . 107
22. lua Colabora in the webmail . . . 109
23. Exchange account on your phone (ActiveSync) . . . 117
24. Domain settings (DNS) . . . 129
Glossary . . . 132
Still need help? . . . 133

1. Before you start

Lua webmail is used right in the browser, with nothing to install on your computer. With it you reach your mailbox from anywhere with internet, and you can also set up the account in Outlook, Thunderbird and on your phone.

What you need

- The **webmail address**: `https://webmail.lua.email/`. If your company subscribed to webmail with its own branding, the address may be different, such as `webmail.yourcompany.com`. Save it in your browser bookmarks.
- Your **full email address** and your **password**.
- An up-to-date browser: Chrome, Edge, Firefox or Safari. It also works on phones and tablets.

How to use this manual

The chapters follow the order of everyday use: first signing in and getting to know the screen, then reading, writing and searching messages, and finally organizing and customizing. If you are in a hurry, go straight to **Common problems** (chapter 20) or to the **Quick reference** (chapter 21).

Button and menu names appear in **bold**, and menu paths use arrows, like **Settings → Preferences**. Text you should type appears like this: `assunto:contrato`.

Note: some features (for example, **Filters** and **Auto-reply**) only appear if they are enabled for your account. If you can't find a menu mentioned here, talk to your company's support.

Where to find more help

Webmail is at **webmail.lua.email**. Account information and technical details of the domain (DNS records, for example) are in the Lua panel, at painel.lua.email. For questions specific to your account, contact your company's support or Lua support.

About the figures: the screens in this manual are real webmail captures in the **Lua+** theme, with fictional names and data. In the **Outlook+** theme and the other themes (chapter 19) the colors and the position of some buttons change, but the names are the same. The **numbers** in the figures mark the points explained in the text.

2. Signing in and out of the webmail

How to sign in

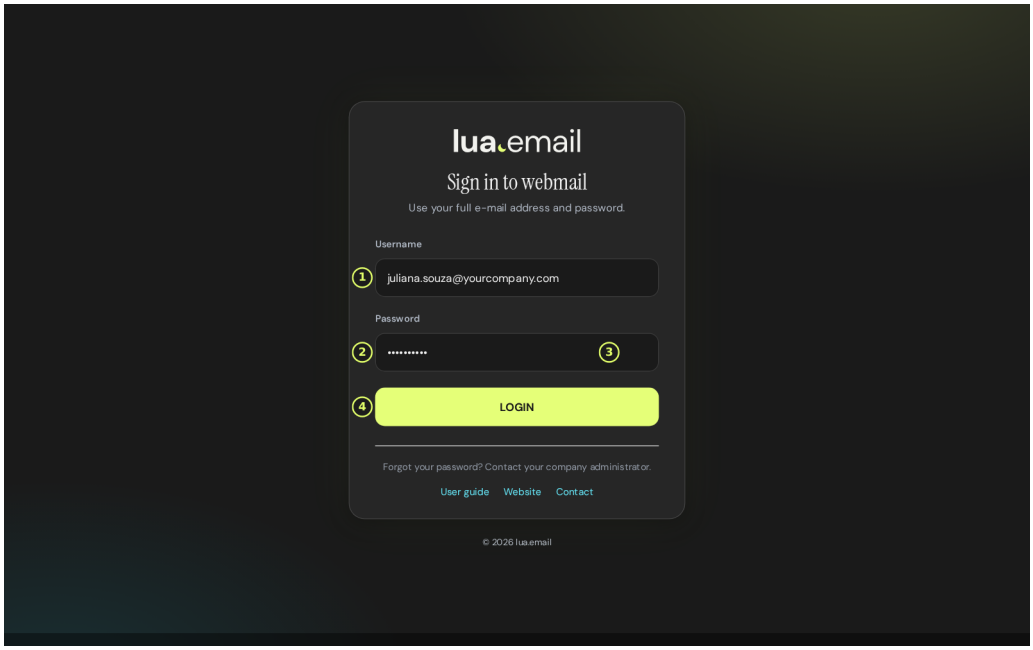


Figure 1: Sign-in screen.

1. Open your browser and go to `https://webmail.lua.email/` (or your company's address).
2. In the **Username** field **(1)**, type your full email address, for example `maria@yourcompany.com`.
3. In the **Password** field **(2)**, type your password. The eye button **(3)** shows what you typed.
4. Click **Sign in (4)**.

Below are the links **User guide**, **Website** and **Contact**. Forgot your password? See how to create a new one: whoever manages your company's email creates the new password in the admin panel.

How to sign out safely

Click **Sign out** in the sidebar (usually the last icon). Just closing the browser tab may leave your session open for a while.

> **Important:** on shared or public computers, always click **Sign out** when you finish, and don't let the browser save your password.

Security tips

- Before typing your password, check that the address in the browser bar is exactly **webmail.lua.email** and starts with **https://**. Fake pages imitate the sign-in screen.
- Never share your password by email, phone or message. Legitimate support never asks for your password.
- Be wary of urgent messages asking you to click links, confirm data or download files.
- Hover over a link, without clicking, to see the real address before opening it.
- If you're unsure about a suspicious message, don't reply and contact support.

Checking your last access

The webmail tells you when and from where your account was last accessed. Depending on the theme, this information appears on the home screen or in **Settings**. If you see an access you don't recognize, change your password and let support know.

Change the password

Scam alert: lua.email never asks for your password or your two-step verification code. If someone asks, it is a scam: do not share it and contact support.

1. Click **Settings** in the sidebar and then **Password**.
2. Type your current password and the new password twice.
3. Click **Save**. The next time you sign in, use the new password (including on your phone).

Prefer long passwords, such as a phrase with numbers and symbols, and don't reuse passwords from other sites.

When your company's password expires

Some companies require the webmail password to be changed from time to time (every 30, 60, 90, 180 or 360 days). If yours has this rule, you get a warning beforehand:

- **During the 7 days before it expires**, a daily notification says "Your webmail password expires in N days" (or "expires today"). It appears in the webmail notifications and in the Colabora notification center. If your mailbox doesn't use Colabora, the notice appears as a banner in the message list.
- **The notice has no link or button** and doesn't arrive by email, on purpose: messages like that are the most copied scam template. Sign in to the webmail as usual and change your password in **Settings → Password**. Once you change it, the notice goes away.

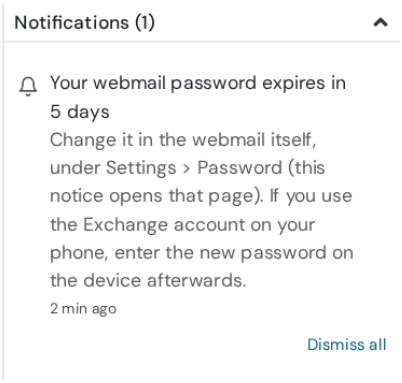


Figure 2: The password expiring notice, in the notifications (real screen, fictitious data).

If the password expires, the webmail and Colabora on the web open only the new password screen until you set one. Type your current password and the new one twice, then save. If you use the Exchange account on your phone, you need to type the new password on the device: while the password is expired, the phone stops syncing, without deleting anything. The password for programs (Outlook, IMAP, POP and SMTP) doesn't expire.

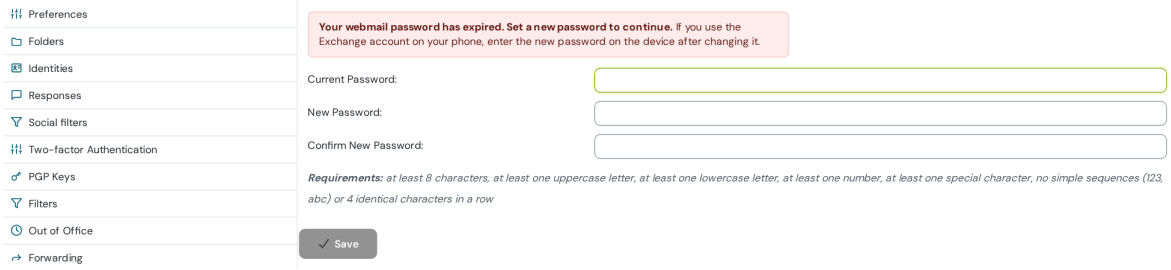


Figure 3: The change screen when the password has expired (real screen, fictitious data).

Protecting your account with a second step

A password alone may not be enough: it leaks through phishing scams and break-ins at other sites. That's why the webmail offers **two-step verification**, which asks for a code in addition to your password. Chapter 3 explains what it is and how to turn it on.

Sharing passwords securely

Don't send passwords by email or WhatsApp. Those messages stay stored in the conversation and in backups, can be forwarded to other people and show up in the recipient's preview.

To give a password to a customer or a colleague, use the lua.email **Password Pusher**, at **pwpush.lua.email**. It creates a link that expires and deletes itself. You don't need an account to create the link, and it works for any sensitive information, not just email passwords.

1. Open `https://pwpush.lua.email` in your browser.
2. Paste the password in the text field. If you don't have one yet, click **Generate password**.
3. Choose the expiration. The default is 3 days or 3 views, whichever comes first. You can choose up to 30 days and 20 views.
4. If you like, fill in the **Passphrase**. The recipient will need to enter it to see the password.
5. Click **Push it!**
6. Copy the link and send it to the person.

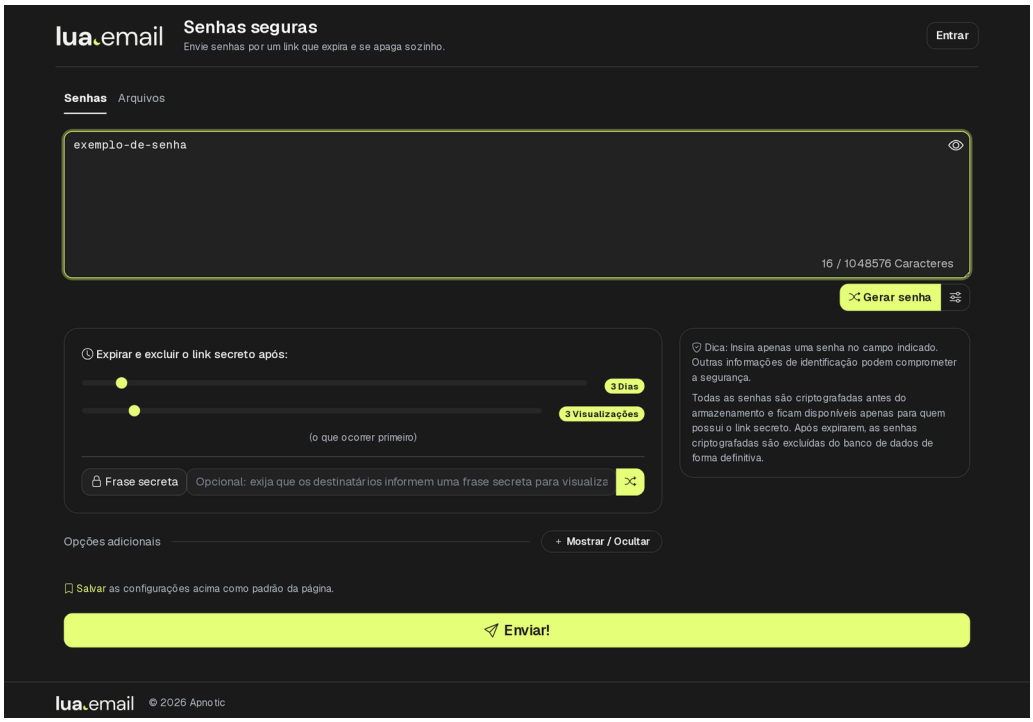


Figure 4: Screen for creating the link (real screen, fictitious data).

Finally, send the link. The password doesn't travel with it: the content is stored encrypted on the service and shown only to whoever opens the link.

What the recipient sees

Whoever opens the link sees a page with the **Click here to proceed** button. Only after that click does the password appear, and it stays blurred until the person clicks to reveal it. This step exists so that bots that open links to generate previews, in emails and on WhatsApp, don't use up the view.

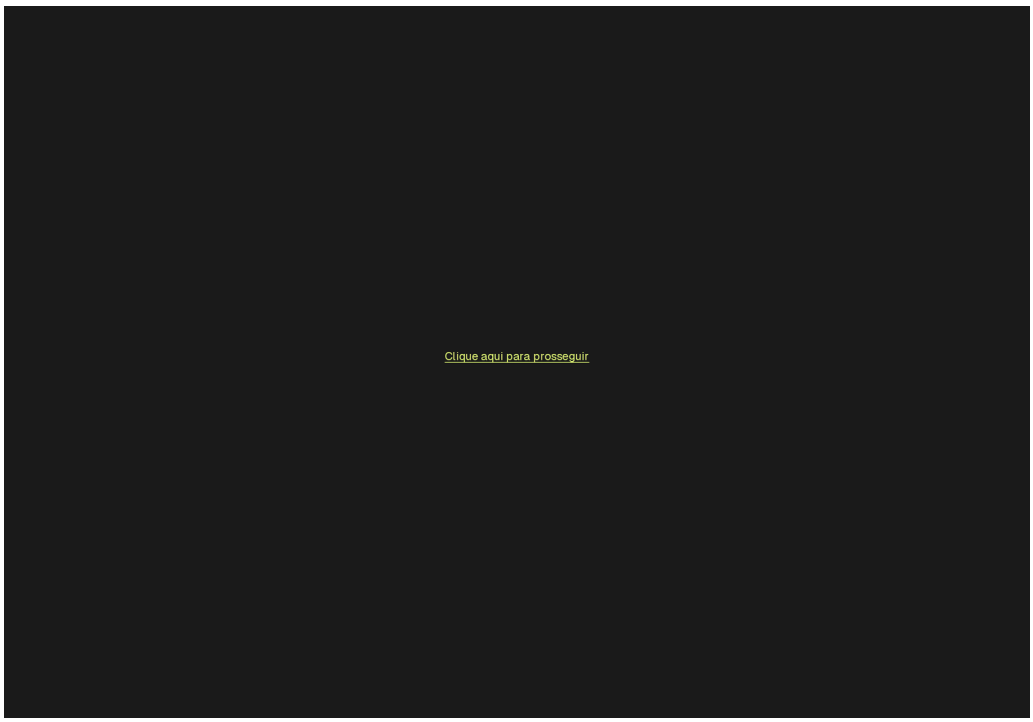


Figure 5: The link page before the password is shown (real screen, fictitious data).

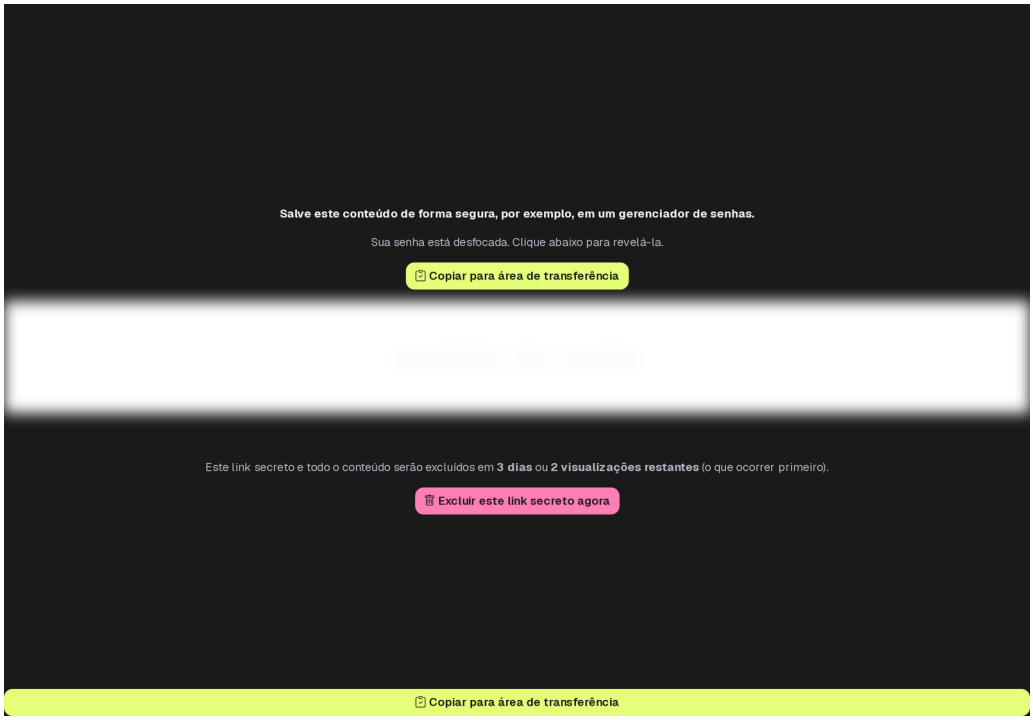


Figure 6: Blurred password, with the button to delete the link (real screen, fictitious data).

The person can click **Delete this secret link now** to delete the link right away. After it expires, the link and its content are permanently deleted.

Best practices

- **Send the username through one channel and the password link through another.** Whoever gets only one of the two can't sign in.
- **Use a passphrase for very sensitive data** and send the phrase another way, not along with the link.

- **Choose a short expiration.** The longer the link stays up, the greater the chance that someone without permission opens it.
- **When only one person will use the password, choose 1 view.** Once it's used, the link stops working.

What else the secure link is for

The same link works for any data that shouldn't stay stored in a conversation:

- **Access to systems and sites:** the username and password for the company system, the bank, a supplier's panel.
- **Wi-Fi password** for a visitor or a service provider.
- **Integration keys and tokens**, such as an API key or an app token.
- **Recovery codes** for two-step verification, when they need to go to another person at the company.
- **Personal and banking details** that someone asked for in order to complete a registration or a payment.

The lua.email team uses the same service when it needs to pass along a password during support. In the admin panel, whoever manages the mailboxes finds the **Share via secure link** button next to every generated password: the mailbox password, the app password and the panel user password. This link is valid for 15 days or 7 views.

3. Two-step verification (2FA)

Two-step verification, or 2FA, is the most effective protection against account theft. It's free, takes a few minutes to turn on and is found in **Settings → Two-step verification**.

What it is, in plain words

Signing in with just a password depends on a single secret. If it leaks, anyone can get into your mailbox. And passwords leak more often than it seems: on fake pages that imitate the sign-in screen, through viruses that record what you type and in break-ins at other sites where you used the same password.

Two-step verification adds a second step. Two different things become necessary:

- **something you know**: your password;
- **something you have**: your phone or access to a mailbox that receives a temporary code.

In practice, after you type your password the webmail asks for a six-digit code. This code changes all the time and is valid for only a few minutes, so writing it down is useless. Anyone who finds out your password but doesn't have your phone can't get in.

> **Tip:** 2FA protects against the most common kind of break-in, a discovered or leaked password. If your mailbox receives invoices, contracts, customer data or bank access, turning it on is well worth it.

Scam alert: lua.email never asks for your password or your two-step verification code. If someone asks, it is a scam: do not share it and contact support.

The two available methods

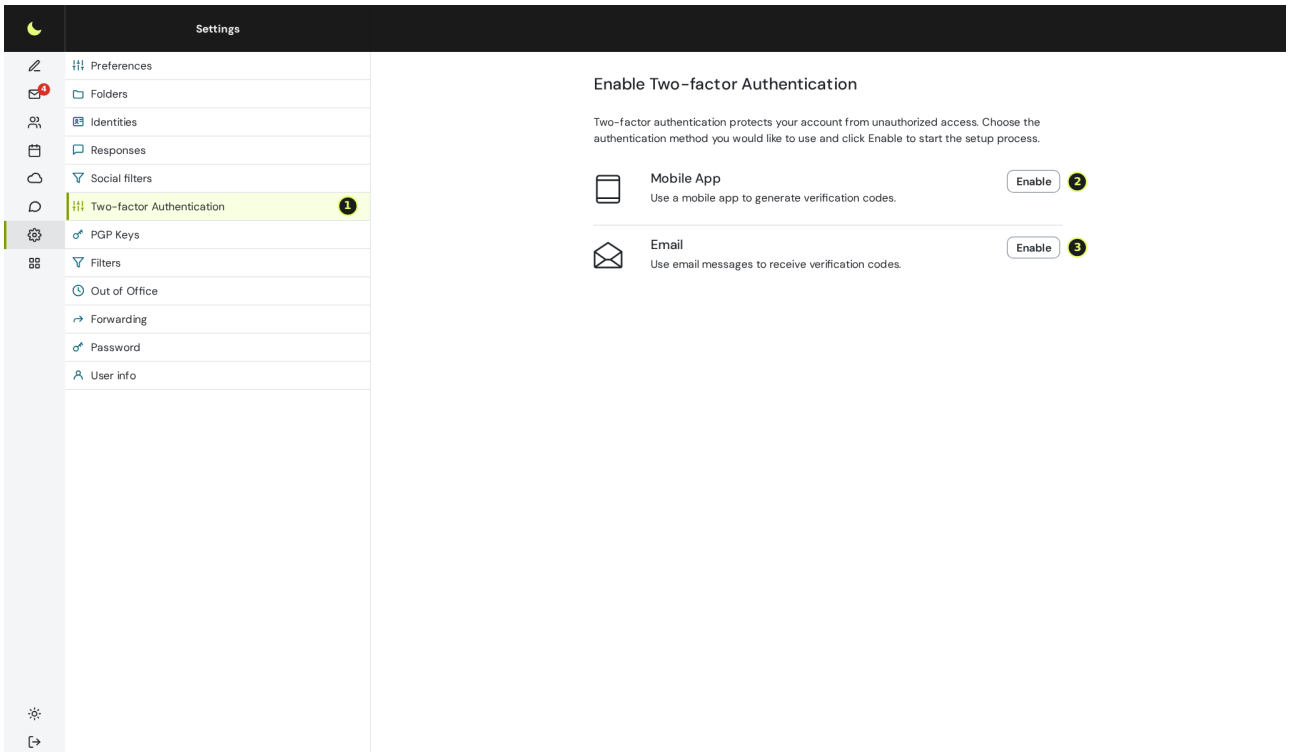


Figure 7: Settings → Two-step verification.

Click **Two-step verification** in the menu **(1)**. The screen shows the two methods, each with its own **Enable** button:

Method	How it works	When to choose it
Authenticator app (2)	An app on your phone generates a six-digit code that changes every 30 seconds. It works even without internet on the device.	It's the most secure and the one we recommend for everyday use.
Email (3)	The code arrives in an email message every time you sign in.	For people who don't want to install an app, or as a temporary alternative.

Attention: when you choose **Email**, confirm which address the code will be sent to. If it goes to the very mailbox you are protecting and you lose access to it, you have no way to receive the code. Whenever possible, prefer the app.

Apps you can use

The standard used is the same in all apps (it's called TOTP), so any of these works. Pick one, install it from your phone's official store and you're set:

App	Note
Authy	Backs up to the cloud and works on several devices. It helps a lot if you change phones.
Google Authenticator	Simple and widely used. Current versions also sync with your Google account.
Microsoft Authenticator	A good option if you already use Microsoft accounts at work.
2FAS or **Aegis**	Free alternatives, with export and backup to a file.
Bitwarden, **1Password**, **Proton Pass**	Password managers that also generate the codes, all in one place.

Tip: prefer an app with backup, like Authy. If your phone breaks or is stolen, you recover your codes on the new device without depending on support.

Turning it on with an authenticator app

1. Install the app you chose on your phone.
2. In the webmail, go to **Settings → Two-step verification**.
3. On the **Authenticator app** row, click **Enable** (2).
4. The screen shows a **QR Code**. In the app, tap add account and point the camera at the code. If the camera doesn't work, use the option to type the key manually, which appears on the same screen.
5. The app starts showing a six-digit code for your email address. Type that code in the webmail to confirm.
6. If **recovery codes** appear, store them before finishing (see the next section).
7. Save. From your next sign-in on, the webmail will ask for the code.

Tip: take your time and don't close the page midway. The QR Code only appears during setup.

Turning it on by email

1. In **Settings → Two-step verification**, click **Enable** on the **Email** row (3).
2. Check the address that will receive the codes.
3. A test code is sent. Type it in the webmail to confirm and save.

If the code is slow to arrive, check the **Spam** folder before asking for another.

Keep your recovery codes

If the webmail shows a list of recovery codes, it is your backup key: each code works to sign in only once, in case you are left without your phone.

- Print the list, or save it in a password manager.
- Do **not** store the codes only inside the mailbox they protect.
- When you use a code, cross it off the list.

> **Important:** without your phone and without the recovery codes, only support can give you back access to the account, and that usually requires identity confirmation. Store the codes the same day you turn on 2FA.

If your company requires two-step verification, the webmail won't let you turn off or remove the last method. To change methods, add the new one and remove the old one.

What signing in looks like day to day

Once it's on, signing in has one extra step: you type your username and password, and on the next screen you enter the six-digit code. If there's a **remember this computer** option, check it only on personal devices. On shared computers, never check it.

I lost or changed my phone

- **Planned change:** before wiping the old device, restore the app's backup on the new one (Authy and others offer this), or turn 2FA off and on again in the webmail to read a new QR Code.
- **Loss or theft:** use a recovery code to sign in and then set up 2FA again with the new device.
- **No codes:** contact support. Also change your password, since the lost device may have access to your mailbox.

2FA and email programs

2FA protects signing in through the **webmail**. Programs such as Outlook, Thunderbird and phone apps connect through IMAP and SMTP, which work differently and don't always ask for the code. If one of them stops connecting after you turn on 2FA, don't turn the feature off on your own: talk to support, who will tell you how to enable the program.

Important precautions

- **Never give the six-digit code to anyone.** Not to support, and not to anyone who calls saying they're from your bank or your company. This is a common scam: the person already has your password and only needs you to read the code aloud.
- Be suspicious of code requests that arrive when you haven't tried to sign in. If that happens, someone has your password: change it immediately.

- Keep your phone's clock on **automatic adjustment**. A clock that is slow or fast makes the app generate codes that the server rejects.

4. Getting to know the main screen

After you sign in, you'll see the mail screen, divided into areas. Understanding each one makes everything else easier.

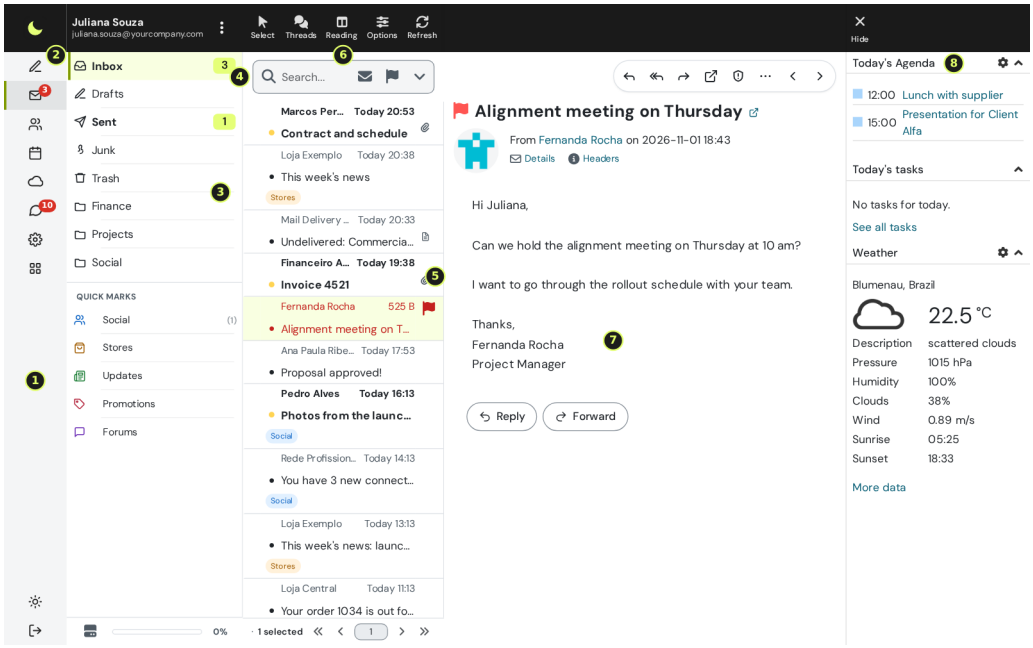


Figure 8: Main mail screen (Lua+ theme).

Nº	Area	What it is for
1	Sidebar	Switches between **Mail**, **Contacts**, **Calendar** and **Settings**. With lua Colabora active, there are also **Drive** and **Chat** (chapter 22). At the bottom are the light/dark theme button and **Sign out**.
2	Compose	The pencil at the top of the sidebar opens a new message.
3	Folder list	Inbox, Drafts, Sent, Spam, Trash and your folders. The number beside each one shows unread messages. At the bottom are the **Quick tags** (chapter 12).
4	Search	Looks for messages. The arrow beside it opens the options (chapter 8).
5	Message list	The messages in the chosen folder. Unread ones appear in bold.
6	Toolbar	**Select**, **Thread by subject**, **Reading** (layout), list **Options** and **Refresh**. Message actions (reply, forward, delete, more) are at the top of the open message.

7	Open message	The content of the chosen message, with attachments and quick reply.
8	Side panel	Today's calendar, today's tasks and the weather forecast (see below).

Side panel

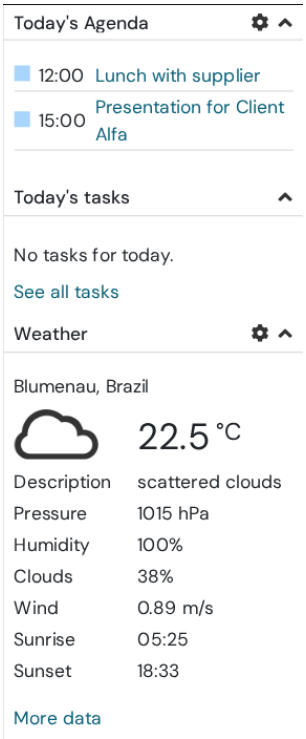


Figure 9: The side panel.

- **Today's calendar:** the day's appointments. Click one to open it in the calendar.
- **Today's tasks:** with lua Colabora active, the tasks due today or overdue (chapter 22).
- **Weather:** the forecast for your city. To change the city, use the gear on the panel or **Settings → Preferences → Weather**.
- **Notifications:** with lua Colabora active, the Drive and Chat alerts, at the bottom of the panel (chapter 22).

Each panel opens and closes with the little arrow. **Hide**, at the top, removes the panel from the screen, and under **Settings → Preferences → Sidebar** you choose which panels appear. The grid icon in the sidebar (**Apps**) is a shortcut to those settings: **Signature**, **Calendar**, **Weather**, **Scheduled send**, **Sidebar**, **Background**, and **Two-step verification**.

The **Email** icon in the sidebar shows how many unread messages are in the Inbox, on any screen: in the calendar, in contacts or in settings.

Almost-full mailbox warning

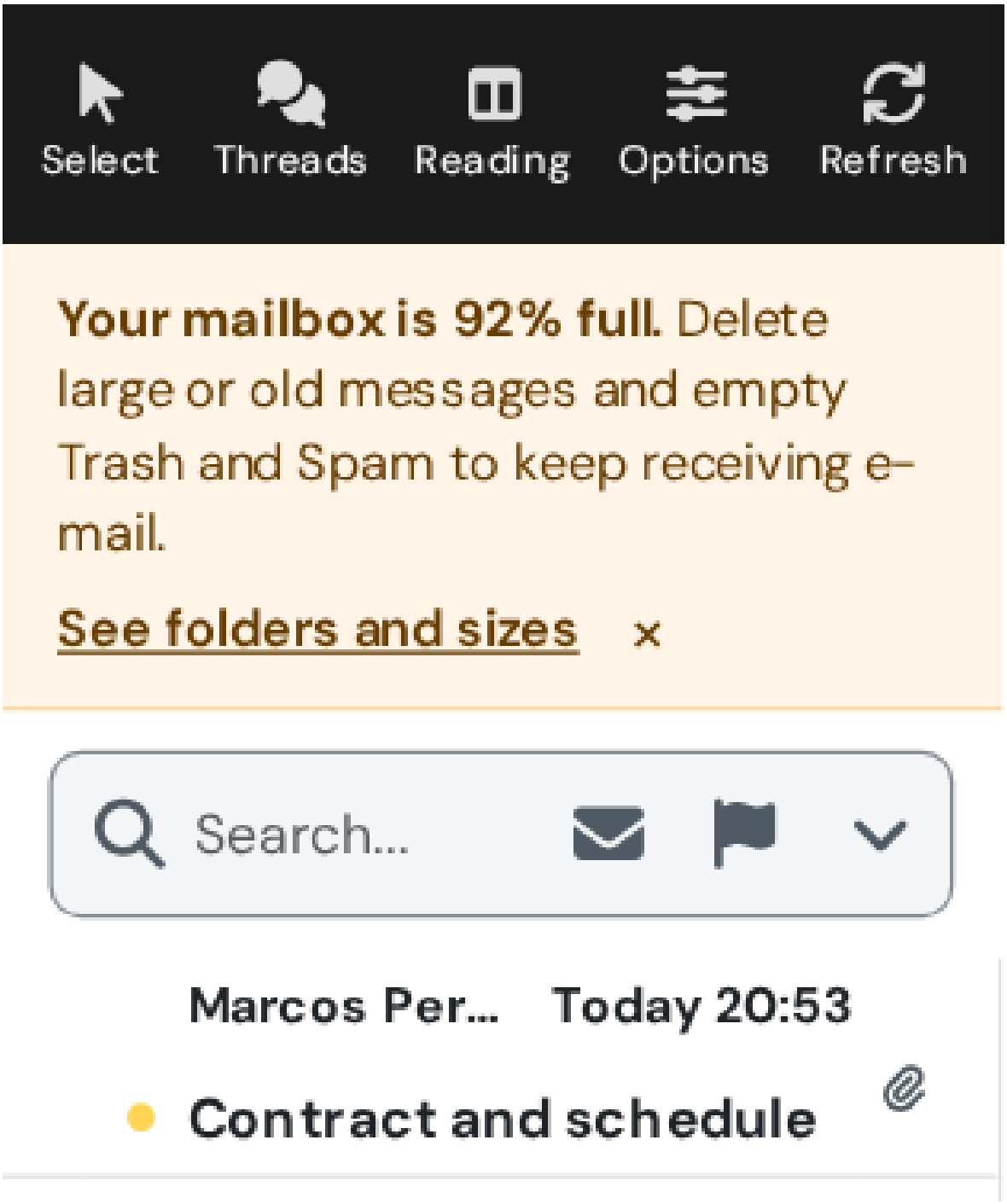


Figure 10: The warning appears at the top of the message list.

When the mailbox goes over **90%** of its space, a banner at the top of the list warns you and explains how to free up space. It comes back at **95%** and when the mailbox fills up, because once full it stops receiving emails.

- **View folders and sizes** opens the folder list with the space used by each one, so you can find where the volume is.
- The **×** dismisses the warning until the next day. If usage goes up a level (from 90% to 95%, for example), it appears again.

> **Tip:** what takes up the most space is usually messages with large attachments and the **Trash** and **Spam** folders. With lua Colabora, Drive files count toward the same account (chapter 22).

Appearance and layout (theme)

The look of the screen comes from the theme, under **Settings → Preferences → User Interface → Interface skin**. The most used are **Lua+** and **Outlook+** (similar to Outlook); the list may include others, such as **Elastic**. Button positions change a little between them, but the table areas exist in all of them. The step-by-step is in chapter 19.

Lua+ theme and its options

The **Lua+** theme has a dark mode and a light mode. To switch, use the **Dark mode** button (or **Light mode**, when dark is already on), the moon icon at the bottom of the sidebar. The other options are under **Settings → Preferences → Lua+**:

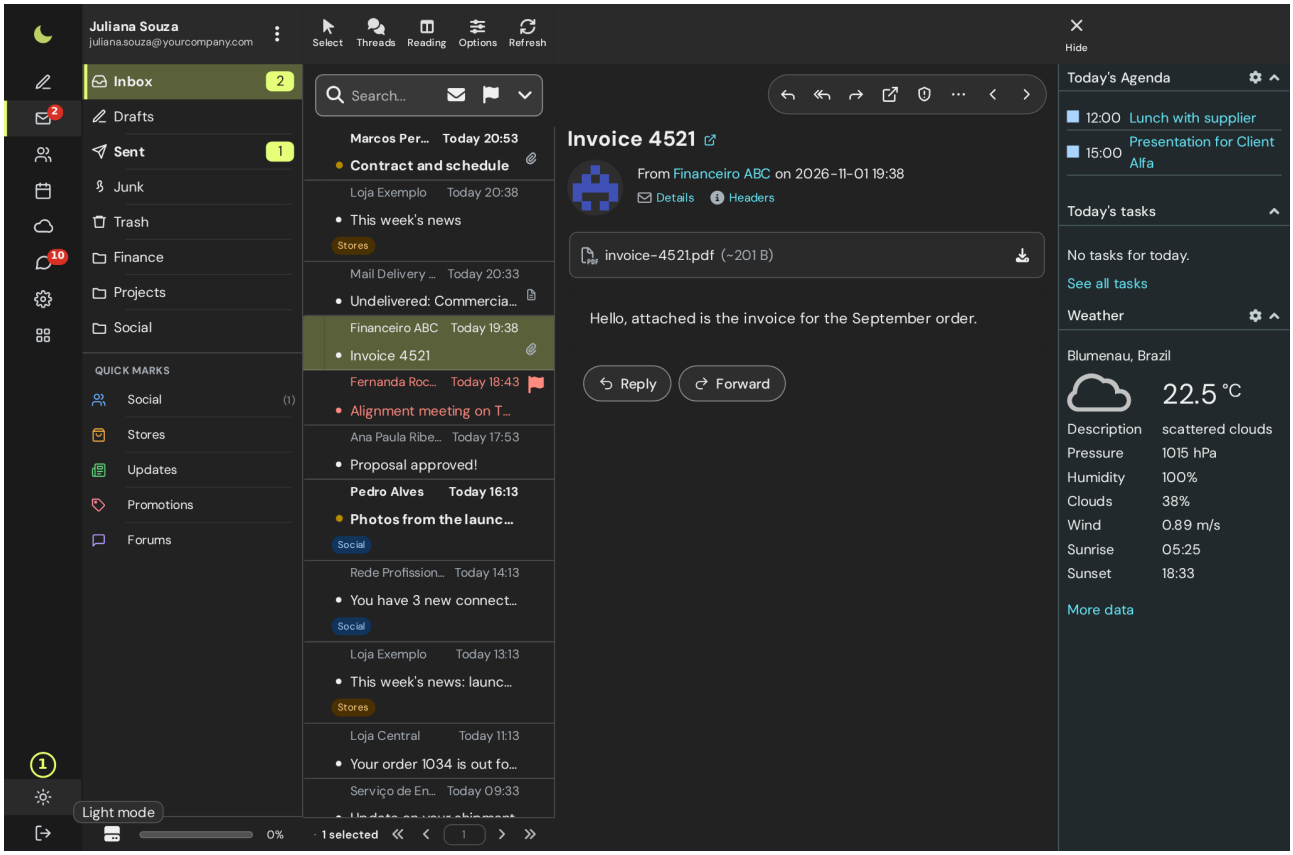


Figure 11: The Lua+ theme in dark mode. The button at the bottom (1) switches back to light mode.

Option	Choices
Accent color	Lime green (default), Cyan, Blue, Violet, Pink, Orange, Green, Red, or **Custom**. With Custom, enter the color in **Custom color**.
Header color	**Dark** (default) or **Accent color**.
Corners	Square, Rounded (default), or Very rounded.
Text size	Small, Normal (default), Large, or Extra large.
Font	DM Sans (default) or the system font.
List density	Comfortable (default) or Compact, which shows more messages on the screen.
Show names on toolbar buttons	Turns the text next to the icons on or off.

Attachments below the editor when composing	Shows the attachment list below the text editor when you compose.

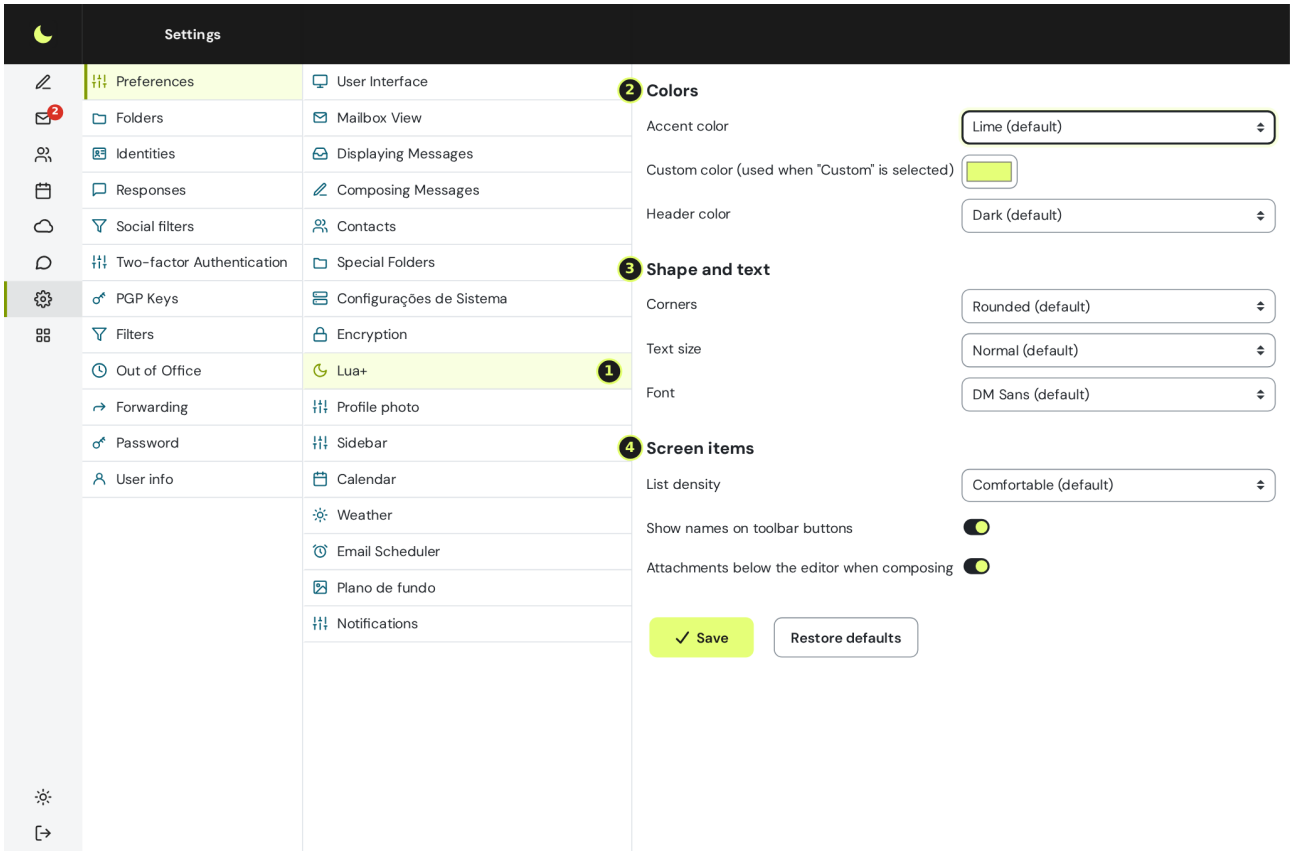


Figure 12: Settings → Preferences → Lua+: the item (1) and the sections Colors (2), Shape and text (3), and Screen items (4).

After changing the options, click **Save**. To return to the original look, click **Restore defaults**.

In Lua+, the message action bar sits above the subject and, when you select several messages, a counter shows how many are checked.

Webmail with your company's brand

When the company subscribes to customization, the webmail stops showing the Lua brand:

- the address becomes the company's own, such as `webmail.yourcompany.com`;
- the logo appears on the sign-in and sign-out screens, in printing, in the sidebar and in the tab icon;
- the company name goes in the tab title and the sign-in screen can have a link to the website or support;
- the default theme and colors are set by the company and can be locked, so users can't change them.

Your brand on the webmail and Colabora: test your company logo in the brand simulator, see how the sign-in, the inbox and Colabora look, and upload the generated.zip in the panel, in the domain settings, click Webmail with your brand (step by step). The logo measurements, the two addresses and the DNS records are in Your logo on the webmail and Colabora.

At the top of the sidebar appear the **profile name** and the **email** in use. When you turn on categories (chapter 12), the **Quick tags** section appears below the folders.

> **Tip:** on a phone, tap the menu icon to see the folders.

5. Reading and handling messages

Opening a message

Click a message once to see it in the preview pane. Double-click to open it in full screen. Once opened, it is considered read.

New message notice

When a message arrives in the folder that's open, a notice appears in the lower right corner, such as *1 new message*, with two options:

- **Show** scrolls the list to the top and highlights the new messages.
- **Dismiss** closes the notice.

Opening any message also closes the notice. The **Refresh** button doesn't trigger a notice: the new messages simply appear in the list.

Marking messages

Select one or more messages and click **Mark** to choose:

- **As read** or **As unread** (useful to remind yourself to come back to a message later).
- **As flagged** highlights important messages (a flag appears).

To select several messages, hold **Ctrl** (or **Cmd** on a Mac) and click each one; to select a range, click the first, hold **Shift** and click the last.

Attachments

Attachments appear below or beside the message text. Click the file name to view it (when the browser supports it, as with PDFs and images) or use the **Download** option. Some versions also offer **Download all** in a compressed file.

Messages sent from some versions of Outlook arrive with the attachments inside a `winmail.dat` file. In the webmail, those documents already appear as regular attachments, ready to open. The `winmail.dat` stays with the message, but you don't need it.

> **Attention:** don't open unexpected attachments, especially compressed files (.zip,.rar) or executables (.exe,.scr,.js), even if they seem to come from someone you know.

Blocked images

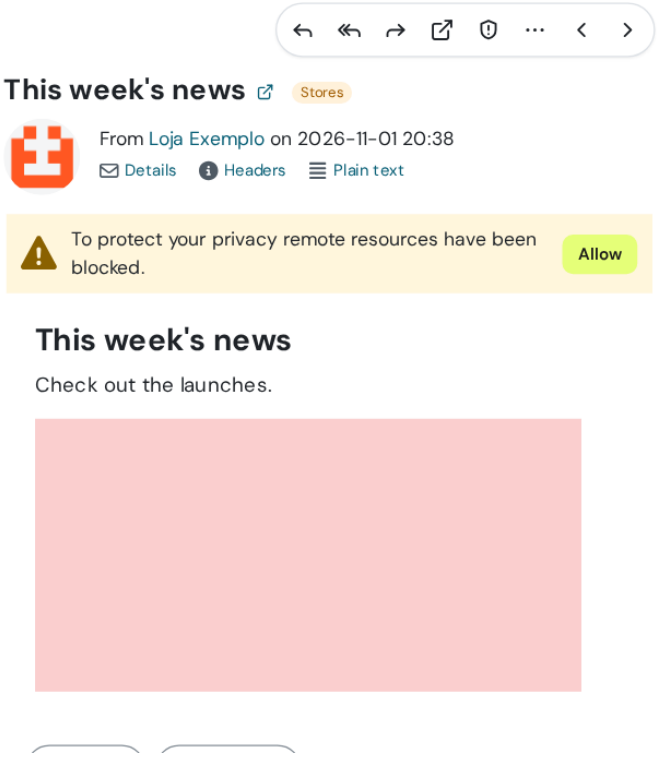


Figure 13: Remote resources blocked in a newsletter.

For security, images that come from the internet (common in newsletters) are not loaded automatically: they can tell the sender that you opened the message. In their place you see empty spaces and the notice **"To protect your privacy, remote resources have been blocked"**. If you trust the sender, click **Allow** to show the images in this message.

Suspicious address alert

A warning icon beside the sender or recipient (in the list and in the open message) indicates that the address deserves attention. It appears when:

- the domain uses letters from another alphabet that look like ours, to imitate a known site;
- the domain is in **punycode** (it starts with `xn--`);
- the display name contains an email address different from the real one (for example, "PayPal" with an address that isn't PayPal's).

In the open message, the warning also appears in the sender summary, with the real address highlighted in amber.

> **Attention:** the alert only flags the address and doesn't replace your own judgment. When you see it, don't click links or open attachments: confirm the sender another way.

Bounced email, explained in plain language

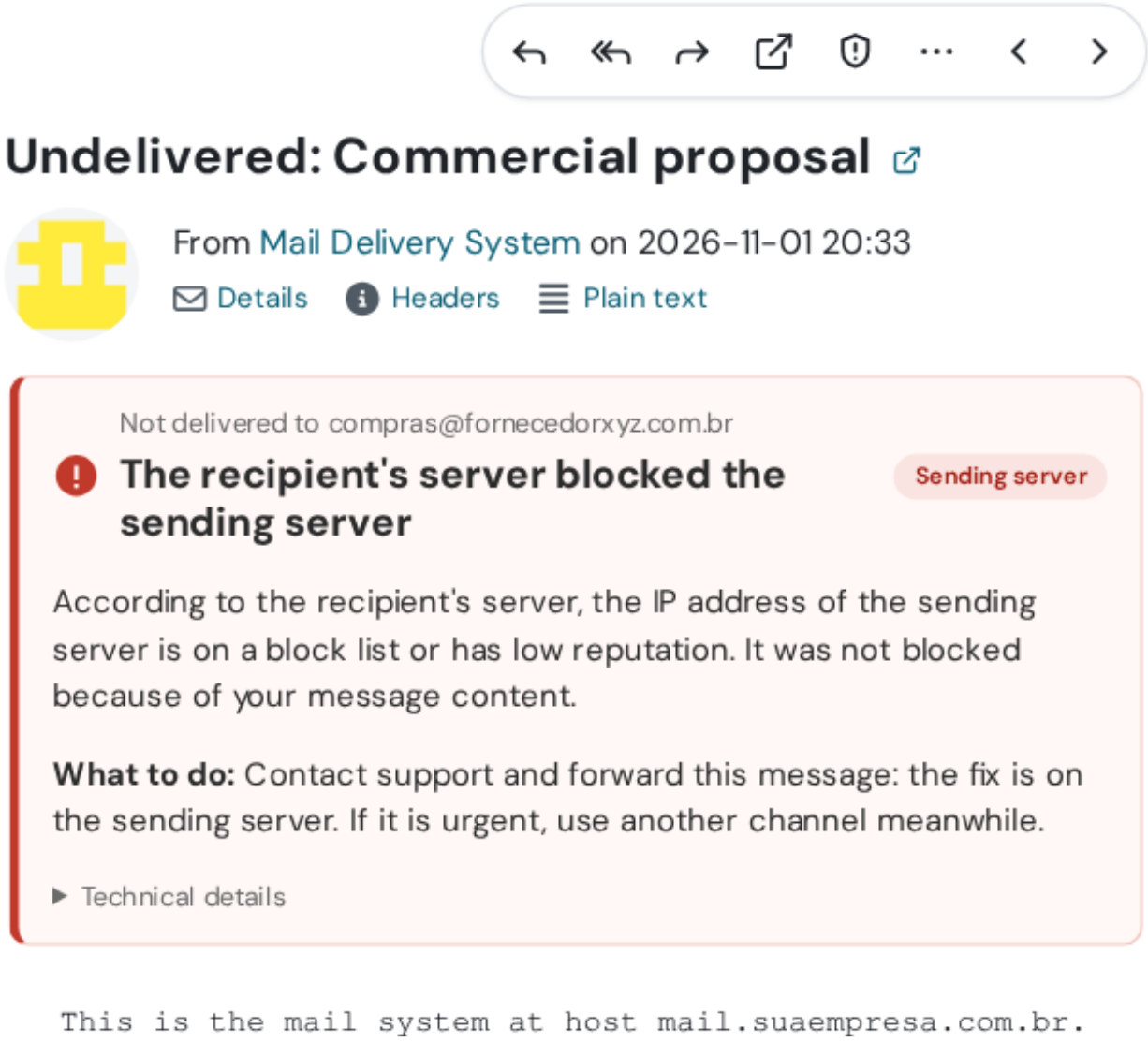


Figure 14: A bounced message with the explanation at the top.

When a message of yours doesn't reach its destination, the server sends back a technical notice, usually in English. The webmail reads that notice and shows a box at the top of the message in plain language:

- **Not delivered to:** the address that didn't receive it.
- **What happened**, in one sentence: address doesn't exist, mailbox full, block, message too large...
- **What to do:** the next step, for example check the address, send it another way or contact support.
- A label that says which side the problem is on (for example **Sending server** or **Recipient**).
- **Technical details:** the original text, for those who need it (support, for example).

The subject of the bounce also arrives in plain language ("Email not delivered, returned to sender"), including in Outlook and on the phone.

Other useful actions

In the **More** menu you'll find, depending on the version:

- **Print** the message.

- **Download** the whole message (.eml file), useful for keeping or sending as an attachment.
- **Open in new window**.
- **Show source**: support may ask for this information to analyze a suspicious message.
- **Move to...** or **Copy to...** another folder.
- **Edit as new**, which reuses the message in a new one (even keeping the delivery receipt request).
- **Archive**, which appears after you choose the archive folder in **Preferences**. No archive folder is set by default.
- **Create task**, **Snooze** and **Always move messages from...**, explained below.

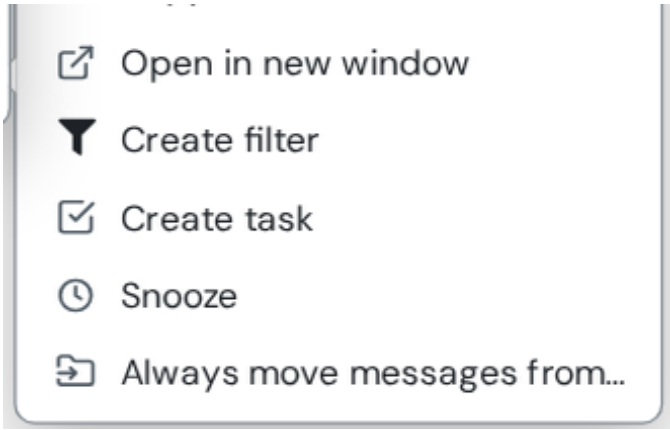


Figure 15: The new items at the end of the More menu.

Snoozing a message

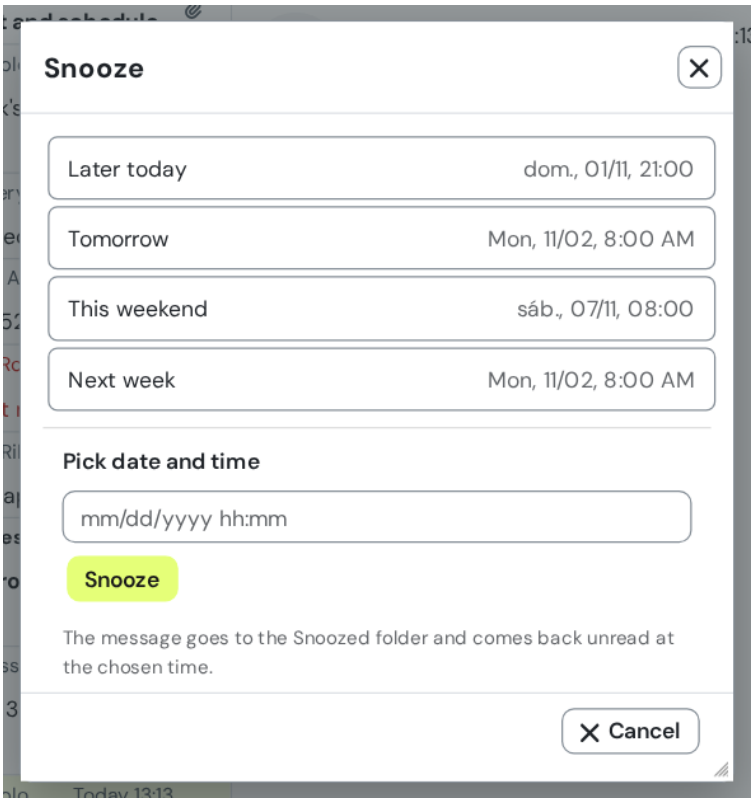


Figure 16: Snooze: choose when the message comes back.

Got something you can only deal with later? Snooze it. The message leaves the Inbox and comes back at the chosen time, **as unread**.

1 Select the message (or several).

2. Open the **More** menu (or right-click) and choose **Snooze**.
3. Click **Later today**, **Tomorrow**, **This weekend** or **Next week**, or choose the date and time and click **Snooze**.

- While it waits, the message stays in the **Snoozed** folder. To bring it back early, just drag it back.
- At the set time it comes back on its own, even with the webmail closed. When you open the webmail, a notice tells you what came back.

Always move messages from a sender

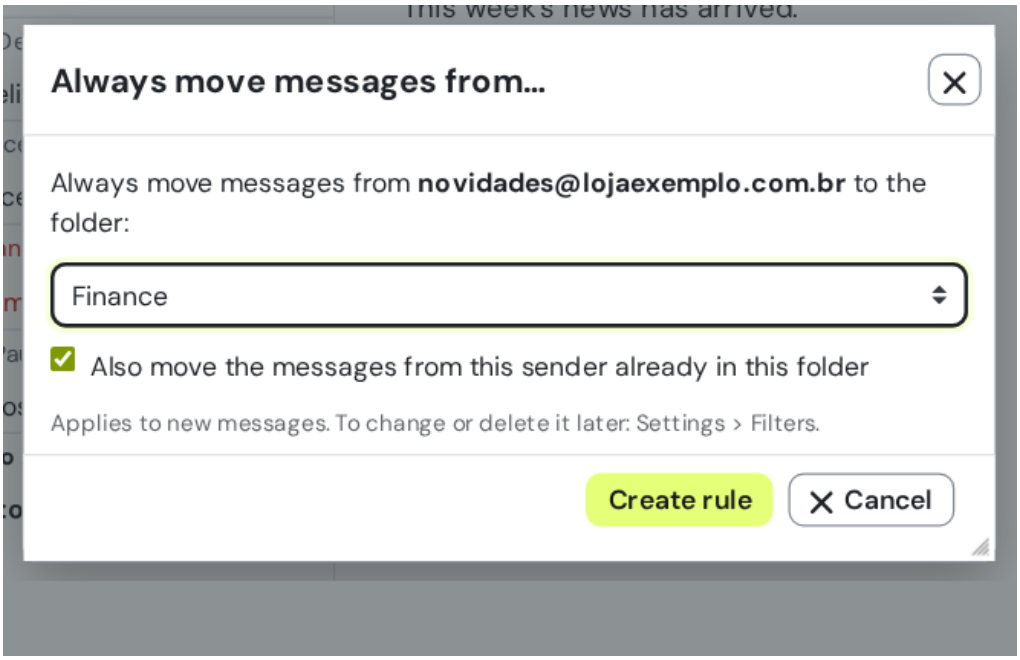


Figure 17: A rule in two clicks.

To send everything from a sender straight to a folder (a store's newsletters, a system's notices), you don't need to build a full filter:

1. Select a message from that sender and choose **More → Always move messages from...**.
2. Choose the folder. Leave **Also move messages from this sender that are already in this folder** checked to tidy up what has already arrived.
3. Click **Create rule**.

The rule applies to future messages, even with the webmail closed. It appears in **Settings → Filters**, where you can change or delete it (chapter 11).

Right-click menu

Right-clicking a message opens a menu with the most used actions, so you don't have to look for them in the toolbar:

- reply, forward, delete, mark as spam and mark as read or flagged;
- **Move to...** and **Copy to...**;
- **Download...** the message as.eml or, with several selected, as.zip, mbox or maildir;
- print, edit as new, view source, open in new window and create filter;
- **Create task**, **Snooze** and **Always move messages from...**, inside **More**.

Full headers and sender verification

When you open a message's full headers, the webmail shows a **Copy** button at the top and a summary with **Message-ID**, **From**, **To** and **Subject**. The summary also includes the **SPF**, **DKIM** and **DMARC** results, which indicate whether the sender really is who they claim to be, and the route of servers the message passed through.

> **Tip:** when reporting a suspicious message or a delivery problem, use the **Copy** button and paste this information into the ticket. It's what support needs to analyze the case.

Collapsed conversation history

When you read a reply or a forward, only the **new text** appears. The conversation history (the *On ..., Someone wrote:* lines and *Original message*) stays behind the ●●● button, which opens and closes that part right there, without leaving the message.

> **Tip:** if you prefer to see the whole conversation at once, turn it off in **Settings → Preferences → Displaying messages → Collapse quoted history**. The option comes turned on.

Details that make reading easier

- Newsletter messages that have an unsubscribe link show an **unsubscribe icon** beside the subject (see also chapter 12).
- Senders without a photo get an **avatar** with the initials of their name.
- When you open an attached image, you can **zoom** and **rotate** it.

Deleting and recovering

Click **Delete** to send the message to the **Trash**. While it's there, you can recover it by dragging it back to the folder you want.

> **Important:** the **Trash** and the **Spam** folder are emptied automatically after 30 days. When you empty the Trash manually, the messages are also permanently gone, and can only come back if your mailbox has the recovery add-on, explained below.

Recovering deleted messages (add-on)

With this add-on subscribed, everything permanently deleted is kept for **7 days**, without using your mailbox quota. It applies to what you empty from the Trash, delete with **Shift** or delete through Outlook, Thunderbird or your phone.

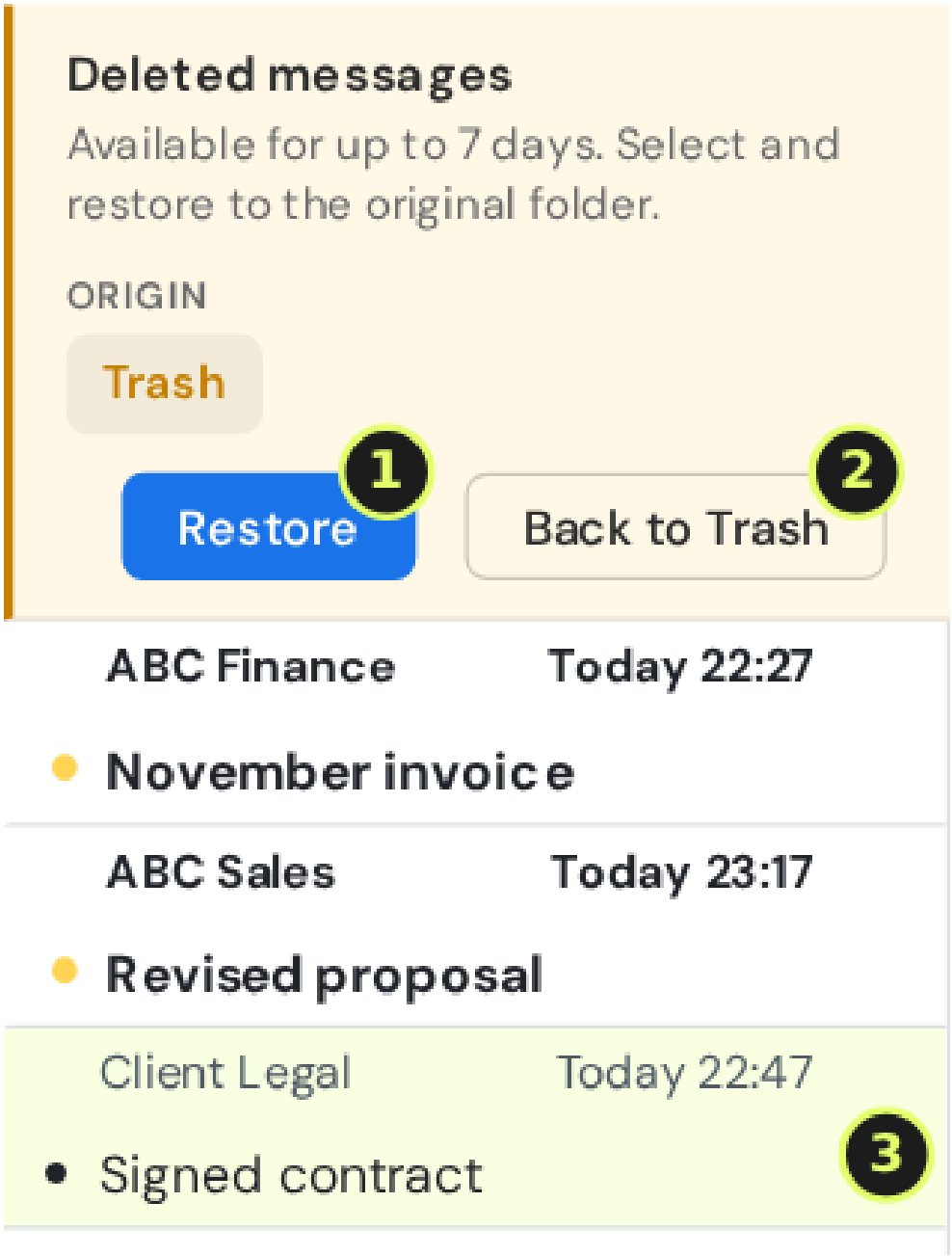


Figure 18: Recovery bar for deleted messages.

1 Open the **Trash** folder.

2 In the top bar (*Deleted a message from the Trash by accident?*), click **Recover deleted messages**. The same item appears in the right-click menu on the Trash folder.

3 In the list (3), which shows what was deleted in the last 7 days, select the messages and click **Restore** (1): they go back to the folder they came from. If you prefer, drag them to any other folder.

4 To return to the normal view, click **Back to Trash** (2).

Attention: the feature only keeps what is deleted **after** you subscribe and, without the add-on, this bar doesn't appear. If in doubt, contact support.

Spam: the filter learns from you

Your account's antispam filter isn't fixed: it learns from what you classify. Every message you put in the **Spam** folder, or take out of it, teaches the filter to get the next ones right more often. This learning applies only to your mailbox and changes nothing for other users.

There are two actions, and both teach:

What you do	What the filter learns
Move the message to the **Spam** folder (or click **Mark as spam**)	That similar messages are unwanted
Takes the message out of the **Junk** folder (click **Not junk** or drag it to the Inbox)	That similar messages are legitimate

> **Important: deleting** the unwanted message teaches the filter nothing. For it to count, move it to the **Spam** folder. It's the same effort and makes a difference in the very next days.

In the webmail

1. **Unwanted message in the Inbox:** select it and click **Junk** (or **Mark as junk**) in the action bar. If your theme doesn't have that button, drag the message to the **Junk** folder in the list on the left.
2. **Legitimate message that landed in Junk:** open the **Junk** folder, select the message, and click **Not junk**, or drag it to the **Inbox**.

> **Tip:** you can classify several at once. Select the messages by holding **Ctrl** (**Cmd** on a Mac) or **Shift** and use the button, or drag the whole group. The mark-as-spam option is also in the right-click menu.

It also works in Outlook, Thunderbird and on your phone

The learning doesn't depend on the webmail. Since these programs connect through **IMAP**, the folders you see in them are the same ones on the server. So **moving the message to another folder is already the classification**:

- dragging a message from the Inbox to the **Junk** folder teaches the filter that it is unwanted;
- dragging a message from the **Junk** folder back to the Inbox teaches the filter that it is legitimate.

Since the folder is the same on the server, what you classify on your phone applies on your computer and in the webmail, and vice versa.

> **Attention:** in Outlook, the program's own **Junk** button uses an internal Outlook list and does **not** teach the server's filter. To train it, drag the message to the account's **Spam** folder, which appears in the folder list along with Inbox, Sent and Trash.

Best practices

- Always classify whenever something unwanted shows up, instead of just deleting it. A few minutes a week already improve the results a lot.
- Take a look at the **Spam** folder once in a while, to rescue anything that landed there by mistake. Remember that it is emptied automatically after 30 days.

- If an important sender keeps landing in Spam, take the message out of there and also add the sender to your contacts or create a filter that keeps them in the Inbox (chapter 11).
- Do **not** reply to spam or click unsubscribe links in clearly fraudulent messages: that only confirms your address exists. Unsubscribing only works for legitimate newsletters that you signed up for yourself (chapter 12).

6. Writing and sending messages

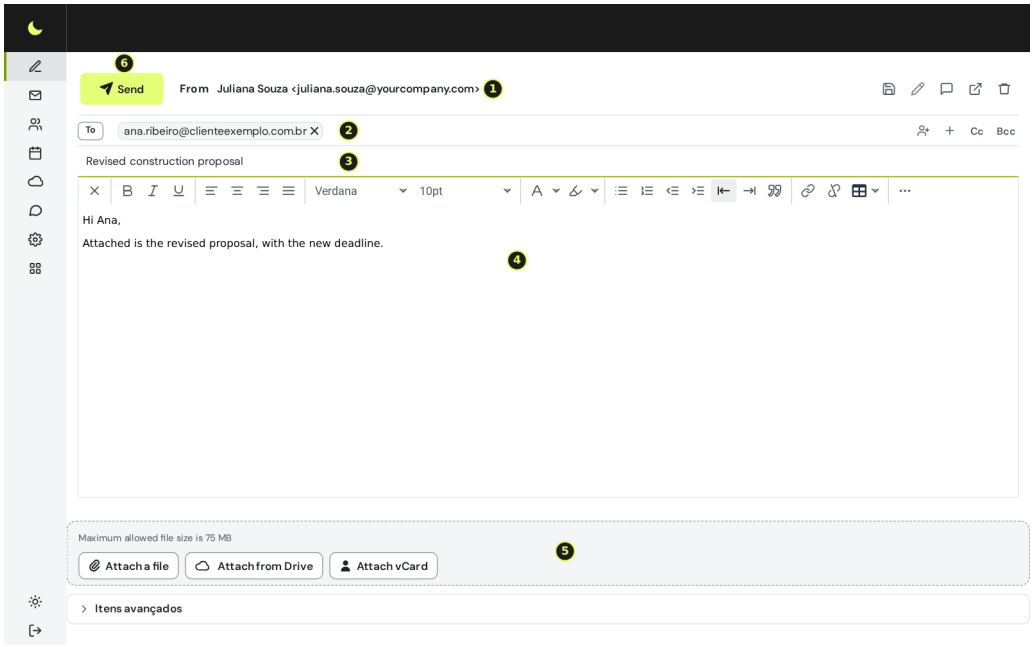


Figure 19: The new message screen.

1 Click the **pencil** at the top of the sidebar.

2 In **From** (1), check which identity will be used (if you have more than one).

3 In **To** (2), type the recipient. Webmail suggests addresses from your contacts and the Directory as you type, and each address becomes a tag. On the right are **Cc** (carbon copy), **Bcc** (blind carbon copy), and the **+**, which also shows **Reply-To**.

4 Fill in the **Subject** (3) clearly.

5 Write the text in the editor (4).

6 To attach (5), use **Attach a file** or drag the file into the window. The limit is 25 MB per file. **Attach vCard** attaches a contact, and **Attach from Drive** appears when lua Colabora is active (chapter 22). Wait for the attachment to finish uploading.

7 Click **Send** (6), at the top. Beside it, the **Draft saved** notice shows that nothing will be lost.

To, Cc and Bcc: which one to use?

Field	When to use
To	Who should read and act on the message.
Cc (carbon copy)	Who should just be kept in the loop. Everyone sees these addresses.
Bcc (blind carbon copy)	Who should receive it without the others seeing the address. Ideal for messages to many people who don't know each other.

Features of the compose screen

- **Save**: stores the message in **Drafts** so you can continue later. The webmail also saves on its own, as explained below.

- **Format**: choose between **HTML** (with bold, lists, links and images) and **plain text**. This is under **Options** or in the editor itself.
- **Signature**: inserts the signature of the selected identity (see chapter 14).
- **Responses**: inserts ready-made texts that you use often. Create them first in **Settings → Responses**.
- **Paste image**: with **Ctrl+V** in the message body, the image goes in as an **attachment** and reaches the recipient.
- **Emojis**: the editor has an emoji picker for inserting into the text.
- **Options**: set the **priority**, request a **read receipt** and choose which folder to save the sent copy in.
- **Send** is only available once there is at least one recipient in the **To** field. If you try to send with nobody in To, the webmail warns you: *Enter at least one recipient in To*.
- **Empty subject**: when you send without a subject, the webmail asks *Email without a subject, do you want to continue?*. Choose **Continue** to send anyway or **Cancel** to go back and write the subject.
- **Tab key** in the recipients: in **To**, **Cc** or **Bcc**, Tab skips the buttons beside the field and goes straight to the next open recipient, then to the **Subject** (if it's empty) and finally to the message text. **Shift+Tab** goes back, passing through the buttons.

Automatic draft

The webmail saves the message on its own a few seconds after you stop typing, and shows **Draft saved** beside the **Send** button. You can refresh the page (**F5**) or switch to another message without losing anything: text and attachments are still there.

What happens to the draft depends on the button you use:

Button	The draft
Send	Is deleted
Discard (trash can)	Is deleted, after a confirmation
Close	Is kept in **Drafts**

> **Tip:** if the browser closes on its own, the next time the webmail asks *Restore message?*. Choose **OK** to recover what was written or **Cancel** to discard it.

Attaching files

Click the **paperclip** or drag the file anywhere on the compose screen.

- Each file shows **Queued**, then the progress and a green **OK** when done. You can keep writing while the file uploads.
- If the file upload fails, **Try again** appears.
- When you drop the file **onto the text**, an image goes into the body of the message; any other type (PDF, spreadsheet and the like) becomes an attachment.

> **Tip:** if the text mentions an attachment and you forget to attach the file, the webmail asks before sending. The warning comes turned on, looks for words like *attachment*, *file* and *attached*, and also applies in quick reply (chapter 7). To turn it off: **Settings → Preferences → Composing messages**.

Differences between themes

Theme	What changes on the compose screen
Outlook+	The **Send** button is larger. **Close** saves the message in Drafts and returns to the folder. The trash can (**Discard**) asks first, deletes the message and the draft and returns to the folder.
Lua+	The discard trash can is in the top bar, along with the other icons.

Composing in a window in the corner of the screen

To write without leaving the message list, turn on **Compose new message in a window in the corner of the screen** in **Settings → Preferences → Composing messages** and click **Save**. The option comes turned off: without it, the pencil opens the full compose screen, as always.

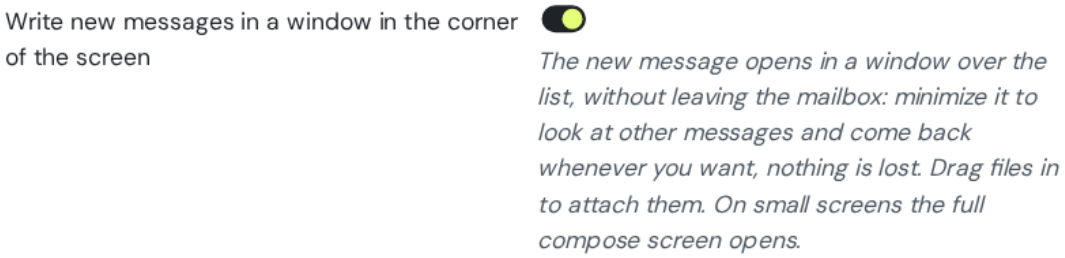


Figure 20: The option, under Composing messages. Real screen, fictional data.

With the option on, the pencil opens the **New message** window in the bottom right corner, over the list. Inside it is the same compose screen: identities, signature, attachments, **Attach from Drive**, automatic draft and **Undo send** all work the same. While you write, you can keep reading and organizing your messages.

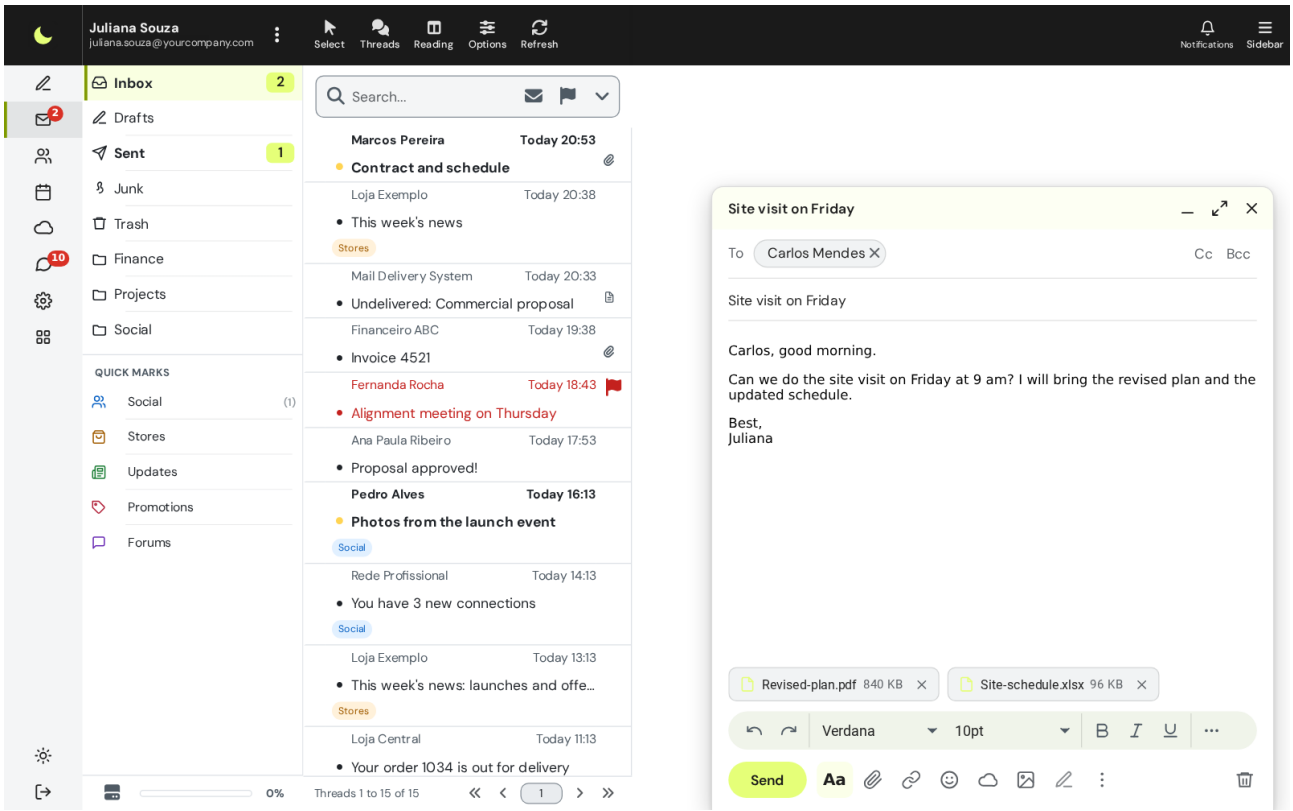


Figure 21: New message in the corner, with two attachments and the formatting bar open. Real screen, fictional data.

What's in the window

Part	What it does
Title	Shows **New message** and, once you fill it in, the subject. On the right are **Minimize**, **Full screen** and **Save and close**. Clicking the title also minimizes and restores.
From	Only appears when you have more than one identity.
To, **Cc** and **Bcc**	**To** stays in view. **Cc** and **Bcc** are to its right and the fields only open when you click.
Subject and text	The text already comes with your signature.
Attachments	Each file appears as a tag below the text, with its name, size and a progress bar while it uploads. The **X** removes the attachment (or cancels its upload).
Aa	Opens and closes the formatting bar (font, size, bold and the rest), in a rounded strip right above the bottom bar. What doesn't fit goes under **...**.
Send	Sends the message. To schedule sending for another day and time, open **Advanced items**, below the editor.
Bar icons	In order: **Aa**, **Attach files** (paperclip), **Insert link**, **Insert emoji**, **Attach from Drive** (cloud), **Insert image** and **Insert signature**. Hold the mouse over an icon to see its name. Link, emoji and image appear when the message is in rich text.
More options	The menu with the rest: see below.
Trash can	At the right end of the bar. Discards the message and shows **Message discarded · Undo**, so you can change your mind for a few seconds.

While you write, the webmail saves the draft on its own and shows **Draft saved** beside **Send**.

More options

The **More options** button, in the bottom bar, opens a menu with **Save draft**, **Request read receipt**, **Request delivery receipt**, **Priority**, **Canned responses**, **Reply-To**, **Forward to**, **Choose from contacts**, **Switch to plain text** (or **rich text**), **All options and attachments** and **Open in new window**. If you use encryption, **Encrypt** is also there.

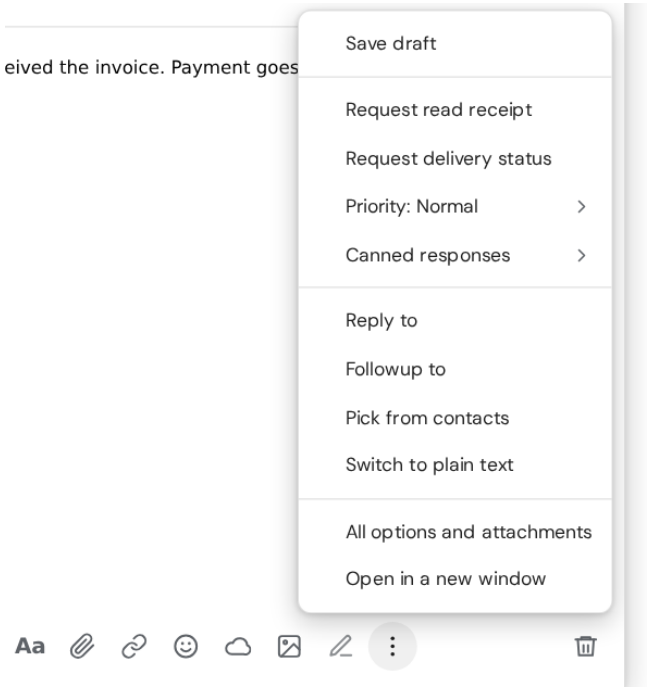


Figure 22: The More options menu. Real screen, fictional data.

- **All options and attachments** shows, over the text, the attachment list, the priority, the receipts, the sent folder, and scheduled sending. Use the panel's back arrow to return to the text.
- **Open in new window** takes the message, with its text, recipients and attachments, to a separate browser window. Good for writing with the whole screen or on a second monitor.
- **Full screen** (arrows, in the title) enlarges the window. **Esc** or the same button returns it to the corner.

Several messages at the same time

You can write more than one message. When you open a new one, the previous one minimizes and becomes a tab with its subject, beside the open window. Click the tab to go back to it. What was written and any attachments still uploading are still there.

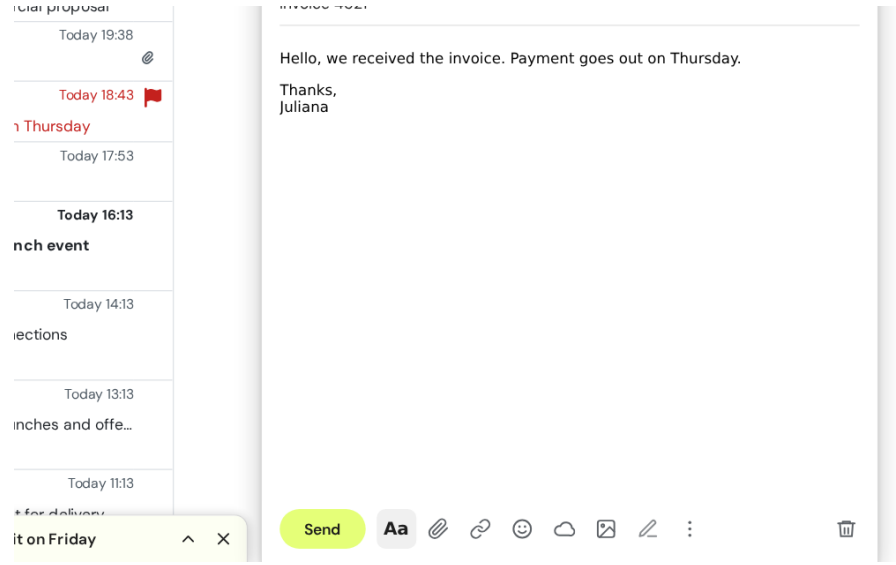


Figure 23: One message open and another minimized as a tab. Real screen, fictional data.

Attaching by dragging files

Drag one or more files from your computer onto the window and drop them when **Drop files here** appears. Each file uploads right away and becomes an attachment tag. It also works on the full compose screen and in quick reply. If the file is too large to attach, the webmail offers to send it as a Drive link.

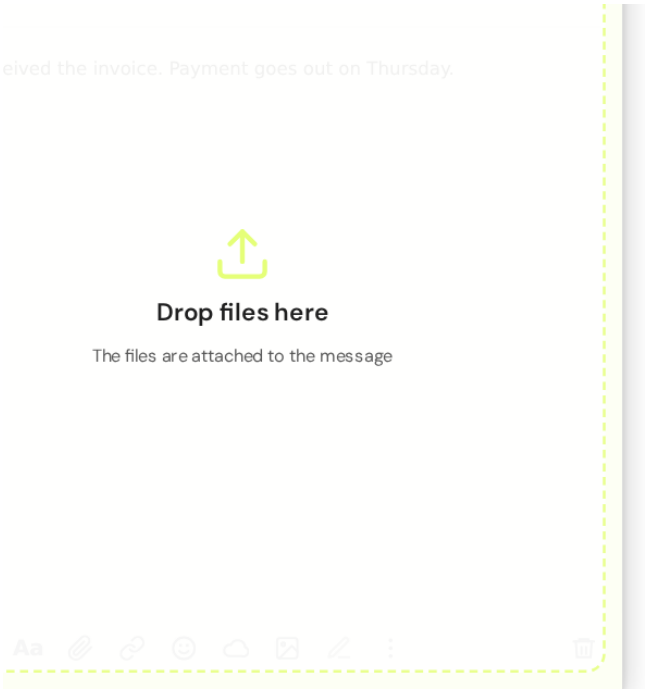


Figure 24: Dragging a file into the window. Real screen, fictional data.

Nothing gets lost

- If you click another message, switch folders, search, open or reply to another message, or go to **Contacts**, **Calendar** or **Settings**, the window minimizes and the message is kept in **Drafts**. When you go back to the mailbox, it's there.
- If you reload the page (**F5**), close the tab or sign out of the webmail, the draft is kept and, the next time, the message comes back minimized in the corner.
- Quick reply and the window are separate screens: you can reply to one message while writing another, without mixing the text or the attachments.
- When you click **Send**, the window closes and the notice with **Undo** appears in the list. **Undo** brings the message back to the corner.

Shortcuts and limits

- **Esc** minimizes the window (in full screen, it returns to the corner). **Ctrl+Enter** sends. In the message list, the **C** key opens a new message.
- You can have up to three messages open at the same time. When you try to open a fourth, the webmail tells you to send or close one of them.
- **Reply**, **Reply all** and **Forward** work as before (full screen or quick reply). On small screens, such as phones, and with **Ctrl** held down when you click the pencil, the full compose screen opens.

> **Tip:** if **Open in new window** does nothing, the browser blocked the window. Allow pop-ups for the webmail address and try again. To read a message in a separate window, open the message and use the **Open in new window** button at the top of the reading pane.

Sending limits

To protect the domain's reputation, each account has a limit on how many recipients it can reach per hour. The limit counts **recipients**, not messages: one email to 30 people uses up 30.

Limit	How much	Applies to
Per account	100 recipients per hour	Your mailbox, individually
Per domain	1,000 recipients per hour	The sum of all the company's accounts

Internal messages don't count. Recipients on the same domain as the sender are left out of both limits, so you can write freely to your colleagues. Only external addresses count, and **Cc** and **Bcc** count the same as **To**: each address is one recipient.

Examples for someone writing from `ana@yourdomain.com`, within the same hour:

Sending	Account at the limit
1 email to 12 colleagues `@yourdomain.com`	0
1 email to 40 customers	40
1 email to 8 colleagues and 25 customers	25
1 email to 1 customer, with 2 customers in **Cc** and 3 in **Bcc**	6
25 emails, each to 4 colleagues	0
25 emails, each to 4 customers	100: account limit reached

> **Tip:** only a domain exactly equal to yours counts as internal. Addresses from a branch or another company domain, such as `@filial.yourdomain.com` or `@yourdomain.com`, count as external.

> **Attention:** when you reach the limit, sends to outside addresses are refused until the count renews, within an hour. Messages only to colleagues keep going out. The error usually includes the text `Only 100 recipients per hour`: wait and try again.

> **Important:** the 1,000 limit is shared across all the company's accounts. If, in the same hour, 10 colleagues each write to 100 customers, the domain reaches 1,000 and the next send to an outside address from **any** account waits. Coordinate high-volume sends with your team.

For large lists:

- Split the send into batches and spread them across the day.
- Use **Bcc** when writing to many people who don't know each other.
- For newsletters and mass announcements, use an email marketing tool. The webmail isn't made for that, and mass sends can hurt the delivery of everyday messages for the whole company.

Additional limits per domain

If your company's routine needs more than this, you can **subscribe to additional limits for your domain**. The increase applies to the whole company and can include accounts that send more than the others, such as billing, collections or customer service. To subscribe, talk to sales or to support.

Undo send

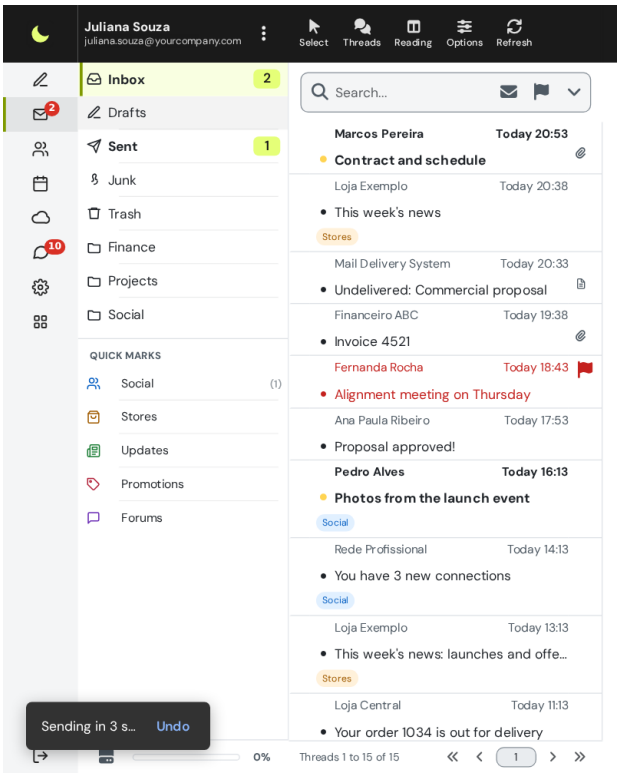


Figure 25: After clicking Send: a few seconds to undo.

Forgot the attachment or sent it to the wrong person? Right after you click **Send**, the message closes and a notice in the corner of the screen shows **Sending in 5 s... Undo**. While the countdown runs, the message hasn't gone out yet.

- **Undo** (or **Ctrl+Z**) cancels the send and reopens the message as it was, so you can fix it. It is kept in **Drafts**.
- You can keep using the webmail during the countdown: open another message, go to the calendar, reload the page. If you close the tab, the message goes out normally when the time ends.
- It also applies to quick reply: the reply box closes right away and the notice stays in the corner.
- If sending fails after the countdown (an address that doesn't exist, for example), the message goes to **Drafts** and the notice shows **Open**, so you can fix it and send again.

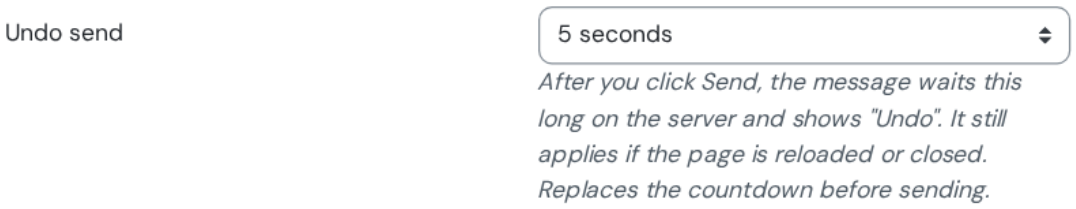


Figure 26: The undo time, under Composing messages.

The time is **5 seconds**. To change it (10, 20 or 30 seconds) or turn it off, use **Settings → Preferences → Composing messages → Undo send**.

Schedule sending

Instead of sending right away, you can set the date and time when the message should go out.

1. Write the message as usual.
2. Below the editor, open **Advanced items** and, under **Send message**, choose a delay (for example, in 1 hour) or **At a specific time**.
3. Choose the date and time and confirm.
4. Click **Schedule**. The message waits and is sent on its own at the set time. To see the scheduled ones, use the **Show scheduled messages** button in the list; until then, you can edit it or use **Cancel sending**.

A scheduled message doesn't go through **Undo**: to change something, edit or cancel the scheduled send before the set time.

> **Tip:** the read receipt depends on the recipient: they can refuse to send it. Don't treat the absence of a receipt as proof that the message wasn't read.

> **Attention:** very large attachments may be refused. If sending fails, reduce the size (by compressing or splitting the file) or share it through a storage link.

When to use: corner window, Undo, and scheduled sending

- **Corner window:** good for writing while looking at something else, like replying to a quote request while checking the supplier's email, or copying data from one message to another. For a long, formatted text, open **Full screen** with the window's own button.
- **Undo send:** keep it always on. People who send proposals and contracts often forget the attachment or get the recipient wrong: raise it to **10, 20 or 30 seconds** and you gain time to check after clicking Send.
- **Schedule sending:** for a message that should arrive at the start of the customer's workday (you write at night, it goes out at 8 a.m.), for payment reminders on a set date, for greetings, and for people who work in another time zone. If you change your mind, edit or cancel the scheduled send before the set time.
- **Which one?** Scheduling is for what goes out *later*; Undo is for holding back what was just sent. A scheduled message doesn't go through Undo.

7. Replying and forwarding

Button	What it does
Reply	Replies only to whoever sent the message.
Reply all	Replies to the sender and to everyone who was in To and Cc. Use it sparingly.
Reply to list	Appears on messages from discussion lists; replies to the list.
Forward	Sends the message to another person, with the original text in the body.
Forward as attachment	Sends the original message as an attached file, preserving all the technical details. Useful when reporting suspicious emails to support.

Important: when forwarding, check that the original attachments were included. When replying, the original attachments are normally **not** sent again.

Quick reply in the reading pane

In the **Outlook+** and **Lua+** themes, with the three-column reading layout, replying doesn't open a new screen: the reply box opens right below the message itself. The toolbar buttons and the keyboard shortcuts also open this box.

Below the open message you see **Reply**, **Reply all** (when there are other recipients) and **Forward**. Inside the box:

- **To** and **Cc**: each address becomes a tag with an **×** to remove it. Typing part of a name searches your contacts, and **Enter**, a comma or a semicolon confirms the address. **Cc** sits to the right of **To**.
- **Send**: with the **Send** button or **Ctrl+Enter**. The box closes right away and the **Undo** notice appears in the corner of the screen (chapter 6).
- **Attachments**: with the paperclip or by dragging the file onto the message. Each file shows its progress as a percentage and a green **OK** when done, and you can keep writing while it uploads. If it fails, **Try again** appears.
- **Forward** already brings the attachments of the original message, and each one can be removed.
- **Automatic draft**: **Draft saved** appears in the footer. You can switch to another message or press **F5** and the text and attachments are still there.
- **Expand icon**: opens the full editor, with everything already written and attached.
- **Trash can**: discards the reply and deletes the draft.

Tip: to go back to always replying in full screen, turn it off in **Settings → Preferences → Displaying messages → Quick reply in the reading pane**. The option comes turned on.

Where your text appears in the reply

When you reply or forward, the cursor and your text go **on top**, and the original message appears quoted **below**, as in most email programs. This applies to all themes and is no longer an option in Preferences.

In **Settings → Preferences → Composing messages** you can still choose whether the signature goes into replies and forwards and where it sits.

8. Searching messages

The **Search email** box is above the message list. Typing a word solves most searches, and the operators below make the results much more precise.

Simple search

1. Select the folder where you want to search (for example, **Inbox**).
2. Type a word in the search box and press **Enter**. A single word, such as `boleto`, searches the subject, the sender and the recipient.
3. To return to the full list, click the **X** in the search box or switch folders.

Search operators

Write the operator, a colon and the value, with no space between them. It works in Portuguese or in English. Values with spaces go in quotes, like `de:"acme loja"`.

What you want	Write	Example
Sender	`de:` `from:` `remetente:`	`de:nubank`
Recipient	`para:` `to:`	`para:financeiro`
Copy	`cc:` `cco:` `bcc:`	`cc:diretoria`
Subject	`assunto:` `subject:`	`assunto:boleto`
Message text	`corpo:` `body:`	`corpo:pedido`
Unread / read	`is:nao-lido` `is:lido`	`is:nao-lido`
Starred	`is:marcado` `is:estrelado`	`is:marcado`
With attachment	`tem:anexo` `has:attachment`	`tem:anexo`
Category	`categoria:`	`categoria:lojas`
From a date on	`desde:`	`desde:30d` `desde:2026-01-01`
Before	`antes:`	`antes:7d`
Size	`maior:` `menor:`	`maior:1M` `menor:100kb`
One condition or another	`OU` `OR`	`assunto:boleto OU assunto:fatura`
Exclude results	`-`	`-de:newsletter`

The accepted categories are `social`, `lojas`, `updates`, `promocoes` and `forums` (see chapter 12).

Practical examples

Write	To find
`de:nubank is:nao-lido`	Unread messages from Nubank
`assunto:boleto OU assunto:fatura`	Charges of any kind
`categoria:lojas tem:anexo`	Purchases with an attachment
`desde:30d maior:1M`	Last 30 days, over 1 MB
`-de:newsletter is:lido`	Read messages, except newsletters

> **Tip:** operators can be freely combined and remain valid together with the search's own filters (unread, last week and others).

Choosing where and in which fields to search

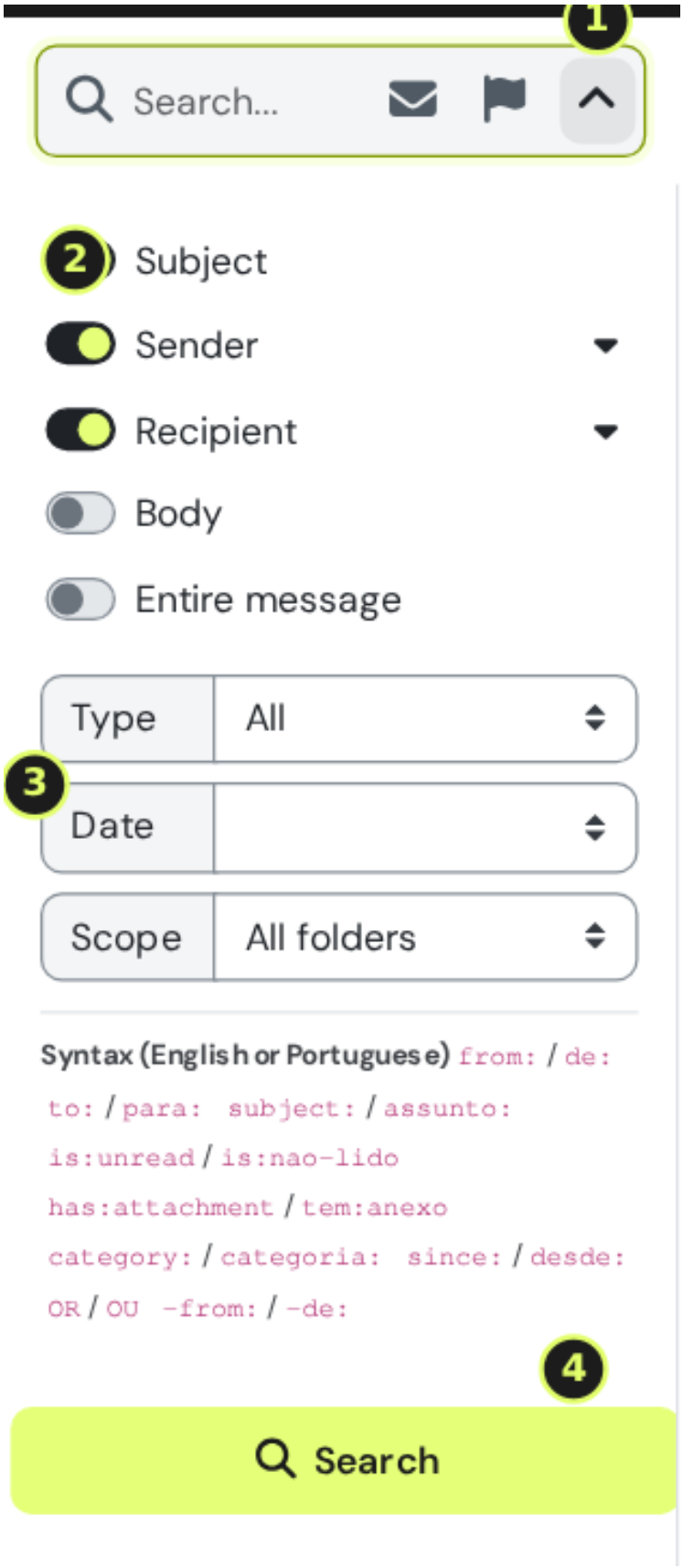


Figure 27: Search options.

Instead of typing the operators, click the **arrow** beside the search field **(1)**:

- **Where to search (2)**: turn on the switches **Subject**, **Sender**, **Recipient**, **Content** or **Entire message**.

- **Type**, **Date** and **Scope** (3): only unread, flagged or with an attachment, a time period, and whether the search covers the current folder or all folders.
- Click **Search** (4). Right above the button, the webmail reminds you of the operators you can type directly, in English or Portuguese.

> **Tip:** when searching across several folders, hold the mouse over a result to see which folder the message is in.

Searching conversations

If you use stacked conversations (**Settings → Preferences → Displaying messages → Group conversation messages in a stack**, chapter 12), you see the search result across **all folders** grouped by conversation: what you received and what you replied appear together, as in a real email exchange.

- Above the list, the webmail shows how many messages and how many conversations it found, for example **"12 messages found in 4 conversations"**.
- Open the conversation to read the messages in order. Each one shows the folder it's in (Inbox, Sent or another).
- With the conversation closed, **download (.zip)**, move, archive and the other actions apply to the whole conversation. It's the fastest way to keep the complete history of a subject.

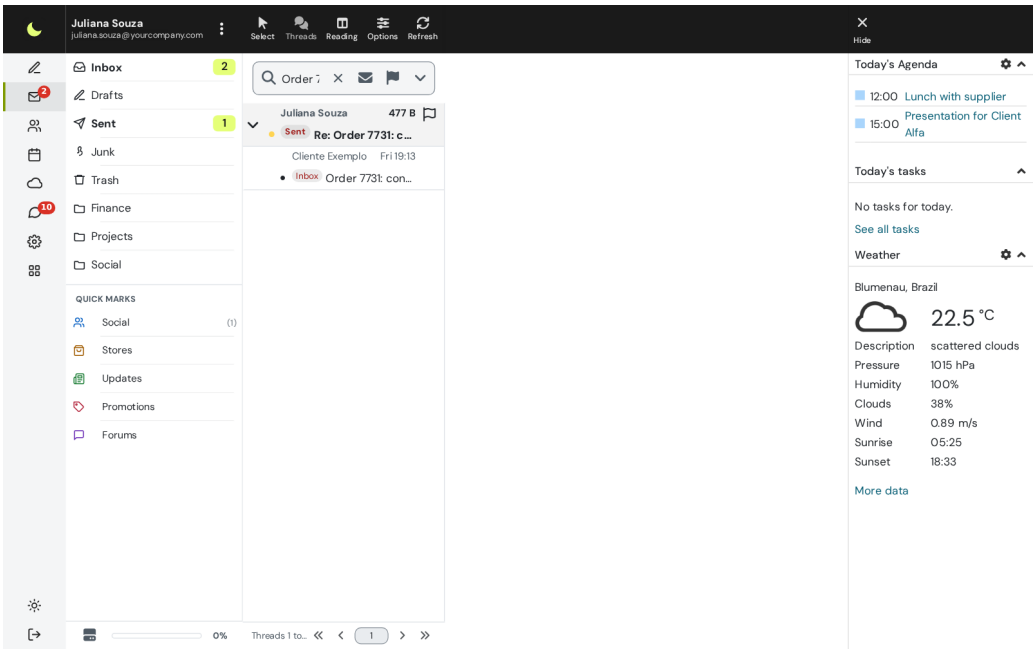


Figure 28: Conversation search: what arrived and what was answered, together. Fictional data.

> **Tip:** if the search finds too many messages to group, the webmail tells you. Add a sender, a subject or a period (operators above) to see the conversations.

Quick list filters

The list beside the search box (2) narrows what appears on screen. Common options: **All**, **Unread**, **Flagged**, **Unanswered** and, in some versions, **With attachment** and by **priority**.

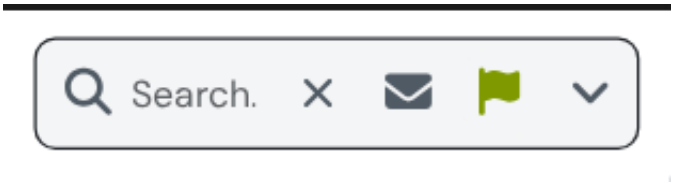


Figure 29: Unread (envelope) and Flagged (flag).

Inside the search box are two shortcuts: the **envelope** shows only unread messages and the **flag** shows only flagged ones. Click again to see everything.

> **Attention:** quick filters only change the **view**. They don't move or delete messages and aren't applied to new incoming messages. If your list looks incomplete, check that the filter is set to **All**.

9. Organizing with folders

System folders

Folder	Contents
Inbound	Received messages.
Drafts	Messages saved and not yet sent.
Sent	Copies of the messages you sent.
Spam / Junk	Messages identified as unwanted. Moving messages here, or taking them out, teaches the antispam filter (chapter 5).
Trash can	Deleted messages, which can still be recovered until the Trash is emptied.

Managing folders

Go to **Settings → Folders**.

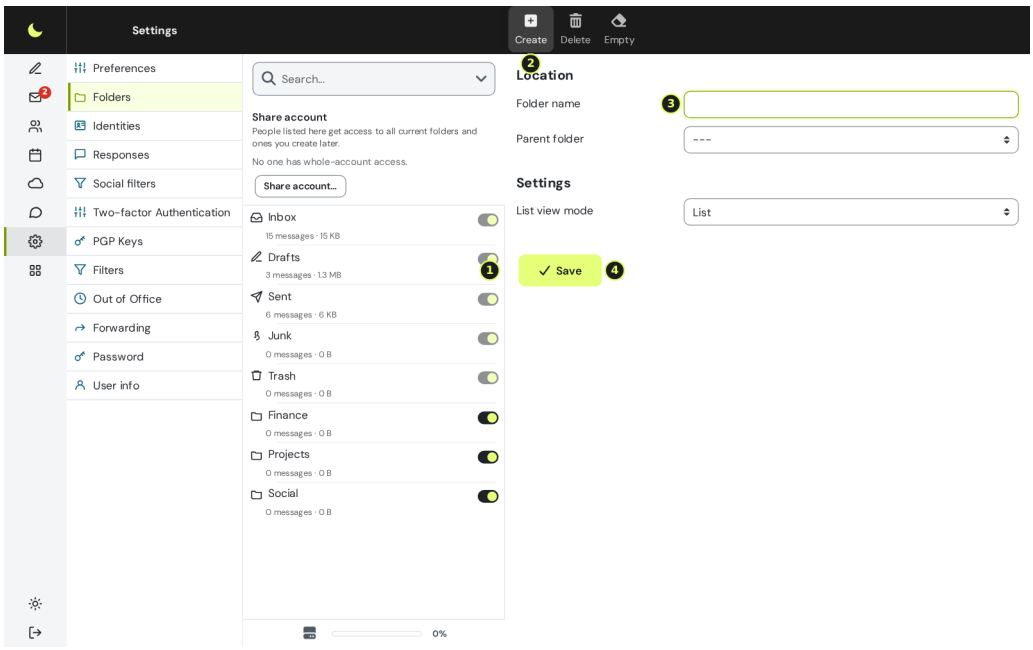


Figure 30: Settings → Folders, creating a folder.

Creating a folder

1. Click **Create** (2), at the top.
2. Type the **Folder name** and choose the **Parent folder** (3). To create a subfolder, for example *Financeiro/Notas Fiscais*, select *Financeiro* as the parent folder.
3. Click **Save** (4).

Renaming, moving, emptying or deleting

Click the folder, change the name or the parent folder and save. The **Empty** and **Delete** buttons are on the same screen.

> **Important:** deleting a folder also deletes **all the messages and subfolders** inside it. Before that, move anything you want to keep somewhere else.

Showing or hiding folders

The switch beside each folder **(1)** defines whether it appears in the mail list (also called **subscribing** to the folder). If a folder has "disappeared", check that this switch is on.

Creating a subfolder without leaving mail

Right-click a folder in the list and choose **New subfolder…**. It is created inside the folder you clicked, without having to open Settings.

> **Tip:** the **Trash** and the **Spam** folder empty themselves after 30 days. Keep in another folder whatever you need to hold on to.

Moving messages

- **Drag and drop**: drag the message from the list to the folder you want.
- **From the menu**: select the message and use **More → Move to…**.
- **Automatically**: create a filter (chapter 11).

> **Tip:** your folders can also be shared with other people at the company, without handing over your password. See chapter 10.

10. Sharing folders and the account

You can give another person at the company access to one of your folders, or to your whole mailbox, without handing over your password. Everything is in **Settings → Folders**.

Two ways to share

Way	What the other person sees	Where to find it
Whole account	All the folders you have today and the ones you create later, including in Outlook or on the phone	**Settings → Folders → Share account...**
One folder	Only the chosen folder	**Settings → Folders** → click the folder → **Sharing**

Important: sharing gives access to the content of the messages, which the person reads from inside their own mailbox. It's not a forward or a copy. Share only with accounts at your company and grant only what is necessary.

The permissions

Permission	What the person can do
Read	Open the folder and read the messages
Saving	Copy and move messages into the folder
Delete	Delete messages from the folder
Other	Additional server permissions, such as creating subfolders and managing the sharing itself. Check only if support tells you to.

Tip: start with **Read** only. It's enough for someone who just needs to keep up, and you can expand it later.

Sharing the whole account

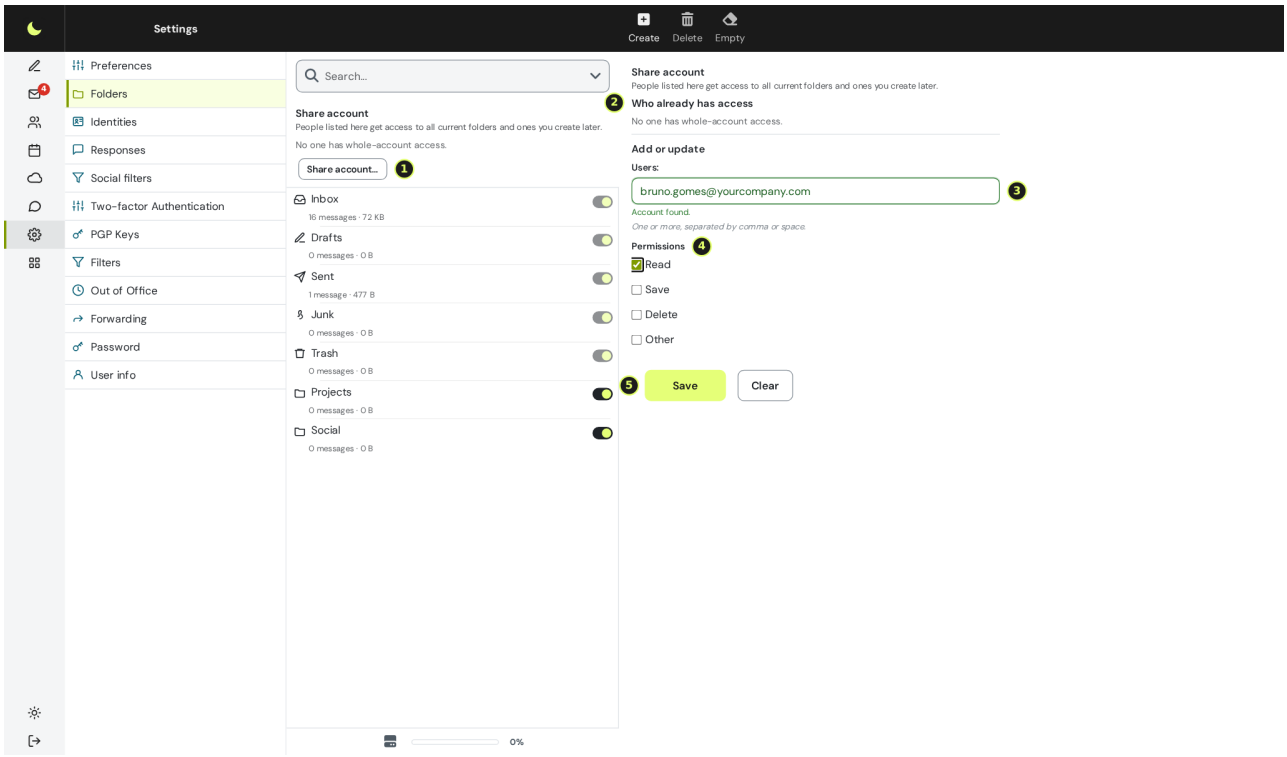


Figure 31: Settings → Folders → Share account.

1. Go to **Settings → Folders**.
2. Above the folder list, click **Share account... (1)**.
3. Under **Who already has access (2)** appear the people who already have access and each one's permission.
4. In **Users (3)**, type the full email address. You can enter more than one, separated by commas or spaces. The screen confirms with *Account found*.
5. Check the **Permissions (4)**. **Read** comes checked already.
6. Click **Save (5)**.

> **Attention:** account access also applies to the folders you create in the future. Folders created in the webmail are shared right away. Folders created in Outlook, Thunderbird or on the phone are shared the next time you open the webmail. If you want to share only what exists today, share folder by folder.

To change what someone can do, use **Update** beside their name. To remove access, use **Remove**.

Sharing a folder

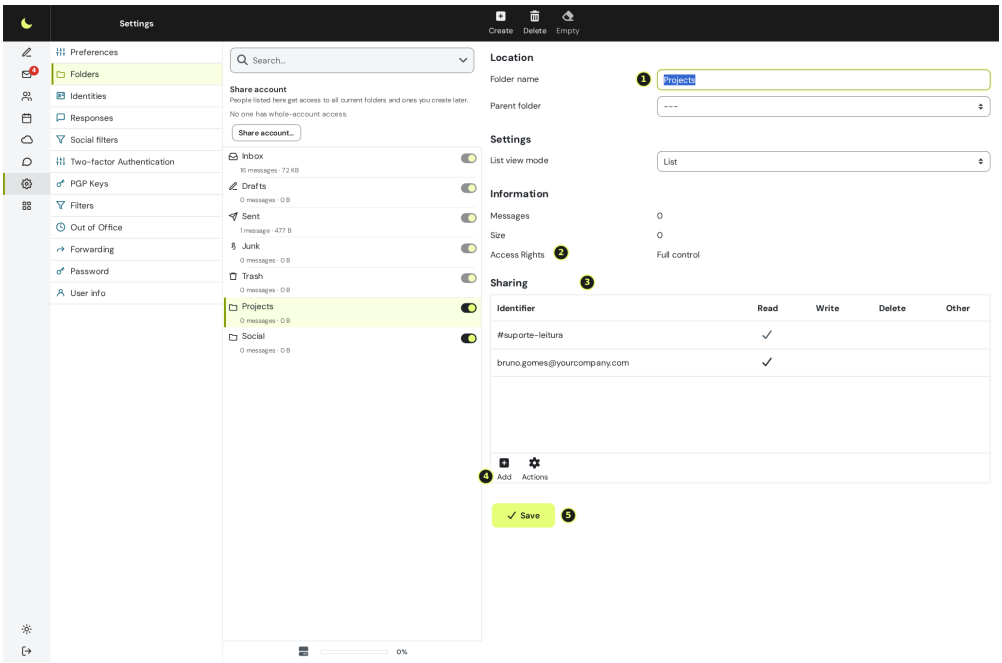


Figure 32: Folder properties, with the Sharing section.

1. Go to **Settings → Folders** and click the folder you want, in the middle list.
2. In the panel on the right, check the **Folder name** and the **Parent folder** (1).
3. Under **Information**, the **Access permissions** field (2) shows your level on that folder. On your own folders it appears as **Full control**.
4. In the **Sharing** section (3), the table lists who already has access, with a column for each permission.
5. Click **Add** (4), enter the email address and check the permissions. The **Actions** button is for changing or removing an existing access.
6. Click **Save** (5).

> **Tip:** a subfolder created **later** inside a shared folder is born shared, with the same permissions, whichever program is used to create it. Subfolders that **already existed** have to be shared one by one.

How the other person sees it

- Shared folders appear on their own in the person's folder list, grouped under your account name. There's no need to turn anything on in **Settings → Folders**.
- New or removed folders appear or disappear from the list in about a minute, without signing out and back in to the webmail.
- It also works in Outlook, Thunderbird and on the phone, because sharing is handled by the IMAP server itself. In those programs, you may need to refresh the folder list.

Replying from the shared account

When someone shares the account or a folder with you, that account's address becomes an option in the **From** field on the compose screen.

- When you **reply**, **reply all** or **forward** a message that is in a shared folder, the **From** field is already filled in with the shared account's address. The recipient sees the reply coming from the right account.

- In drafts and in **Edit as new**, the **From** field stays as it was in the message.
- The copy of what you sent goes to the shared account's **Sent** folder when you have the **Save** permission on it. With **Read** permission only, the copy goes to **your** Sent.

> **Tip:** check the **From** field before sending. To reply in your own name, just change the address there.

Stopping sharing

What to remove	How
Access to the whole account	**Share account...** → **Remove**, beside the name
Access to a folder	Select the folder → **Sharing** → select the row → **Actions**

> **Tip:** review accesses from time to time and remove them as soon as someone changes roles or leaves the company.

When to use it and use cases

- **Assistant who looks after the executive team's mailbox:** share the **whole account**. They read, organize and reply from the shared account, without knowing anyone's password. Give **Read** only at first, and add Save and Delete if needed.
- **Team that serves customers from a shared address** (such as `atendimento@`): share the mailbox with the team. Everyone sees the same history, and the reply goes out from the team's address.
- **A subject's folder for the right department:** the "Contratos" folder with **Read** only for the legal team, without opening the rest of the mailbox.
- **Vacations and leave:** share with whoever will cover for you and stop sharing when you return.
- **Don't use it** to send messages to people outside the company (use forwarding) or to send files: for that, Drive in the webmail creates a link with an expiration date and a password.

11. Automatic filters

Filters perform actions on their own when a message arrives: move to a folder, mark as read, forward and much more. Find them in **Settings → Filters**.

> **Important:** filters act only on **new** messages, those that arrive after the filter is saved. Messages already in the mailbox are not reorganized: move them manually (use search to find them all at once).

Creating a filter step by step

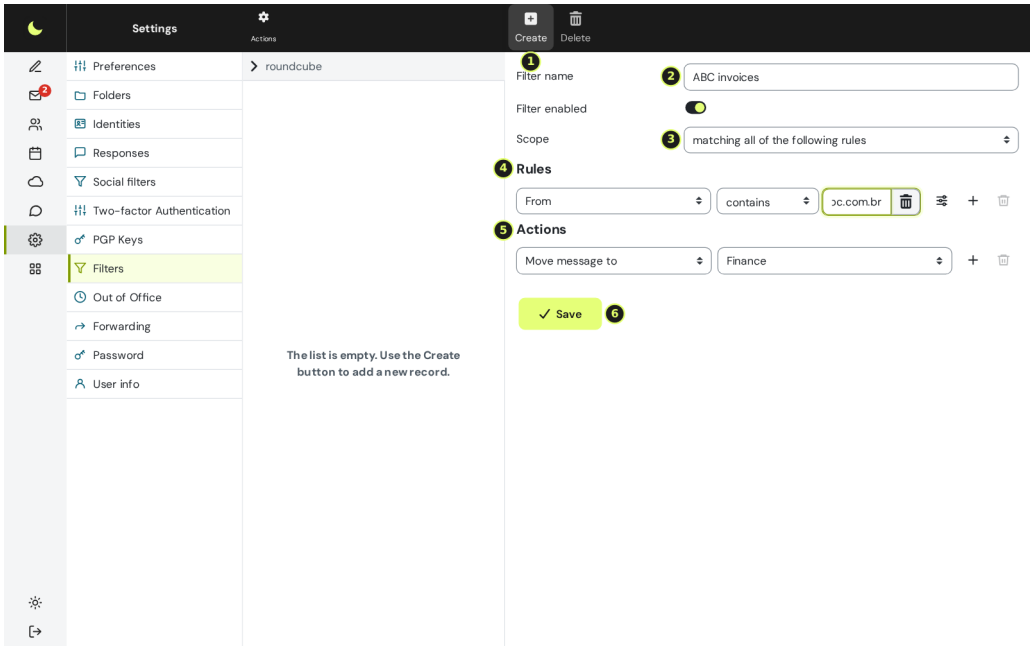


Figure 33: Creating a filter.

1. Go to **Settings → Filters** and click **Create** (1).
2. Give it a **name** that explains its purpose, such as "Invoices" (2).
3. Choose how the rules will be evaluated (3) (see the table below).
4. Build the **rules**: field, operator and value (4). Use **+** to add more rules.
5. Define the **actions** (5). Use **+** to add more than one action.
6. Confirm the filter is **enabled** and click **Save** (6).
7. Test it: send yourself (or ask someone to send) a message that meets the rules.

How the rules are combined

Option	Meaning	Example
all rules	The message must meet **all** the conditions (AND).	Sender is from the supplier **and** subject contains "contrato".
any rule	Meeting **one** of the conditions is enough (OR).	Subject contains "boleto" **or** "fatura".
all messages	Applies the action to every incoming message, with no condition.	Send a copy of everything to another address.

Rule operators

Operator	When to use
contains	The text appears anywhere in the field. This is the most common one.
does not contain	The text does not appear in the field.
is equal to	The field is exactly the same as the text (for example, the whole subject).
is not equal to	The field is different from the text you entered.
exists / does not exist	Checks whether a header field is present in the message.
matches expression	Accepts wildcards: * (any sequence) and ? (one character). E.g.: `*@*.gov.br`
regular expression	Advanced patterns. Only shown for some accounts; use it if you already know the feature.

Available actions

Action	What happens
Move message to	The message goes straight to the folder you choose, without passing through the Inbox.
Copy message to	A copy stays in the chosen folder and another in the Inbox.
Redirect to	Sends the message to another address and it does not stay in your mailbox.
Send copy to	Sends a copy to another address and keeps the original with you.
Set / add / remove flags	Marks as read, flagged, etc.
Keep in Inbox	Makes sure the message stays in the Inbox.
Stop evaluating rules	Prevents the following filters from acting on the same message.
Discard / Delete	Deletes the message on arrival. Use with great care.

> **Warning: Discard**, **Delete** and **Redirect** keep the message from reaching your mailbox. A badly configured filter can make you lose important emails. Prefer **Move** to a folder and review it from time to time.

Ready-made examples

Invoices in a folder

```
Name:   Invoices
Rules: all rules
  Subject  contains  "nota fiscal"
Actions: Move message to  Finance/Invoices
```

Everything from one supplier

```
Name:   ABC Supplier
Rules: all rules
  From  contains  "@fornecedor.com.br"
Actions: Move message to  Clients/Supplier
```

Billing messages with several terms

```
Name:   Billing
Rules: any rule
  Subject  contains  "boleto"
  Subject  contains  "fatura"
  Subject  contains  "NF"
Actions: Move message to  Finance
        Stop evaluating rules
```

Contracts from a specific client

```
Name:   Client contracts
Rules: all rules
  From     contains  "@cliente.com.br"
  Subject  contains  "contrato"
Actions: Move message to  Clients/Contracts
        Set flag  Flagged
```

> **Tip:** the rule "contains NF" also matches words like "NFe" or "CONFIRMATION". The shorter the term, the greater the chance of moving messages by mistake; prefer more specific terms, such as "NF-e" or "nota fiscal".

Filter screen details

- When no rule is open, the **Add filter** button appears in the center of the screen.
- In the rule's field list, the old "..." option is now called **Other header...**.
- Besides the traditional fields, there are the **Category**, **List** and **Unsubscribe** options, useful for handling newsletters and mailing lists.
- When you use **Create filter** from a mailing list message, the rule comes ready with the list identifier (List-Id), which is more precise than filtering by sender.
- If an action is out of order (for example, something after **Stop evaluating rules**), the screen warns you before saving.

Filter order

Filters are applied from top to bottom in the list. You can **drag them** to change the order. Put the most specific ones first and use **Stop evaluating rules** when you do not want a later filter to act on the same message.

> **Tip:** the switch next to each filter lets you **turn it off** temporarily without deleting it. It is the safest way to test whether a filter is causing a problem.

12. Conversations, categories and newsletters

Features that organize the Inbox. You turn each one on in **Settings → Preferences → Displaying Messages**, and the choice applies only to your account.

How to turn them on

1. Go to **Settings → Preferences → Displaying Messages**.
2. Check the options you want (table below).
3. Click **Save**.

Option	What changes
Group conversation messages in a stack	The open conversation appears stacked, with the newest message on top.
Group messages into categories (Social, Shopping, ...)	Creates the **Quick tags** section below the folders and the **category label** on messages in the list.
Take messages with a category out of the Inbox	It is **off** by default. When on, messages with a category go to the Social, Shopping and other folders as soon as they arrive, instead of staying in the Inbox.
Enable the Newsletter management screen	Unlocks the **Newsletter management** menu in Settings.
Sender larger than subject in the list	Highlights the name of who sent the message; the subject becomes smaller. It is off by default.

Conversation stack

With the option on, when you open a conversation with several messages they appear stacked: the most recent on top and the earlier ones in an accordion that you expand with a click. In the list, the newest reply sits right below the first message of the conversation. This option also turns on grouping by subject in the Inbox.

What the buttons do depends on whether the conversation is collapsed or open in the list:

- **Collapsed conversation** (only the conversation row in the list): **mark as read**, **flag**, **delete**, **move**, **copy**, **mark as spam**, **archive** and **download (.zip)** apply to **all messages in the conversation**. The same goes for search.
- **Open conversation**: they apply only to the selected message.

> **Warning: Reply** and **Forward** always use the message that is open in the stack.

With the stack on, searching all folders also shows whole conversations, with received and sent messages together (chapter 8).

Categories and Quick tags

The server sorts messages into five categories: **Social**, **Shopping**, **Updates**, **Promotions** and **Forums**. With the categories option on, **these messages stay in the Inbox**, with the **category label** in the list, below the subject, and also next to the subject when the message is open. Nothing is moved to another folder.

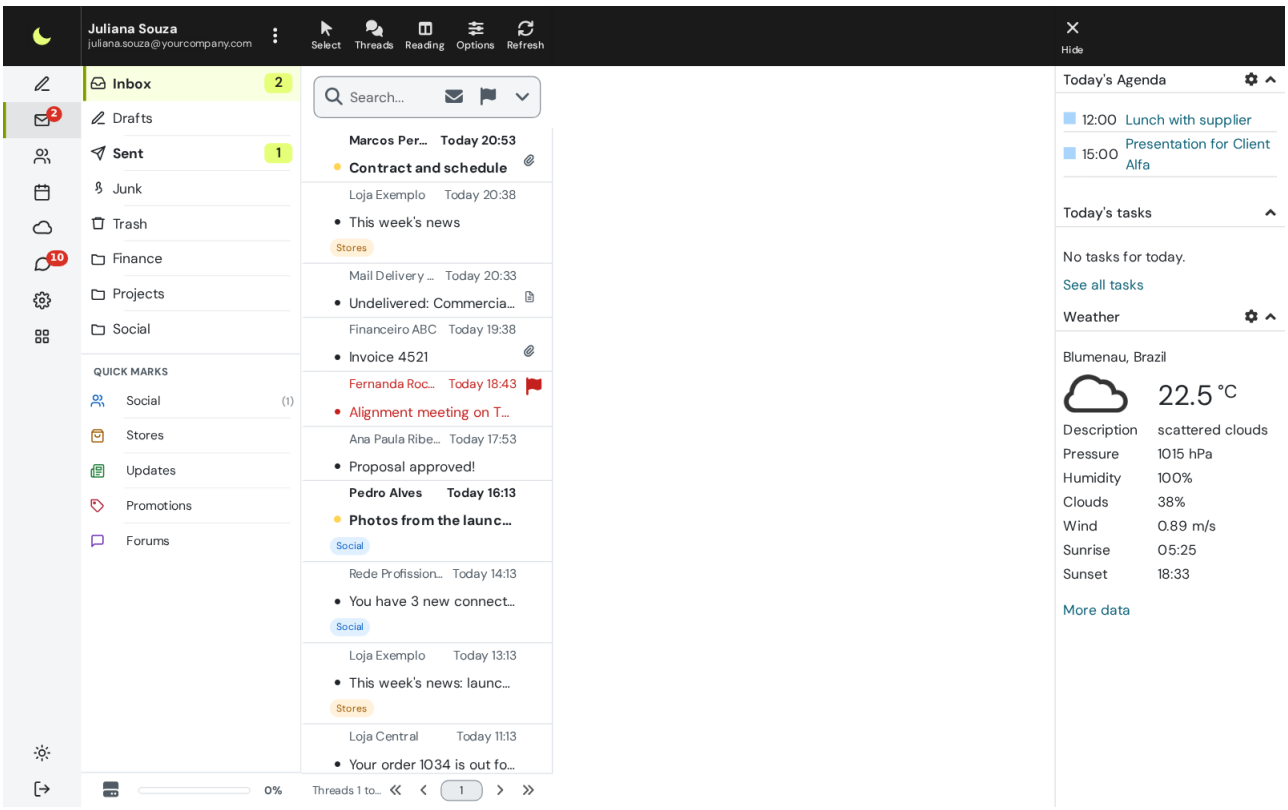


Figure 34: Messages with a category stay in the Inbox, with the category tag.

Below the folders is the **Quick tags** section. When you click a category, the list shows **only the messages in that category**; clicking Inbox shows everything again. The number next to each name is the count of unread messages:

- **Inbox**: all unread messages, with or without a category.
- **Each category**: only its unread messages.

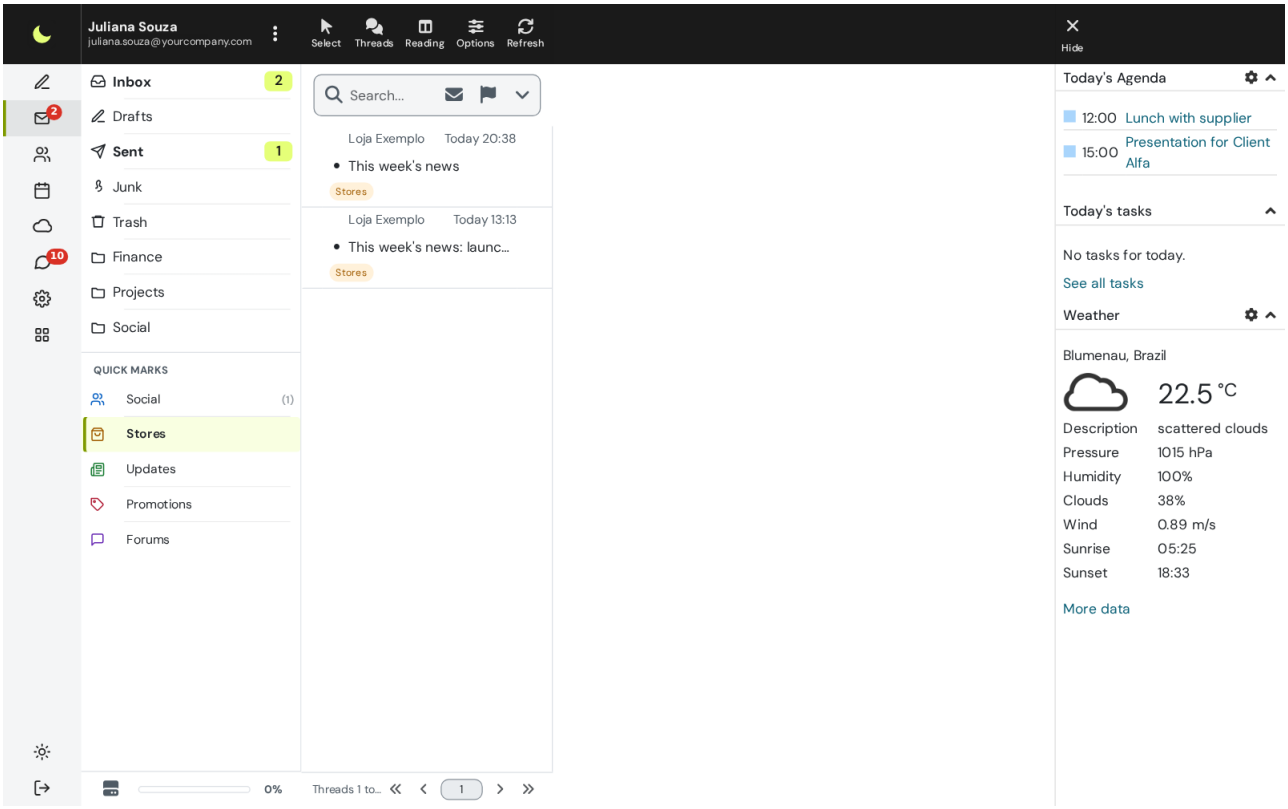


Figure 35: The Stores quick filter shows only the messages in that category.

Important: quick tags **are not folders**. Only messages the server has already classified are included; whatever fits no category appears only in the Inbox.

Take messages with a category out of the Inbox

If you prefer to see only messages without a category in the Inbox, turn on **Take messages with a category out of the Inbox** in **Settings → Preferences → Displaying Messages**. It is **off** by default. When on, each message with a category goes to the category folder (Social, Shopping, Updates, Promotions, Forums) as soon as it arrives. Messages that were already in the Inbox stay where they are. If you turn the option off, new messages stay in the Inbox again.

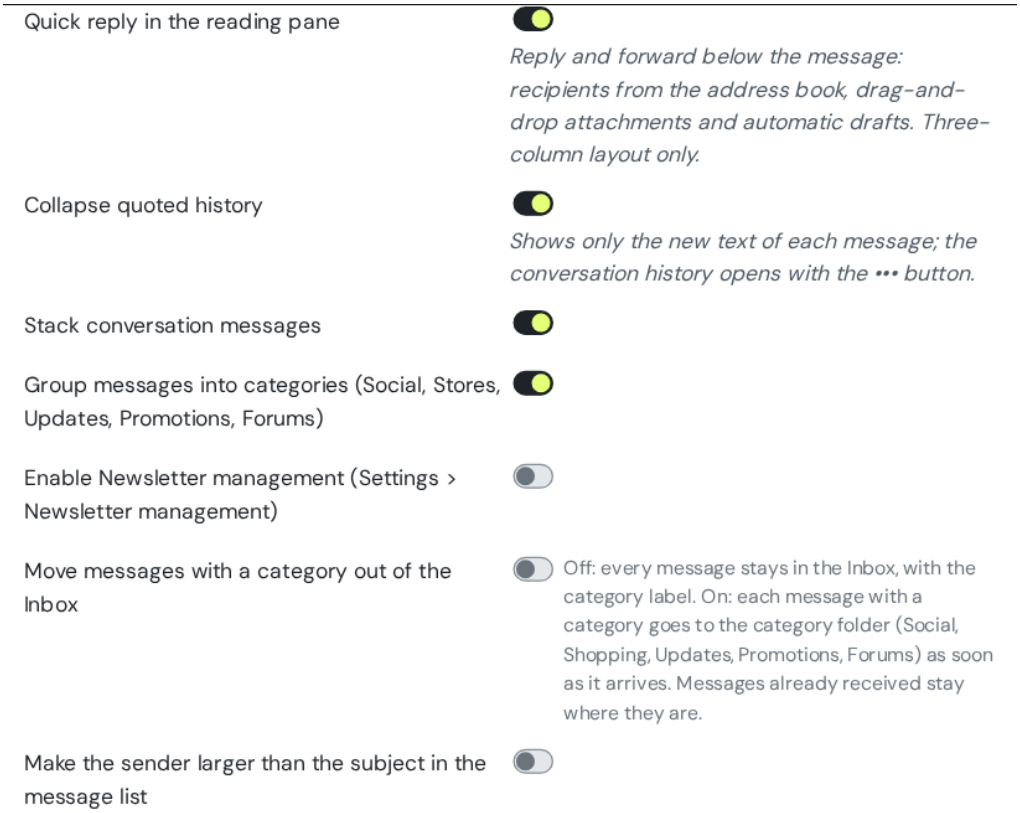


Figure 36: The option to take messages with a category out of the Inbox, off by default.

Warning: with the option on, these messages no longer appear in the Inbox. Check the category folders during the first few days, to make sure nothing important ended up in them.

Social filters

In **Settings → Social filters** you create, in a few clicks, the folders and filters for each category. For each filter, the page shows what it does: **only tags, stays in the Inbox** (the default) or **moves to the folder** (when the option to take messages out of the Inbox is on).

Category	What usually goes in	Suggested folder
Social	LinkedIn, Facebook, Instagram, Pinterest, TikTok and similar sites	Social

Shopping	Shopee, Mercado Livre, Amazon, Magalu, AliExpress, Shein and other stores	Shopping
Updates	Correios, banks, Google, Microsoft/Teams, Uber, DocuSign	Updates
Promotions	Newsletters and bulk marketing, with an unsubscribe link	Promotions
Forums	Mailing lists, such as Mailman and Google Groups	Forums

Each category has three buttons:

- **Create folder**: creates only the folder.
- **Create filter**: creates only the rule, pointing to an existing folder.
- **Create folder and filter**: does both.

There is also a button that creates all the missing folders and filters at once. If a folder with a similar name already exists (for example, *Shopping*), the filter uses that folder instead of creating another. The filters only tag the message with the category; **whether it leaves the Inbox is decided by the option in the previous section**. Afterward, everything can be adjusted in **Settings → Filters**.

Newsletter management

After you turn the option on, the **Settings → Newsletter management** menu lists the newsletters and marketing messages recently received in the Inbox, grouped by sender. The screen shows the sender, how many recent messages arrived, the date of the latest, and the **Unsubscribe** button, which triggers the sender's own unsubscribe (a page or an automatic email).

If *No newsletters found in the Inbox* appears, it's because there are no recent messages with an unsubscribe option: the screen only looks at the Inbox.

> **Tip:** do not confuse **Newsletter management** with the **signature** at the end of your messages, which is in **Settings → Identities** (chapter 14).

In the list, messages with an unsubscribe link also show an **unsubscribe icon** next to the subject.

> **Tip:** unsubscribing does not delete messages that have already arrived, and the sender may take a few days to stop sending. To clean up what is already in your mailbox, search by sender and delete the results.

Sender larger than subject

With this option on, the name of who sent the message is highlighted and the subject is smaller (useful if you find messages by person). When off, the subject stays highlighted.

When to use each feature

- **The Inbox is always full of notices, stores and social networks:** start by turning on only the **categories**. Nothing changes folders, but each message gets the label and you filter by **Quick tags** when you want to see, for example, only what comes from Shopping.
- **After a few days, you hardly ever open the promotions:** turn on **Take messages with a category out of the Inbox**. The Inbox keeps only what comes from people and work; check the category folders from time to time,

to make sure nothing important ended up in them.

- **Long conversations with clients and suppliers:** the **stack** shows the newest on top and gathers the history, and actions on the collapsed conversation apply to the whole thing (archive or delete at once).
- **Subscribed to too many newsletters:** use **Newsletter management** and the **Social filters** to decide what stays and what goes.
- **Do not use** categories if you depend on seeing everything in a single list and do not want to look in other folders: leave them off, and the Inbox stays as it has always been.

13. Out of office and forwarding

Webmail has two dedicated screens for this under **Settings**: **Out of office** (called **Away** in some themes), to automatically reply to anyone who writes to you, and **Forward**, to send messages to another address.

Automatic out-of-office reply

1. Go to **Settings → Out of office**.
2. Fill in the **Subject** (for example, "Out of office until Sep 30") and the reply **text**.
3. If there are start and end dates, fill them in so the reply turns itself off.
4. If available, adjust the resend interval (in days) so you do not reply several times to the same person.
5. Check the option that **enables** the reply and click **Save**.

Example message:

```
Subject: Out of office until Sep 30

Hello! I am out of the office until Sep 30, with limited access to email.
For urgent matters: comercial@yourcompany.com.
I will reply as soon as I return. Thank you!
```

Warning: do not include sensitive data in the out-of-office message (personal phone number, travel details, address). It is sent to anyone who writes to you, including strangers.

Tip: when you come back, turn the reply off instead of deleting the text. Next time you are away, just adjust the dates and turn it on again.

Forward all messages

In **Settings → Forward**, enter the destination address and save. The screen accepts **one** address. If you need more than one destination, or to forward only some of the messages, create a filter (chapter 11) with the action **Send copy to**, which keeps the message with you, or **Redirect to**, which does not.

Important: before forwarding business email to personal accounts, check that your company's rules allow it.

14. Identities and signature

The identity defines how you appear to recipients: name, address and signature.

Edit your identity

1. Go to **Settings → Identities** and click your identity. Shortcut: in **Settings → User information**, the **Edit identity** link opens your default identity directly.
2. Adjust the **Display name** (how it will appear in the From field), the **Organization** and, if needed, the **Reply-To** address.
3. In the **Signature** field, write your text. Turn on the **HTML editor** if you want formatting.
4. Click **Save**. The form closes by itself and the identity list is updated.

To leave without saving, click **Cancel**, next to Save, press **Esc** or click an empty area of the list. If you changed anything, the webmail first asks whether you want to **discard** the changes.

Example of a simple signature:

```
Maria Souza
Sales Analyst | Sua Empresa Ltda.
(47) 3000-0000 | www.yourcompany.com
```

Automatic signature

In **Settings → Preferences → Composing Messages**, choose when to insert the signature automatically (new messages, replies and forwards).

> **Tip:** if you have more than one identity (for example, personal and for a department), the signature changes according to what is selected in the **From** field. The address of an identity cannot be changed. To write with another company address, add an alias to your identities (see the next section).

> **Warning:** avoid signatures made only of an image: they may be blocked by the recipient and do not let people copy the phone number or email.

Aliases for sending

An alias is a company address that delivers messages to your mailbox, such as `comercial@yourcompany.com`. In **Settings → Identities**, you add these aliases as identities and can then choose one of them in the **From** field when you write. The people who receive the message see the alias as the sender.

When to use it: when you answer for a team address and prefer not to reply from your personal address. Example: Carla is on the sales team and receives quote requests at `comercial@`. She adds that alias, chooses it in the **From** field and replies as "Sales Team", without disclosing her personal address.

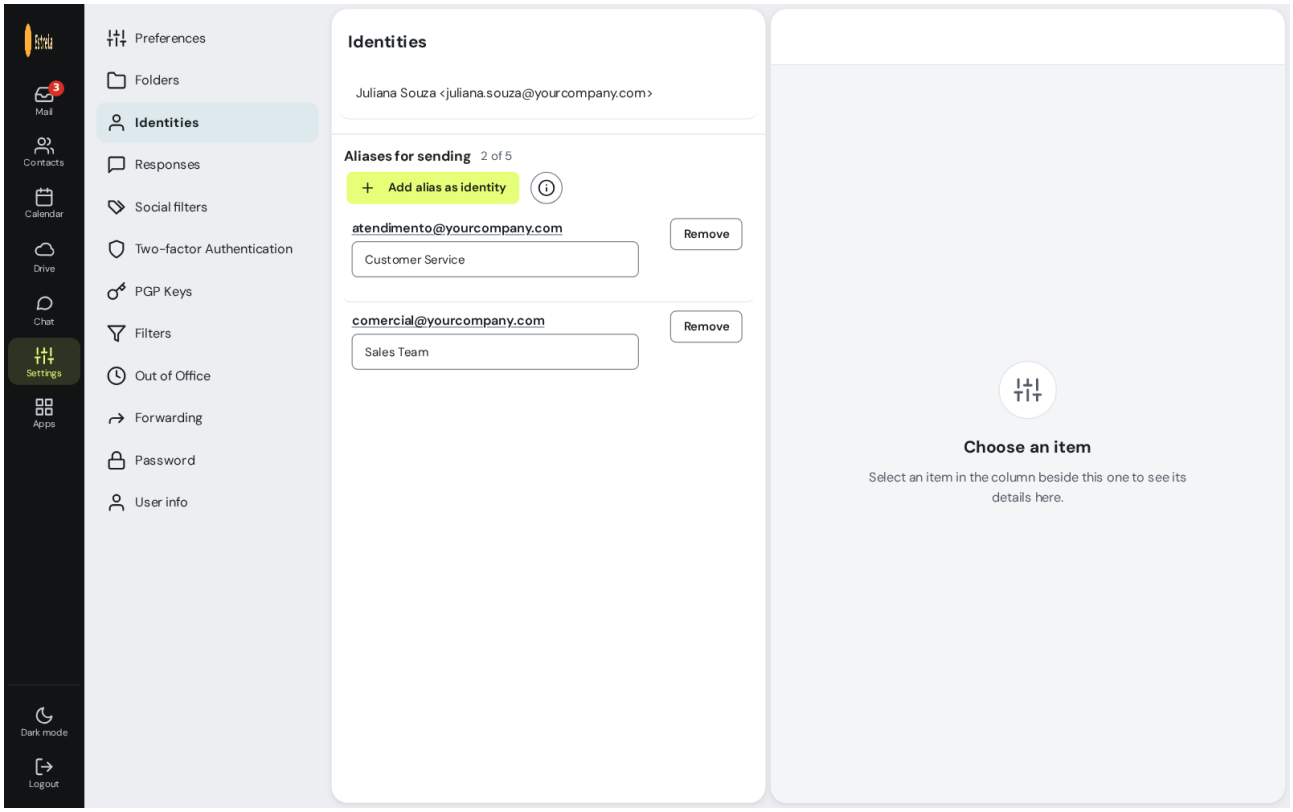


Figure 37: The Aliases for sending section, with 2 of the 5 possible aliases.

Add an alias

1. Go to **Settings → Identities**. Below the list of identities, the **Aliases for sending** section shows how many you have added, in the format **2 of 5**.
2. Click **Add alias as identity**. A window opens with the **Search aliases** field.
3. Type part of the address or name. Results appear as you type and show only the aliases that deliver messages to your mailbox.
4. Click **Add** next to the alias you want to use.
5. Check the **Display name**, which the webmail already suggests, and change it if you like. It is the name the people who receive the message will see.
6. Click **Add alias**. The alias appears in the list in the section and becomes available in the **From** field. To go back, click **Back**.

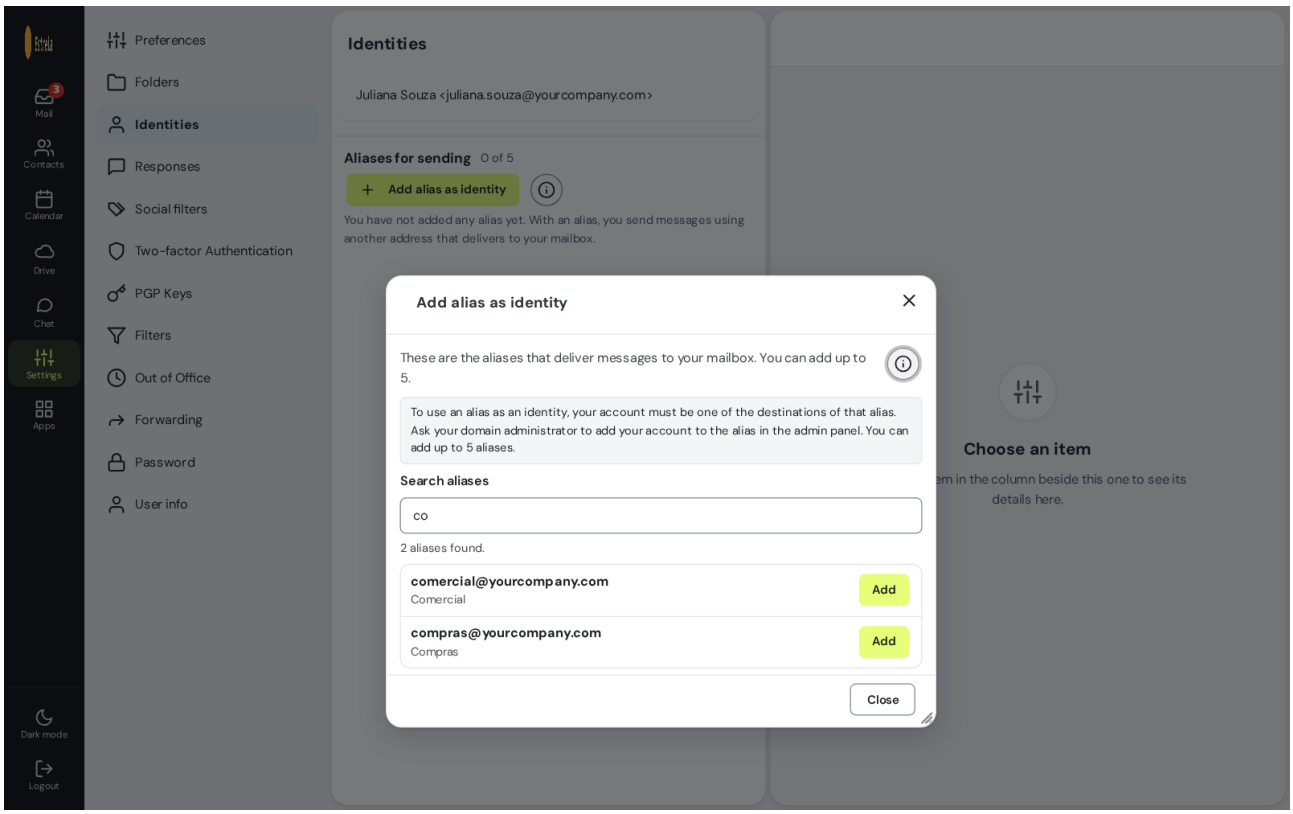


Figure 38: The alias search. The **i** button explains why an alias may not appear.

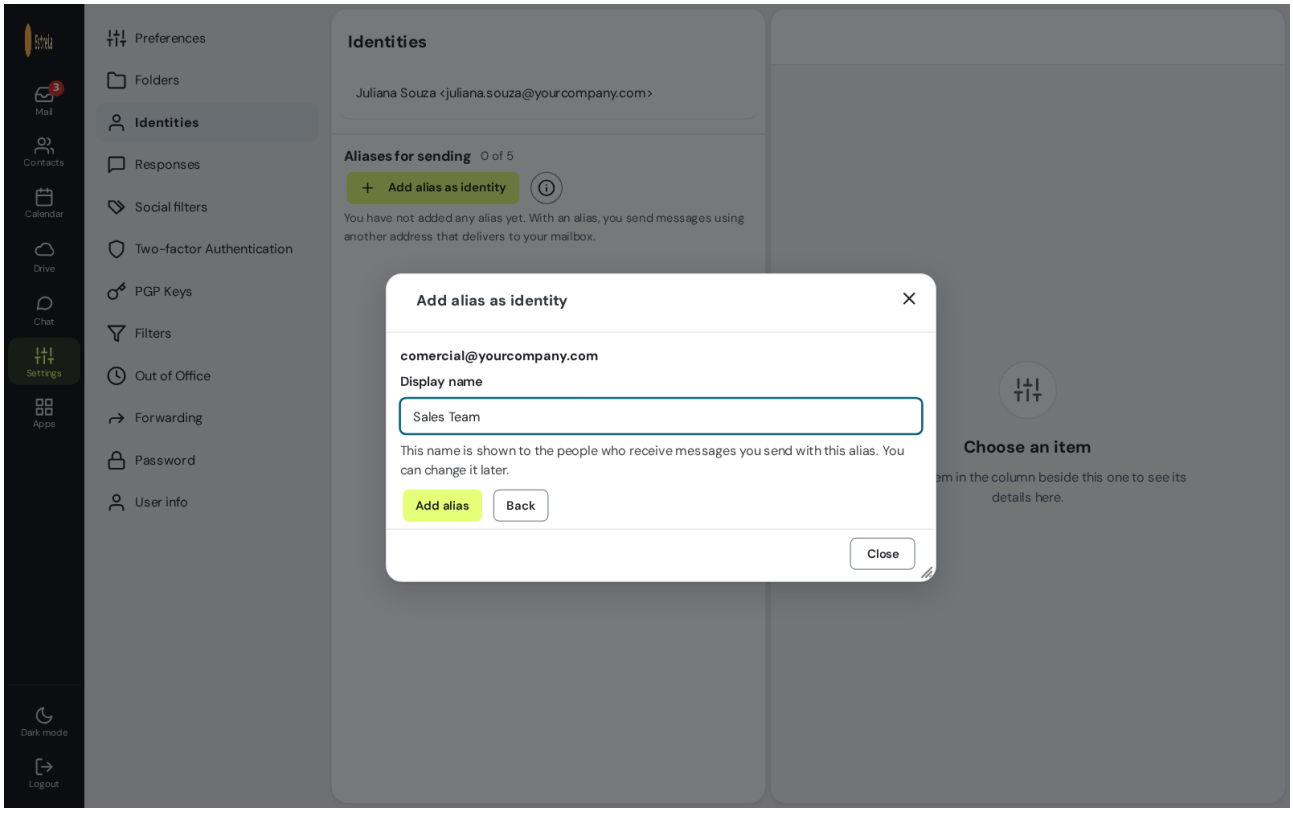


Figure 39: The alias display name, before adding it.

If the alias you are looking for does not appear: click the **i** button in the window. The explanation says: "To use an alias as an identity, your account must be one of the destinations of that alias. Ask your domain administrator to add your account to the alias in the admin panel. You can add up to 5 aliases."

Writing with the alias: when you create a message, open the **From** field and choose the alias. The signature of the chosen identity is inserted in the text, as with your other identities. To use the alias in Outlook or another email program, see Send as an alias in Outlook and other programs.

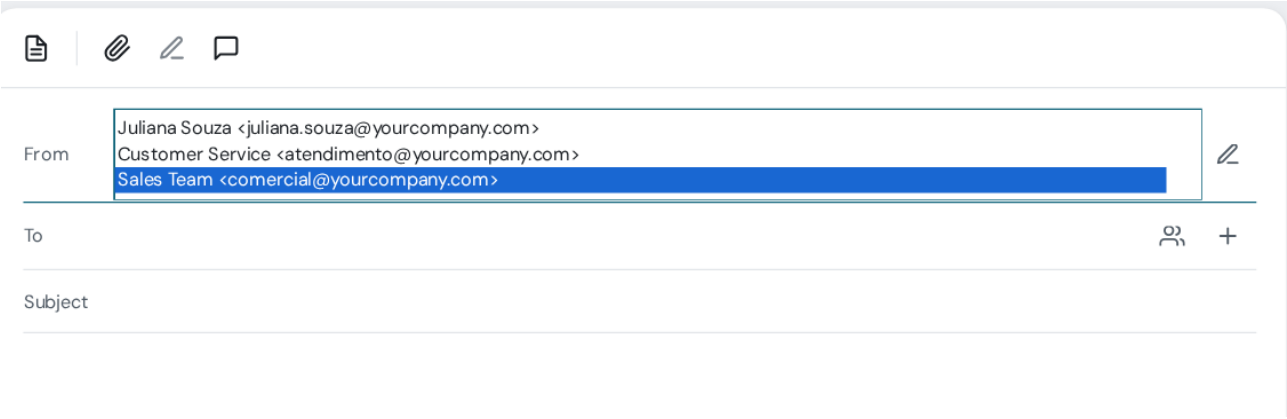


Figure 40: The aliases appear in the **From** field, next to your own address.

Edit or remove an alias

- To change the display name, edit the field on the alias row. The name is saved when you leave the field or press **Enter**.
- To change the signature and the other options, click the alias address.
- To remove it, click **Remove** next to the alias and confirm. The alias stops being a sender option on your account, but it keeps existing and delivering messages to your mailbox. You can add it again later.
- The alias email address cannot be changed.

Rules and limits

- You can have up to **5 aliases** per account. This limit does not include your main address or shared mailboxes. With 5 aliases, the **Add alias as identity** button warns that the limit was reached; remove one to add another.
- Only aliases that deliver messages to your mailbox appear in the search. You cannot type a free address.
- The administrator of your domain, in the admin panel, is the one who adds your mailbox to the destinations of an alias (chapter 7 of the admin panel manual).
- In the webmail and on the phone (Exchange account), Lua only accepts sending as your own address, as an alias that delivers to your mailbox, or as a shared mailbox you have access to.

When the administrator removes the alias

If the administrator deletes or deactivates the alias, or removes your mailbox from its destinations, the address leaves your identities and you can no longer send with it. If you try to send a message with that address in the **From** field, the webmail does not send it and warns: "This address is no longer available for sending. Choose another sender." Choose another address in the **From** field and send again.

15. Contacts

Click **Contacts** in the sidebar. Before adding anyone, it is worth understanding the address books: they decide whether the contact will also show up on your phone and in Outlook.

Address books

The address books appear in the left column and come in three types: the webmail's local one, your synced address books and the company directory.

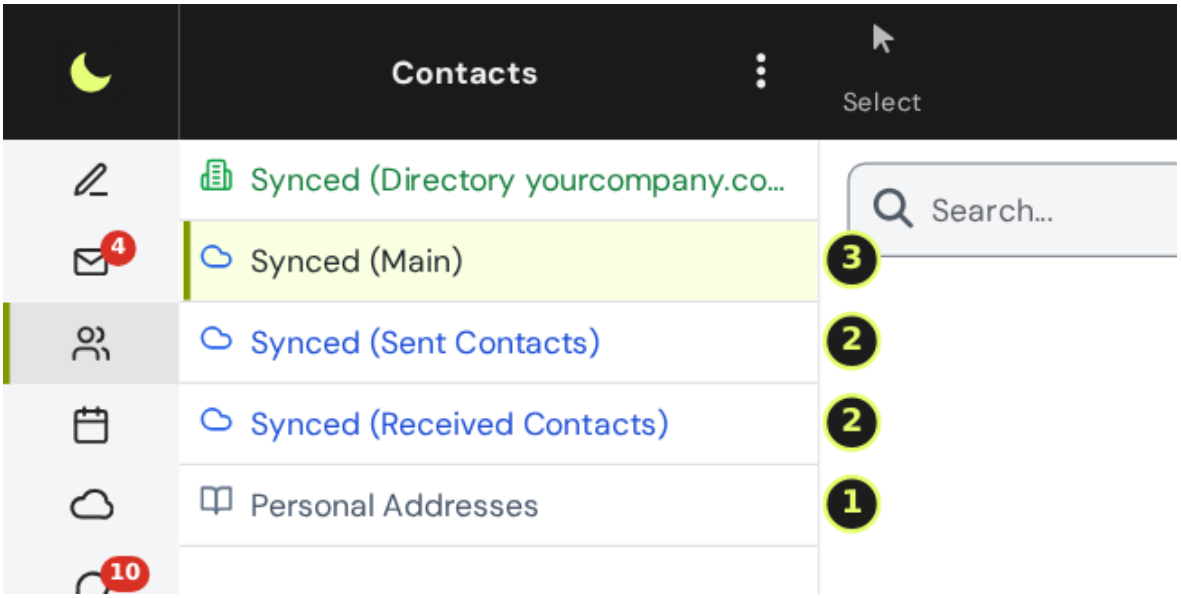


Figure 41: Address books on the Contacts screen.

Address book	Where the contacts are stored	Shows up on the phone and in Outlook?
Personal Addresses (1)	Webmail only	No
Synced (Sent Contacts) (2)	On the server (CardDAV)	Yes
Synced (Received Contacts) (2)	On the server (CardDAV)	Yes
Synced (Main) (3)	On the server (CardDAV)	Yes
Synced (Directory yourdomain.com)	On the server (CardDAV), read-only	Yes

- Address books that start with **Synced** live on the server and are the ones your phone, Outlook and Thunderbird see through CardDAV (chapter 18). Use them for the contacts you want at hand on any device.
- **Personal Addresses** is a local webmail address book. It is for notes that only matter to you, but what is in there does **not** go to other programs.
- **Sent Contacts** and **Received Contacts** are usually filled in automatically, with the addresses you write to and the ones that write to you. They are useful for finding someone quickly, but they tend to pile up addresses you do not want to keep forever.

Important: when you create a contact, check which address book is selected. Saving to **Personal Addresses** by mistake is the most common reason a contact does not show up on the phone.

Company address books (read-only)

Besides your own address books, the webmail can show company lists, synced via CardDAV for the whole team:

- **Domain directory**: automatically gathers the active accounts and group addresses (aliases) of your company's domain, with name, email and phone when registered. It appears as **Synced (Directory yourdomain.com)**. Nobody needs to add coworkers: an account that is created or deactivated enters or leaves the directory by itself. It also appears on the phone, in Thunderbird and in Outlook, and the addresses are suggested as you type in the **To** field.
- **Global address books**: lists named by the administration, such as Sales, Support or Partners. They appear as **Synced (Sales)** and similar.

Tip: these address books are **read-only**. In the webmail, the buttons to create, edit, move and delete are disabled. To fix a coworker's name or phone, or to hide an account from the directory (for example, technical mailboxes), talk to support or to your company's email administrator.

Tip: the directory appears from your next webmail sign-in.

Move contacts between address books

1. Open the address book where the contact is now.
2. Select the contact, or several of them by holding **Ctrl** (**Cmd** on a Mac).
3. Drag the selection to the destination address book, in the list on the left. In some themes there is also a **Copy to...** option in the actions menu.

If you prefer a sure path, use **Export** in the source address book, saving the **vCard (.vcf)** file, and then **Import**, choosing the destination address book.

Tip: syncing is not instant. After moving a contact, wait for the interval configured on the phone or in Outlook, or ask for a manual sync.

Common tasks

To...	Do this
Create a contact	First select the address book you want, click **Create**, fill in name, email and other details, and save.
Save a message's sender	In the open message, click the sender's name or address and choose **Add to contacts**. Check which address book it will be saved to.
Edit or delete	Select the contact and use **Edit** or **Delete**.
Creating a group	In the address book menu (options button or **+** next to the address book list), choose **Add group**. Then drag the contacts into the group.
Send to a group	On the compose screen, start typing the group name in the To field.
Import	Click **Import** and select a **vCard (.vcf)** or **CSV** file exported from another email program.
Export	Click **Export** to download the contacts of the open address book as vCard, useful as a backup.

16. Calendar and events

The webmail calendar keeps appointments and meetings, invites people, reminds you ahead of time and can have several calendars (personal, team, project), shared with coworkers and synced with the phone and Outlook (chapter 18).

The calendar screen

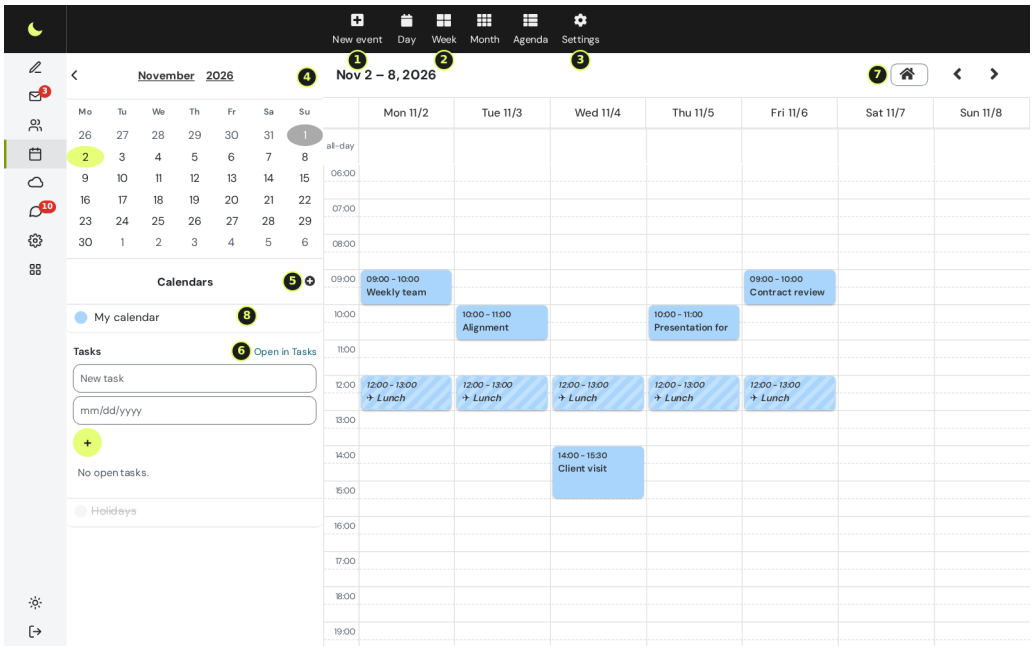


Figure 42: The calendar in week view.

N°	Item	What it is for
1	New event	Creates an appointment. You can also click (or click and drag) on an empty time slot in the grid. The event opens on the day chosen in the mini calendar (or the day the screen shows). With lua Colabora active, the webmail asks whether it is an **Event** or a **Task**, in two large cards (chapter 22).
2	Day, Week, Month, Agenda	Changes the view. **Agenda** shows upcoming appointments as a list.
3	Settings	The calendar preferences (see Calendar settings).
4	Mini calendar	Click a day to go to it. The arrows change the month.
5	+ (Calendars)	**Create calendar** or **Add shared calendar** from a coworker.
6	Tasks	With lua Colabora active, your tasks (chapter 22).

7	Navigation	The little house goes back to today. The arrows go to the previous or next period.
8	Your calendars	Click the name to show or hide that calendar's events. Hover and click the **pencil** to edit it.

To change an event's day or time, **drag** the event in the grid. To change the duration, drag the bottom edge.

Create an event

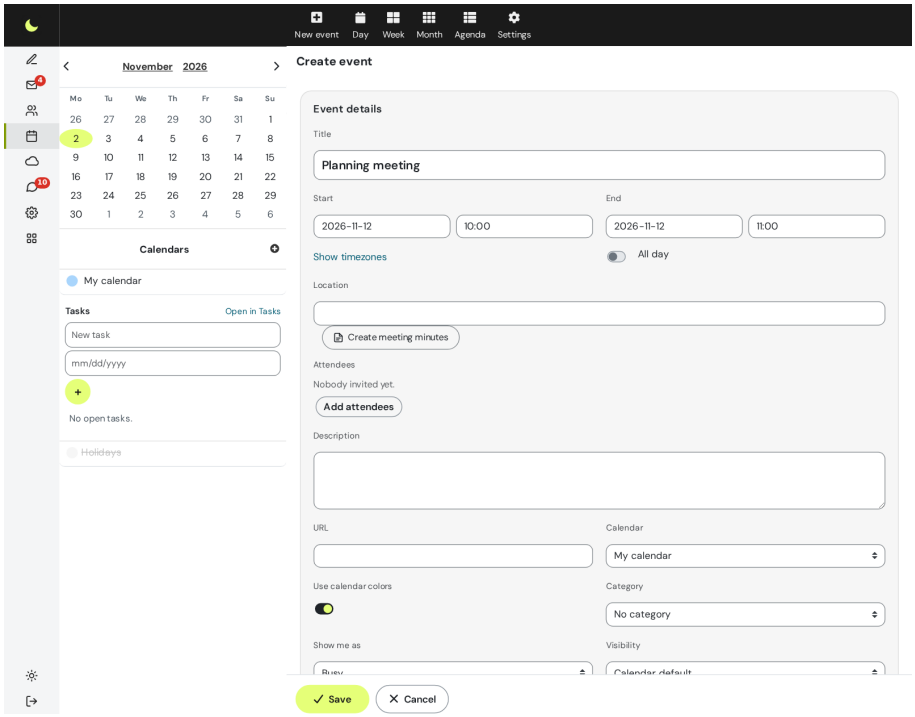


Figure 43: The event screen, with Event details at the top.

The event screen has no tabs: it is a page of cards, with everything in view. From top to bottom are **Event details**, **Attendees and availability** and, side by side, **Repeat** and **Notifications**. Scroll the page to see them all. **Save** and **Cancel** are always at the bottom.

1. Click **New event** or an empty time slot in the grid. The event opens on the day you chose in the mini calendar (or the day the screen shows) and, for today, starts at the next full hour.
2. Fill in the **Title**, the start and the end. When you change the start day, the end day follows; if you change the end, your choice stands. Check **All day** for birthdays, holidays and deadlines.
3. If you want, add the **Location** and a **Description**.
4. To invite people, use **Add attendees** (see Inviting people).
5. Check which **Calendar** the event will go to.
6. Click **Save**.

Field	What it is for
Show time zones	Sets the start and end in another time zone, for meetings with people in another country or state.

Attendees	Shows a summary of who has been invited. **Add attendees** takes you to the **Attendees and availability** card.
Online meeting	With lua Colabora active, creates the video meeting room and puts the link in the event (chapter 22). Next to it is the **Create meeting notes** button (see Meeting notes).
URL	A useful link for the event, such as a course page.
Use calendar colors	When off, lets you pick a color just for this event.
Category	Groups events by topic, each category with its own color.
Show as	**Busy**, **Free** or **Out of office**: this is what coworkers see when the shared calendar shows only availability (see Marking out-of-office times).
Visibility	**Private** hides the event details from anyone who views your shared calendar.
Priority	How important the appointment is.

Repeating events

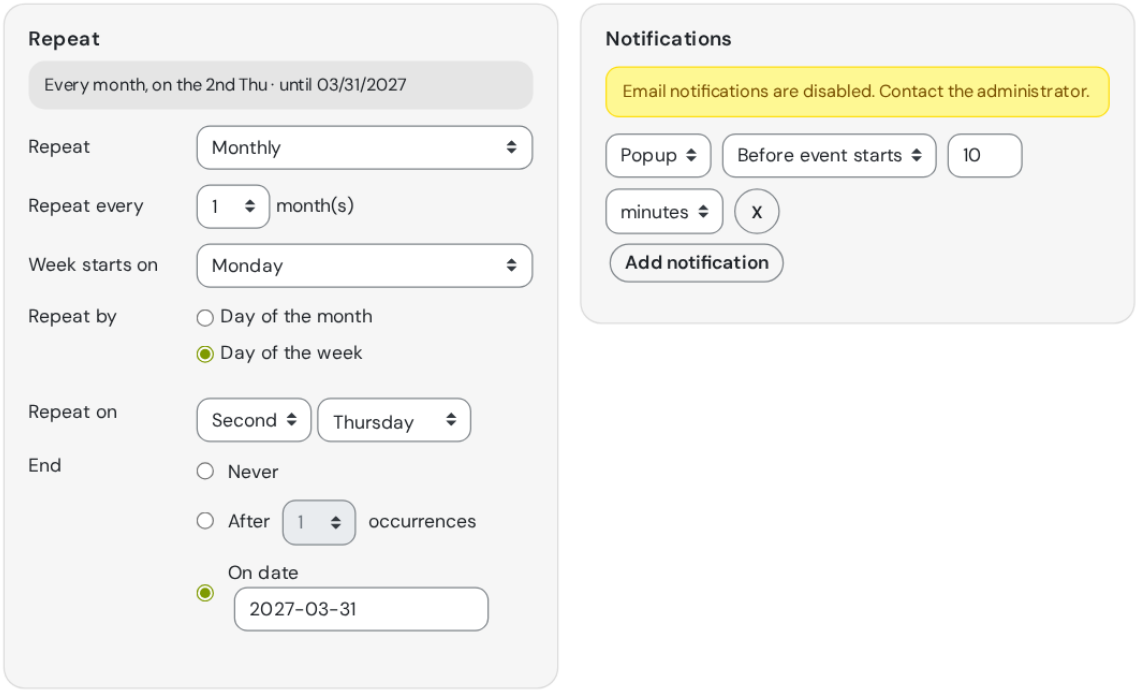


Figure 44: A monthly meeting on the second Thursday, until March 31, 2027.

In the **Repeat** card, choose **Repeat** (daily, weekly, monthly or yearly), the interval (**Repeat every**) and when it ends: **Never**, **After** a number of occurrences or **On date**. At the top of the card, a summary in words confirms what you chose, such as "Every month, on the 2nd Thu · until Mar 31, 2027".

- **Weekly:** check the days of the week. The start day is already checked.

Monthly or yearly: choose in **Repeat by** how the event comes back:

- **Day of the month**: always on the same date, such as "every 10th" (payments, closings);
- **Day of the week**: always on the same weekday, such as "every first Monday" or "every last Friday" (team meetings, committees).

Both options come pre-filled from the start date. An event that starts on Monday, October 5, suggests "day 5" and "First Monday". If you change the start date, the suggestion follows, until you pick another value.

I want to repeat...	Repeat	Repeat by	Repeat on
Every week, on Mondays and Wednesdays	Weekly	Not applicable	Mon. and Wed.
Every 10th	Monthly	Day of the month	10
Every first Monday of the month	Monthly	Day of the week	First, Monday
Every last Friday of the month	Monthly	Day of the week	Last, Friday
Every three months, on the 15th	Monthly, every 3 months	Day of the month	15

When you change or delete a repeating event, the webmail asks whether it applies **only to this occurrence** or to **all of them**.

Marking out-of-office times

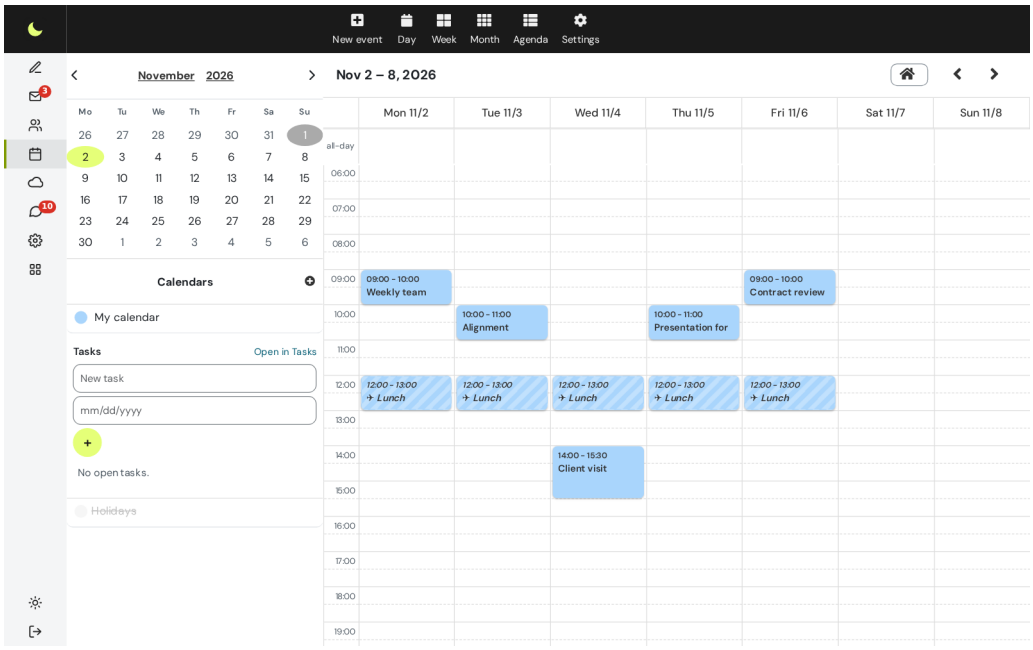


Figure 45: Lunch marked as out of office, Monday to Friday.

To let coworkers know you are unavailable (lunch, appointment, leaving early, travel), create the appointment as usual and, in the **Event details**, choose **Show as → Out of office**. Combined with recurrence, lunch is marked every day at once.

- In the calendar, these times appear **striped** and with an **airplane**, easy to tell apart from meetings.
- Anyone who sees your shared calendar with availability only, or the published calendar, sees the time as **Out of office**.
- In the calendar synced with Outlook (chapter 18), the time appears as **Out of office**. On the phone and in other programs, it appears as **Busy**. An appointment marked as out of office in Outlook reaches the webmail the same way.

> **Important:** marking a time as out of office in the calendar does not send an automatic reply. To reply automatically to anyone who writes while you are away (vacation, leave), use the automatic reply from chapter 13.

Holidays and working hours

When the domain administrator turns on holidays in the panel, the **Holidays** calendar appears in your calendar list, next to your own. It brings national holidays and the ones your company registered (the city's anniversary, a year-end break). Click a holiday to see its name and type. They are for reference only: they do not take up your calendar and cannot be edited. The same calendar reaches the phone and calendar programs.

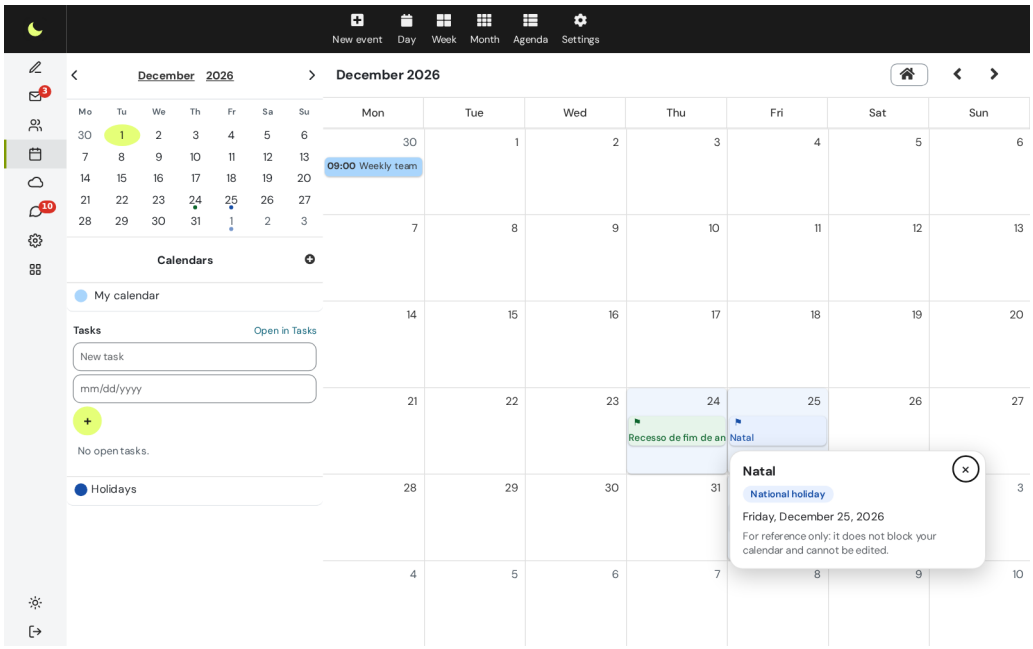


Figure 46: Holidays in the month; the window shows the type and says it is view-only (real screen, fictional data).

Holidays also appear in the side **mini calendar**: a discreet dot under the day, **blue** for a national holiday, **green** for your company's and **gray** for an optional day off. Hover over the day to see the holiday's name.

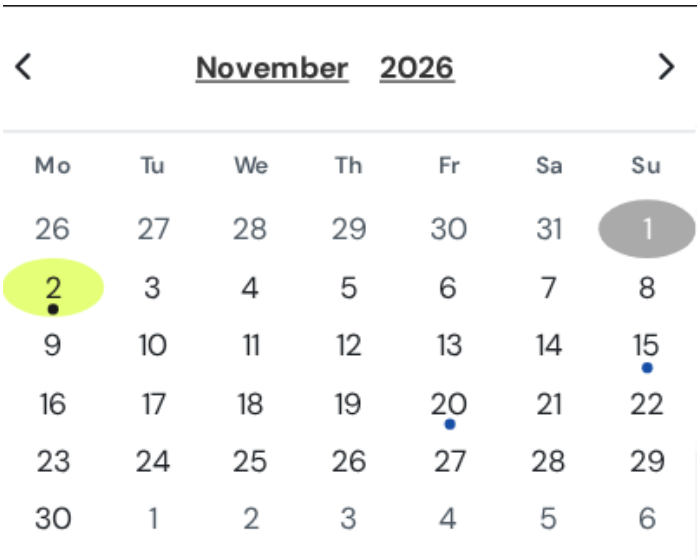


Figure 47: The mini calendar marks holidays with a dot (real screen, fictional data).

To hide holidays, uncheck the **Holidays** calendar in the calendar list (the mini calendar dots disappear with it) or turn off **Show holidays on the calendar** in **Settings → Calendar**.

Working hours. On the same screen, in **Settings → Calendar**, you choose **Follow company hours** or **Use my own hours**: the working days, the start and end of each one and, if you want, a break (lunch). Outside those hours, your calendar shows those hours dimmed.

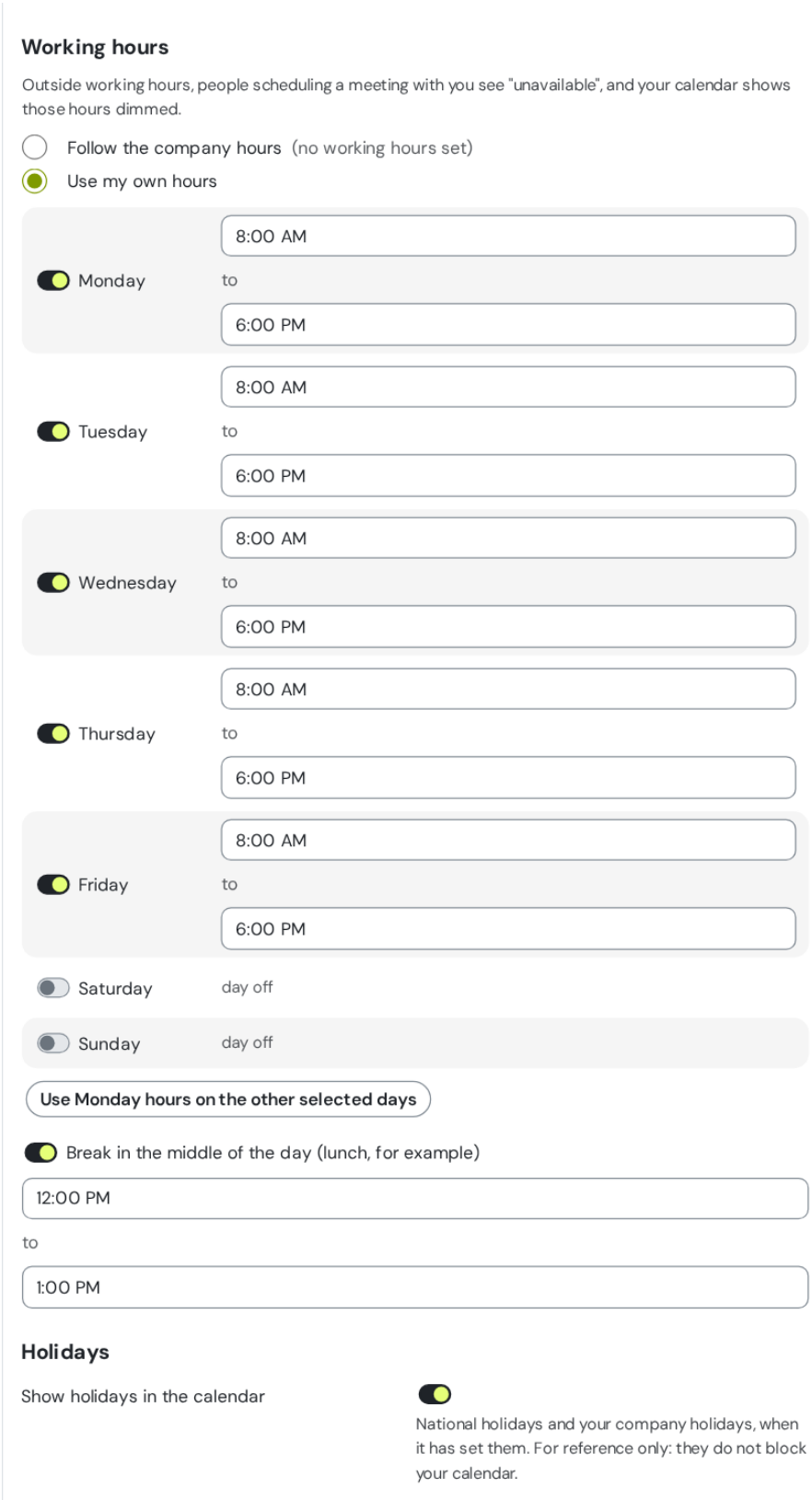


Figure 48: Working hours under Settings → Calendar (real screen, fictional data).

For people who schedule meetings with you. On the event screen, the attendees' availability timeline has its own striped legend, **Outside working hours**, different from **Busy** and from **Out of office**. That way, whoever is inviting sees, before sending, that the time is outside someone's working hours. Only the times appear: the details of appointments stay private. People with no hours defined show as free all day.

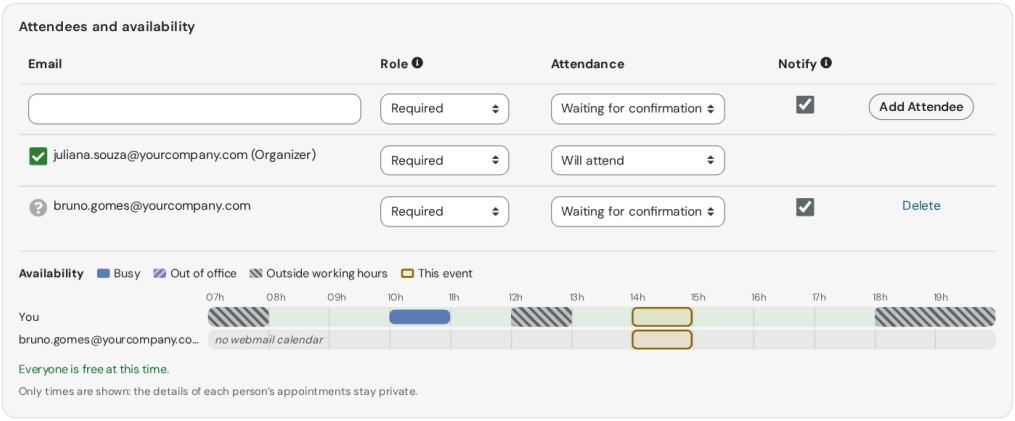


Figure 49: Availability shows the hours outside working hours (real screen, fictional data).

Reminders

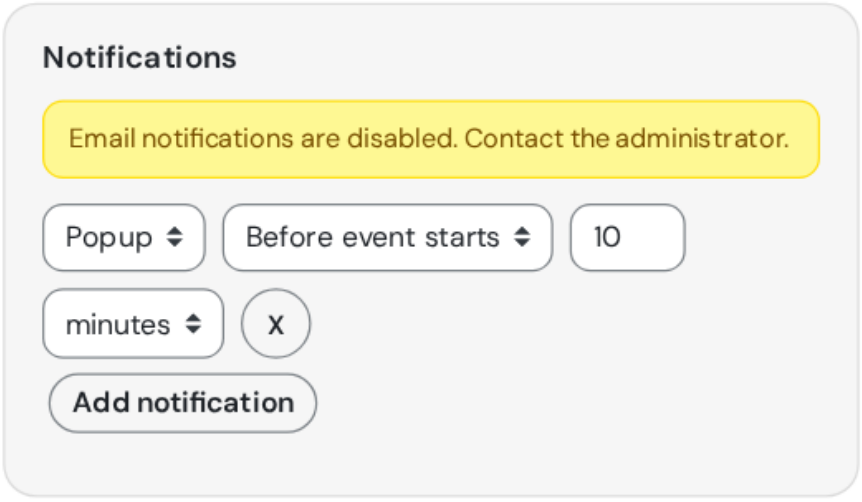


Figure 50: The Notifications card with a reminder.

- In the **Notifications** card, each reminder can be a window in the webmail (**Popup**) or an **email**, before or after the start or end of the event, or at a set time. **Add notification** creates more than one.
- Every new event comes with a reminder 10 minutes before. To change the default, use the calendar settings.
- When the time comes, the reminder opens a window with sound, on any webmail screen, with the buttons **Open event**, **Snooze (5 min)** (reminds you again in 5 minutes) and **Dismiss**. For an online meeting, the first button is **Join meeting**. With more than one reminder at the same time, **Dismiss all** also appears.

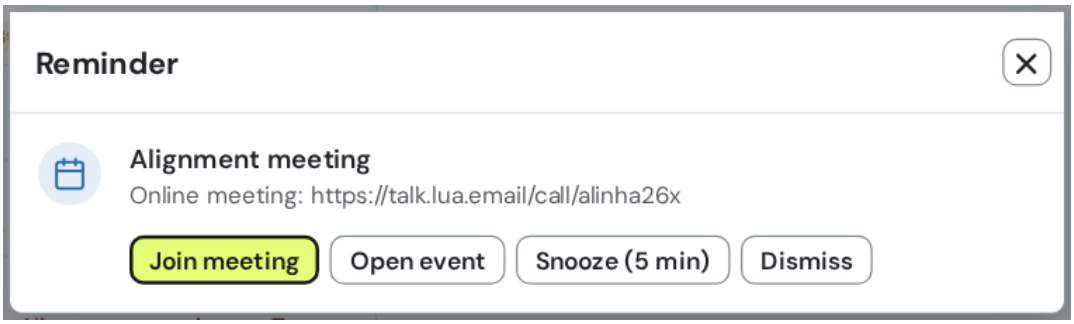


Figure 51: The reminder for an event with an online meeting.

> **Tip:** the window reminder only appears with the webmail open. To be notified away from the computer, use the email reminder or sync the calendar with your phone.

Inviting people

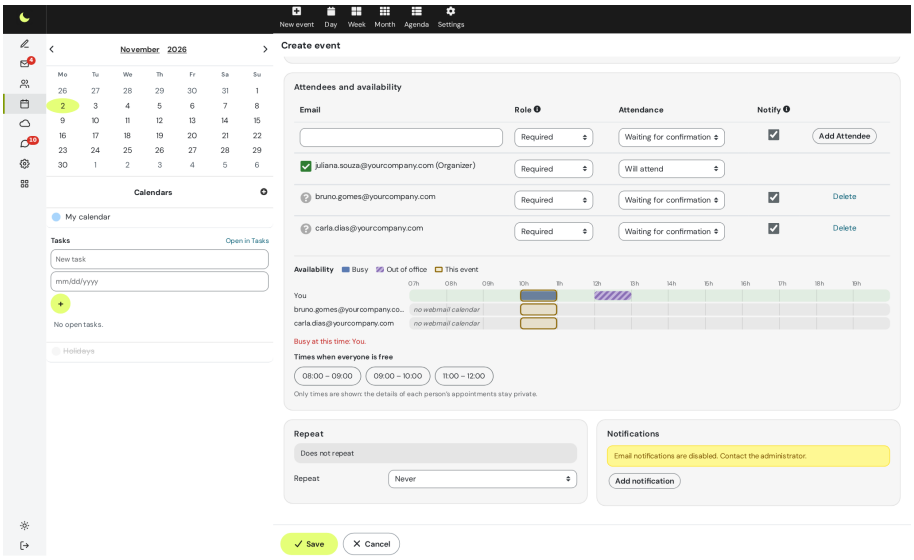


Figure 52: The Attendees and availability card.

1. In the **Event details**, click **Add attendees**. The screen goes to the **Attendees and availability** card, with the cursor in the email field.
2. Start typing the email. The list of contacts and the company Directory filters as you type, and does not suggest you or anyone already on the list. Choose the person and press Enter (or click **Add attendee**).
3. Choose the **Role** (**Required** or **Optional**) and leave **Notify** checked so the person receives the invitation by email.
4. Save the event. The webmail asks whether to send the invitations and lets you write a message with them.

Availability shows up by itself. Below the list, the **Availability** chart shows, hour by hour, when each coworker in the same domain is busy or out of office. If someone is busy at the event time, the webmail tells you who and suggests up to three times when everyone is free: click one and the event moves there, with the same duration. People outside the company appear as "availability not available". Only the times appear: the details of each person's appointments stay private.

The **Attendance** column shows each person's response: **Will attend**, **Might attend**, **Will not attend** or **Awaiting confirmation**. When you change the date or time, save again so everyone receives the update.

Responses arrive on their own. When a guest accepts, declines, or replies "maybe", the **Attendance** column already shows the response, in webmail, on the phone, and in Outlook, without you opening the email. The message with the response stays in the Inbox, as always. In two cases the response doesn't arrive on its own and the message shows the **Update event in calendar** button: a response to a single date of a recurring event, and a response from an address the server can't confirm really belongs to the guest (protection against fake email).

Replying to an invitation

Invitations arrive as regular messages, with the appointment details highlighted and the buttons **Accept**, **Tentative** and **Decline**. When you reply, the event goes into your calendar and the person who invited you receives the response. Updates and cancellations also arrive by email, with a button to update or delete the event in your calendar.

View, edit or delete

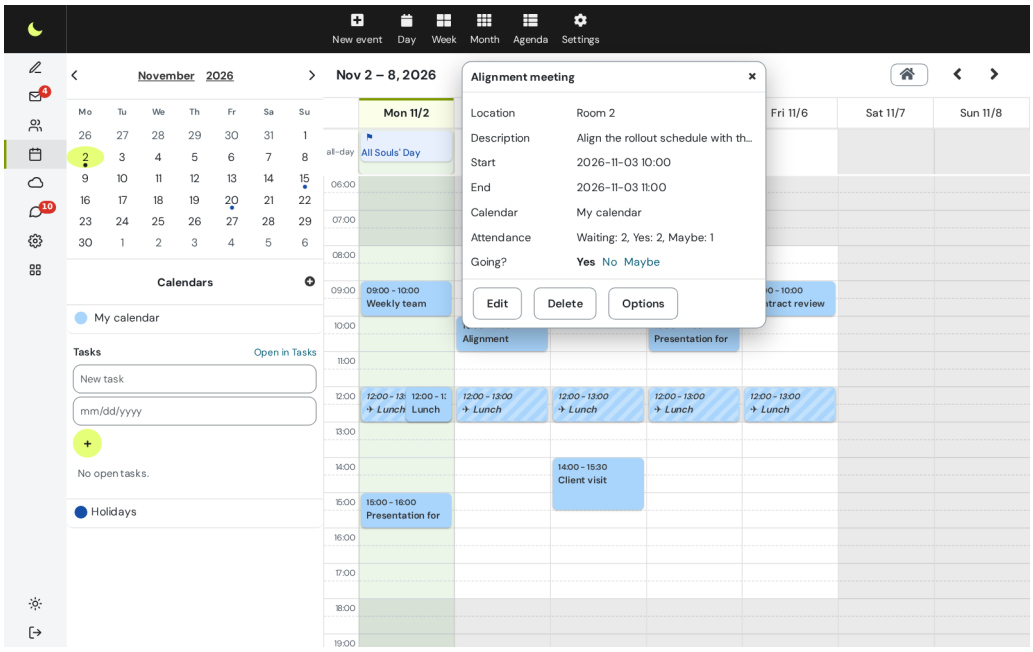


Figure 53: Event preview.

Click the event to see the summary: location, description, time, calendar and attendee responses. The **Edit** and **Delete** buttons are at the bottom.

Meeting notes

With lua Colabora active, the event itself creates the **meeting notes**: a document in your Drive, already with the event's title, date, location, attendees and agenda, for the team to write together. The organizer creates it, with the **Create meeting notes** button, next to **Online meeting**. See also the usage example, with a team's weekly meeting.

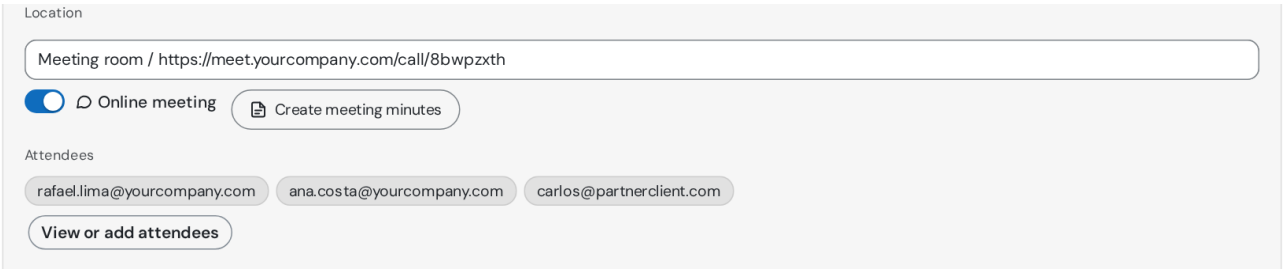


Figure 54: The Create meeting minutes button, next to Online meeting. Real screen, fictional data.

How to create the notes

1. Create the event as usual: title, day, time, attendees and, in the **Description**, the agenda. If you want, turn on **Online meeting**.
2. Click **Create meeting notes**. A panel opens with the **Coworkers in the same domain** who will be able to read, comment on and edit the notes.
3. If you are going to show the notes to people outside the company, turn on **Guests can view with the link** (see below). It is optional.
4. Click **Create and open notes**. The notes open in a new tab, in Colabora, and their links are added at the end of the event description.
5. Save the event. From then on the button becomes **Open notes**, and **Guest link** and **Remove notes** appear.

6 If the event has **Online meeting**, when you save, the notes link also goes to the meeting chat, in a message from you (with the guest link, if it is on). Nobody gains new access: coworkers open it through the notes shared with them, and people outside only through the guest link.

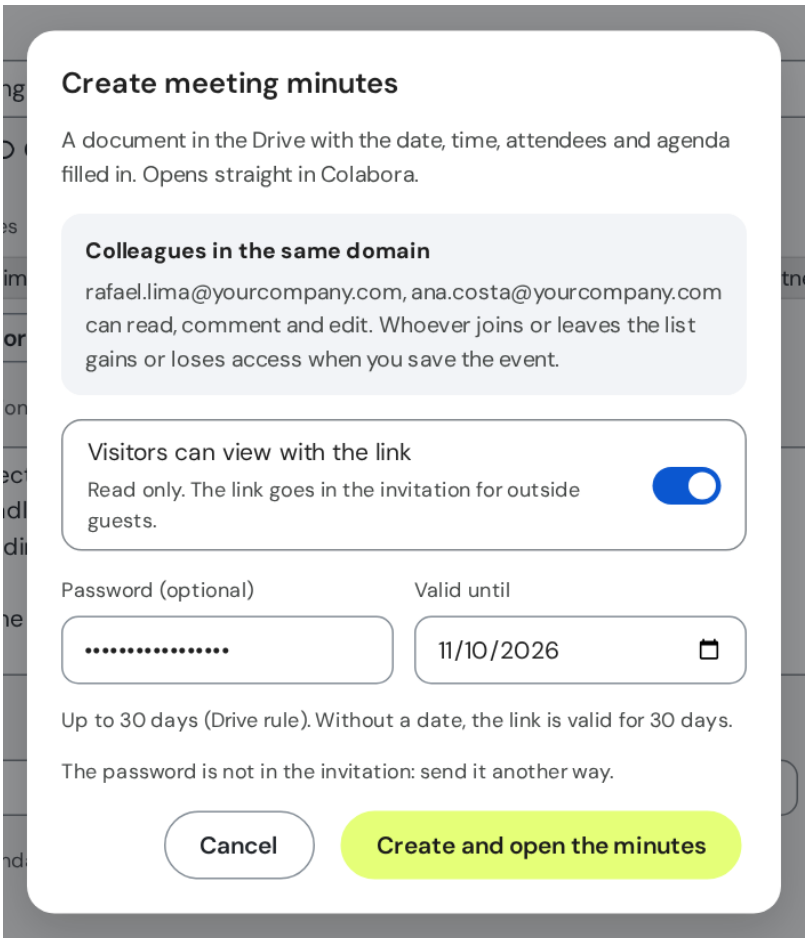


Figure 55: The minutes panel, with the guest link turned on. Real screen, fictional data.

Who can edit and who can only read

Who	What they can do
Coworkers in the same domain who are on the attendee list	Read, comment on and edit the notes.
Guests, through the link	Read only. The link is optional.
Attendees from outside, without the link	They do not get access to the notes.
Whoever created the notes	All of the above, plus change the link, turn it off or remove the notes.

Guest link

Lets a client or partner read the notes without having an account. They can only read, not edit. In the panel you can set:

- **Password (optional).** The password is not included in the invitation or the event description: send it through another channel, such as WhatsApp.
- **Valid until.** Drive accepts up to 30 days. The panel shows the rule ("Up to 30 days") and does not let you pick a date beyond it. With no date, the link is valid for 30 days.

The guest link appears in the description as **Notes for guests (read-only)**, right below the notes link. To change the password or the validity, or to turn the link off, use **Guest link** in the event. The current password is never shown: leave the field blank to keep it.

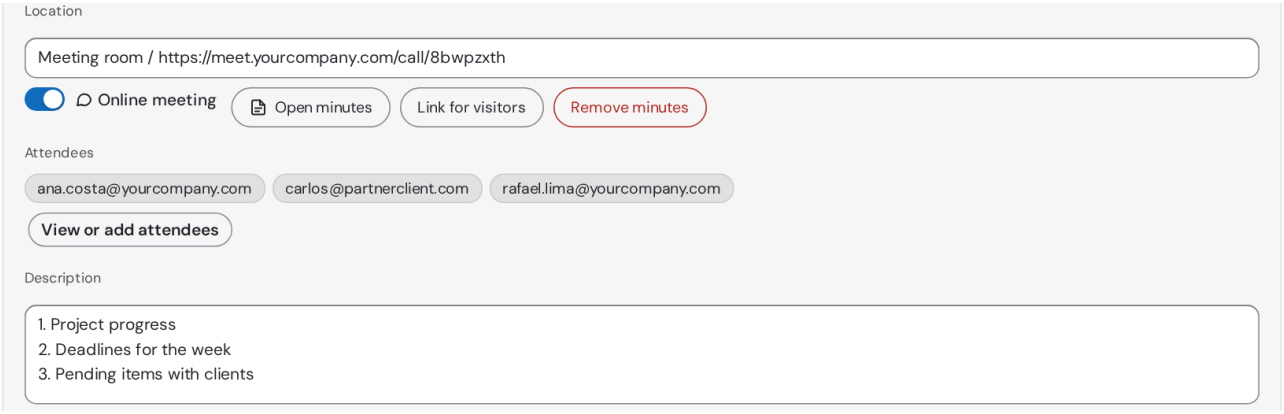
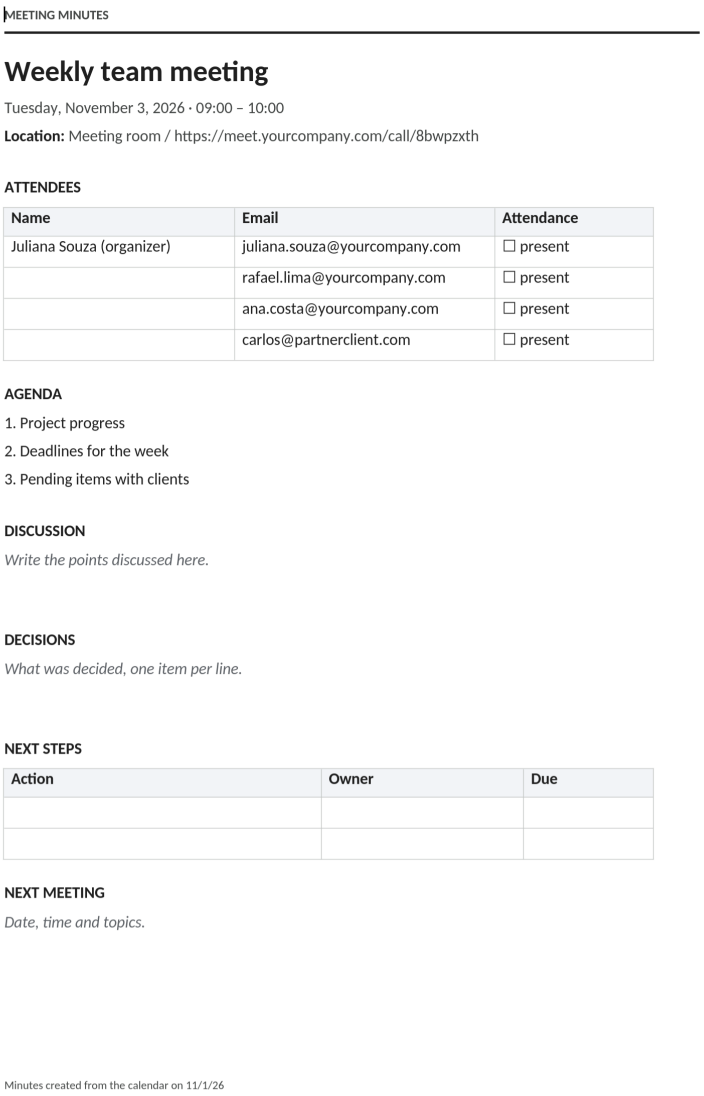


Figure 56: The event after creating the minutes. Real screen, fictional data.

Where the notes are stored

In your Drive, in the **Meeting notes** folder, as a.docx file with the date in front of the name, such as *2026-11-03 Weekly team meeting.docx*. It opens in the browser, through Colabora, and also in Word. The document has the title, the full date, the location, the attendee table (name, email and attendance), the agenda and spaces for **Discussion**, **Decisions**, **Next steps** (action, owner and deadline) and **Next meeting**.



MEETING MINUTES

Weekly team meeting

Tuesday, November 3, 2026 · 09:00 – 10:00

Location: Meeting room / https://meet.yourcompany.com/call/8bwpzxth

ATTENDEES

Name	Email	Attendance
Juliana Souza (organizer)	juliana.souza@yourcompany.com	☐ present
	rafael.lima@yourcompany.com	☐ present
	ana.costa@yourcompany.com	☐ present
	carlos@partnerclient.com	☐ present

AGENDA

1. Project progress
2. Deadlines for the week
3. Pending items with clients

DISCUSSION

Write the points discussed here.

DECISIONS

What was decided, one item per line.

NEXT STEPS

Action	Owner	Due

NEXT MEETING

Date, time and topics.

Minutes created from the calendar on 11/1/26

Figure 57: The document created by the calendar, open in the editor. Fictional data.

Out of space in Drive? Drive space is the same as the mailbox space. If it ran out, the webmail shows "Not enough Drive space to create the notes" and the notes are not created.

What happens when you save the event

- The notes' **file name**, title and date follow the event.
- **Access follows the attendee list**: whoever joins the list (from the same domain) gets access, and whoever leaves loses it. A share you made by hand in Drive stays as it is.
- In the document's attendee table, people who stay keep their row as it was (the marked attendance is kept), people who left are removed and people who joined get a row.
- If someone saved the notes in the meantime, nothing is overwritten: the adjustment waits for the next time the event is saved.

Open the notes

In the event, click **Open notes**. In the event preview (when you click it in the calendar), the **Open notes** button appears for all attendees who have access.

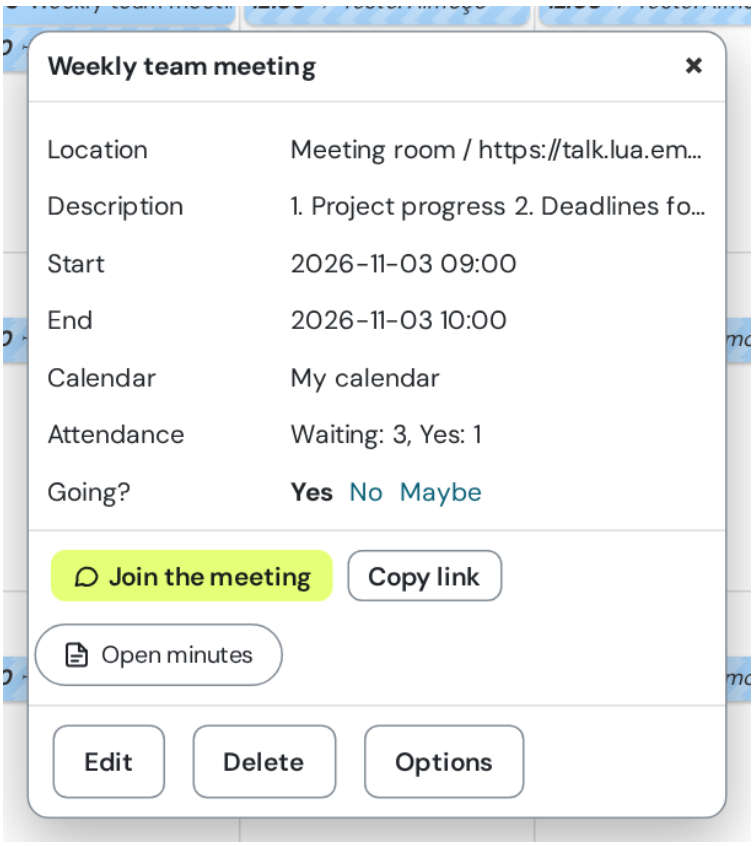


Figure 58: The event preview, with the Open minutes button. Real screen, fictional data.

Remove the notes

Only whoever created the notes sees the **Remove notes** button. It asks for confirmation, removes access and sends the file to the **Drive trash**, from where it can be restored. The notes block is removed from the event description. **Deleting the event does not delete the notes.** Each person can create up to 30 sets of notes per hour, with up to 100 attendees in each.

Month and list views

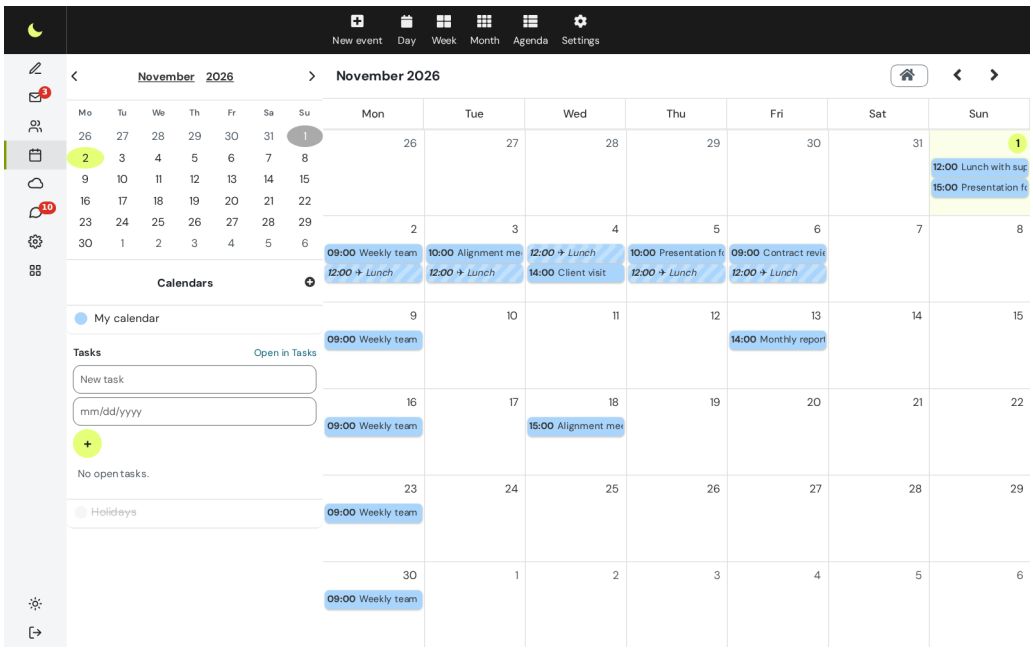


Figure 59: Month view.

In **Month**, each day shows the first events and "+N more" when they do not all fit. In **Agenda**, appointments appear as a list, one under the other, good for seeing the whole week at once.

Several calendars

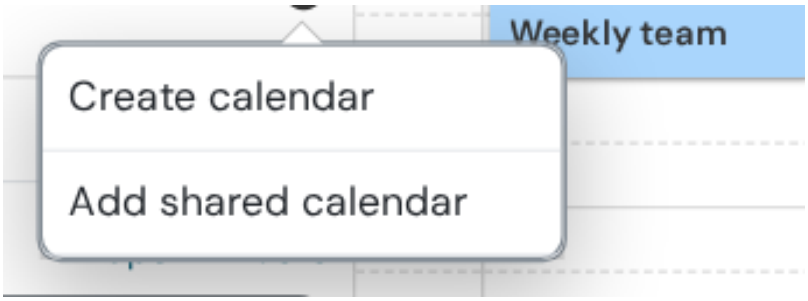


Figure 60: The + next to Calendars.

Separate your appointments into different calendars, each with its own color: personal, team, a project. In the **+** next to **Calendars**, click **Create calendar**, give it a name and choose the colors. To change a calendar, hover over it and click the **pencil**. Editing has five tabs:

- **Summary:** name, description, colors and the default visibility of events.
- **Share calendar:** gives access to coworkers (see below).
- **Publish calendar:** creates a link for people outside to view the calendar, with **all information** or **availability only** (free/busy).
- **Sync calendar:** creates the connection for the phone and Outlook (chapter 18).
- **Import / Export:** brings in events from an `.ics` file (from another calendar, for example) or downloads all events of this calendar as an `.ics`.

Delete calendar, at the bottom, deletes the calendar and all its events.

Share a calendar with coworkers

Sharing gives other people access to one of your calendars. It stays a single calendar, yours: the people you share it with see the same events, and what you change shows up for everyone. You choose, person by person, what each one can do. You can only share with mailboxes on the same domain as yours; for people outside the company, use Publish calendar.

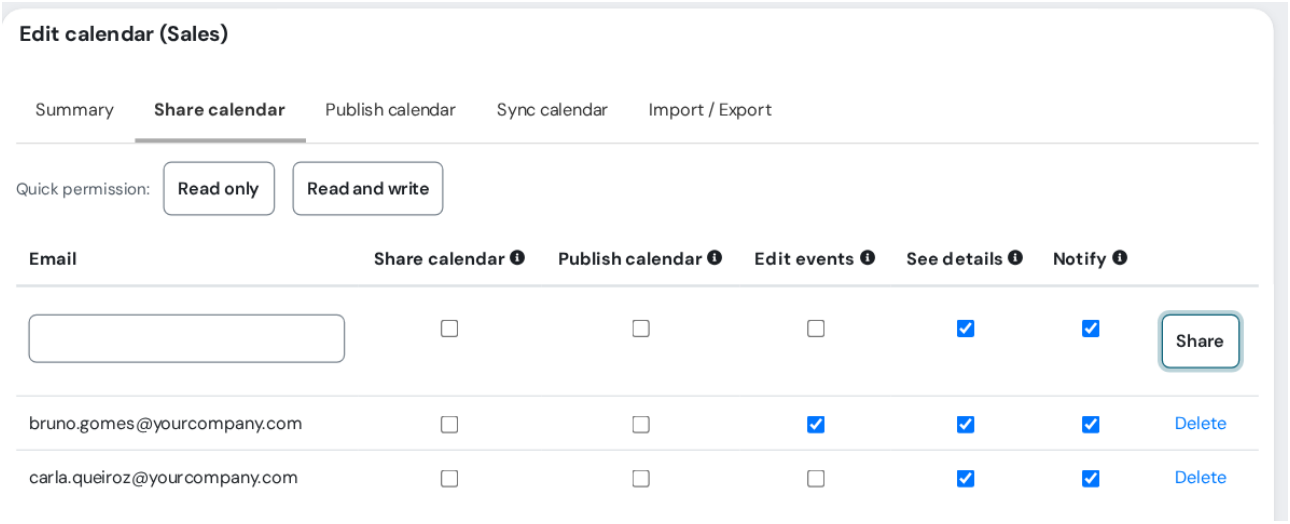


Figure 61: Share calendar, with two people already added.

1 Hover over the calendar, click the **pencil** and open **Share calendar**.

2 Type the email address the person uses to sign in to webmail, from a mailbox on your domain. Use each person's mailbox address: aliases and distribution lists do not work (see "Limits and common questions").

3 Choose the person's permissions (table below). The **Read only** and **Read and write** buttons above the table tick the boxes for the most common combinations at once.

4 Click **Share**: the person joins the list. Repeat for the others and click **Save**. With **Notify** ticked, each person gets an email letting them know.

Permission	What the person can do
See details	With the box ticked, the person sees the title, location and description of events. Without it, they see only the times, as **Busy**.
Edit events	Create, change and delete events in the calendar. Without it, the person can only look.
Share calendar	Give access to other people. The **Share calendar** tab appears for them.
Publish calendar	Create the calendar's public link (see "Publishing the calendar for people outside").
Notify	Not a permission: it only sends the notification email when you share.

Tip: an event that should not appear to anyone stays out when its **Visibility** is set to **Private** (the calendar's default, on the **Summary** tab, can also be **Private**). A private event does not appear to people who receive the calendar, not even to those with **Edit events**.

Example: the Sales calendar

Ana keeps the **Sales** calendar with the team's visits and meetings. She shares it with Bruno, who also schedules appointments (**Edit events** and **See details**), and with Carla, who only needs to follow along (**See details**). This is what Figure 61 shows.

Example: the executive team calendar

Ana also keeps the **Executive team** calendar. Yara, the executive assistant, edits and sees everything. Bruno and Carla have **See details** unticked: they see when the executives are busy, without knowing what it is about.

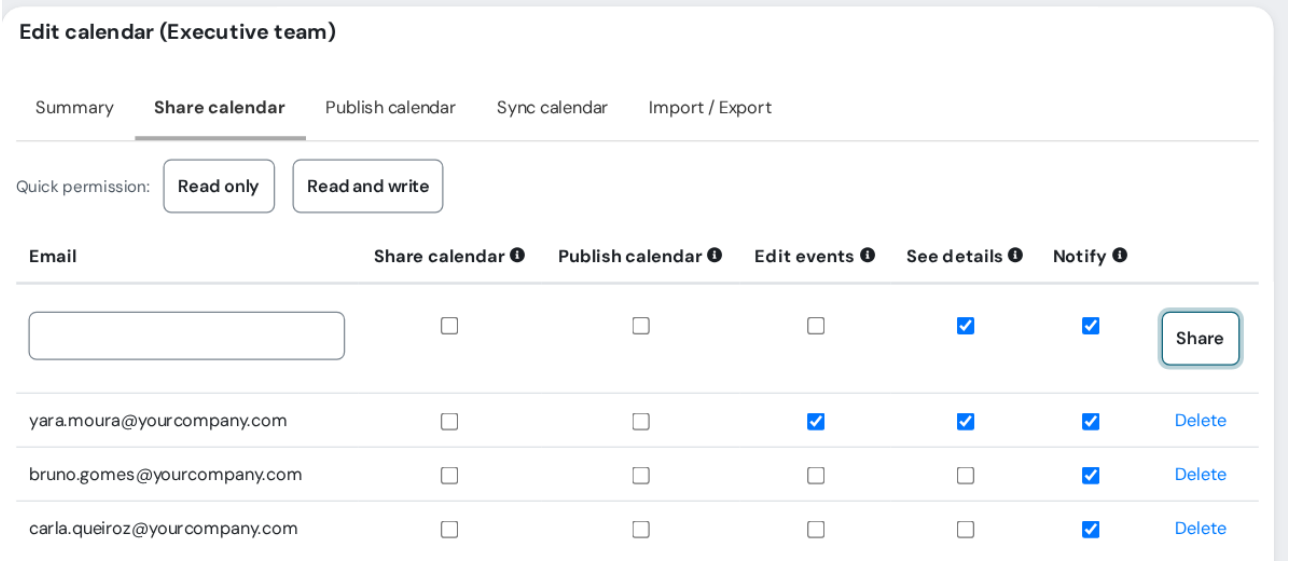


Figure 62: Executive team: the assistant edits, the rest of the team sees only free and busy.

Example: vacations and absences

The **Vacations and absences** calendar lets the whole team know who is away. Ana shares it with Bruno, Carla and Yara, each with **Edit events**: everyone enters their own time off, and before promising a deadline to a client, everyone checks the calendar.

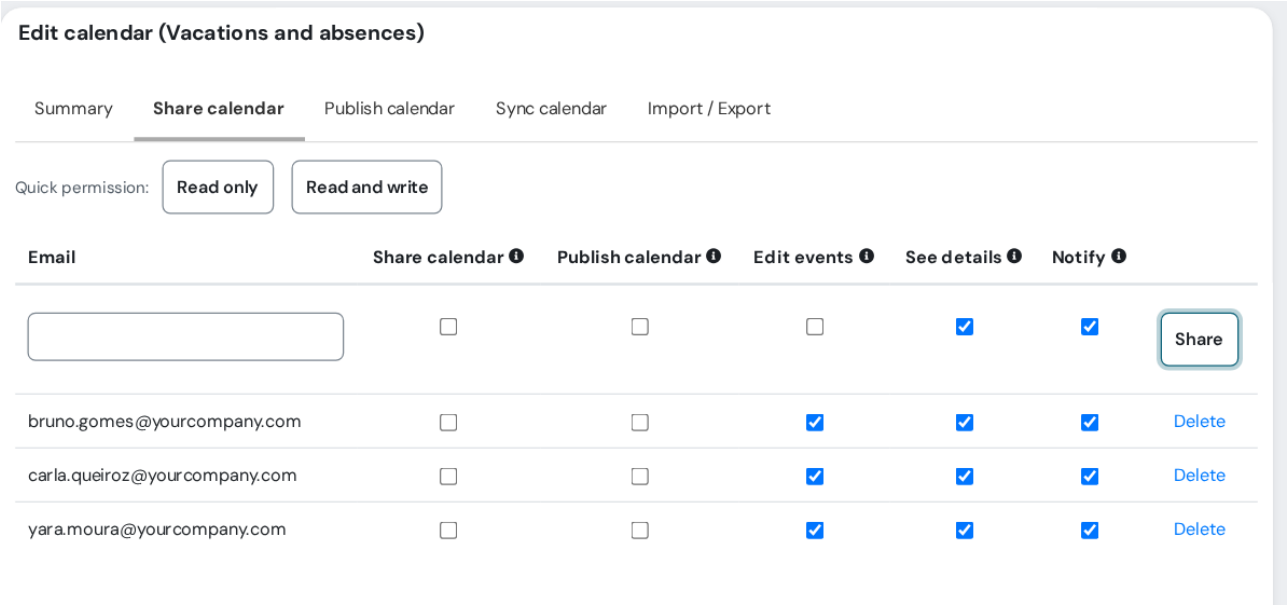


Figure 63: Vacations and absences: everyone edits.

What the person sees when they receive the calendar

Whoever receives a shared calendar sees a red number on the **+** next to **Calendars** and, if **Notify** was ticked, gets an email with the subject "*(owner's address)* shared a calendar with you". To see the calendar:

1. Click the **+** next to **Calendars** and then **Add shared calendar**.
2. In the list, click **Add** next to the calendar you want. **Unshare** declines the invitation: the calendar leaves the list, and webmail warns that the person will not be able to add it again.
3. The calendar appears in the **Calendars** list as "Sales (Shared)". Click its name to show or hide its events.

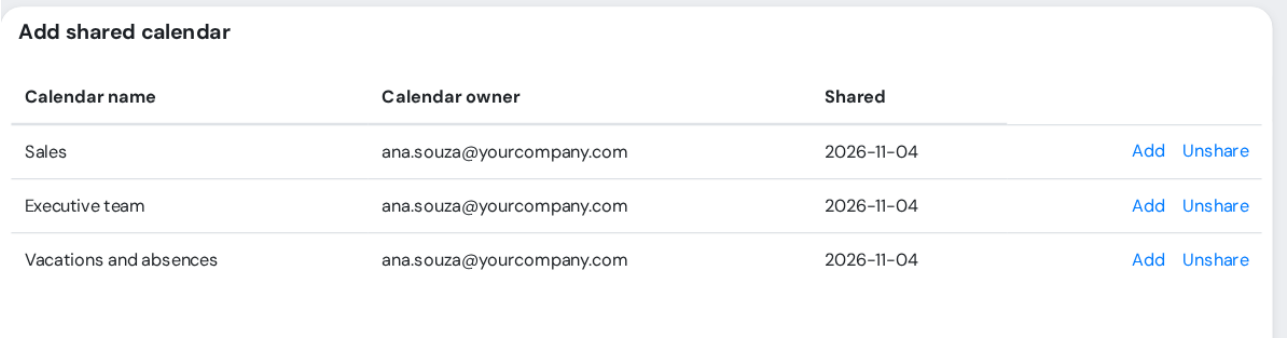


Figure 64: The person receiving the calendar chooses which ones to add.

What the person can do depends on what the owner ticked:

- **View only (See details):** clicking an event opens its details, with no buttons. This is Carla in the Sales calendar (Figure 65).
- **Edit events:** the details gain the **Edit**, **Delete** and **Options** buttons, and the person can also create events in the calendar. This is Bruno (Figure 66). What he changes shows up for the owner and for everyone else.
- **Without See details:** events appear as **Busy**, with the time only, like the executive team's calendar for Bruno (Figure 67).

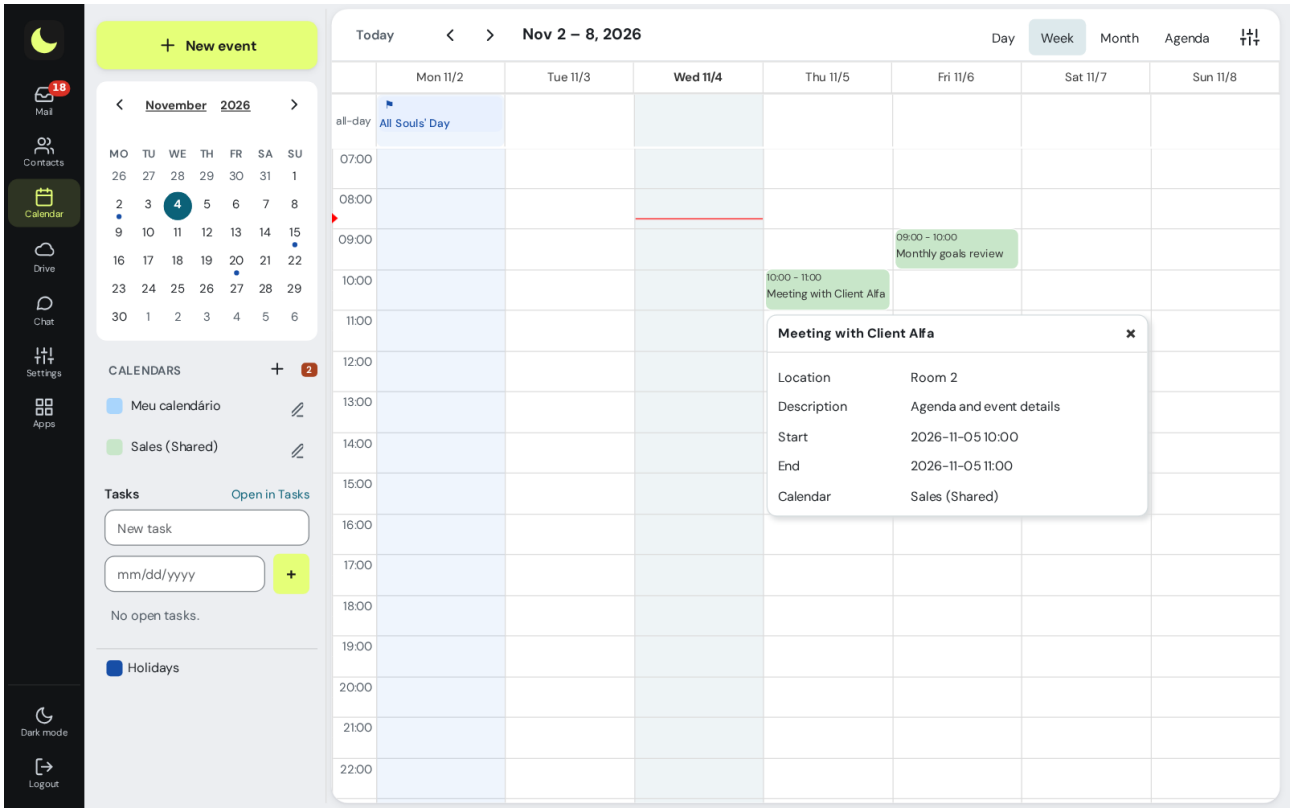


Figure 65: View only: the event details have no buttons.

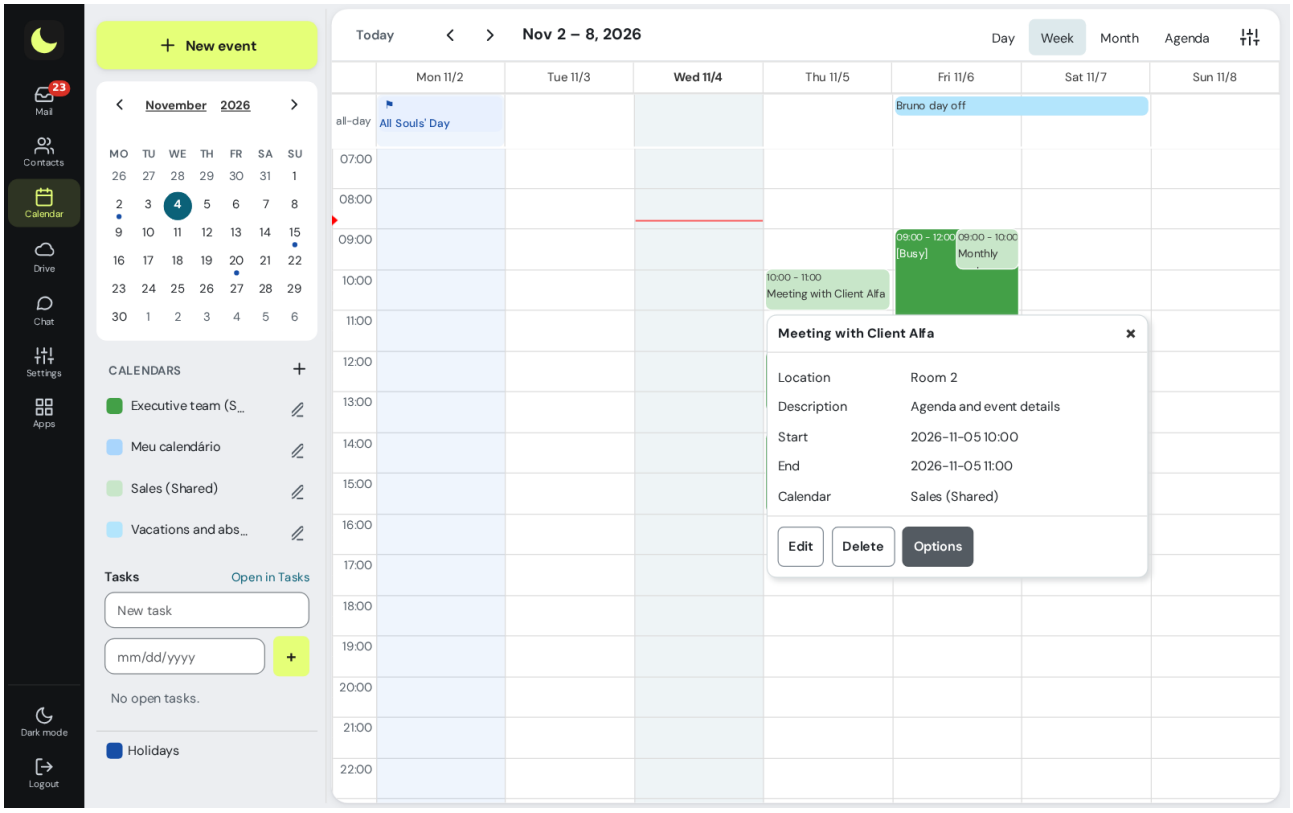


Figure 66: With Edit events: the details gain Edit, Delete and Options.

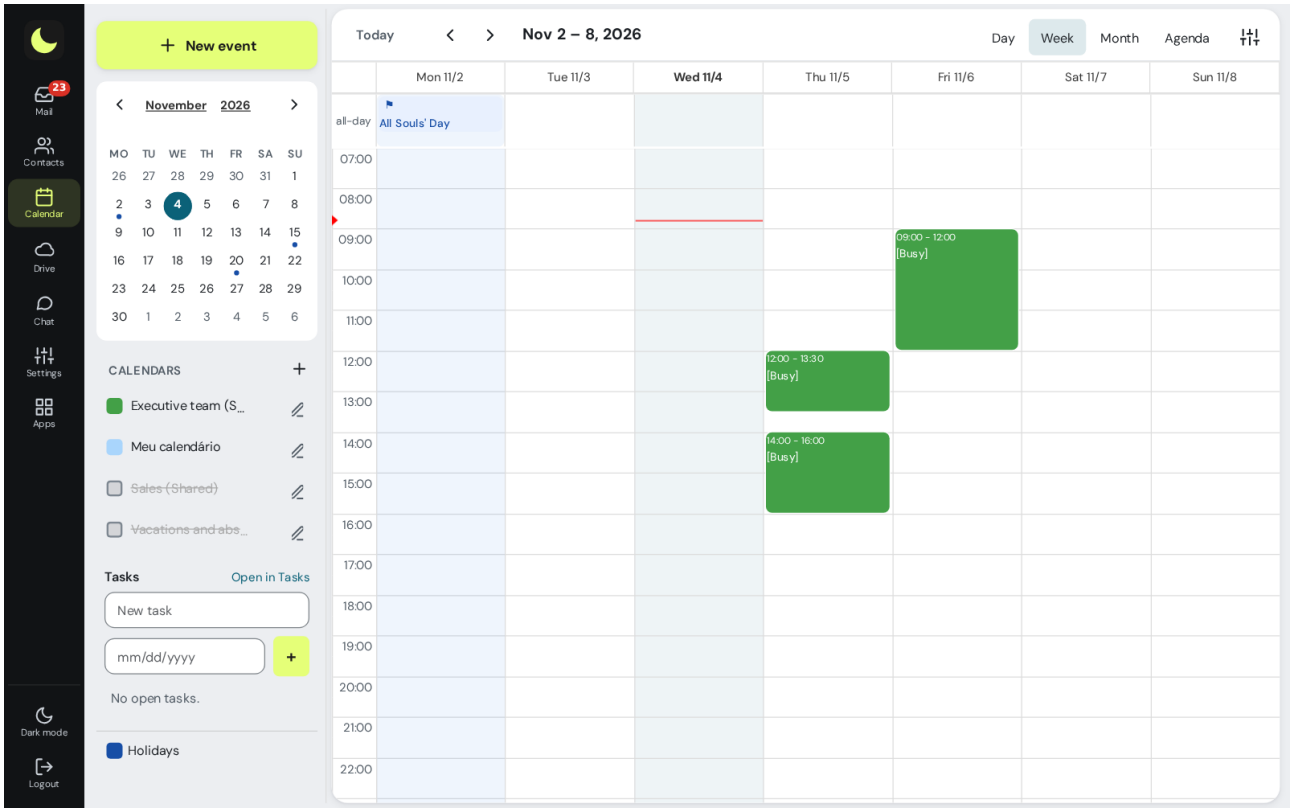


Figure 67: Without See details: only the time, as Busy.

The person receiving the calendar can change the **name** and **colors** of their own copy (pencil, **Summary** tab) without affecting anyone. The **Share calendar** and **Publish calendar** tabs only appear for them if the owner ticked the matching permissions.

Changing or removing access

The owner can change things whenever they want. Hover over the calendar, click the **pencil** and open **Share calendar**:

- **Change what a person can do:** tick or untick the boxes on their row and click **Save**.
- **Remove access:** click **Delete** on the person's row and then **Save**. The next time they open the calendar, it is no longer in their list.

On the row of a person who was already saved, the **Notify** box appears unticked: it only applies at the moment you share.

Publishing the calendar for people outside

To show your times to someone who does not have a lua.email mailbox, such as a client or a supplier, use the **Publish calendar** tab. It creates a public link, with no password, in the calendar file format (`.ics`) that calendar programs can subscribe to:

- **Publish all the event information:** whoever has the link sees the title, location and description.
- **Publish the free/busy information only:** whoever has the link sees only the times, as **Busy**, with no title or location. It is the right choice for a client to book a visit without seeing what is on your calendar.

Click **Create** on the option you want. Once created, the link appears with three buttons: **Copy to clipboard**, **Reset** (creates a new link, and the old one stops working) and **Remove** (turns publishing off). Private events never appear in the link, in either option.

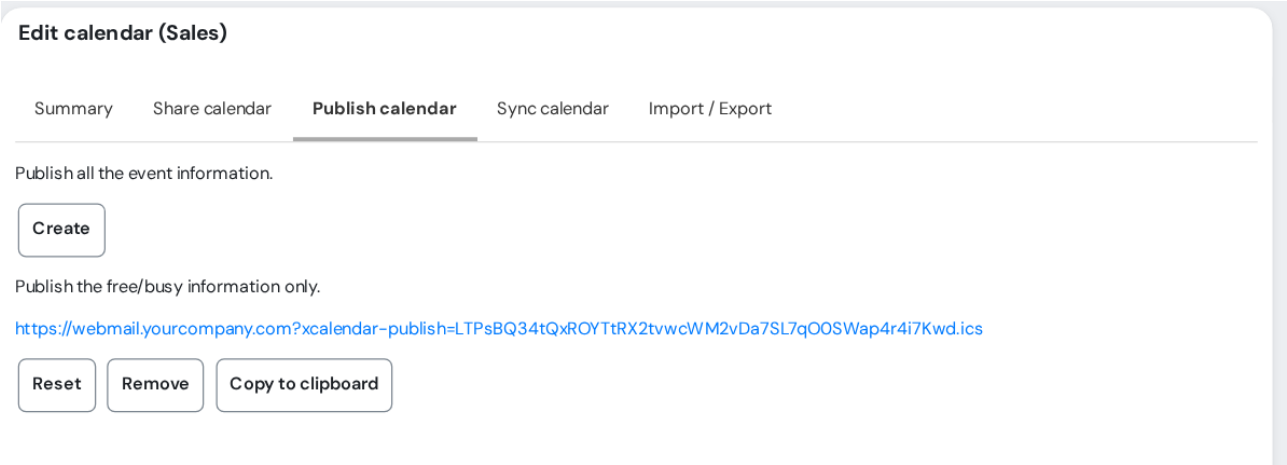


Figure 68: Publish calendar: the link, for people outside.

Example: the calendar for the client

Ana wants clients to see when the sales team is free. In the **Sales** calendar, she creates the **free/busy** link and sends it to the client. The client subscribes to the link in their own calendar and sees only the busy blocks, without knowing with whom or where. When the contract ends, Ana clicks **Remove** and the link stops working.

Limits and common questions

- **"I shared it, but the person does not see the calendar."** Check that the address you typed is the same one they use to sign in to webmail. The system accepts any address on your domain, but only the person with exactly that login receives the invitation: aliases, distribution lists and addresses that do not exist have no effect, and webmail does not warn you. Then the person has to add the calendar from the **+** next to **Calendars**.
- **"I got 'You can only share with mailboxes in your own domain'."** The address you typed belongs to another domain (or to a subdomain). Sharing only works with mailboxes on the same domain as yours. For people outside the company, use the **Publish calendar** tab, which creates a link.
- **"I only see Busy."** The owner did not tick **See details** for you. Ask them to tick the box and save.
- **"I cannot edit an event."** The **Edit events** permission was not ticked for you.
- **"An event that exists does not show up."** It must be set to **Private**, and private events never appear to people who receive the calendar.
- **"I want to see the calendar on my phone or in Outlook."** Over CalDAV (chapter 18), your phone and Outlook show the calendars of your own mailbox. A calendar someone shared with you stays in webmail. To follow it on your phone, ask the owner to publish the calendar and subscribe to the link.
- **"I removed someone's access. What happens to the events?"** Nothing: the calendar and its events remain the owner's. The person just stops seeing them.

Import and export

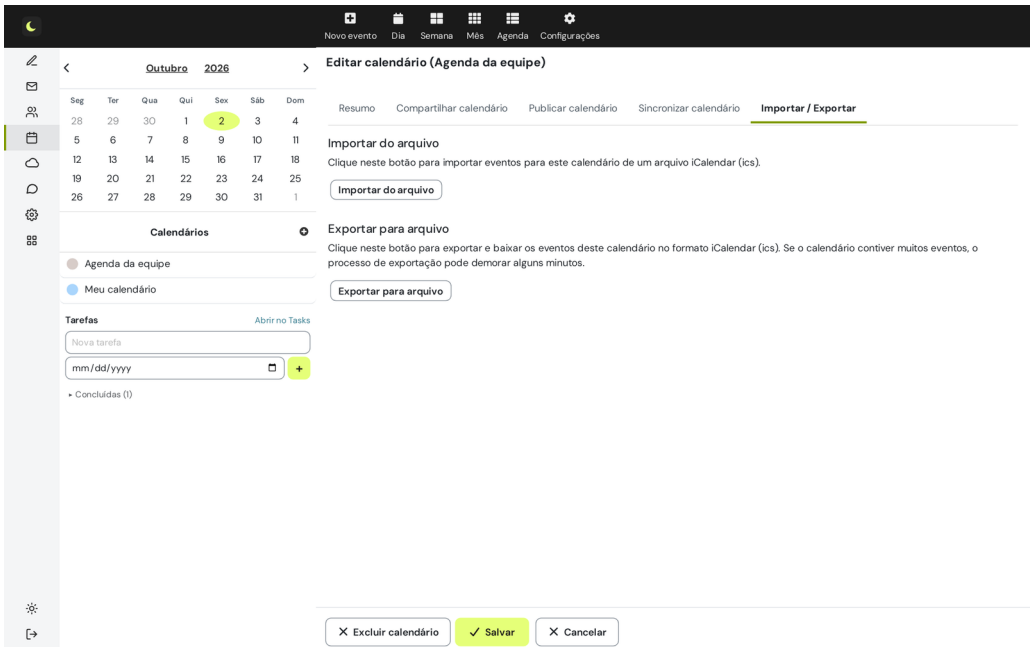


Figure 69: Import / Export.

To bring in a calendar from another service, export it there in `.ics` (iCalendar) format and use **Import from file**. **Export to file** does the opposite, and also works as a backup. An `.ics` file received by email can be added to the calendar directly from the message.

Calendar settings

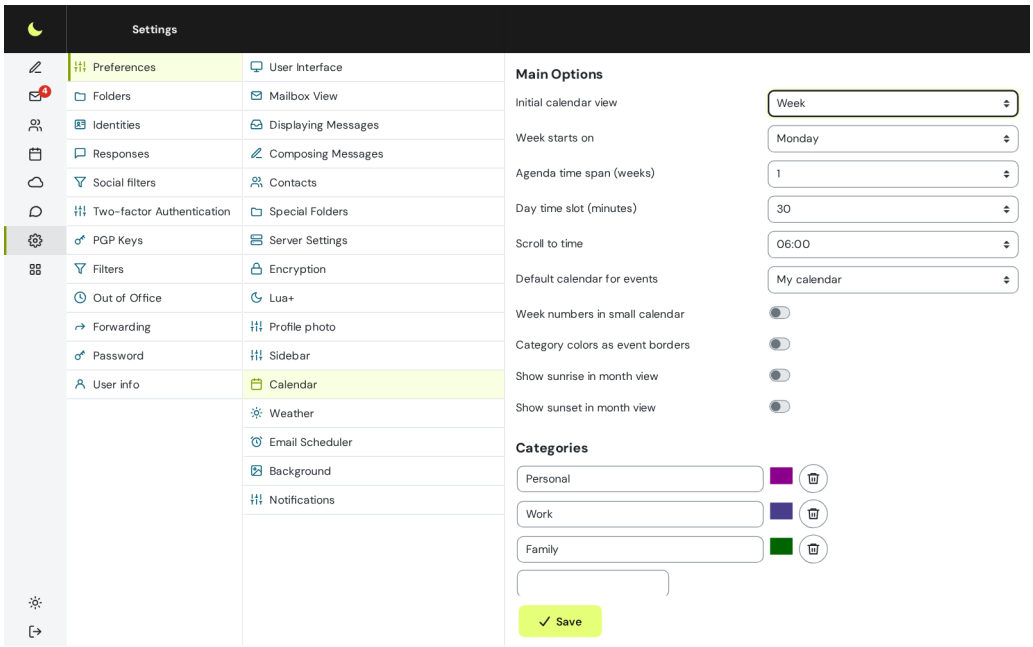


Figure 70: Settings → Preferences → Calendar.

In **Settings** (on the calendar bar), or in **Settings → Preferences → Calendar**:

- **Initial view**, the day **the week starts**, the **day interval** (how often the grid is divided) and the time it **scrolls** to when opened;
- the **Default calendar for events**, where new events are created;
- week numbers, category colors as borders, and sunrise and sunset in the month view;

- the **Categories**: rename the built-in ones (Personal, Work, Family), change the colors and create others;
- the **sound** and the default reminder for new events, and whether **Today's agenda** appears in the mail side panel.

17. Setting up email in other programs

Besides the webmail, you can read and send messages with Outlook, the phone app or Thunderbird. In most of them you only need to enter your email and password: the program finds the rest by itself (this is called Autodiscover).

> **Important:** the username is always the **full email address**, such as `ana@lua.email` or `ana@yourdomain.com`. Do not use only the first part of the address.

Server details

Use this table when automatic setup fails or when the program asks for the details manually. The servers are the same even if your address is on another domain.

Function	Server	Port	Security
Incoming (IMAP)	`mail.lua.email`	993	SSL/TLS
Send (SMTP), with authentication	`mail.lua.email`	587	STARTTLS
Incoming (POP3, optional)	`mail.lua.email`	995	SSL/TLS
Webmail	`webmail.lua.email`	443	HTTPS
Contacts and calendar (CardDAV and CalDAV)	`dav.lua.email`	443	HTTPS
Exchange account (ActiveSync)	`sync.lua.email`	443	HTTPS (SSL/TLS)

Outgoing mail (SMTP) requires authentication. Turn on authentication for the outgoing server, with the same username (the **full email address**) and the same **app password** as for incoming mail (not the webmail password; see App password). Without it, the program receives emails but cannot send. For Outlook, the step-by-step is in Outlook, Mail on iPhone and Mac.

> **Warning:** addresses such as `imap.yourdomain.com` or `smtp.yourdomain.com` do not exist. The correct server is always `mail.lua.email`, whatever your domain.

App password

Lua.email has two kinds of password, and each works in different places. The **webmail password** is the one you type to sign in to webmail. It also works for the Exchange account on your phone, lua Colabora, lua Talk and lua Conector. The **app password** works in Outlook and other email programs (IMAP, POP3 and SMTP, on `mail.lua.email`), for calendar and contacts in programs (`dav.lua.email`) and in lua Sync. It is different from the webmail password on purpose: if it leaks, it does not give access to webmail.

Some people call the app password a "password for applications" or a "token". It is the same thing.

Webmail password: this is your mailbox password, set by whoever manages your company's email when they create the account or reset the password in the admin panel. You use it to sign in to webmail, the Exchange account on your phone, lua Colabora, lua Talk and lua Conector.

The mailbox must have a license. A mailbox without a license is disabled: it cannot be used to sign in to webmail, apps or your phone, even with the correct password, and it cannot send or receive email. If you get an error when signing in and you are sure of the password, ask whoever manages your company's email to check that

your mailbox has a license assigned in the admin panel. See Mailboxes without a license.

Where	Password
Webmail	**webmail password**
Exchange account on the phone (`sync.lua.email`)	**webmail password**
lua Colabora, lua Talk and lua Conector	**webmail password**
Email program: IMAP, POP3 and SMTP (`mail.lua.email`)	**app password**
Contacts and calendar in programs (`dav.lua.email`)	**app password**
lua Sync	**app password**

How to get the app password. Whoever manages your company's email creates this password in the admin panel. See Generate the app password and send it through a secure link. It appears only once, so write it down or save it in a password manager right away. It can also be sent to you through a secure link that expires. If you lost it, ask for a new one: the old one stops working, and the programs that used it need the new one.

Outlook, iPhone and Mac Mail

Which password to use? In these programs, type the **app password**, which is different from the **webmail password**. The webmail password is rejected here. See the difference. Do not have the app password? Ask whoever manages your email (how to generate it in the panel).

Automatic setup: for Outlook to find the server automatically, the company domain needs the **Autodiscover** record in DNS (SRV `_autodiscover._tcp`, value `0 0 443 autodiscover.lua.email`). In addition, the `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com` addresses must exist; in the panel, the Automatic email setup block shows the progress. Whoever manages the company email takes care of this just once (how to do it). If it is not ready yet, use the manual setup described below.

1. Open the program and choose **Add account**.
2. Type your **full email address** and the **app password** (it is not the webmail password).
3. If the program asks for the account type, choose **IMAP**. Do not choose Microsoft 365. On the **phone**, the **Exchange** account also works and brings email, calendar and contacts together: see chapter 23.
4. Wait: the program queries Autodiscover and fills in `mail.lua.email` on ports 993 and 587 by itself.
5. If the automatic search fails, choose **manual** setup and use the table above.

Manual Outlook setup (IMAP)

If Outlook does not set up the account automatically, do the manual IMAP setup. The screens below are from Outlook for Windows, in Portuguese, with the email address hidden. If your Outlook is in English, use the names in parentheses.

Which password to use? In all the steps below, the password is the **app password**, not the webmail password. See the difference. Do not have the app password? Ask whoever manages your email (how to generate it in the panel).

New Outlook: for lua.email accounts, we recommend **classic Outlook**. The new Outlook does not connect directly to the mail server: it creates the account in the Microsoft cloud, and that can prevent the connection.

See The new Outlook does not connect or does not sync your account.

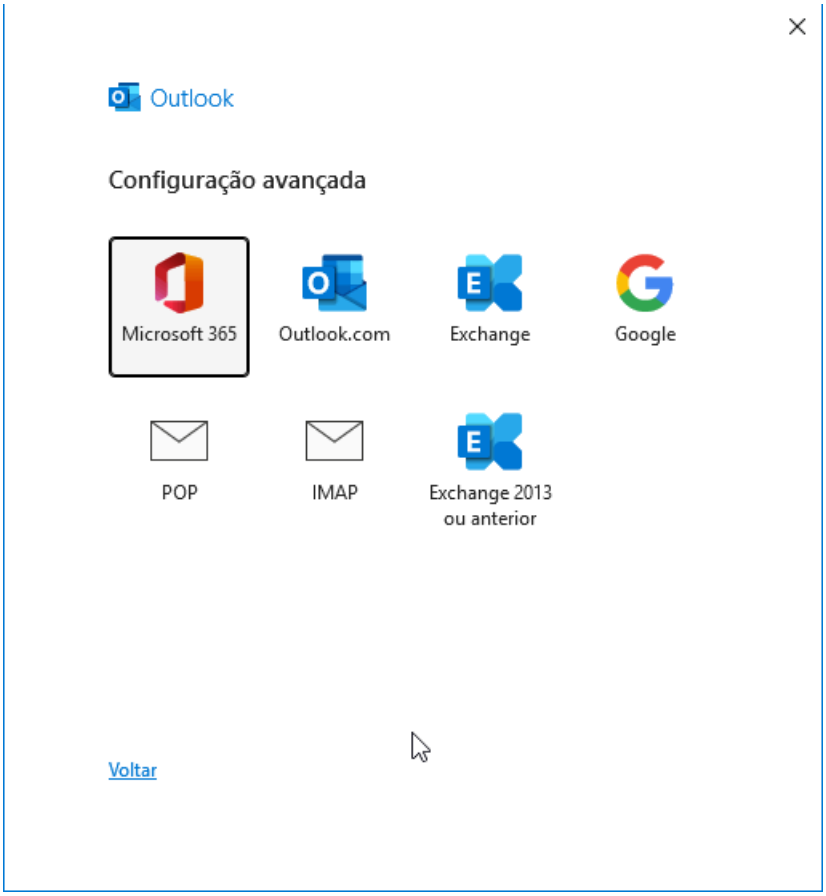
1 On first launch, Outlook shows **Entre para começar a usar o Outlook** (Sign in to start using Outlook). Click **Ignorar por enquanto** (Skip for now).

2 On the screen with the **Endereço de email** (Email address) field, type your **full email address**, click **Opções avançadas** (Advanced options), check **Configurar minha conta manualmente** (Set up my account manually) and click **Conectar** (Connect).



Step 2: type your full email address, click Advanced options, check Set up my account manually and click Connect.

1 Under **Configuração avançada** (Advanced setup), choose **IMAP**. Do not choose Microsoft 365.

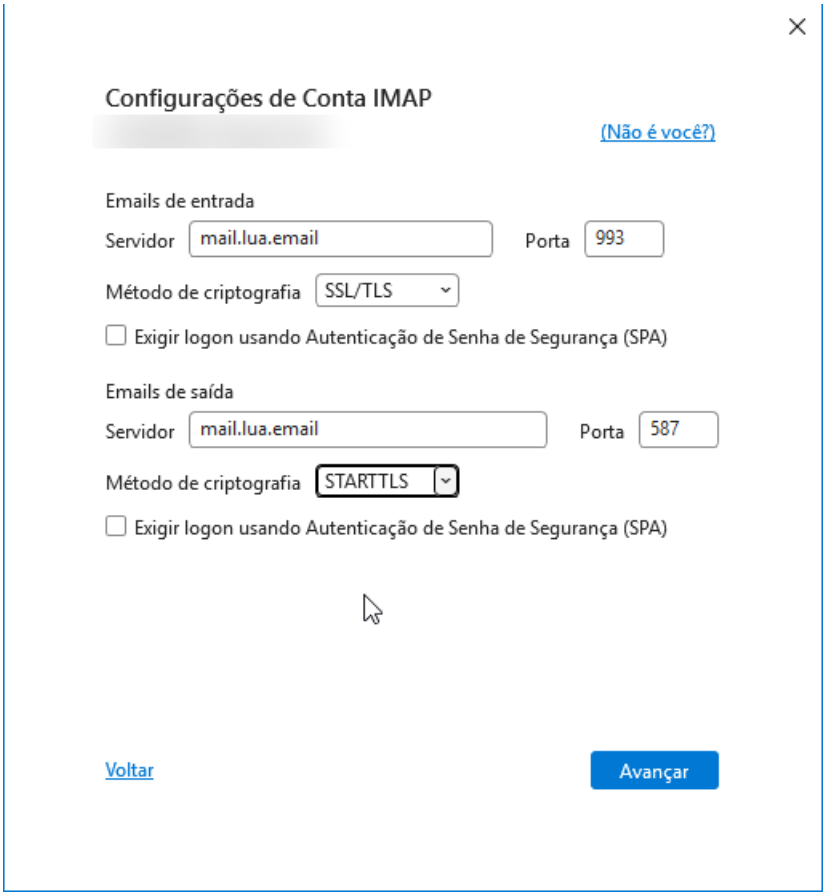


Step 3: choose IMAP. Do not choose Microsoft 365.

On the **Configurações de Conta IMAP** (IMAP Account Settings) screen, fill in the servers:

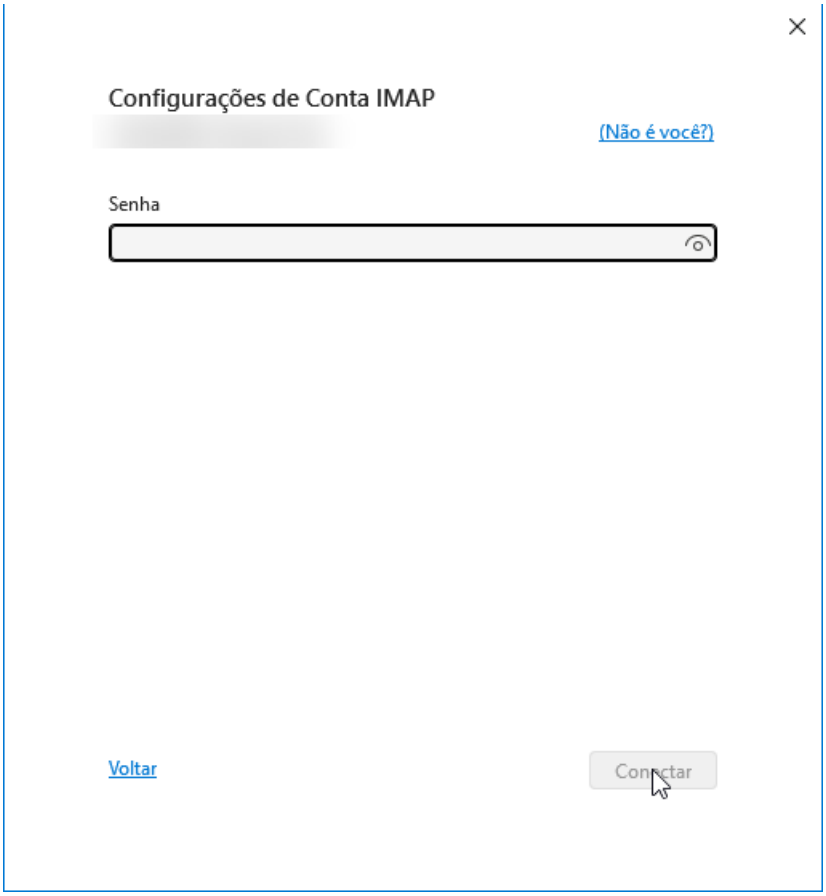
- **Emails de entrada** (Incoming mail): **Servidor** (Server) `mail.lua.email`, **Porta** (Port) 993 and **Método de criptografia** (Encryption method) **SSL/TLS**.
- **Emails de saída** (Outgoing mail): **Servidor** `mail.lua.email`, **Porta** 587 and **Método de criptografia** **STARTTLS**.
- **Exigir logon usando Autenticação de Senha de Segurança (SPA)** (Require logon using Secure Password Authentication): leave it **cleared** for both incoming and outgoing.

1 Click **Avançar** (Next).



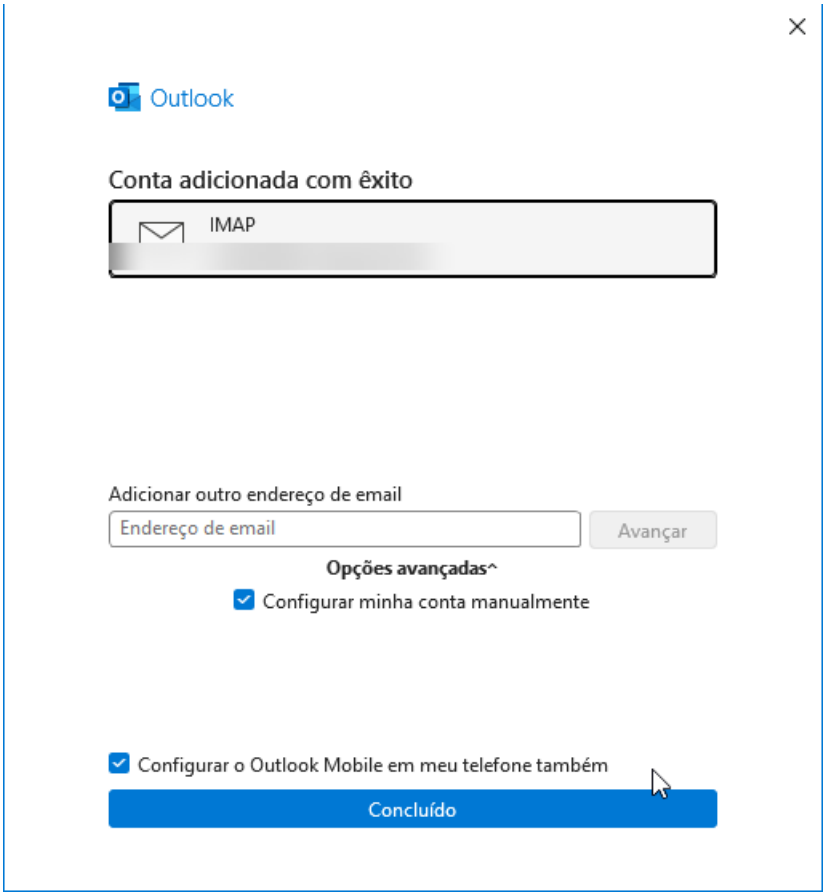
Step 4: under Incoming mail, use server mail.lua.email, port 993 and SSL/TLS encryption. Under Outgoing mail, use mail.lua.email, port 587 and STARTTLS. Leave the SPA options cleared and click Next.

1 On the next screen, type the **app password**, which is different from the webmail password (see the difference), and click **Connect**. Outgoing mail uses the same username and the same app password as incoming mail, so there is nothing else to set up.



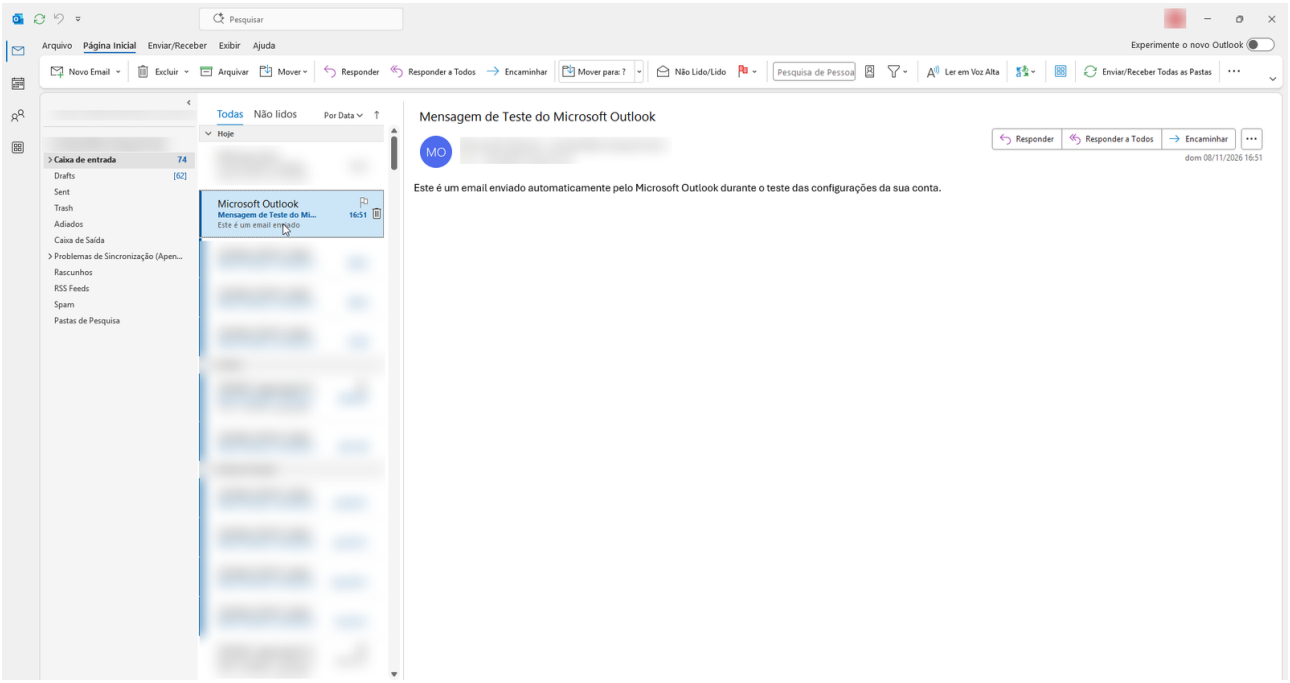
Step 5: type the app password (not the webmail password) and click Connect.

1 **Conta adicionada com êxito** (Account successfully added) appears. If you do not want to set up your phone now, clear **Configurar o Outlook Mobile em meu telefone também** (Set up Outlook Mobile on my phone too). Then click **Concluído** (Done).



Step 6: the account was added. If you do not want to set up your phone now, clear Set up Outlook Mobile on my phone, too. Then click Done.

1 In the **Caixa de entrada** (Inbox), the **Mensagem de Teste do Microsoft Outlook** (Microsoft Outlook Test Message) arrives. It confirms that sending and receiving work.



Step 7: the Microsoft Outlook Test Message arrives in your Inbox. It confirms that sending and receiving work.

If Outlook receives emails but does not send, go back to the **IMAP Account Settings** screen and check, for outgoing mail, the server `mail.lua.email`, port 587 and the **STARTTLS** method. Also check that the password you typed is the **app password**, not the webmail password.

Thunderbird

Enter the email address and the **app password** (not the webmail password; see the difference) on the new account screen. If Thunderbird does not find the settings automatically, click **Configure manually** and fill in the data from the table: IMAP incoming at `mail.lua.email`:993 (SSL/TLS) and SMTP outgoing at `mail.lua.email`:587 (STARTTLS), with the username equal to the full email address. Sending uses authentication, with the same username and the same app password as incoming mail.

Android

The most complete way is the **Exchange** account, which brings email, calendar and contacts at once (chapter 23). If you prefer email only, choose **Other** / **IMAP account** and enter the table details. On the outgoing server (SMTP), turn on authentication, with the same username and password as the incoming server.

Which password to use? For the **Exchange** account, use the **webmail password**. For the **IMAP** account (incoming and outgoing), use the **app password**, which is not the webmail password. See the difference. Do not have the app password? Ask whoever manages your email (how to generate it in the panel).

Send as an alias in Outlook and other programs

The aliases you use in the webmail can also be your sender address in Outlook, Thunderbird and Mail on iPhone and Mac. As the sender, you can use your own address, an alias that delivers messages to your mailbox, or a shared mailbox you have access to.

Before you set it up in the program, check in the webmail which aliases you can use: in **Settings → Identities**, click **Add alias as identity**. The search shows exactly the aliases that deliver to your mailbox (chapter 14). If the alias you want does not appear, ask your domain administrator to add your account to its destinations in the admin panel.

Then add the alias address as a sender in the program. The account stays the same: incoming and outgoing mail use your **full email address** and your **app password**.

- **Classic Outlook (Windows):** when you write a message, click **From → Other email address** and type the alias. If the **From** button does not appear, turn it on in **Options → Show Fields → From**. Outlook remembers the address for your next messages.
- **Thunderbird:** in **Account Settings**, choose your account and click **Manage Identities → Add**. Fill in the name and email address of the alias. When you write a message, choose the identity in the **From** field.
- **Mail on iPhone and iPad:** go to **Settings → Mail → Accounts**, tap your account, then **Account → Email → Add Another Email** and type the alias. When you write a message, tap the **From** field to choose it.
- **Mail on Mac:** go to **Mail → Settings → Accounts**, choose your account and, in the **Email Address** field, use **Edit Email Addresses** to add the alias.

If the message does not go out: the program shows a sender rejected error ("Sender address rejected" or "not owned by user"). Check that the address was typed exactly like the alias and that it still appears in the webmail search. If the administrator deleted the alias or removed your mailbox from its destinations, it stops working in every program.

Contacts and calendar

Contacts and calendar are set up separately from email and are covered in chapter 18: server `dav.lua.email`, the full email address and the same **app password** (not the webmail password). On your phone, the Exchange account already brings contacts and calendar along with email, and it uses the webmail password.

Automatic setup (Autodiscover)

This is what lets you set up the account by typing only the email and password. The program asks the internet where the servers for that address are and gets back the details in the table above, with the username already filled in as the full email address. Each program makes this query in its own way:

Program	How it finds the settings
Outlook (Windows and Mac)	Autodiscover: looks for the domain's **SRV** record `_autodiscover._tcp` for the email address and queries `autodiscover.lua.email`; it can also use the `autodiscover.yourcompany.com` address.
iPhone, iPad and Mac Mail	Autodiscover and, for contacts and calendar, the `_carddavs._tcp` and `_caldavs._tcp` records, which lead to `dav.lua.email`.
Thunderbird	Autoconfig: automatically finds Lua's addresses (`@lua.email`), including contacts and calendar at `dav.lua.email`. With your own domain, it looks for the `autoconfig.yourcompany.com` address; if it is not ready yet, use manual setup.
Exchange account on iPhone and Android	Autodiscover: receives the `sync.lua.email` address. Android (Gmail and Samsung) finds the server through the `autodiscover.yourcompany.com` address (chapter 23).
Android (IMAP account)	Depends on the app. Many ask for the details manually.

For `@lua.email` addresses you do not need to set anything up: discovery already works. With **your company's domain**, the mailbox stays at Lua, but the domain's DNS needs a record pointing to Lua's Autodiscover. Everything that goes in the domain's DNS is in chapter 24.

Without the Autodiscover SRV record and without the `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com` addresses ready, classic Outlook on Windows does not find the account and the phone (Exchange account) does not find the server automatically. Check the Automatic email setup block, in Authentication → Validate DNS. Whoever sets it up has to type the servers by hand (`mail.lua.email` for Outlook and `sync.lua.email` for the Exchange account). It is a single record, created once: see how.

If the program does not set up by itself

- In IMAP programs, check that you typed the **full email address** and the **app password** (not the webmail password). For the Exchange account on your phone, use the **webmail password** (not the app password).
- In desktop Outlook, if it asks for the account type, choose **IMAP**, not Microsoft 365.
- With your own domain, check the Autodiscover SRV record and the `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com` addresses (chapter 24).
- Manual setup always works: use the details in the Server details table. The account ends up the same as one set up automatically.

18. Syncing contacts and calendar (CardDAV and CalDAV)

Your contacts and calendar are stored on the server and can be synced with Thunderbird, Outlook and your phone. What you change in one place shows up in the others. The company address books (Directory and global address books) also come along, read-only. See chapter 15.

On the phone, the simplest option is the Exchange account (chapter 23): email, calendar and contacts in a single account, with the webmail password. This chapter is for programs that use CardDAV and CalDAV, such as Thunderbird, DAVx[5] and Outlook with an add-in.

Connection details

Item	Contacts (CardDAV)	Calendar (CalDAV)
Server (for programs that discover it automatically)	`https://dav.lua.email/`	
Direct address	`https://dav.lua.email/card/`	`https://dav.lua.email/cal/`
Username	Your full email address	
Password	The **app password**: the same as for IMAP, POP3 and SMTP (chapter 17)	

Which password to use? On `dav.lua.email`, use the **app password**, the same one you entered in your email program. The **webmail password does not work** here. For the Exchange account on your phone it is the other way around: the webmail password applies. See the difference. Do not have the app password? Ask whoever manages your email (how to generate it in the panel).

> **Tip:** type the addresses exactly as in the table, with **https://** at the start and the **slash (/)** at the end. With `https://dav.lua.email/` the program finds all your address books and calendars by itself.

> **Important:** only what is on the server travels. For contacts, that means the address books that start with **Synced** (chapter 15). The **Personal Addresses** address book exists only in the webmail.

Thunderbird

Thunderbird syncs contacts and calendar without add-ons. Use **version 102 or newer** (check in **Help → About Thunderbird**). When you set up the email account with your `@lua.email` address, it may offer contacts and calendar by itself; otherwise, follow the steps below.

Contacts (CardDAV)

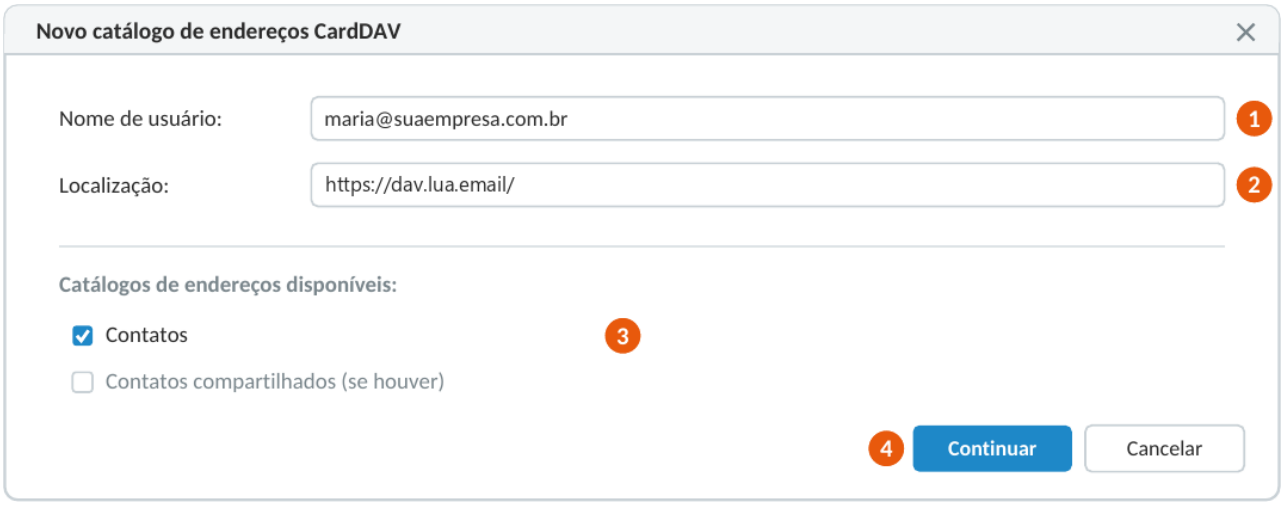


Figure 73: Adding the CardDAV address book in Thunderbird, with the dav.lua.email server (illustration).

1. Open the **Address Book** (contacts icon in the sidebar or **Ctrl+Shift+B**).
2. Click the arrow next to **New Address Book** and choose **Add CardDAV Address Book**.
3. In **User Name** (1), enter your full email address.
4. In **Location** (2), enter `https://dav.lua.email/` and click **Continue**.
5. When asked for the password, type the **app password** (not the webmail password) and select the option to remember it.
6. Check the address books found (3) and click **Continue** (4).

Calendar (CalDAV)

1. Open the **Calendar** (calendar icon in the sidebar).
2. Click **New Calendar** (or the **+** next to Calendars), choose **On the Network** and continue.
3. In **User Name**, enter your **full email address**; in **Location**, `https://dav.lua.email/cal/`.
4. Click **Find Calendars** and, when asked, type the **app password** (not the webmail password).
5. Check the calendars found and click **Subscribe**.

> **Tip:** to change how often it refreshes, right-click the address book or calendar and open **Properties**.

On your phone

Device	How to set it up
iPhone / iPad	The simplest option is the Exchange account. For CardDAV/CalDAV: in **Settings**, add an account of type **Other** → **Add CardDAV Account** and then **Add CalDAV Account**, both with the server `dav.lua.email`, the full email address and the **app password** (not the webmail password). The path in Settings varies with the iOS version.
Android	The simplest option is the Exchange account. For CardDAV/CalDAV: install **DAVx⁵** and add an account with **URL and username**: URL `https://dav.lua.email/`, the full email address and the **app password** (not the webmail password). A single account brings your contacts and calendars.

> **Tip:** the company **Directory** comes along with your address books. In DAVx[5], check it in the account's address book list. On the iPhone it appears by itself in **Contacts**, with the others.

Outlook with CalDav Synchronizer

Simpler: on Windows, the **lua Sync** app does this setup for you. Just enter your email address and the **app password** (not the webmail password), and your calendar and contacts appear in classic Outlook. See the lua Sync manual and the Downloads page. The step-by-step below still applies if you prefer to set it up by hand.

Outlook has no built-in support for CardDAV/CalDAV. For that, use the free add-in **Outlook CalDav Synchronizer** (caldavsynchronizer.org), which syncs contacts, appointments and tasks in both directions.

> **Warning:** the add-in works in **classic Outlook for Windows** (the official site lists Microsoft 365 and versions 2007 to 2019). The **new Outlook** for Windows and Outlook for Mac do not accept this type of add-in.

1. Install the add-in

1. Close Outlook.
2. Go to `caldavsynchronizer.org`, click **Download** and download the file **OutlookCalDavSynchronizer-(version).zip**.
3. Extract the.zip file and run **setup.exe**. Keep the installation on the **C:** drive.
4. If the installer asks for the **Visual Studio 2010 Tools for Office Runtime**, install it from Microsoft's website and run setup.exe again.
5. Open Outlook. A new tab called **CalDav Synchronizer** should appear.

2. Create empty folders in Outlook

Each sync uses one Outlook folder. To avoid mixing or duplicating items, create new, empty folders: on the **Folder** tab, click **New Folder**, type the name (for example, *Lua Contacts*) and, under **Folder contains**, choose **Contact Items**. Repeat for the calendar (*Lua Calendar*), choosing **Calendar Items**.

3. Create the contacts profile

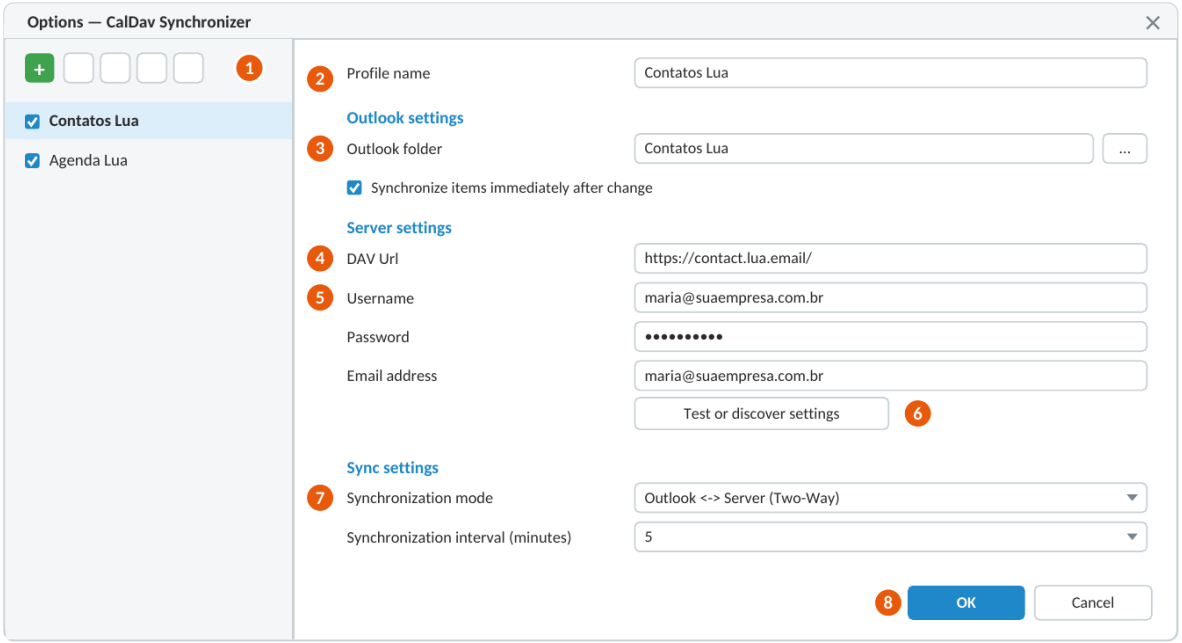


Figure 74: Sync profile in CalDav Synchronizer (illustration; the add-in window is usually in English).

1. On the **CalDav Synchronizer** tab, click **Synchronization Profiles**.
2. Click **Add new profile** (green **+** icon) **(1)**, choose **Generic CalDAV/CardDAV** and confirm.
3. In **Profile name** **(2)**, enter a name, such as *Lua Contacts*.
4. In **Outlook folder** **(3)**, click **...** and select the folder *Lua Contacts*.
5. In **DAV Url** **(4)**, enter `https://dav.lua.email/card/`.
6. In **Username** and **Email address** **(5)**, type your full email address. In **Password**, type the **app password**, not the webmail password.
7. Click **Test or discover settings** **(6)** and select the address book found.
8. In **Synchronization mode** **(7)**, keep **Outlook <-> Server (Two-Way)** and choose the interval in minutes.
9. Click **OK** **(8)** and then **Synchronize now** on the add-in tab.

> **Tip:** to also have the company **Directory** in Outlook, create another profile like this one, with its own empty folder (for example, *Directory*). In **Test or discover settings**, choose the **Directory** address book and, in **Synchronization mode**, use **Outlook <- Server (Replicate)**, because the directory is read-only.

> **Tip:** since the password is the same as for IMAP, you can check **Use IMAP/POP3 Account Password** (under *Show advanced settings*) if the email account in that Outlook already uses the app password.

4. Create the calendar profile

Repeat step 3 with these differences: name *Lua Calendar*, folder *Lua Calendar* (Calendar Items) and **DAV Url** `https://dav.lua.email/cal/`. In **Test or discover settings**, choose the calendar. For more than one calendar, create a profile for each.

5. Monitor the sync

Use the **Status** and **Reports** buttons on the CalDav Synchronizer tab to see when each profile last synced and whether there was an error. The **401 (Unauthorized)** error means a wrong username or password: check the full email address and the app password (not the webmail password).

A calendar's own connection (optional)

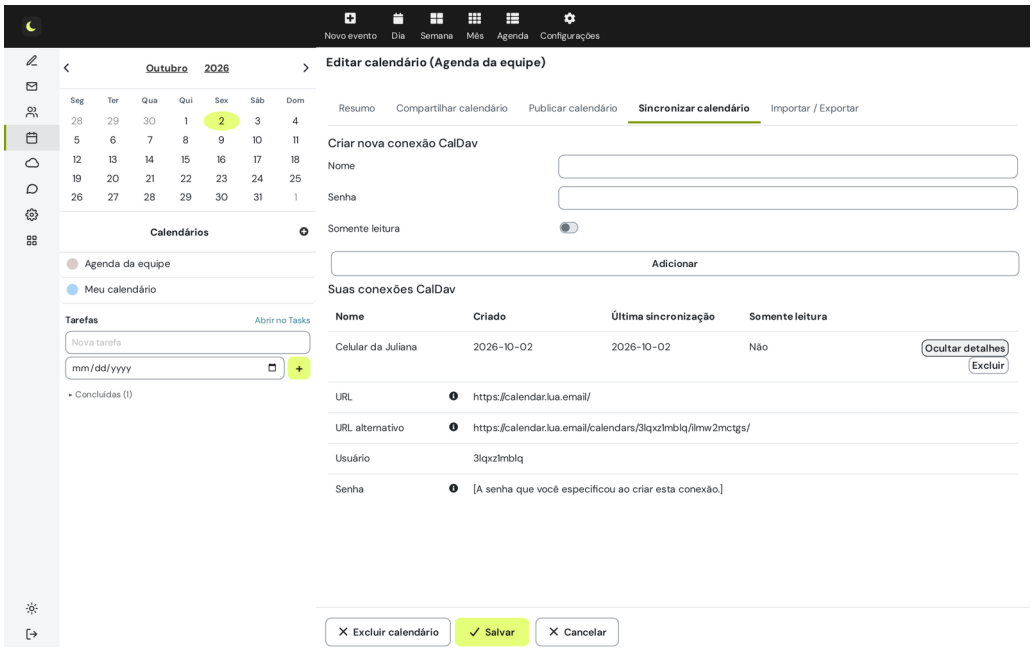


Figure 75: The calendar connection, with the details for the phone and Outlook.

To give a device access to **a single calendar**, with its own username and password that can be revoked at any time, create a connection on the calendar itself. It uses the address `https://calendar.lua.email/`, not `dav.lua.email`.

1. In **Calendar**, hover over the calendar, click the **pencil** and open **Sync calendar**.
2. Under **Create new CalDav connection**, give it a **Name** that reminds you of the device and a **Password** of at least 10 characters. Turn on **Read-only** if the device should only see the calendar.
3. Click **Add** and then **Show details**: use the **URL** (or the **alternate URL**), the **Username** (a code) and the password you created.

Save the connection password: it is not stored and does not appear again. To cut off a device's access, click **Delete** on the connection.

Sync problems

Problem	What to do
Password rejected / error 401	Use the **full email address** and the **app password** (the same as IMAP). The webmail password does not work at `dav.lua.email`. Many wrong attempts in a row block access for a while.
No address book or calendar found	Check the address: `https://dav.lua.email/`, with `https://` at the start and `/` at the end. If the program does not discover it by itself, use the direct addresses `/card/` and `/cal/`.
Duplicate items in Outlook	Use a new, empty folder for each profile and do not sync the same folder in two profiles.
Changes take a while to show up	Wait for the configured interval or use **Synchronize now** (Outlook) / **Synchronize** (Thunderbird).
CalDav Synchronizer tab does not appear	Confirm that it is classic Outlook. In **File → Options → Add-ins**, check whether the add-in was disabled and re-enable it; if needed, reinstall.
I already set it up with `contact.lua.email` or `calendar.lua.email`	It keeps working, with the webmail password. For new setups, use `dav.lua.email` and the app password.

19. Settings and preferences

All settings are in **Settings**, in the sidebar. Appearance, language and behavior options are in **Preferences** and apply to your account on any computer.

Change theme, language and time zone

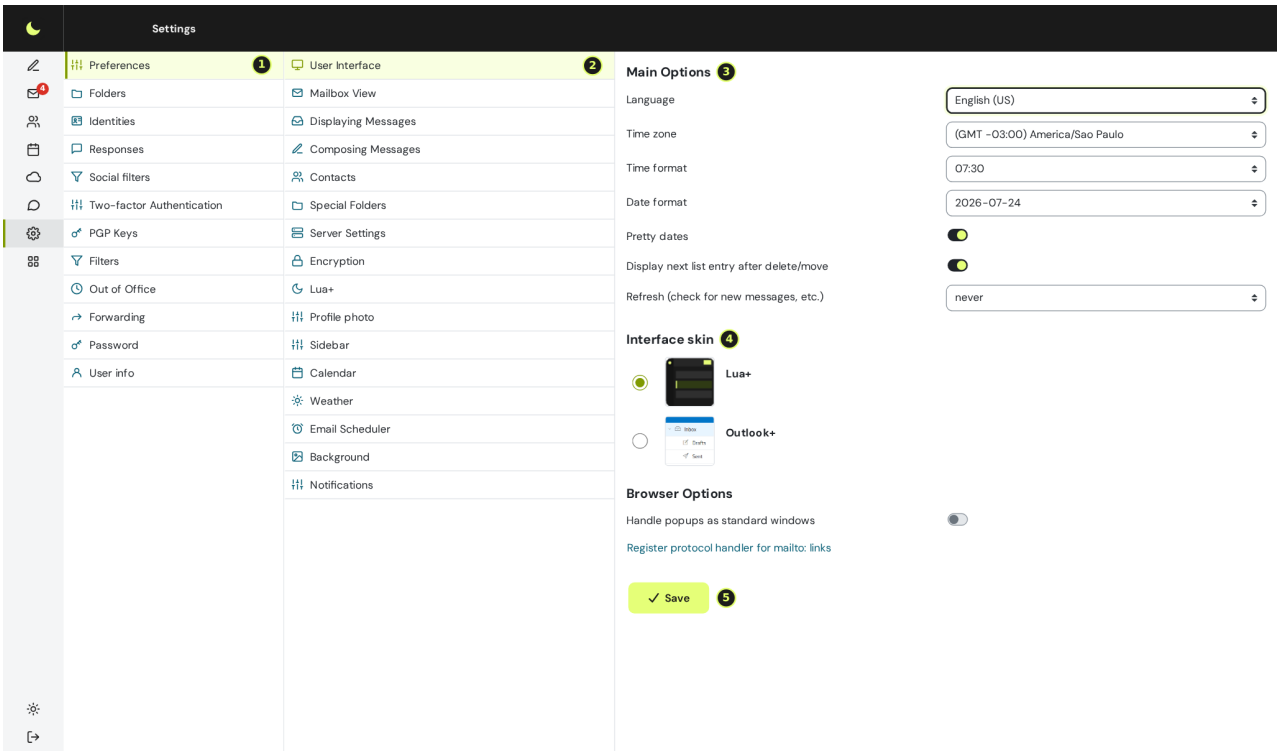


Figure 76: Settings → Preferences → User Interface.

1 Click **Settings** in the sidebar and then **Preferences** (1).

2 In the middle column, click **User Interface** (2).

3 Under **Main Options** (3), adjust **Language**, **Time zone**, and the time and date formats.

4 Under **Interface skin** (4), choose the theme: **Lua+**, **Outlook+**, or another that appears in the list.

5 Click **Save** (5). The screen reloads with the new options.

User Interface screen options

Option	What it is for
Language	Language of menus and buttons. For Portuguese, choose **Portuguese (Brasil)**.
Time zone	Sets the time shown on messages. **Automatic** uses your computer's time.
Time format / Date format	How times and dates appear in the message list.
Show friendly dates	Shows terms like "Today" and "Yesterday" instead of the full date.
Show next list item after delete/move	Automatically opens the next message after you delete or move the current one.
Refresh	How often the webmail checks for new messages.
Interface appearance (theme)	**Lua+** (with light and dark modes), **Outlook+** (similar to Outlook), and other installed themes. If the company has fixed a theme, the option may be locked.
Open pop-up windows as browser windows	Opens messages and the compose screen in separate windows.
Register mailto: links	Makes email links on websites open a new message in the webmail. The browser asks for confirmation.

> **Tip:** wrong time on messages? Set the **Time zone** to **Automatic** or, for most of Brazil (including the South, Southeast and Northeast), choose **America/Sao_Paulo**, and click **Save**.

Other Preferences sections

Section	What you find
Mailbox view	How the message list behaves: reading pane, when to mark as read, expanding grouped messages, and how many messages to show. Under **New Message** are the arrival alerts: check all folders, on-screen and desktop notification (the browser asks for permission the first time), sound alert, and how long the alert stays open.
Displaying Messages	Prefer HTML or text, allow remote resources (images), attachment display, **quick reply in the reading pane** (chapter 7), **collapse the quoted history** (chapter 5) and the options for conversations, categories, newsletters and sender highlighting (chapter 12).
Composing Messages	Default format (HTML or text), automatic draft saving, signature on replies, the time for **Undo send** and the **new message in a window in the corner of the screen** (chapter 6).
Notifications	With lua Colabora: Drive and Chat notices in the side panel, the number on the Chat button and the desktop notification (chapter 22).
Contacts	Name display and automatic adding of recipients to contacts.
System folders	Which folder works as Drafts, Sent, Spam and Trash.
System settings	Cleanup options, such as emptying the Trash on exit.
Encryption	Digital signature and message encryption options (advanced use).
Lua+	Accent color, header color, corners, text size, font, list density, names on toolbar buttons, and attachments below the editor (chapter 4).
Sidebar	Which panels appear in the side panel: calendar agenda, weather, and last login (chapter 4).
Background	The webmail background image, with blur, grayscale, and the opacity of the image and the content box.
Calendar, Weather, Scheduled send	Options for the extra features: calendar (chapter 16), weather forecast in the sidebar, and scheduled send, with the default send delay and the highlight for messages about to go out (chapter 6).

> **Warning:** if there is an option to delete messages **directly** (without going through the Trash), leave it off: messages deleted that way can only come back if your mailbox has the recovery add-on (chapter 5), which keeps the content for 7 days.

Profile photo

Your photo appears to coworkers in your domain in emails, contacts and lua Colabora. Without a photo, the webmail shows your initials.

1. Click **Settings** and then **Preferences → Profile photo**. In **Settings → User information**, the photo appears first, and the **Edit profile photo** link goes straight to this screen.
2. Click **Add photo** (or **Change photo**) and choose a JPG, PNG or WebP image.
3. Adjust the framing with **Zoom in** and click **Use this photo**.

Under **Who sees my photo**, choose **People in my domain** or **Only me**. The choice applies to the webmail and Colabora. People outside the platform **never** see the photo. To remove the photo, use **Remove**.

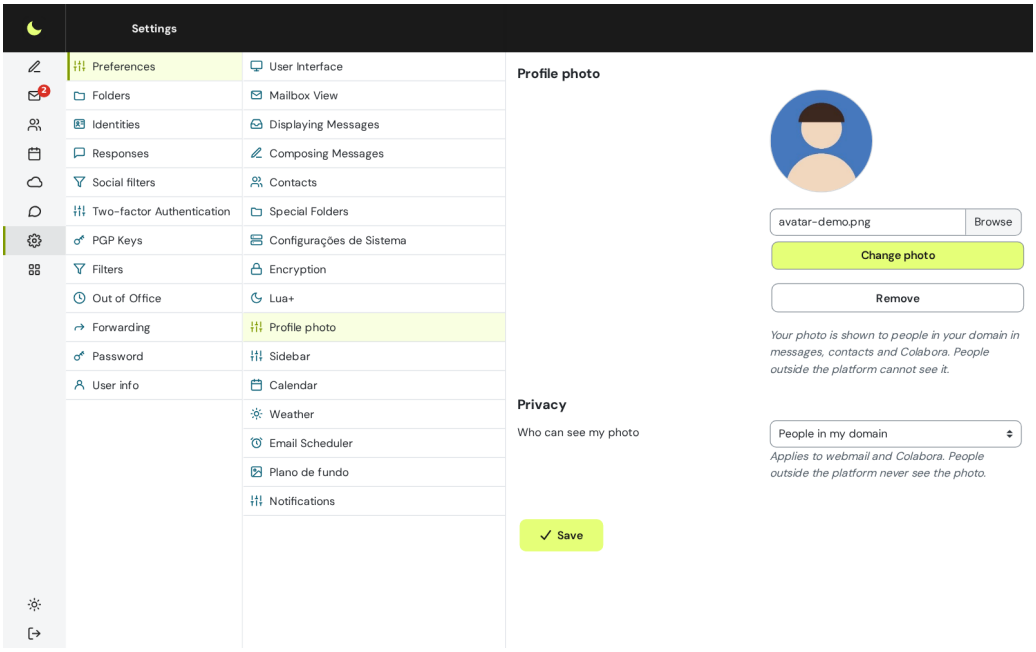


Figure 77: Settings → Preferences → Profile picture.

> **Tip:** there is only one photo: if you change it in Colabora, it changes in the webmail and in the contacts of email programs too, and vice versa.

Other Settings menu items

Item	What it is for
Folders	Create, rename, hide and delete folders (chapter 9) and share them (chapter 10).
Identities	Display name and signature, and the aliases for sending (chapter 14).
Responses	Ready-made texts to insert when writing messages.
Two-step verification	Extra protection with a code in addition to the password (chapter 3).
PGP keys	Keys for encrypting messages. Use only if guided by support.
Filters	Automatic organization of messages (chapter 11).
Social filters	Ready-made folders and filters for Social, Shopping, Updates, Promotions and Forums (chapter 12).
Newsletter management	Newsletters received, with unsubscribing (chapter 12).
Out of office	Automatic out-of-office reply (chapter 13).
Forward	Automatic forwarding to another address (chapter 13).
Password	Change your sign-in password (chapter 2).
User information	Your photo and account details, with the shortcuts **Edit profile photo** and **Edit identity**.

20. Common problems and solutions

Before opening a ticket, check the items below. Many problems are solved in a few clicks.

Problem	What to check	If it does not work
I cannot sign in	Full email address typed; Caps Lock off; correct password. After several wrong attempts, wait a few minutes. If you forgot your password, see I forgot my email password.	Ask support to check or reset the password.
"Access outside the hours allowed by your company" appears	The password is right: your company has blocked access at this time or on this holiday. Email keeps arriving and stays in the mailbox.	Talk to your company's administrator.
"Access not allowed from this location" appears	The password is right: your company only allows access from certain addresses, such as the office network or the VPN. Sign in from one of those networks. On the phone's mobile network the address changes and falls outside the list.	Talk to your company's administrator.
Outlook or another program stopped connecting, and the webmail works	Your company may have set the mailbox to webmail only. In that case, the mailbox does not use IMAP, POP or SMTP in programs, and calendar and contacts with the app password also stop. Webmail and Colabora keep working normally.	Talk to your company's administrator.
A message disappeared	Clear the search (X) and set the filter to **All**; search with the scope **All folders**; check Spam, Trash and whether a filter moved it.	Give support the approximate sender, date and subject.
A folder does not appear	In **Settings → Folders**, check that the folder's display switch is on.	Give support the folder name.
The filter does not work	Is the filter enabled? Did the message arrive **after** you saved it? Is the rule text correct? Does a filter above use **Stop evaluating rules**?	Send support the filter name and an example message.
I do not see the Filters menu	The feature may not be enabled for your account.	Ask support.
I cannot send as the alias	Your account must be one of the destinations of the alias. In **Settings → Identities → Add alias as identity**, look for the alias: if it does not appear, your mailbox is not among the destinations. If the alias was already in your identities and the webmail warned "This address is no longer available for sending. Choose another sender.", it was deleted or deactivated, or your mailbox was removed from the destinations.	Ask your domain administrator to add your account to the alias in the admin panel.
Outlook does not send with the alias ("Sender address rejected")	The alias does not deliver to your mailbox, was deleted, or was typed differently. Check the search in the webmail under **Settings → Identities**.	Ask the administrator to add your account to the alias destinations.

The signature does not appear	Identity selected in the **From** field; option to insert automatically in Preferences → Composing Messages.	No need.
Images do not appear	Remote resources blocked: click **Allow** if you trust the sender.	No need.
Error sending several messages	It may be the hourly recipient limit. Wait for the top of the hour and try again (chapter 6).	If it is a large, recurring send, talk to support.
I lost what I was writing	The draft is saved automatically: look in **Drafts**. After a browser crash, the webmail offers *Restore message?* when you return.	No need.
I want to reply in full screen	Turn off **Quick reply in the reading pane** in **Preferences → Displaying Messages**.	No need.
The **Send** button is grayed out	At least one recipient is missing in the **To** field.	No need.
I replied and it went out with the wrong address	When you reply to a message from a shared folder, the **From** comes with the shared account. Change it in the **From** field before sending (chapter 10).	No need.
Attachment does not send	Wait for the upload to finish; reduce the file size; try another browser.	Give support the file size.
Sent does not keep copies	In **Preferences → System folders**, check the Sent folder.	No need.
Webmail in another language	**Settings → Preferences → User Interface → Language**.	No need.
I cannot create a folder	Avoid special characters (such as slash, quotes and period) and check the parent folder.	Give support the error message.
The email program does not set up by itself	Use manual setup: `mail.lua.email`, IMAP 993 and SMTP 587, username = full email address (chapter 17).	With your own domain, the Automatic email setup may not be ready: see Domain health in painel.lua.email.
The 2FA code is rejected	Leave the phone's clock on automatic: a wrong clock generates invalid codes. Enter the code before it expires.	Use a recovery code (chapter 3).
I do not receive the code by email	Check the **Spam** folder and confirm the address registered to receive the codes.	Ask support for help.
I lost the phone with 2FA	Sign in with a recovery code and set up 2FA again on the new device (chapter 3).	Without the codes, only support can restore access.
Lots of spam reaches the Inbox	Move it to the **Spam** folder instead of deleting: that is what trains the filter (chapter 5).	If it does not improve in a few days, tell support.
Legitimate message landing in Spam	Take it out of the **Spam** folder, which also trains the filter, and add the sender to your contacts.	Give support the sender and the date.
I shared a folder and the person does not see it	Check the permissions in **Settings → Folders** and ask them to refresh the folder list.	If her mailbox is on another domain, contact support.

I can't see the folder shared with me	Shared folders show up on their own, grouped under the other account's name. A newly created folder can take about a minute; in Outlook or on your phone, refresh the folder list.	Ask the person who shared it to check the **Read** permission.
I created a contact and it doesn't show up on my phone	Contacts in **Personal Addresses** stay in the webmail only. Move it to a **Synced** address book (chapter 15).	Force a sync on your device.
An appointment doesn't show up in Outlook	Check that the event is in a calendar that has a profile in CalDav Synchronizer: each calendar uses its own profile (chapter 18).	Force a sync in the program.
I deleted a message by accident	Look in **Trash**. If it was already emptied and the mailbox has the add-on, use **Recover deleted messages** (chapter 5).	Ask support for help within 7 days.
The Trash emptied itself	That's normal: Trash and Spam are cleaned automatically after 30 days.	No need.
Quick filters are empty	Only messages the server has already classified appear. Check that the option is turned on in **Message display**.	No need.
I don't see the Newsletter management menu	Turn on **Enable the Newsletter management screen** in **Preferences → Message display** and save.	No need.
Messages disappeared from the Inbox	Check whether a **social filter** started moving them to Social, Stores, Promotions, Updates, or Forums.	No need.
I want a different look	Change the theme in **Preferences → User interface → Interface appearance** and save.	No need.
The screen looks odd or is frozen	Refresh the page (F5), clear the cache, or try another browser.	Send support a screenshot.

When asking for help, include

- Your email address (**never** your password).
- What you tried to do and what happened, with the exact error message.
- Approximate date and time, the browser you used, and, if possible, a screenshot.

21. Quick reference

I want to...	Path
Write an email	Mail → **Compose**
Attach a file	While composing: **Attach** or drag the file in
Save for later	While composing: **Save** (goes to Drafts)
Mark as unread	Select → **Mark → As unread**
Search by sender	Search box: `de:nome`
Search by subject	Search box: `assunto:palavra`
See unread messages with attachments	Search box: `is:nao-lido tem:anexo`
Search by date range	Search box: `desde:30d` or `antes:7d`
Find large messages	Search box: `maior:5M`
Search in all folders	Magnifier → **Scope → All folders**
See only unread messages	Quick filter → **Unread**
Create a folder	**Settings → Folders → +**
Sharing a folder	**Settings → Folders** → folder → **Sharing**
Sharing the whole account	**Settings → Folders → Share account...**
Move a message	Drag it to the folder or **More → Move to...**
Organize automatically	**Settings → Filters → Create**
Turn on an out-of-office reply	**Settings → Out of office**
Forward messages	**Settings → Forwarding**
Separate social networks and stores	**Settings → Social filters**
Unsubscribe from newsletters	**Settings → Newsletter management**
See stacked conversations	**Preferences → Message display**
Change your signature	**Settings → Identities**
Send as an alias	**Settings → Identities → Add alias as identity**
Add a contact	**Contacts** → choose the address book → **Create**
A contact that shows up on your phone	Save it in a **Synced** address book (chapter 15)
Change theme, language, or time zone	**Settings → Preferences → User interface**
Change the password	**Settings → Password**

Turn on 2FA	**Settings → Two-step verification**
Set up your email in another program	Full email address + app password; server `mail.lua.email` (IMAP 993, SMTP 587)
Send as an alias in Outlook	Check the alias in the webmail and add it under **From → Other email address** (chapter 17)
See the domain's DNS details	`painel.lua.email`
Sync contacts	`https://dav.lua.email/card/`: email + app password
Sync your calendar	`https://dav.lua.email/cal/`: email + app password (chapter 18)
Phone with email, calendar, and contacts	Exchange account, server `sync.lua.email`, webmail password (chapter 23)
Teach the spam filter	Move it to the **Spam** folder, or take it out of there (works on your phone and in Outlook)
Recover a deleted email	**Trash** folder → drag it back
Recover a permanently deleted message	**Trash → Recover deleted messages** (add-on, 7 days)
Know the sending limits	100 recipients/hour per account, 1,000/hour per domain (chapter 6)
Reply without leaving the message	Buttons below the open message (quick reply)
Send without using the mouse	**Ctrl+Enter**
Schedule a send	In the editor: **Advanced items → Send message** and **Schedule**
Create an event	**Calendar** → click the day → fill in the details and save
See headers and SPF/DKIM	In the message: **More → View source** / headers
Switch between light and dark	**Lua+** theme: moon icon at the bottom of the sidebar
Sign out	Sidebar → **Sign out**

22. lua Colabora in the webmail

When lua Colabora is active for your mailbox, the webmail adds Drive, Chat, online meetings, and tasks. This chapter shows what changes in the webmail. Using Drive, Chat, and the other tools is covered in the lua Colabora manual.

Don't see any of this? lua Colabora is turned on by your company's administrator, and Chat and Tasks can be turned on per person. If the icons don't appear, contact whoever administers your company's email.

Drive and Chat in the sidebar

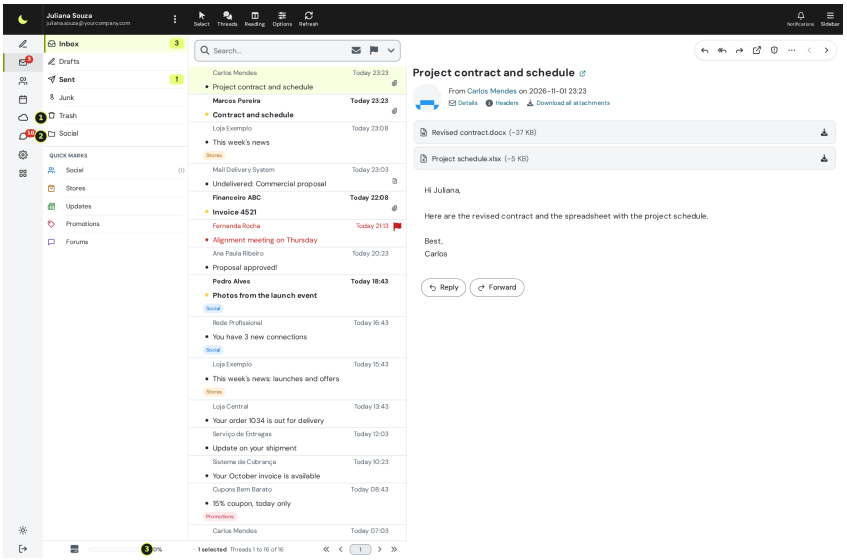


Figure 78: Drive (1), Chat (2), and used space (3) in webmail.

- **Drive (1)**, the cloud icon: opens your files in a new tab, already signed in.
- **Chat (2)**, the speech bubble icon: opens your conversations and meetings, also already signed in.
- **Space (3):** the indicator adds up email and Drive files, because your plan's space is shared between the two. Part of it is always reserved so email keeps arriving (details in the Colabora manual).

The password is the same as your email password. When you sign out of the webmail, you also sign out of Drive and Chat.

Drive and Chat notifications

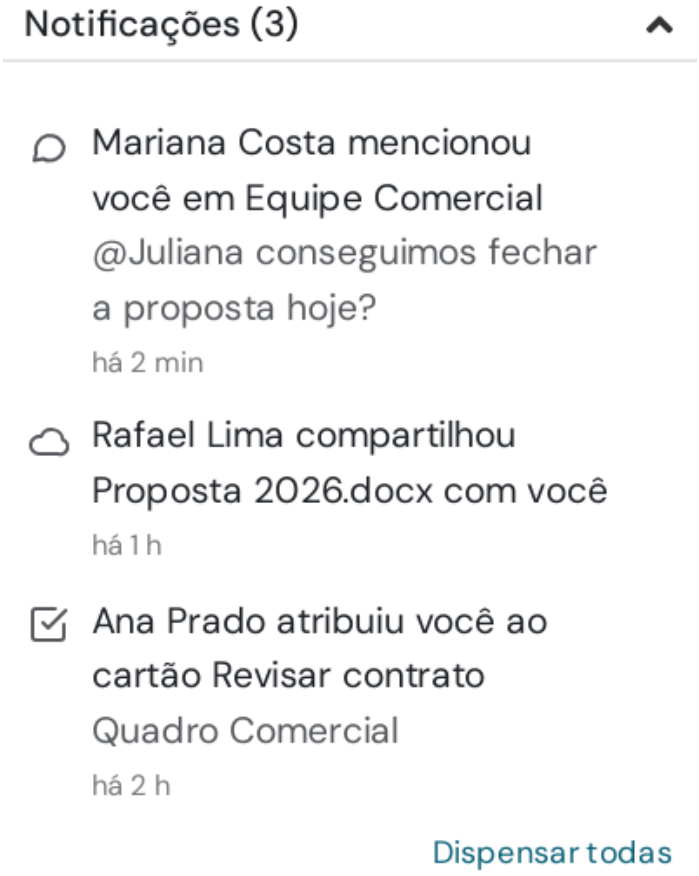


Figure 79: Drive and Chat notices in the side panel.

What happens in Drive and Chat shows up in the webmail itself: Chat messages and mentions, files shared with you, cards, and tasks.

- **In the side panel:** the **Notifications** box, at the bottom of the panel, shows the number of alerts next to the title. Click an alert to open it in Drive or Chat. The **×** on each one and **Dismiss all** clear them in Drive too.
- **Panel closed:** a **bell** appears next to the button that opens the panel, with the number of alerts.
- **Chat button:** shows how many Chat messages you haven't read yet.
- **Desktop alert:** with your browser's permission, each new alert also appears in the corner of the screen, even if another tab is open.

You can turn each one on or off in **Settings → Preferences → Notifications**. It works the other way around too: with Drive open, new email shows up in the bell there, with the sender and subject (Colabora manual).

Save and open attachments in Drive

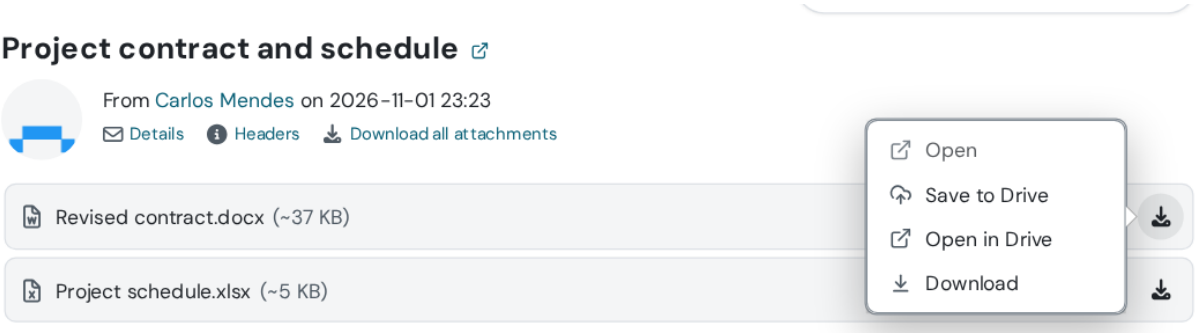


Figure 80: Attachment menu.

In a received message, open the attachment's menu (the small arrow next to it):

- **Download to Drive:** saves the file to the **Email attachments** folder in your Drive, without going through your computer. A notice confirms it, with the **Open in Drive** link. If the same file is already there, the webmail uses the existing one ("Already in Drive"). If there is a different file with the same name, it asks what to do.
- **Open in Drive:** saves it and opens it right away in the Drive editor. Good for reviewing a spreadsheet or a contract you received and saving the changes there.
- **Download:** downloads to your computer, as usual.

Attach a file from Drive

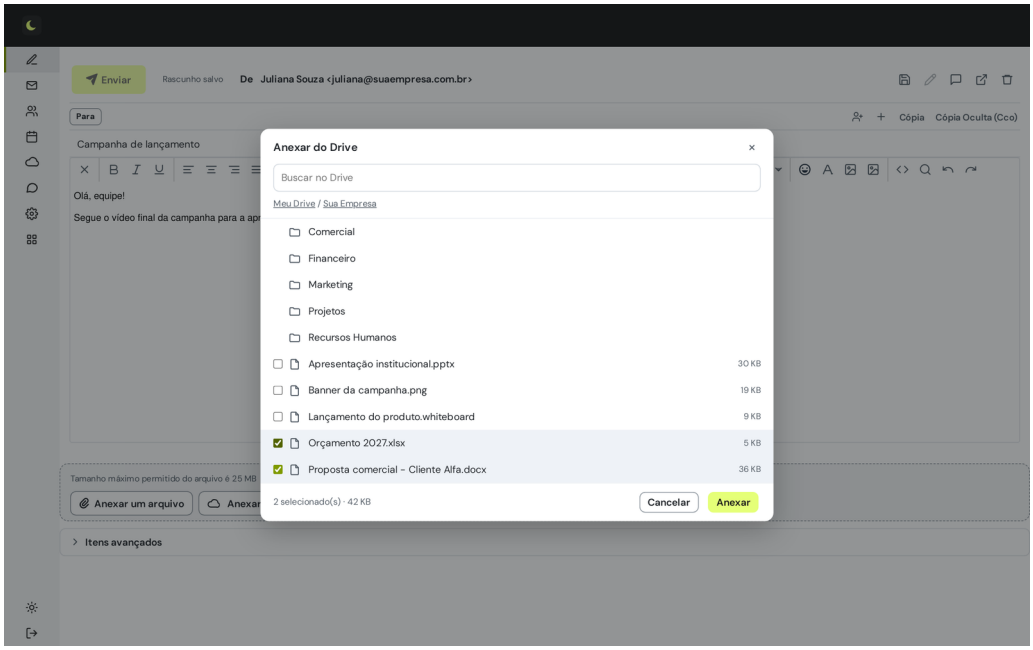


Figure 81: Attach from Drive.

1. In a new message, click **Attach from Drive**, next to **Attach file**. In quick reply, it's the cloud icon next to the paperclip.
2. Browse the folders or search by name, and check the files.
3. Confirm. The files are added as regular attachments. Files over the attachment limit are added as a link.

Large file becomes a link

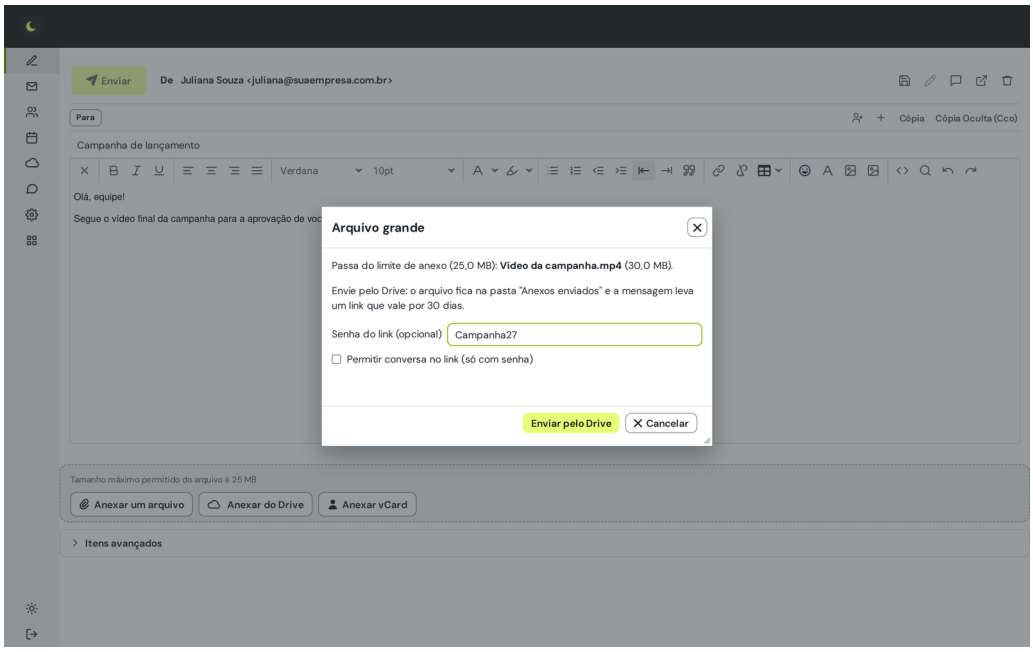


Figure 82: File too large to attach.

The attachment limit is 25 MB. If you attach a larger file, the webmail offers **Send via Drive**:

1. If you want, type a **link password** (at least 4 characters) and send that password to the recipient by another channel.
2. Click **Send via Drive**. The file is uploaded to the **Sent attachments** folder in your Drive, goes through antivirus, and the link is added to the message text.
3. Send the message as usual. The recipient downloads it through the link, with no account needed.

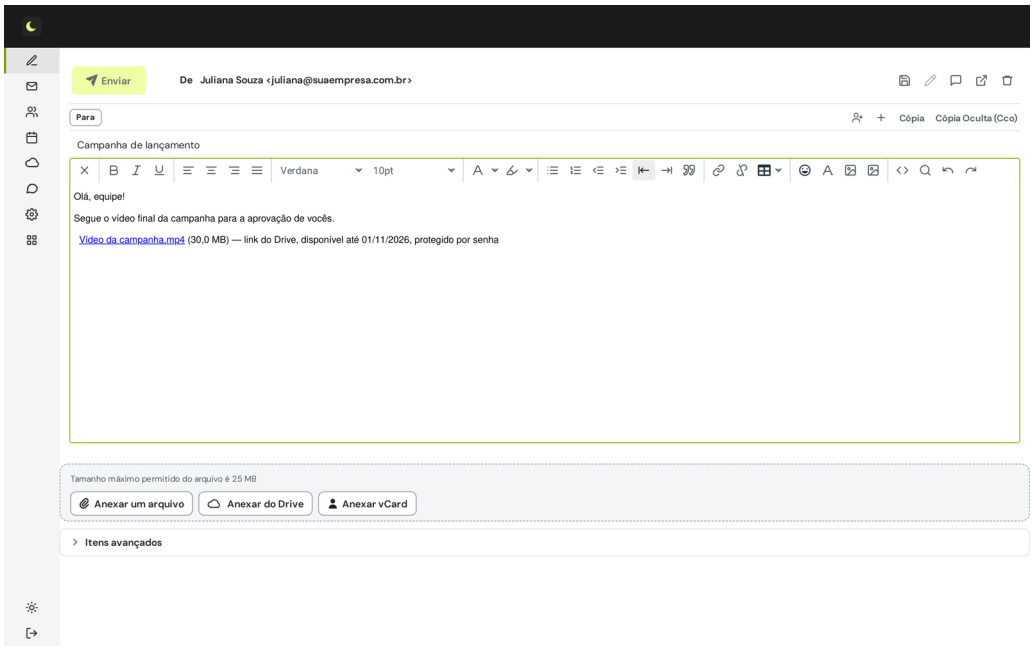


Figure 83: The Drive link in the message text.

- The link is valid for **30 days** and comes with a **QR code** to open on a phone.
- If a file with the same name already exists in **Sent attachments**, the webmail asks whether you want to **Update the file** (the previous version is kept) or **Keep both**.

- Changed your mind about the message? When you discard it, the uploaded file is deleted. A draft with the link is kept for 7 days. A sent message keeps the file until the link expires.
- It also works in quick reply: the link is added to the reply text.

Send a Drive file by email

In Drive, in the file's **three dots** menu, **Send by email** opens the webmail with the message already prepared. Choose **Attach the file** (up to 25 MB in total) or **Send the shared link**. The subject comes with the file name.

Online meeting in the calendar

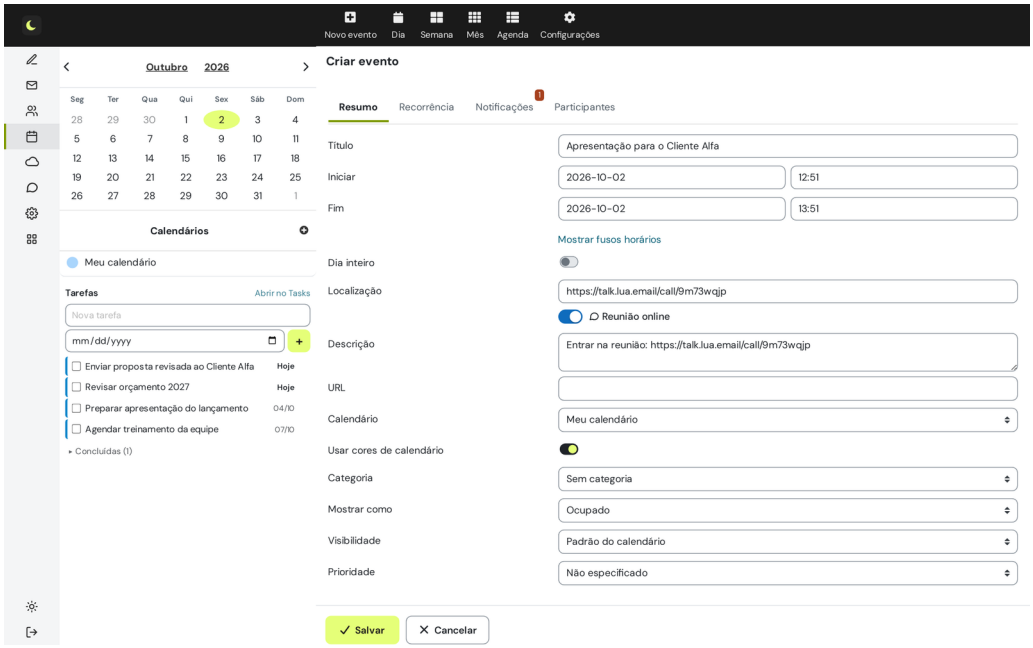


Figure 84: Event with Online meeting turned on.

1. In **Calendar**, create the event (chapter 16).
2. Turn on the **Online meeting** switch, below **Location**. The room link is added to the location and the description ("Join the meeting: ...").
3. Add the participants and save. The invitation arrives with the **Join the meeting** button.

- **When it's time:** open the event and click **Join meeting**, or use **Copy link** to send it to someone. The reminder notice also has **Join meeting**, **Open event**, and **Snooze (5 min)**, which reminds you again in 5 minutes.
- **Who joins directly:** coworkers at the company, meaning people with a mailbox on the same domain as whoever scheduled the meeting. They join as **moderators**.
- **Who admits outside guests:** any moderator, not just whoever scheduled it. The guest opens the link in the browser, types their name, and waits in the waiting room until someone from the company lets them in.
- **Changed your mind?** Turning the switch off removes the link, and deleting the event deletes the room.
- **Meeting minutes:** next to the switch is the **Create meeting minutes** button, which creates the minutes document in Drive with the event's participants and agenda (chapter 16).

Tasks in the webmail

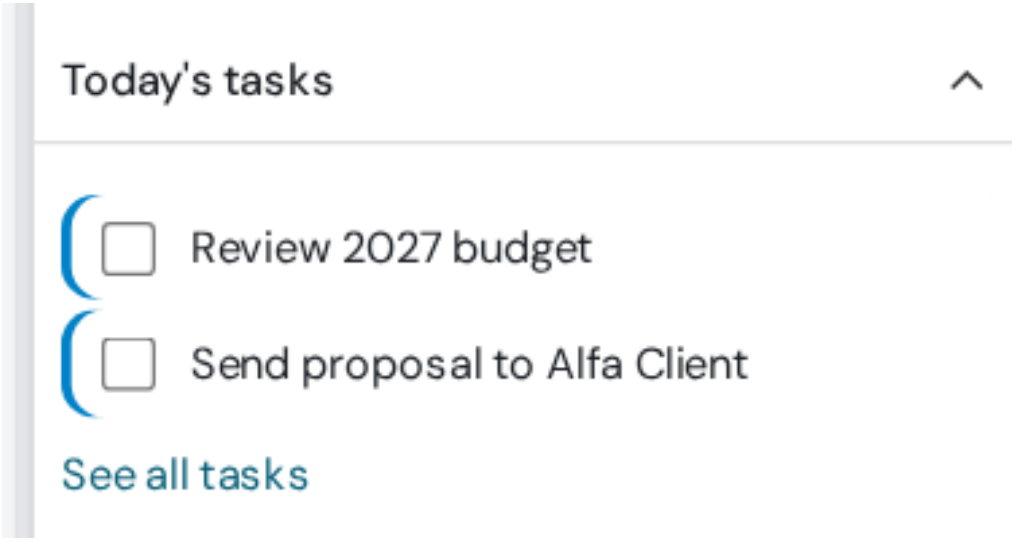


Figure 85: Today's tasks on the email screen.

- **On the email screen:** the **Today's tasks** box, on the side, shows what is due today and what is overdue. Check the box to complete a task.
- **In the calendar:** the **Tasks** panel, on the left, lists open tasks (overdue ones in red). Type in **New task**, pick the date, time, and reminder if you want, and click **+**. Tasks with a date also appear on the calendar: all-day ones at the top of the day, and those with a time at their scheduled hour.
- **Open in Tasks** takes you to the Colabora tasks app, with priority, subtasks, and other lists (Colabora manual).

Create a task from an email

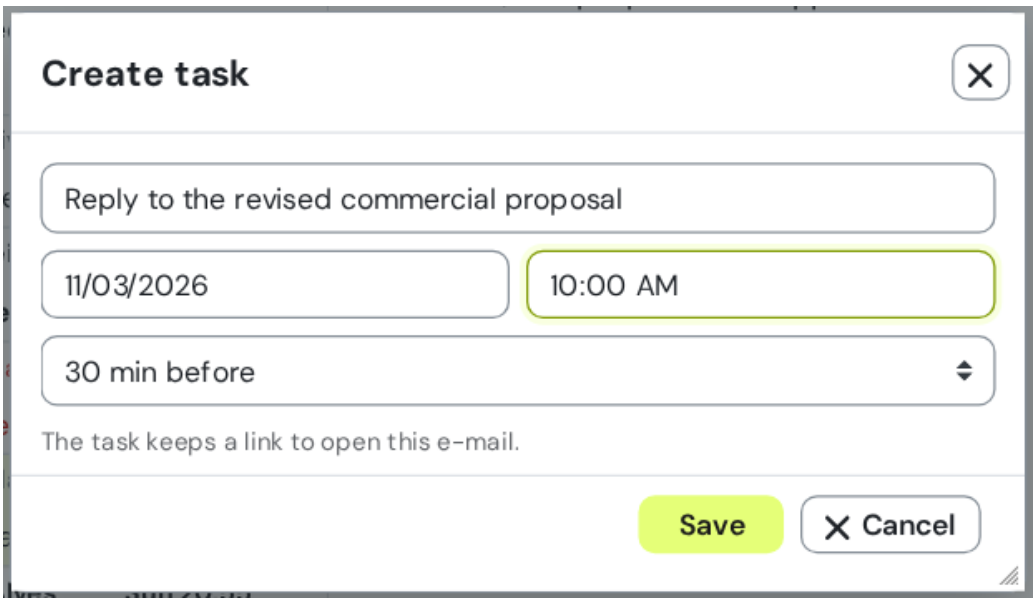


Figure 86: The email becomes a task, with the link to open the message.

An email that turns into a to-do doesn't have to stay flagged in your inbox:

1. Select the message and choose **More → Create task** (or use the right-click menu).
2. The title comes with the subject already filled in. Adjust it if you like and pick the date, time, and reminder.
3. Click **Save**.

The task carries the sender, the subject, and a link that opens the email. In the tasks panel, the envelope icon next to the date takes you straight to the message.

Task reminder

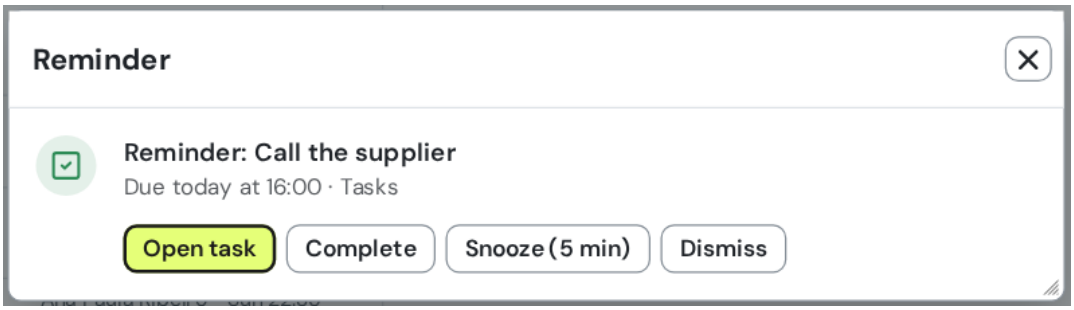


Figure 87: A task reminder, in the same format as the event reminder.

A task with a reminder alerts you on time, like events do: the window appears on any webmail screen, with **Open task**, **Complete**, **Snooze (5 min)**, and **Dismiss**. The reminder also reaches the Drive bell.

- You can choose the reminder when you create the task in the webmail, in the tasks panel, or in the **Create task** window: at the scheduled time, a few minutes before, a day before, or, with no set time, at 9 a.m. on the day or the day before.
- Completed or deleted the task ahead of time? The reminder won't appear.

Create and complete tasks from the calendar

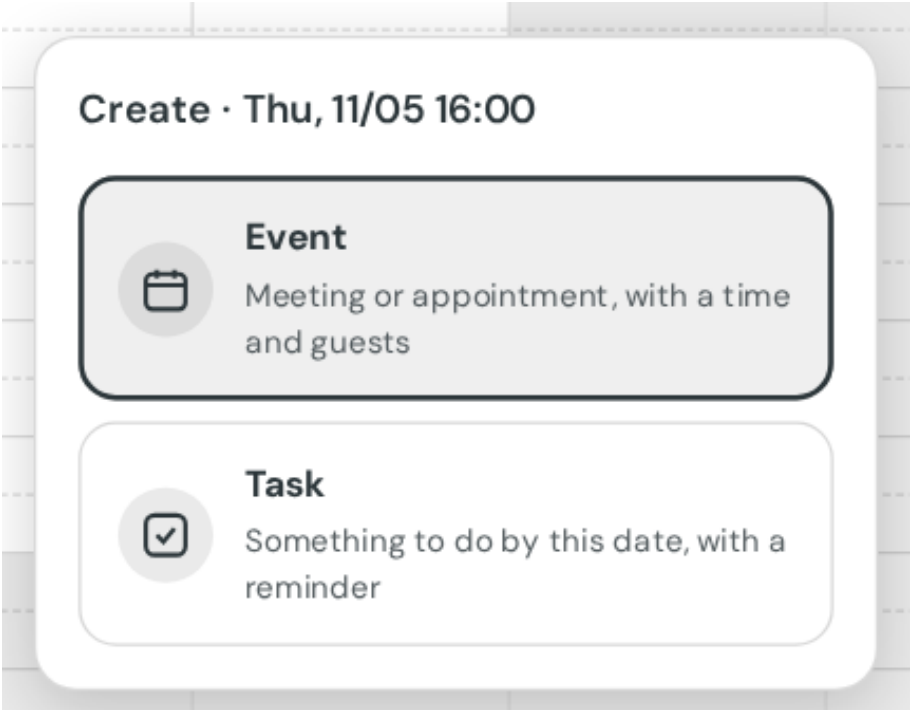


Figure 88: Clicked an empty time slot: Event or Task?

If you spend your day in meetings, the quickest way to note a to-do is right in the calendar, at the time it needs to be done:

1. In the **Day** or **Week** view, click an empty time slot (or click and drag).
2. Choose **Task** on the card on the right. **Event** opens the event screen, as usual, already set to the day and time you clicked.

3 Type the task name and press Enter (or click **Save**). The short form already has the day, the task list (pick another one if you have more than one), and the **reminder**.

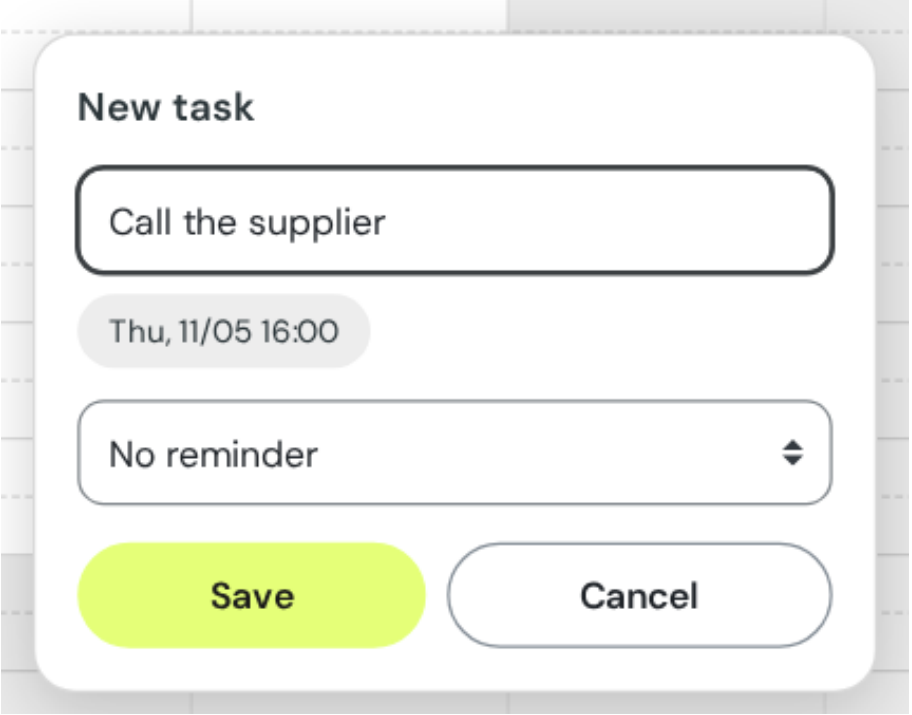


Figure 89: The task starts with the date and time of the chosen slot.

The task is created with the date and time of the slot you clicked, and appears on the grid with a checkbox (□) before its name. In the **Month** view, it shows with the date, without a time. Esc closes the box without creating anything.

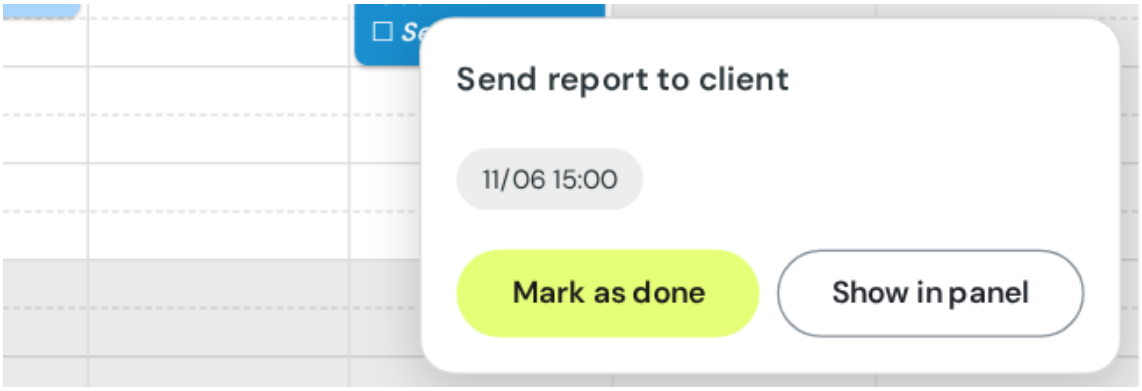


Figure 90: Completing a task without leaving the calendar.

Click a task on the grid to see its due date and choose **Mark as completed** or **View in panel**. Tasks created in the calendar are the same ones as in the Colabora tasks app and on your phone. There, a task with subtasks shows the percentage completed, calculated from the subtasks (Colabora manual).

23. Exchange account on your phone (ActiveSync)

On iPhone and Android, you can add your mailbox as an **Exchange** account. A single account brings your email, calendar, and contacts, and new messages show up right away, without waiting for the app to check.

Before you set up: for the phone and Outlook to find the server automatically, the company domain needs the **Autodiscover** record in DNS (SRV `_autodiscover._tcp`, value `0 0 443 autodiscover.lua.email`). The `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com` addresses must also exist: whoever manages the email checks the Automatic email setup block, in Authentication → Validate DNS (how to do it). If it is not ready, enter the server `sync.lua.email` by hand. See the details.

What comes with the Exchange account

Item	How it works
Email	All the mailbox folders. New messages arrive right away (push). Sending, replying, moving, and deleting on your phone show up the same in the webmail.
Calendar	The webmail calendars: the mailbox's **default calendar** and the others as extra calendars. Events created on your phone go into the default calendar and show up in the webmail, and vice versa.
Contacts	Your contacts. New ones created on your phone go into the **Main** address book.
Company directory and address books	The domain **Directory** and the global and group address books come as **read-only** contact folders, and recipient and contact search finds the people in the Directory (see below).
Sending	It is sent from your address, authenticated with your webmail password. Lua only accepts sending as your own address, as an alias that delivers to your mailbox, or as a shared mailbox you have access to. To add an alias as a sender, use the webmail (chapter 14).
Tasks	The lists from the lua Colabora Tasks app (see below).
Automatic reply	The same one as in the webmail (see below).
Notes	They are not synced (see why). Leave this option turned off in the account.

What works on each device

The table shows what syncs in each app and how much we have seen it work. **In use** means devices of this kind are syncing on the platform. **Not tested** means the app should work through the protocol, but we haven't checked it on a device: if you test it, the result may vary with the system version.

Device and app	Email	Calendar	Contacts and Directory	Situation
iPhone and iPad Mail, Calendar, and Contacts	Yes, with push	Yes: default calendar and extra calendars	Contacts in the Main address book. Directory search in Contacts → Lists → **Global Address List**, and Mail suggests names as you write. The Directory contact folders appear if your iOS version shows them.	In use

Android Android email app	Yes, with the step-by-step guide above	Depends on the device's calendar app	Depends on the device: many show only the main contacts folder. Recipient search uses the Directory.	Not tested on a device
Samsung Samsung Email	Yes, with push	New events go into the default calendar	On many models, only the main contacts folder. Recipient search uses the Directory.	In use
Outlook for iPhone and Android	Yes	Yes: new events go into the default calendar	Account contacts and folders. The magnifier and the **To** field find the people in the Directory.	In use. The app syncs through Microsoft's servers.
Classic Outlook on Windows Exchange ActiveSync, manual setup	Yes	Yes	Mailbox contacts. No shared folders.	Not tested in detail. On a computer, we recommend the IMAP account (chapter 17).
New Outlook for Windows	It doesn't offer a third-party Exchange ActiveSync account. Use IMAP.			

Automatic reply from your phone and from Outlook

The device's automatic reply (out of office) is **the same one** as the **Settings → Out of office** screen in webmail (chapter 13). Turning it on on the phone turns it on in webmail, and the other way around.

- The device changes only whether the reply is on, the period, and the text. The subject and the other options stay as they are in the webmail, and your filters are not touched.
- The webmail has a single text. The device shows the same text as **internal** and as **external**, and when saving, the first text filled in is used.
- The period is in Brasília time. An end before the start is rejected.

Step by step: turn on the automatic reply from iPhone and Outlook

Before you travel, turn on the reply from your phone, without opening the webmail. It applies to the whole mailbox, everywhere.

On iPhone or iPad

1. Open **Settings → Mail → Accounts** (on newer versions of iOS: **Settings → Apps → Mail → Mail Accounts**).
2. Tap your company's Exchange account.
3. Tap **Automatic Reply** and turn the option on.
4. Fill in the end date, if the device asks, and write the message.
5. Go back to save. Within a few moments, the same reply appears in webmail, under **Settings → Out of office**.

In classic Outlook for Windows (Exchange ActiveSync account)

1. Click **File → Automatic Replies**.
2. Check **Send automatic replies**. If you want a period, check **Only send during this time range** and choose the start and end.
3. Write the message and click **OK**.

In Outlook for iPhone and Android: open the account settings and look for **Automatic replies**. If the app doesn't show this option for the account, turn it on from the webmail or from Outlook for Windows.

- There is a single text. The webmail has one message for everyone, and the device shows the same text as **internal** and as **external**. When saving, the first text filled in is used.
- The phone changes only whether the reply is on, the period, and the text. The subject and the other options stay as they are in the webmail, and your filters are not touched.
- The period is in Brasília time. An end before the start is rejected.
- To turn it off, turn it off on your phone or in the webmail: it applies to both.

According to the manufacturers, the Android email app (**Automatic replies**) and Samsung Email (**Out of office**) also have this option in the account. We haven't checked each screen on a real device yet: if the option doesn't appear, use webmail.

Step by step: see Colabora tasks on iPhone (Reminders) and in Outlook

The lists from the lua Colabora **Tasks** app appear as tasks on the device. Only for mailboxes with **Colabora** and **Tasks** turned on: if your device shows nothing, ask your administrator to check.

On iPhone or iPad (Reminders app)

1. Open **Settings → Mail → Accounts** and tap your company's Exchange account.
2. Turn on **Reminders**. When you add the account for the first time, the same switch appears on the screen where you choose what to sync.
3. Open the **Reminders** app. In the account's section, a list appears for each list in the Colabora Tasks app. The `tasks` list is the default.
4. Tap the circle to complete a task, change the due date, or rename it: the change goes to Colabora, and the subtasks and other fields of the app are preserved.

In classic Outlook for Windows (Exchange ActiveSync account)

1. With the account already set up (see how), open Outlook.
2. In the account's folder pane, open **Tasks**. The Colabora lists appear as task folders.
3. Complete a task, change its due date, or create one. It appears in Colabora, and the other way around.

- **It doesn't appear in every app.** The Android email app and Outlook for iPhone and Android don't have Exchange account tasks. In Samsung Calendar, it depends on the version.
- **Notes** do not sync, even with the switch turned on (see why).
- According to the manufacturers, the table below applies to each app. We haven't checked each screen on a real device yet.

Colabora tasks on the device

The lists from the lua Colabora **Tasks** app appear on the device as tasks: the `tasks` list is the default, and the other lists come as extras. Completing, changing the due date, or renaming on your phone changes the task in Colabora, and the subtasks and other fields of the app are preserved. They only appear for mailboxes with **Colabora** and **Tasks** turned on.

Automatic reply and tasks, by device

Device and app	Automatic reply	Tasks
iPhone and iPad	Yes: **Settings → Mail → Accounts**, the account, **Automatic Reply**	Yes, in the **Reminders** app, one list for each task list
Android, Android email app	Yes: account settings, **Automatic replies**	No: the app has no tasks
Samsung, Samsung Email and Calendar	Yes: account settings, **Out of office**	Depends on the Samsung Calendar version
Outlook for iPhone and Android	Through the account settings, when the app offers this option for an Exchange ActiveSync account	No: the app doesn't sync tasks from an ActiveSync account
Classic Outlook on Windows	Yes: **File → Automatic Replies**	Yes, in the Tasks folder

Not yet tested on a device: this table comes from what each app can do through the protocol. The automated tests check the server side, but nobody has opened these screens on a real device. If an item doesn't appear on yours, contact support.

Why notes don't sync

Only one app uses notes over ActiveSync: **Notes on iPhone**. It saves plain text and takes the title from the first line, while Colabora notes are files with formatting (task lists, links, images). Every edit on the iPhone would rewrite the note and erase the formatting for whoever edits in Colabora. To keep your content safe, notes are left out. On the iPhone, leave **Notes** turned off in the Exchange account; use Colabora for company notes.

If your company requires a phone password

The administrator can require, through the panel, that the phone have a screen lock and, if wanted, that it be **wiped after several wrong passwords** (panel manual). When you add the account, the device shows the security policy screen: you must accept it to sync. If the device has no screen lock, the system asks you to create one. Administrators can find the step-by-step guide in Require a password on employees' phones, and for a lost device, in Remove a lost device or one belonging to someone who left.

What the Exchange account doesn't do

Feature	How it works
Notes	They are not synced (see why). Leave **Notes** turned off in the account.
Shared email folders	They don't appear in the Exchange account in classic Outlook. In the webmail, they are still available.
Send as another identity or alias	Add the alias in the webmail, in **Settings → Identities → Add alias as identity** (chapter 14).
Phone policy beyond screen lock and wiping after wrong passwords	Password expiration and history, special characters, time until lock, and camera restrictions only apply on iPhone. According to the manufacturers, current Android doesn't let the email app enforce these rules. Memory card and encryption requirements are not enforced.

Important: the username is the **full email address** (for example, `name@company.com.br`) and the password is the **webmail password**, not the app password (see the difference). The **Domain** field stays blank.

Autodiscover: required for the account to set itself up

When you type the email address and password, the phone queries **Autodiscover** to find the server address (`sync.lua.email`). For `@lua.email` addresses this already works. With **your company domain**, the phone (Android with an Exchange account, Gmail or Samsung) looks for the `autodiscover.yourcompany.com` address, and Outlook also uses the record below. With DNS at Edgium, the panel creates everything on its own; with DNS at another provider, whoever manages the DNS creates, just once for all mailboxes and all devices, the SRV below and the two A records shown in the panel:

Type	Name	Priority	Weight	Port	Target
SRV	`_autodiscover._tcp.yourcompany.com`	0	0	443	`autodiscover.lua.email`
A	`autodiscover.yourcompany.com`	-	-	-	the value shown in the panel
A	`autoconfig.yourcompany.com`	-	-	-	the value shown in the panel

Step by step, with the DNS panel fields: chapter 24. The administrator can see the ready-made record and check that it is correct under **Authentication → Validate DNS** in the admin panel (panel manual).

Without these records: iPhone and Android **do not set themselves up automatically** (the Exchange account does not find the server and asks for the details by hand), and classic Outlook on Windows **does not find the account**. The mailbox's email keeps working in webmail; only the automatic setup fails. First of all, check the **Autodiscover (automatic setup)** card in Authentication → Validate DNS, in the panel (Domain health shows an alert line until it is Completed). To work around it until it is ready, type the server by hand: `sync.lua.email`, port 443 with SSL/TLS, username with the full email address, webmail password and Domain left blank (steps below).

Warning: if the domain came from Microsoft 365 or Google Workspace, delete the old Autodiscover record. Otherwise the phone tries to sign in to the previous provider and the password is rejected.

Which password to use? For the Exchange account, use the **webmail password**, not the app password. The app password is only for Outlook and other programs using IMAP, POP, SMTP, CalDAV and CardDAV. See the difference.

iPhone and iPad

Before you start: if your iPhone has **Stolen Device Protection** turned on and you are not at a familiar location (home or work), turn it off in **Settings → Face ID & Passcode** (or **Touch ID & Passcode**) before adding the account, and turn it back on when you are done. With it on away from a familiar location, the iPhone may not let you add the account.

1 Open **Settings** and go to **Mail → Accounts → Add Account** (on newer versions of iOS: **Settings → Apps → Mail → Mail Accounts**).

Choose **Microsoft Exchange**, type the **full email address** and a description (for example, *Company*), and tap **Next**.

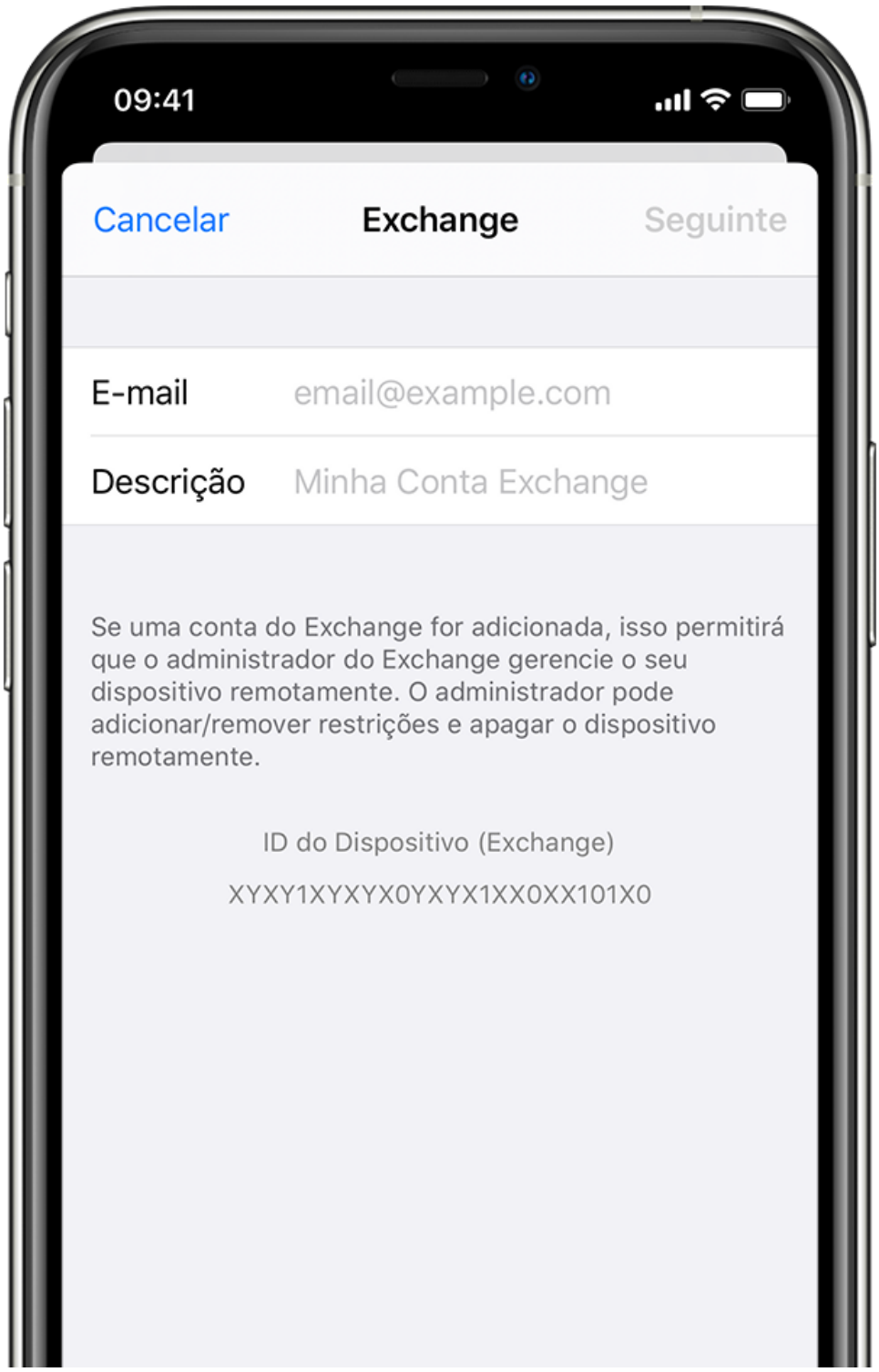


Figure 91: Exchange account on the iPhone: enter the full email address and a description, then tap Next.

3 Tap **Configure Manually**. Don't use **Sign In**: that option takes you to the Microsoft screen.

4 Type the **webmail password** (not the app password) and tap **Next**. With the right Autodiscover, the iPhone finds the server automatically.

If the screen with **Server** appears, fill in: **Server** `sync.lua.email`, **Domain** blank, **Username** with the full email address and the **webmail password** (not the app password). **Check the Username field:** the iPhone tends to fill in only the part before the @ (`name`), and then the server rejects the password. Delete it and type the whole address (`name@company.com.br`).



Figure 92: The server screen. Enter sync.lua.email as the Server, leave Domain blank, and use the full email address as the Username.

Choose what to sync: turn on **Mail**, **Contacts** and **Calendars**; turn on **Reminders** if you want your Colabora tasks on the device; leave **Notes** off. Tap **Save**.

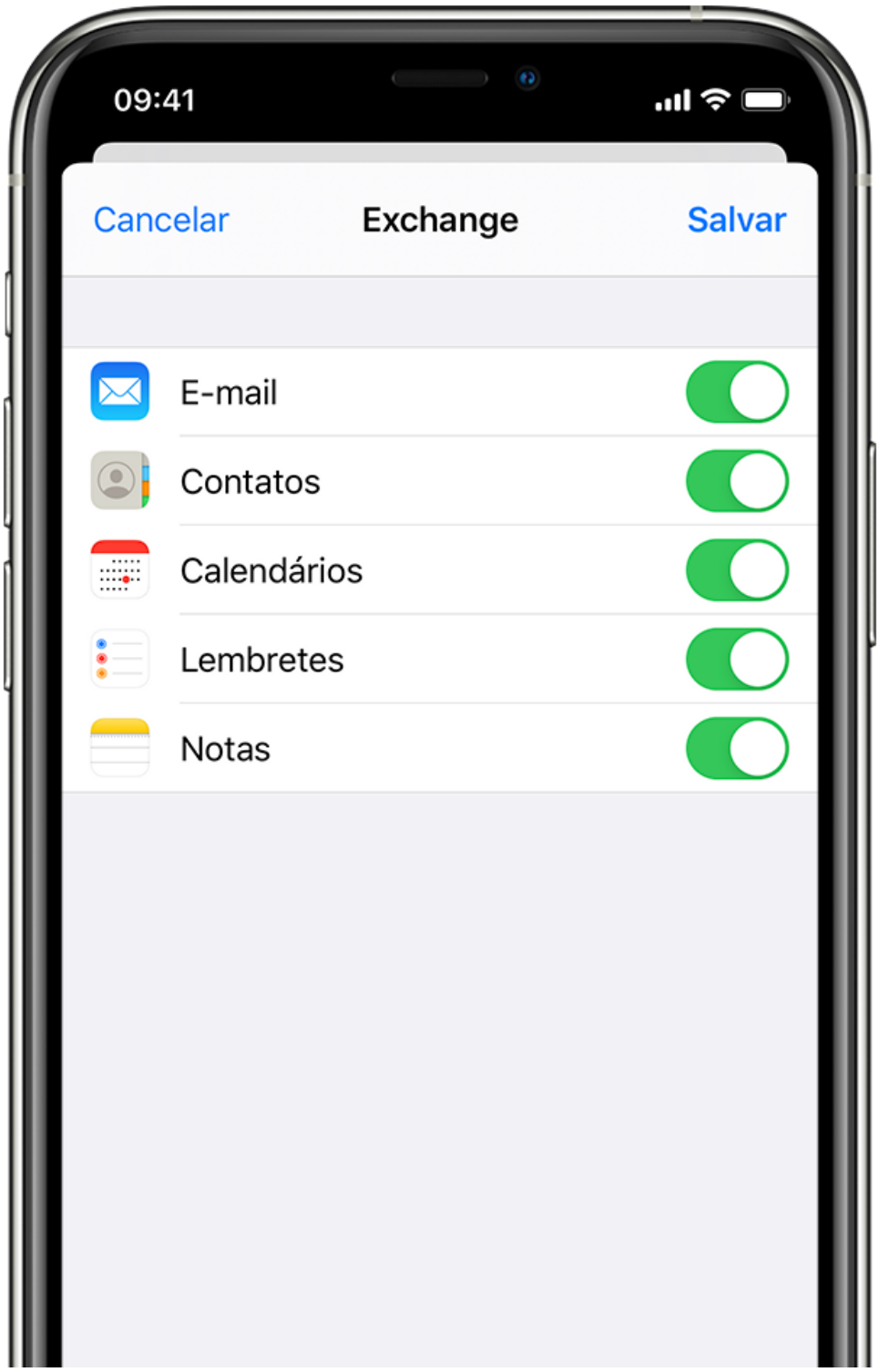


Figure 93: What to sync. Turn on Mail, Contacts and Calendars (and Reminders, if you want your tasks); leave Notes off and tap Save.

Note for iPhone: if the account asks for the password again or says it could not verify, open **Settings → Mail → Accounts**, tap the Exchange account and check the **Username** field: it must be the **full email address**, not just the part before the @. The server is `sync.lua.email` and Domain stays blank.

Large mailbox? In the Exchange account, under **Mail Days to Sync**, choose **1 Month** (or less). The first sync is much faster, and older messages stay available in webmail.

Directory contacts on your phone

Your company **Directory** (the mailboxes and group addresses of your domain, the same as in the webmail) also arrives through the Exchange account. On the **iPhone**:

- In the **Contacts** app, tap **Lists** (top left corner), choose the account, and open **Global Address List**. Type at least **three letters** of the name or email to search the Directory.
- When you write the recipient in **Mail**, the iPhone also suggests Directory names as you type.

> **Tip:** the Directory is **read-only**. If you edit or delete one of its contacts on your phone, nothing changes on the server, and at the next sync the contact comes back as it was. To have someone's contact in your address book, save a copy to your own contacts.

Android

Names vary by device and app. The two most common:

Android email app

1. Open the email app, tap your photo, and tap **Add another account**.
2. Choose **Exchange and Office 365**, type the **full email address**, and tap **Next**.
3. Type the **webmail password** (not the app password). With the right Autodiscover, the app finds the server automatically.
4. If it asks for the server settings, fill in: **Server** `sync.lua.email`, **Port** 443, **Security type** SSL/TLS, and **Username** with the full email address.
5. Choose the sync frequency and tap **Next**.

Samsung Email

1. Open the **Email** app, go to **Settings → Add account**, and choose **Microsoft Exchange ActiveSync**.
2. Type the **full email address** and the **webmail password** (not the app password) and tap **Sign in**.
3. If it asks for manual setup, fill in: **Exchange server address** `sync.lua.email`, **Domain\Username** with just the full email address (nothing before the backslash), **Use secure connection (SSL)** turned on, and **Port** 443. Scroll to the bottom to see the port: if it shows 993 (the IMAP port), change it to 443.

Outlook app (Android and iPhone)

1. Open Outlook, tap your photo or the account icon, then **Settings → Add email account**.
2. Type the **full email address** and tap **Continue**. If the app suggests IMAP, tap **Set up account manually** (or **Change account provider**) and choose **Exchange**.
3. Type the **webmail password** (not the app password).
4. Turn on **Advanced settings** and fill in: **Server** `sync.lua.email` and **Domain\Username** with just the full email address, for example `maria@yourcompany.com`. Don't write anything before the email address: not `yourcompany.com\` and not `sync.lua.email\`.
5. Tap **Sign in**.

The Outlook app on the phone syncs the account through Microsoft's servers, not directly from the device. That's why the accesses show up with Microsoft addresses. The Android and Samsung email apps connect directly.

Outlook on your computer

On a computer, we recommend the **IMAP** account (chapter 17). **Classic Outlook** for Windows also accepts the Exchange ActiveSync account through manual setup, with the server `sync.lua.email`, but without shared folders. The **new Outlook** for Windows doesn't offer this type of account.

Details for manual setup

Field	Value
Account type	Exchange / Exchange ActiveSync
Server	`sync.lua.email`
Port and security	443, SSL/TLS
Domain	blank
Username	the full email address
Password	the **webmail password** (not the app password)

The Exchange account won't sign in (password rejected)

If the device did not even find the server and asked for the address by hand, the problem is not the password: the **Autodiscover** is missing in the domain's DNS (SRV `_autodiscover._tcp`, `0 0 443 autodiscover.lua.email`, and the two addresses `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com`). Ask whoever manages the email to check the Automatic email setup in Authentication → Validate DNS (chapter 24) and, meanwhile, type `sync.lua.email` as the server.

It's almost always one of these five points. Check them one by one before trying again:

What to check	Correct	Common mistake
Password	The **webmail password**	Using the **app password**, which is only for IMAP, POP, and SMTP on a computer (chapter 17). The Exchange account rejects that password.
Domain	**Blank**	Writing the company domain or `sync.lua.email` in the Domain field, or before the email address with a backslash (`yourcompany.com\maria @yourcompany.com`).
Username	The **full email address**	Only the part before the @.
Server	`sync.lua.email`	Using the IMAP or webmail server.
Port	**443**, with SSL/TLS	Leaving **993**, the IMAP port. This happens when the account was started as IMAP and later switched to Exchange. With 993, the device never reaches the server and just says it couldn't sign in.

- After several wrong passwords in a row, attempts are blocked for a while. Fix everything calmly and try just once. If it still won't sign in, wait a few minutes.
- If the same mailbox is already on your phone as IMAP, remove the IMAP account once Exchange works. With both, messages show up twice, and Exchange already brings email, calendar, and contacts.

Good to know

- Messages sent from the Exchange account go out with **your own address**. Lua only accepts sending as your address, as an alias that delivers to your mailbox, or as a shared mailbox you have access to. To add an alias as a sender, use the webmail (**Settings → Identities**, chapter 14).
- The phone doesn't ask to become a "device administrator." The device is wiped remotely only when that function is enabled for your company (available on request), and the request is made by an administrator in the panel, with confirmation and logging (panel manual). If you lose your phone, change your webmail password: the account stops syncing.
- Many wrong passwords in a row block attempts for a while. If the phone starts rejecting the password after a change, update the password in the device's account.

When to use the Exchange account, and when to prefer another option

- **Field teams, salespeople, and technicians:** the Exchange account brings email, calendar, and contacts together and alerts you right away when a message arrives. The company **Directory** comes on the device, so people on the road can find any coworker's phone number without calling the office.
- **Switching phones:** when you sign in with the same account on the new device, your email, calendar, and contacts come back on their own.
- **Prefer IMAP or CardDAV/CalDAV** if you only want email in a specific program (like Thunderbird), if the device doesn't have the Exchange option, or if you already use your own calendar app.

If it doesn't work

Problem	What to do
The phone can't find the server	With your own domain, the Automatic email setup is almost always not ready yet (chapter 24). Meanwhile, use manual setup with `sync.lua.email`.
Password rejected	Use the full email address and the **webmail password**, with the Domain field blank. Also check that the domain doesn't have the previous provider's Autodiscover record.
The iPhone opened the Microsoft screen	Go back and choose **Configure Manually** instead of **Sign In**.
Calendar or contacts don't appear	In the device's account, check that **Calendars** and **Contacts** are turned on and wait for the first sync.

24. Domain settings (DNS)

If you use your **company domain** (for example, `ana@yourcompany.com`), you need a few records in that domain's DNS. This is done **once per domain**, by whoever manages the DNS (your company's IT or the domain provider), not by each user. `@lua.email` addresses come ready to go.

What each record does

Record	What it's for	Needed?
MX	Tells the internet to deliver the domain's email to Lua.	**Required.** Without it, the mailbox doesn't receive messages.
SPF (TXT)	Authorizes Lua to send on behalf of the domain.	**Required.** Without it, what you send may land in spam.
DKIM (TXT)	Digital signature of the messages you send.	**Required.** The key is specific to your domain.
DMARC (TXT)	Says what to do with messages that fail SPF and DKIM and sends reports.	**Recommended.** Large providers already require it.
Autodiscover (SRV)	Makes Outlook, iPhone, and the Exchange account on your phone set themselves up.	**Required** for automatic setup.
autodiscover. and **autoconfig.** (A)	Two addresses of your domain: the phone (Android with an Exchange account, Gmail or Samsung) and email programs find the server on their own, with just the email address and password.	Optional, recommended. With DNS at Edgium, the panel creates them; at another provider, you create the two A records with the value shown in the panel.
Contacts and calendar (SRV)	iPhone and Mac find contacts and calendar through the domain.	Opcional.

Receiving and sending: MX, SPF, DKIM, and DMARC

The exact values for your domain, including the DKIM key, are in painel.lua.email, ready to copy. The format is this:

```
; receiving: the domain's email goes to Lua
yourcompany.com.                      3600  IN  MX   5 mx.secure.edgium-dns.net.

; sending: authorizes Lua (only one SPF record per domain)
yourcompany.com.                      3600  IN  TXT  "v=spf1 include:spf.lua.email -all"

; signature: selector and key for YOUR domain, copied from the panel
<seletor>._domainkey.yourcompany.com. 3600  IN  TXT  "v=DKIM1; k=rsa; p=<chave do painel>"

; policy and reports (start with p=none)
_dmarc.yourcompany.com.               3600  IN  TXT  "v=DMARC1; p=none; rua=mailto:dmarc@yourcompa
```

> **Warning:** a domain can have only **one** SPF record. If it also sends through another system, combine everything in the same record, before the `-all` (for example, `v=spf1 include:spf.lua.email include:_spf.google.com -all`). Don't copy the DKIM key from another domain.

Autodiscover: required for automatic setup

Why this matters: the Exchange (ActiveSync) account on your phone and Outlook discover the server through this record. **Without it**, iPhone and Android can't set themselves up and ask you to type the server (`sync.lua.email`) by hand, and classic Outlook on Windows can't find the account. Email keeps working; only the automatic setup fails.

This is the record that lets you set up the account by typing only the email and password, in Outlook, on iPhone, and in the **Exchange account on your phone** (chapter 23). **Without it, none of these devices can set themselves up with the company domain**: the person has to type the servers by hand. Create it in your domain's DNS (in the example, `yourcompany.com`):

Type	Name	Priority / Weight / Port	Target	What it's for
SRV	`_autodiscover._tcp`	0 / 0 / 443	`autodiscover.lua.email`	**Required.** Outlook, iPhone, and the Exchange account on your phone set themselves up.
SRV	`_carddavs._tcp`	0 / 1 / 443	`dav.lua.email`	Optional. iPhone, Mac, and DAVx⁵ find contacts through the domain.
SRV	`_caldavs._tcp`	0 / 1 / 443	`dav.lua.email`	Optional. iPhone, Mac, and DAVx⁵ find the calendar through the domain.
A	`autodiscover`	-	the value shown in the panel	Optional, recommended. The phone (Android with an Exchange account, Gmail or Samsung) finds the server on its own.
A	`autoconfig`	-	the value shown in the panel	Optional, recommended. Email programs, such as Thunderbird, find the server on their own.

In zone file format (BIND and panels that accept text import):

```
; required: Outlook, iPhone and the phone's Exchange account set themselves up automatically
_autodiscover._tcp.yourcompany.com.  3600  IN  SRV  0 0 443 autodiscover.lua.email.

; optional: contacts and calendar through the domain (iPhone, Mac, DAVx⁵), at dav.lua.email
_carddavs._tcp.yourcompany.com.      3600  IN  SRV  0 1 443 dav.lua.email.
_caldavs._tcp.yourcompany.com.       3600  IN  SRV  0 1 443 dav.lua.email.

; optional, recommended: automatic email setup (phone and email programs); use the value shown in
autodiscover.yourcompany.com.        3600  IN  A    <value shown in the panel>
autoconfig.yourcompany.com.          3600  IN  A    <value shown in the panel>
```

In the DNS panel, the SRV record usually asks for separate fields: **service** `_autodiscover`, **protocol** `_tcp`, **priority** 0, **weight** 0, **port** 443, and **target** `autodiscover.lua.email`. Some panels want the target with a trailing dot (`autodiscover.lua.email.`); others, like Cloudflare, without the dot.

> **Tip:** the same record works for everyone: a single SRV `_autodiscover._tcp` per domain. There is no separate record for the phone.

DNS at Cloudflare: the SRV record does not have the orange cloud (SRV is always "DNS only"), so just create it with the target `autodiscover.lua.email`, without the trailing dot. The two A records `autodiscover` and `autoconfig` must stay as "DNS only" (gray cloud), with the value shown in the panel.

Automatic email setup: the two A records

In the panel, the **Automatic email setup** block (marked **Optional**) is in the **Validate DNS** tab, inside the **Autodiscover (automatic setup)** card, after the SRV record and Contacts and calendar; **Domain health** shows just one alert line. With DNS at Edgium, the panel creates the two records on its own. With DNS at another provider, the setup turns on by itself and shows the records in cards, with **Copy** and **Copy all** (only what is missing; one card per name, with the two values, that is, two A records on the same name): you create just the two A records, `autodiscover.yourcompany.com` and `autoconfig.yourcompany.com`, and the certificate and HTTPS are automatic, on our side. Nothing is created until the name answers for Edgium. The states are **Waiting for DNS**, **Activating** and **Completed**; if there is an error, **Open a ticket** appears. Details in the admin panel manual.

What not to do

Avoid	Why
Creating `autodiscover.yourcompany.com` or `autoconfig.yourcompany.com` with a value different from the one shown in the panel	The certificate and HTTPS for these names are Lua's and automatic, but they only work when the name answers with the value the panel shows. Always use that value.
Creating `imap.`, `smtp.`, or `pop.` on your domain	They are not used: the server is always `mail.lua.email`.
Keeping the previous provider's Autodiscover	If the domain came from Microsoft 365, Google Workspace, or another provider, delete the old Autodiscover SRV or CNAME **together** with the MX change. Otherwise Outlook keeps setting up the account at the old provider.

How to check

After you create the record, the change can take from a few minutes to a few hours to take effect, depending on the DNS cache time (TTL). To check, open a terminal and run:

```
nslookup -type=SRV _autodiscover._tcp.yourcompany.com

; expected response
_autodiscover._tcp.yourcompany.com  SRV service location:
priority       = 0
weight         = 0
port           = 443
svr hostname   = autodiscover.lua.email
```

```
dig +short SRV _autodiscover._tcp.yourcompany.com

# expected response
0 0 443 autodiscover.lua.email.
```

Whoever manages the domain also sees this in the panel: in **Authentication → Validate DNS**, the **Autodiscover (automatic setup)** box turns green when the record is right, and red, with the record ready to copy, when it is missing. The **Automatic email setup** block shows **Completed** when both addresses are ready.

If the response comes back empty, the record hasn't been created yet or hasn't propagated yet. If it shows a different target (for example, Microsoft's), it's the previous provider's Autodiscover.

Glossary

Term	Meaning
ActiveSync	The Exchange account protocol on your phone: email, calendar, and contacts in a single account, with new messages arriving right away. Server `sync.lua.email`.
Attachment	A file sent along with the message.
Autodiscover	An automatic lookup that the email program does to discover servers and ports from the address. With your own domain, it depends on an SRV record in the DNS.
Alias	An address that delivers messages to one or more mailboxes, without a mailbox of its own. In the webmail, you can use an alias as a sender (chapter 14).
CalDAV	Standard used to sync calendars and tasks. At Lua, at `dav.lua.email/cal/`, with the app password.
CardDAV	Standard used to sync contacts. At Lua, at `dav.lua.email/card/`, with the app password.
Global address book	A company contact list managed by the administrator and synced to the whole team (read-only).
Bcc	Blind carbon copy: the recipient gets the message without the others seeing them.
DNS	Domain records that say where the email and its services are (MX, SPF, DKIM, DMARC, Autodiscover).
Directory	Read-only address book with the domain's mailboxes and aliases.
Filter	A rule that acts automatically on incoming messages.
Identity	Name, address, and signature used when sending.
Phishing	An email scam that tries to steal passwords or data.
Draft	A saved message that hasn't been sent yet.
Remote resources	Images and content loaded from the internet when you open the message.
App password	The password used in email programs (IMAP, POP3, SMTP) and at `dav.lua.email`; different from the webmail password.
Flag	Highlight a message as important.

Screens may vary depending on the version and appearance of your webmail.

Still need help?

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

Talk to support: WhatsApp (47) 99276-7511 **Write to us**: suporte@lua.email **Other ways to get help**: Support page

To speed things up, tell us your email address, what happened, and, if you can, send a screenshot (see what to include). If your company subscribed to Lua through a partner, contact them first: they know how your setup is configured.