

email

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archive my emails

- Typically you do not have to archive your emails, because there is a backup system. Saving disk space (on the mail account) is also 'normally' not necessary.
- If you leave the institute and you lose your IMATH and also the UZH email address, it might be necessary to make a copy of your mails.
- Attention: copying emails is slow! Please be patient, check the log messages what's going on.
- There is no 'one solution fits all'.

Copy to a mail folder of a different email account (gmail, gmx , ..) - Via Thunderbird, Apple Mail, ...

- Quick and easy solution.
- Drawback:
 - Not so stable if you have thousands of emails.
 - If you have subfolders: there is no recursive duplicating - you have to do it for every single folder.

Step by step:

- Setup any email client on your computer. F.e. 'Thunderbird' (<http://www.mozilla.org/en-US/thunderbird/>) or Apple Mail. [Configure](#) your IMATH Account.
- Copy (duplicate!) all mails (mark all mails and choose 'copy') to
 - a) a local email folder (this becomes your archive/backup, which is stored on your local computer), or
 - b) a second configured (a free email service like gmail, gmx, ...) email account.
 - In most applications, you have to copy/duplicate each folder separately (no recursive copy).

Thunderbird: use importexporttools-ng

- Create a zip or mbox file(s) of your mails -
[thunderbird#Import_2F_Export_Mails: importexporttools-ng](#)

Via imapsync

- <https://github.com/imapsync/imapsync>
- Commandline tool - no GUI - complicate to setup
- Has to be installed locally.
- Very flexible.
- Copies Mail recursively.

emaillisten

- Overview: [Links & Lists](#)
- To see the list overview, you have to be located at the institute or logged into 'Local Info' (Spam protection).

FAQ

Why should I use these lists?

- A lot of recipients in the 'to' field, could classify your email as spam.
- It's much easier than to copy/paste 50 and more addresses.
- It's very easy to remember the list name.

How do I use the list?

- The name of the list is an email address. Put this email address in the 'to' field of your email program.

Who can use (send to) the emaillist?

- All members of the Institute.

Are there any technical restrictions?

- The email lists are known only on the IMATH mailserver.
- *You have to use the IMATH mailserver for sending*

When I send a mail to the emaillist, I receive an error message. What should I do?

- Use the Zimbra [Webmail](#) Interface of the Institute.

How often is the list updated?

- Daily.

My lecture is not listed, what should I do?

- Contact support@math.uzh.ch

I would like to become a member of a list or I don't want to be a member of a list

- Contact support@math.uzh.ch

Which persons are member of a list?

- Under [Links & Lists](#) you will see behind each list name a link called **TXT** - click on it and wait.

locked out

Trouble accessing email might be caused by

- Wrong username / password.
- Locked user in Zimbra - too many tries with wrong password (not IP based).
- IP block on Zimbra - too many tries with wrong password (IP based).
- IP block for the whole I-MATH infrastructure - too many tries with wrong password (IP based).

To track down the problem:

1. Open <https://mail.math.uzh.ch> - log in with your I-MATH account. For the most user, the I-MATH account is identically to the UZH shortname.
 - Success: continue
 - Fail:
 - Does the website load correctly but shows an error 'Wrong password'?
 - Sync/set your password under <https://math.uzh.ch/account> - Warning: if your I-MATH is different from UZH shortname, ALWAYS use the I-MATH account!
 - Still problems: contact [Support](#) - your account might be locked on Zimbra.
 - Does the website timed out? Your IP is banned, contact [Support](#). Best together with a screenshot of your IP address <https://www.whatismyip.com/>
2. In case your email program (Thunderbird, Apple Mail, ...) has a problem:
 - Typically the password is saved separately for sending (SMTP) and for receiving (IMAP). Change both!
 - Switch off the WLAN on all of your devices but one - start with that one.
 - Start your email program and send a mail from your I-MATH account to your I-MATH account.
 - Wrong password: set the password again in your mail programm. **Important:** If you use Apple, reboot your device after changing the passwords! Apple Mail is known to still use the old password.
 - Still wrong password? Check if (1) is still fine - if yes, your account is fine (not locked), the problem has to be in the Mail configuration.
3. Repeat step 2 with all of your devices.

mailMerge

- Sending mass mail via Thunderbird with the add-on [Mail Merge](#) (already installed on the terminal servers).
- Database is a CSV File.

Quick Intro

1. Create a receiver list as CSV File
2. Start to write the Mail. As receiver (field **To**) write `{{email}}`.
3. Inside of the 'new mail'-window,
 - click on menu: `File > Mail Merge` .
 - Choose: **Personal Mail**
 - Deliver Mode: **Send Later**
 - Format: **Plain Text**
 - **Browse** and select the CSV File (step 1) with all the receiver email addresses.
 - Click **OK**.
 - The 'new mail' window disappears.
 - All mails will be generated and copied to `Local Folders > Outbox` . Here you can check the mails.
 - To send all mails, click on `File > Send unsent messages`
4. You'll find a copy of each mail in your send folder.

Detailed description

CSV file with receiver email addresses

- Create a CSV file (plain text file with "," as field separation). One line for each receiver.
- Use a generic Texteditor like `gedit` or `nedit` .
- Format Rules:

records are separated by line breaks (`\r`, `\n`, `\r\n`)

fields are separated by field delimiters (comma, semicolon, colon, tab)

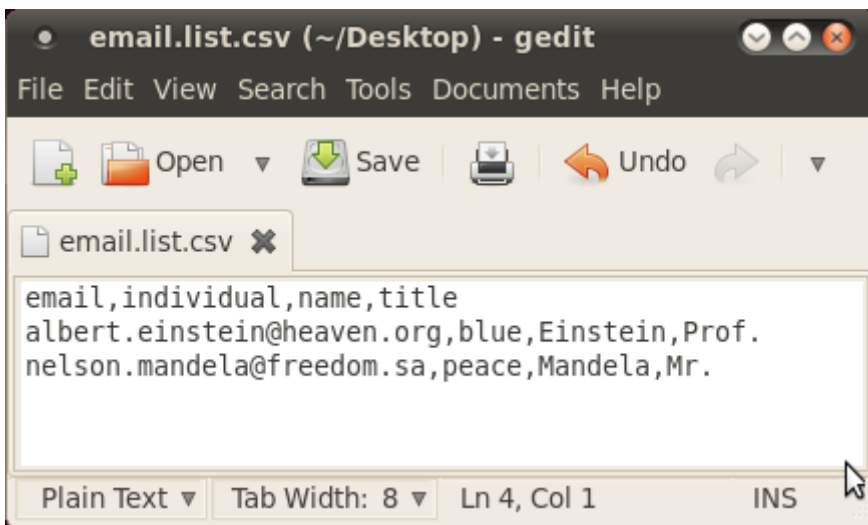
fields may be enclosed within text delimiters (double quote, single quote, none)

fields with embedded line breaks must be enclosed within text delimiters

fields with embedded field delimiters must be enclosed within text delimiters
fields with embedded text delimiters must be enclosed within text delimiters
embedded text delimiters must be doubled
first record must contain columnnames

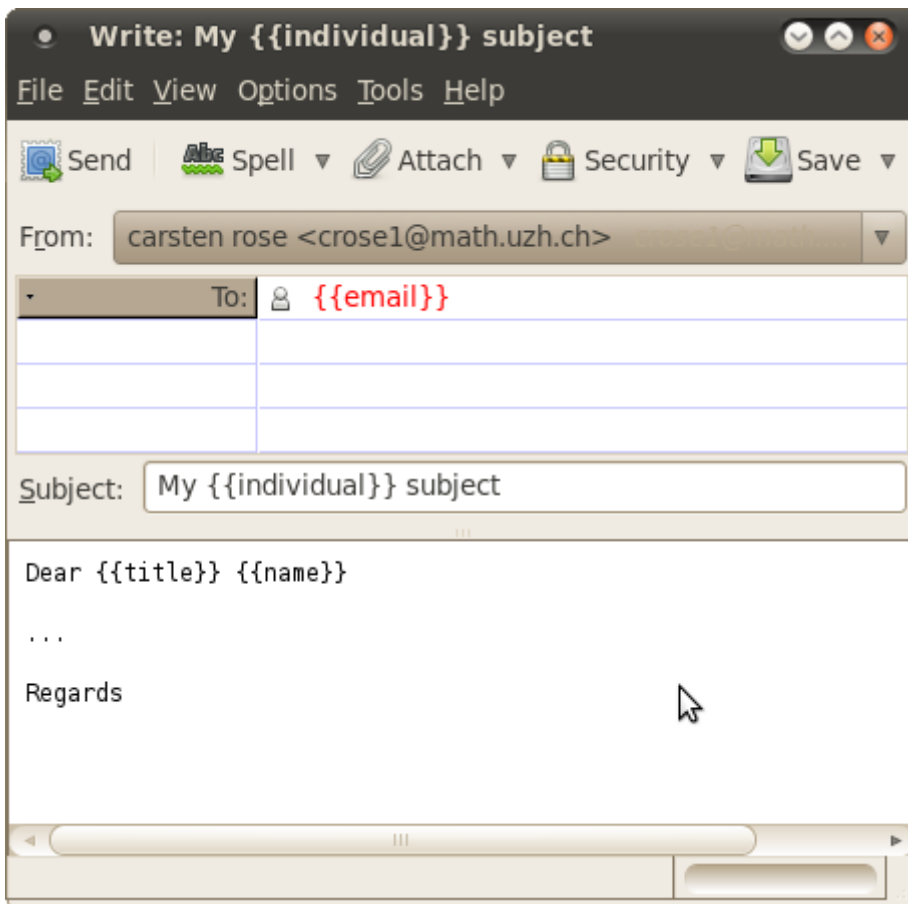
- Example CSV File:

```
email,individual,name,title  
albert.einstein@heaven.org,blue,Einstein,Prof.  
nelson.mandela@freedom.sa,peace,Mandela,Mr.
```

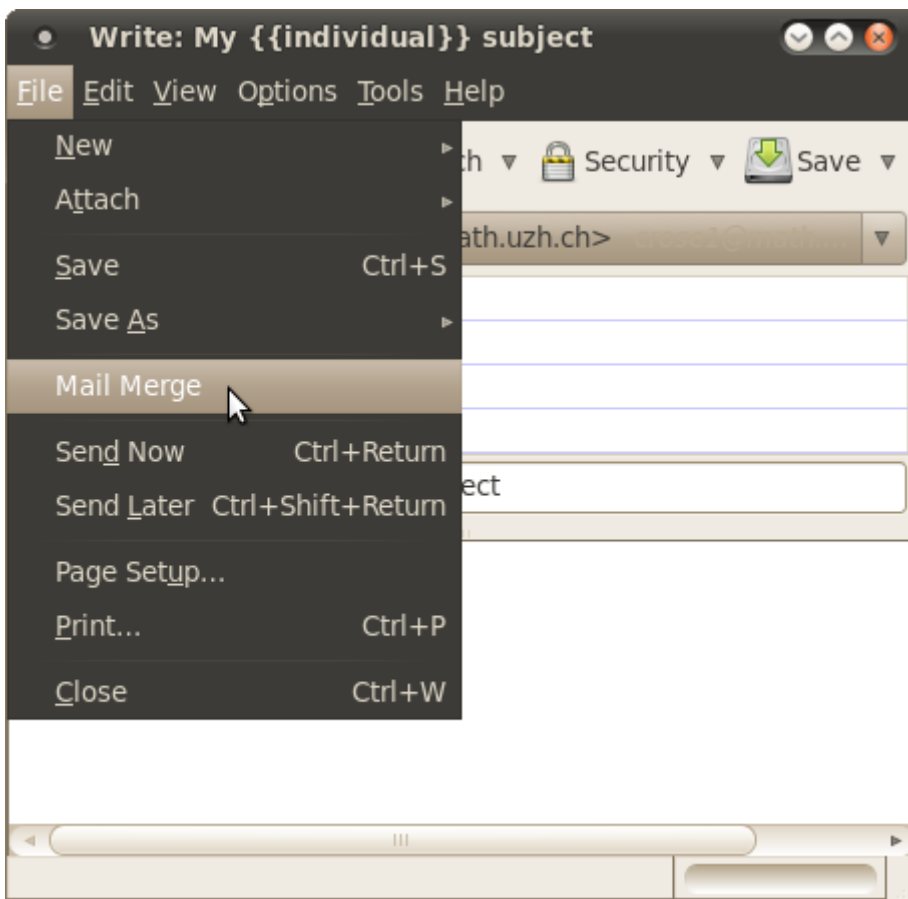


Write Mail

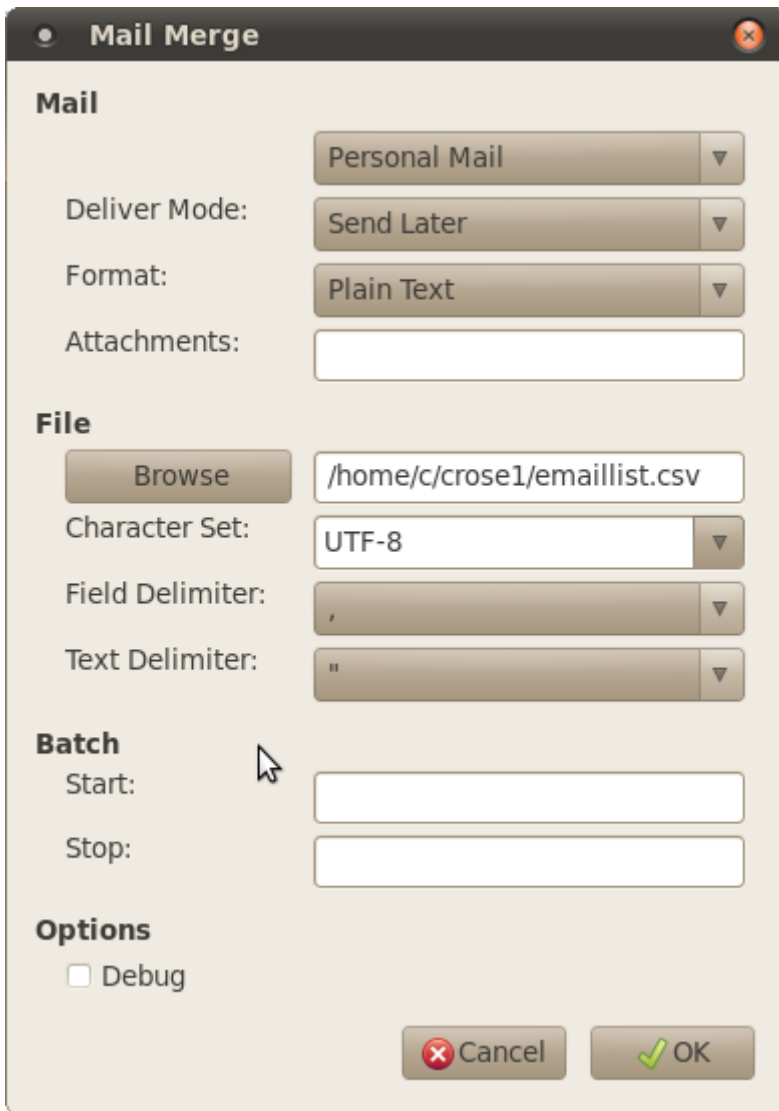
- Write the mail as you would normally do.
- In the field insert the name of the column of the CSV file which represents the receiver email address.
- If necessary, insert further variable names (column names in the CSV file - no spaces in column names!).



- Optional: Save this mail (for later use) as a draft.
- Finish: Menu `File > Mail Merge`.



Mail Merge

A screenshot of a 'Mail Merge' dialog box. The dialog has a title bar with a close button. It is divided into several sections: 'Mail' with dropdowns for 'Personal Mail', 'Send Later', and 'Plain Text', and a text field for 'Attachments'; 'File' with a 'Browse' button, a text field containing '/home/c/crose1/emaillist.csv', and dropdowns for 'Character Set' (UTF-8), 'Field Delimiter' (comma), and 'Text Delimiter' (double quote); 'Batch' with 'Start' and 'Stop' text fields; and 'Options' with a 'Debug' checkbox. At the bottom are 'Cancel' and 'OK' buttons.

Mail Merge

Mail

Personal Mail

Deliver Mode: Send Later

Format: Plain Text

Attachments:

File

Browse /home/c/crose1/emaillist.csv

Character Set: UTF-8

Field Delimiter: ,

Text Delimiter: "

Batch

Start:

Stop:

Options

☐ Debug

Cancel OK

- Choose: **Personal Mail**
- Deliver Mode: **Send Later**
- Format: **Plain Text**
- **Browse** and select the CSV File (step 1) with all the receiver email addresses.
- Click **OK**.
- The 'new mail' window disappears.
- All mails will be generated and copied to Local Folders > Outbox. Here you can check the mails.

Sending Mails

Mails:

- OK: Click on File > Send unsent messages

- Bad: delete all mails of the folder 'Outbox' and start again with writing the mail or use the previously saved draft.

Final

- You'll find a copy of each mail in your sent folder.

office365

Please check: [Office365/Outlook](#)

phishing

I received a phishing mail: What to do?

- Delete it.

I received a mail and I'm unsure if it is a phishing mail

- (1) Check our IT news: <https://math.uzh.ch/my> - we're publishing phishing mails there, as soon as we're aware of it.
 - Announcements starting with '[Phishing] ...' means: **this is a phishing mail, delete it.**
- (2) If (1) does not show the current mail, wait 1 hour, check again - still not listed? Forward the mail to support@math.uzh.ch and ask if it is a phishing mail.

Indicators of a phishing mail

- (3) Does the mail ask you to click on a link and/or to login somewhere?
- (4) Do you requested support from the sender?
- Still wondering if it is a phishing mail? Check the links inside of the suspicious mail.

Links (URL) in the suspicious mail

- (5) Move the mouse over any given URL (don't click, just hover).
 - This does not work on a mobile phone. Use a computer.
 - In the lower left corner you'll see the **real** URL.
 - Only judge the URL shown in the lower left corner, not the one directly shown in the mail!
- Does the Text (or URL) in the mail and the real URL (lower left corner) match? Yes: that's a good sign.
- (6) For regular users, it's hard to distinguish between good and bad URLs.
 - Typical URL: <https://wiki.math.uzh.ch/public/books/public-wiki/chapter/email>
 - Look ONLY on the first part, this means up to the first single '/' (very important!). In this case: <https://wiki.math.uzh.ch> - is this known to you?

- Example of bad URL: <http://3.0.138.238/home...> this is not trustworthy.

People receive mails from me, but I didn't send them

- The email protocol is very insecure - especially regarding the sender address.
- Every person (even you), can configure any address as sender and/or reply-to address.
- This typically does **not** mean your account has been hacked.
- Instead someone configured your address as sender address. That's all.
- There is nothing you can do against it.
- As a reference: How much SPAM have you already received by *real* people?
 - Often, the shown name and email address is just a random grabbed one.
 - Better organized phishing campaign uses sender email addresses from the same organization which will be attacked - this increases the probability that the phishing will be treated as authentic. Meaning: Don't blindly trust `...@uzh.ch`-addresses.

What is a phishing mail?

An attacker tries to get your username/password by providing a website with a login box. Such a site will save your credentials. They often look identical to known websites.

What happens if I provided my credentials to a phishing site?

- Thousands of people will receive spam, because your credentials will be misused to send spam. You're **responsible** for this!
- The UZH will be marked as 'spammer' - UZH mail will be marked as potential spam or the receiving of UZH mail is completely **denied**.
- After submitting your credentials, it takes only a few minutes until the SPAM sending process starts.
- If you realize something went wrong - [change your I-MATH password immediately](#) and [contact us](#).

I can't open my mails anymore

- If we're seeing too much traffic on an account, we lock the account. This is the only way to securely stop sending further mail by the spammer.

- We won't contact you: because you won't be able to read our mail anymore. **You have to contact us** (by your private email or via chat <https://hello.math.uzh.ch>).

'Do not trust any email' means ...

- Do not trust any **email address** - this is not a joke. Don't do it.
- Do not trust any **content** - see below 'Personalized...'.

Personalized Spam Mails by Big Data & AI

- An attacker starts some 'big data' algorithm which reads a hacked email inbox, the collected email addresses (auto addressbook) and correlates that with other information like hacked email accounts, computer (incl. PDF, word or excel files saved on the computer) or general public available information.
- A personalized email is built automatically and fits perfectly to **your** current situation, but it's still a fake.
- With the advent of AI, personalized phishing mails become very easy to generate.

Personalized Spam Mails by a Human Bad Actor

- With the hacked collected information and some creativity: There are almost no limits to creating convincing phishing mails.
- Yes, this is a real problem. Targeted attacks can be very effective.
- Result: Be very suspicious. Ask for help in evaluating an email by forwarding it to us. (support@math.uzh.ch)

Should I stop using email?

- No - Email is by far the most accepted electronic way to communicate - keep it.
- Just be aware that an email behaves like a postcard: everyone can write it, with any sender address, with any information.

Are there alternatives to email?

Yes: use a service which guarantees the identity of a sender.

- Signed email: this is not commonly used but possible. We do not support those.

- I-MATH members: use <https://hello.math.uzh.ch> - this is our secure chat server.
- Decide on your own to use messengers like Signal, Threema, Telegram, Wire, !WhatsApp

signature

- Formatting of the signature: [UZH CD](#)

Zimbra

1. Go to `Preferences > Signatures`
2. If you don't have a signature yet, click `Edit` to write it.
3. Press the `Done` button
4. Click `Save` (upper left corner)
5. Go to `Preferences > Accounts`
6. Now you can choose your signature in the drop-down list at the bottom.

Thunderbird

Directly in Thunderbird

1. Go to `Edit > Account Settings`
2. Type / Edit your signature directly in the Window.
 - If the input area is locked, please **uncheck** the "`Attach a signature from a file` instead"



1.#3 Press `OK`

Signature in a File

You can still use your `.signature` file:

1. Check the box `Attach the signature from a file instead`
2. Go to the file-location.
3. In this case: `/home/c/nem/.signature`
4. Edit the file with your favorite Texteditor. F.e. `nedit`

Append a grafic below/as a signature

Zimbra

- Version 7.2: not possible.

Thunderbird

- Edit > Preferences > Composition > Send Options: 'Send the Message in both, plain text and HTML'.
- Edit > Account Settings > > Composition > Compose messages in HTML format: On.
- Edit > Account Settings > <account> >
 - Signature Text: Use HTML - ON
 - In the signature: `` or ``
- Deposit the image on the personal homepage.

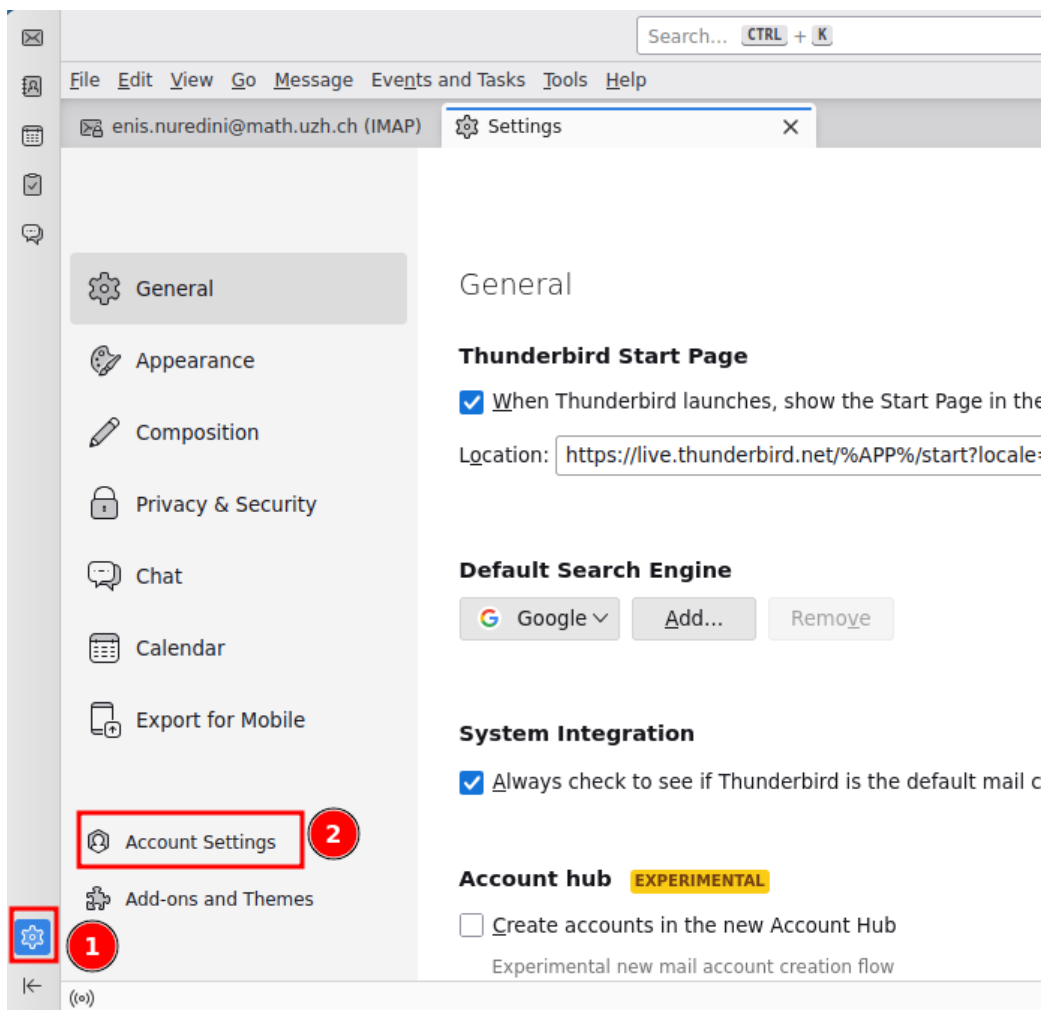
thunderbird

Setup Outlook Account

- **Info:** Setup is different for Personal and Shared Accounts
 - **Personal:** follow the Steps below
 - **Shared:** [Setup](#)

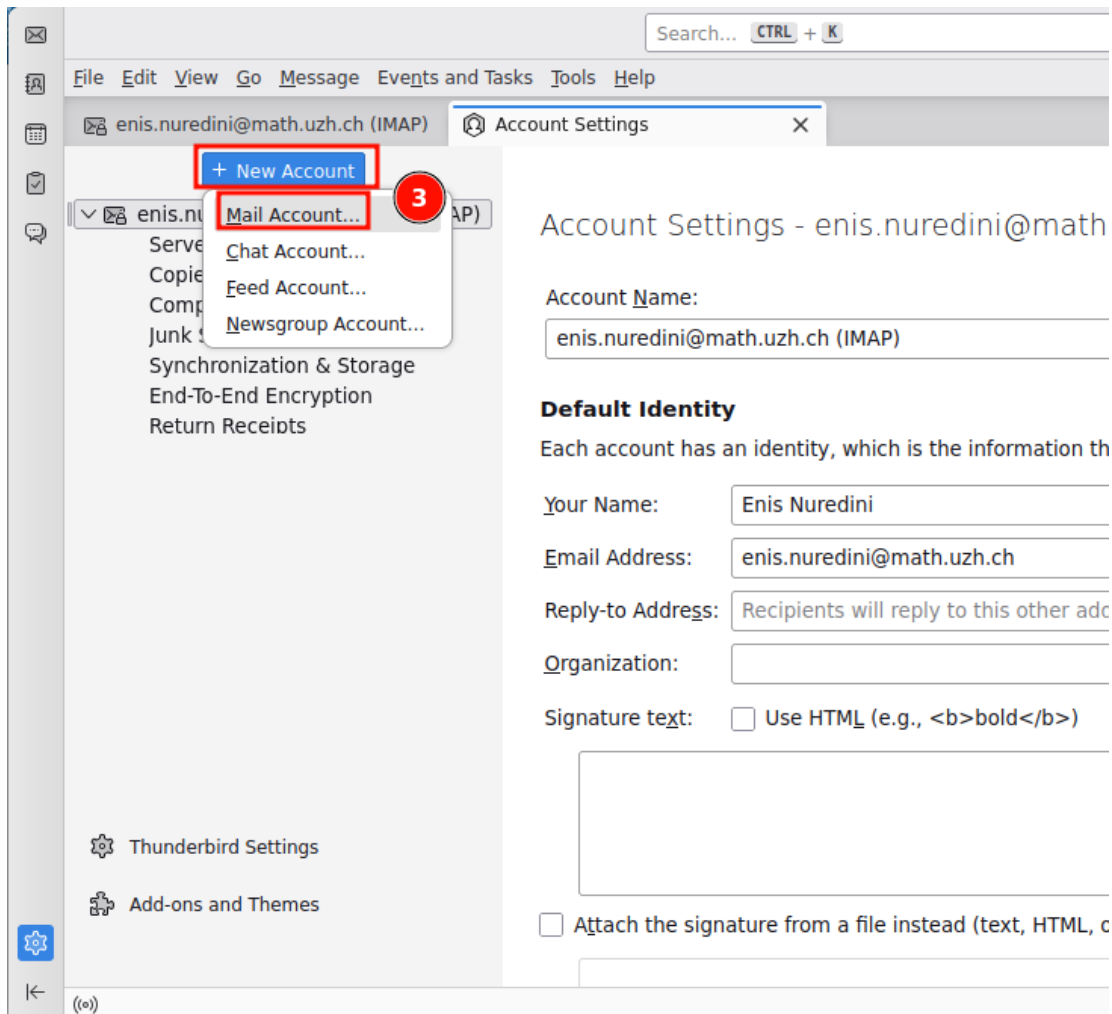
1) Open the Account Settings

Open Thunderbird and click the **gear button** at the bottom left (1) to open the **Settings** tab. In the sidebar, click **Account Settings** (2).



2) Add a new mail account

In the **Account Settings** tab, click **+ New Account** above the account list and choose **Mail Account...** (3).



Tip: Give the new account a recognizable name (e.g. «... (Outlook)») so you can tell the two apart.

3) Enter your identity

In the **Account Setup** tab, fill in:

1. **Your full name** — shown to recipients of your e-mails
2. **Your e-mail address** (e.g. `firstname.lastname@math.uzh.ch`)
3. **Your UZH password** (check «Remember password»)

Then click **Configure manually** (4) — do *not* click «Continue», the automatic detection does not find the correct settings.

Search... **CTRL** + **K**

File Edit View Go Message Events and Tasks Tools Help

Inbox - support@math.uzh.ch Account Setup X

Set Up Your Existing Email Address

To use your current email address fill in your credentials.
Thunderbird will automatically search for a working and recommended server configuration.

Your full name
 1

Email address
 2

Password
 3

☒ Remember password

Configure manually 4 Cancel Continue

Your credentials will only be stored locally on your computer.

4) Manual configuration

Enter the following server settings:

	Incoming server	Outgoing server
Protocol	IMAP	SMTP
Hostname	outlook.office365.com	smtp.office365.com
Port	993	587
Connection security	SSL/TLS	STARTTLS
Authentication method	OAuth2	OAuth2
Username	your full e-mail address	your full e-mail address

Click **Re-test** and then **Done**.

Manual configuration

INCOMING SERVER

Protocol: **IMAP** ▼

Hostname: outlook.office365.com

Port: 993 ▲ ▼

Connection security: **SSL/TLS** ▼

Authentication method: **OAuth2** ▼

Username: enis.nuredini@math.uzh.ch

OUTGOING SERVER

Hostname: smtp.office365.com

Port: 587 ▲ ▼

Connection security: **STARTTLS** ▼

Authentication method: **OAuth2** ▼

Username: enis.nuredini@math.uzh.ch

[Advanced config](#)

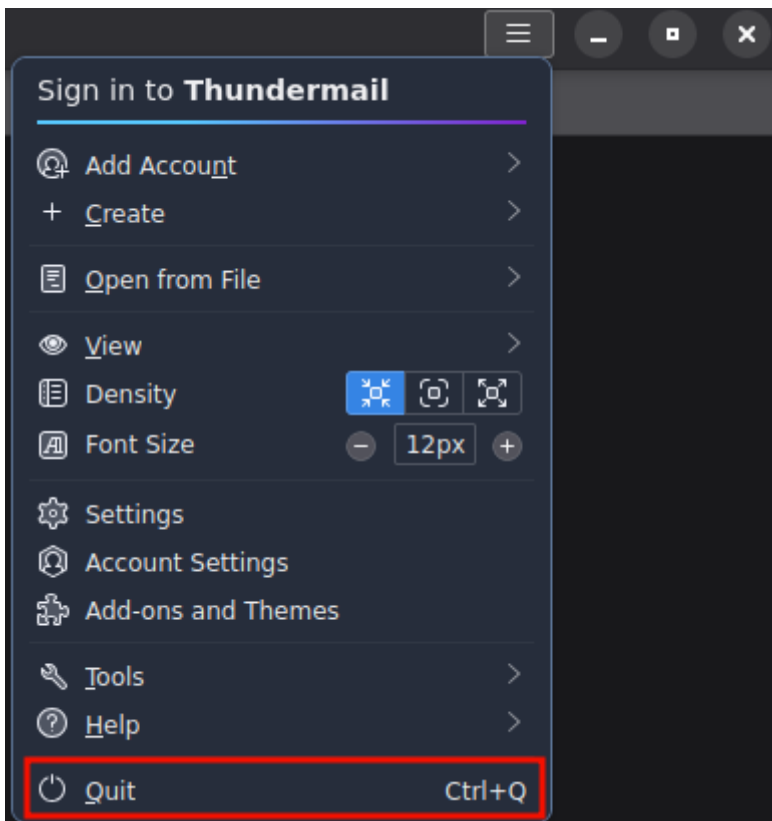
Re-test Cancel **Done**

Thunderbird will attempt to auto-detect fields that are left blank.

5) Microsoft sign-in

Because the account uses **OAuth2**, a Microsoft sign-in window opens the first time Thunderbird connects. Sign in with your UZH credentials and confirm the multi-factor authentication (MFA) prompt. After that, Thunderbird stays connected for around 10 days.

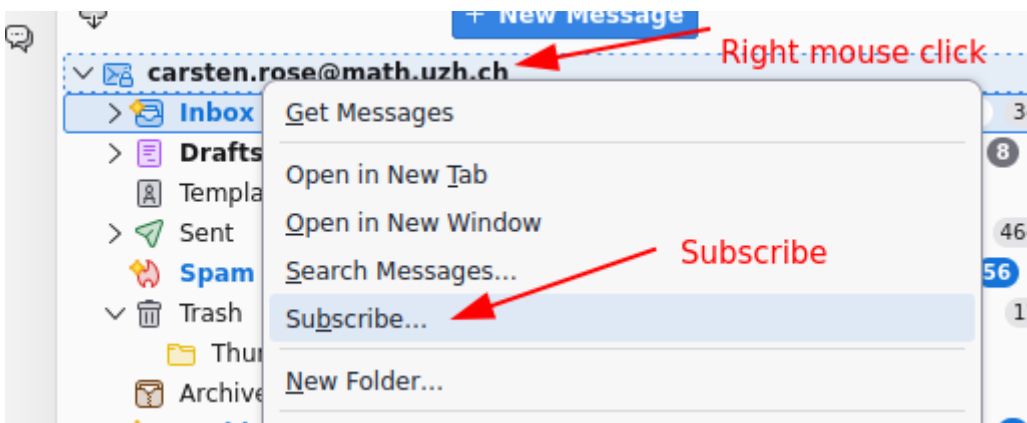
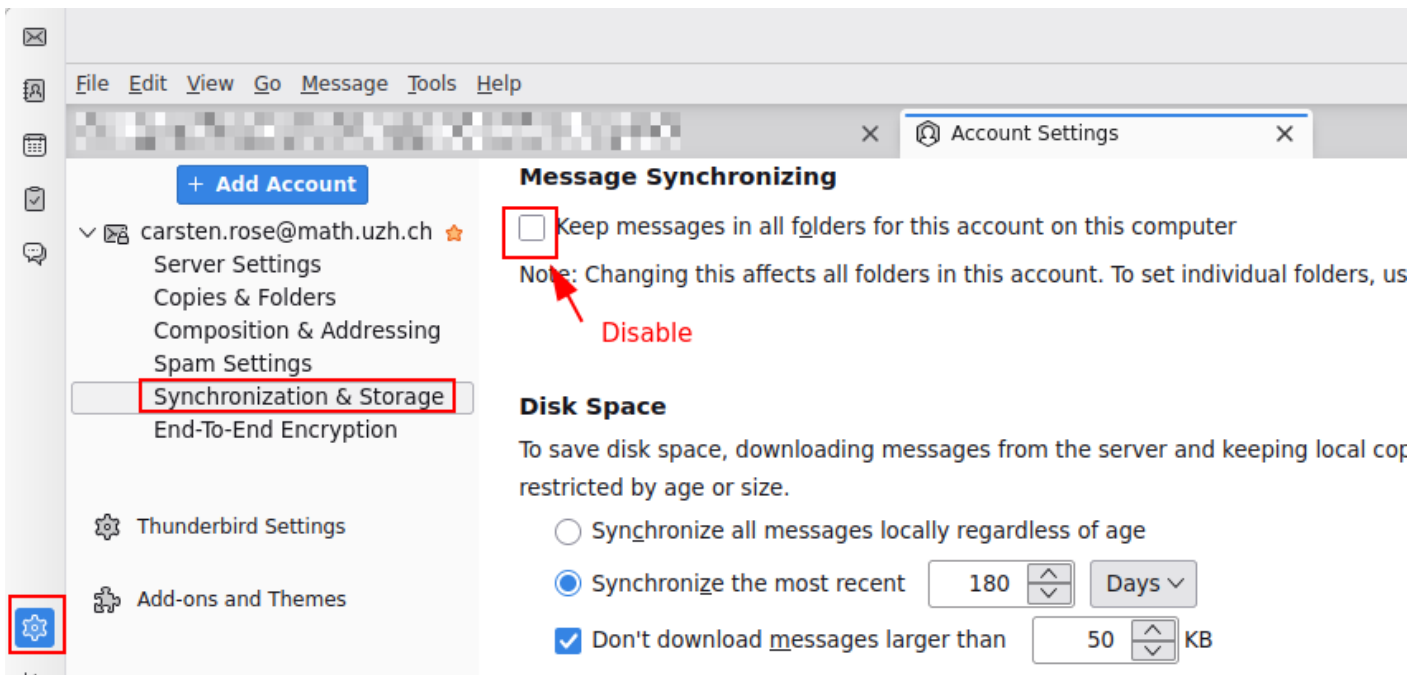
- **Warning:** If the Microsoft sign-in window opens as a blank page, save the incomplete configuration and reopen Thunderbird. Then retry the setup, this time it will display the proper page.
 - Make sure to close Thunderbird via "Quit" button, not the "x" in the top right corner in order to kill the program.



6) Disable: a) copy to send, b) local storage

Outlook copies automatically each send mail to folder Send items. Disable Thunderbird to do this as well.

At least for thinlinc: Please disable the local storage - for large mailboxes, this will fill your home directory and gives no real advantage.



8) Folder

Double folder: Sent / Deleted

If you find folders with different names (*Sent Items* = Sent, *Deleted Items* = Trash) , but same meaning, best is to merge them.

- In Outlook-Web, move all mails via drag'n'drop from *Sent* to *Sent Items* (not vice versa, the term '*...Items*' is the default in Outlook)
- Delete the old folder *Sent*.
- Do the same for *Deleted Items* = *Trash*

Folder subscribe

Account:
support@math.uzh.ch

Show items that contain:

Folder List

Select the folders to subscribe to:

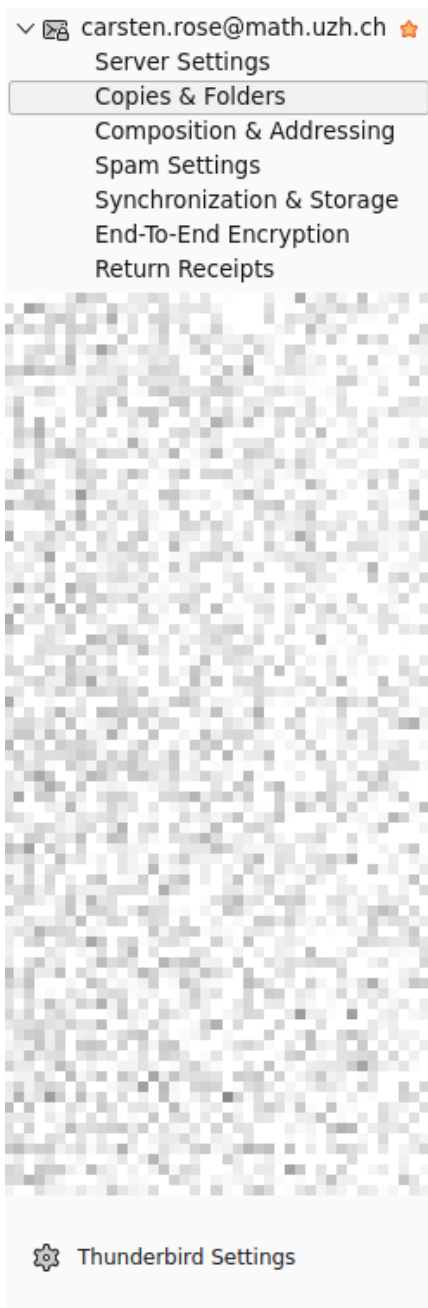
Archive	☐
Calendar	☐
Contacts	☐
Conversation History	☐
Deleted Items	☒
2025	☒
Archives	☐
INBOX	☐
Drafts	☒
Firmen	☐
View360	☐
INBOX	☒
IssueCreated	☐
Journal	☐
Junk Email	☒
Kontakte	☐
Lizenzen	☒
Notes	☐
Outbox	☒
QFQWebinar	☒
Sent Items	☒
Tasks	☐
Templates	☒
Trash	☐
UPP	☒
ZI	☒
account	☒
done	☒

Refresh

Stop

Mapping

- Important outlook folders are: **Sent items / Gesendete Elemente** | **Deleted items / Gelöschte Elemente** | **Archive** | **Drafts**



Copies & Folders

When sending messages, automatically:

☐ Place a copy in:

☐ "Sent" Folder on:

carsten.rose@math.uzh.ch

☒ Other:

Sent on carsten.rose@math.uzh.ch

☐ Place replies in the folder of the message being replied to

☐ Cc these email addresses:

Separate addresses with commas

☐ Bcc these email addresses:

Separate addresses with commas

Leave the address field blank to always show the address row when starting a new me

Message Archives

☒ Keep message archives in:

☐ "Archives" Folder on:

carsten.rose@math.uzh.ch

☒ Other:

Archives on carsten.rose@math.uzh.ch

Drafts and Templates

Keep draft messages in:

☒ "Drafts" Folder on:

carsten.rose@math.uzh.ch

☐ Other:

Drafts on carsten.rose@math.uzh.ch

Keep message templates in:

☒ "Templates" Folder on:

carsten.rose@math.uzh.ch

☐ Other:

Templates on carsten.rose@math.uzh.ch

☐ Show confirmation dialog when messages are saved

Select the right Trash folder (if **Deleted items** or **Gelöschte Elemente** exists in selection then use them):



Server Settings

Server Type: IMAP Mail Server

Server Name: outlook.office365.com

User Name: carsten.rose@math.uzh.ch

Security Settings

Connection security:

SSL/TLS

[Test connection to server](#)

Authentication method:

OAuth2

Server Settings

☒ Check for new messages at startup

☒ Check for new messages every 10 minutes

☒ Allow immediate server notifications when new messages arrive

When I delete a message:

☒ Move it to this folder:

Trash on carsten.rose@math.uzh.ch

☐ Just mark it as deleted

Shared Account

- This section describes, **what to configure differently for Shared-Account Setup, compared to Personal Accounts.**
 - Every step that is missing here, do the same as described in the section on top of the page. (for example Step 1.)



Mozilla Thunderbird
Account Hub

Incoming server settings

Protocol

IMAP

Hostname*

outlook.office365.com

Port*

993

Connection security

SSL/TLS

Authentication method

OAuth2

Username*

support@math.uzh.ch

1

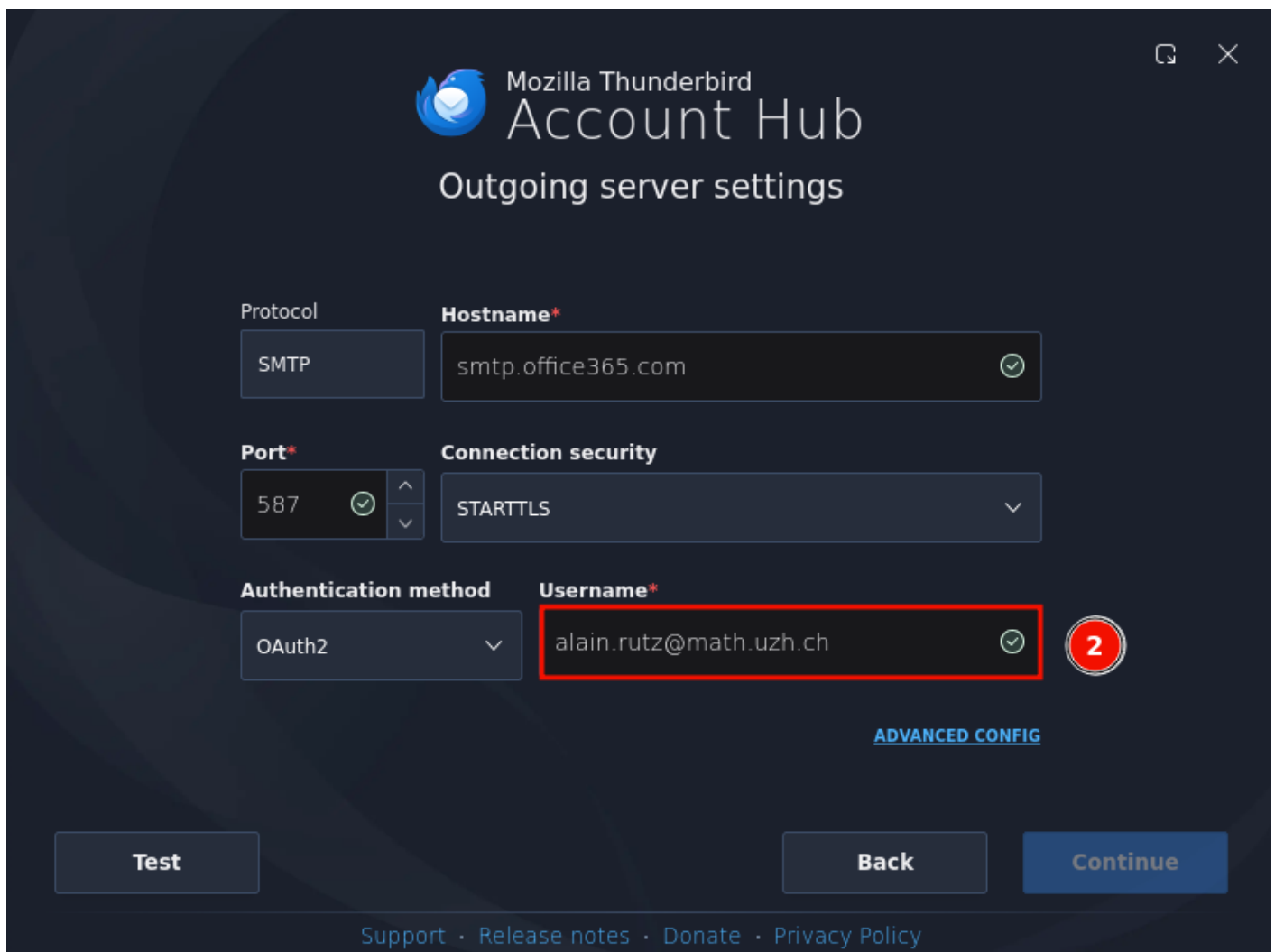
[ADVANCED CONFIG](#)

Back

Continue

[Support](#) · [Release notes](#) · [Donate](#) · [Privacy Policy](#)

- **1.) Incoming Server:** Type the Service Account address as the username



The screenshot shows the 'Outgoing server settings' window in Mozilla Thunderbird's Account Hub. The window has a dark blue background with white text. At the top, the Mozilla Thunderbird logo is on the left, and the text 'Mozilla Thunderbird Account Hub' is in the center. Below this, the title 'Outgoing server settings' is displayed. The settings are organized into four sections: 'Protocol' with a dropdown set to 'SMTP'; 'Hostname*' with a text field containing 'smtp.office365.com' and a green checkmark; 'Port*' with a spinner set to '587' and a green checkmark; and 'Connection security' with a dropdown set to 'STARTTLS'. Below these, 'Authentication method' is a dropdown set to 'OAuth2'. The 'Username*' field contains 'alain.rutz@math.uzh.ch' and is highlighted with a red rectangle, with a green checkmark to its right. To the right of the username field is a red circle with the number '2'. Below the settings is a link for 'ADVANCED CONFIG'. At the bottom are three buttons: 'Test', 'Back', and 'Continue'. The footer contains links for 'Support', 'Release notes', 'Donate', and 'Privacy Policy'.

Mozilla Thunderbird
Account Hub

Outgoing server settings

Protocol: SMTP

Hostname*: smtp.office365.com ✓

Port*: 587 ✓

Connection security: STARTTLS

Authentication method: OAuth2

Username*: alain.rutz@math.uzh.ch ✓ 2

[ADVANCED CONFIG](#)

Test Back Continue

[Support](#) · [Release notes](#) · [Donate](#) · [Privacy Policy](#)

- **Outgoing Server:** Type your Personal Account adress as the username
- Klick "Test" and then "Continue"
- A Microsoft Sign-In Page will open:



It looks like this email is used with more than one account from Microsoft. Which one do you want to use?



Work or school account
Created by your IT department
support@math.uzh.ch



Personal account
Created by you
support@math.uzh.ch

Tired of seeing this? [Rename your personal Microsoft account.](#)

Back



Universität
Zürich^{ETH}

← support@math.uzh.ch

Enter password



type anything

1

[Forgot my password](#)

Sign in

2

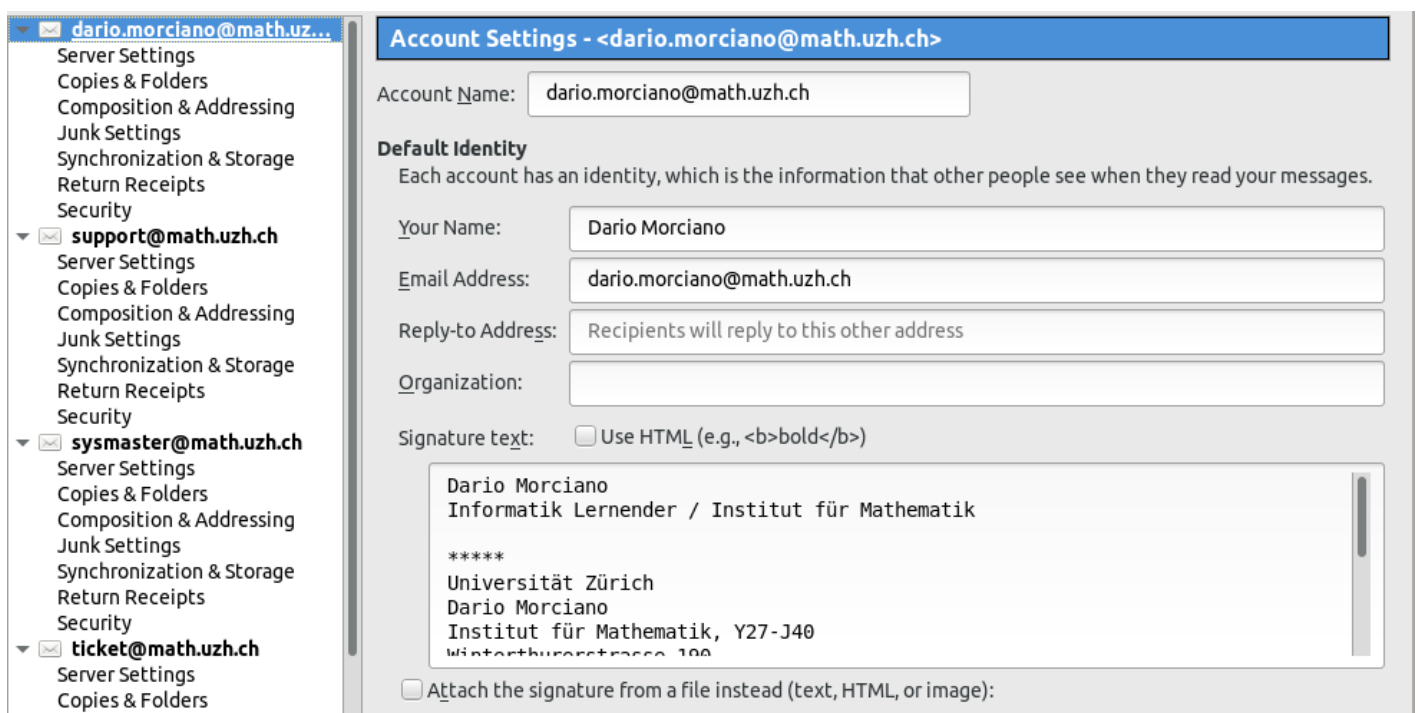
- At this Point it wants to sign you in with the wrong identity.
 - So type anything in the Password-Field then "Sign in" -> it will fail
 - Then click on "choose another account", choose your personal account and type your credentials.
 - If your personal account is accepted, the setup is complete.

Account order (left pane)

- Option a - Extension [Folderpane Tools](#)
- Option b - [prefs.js](#)

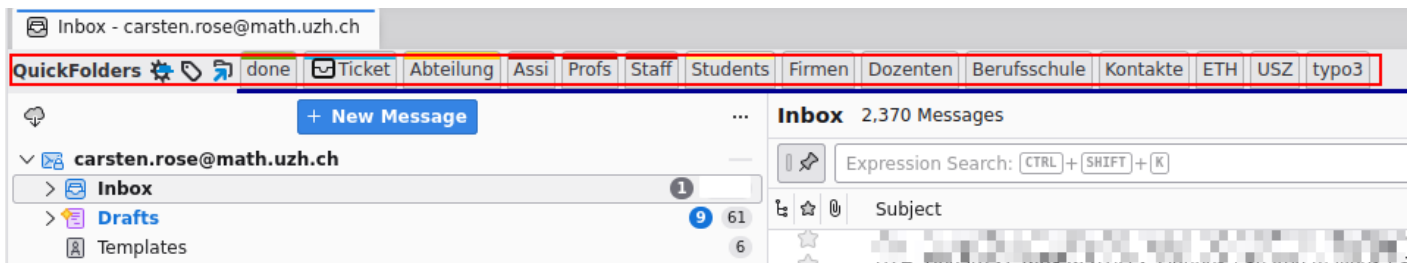
Signature

- Right click your email account and select 'Settings'
- On the right side you can now edit your signature



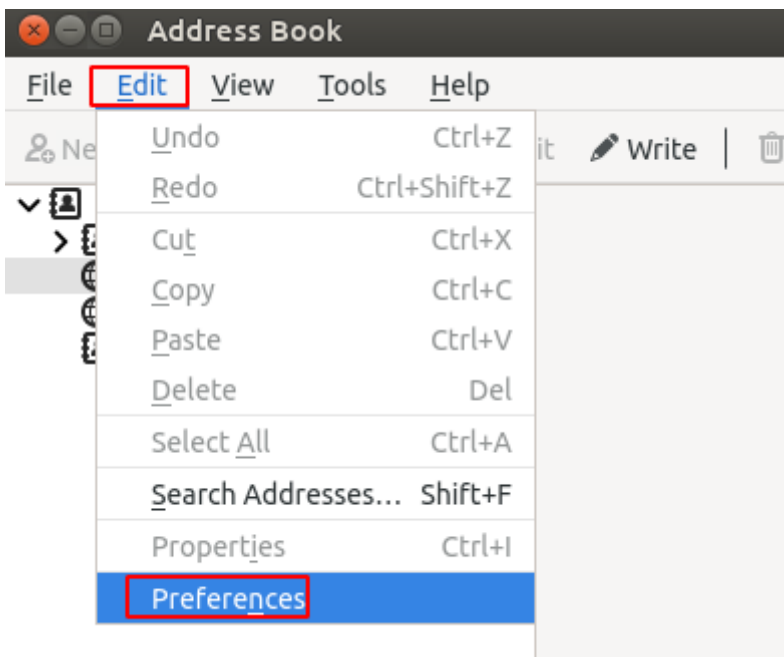
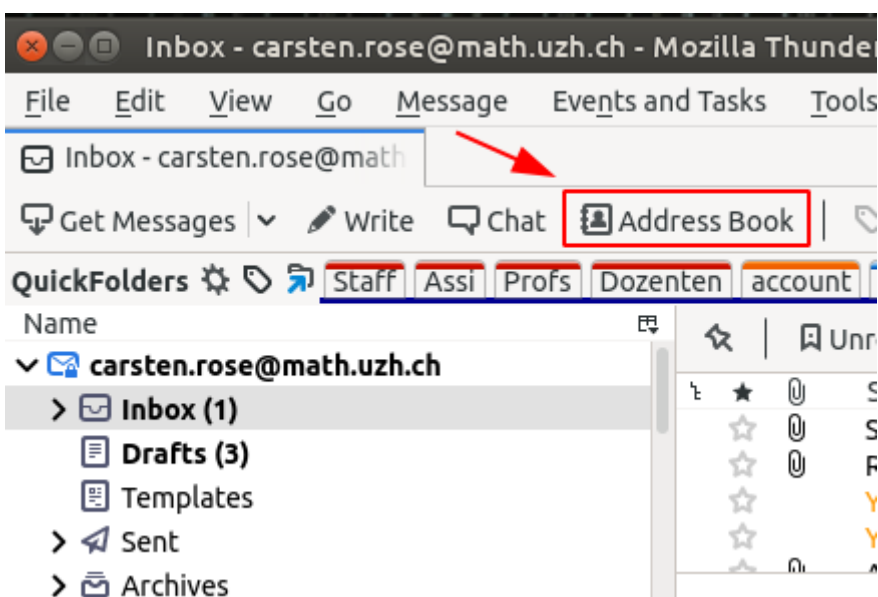
Quick Folders

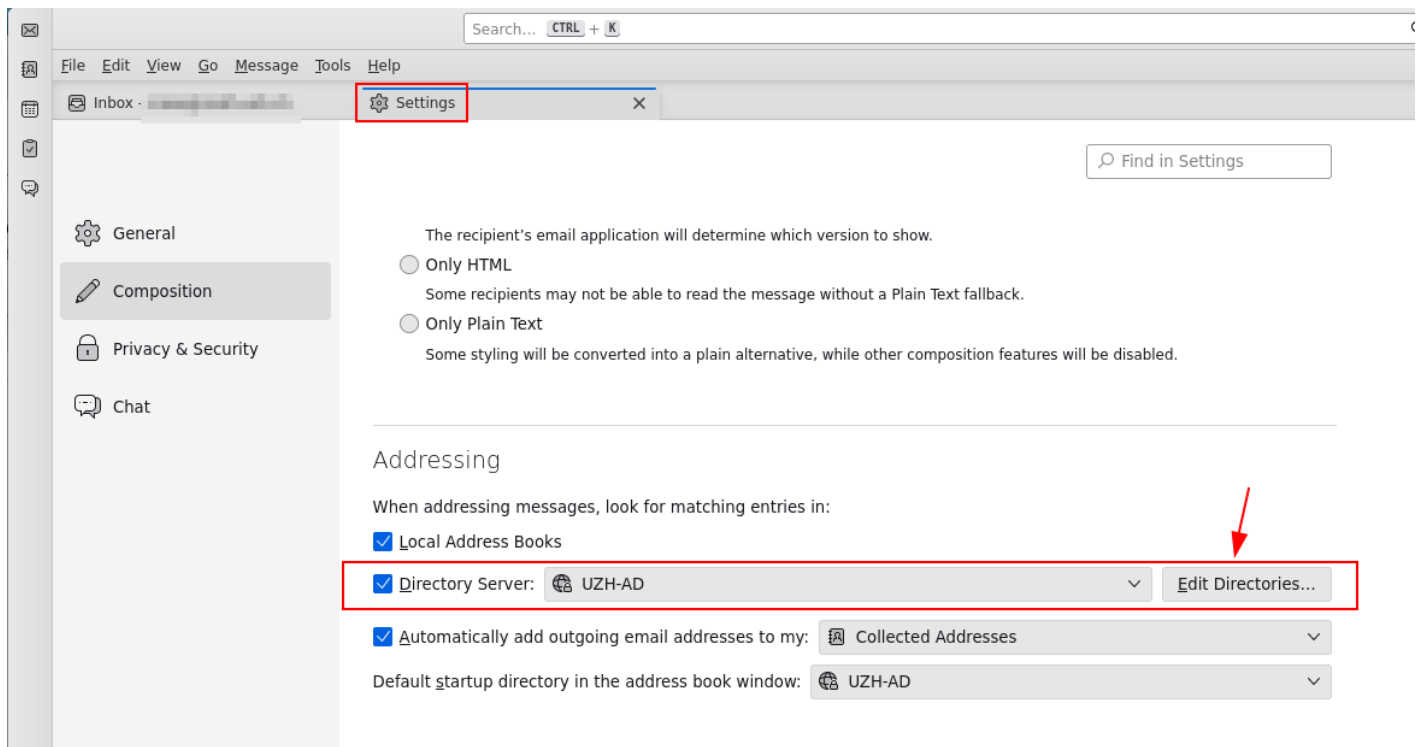
- If you have a lot of folders, it is typically very time consuming to navigate through the tree on the left side, just in order to reach the folder.
- With the Thunderbird Add-On 'Quick Folders' you can configure your personal, most frequently used, folder list.
- For example, if you have to move your incoming mails into different folders, you just drag and drop the mails from the inbox to the configured folders in the 'Quick Folders'-List:



- To use the Add-On 'Quick Folders', you have to download and install it personally:
<https://addons.mozilla.org/en-US/thunderbird/addon/quickfolders-tabbed-folders/>

UZH Address Book





UZH-AD Properties

General Offline Advanced

Name: UZH-AD

Hostname: iduzhz2dc03.d.uzh.ch

Base DN: OU=Users,OU=Users UZH,I Find

Port number: 636

Bind DN: uzh\crose

☒ Use secure connection (SSL)

Cancel OK

Name	UZH-AD
Hostname	iduzhz2dc03.d.uzh.ch
Base DN	OU=Users,OU=Users UZH,DC=d,DC=uzh,DC=ch
Port number	636
Bind DN	uzh\<your shortname>
Use secure connection (SSL)	on

Shared Mailbox

- [Configuration](#)

Login (also ~every 10 days): **Forgot my password** > **Cancel** > Select your account > ...
login with your **personal** credentials.

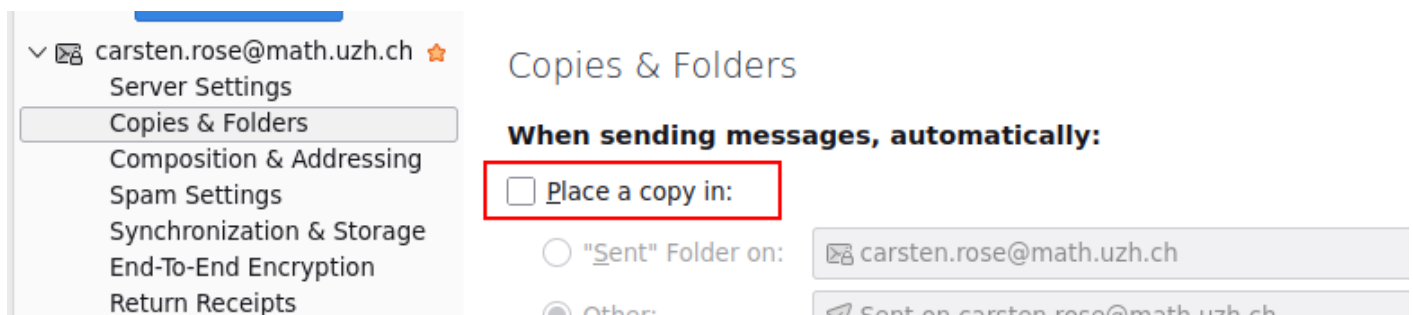
FAQ

Sent Folder: double mails

Some mails are shown doubled in the *Sent* folder. This might happen with Outlook and GMail.

Workaround: Disable in Thunderbird to save mails in the *Sent* folder (Outlook does it automatically on the server side).

Settings > Accounts > <Account> > Copies & Folders > disable 'Place a copy in:'



apple mail

Setup

Add UZH Outlook account

Setting > Account > New Account > Exchange (not 'Outlook')