

**THE UNITED REPUBLIC OF TANZANIA**  
**PRESIDENT'S OFFICE - PUBLIC SERVICE AND GOOD GOVERNANCE**



**e-Government Agency**



**GOVERNMENT MAILING SYSTEM**

**USER GUIDE**

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# 1. Introduction

Government mailing system is the web based communication suite for Government of United Republic of Tanzania. The Government employees can read, send and organize email messages and manage and share calendars, contacts, tasks, notes, files and bookmarks.

## 2. How to Access

1. Open the web-Browser of your choice whether Internet Explorer, Chrome, Mozilla Firefox, Safari, Edge, etc.
2. In the Address Bar, type <https://mail.your-agency-domain>  
*For example, “your-agency-domain” of e-Government Agency is **ega.go.tz***
3. When successful, the login page to the GMS displays as shown below.

*Fig 1.0.0 Mailing System, Log in page.*



The United Republic of Tanzania  
**Government Mailing System**

FAQ

**Helpdesk System**  
Contact us:  
egov.helpdesk@ega.go.tz  
+255 764 292 299  
For any technical inquiry related to e-Government Services Register at  
<http://helpdesk.ega.go.tz>

**Government PORTAL** **GIP** **24/7 HELPDESK**

**Login to Your Account**

Username

Password

Mode Automatic ▼

**Log in**

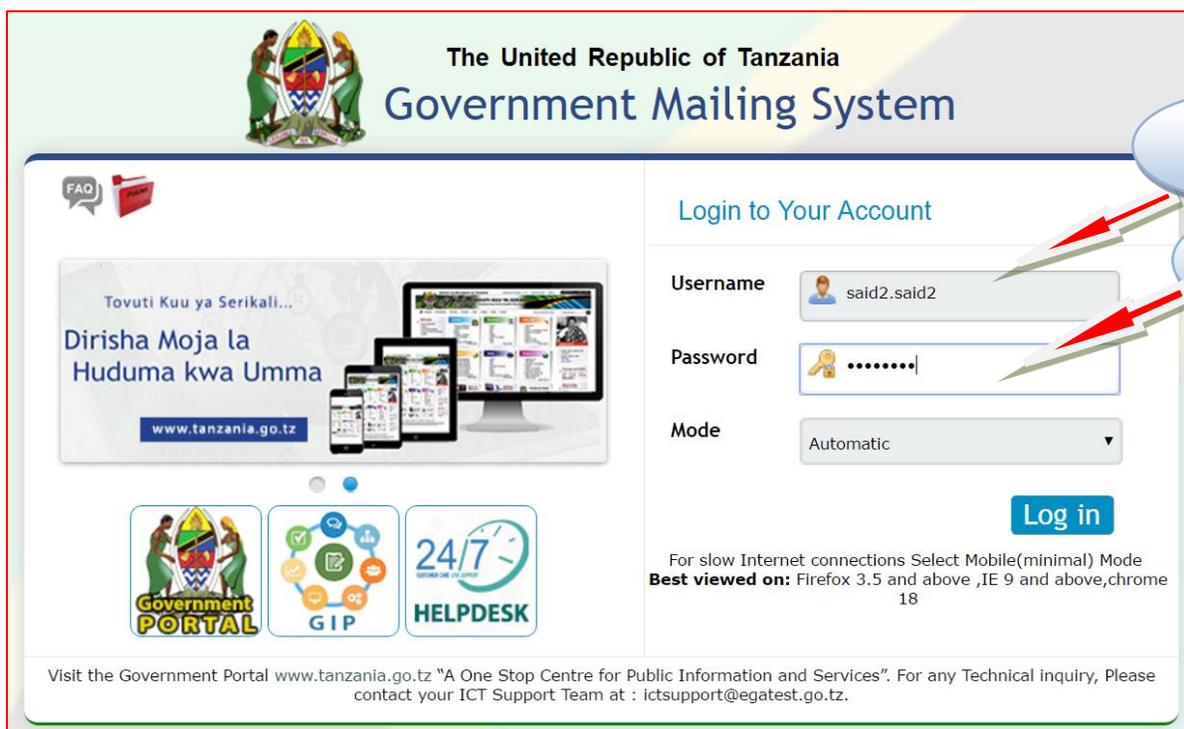
For slow Internet connections Select Mobile(minimal) Mode  
**Best viewed on:** Firefox 3.5 and above ,IE 9 and above,chrome 18

Visit the Government Portal [www.tanzania.go.tz](http://www.tanzania.go.tz) "A One Stop Centre for Public Information and Services". For any Technical inquiry, Please contact your ICT Support Team at : ictsupport@egatest.go.tz.

When you successful see the log-in page of the mailing system,

1. Enter the Username (Will be provided by your administrator)
2. Enter the Password (Will be provided by your administrator)

*Figure 1.0.1 below shows sample of the filled log-in form.*



**Fig 1.0.1 Filled User-name and Password fields**

On the log-in page there is *Mode field*. The **Mode field** gives options to specify what kind of device you are using. There are three modes of which you can choose to open the Mailing system.

- i. Automatic  
The system will detect automatically the type of the device the user uses.  
**NB:** It is advised to use this mode, if you are logging in using good network connection speed.
- ii. Computer (PC/Laptop)  
Ideal for laptop or desktop workstations
- iii. Mobile (Smart phone/Tablet)  
Ideal for mobile devices
- iv. Mobile (Minimal)  
Ideal for devices with extreme small display

### 3. Mail

-After login, the system will redirect you to the mail section where all inbox mails are listed.

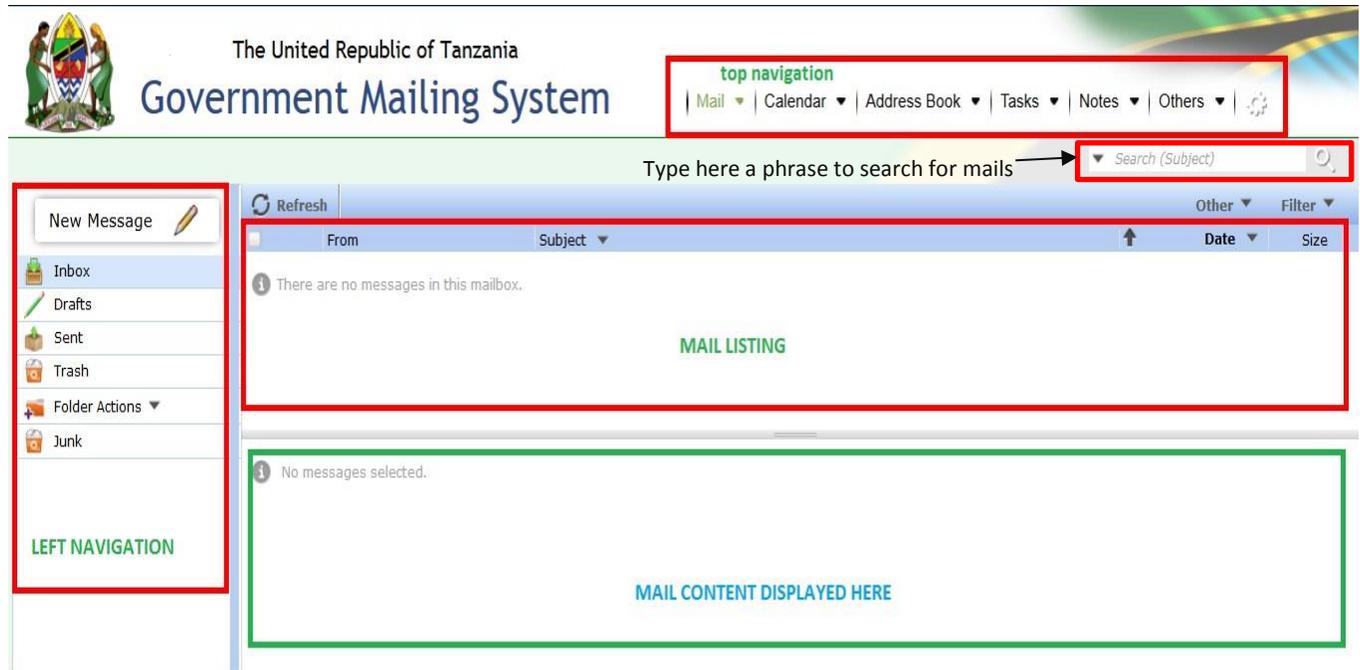


Fig 1.0.3 Inbox Listing

As you can see on above **Fig 1.0.3**, there is a Top Navigation Menu which can help user to navigate into different major features of the GMS system. The menu **item (Mail)** which is highlighted with the **green color** show the current section which the user navigates into.

Every Top Navigation Menu item has a drop down sub-menus to navigate into sub-sections of a given feature. Despite of having sub-menu, every major feature of the system has **Left navigation Menu (i.e. secondary navigation to the top navigation)** showing different options you can perform on that feature.

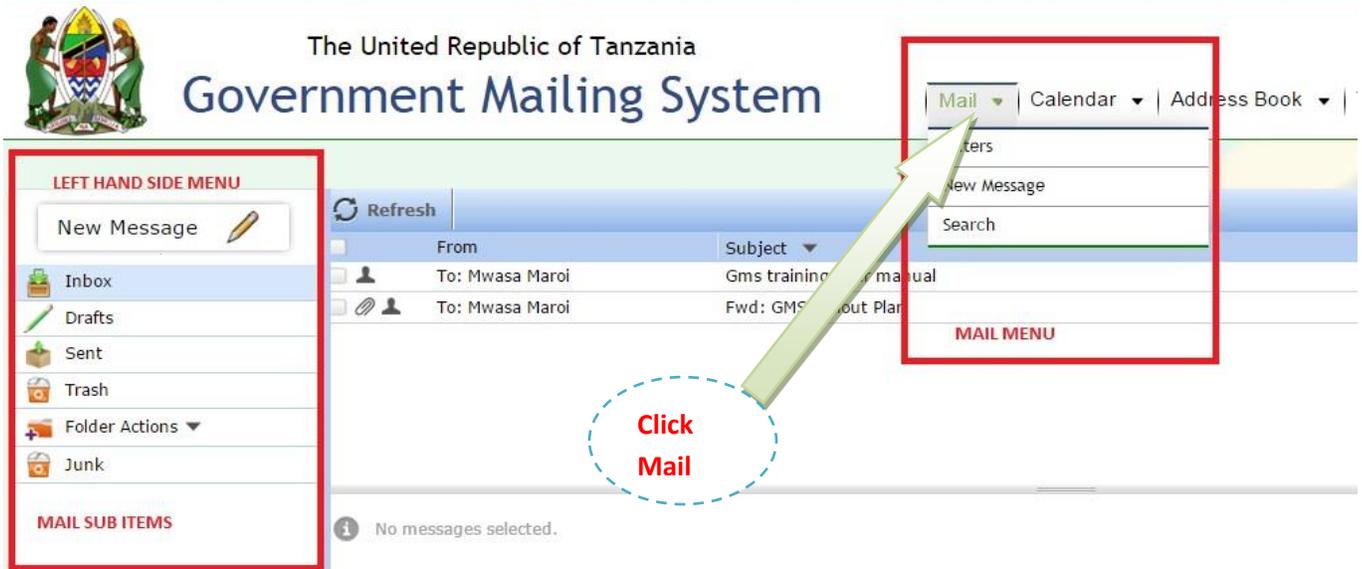


Fig 1.0.4 Sub-Menu of the Mail Section

### 3.1. Create New Message

- Click New Message either on the left hand side of the sub-menu or on the top navigation of mail to create new message as shown on the Fig 1.0.5 below.

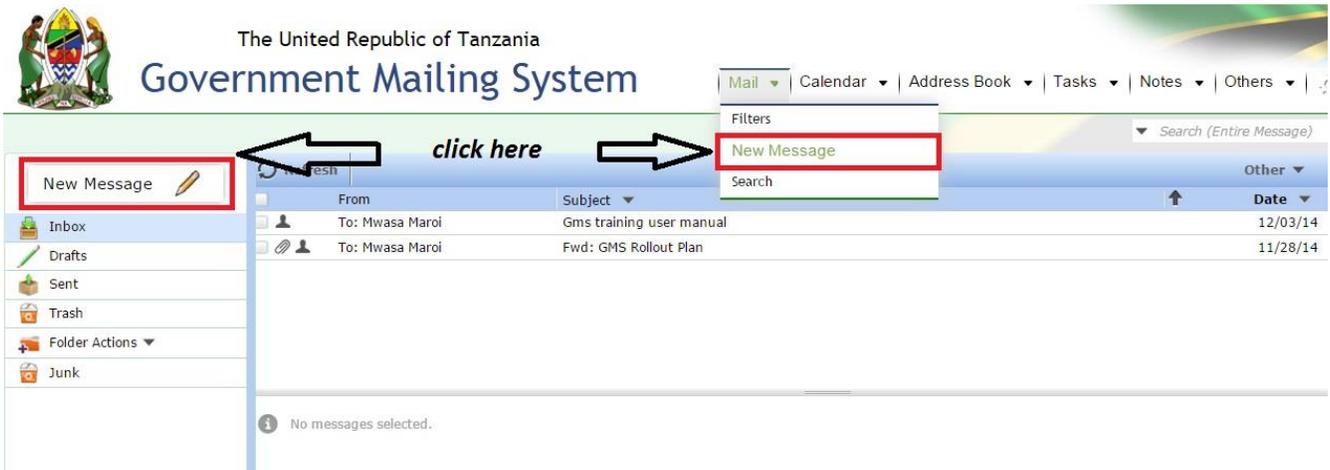


Fig 1.05 Create a New Message

-Click on the **red border rounded sub-menu** as shown on the Fig above, a *New Window* will pop up to provide an editor for writing a message as shown below on Fig1.0.6

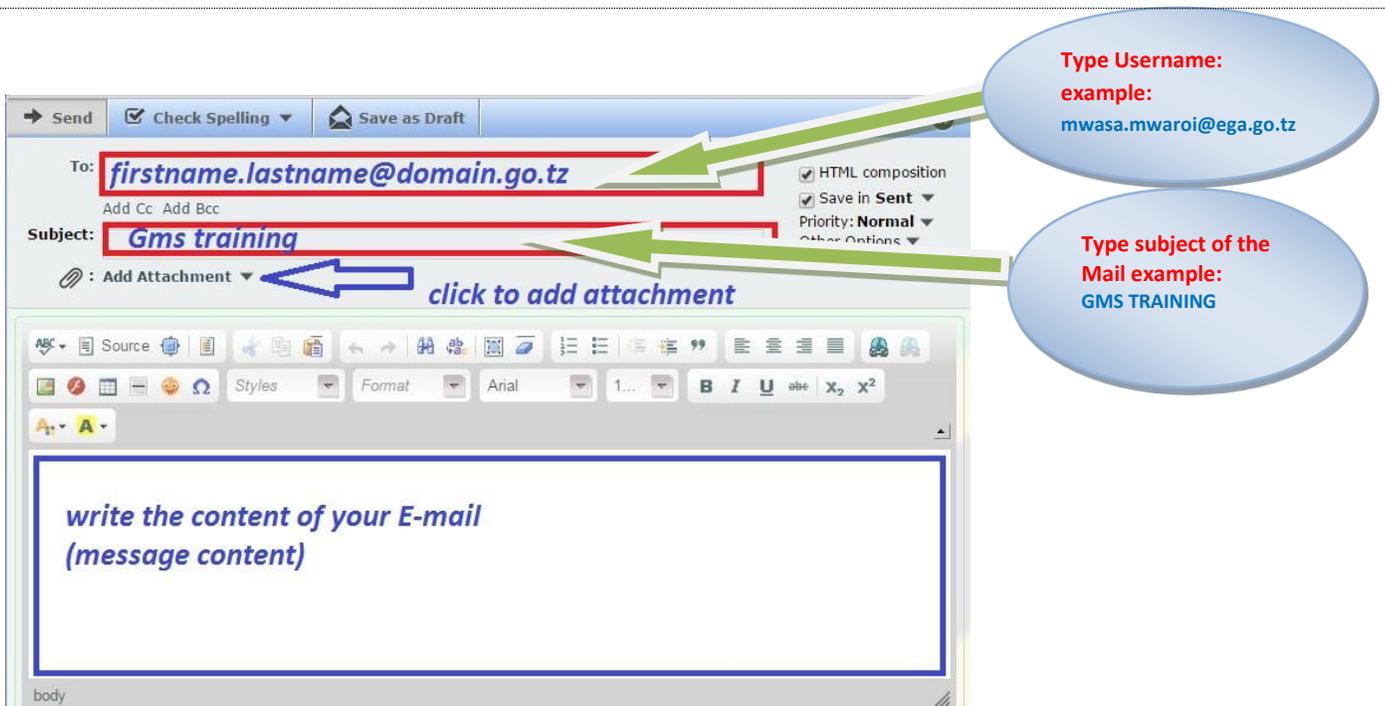


Fig 1.0.6 Email Editor

- **Click** on Top Left corner menu and choose Send, Save or Draft after composing your email.

### 3.2. Read New Mail

To read New Mail **click** on the Inbox sub-menu on left hand side, this will display messages listing on the right hand side panel as shown on the **Fig 1.0.7**.

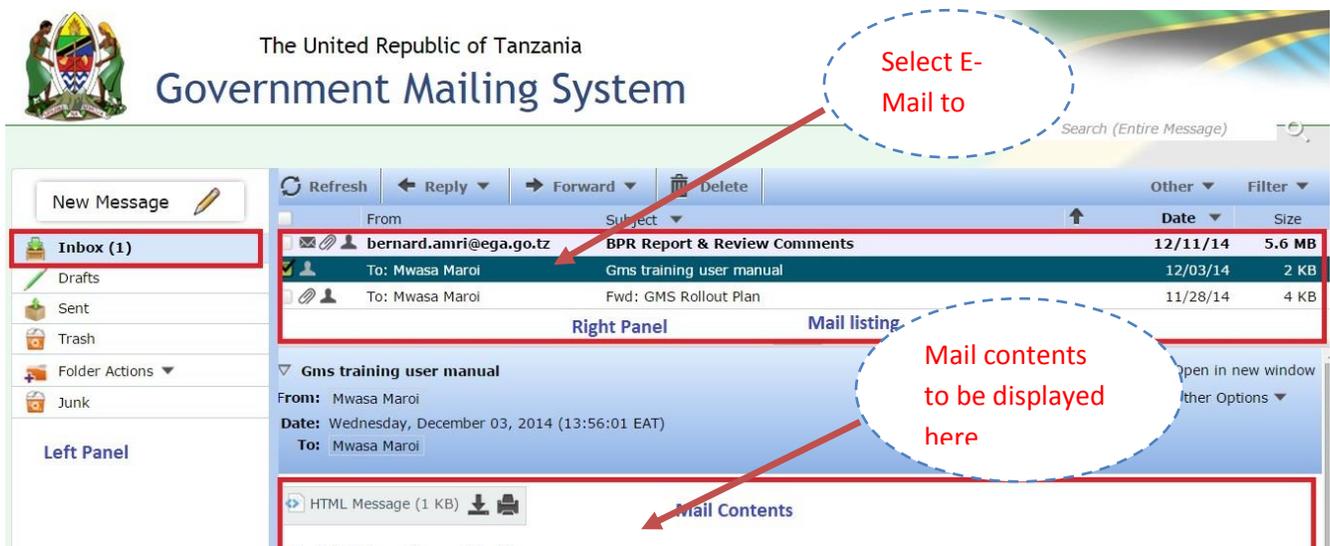


Fig 1.0.7 Show Inbox Listing

**Click** the Mail you want to read on the listing panel and the Mail body will be shown below the Inbox Listing Mail as shown on the **Fig 1.0.8**.

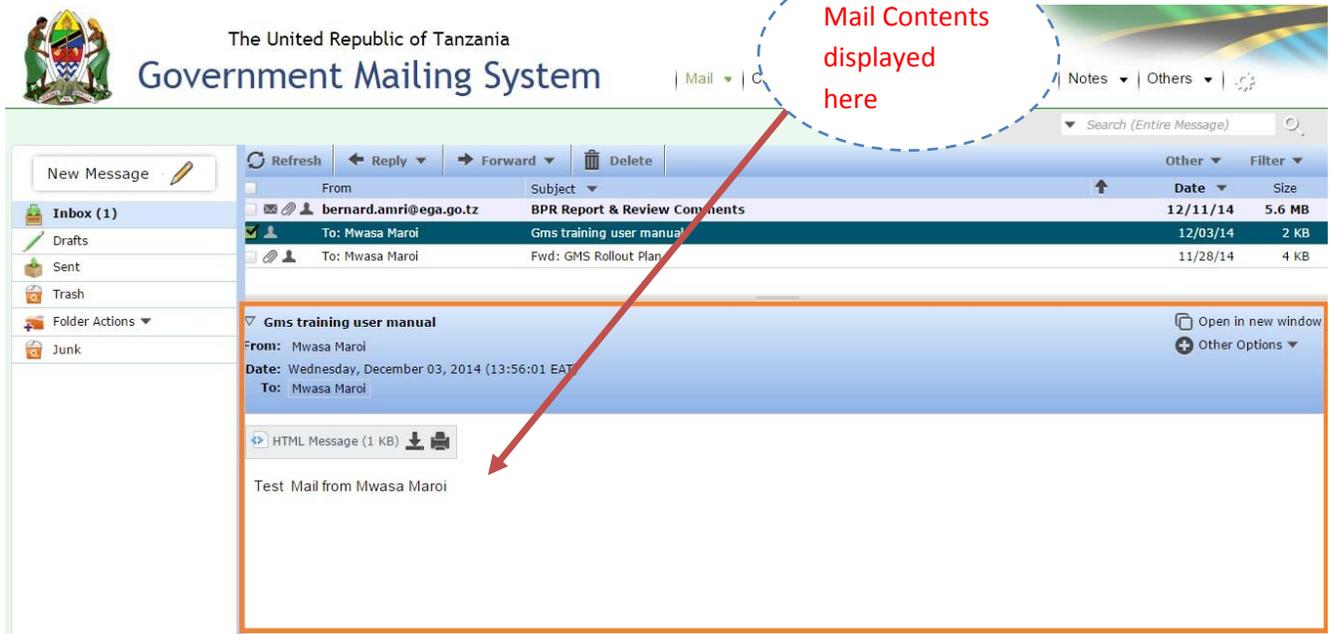


Fig 1.0.8 Read Inbox Mail

OR

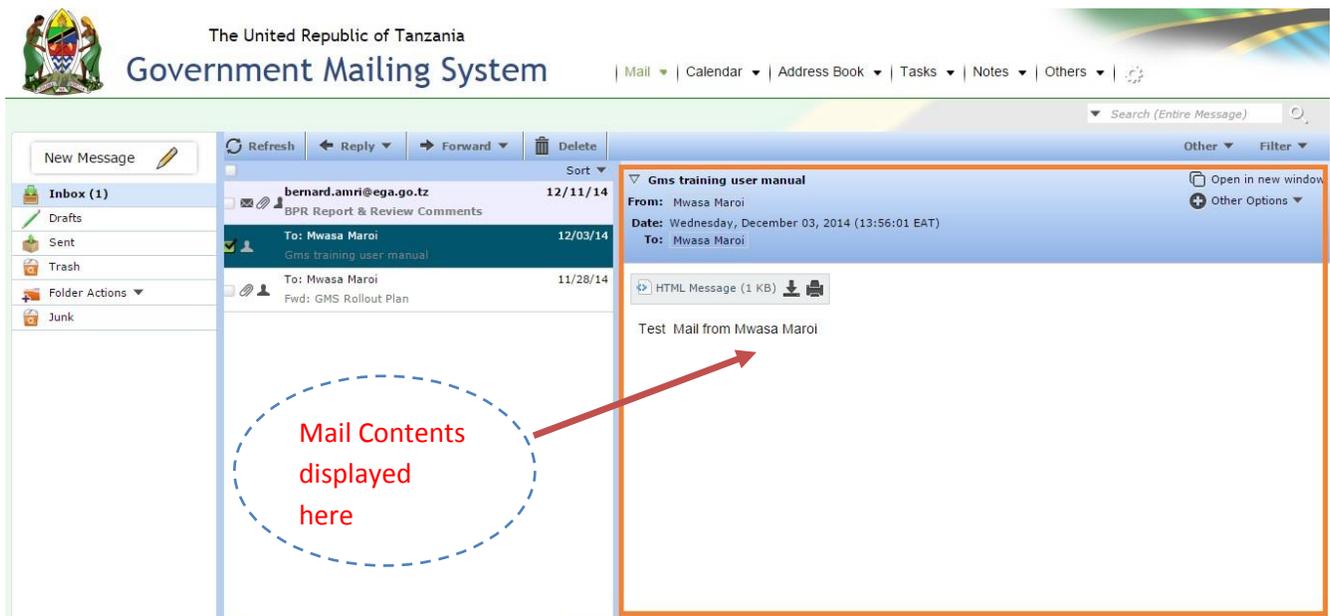


Figure 1.0.9 Reading inbox in vertical View

### 3.3. Sent Mail

-All Mails that you have sent are stored in the sent directory and can be viewed by click sent item on the left hand side panel

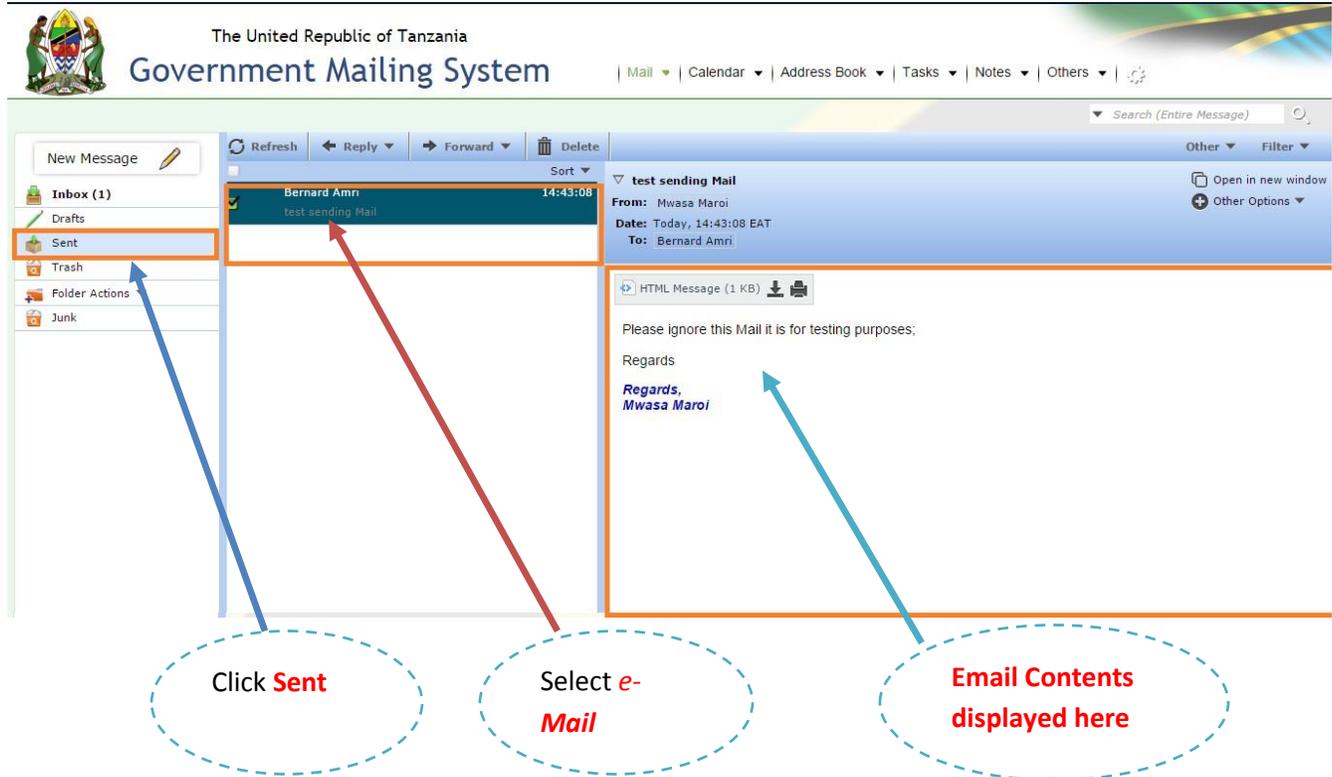


Fig 1.0.9 Sent Mail

To **Read** the **sent Mail** **click** on one of the sent listing and the message will be shown below the listing panel.

### 3.4. Reply or Forward a Message

To **reply** or **forward** a message **click** on the reply or forward button on the menu displayed above the mails list when you read contents of the respective message.

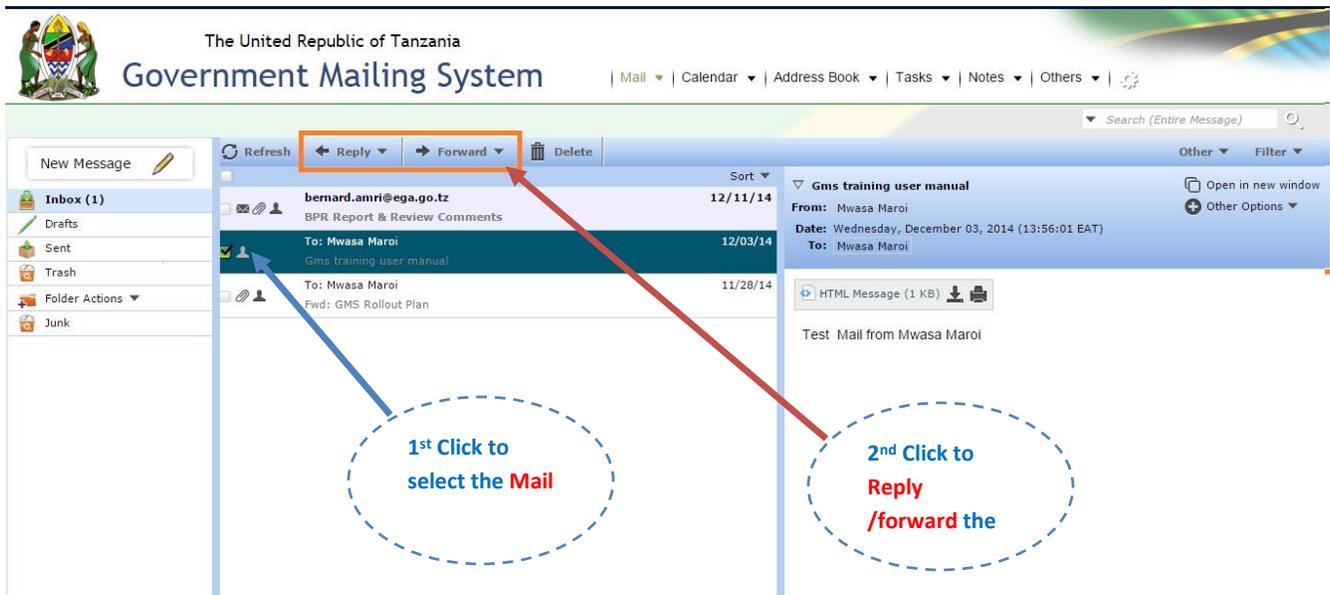


Fig 1.1.0 Reply and Forward Button

### 3.5. Filters

Filters enable you to specify action rule which defines what to do when a message from specified address sent to you.

To define a Filters rule click on the **Filters drop down** sub-menu of Mail menu as shown on the Fig below.

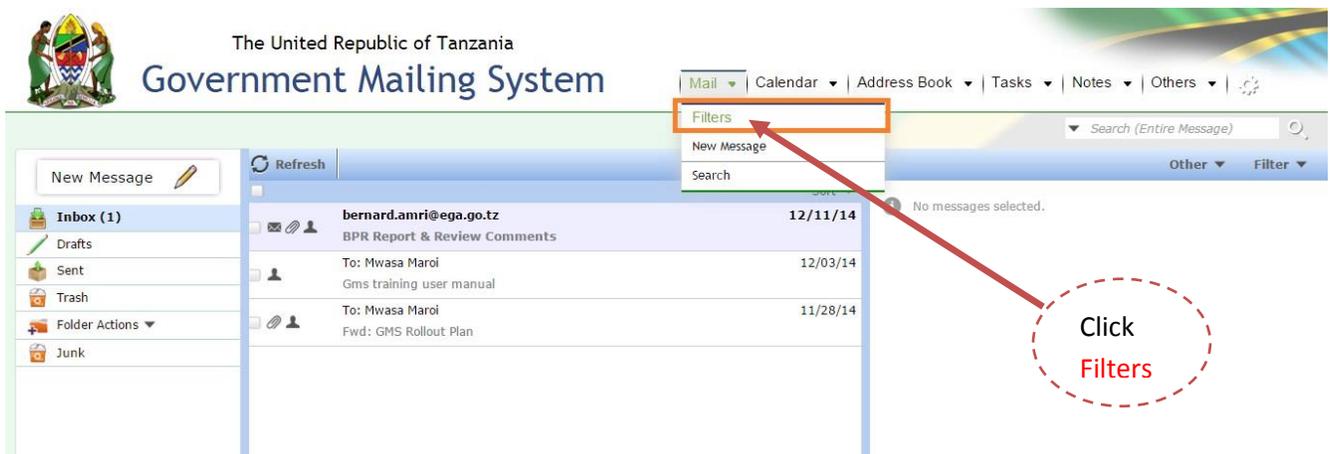


Fig 1.1.1 Filters Sub-menu on Mail drop down menu

When Filter menu is clicked the following window is opened to enable some one to define other filters rule. Click on the New Rule menu on the left hand side as shown on the **Fig** below.

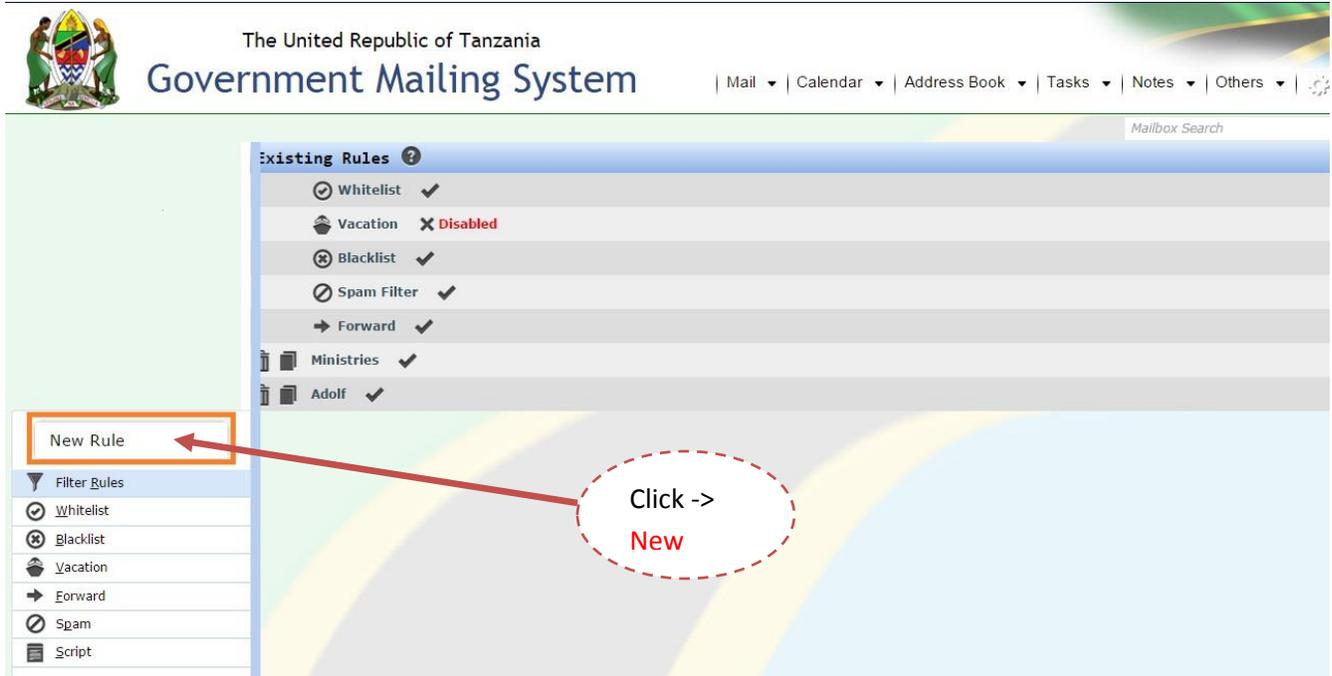


Fig 1.1.2 Create a New Rule

-When you click, the following window will open to allow someone to specify the rule's details

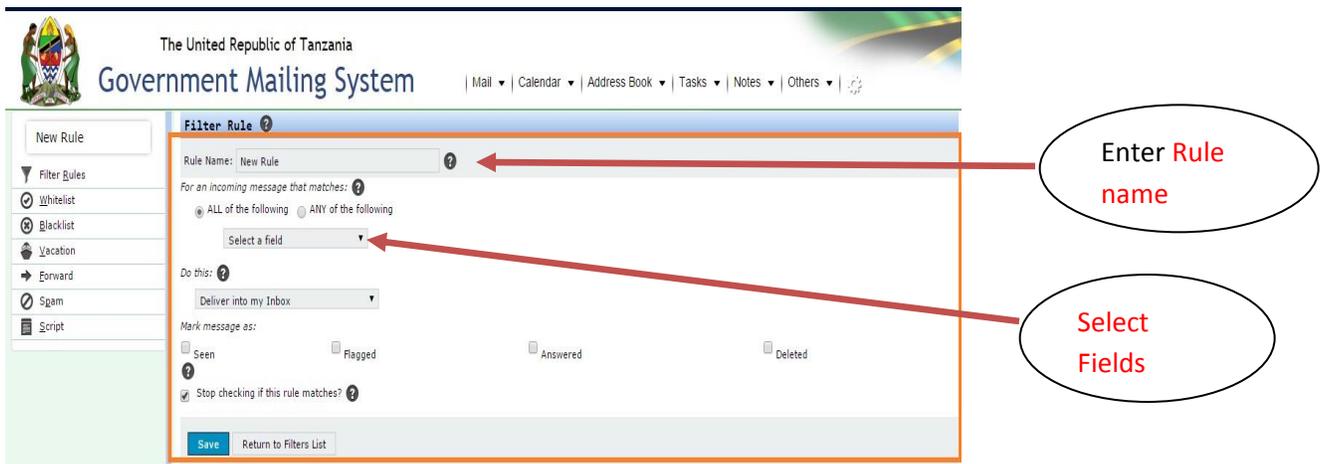


Fig 1.1.4 window to define Rules.

### 3.6. Search Messages

To search inbox, you can either click on top right hand side search field or the sub-menu option search on the Mail drop down menu. You can specify the search criteria such as search by recipients, subject and from. The following Fig shows field options for the search.

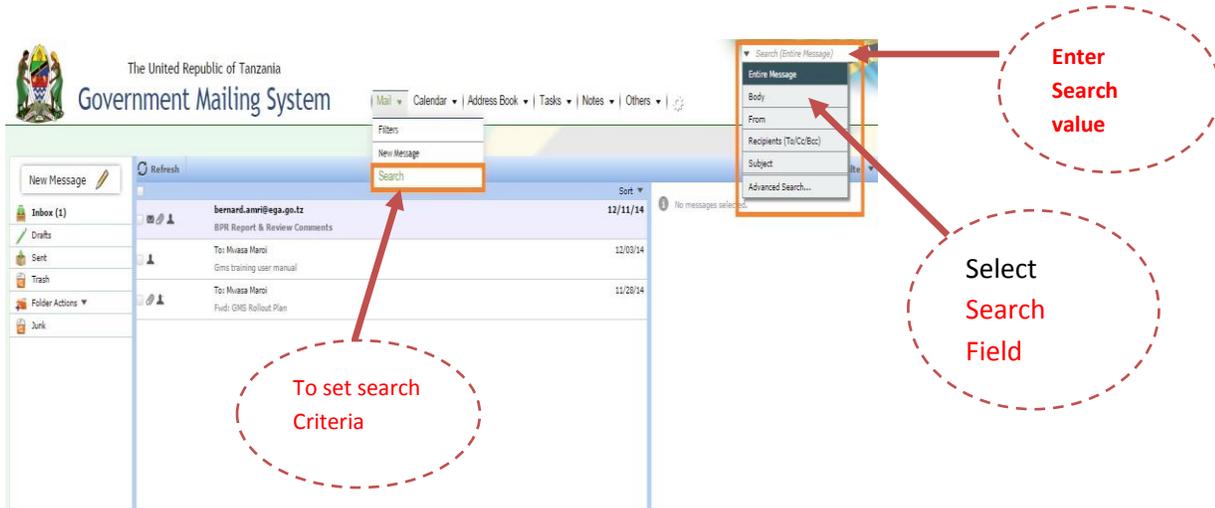


Fig 1.1.5 Search Inbox

## 4. Calendar

Calendar is one of the mailing system section where someone can view, organize and share events and tasks according to the date of the calendars. To view the calendar click on the calendar menu on the Top navigation menu.

When the calendar sub-menu is clicked it displays the calendar of the current Month and date as shown on the **Fig Below**.

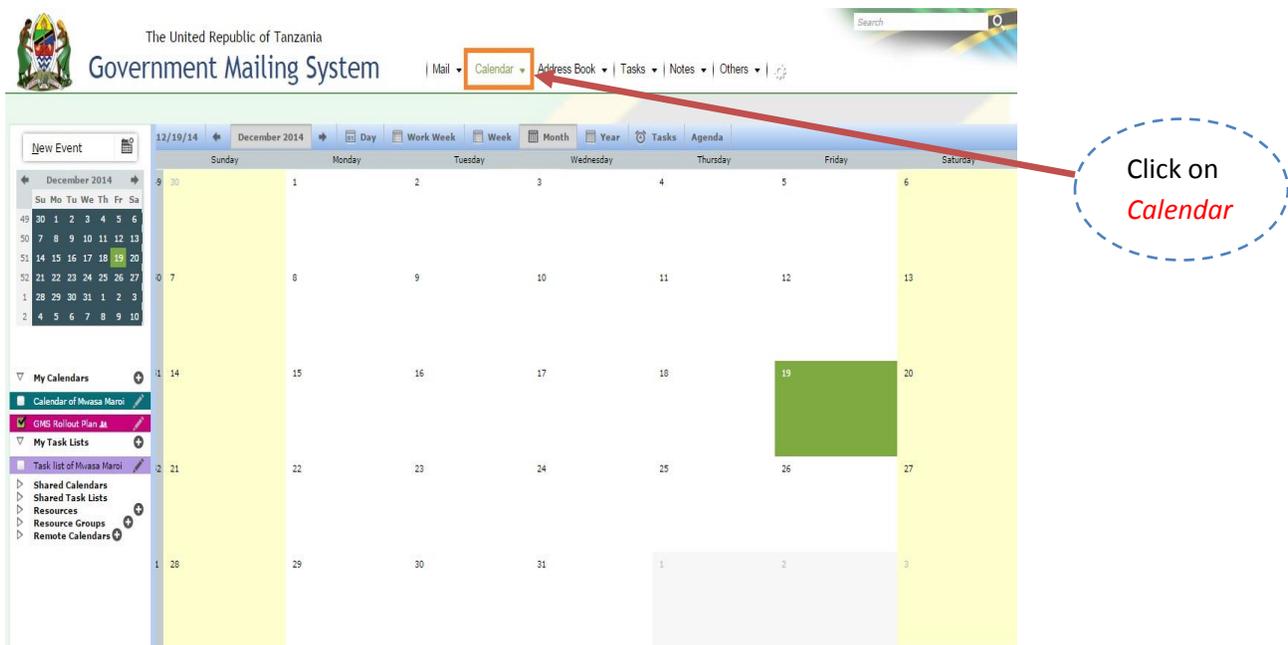


Fig 1.16 Calendar

## 4.1. New Event

To Add a New Event you can either **click** direct on the specific date on the calendar or **click** on the **New Event** menu on the left hand side panel.

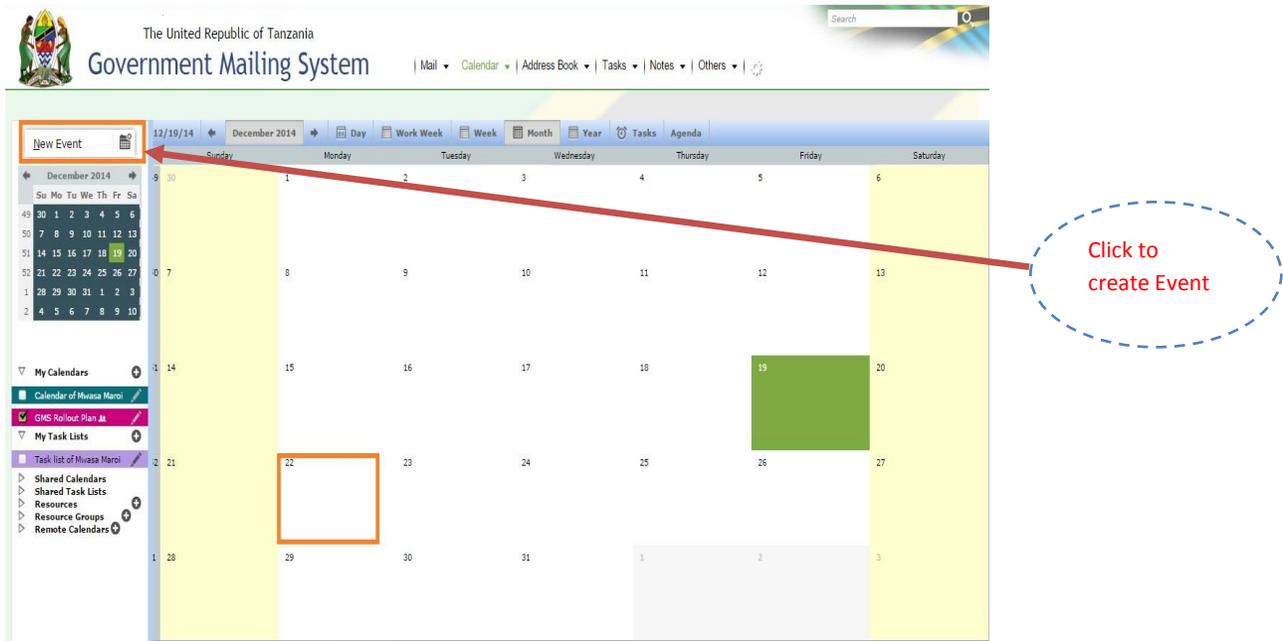


Fig 1.1.7 Create New Event

When one of the Red bordered Area as shown on the **Fig** above is clicked the form will Pop Up to enable you to create a New Event. The Fig below shows the pop form to create a new event.

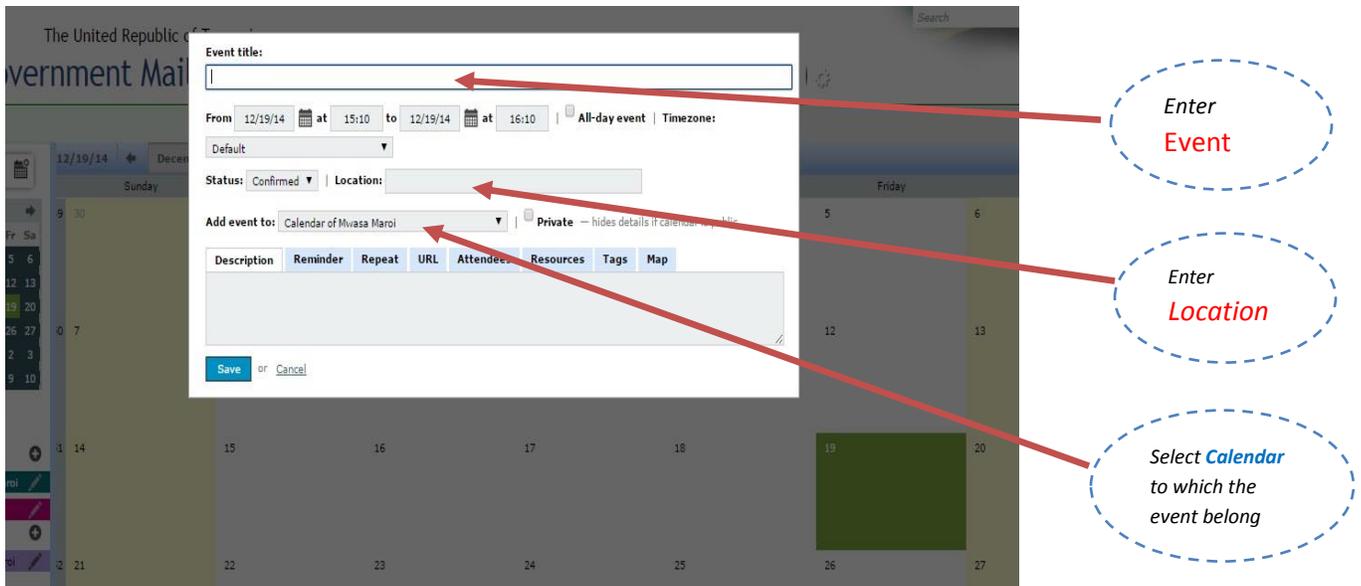


Fig 1.1.8 New Event Form

## 4.2. Reminder

- To add reminder on the event click the word **Reminder** as shown on the Fig below.

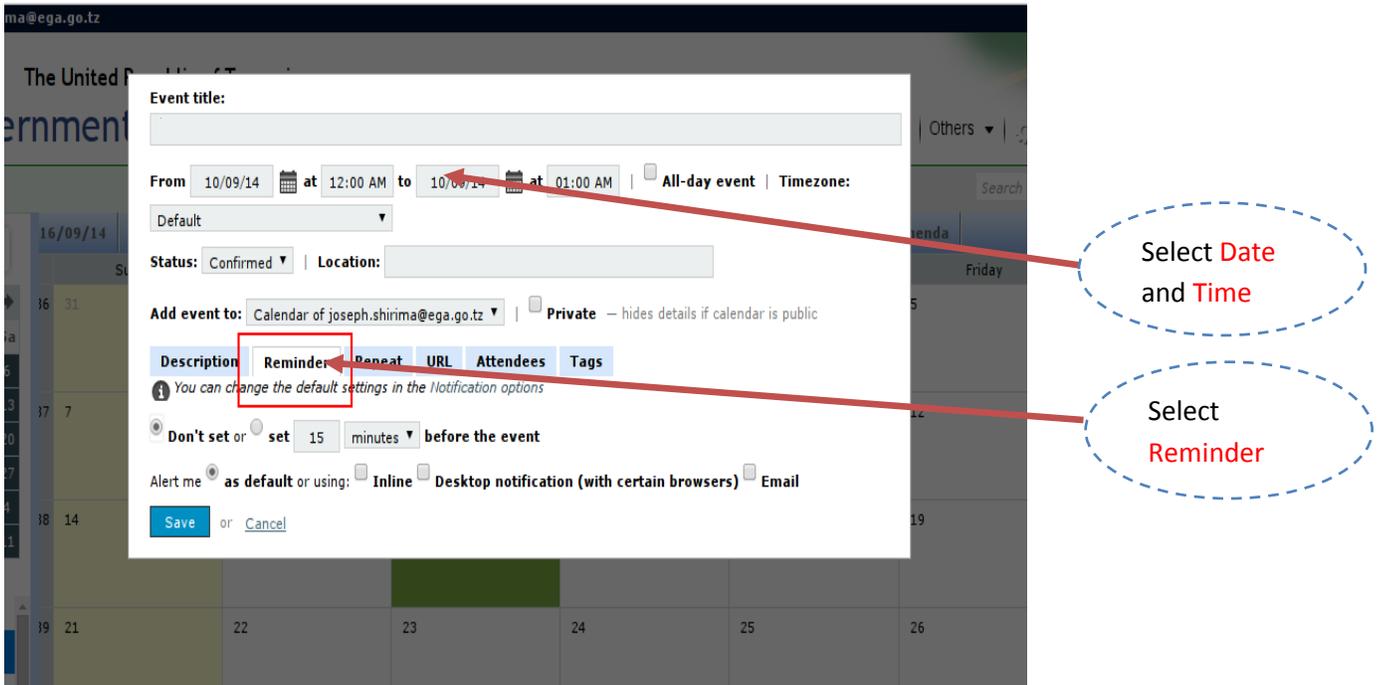


Fig 1.1.9 Event Reminder

## 4.3. Attendees

In Event, attendees are the list of Guests that you want to share the event together.

To add the attendees on the event, click on the Tab named **Attendees** as shown on the Fig below.

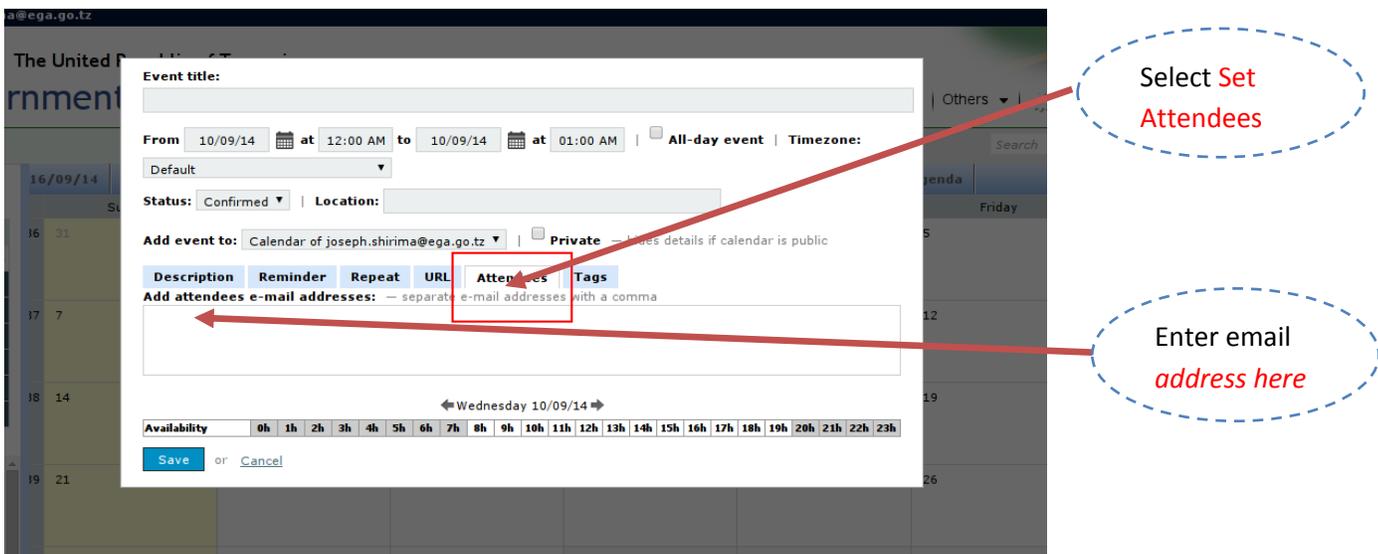


Fig 1.2.0. Add Attendees

## 5. Others

The Top navigation menu has two others sub-menu which are **Bookmarks** and **File Manager**.

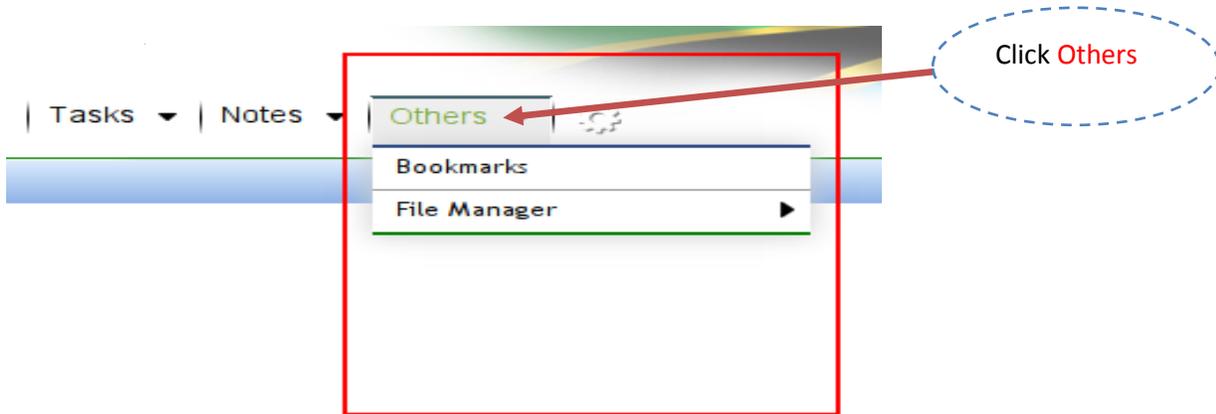


Fig 1.2.1 Others Menu

### 5.1 Bookmarks

Bookmarks help a user to store the web page URL for future reference.

**-If you want to add bookmarks click New Bookmark on the left hand side and then fill in the form displayed on the right hand side.**

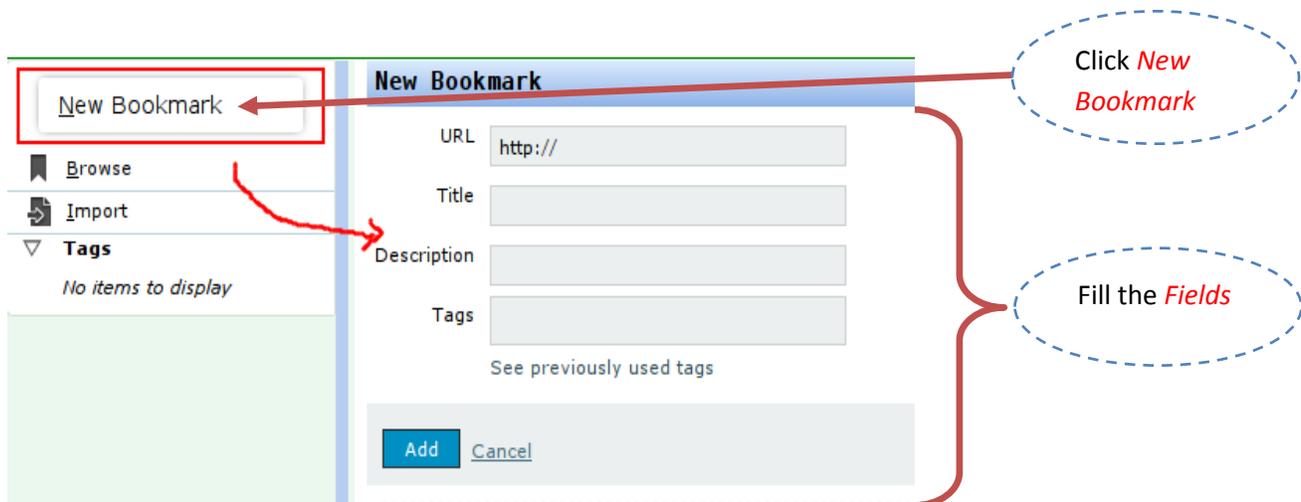


Fig 1.2.2 Add Bookmark

## 5.2. File Manager

File Manager helps user to organize and share files with others.

### How to Add a File

- To add a file click choose file button and browse the file you want to upload.

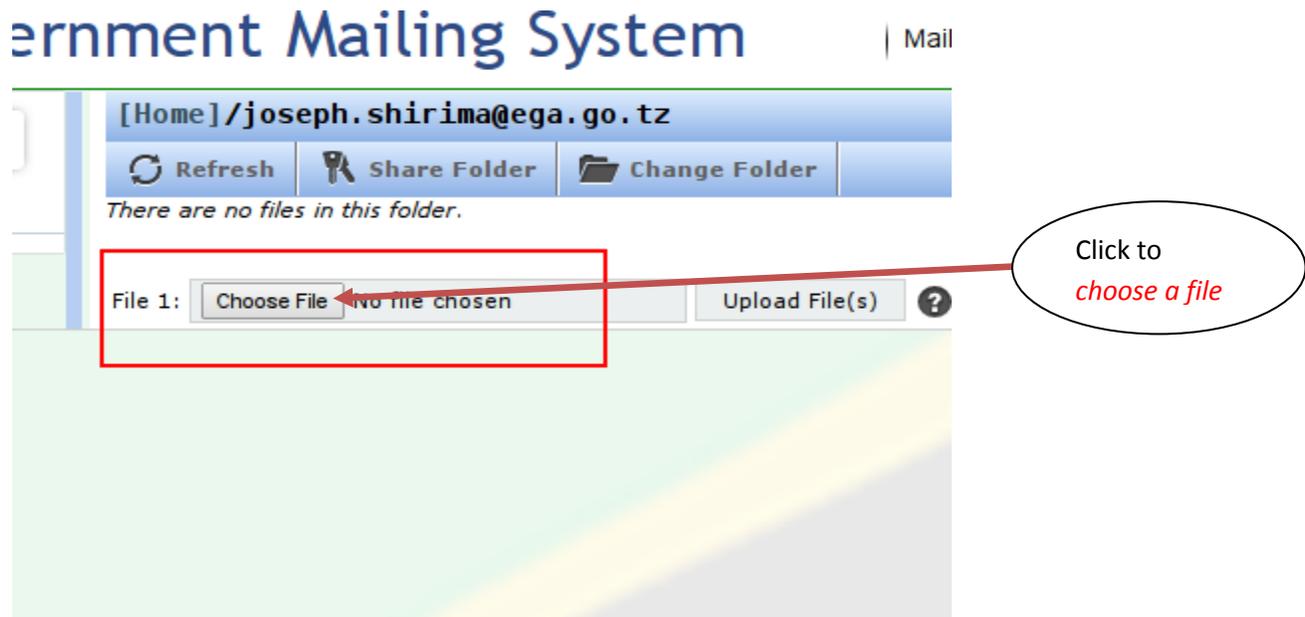


Fig 1.2.3 Choose a File to Upload

After selecting the file to upload click the Upload file button on the right to upload the file.

## 5.3 File Listing

All files and folders are listed on the file listing panel as shown on the Fig below.

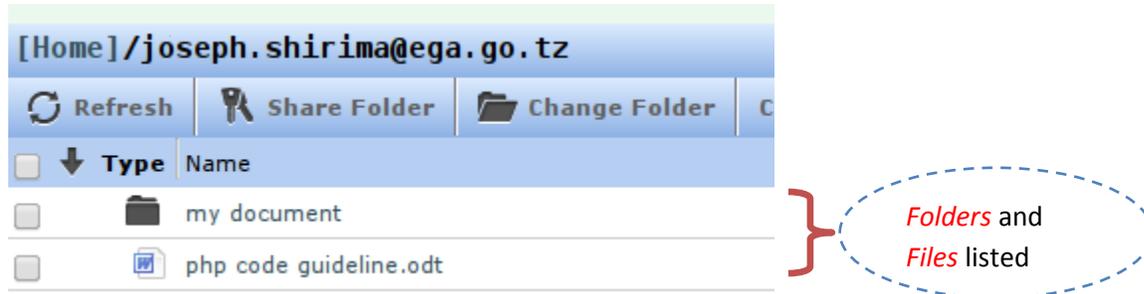


Fig 1.2.4 File Listing

## 5.4 How to a Create Folder

To create a folder click on the **Create Folder** button on the left then write the folder name on the form pop up as shown on the **Fig** below.

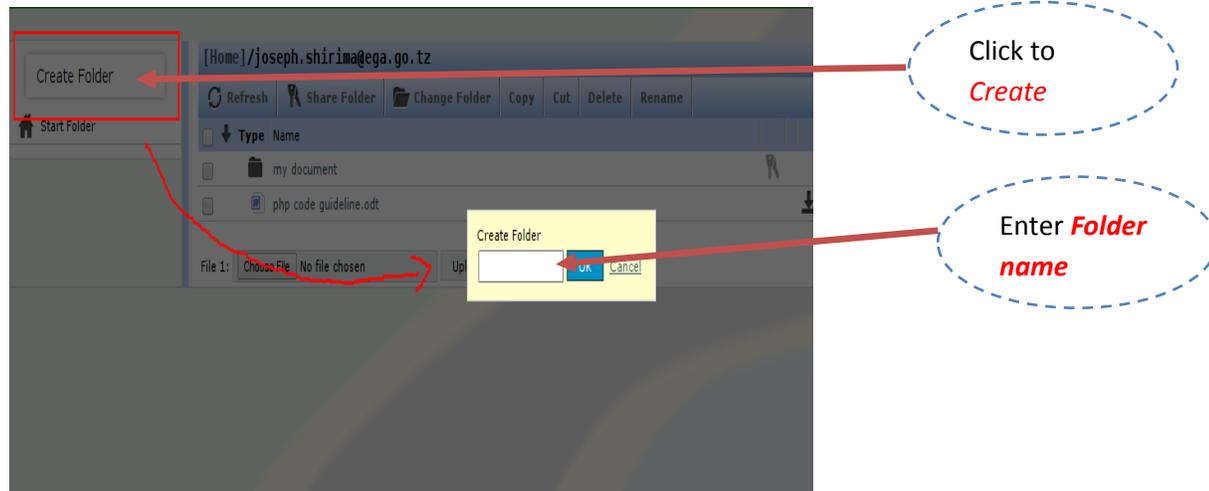


Fig 1.2.5 Create a Folder

## 5.5 How to Share a File

To share a file select the file you want to share and click the share folder menu at the Top.

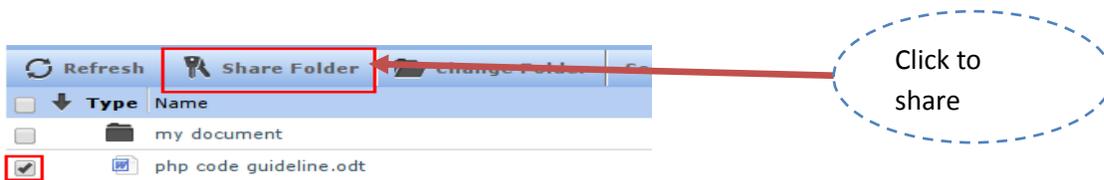


Fig 1.2.6 Select a Folder to Share

When you click Share Folder button the new window pop up to specify the permission for different user and specify the user you want to share with by their email address.

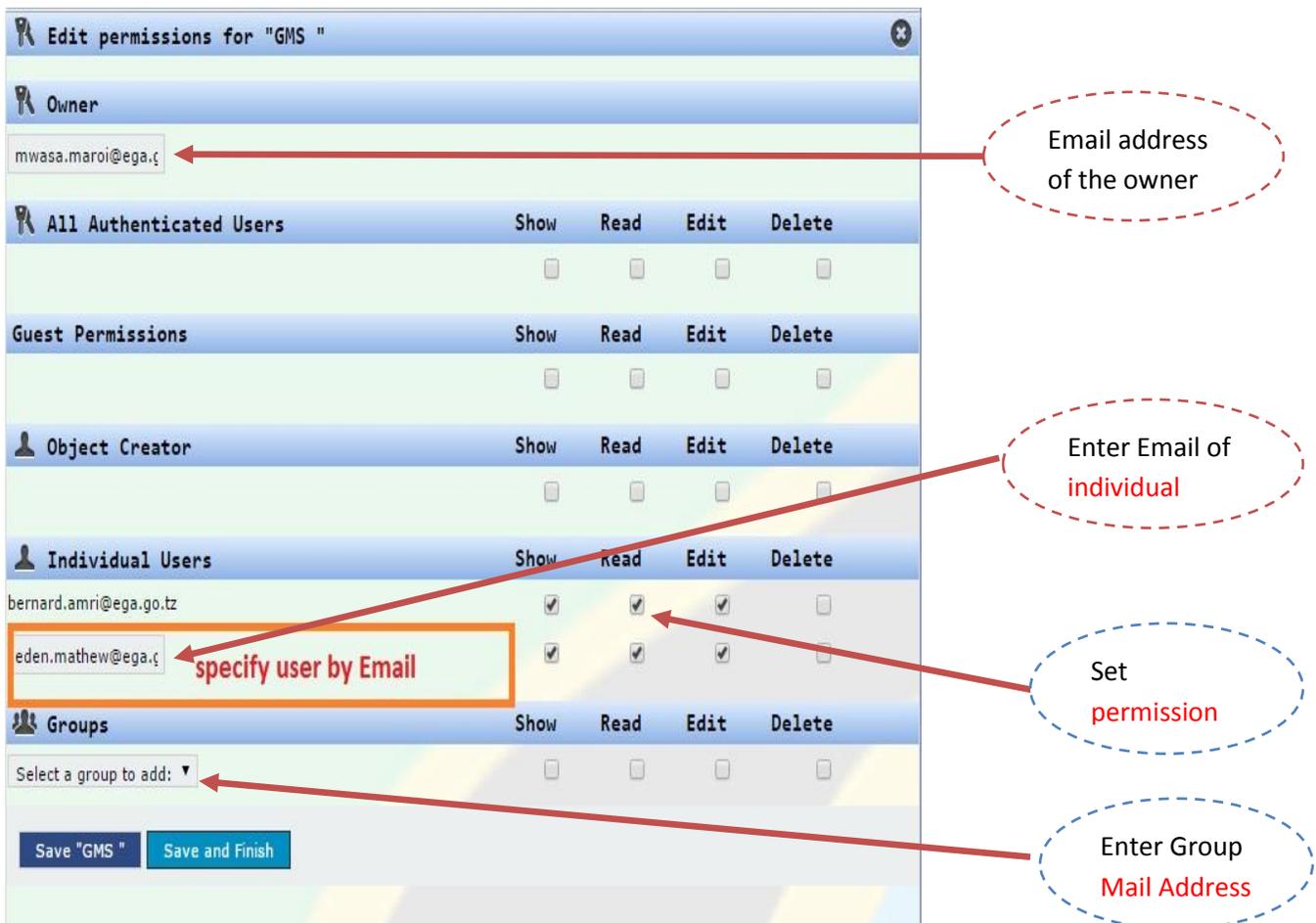


Fig 1.2.7 User Permission

## 6. Notes:

Here is where you can create and manage your notes; the notes created can be shared among other users, to get started with notes click the notes link. The one in the red circle in figure 1.2.8

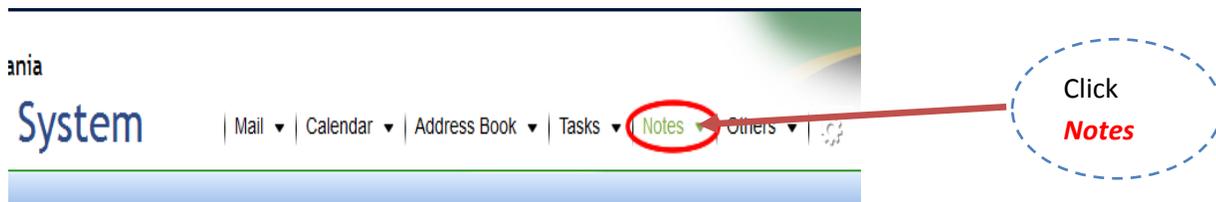


Figure: 1.2.8

## 6.1 Notepad:

Notepad is a place where you put your notes, you can have a number of notepads, each categorizing kind of notes it stores.

By default you will have one notepad, named '[Notepad of](#) (youemail address)' eg. Notepad of [xxxx@xxx.go.tz](#).

## 6.2 Create Notepad

To add new notepad, click on the plus icon beside 'my notepads' link.

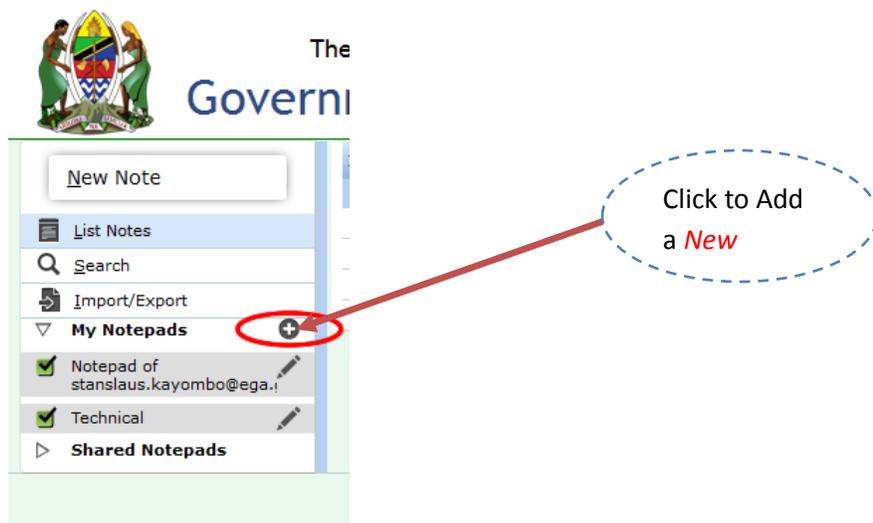


Figure 1.2.9, Add new note pad

After clicking the plus icon, you will be provided with the new notepad form. It contains two fields a name and description field, the name field is mandatory, it should be filled, the description field is an optional field, and it describes what the notepad is about. To save the notepad click the create button, the one with blue color.

Figure 1.3.0 new notepad form.

### 6.3 Edit notepad:

To edit the notepad details, click on the pen icon beside the notepad name.

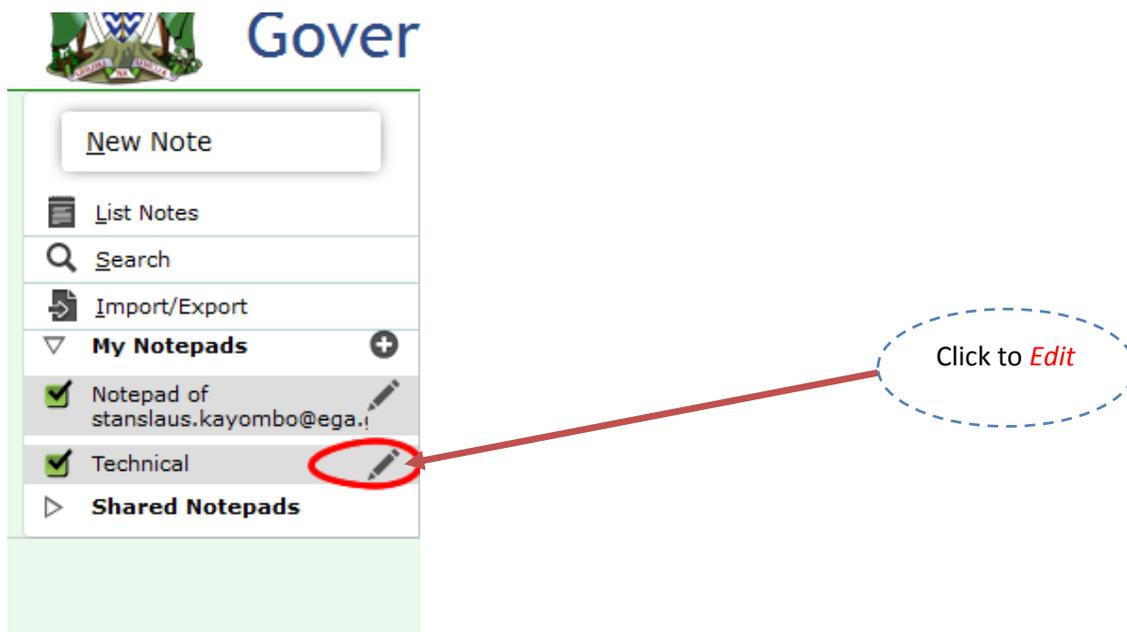


Figure: 1.3.1 pen icon to edit a notepad

The form below will appear, provide the new information and click save button.

**Edit Technical**

\* Name

Description

Edit Name  
and Describe  
*Fields*

Click to  
*Save*

Figure 1.3.2 Notepad edit form

## 6.4 Delete Notepad:

To delete a notepad click on the pen icon beside the notepad name, and then click the delete button, the one with the orange color.

**Edit Technical**

\* Name

Description

Click to  
*Save*

Figure 1.3.3 Delete notepad

## 6.5 Share notepad:

To share a notepad, click on the pen icon beside the notepad name, then click the change permission button. Look at the figure 1.0.6.

ment Mailing System | Mail ▾ | Calendar ▾ | Ad

**Edit Technical**

\* Name

Description

**Change Permissions**

Click to **Change Permission**

Figure 1.3.4, Share notepad

You will be provided with the form on figure 1.3.5; the form contains five options of which you can share your notepad. All authenticated users, Guest permissions, Object creator, Individuals and Groups.

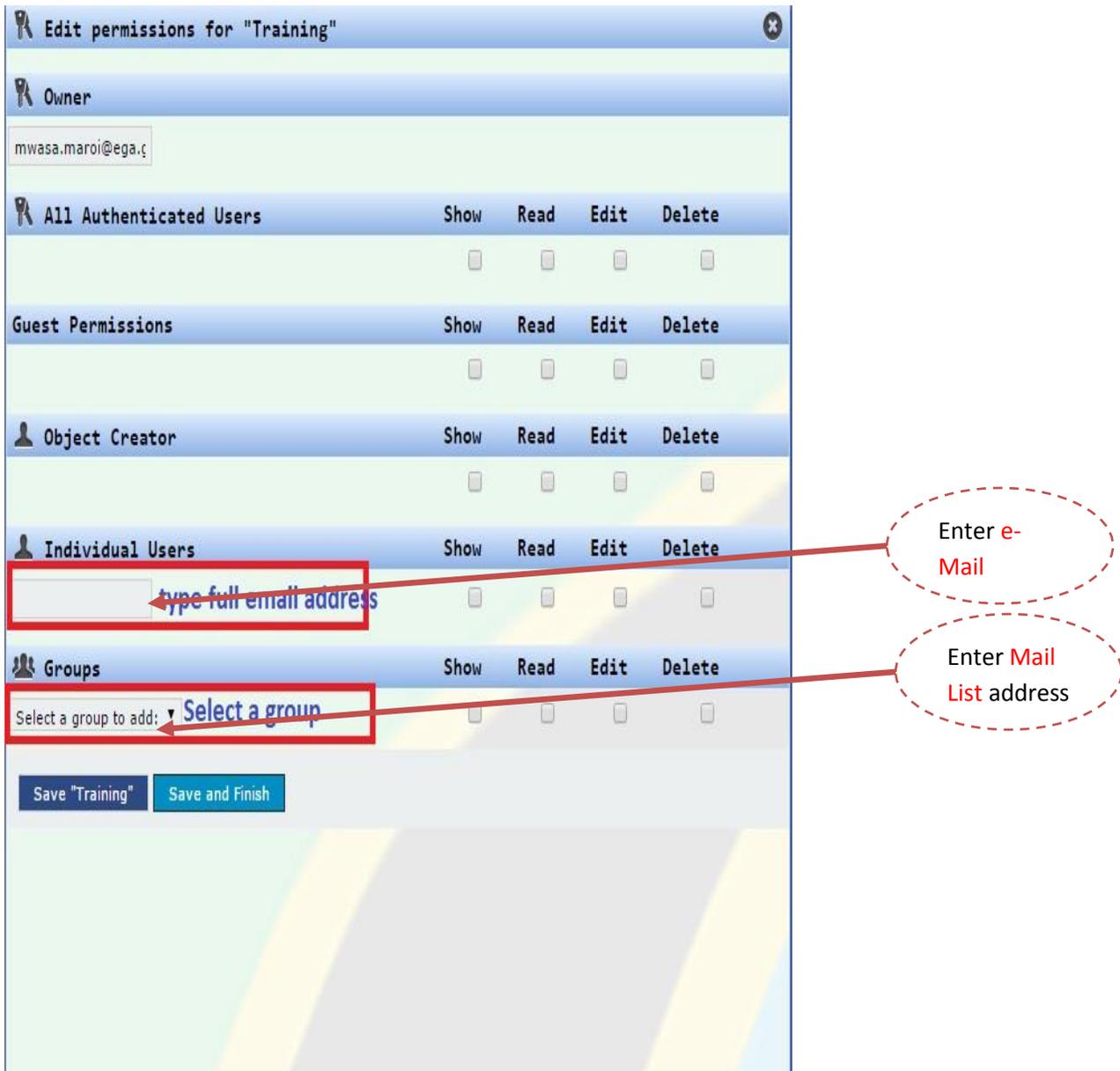


Figure 1.3.5

Per each option you can grant four permissions.

1. Show

You will provide the ability of only seeing your notepad

2. Read

You will provide the ability to only read the notes under that notepad

3. Edit

You will provide the ability for others to edit your notes

#### 4. Delete

You will provide the ability for others to be able to delete your notes.

Select the options you want and hit save button.

## 6.6 Create new note

To create a new note, click on the 'new note' link, the note form will appear (figure 1.3.7), put your notes in the text area, after that select the destination of the note (i.e. notepad), then click save. And the note will be under the selected notepad.

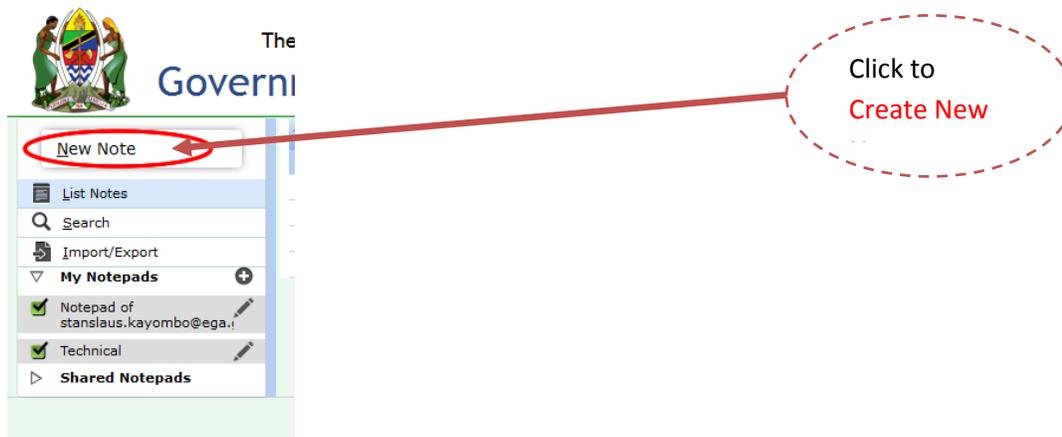




Figure 1.3.7 new note form

Provide your notes; select the notepad where you want the notes to be added. Then click the save button.

## 6.7 View notes:

To view the list of your notes, click on the list notes link. The list of all your notes will appear (Figure 1.3.9).

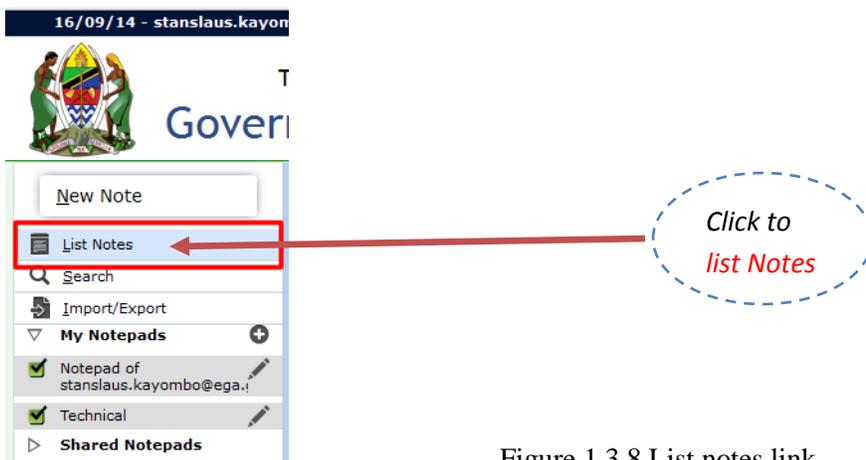


Figure 1.3.8 List notes link

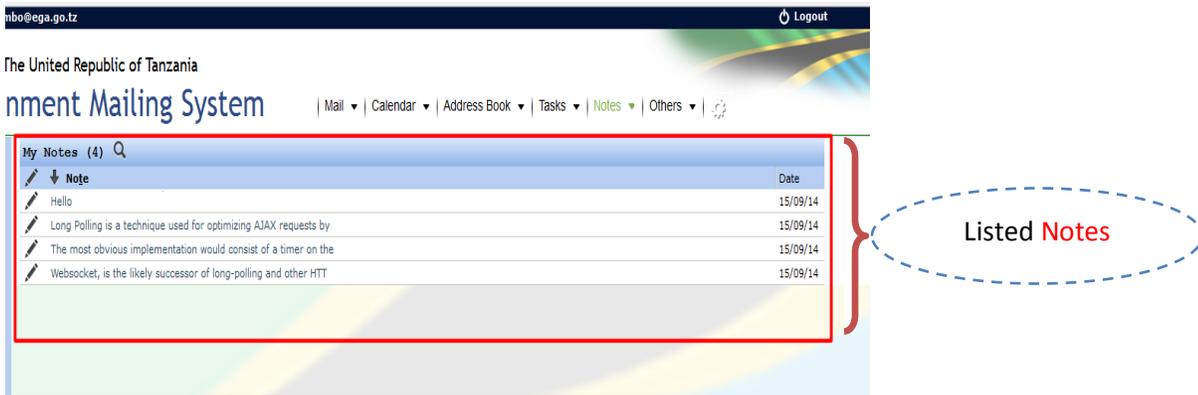


Figure 1.3.9 List of notes

To see only notes of a certain notepad, uncheck all the notepads and leave the check mark to only that notepad, like in the diagram below.

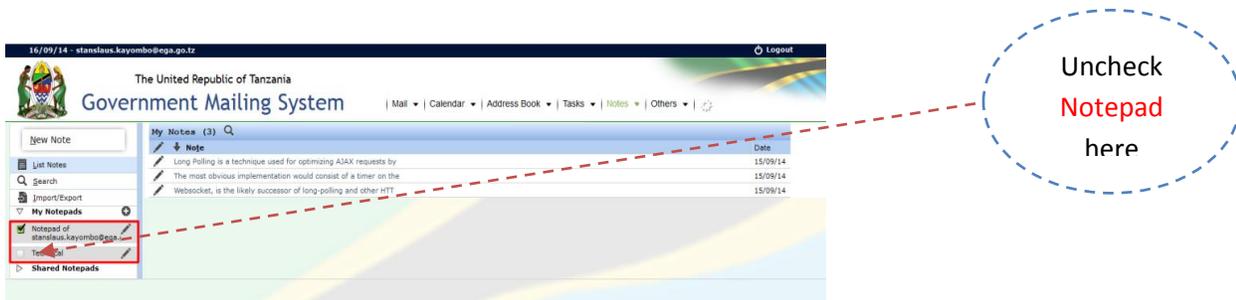


Figure 1.4.0

## 6.8 Import notes:

To import notes, click on the Import/Export link, then select the type of the file you are uploading, only two formats are supported, CSV and vNote, select the notepad you want the notes to be added, upload the file and click next.

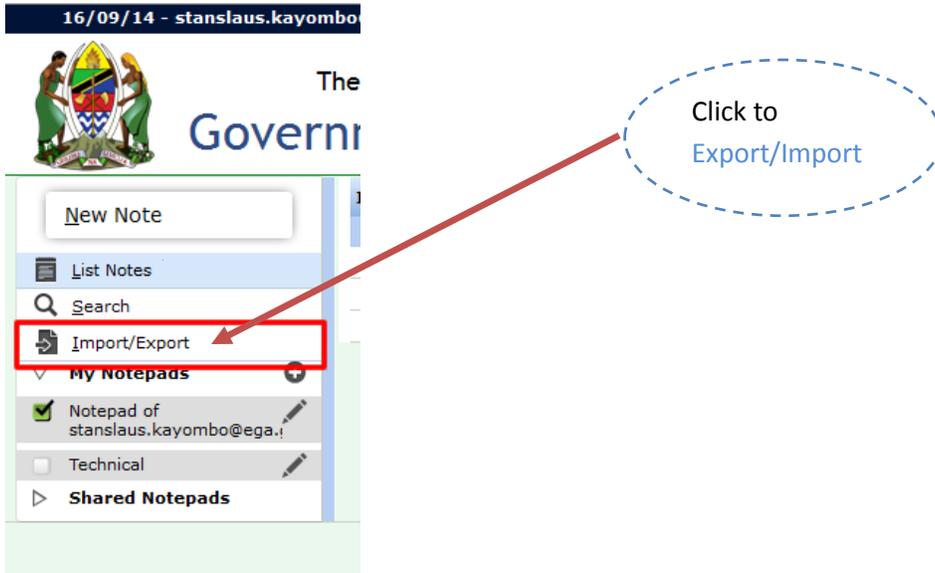


Figure 1.4.1

## 6.9 Export notes:

To export notes, click on the Import/Export link; select the format you want and then click export button.

## 7 Tasks

### 7.1 Task List

Task list, contain numbers of tasks you created, by default you will have one task list, named 'Task list of \_ (your-mail address)' eg. Notepad of [xxxx@xxx.go.tz](mailto:xxxx@xxx.go.tz),

Create Task list.

To add new task list click the plus icon beside 'my task lists' link.

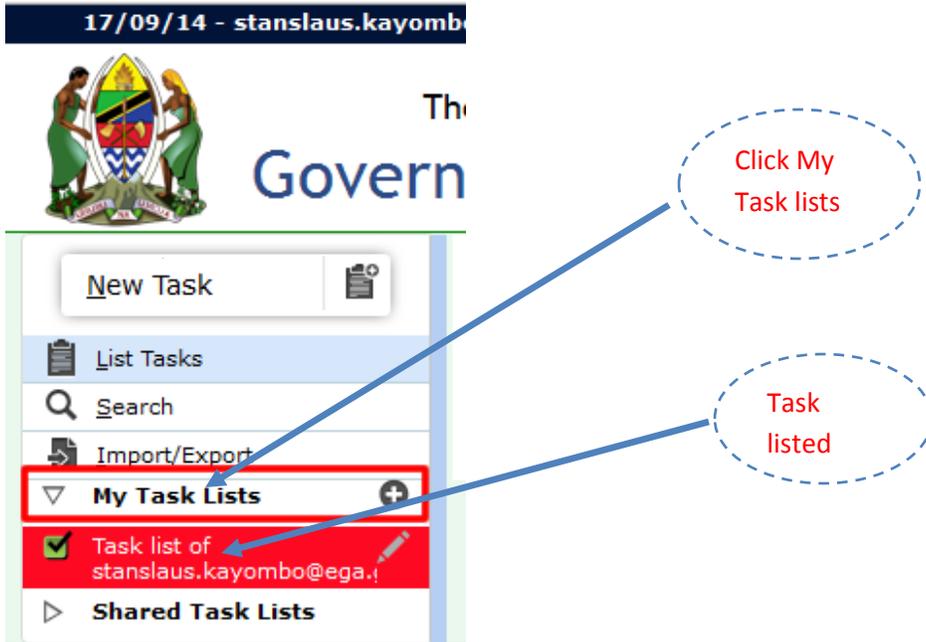


Figure 1.4.2 Task list plus icon

The new task form will appear, provide the name, and the description of the task lists, you can also choose the color you want the tasks in that list to have.

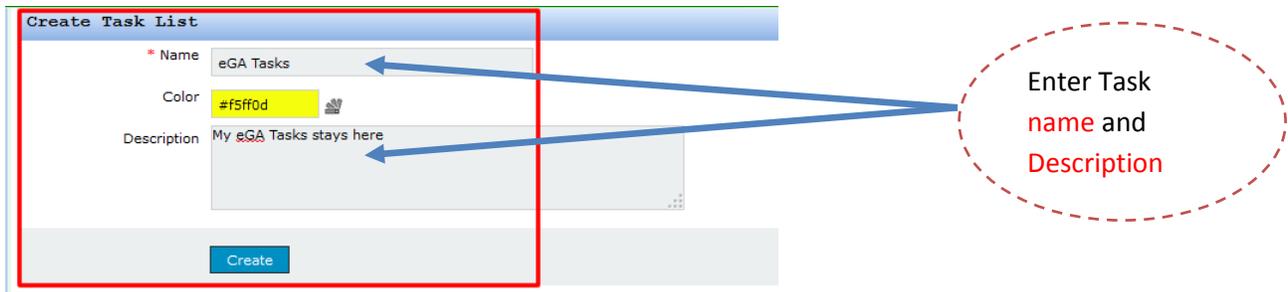


Figure 1.4.3 New Task list form.

## 7.2 Edit Task list

To edit a task list click on the pen icon beside the task list name,

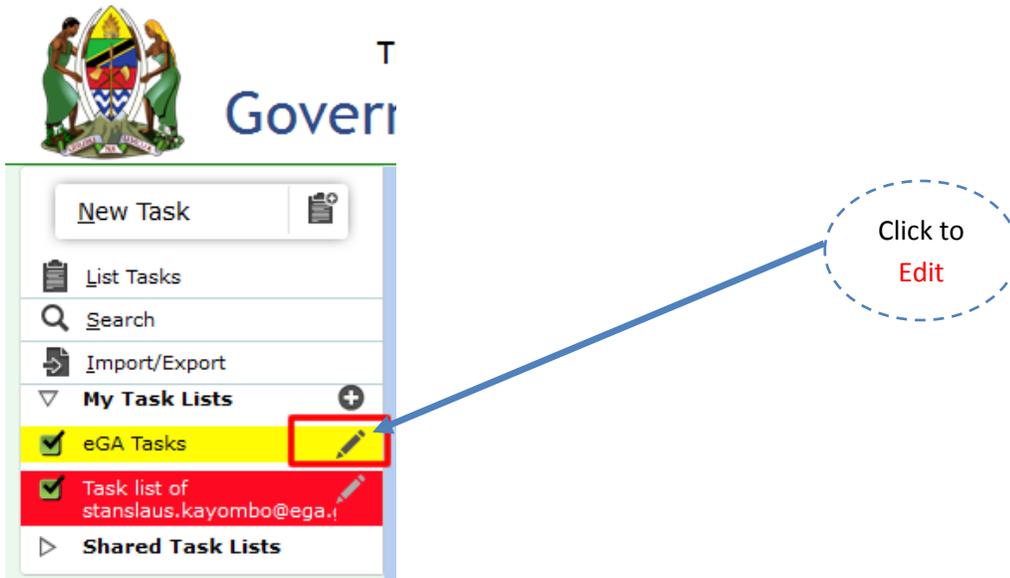


Figure 1.4.3, Pen Icon to edit task list

The edit form will appear, provide the new information and click save



Figure 1.4.7, Task list edit form.

## 7.3 Delete Task list

To delete task lists, click in the pen icon beside the task list name (See Figure 1.4.3), and then click on the delete button,



Figure 1.4.8, Task list delete button.

## 7.4 Share Task

To share tasks list, click on the pen icon then click (See Figure 1.1.5) and then click on the change permission button

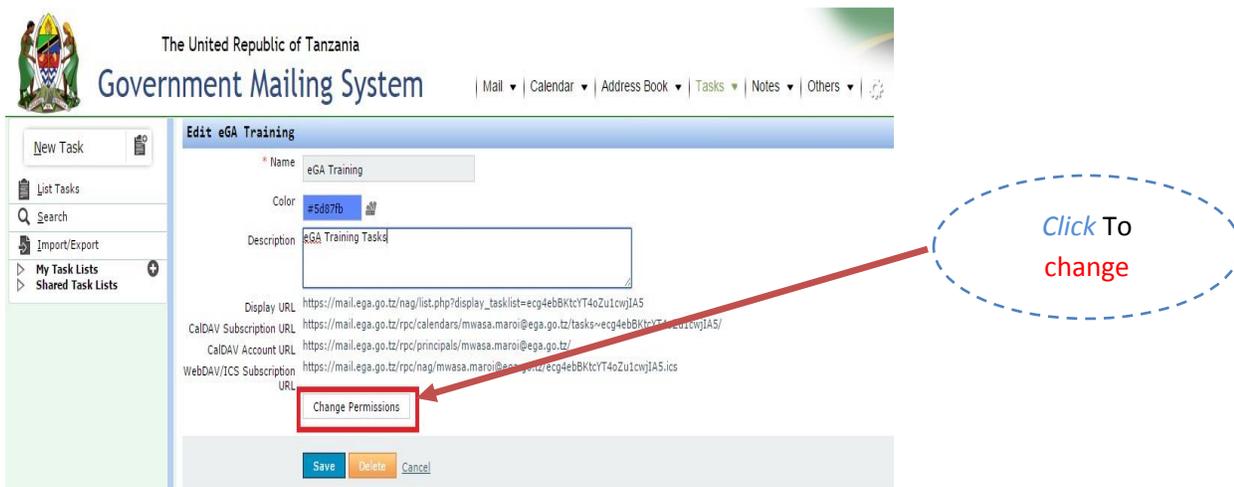


Figure 1.4.9, Change permission button.

The option for sharing will appear,

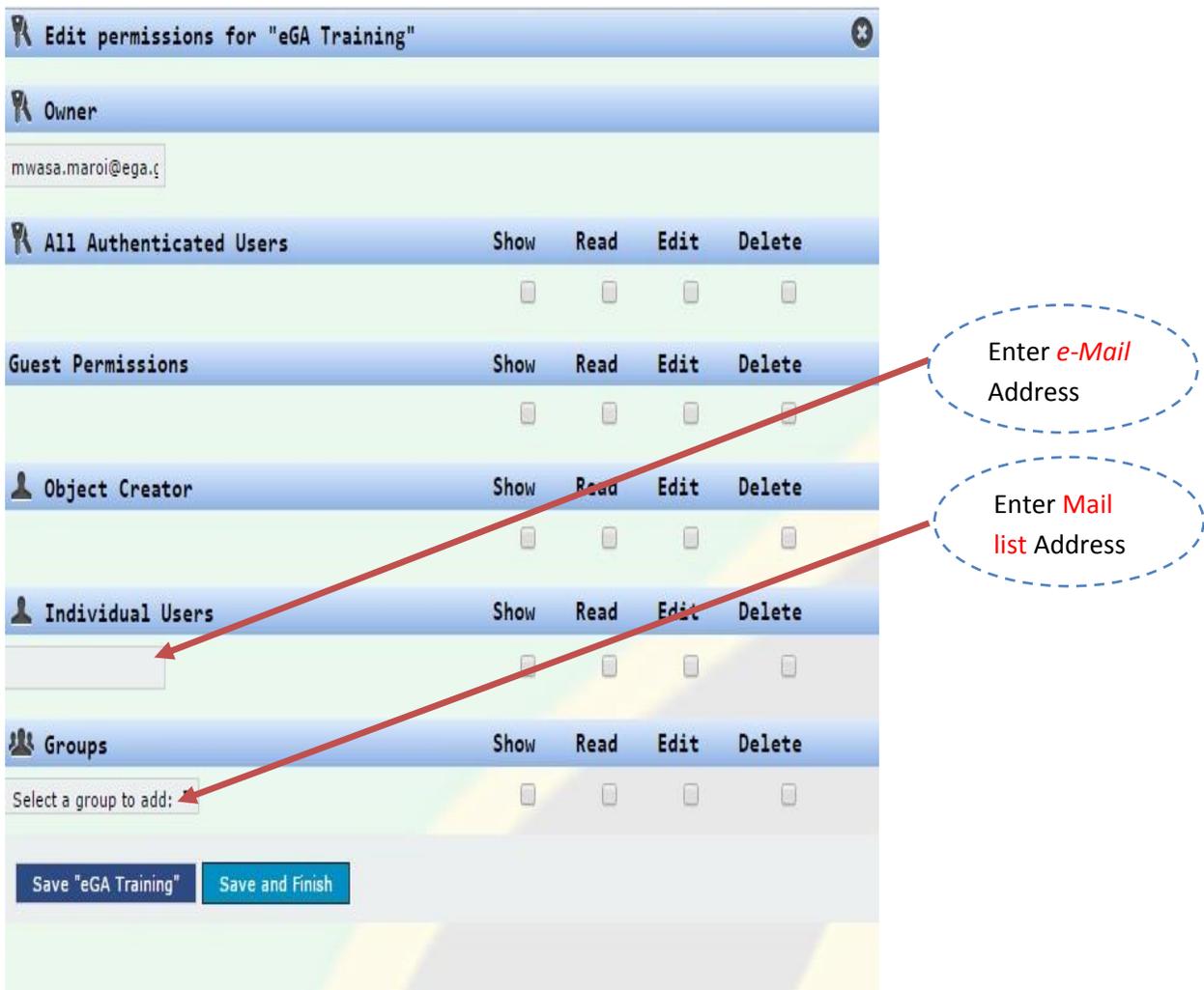


Figure 1.5.0, Option for sharing.

Per each option you can grant four permissions.

1. Show

You will provide the ability of only seeing your notepad\*\*\*\*\*

2. Read

You will provide the ability to only read the notes under that notepad

3. Edit

You will provide the ability for others to edit your notes

#### 4. Delete

You will provide the ability for others to be able to delete your notes.

### 7.5 Create new Task

To create a new task click on the new task link,

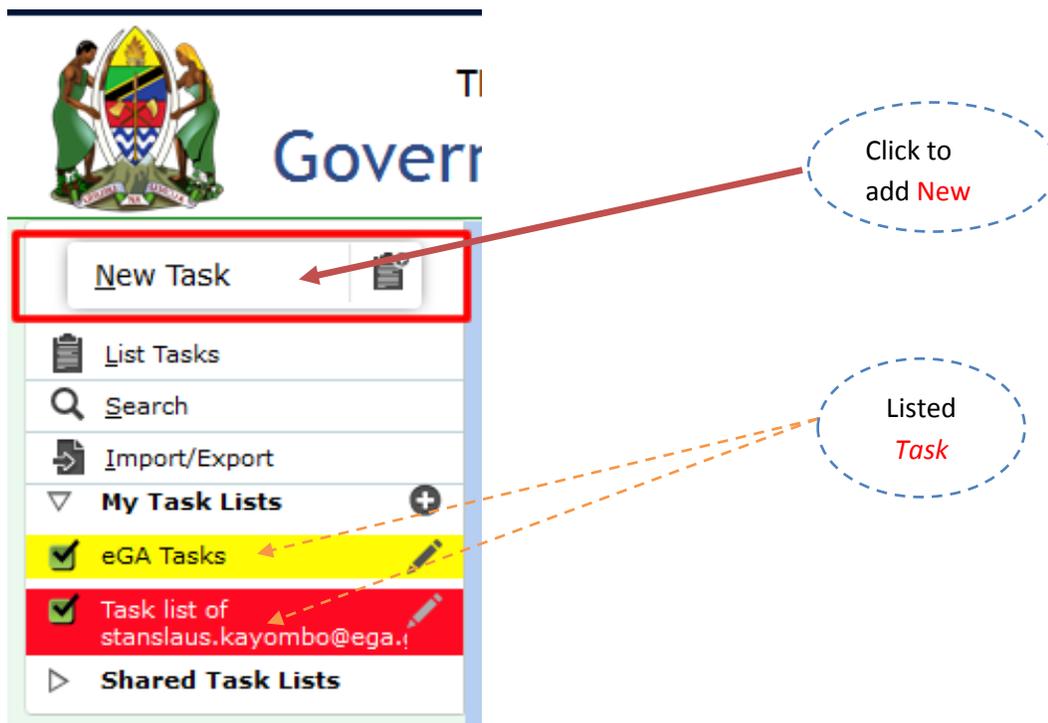


Figure 1.5.1 new task link

The new form task will appear, the form contains three tabs *General, Recurrence and Description*

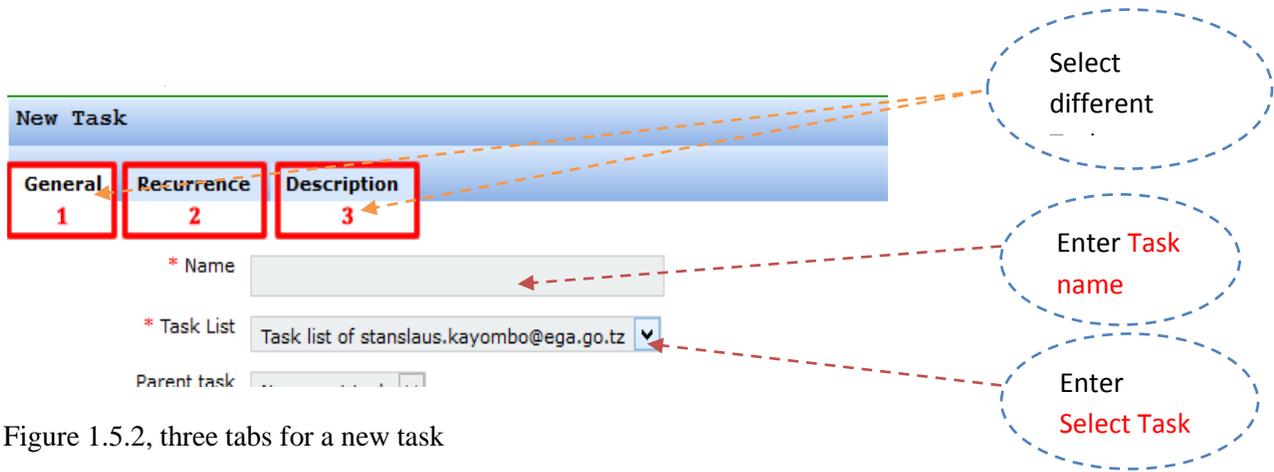


Figure 1.5.2, three tabs for a new task

Under the recurrence tab you provide the details on the behavior of the task, like how many times it appears per week/ month or yearly.

**New Task**

General | **Recurrence** | Description

Recurrence

- No recurrence
- Daily: Recurs every  day(s)
- Weekly: Recurs every  week(s) on:
  - Mo  Tu  We  Th  Fr  Sa  Su
- Monthly: Recurs every  month(s) on the same date
- Monthly: Recurs every  month(s) on the same week
- Yearly: Recurs every  year(s) on the same date
- Yearly: Recurs every  year(s) on the same day of th
- Yearly: Recurs every  year(s) on the same weekday

Recur Until

- No end date
- 
- recurrences

Save Save and New

Select/fill appropriate settings

Figure 1.5.3, Recurrence tab

Under description tab you will provide, the details of what the task is about.

**New Task**

General | **Recurrence** | **Description**

Description

Save Save and New

Select description Tab to type Description

Figure 1.5.4, Description tab

Under general tab there are general information about the task, fill the form accordingly; you will also have to select in which task list you want the task to be added.

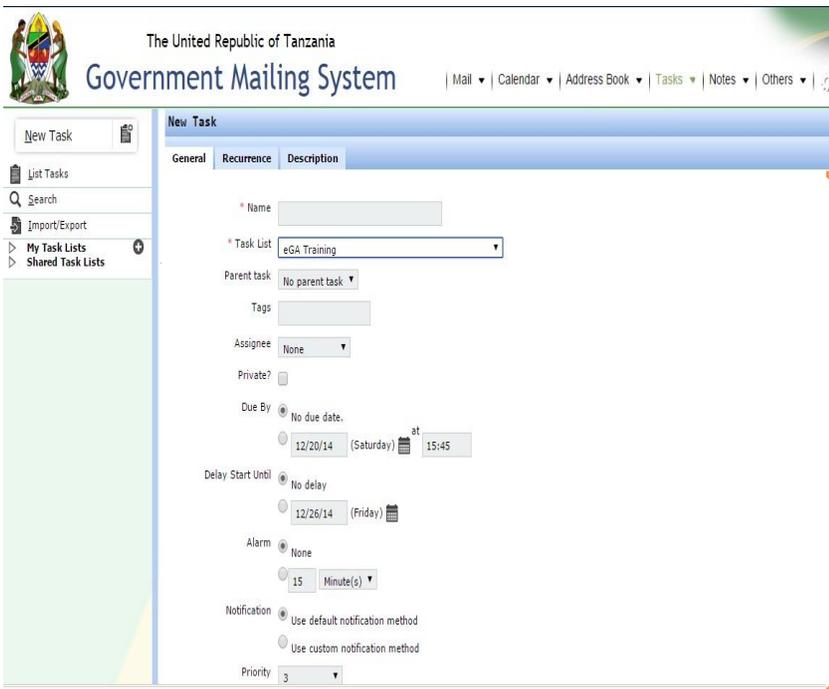


Figure 1.5.5, General tab

## 7.6 List tasks

To see the list of tasks click on the task list link,

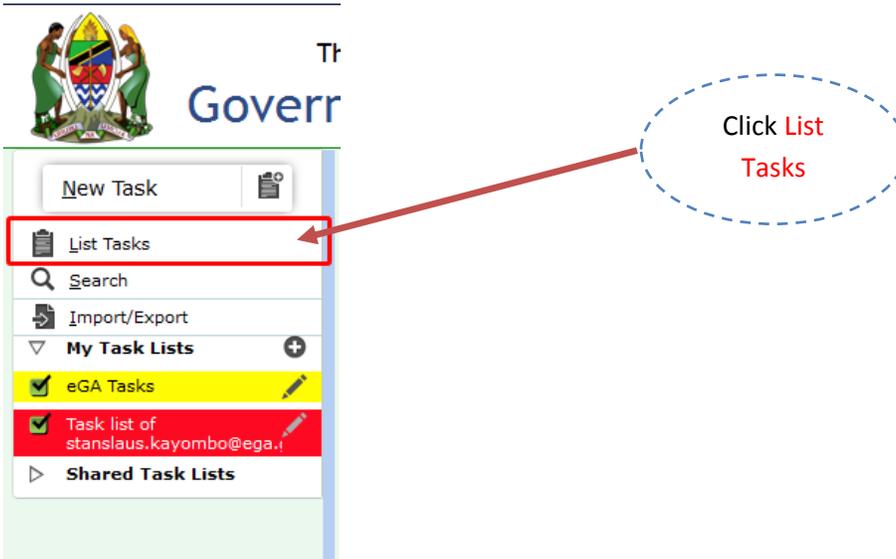


Figure 1.5.6, List tasks link

Under task list there are four tabs.

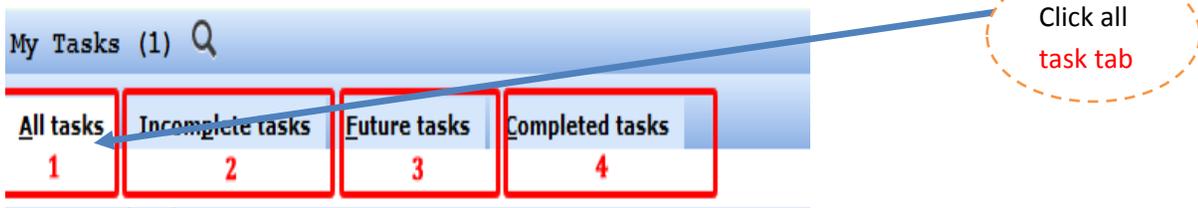


Figure 1.5.7, Tabs under tasks list

1. All Tasks

Under this tab shows all tasks

2. Incomplete Tasks

Under this tab you will see the list of all you tasks which are not yet completed.

3. Future Tasks

Under this tab you will see the list of the coming task.

4. Completed Tasks

Under this tab you will see the list of all completed tasks

To view list of tasks for a specific task list, uncheck all the tasks list and leave the mark to that specific task list.

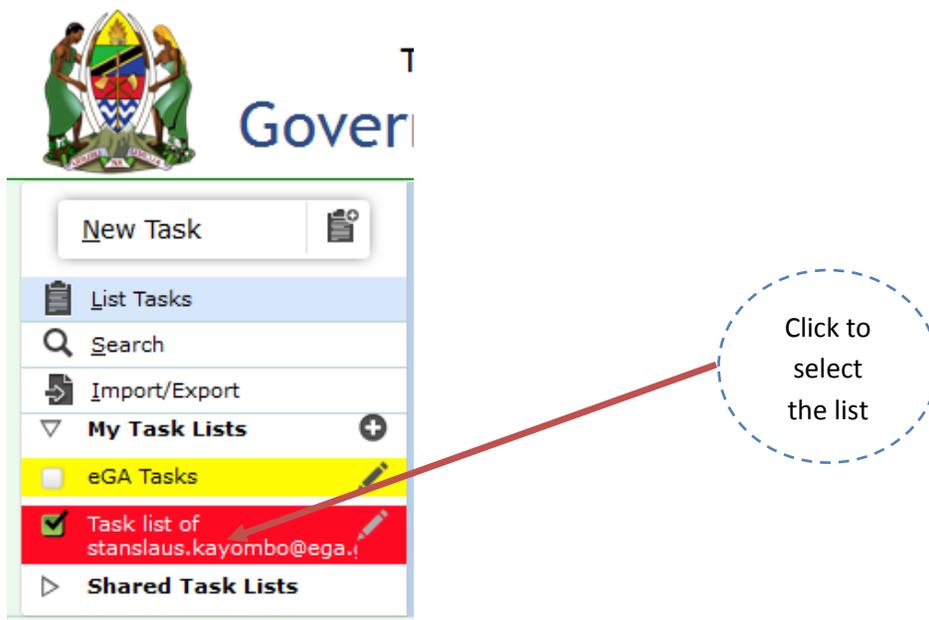


Figure 1.5.8, Select a specific task list

## 7.7 Edit a task,

To edit a task click on the pen icon beside the task name,

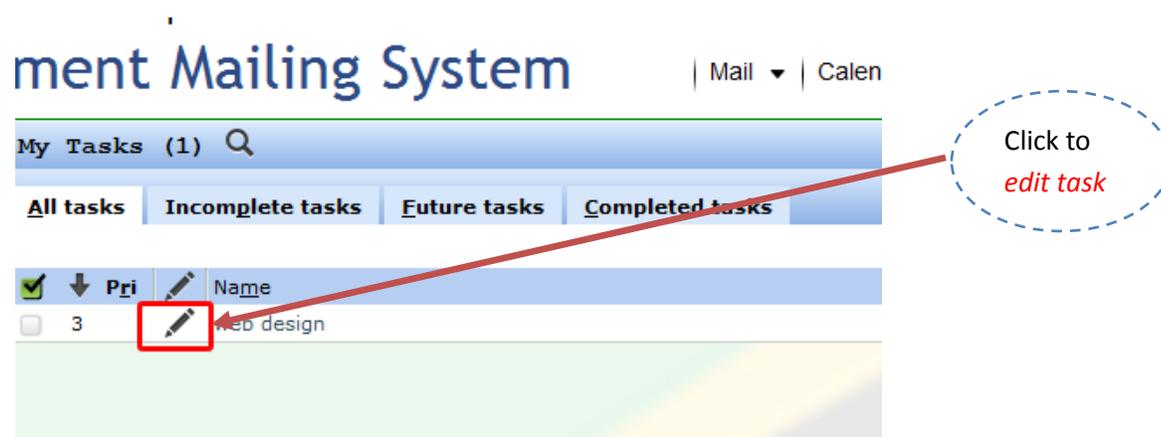


Figure 1.5.9, Pen icon to edit a task

The edit form will appear, provide the new details

**Edit: web design**

General Recurrence Description

\* Name

\* Task List

Parent task

Tags

Assignee

Private?

Due By  No due date.  
 18/09/14 (Thursday) at 02:13 pm

Delay Start Until  No delay  
 24/09/14 (Wednesday)

Alarm  None  
 15 Minute(s)

Notification  Use default notification method  
 Use custom notification method

Priority

Estimated Time

Completed?

*Edit Task form*

*Save*

Figure1.6.0, Edit task form

To change status of the task, click on the task name.

ient Mailing System | Mail | Calendar

My Tasks (1)

All tasks Incomplete tasks Future tasks Completed tasks

<input checked="" type="checkbox"/>	↓	Pri	Name
<input type="checkbox"/>	3		web design

*Click task name to change status of the Task*

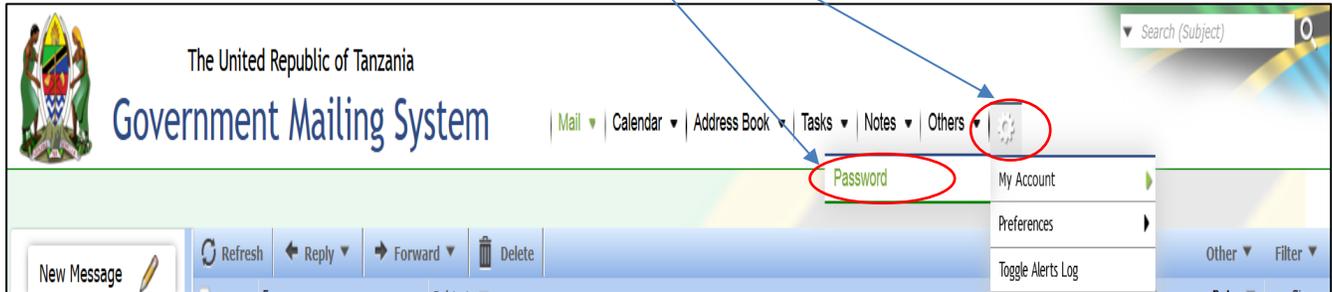
Figure 1.6.1 name of a task

## 8. Settings.

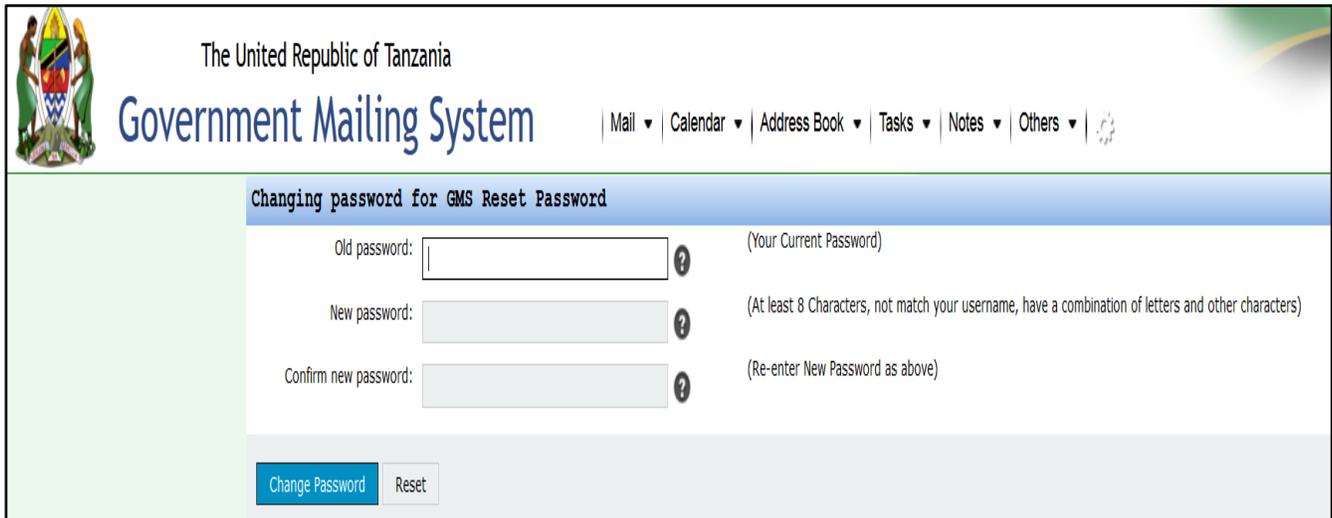
### 8.1 Changing Password

To change password, click on the “Settings” icon in the Top Navigation menu.

Then, Go to “My Account” and Click on “Password”



Password Reset Form will be displayed as shown below:



Changing password for GMS Reset Password

Old password:  (Your Current Password)

New password:  (At least 8 Characters, not match your username, have a combination of letters and other characters)

Confirm new password:  (Re-enter New Password as above)

- i. Old Password field: Type (Enter) the existing or current User Password.
- ii. New Password field: Type (Enter) the new password for your email account you want to change.

NB: New Password must meet the minimum standards (i.e. “At least 8 characters length, not match your username and have a combination of letters and other characters”)

- iii. Confirm Password field: Re-enter the same password as typed in “New Password field”.

To complete, Click on “Change Password” button.

GMS shall log the user out, and re-direct to GMS login screen. Now, User will use the new password when logging into the email account.

## 9. Help.

To get an online help at any time, hover on a gear icon and then click on help link

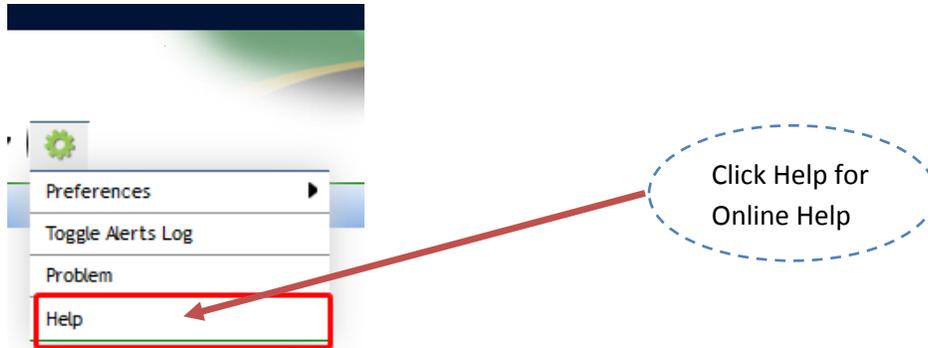


Figure 1.3.1 Help link

## 10. Report a problem,

To report a problem found, during the use of a system hover on a gear icon and click on the problem link.

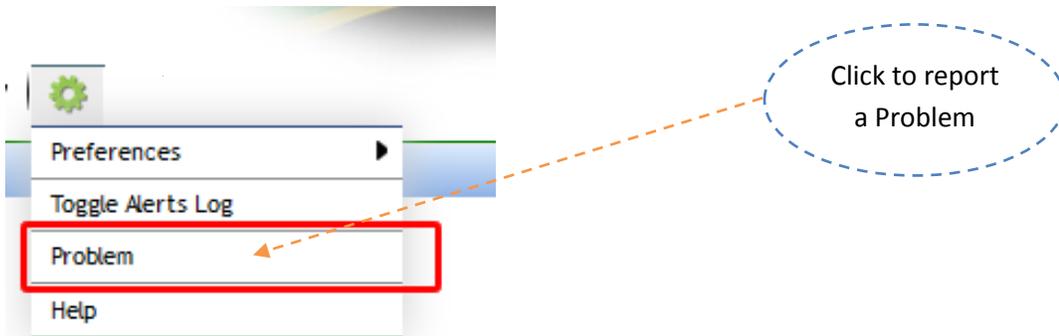


Figure 1.3.2 Problem link

The form for reporting a problem will appear, fill the form and send problem report.

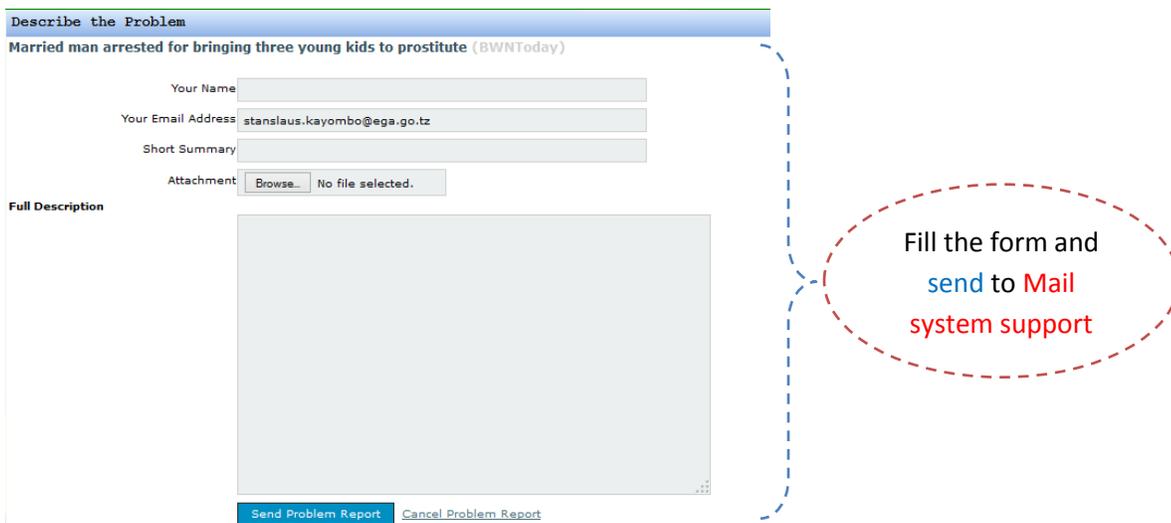
A screenshot of a problem reporting form. The form has a title bar 'Describe the Problem' and a subtitle 'Married man arrested for bringing three young kids to prostitute (BWNToday)'. The form contains several input fields: 'Your Name', 'Your Email Address' (with the value 'stanslaus.kayombo@ega.go.tz'), and 'Short Summary'. There is an 'Attachment' section with a 'Browse...' button and the text 'No file selected.'. Below these is a large text area labeled 'Full Description'. At the bottom of the form are two buttons: 'Send Problem Report' and 'Cancel Problem Report'. A dashed red oval with an arrow points to the form, containing the text 'Fill the form and send to Mail system support'.

Figure 1.3.2 Problem form

We just hope that the guide has helped you to solve most of the issues/problem faced during GMS operations however if you still face difficulties or have any comment with regards to GMS, please write to us via:  
[egov.helpdesk@ega.go.tz](mailto:egov.helpdesk@ega.go.tz)