



## Xgenplus: Enterprise Email Solution Product Guide



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Xgenplus is uniquely designed to create a fast, reliable form of communication to foster long-lasting, long-distance communication. Xgenplus provides email solutions for the global market, supporting 50 million users including governments, telecoms, enterprises and individuals. Xgenplus uniquely offers email address in language of user's choice by supporting Email Address Internalization (EAI) or email for Internationalized Domain Names (IDN).

Xgenplus has been designed to make email usage pleasant and yet have robust business outlook. It is also designed to make a customer central to it. It has everything that a user has been using in an email while it adds extreme value by its advanced features to radically enhance the user's productivity, saves time without compromising the security and privacy. Xgenplus's remarkable features like Rights Management, Virtual Storage, Chat, Secure folders, Group Email, Alias & Downgrading, Anti-spam, PGP Encryption, Scheduling tasks and Reminders, Sending SMS through mail etc. Xgenplus is a product of research and challenge and it contains every feature that one had wished for in their email. Xgenplus not only offers the ready to use advanced features but also provides the flexibility to built new features quickly as per the organization's need and integrate with them seamlessly. Almost Every organization has access to basic email or a standard email server, but fewer have shared calendars, Contacts, Emails, Group Email and SMS etc.

### **Bridging the Digital Divide: Through the True Internationalization of Email**

Xgenplus provides email solutions for the global market, supporting 50 million users including governments, telecoms, enterprises and individuals. As a company based in India, a country with 1.2 billion people, 22 official languages in 12 different scripts and just 12 percent native English speakers, the team at Xgen inherently understood the need for people to have email addresses in their native scripts. As the online population grows, there is an increasing need to make the Internet more accessible in local languages and email address internationalization (EAI) has an important role to play.

## IDN Compatible

The introduction of internationalized domain names (IDNs) and the Indian government's launch of .भारत (.bharat) in the devanagari script (covering eight languages including Hindi, Konkani and Marathi), led to Xgenplus focusing on internationalization issues of email addresses. EAI is part of the broader Universal Acceptance (UA) initiative, which provides a gateway to the next billion Internet users by ensuring that all domain names and email addresses can be used by all Internet-enabled applications, devices and systems.

## POWERFUL-IN CONTROL

- ✓ UPTO 50GB User Mail Box Size
- ✓ Email Traffic Routing Control
- ✓ Role Based Administrator
- ✓ Solution with Ipv6 Compliance
- ✓ Web Based Log Analysis
- ✓ PUBLIC + PRIVATE Key Management
- ✓ Domain Wise Alert/Notices
- ✓ Ip Level Access Control
- ✓ Mailbox Replication for High Availability of The Mail Boxes
- ✓ API To Integrate with Applications.
- ✓ ANDROID & Iphone APPLICATION
- ✓ Support Desktop Clients

## Product Technology Prospective

- It is a Java based program and provides a web based graphical user and admin interface with CLI. It will run only on Internet Explorer 8.0 or above, and compatible with **Google Chrome, Safari and Firefox**.
- Its supports all popular email clients like Outlook, Windows Mail, Thunderbird and compatibility with all kind of mobile devices along with IMAP Push.

- The Xgenplus optionally provides FAX and SMS gateway integrated with it. Latest web 2.0 technologies are used to built the entire architecture i.e AJAX,J2EE.
- It uses latest Database (postgresql) as message store enabling all the power of database engine to be used. Replication, High Availability and Load Balancing are some of the features available and used as per the organization scenario.
- It has integrated HTTP, POP3, IMAP4, SMTP, XMPP, iTip, SMPP protocol support along with API to access through SOAP.
- It has integrated PGP Engine integrated in Webmail to offer public private key management to offer Signing and Encryption of emails.

## System Requirement

### Hardware Requirement

S.No	Number of Users	Requirement
1.	1 – 50 users	Intel Xeon Quad Core CPU + 8 GB RAM
2.	51 – 500 users	Intel Xeon hexacore CPU + 32 GB RAM
3.	500 – 2000 users	(1) Intel Xeon hexacore CPU + 16 GB RAM with RAID 10, (2) Intel Xeon Hexacore + 32 GB RAM with RAID 5, External storage allocation
4.	2001 and above	Xgenplus is available <ul style="list-style-type: none"> <li>- On Premise</li> <li>- Hosted</li> <li>- Cloud like Amazon, Google or Azure and Hybrid.</li> <li>- Xgenplus Solution can be designed as per your need, optimized for total cost of ownership.</li> </ul>

### Operating System Compatible

RedHat Linux, CentOS, Unix Based OS, Sun Solaris

### Recommended

CentOS 64 bit, Sun solaris 64 bit

## Supported Browsers

Chrome, Internet Explorer, Firefox, Safari

## Xgenplus Version History

S.NO	Xgenplus Version	Release Date	Updated By
1	Version 26.0		Ram Chandra Bhakar

“Let’s have a look on the major components and functionalities of Xgenplus email server. Each functionality has been explained with details on how to use it for the ease of its user:”

## Xgenplus Login Page

Once you installed and configure Xgenplus you can sign in through email address and password, created by administrator. With Xgenplus Sign in can be done through various methods.

### Through Email ID & Password

Email ID and password will be provided by administrator to the user after creation of email account. After submission system, will ask if user want to change password. They can do that accordingly as per the requirement.

भाषा चुनें: हिंदी

उपयोगकर्ता नाम: ओटीपी प्राप्त करें  
vaishali.k@bharatsync.com

पासवर्ड: पासवर्ड भूल गए?  
.....

याद रखना

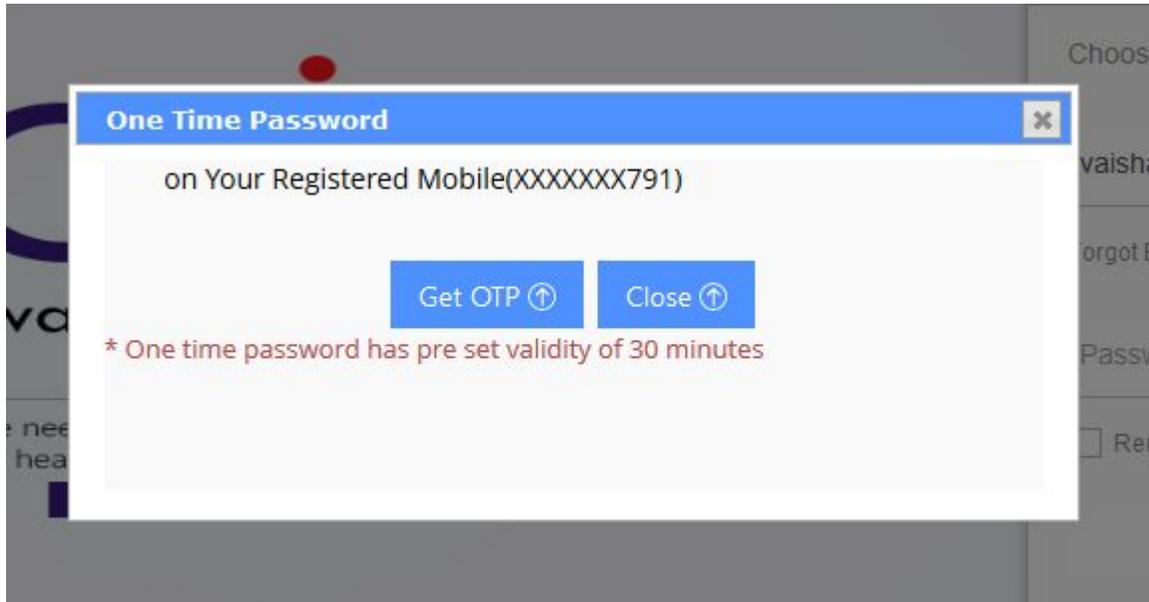
Powered by: www.xgenplus.com

Licensed to: BharatSync.com  
D-47, Hanuman Nagar, Jaipur

### Login Through Email ID & Password

## Through OTP

If user do not want to login through password, they can just use OTP for sign in their account. For this user need to select “Get OTP” option. After selection user will receive an OTP (One Time Password) on their registered Phone number.



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## Forgot Username/Email?

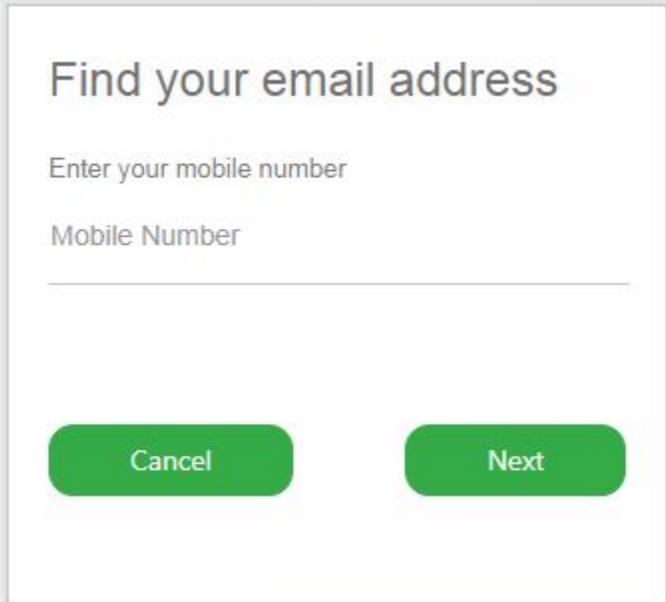
If you forgot username/Email and can't sign in to your Xgenplus Email account.. Follow the instructions for help getting back in to your account.

To find your Xgenplus Account Email:

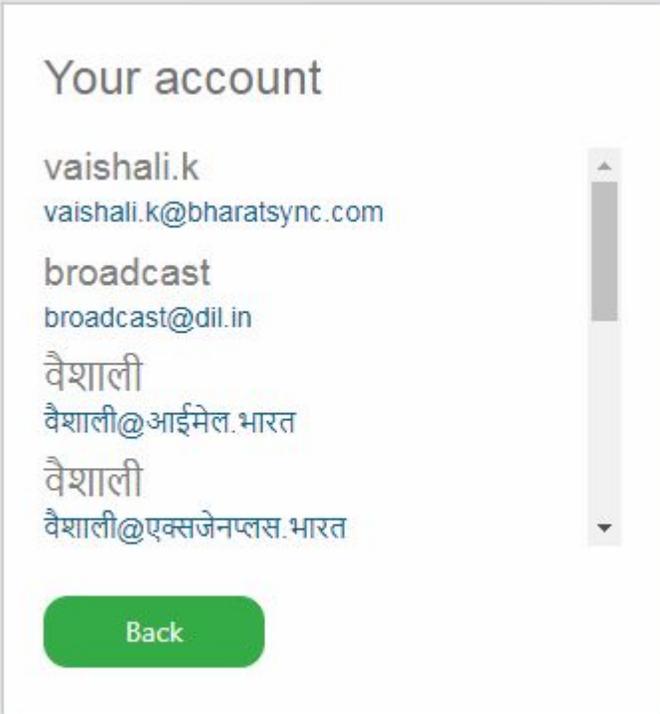
1. Click 'Forgot Email' to recover email/username via phone number.



2. To confirm its your account, enter the phone number that has used while creating Email and click next.



3. Once you entered the phone number, enter the code/OTP sent to that phone. You will get the list of Emails associated with that phone number.



4. Select the required Email form the list and you will get logged in once you entered the password.



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### Forgot your password?

If you forgot your Xgenplus password, Don't Worry you can reset new one.

- Go to the Forgot password option.
- Select Email ID or submit new one on which you want to receive reset password link

- Another option to submit Answer for security questions

- After Selection on step 4 you can enter your new password.

**Forgot Password**

Step 1

Step 2

Step 3

**Step 4**

Step 5

**Please Enter Your New Password**

Password

Provide your new password

Retype Password

Renter your new password

Next →

Press Ctrl+g to toggle between Selected

- On Step 5, your password will be changes successfully.

**Forgot Password**

Step 1

Step 2

Step 3

Step 4

**Step 5**

**Congratulations !! Your password has been changed successfully.**

Finish

Press Ctrl+g to toggle between Selected language and English

## Dual Authentication

Dual Authentication gives you an advantage to secure your login and email account even your password have been hacked. So with Dual Authentication you need to:

- Enable Dual Authentication from settings part

Security	
Enable 2-Step Authentication (On each login attempt, we will send you code through sms.)	<input type="checkbox"/>
Alternate E-mail ID	vaishali.k@bharatsync.com
Mobile	XXXXXXXXXX
Home IP	
Office IP	
Hint Question	[Select One] v
Hint Answer	
Allowed Country	
Allowed Country(s) from which this account is accessible.	IN x Select Country
<b>Note:</b> OTP will be asked if account accessed from unknown location.	
	<input type="button" value="Update"/>

- At the time of login user submit email ID & Password but if dual authentication is enabled then their account will not be logged in directly.
- You will get a pop up that will ask you for an OTP, which will be sent to your registered Mobile number & on Alternate Email Id.
- After enter OTP, you can access your email account.

### 2-Step Authentication

Your 2-Step Authentication process is enabled. You always have control over this functionality through Account User Settings under security section.

 A text message with secure login code has been sent to **XXXXXX0791 & vkataria29@gmail.com**

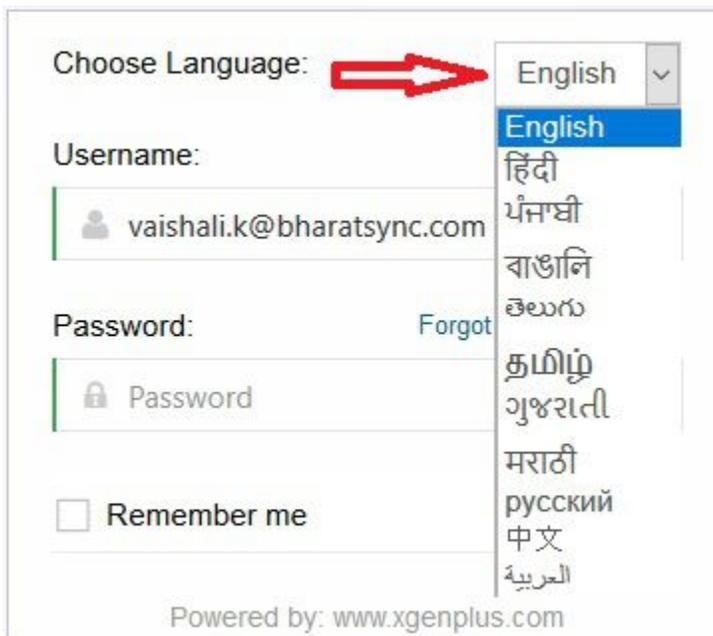
Don't ask code here for  Today or  7 Days

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## Choose languages

If you want to change language of your email interface, then select language from the dropdown.

- Select Language, it is available with 11 languages. These languages are: English, Hindi, Bengali, Tamil, Telegu, Gujrati, Marathi, Russian, Arabic, Urdu, Chinese.



The screenshot shows a login form with a 'Choose Language:' dropdown menu. A red arrow points to the dropdown. The dropdown is open, showing a list of languages: English (selected), हिंदी, ਪੰਜਾਬੀ, बाङ्गलि, తెలుగు, தமிழ், ગુજરાતી, मराठी, русский, 中文, and العربية. Below the dropdown, there are fields for Username (vaishali.k@bharatsync.com), Password (with a 'Forgot' link), and a 'Remember me' checkbox. At the bottom, it says 'Powered by: www.xgenplus.com'.

- If you select Hindi, then entire interface will be in Hindi language.



## Change/Reset Password

You can change your password in change password section. Just go to the settings, select Change Password option.

- You can change your password for an email account
- You can change your password for Secure folder.

## Login Via App/SMS

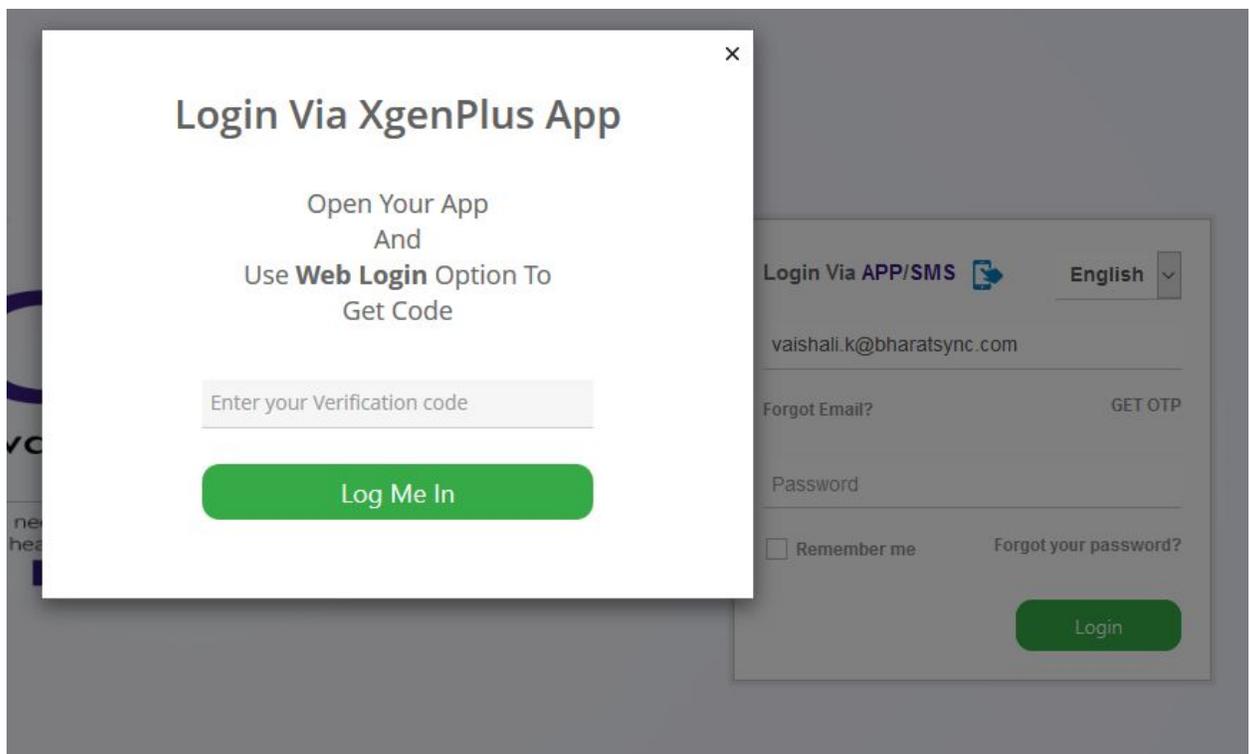
Experience new secure way to login without password via the app. Yes, now you can login to your xgenplus web account directly through your app/SMS.

### Via App

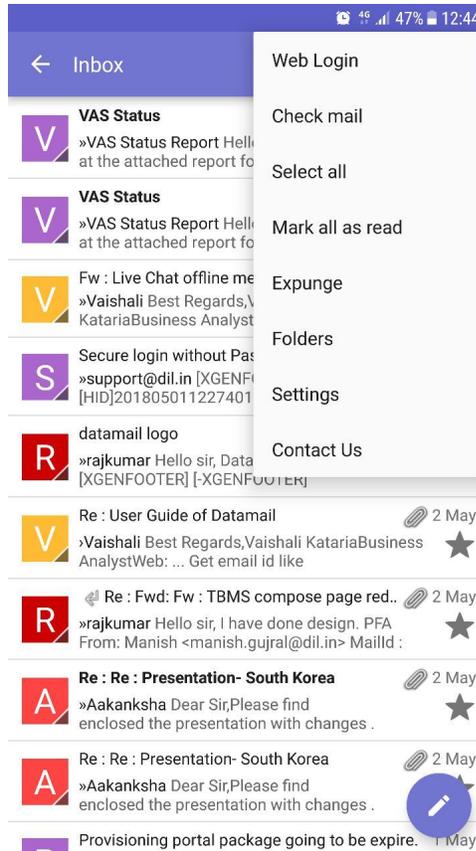
With this option, you need not to submit any password to login into your account. You can just login via a code that will be generated in your xgenplus app.

#### How It Works?

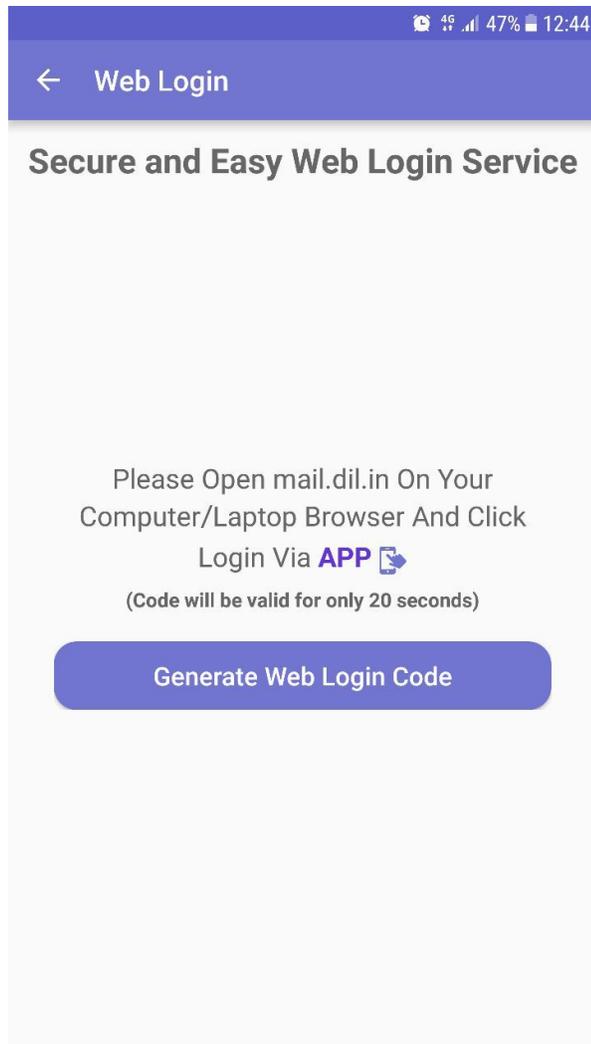
1. Click on Login via App, you will get a window in which you have to submit code that will be generated in your app.



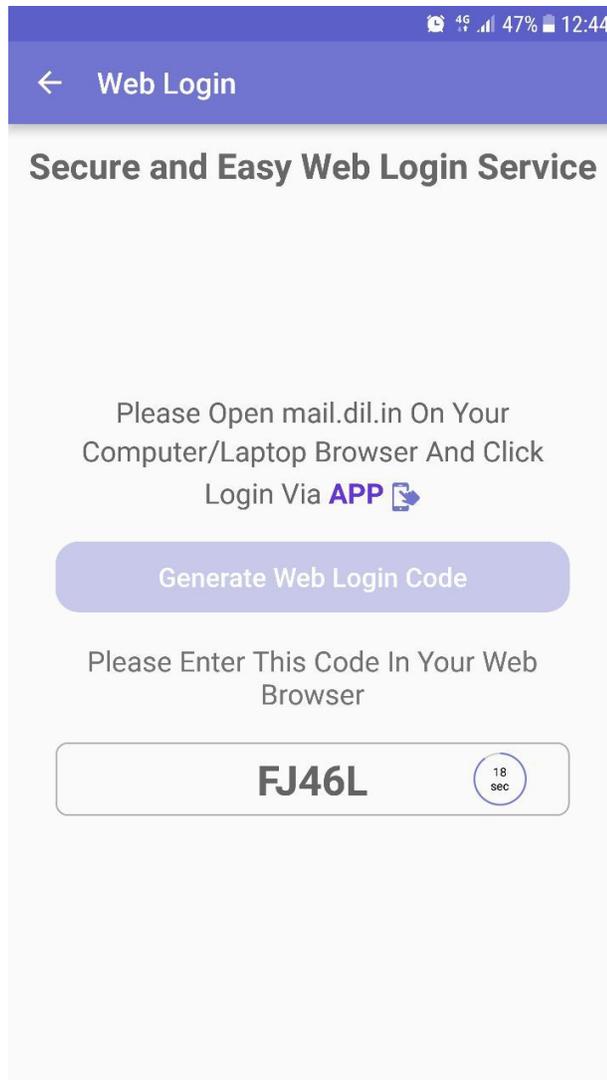
2. Now open your xgenplus app, and go to the Menu. Select option **Web Login**.



3. Once you select web login, you will get a screen where you need to select option **“Generate Code”** to generate code for login via App.



4. After click on this, you will get a code and you can submit this on web for login process.

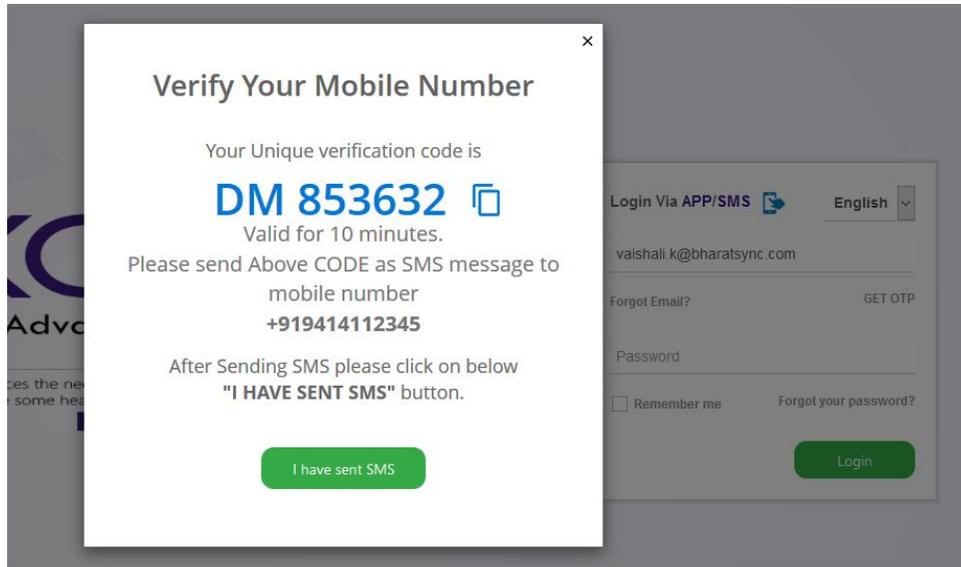


## Via SMS

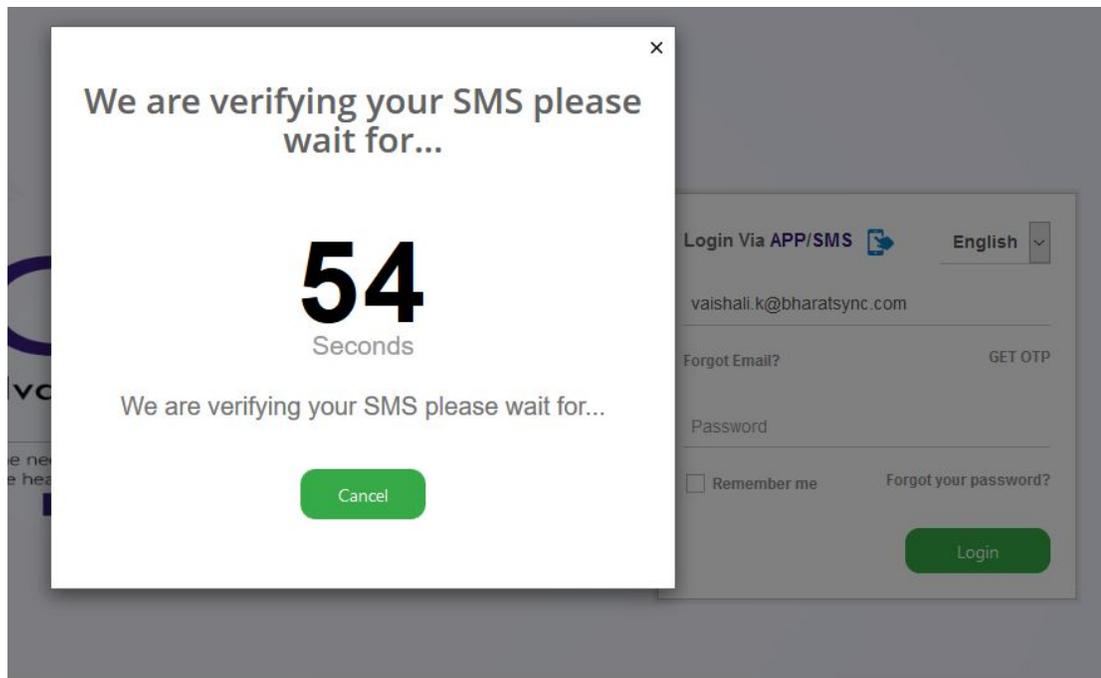
When you select option Login Via SMS, then you will get a window with some random code. You must send this code from your mobile number to the given number on screen. Once you send SMS, it will verify and will allow you to login into your account.

### How it Works?

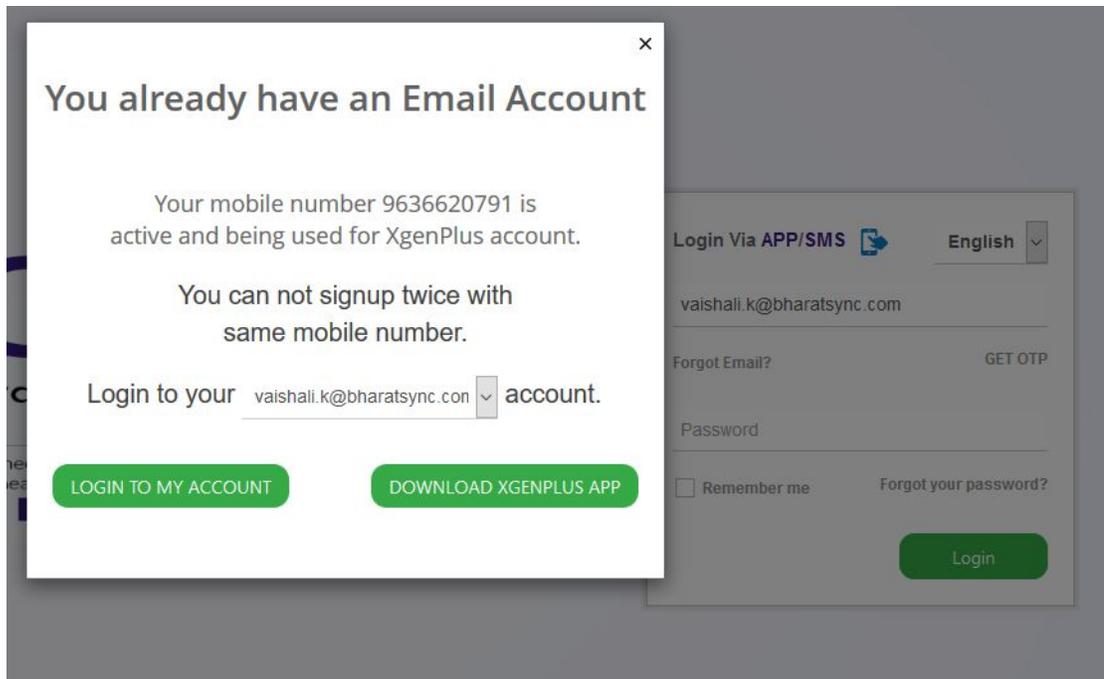
1. Click on login Via SMS, you will get a popup window with a code, that you need to SMS on provided number.



2. Once you send SMS from your mobile number, you must click on “**I have sent SMS**” now it verifies this.



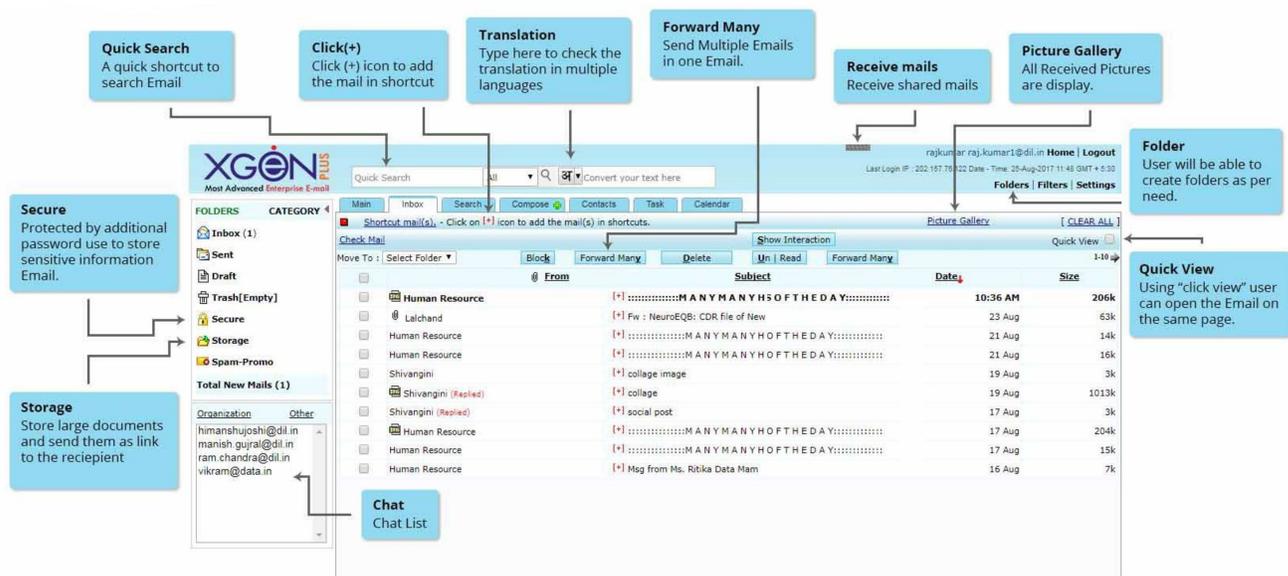
3. If it will verify your number, then it will show list of accounts that you have with the mobile number from which you have sent SMS. So you can select email ID from the list and can login in to the account.



So your account will be logged in securely in a Jiffy without any password.

## Dashboard

Once login into the Xgenplus you will redirect to the Dashboard, having various component as given below:



Easy navigation with quick options!!

## Quick Search

In center top of the page there is Quick Search tool that will save your time when looking for a specific keyword, mail or any contact. With quick search you will get some options to limit your search like in which criteria you want to do search.

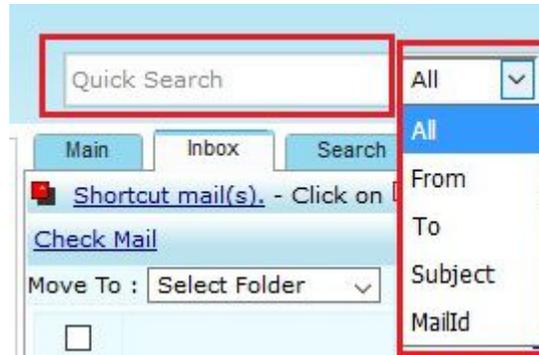
**ALL:** you can select this option when you want to do search in all category.

**FROM:** You can select this when you want to search emails which you received from a specific person. So, you can type name or email ID in search bar and select FROM criteria.

**TO:** Select this when you want to search emails which you have sent to specific user/person. Type name/email ID in search bar and select TO criteria.

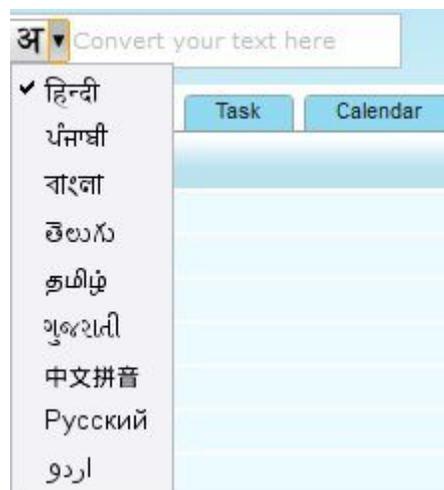
**SUBJECT:** When you want to search mail with subject.

**MAIL ID:** When you know email ID and want to search all mails from that ID.

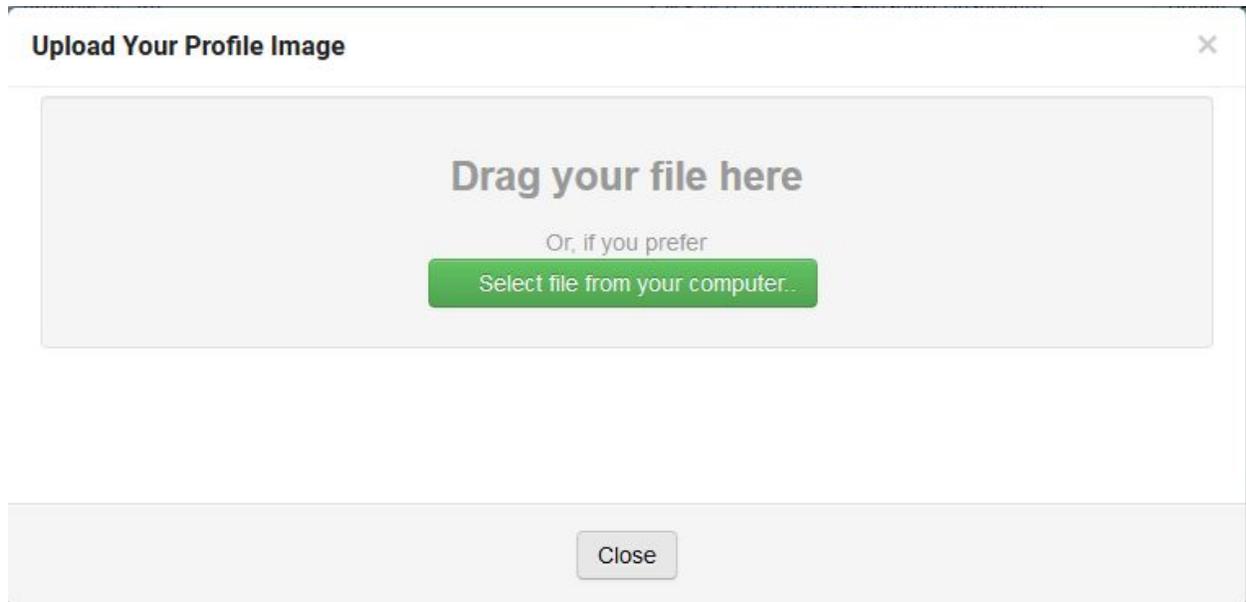


## Convert text in other languages

Right besides quick search there is a tool to convert your text quickly in your desired language. You can select language from the dropdown for desired language text conversion. You can convert the text and keyword with 8 Indian languages i.e. Hindi, Gujarati, Marathi, Tamil, Telugu, Urdu, Bangla, Punjabi and 3 international language i.e. Russian, Chinese, Arabic.



On the top right corner, you will find the username along with profile picture. You can change profile picture by click over the picture icon.



With profile picture you can see last login IP and Timezone. There will be a link of HOME. Once you click over it, you can check Home page of your mailbox.

There are six tabs on the top, you can browse through all the categories to find the Xgenplus functions and features



## Home Page/Main Page

It is the page where you will start experiencing the Xgenplus. We recommend that you spend a moment on the home since it gives you vital information at a glance. You can rearrange these with Drag n drop. You can more available options or can remove any of them.

Main | Inbox | Search | Compose | Contacts | Task | Calendar

⚠ Drag and drop content windows to rearrange the page. Add Contents

**PROGRAMME 12-01-2018** Add Task Delete

S.No.	Message	Date
No Reminders Set.		

**January, 2018**

< < Today > >

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
52		1	2	3	4	5	6
1	7	8	9	10	11	12	13
2	14	15	16	17	18	19	20
3	21	22	23	24	25	26	27
4	28	29	30	31			

Select date

**Security Checks** Details Clock

Last Login IP	202.157.76.122
Current Login IP	202.157.76.122
Last Login	2018-01-12 09:37:48
Last Unsuccessful Login IP	
User Expiry Date	15 Aug, 2019
Time Left	0 Hrs

**Storage Utilization** Details

Used Space	5.94 GB/9.77 GB
Free Space	3.83 GB
0%	100%

**New Mails** Details

	From	Subject	Date	Size
1	Twitter <info@t...>	Virender Sehwag's Tw...	Jan 12	56K
2	reports@dil.in	Delivery Report for ...	Jan 12	3K
3	<pinbot@explore...>	18 Social media imag...	Jan 12	98K
4	Flipboard 10 fo...	The taboo of parenta...	Jan 12	145K
5	@ XgenPlus Billin...	VAS trasaction repor...	Jan 12	3K

Following information will be available at the Main Page:

**Storage utilization:** Gives information of:

- Allotted Space Capacity
- Space Utilized
- Remaining Space including Trash
- And a graphical display of space utilization in percentage

**Storage Utilization** Details

Used Space	5.94 GB/9.77 GB
Free Space	3.83 GB
0%	100%

**Security Checks:** Gives information of:

- Last log in IP
- Last log in Date
- Current IP Address
- Last Unsuccessful Login IP and Last 10 login IP details.

Security Checks		Details	✕
Last Login IP		202.157.76.122	
Current Login IP		202.157.76.122	
Last Login		2018-01-12 09:37:48	
Last Unsuccessful Login IP			
User Expiry Date		15 Aug, 2019	
Time Left		0 Hrs	

**New Emails:** latest five new emails will be listed here. It will update automatically once you will receive new email.

New Mails				✕
	From	Subject	Date	Size
1	reports@dil.in	<a href="#">Delivery Report for ...</a>	Jan 12	3K
2	Twitter <info@t...>	<a href="#">Virender Sehwaq's Tw...</a>	Jan 12	56K
3	reports@dil.in	<a href="#">Delivery Report for ...</a>	Jan 12	3K
4	<pinbot@explore...>	<a href="#">18 Social media imag...</a>	Jan 12	98K
5	Flipboard 10 fo...	<a href="#">The taboo of parenta...</a>	Jan 12	145K

**View Reminders & Add Task:** User can check their scheduled task & reminders. Also user can add task & set reminders as Popup, SMS or Mail which will help in reminding some important tasks.

PROGRAMME 12-01-2018		Add Task	Delete
<input type="checkbox"/> S.No.	Message	Date	
<input type="checkbox"/> 1.	Team Meeting	(Fri) 12-Jan-18 17:45	
<input type="checkbox"/> 2.	Team Meeting	(Fri) 12-Jan-18 17:45	

**Clock:** It will display a clock with current time as per the time zone selected.



**Calendar:** A utility calendar is displayed which shows past and future dates. The current date is shown as bold format. When the user clicks on any date then all the reminders which have been scheduled for that date will be displayed. When the user clicks on any date and then on add task button, he can schedule the reminder for that date.

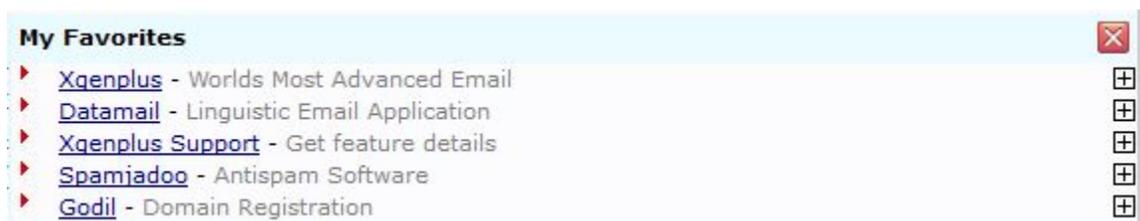


**System Messages:** The System Administrator can set any kind of messages or alerts if he wants to convey some message to all the users of a Domain or a user of the domain.

**Account Status:** Show status information of different folders.

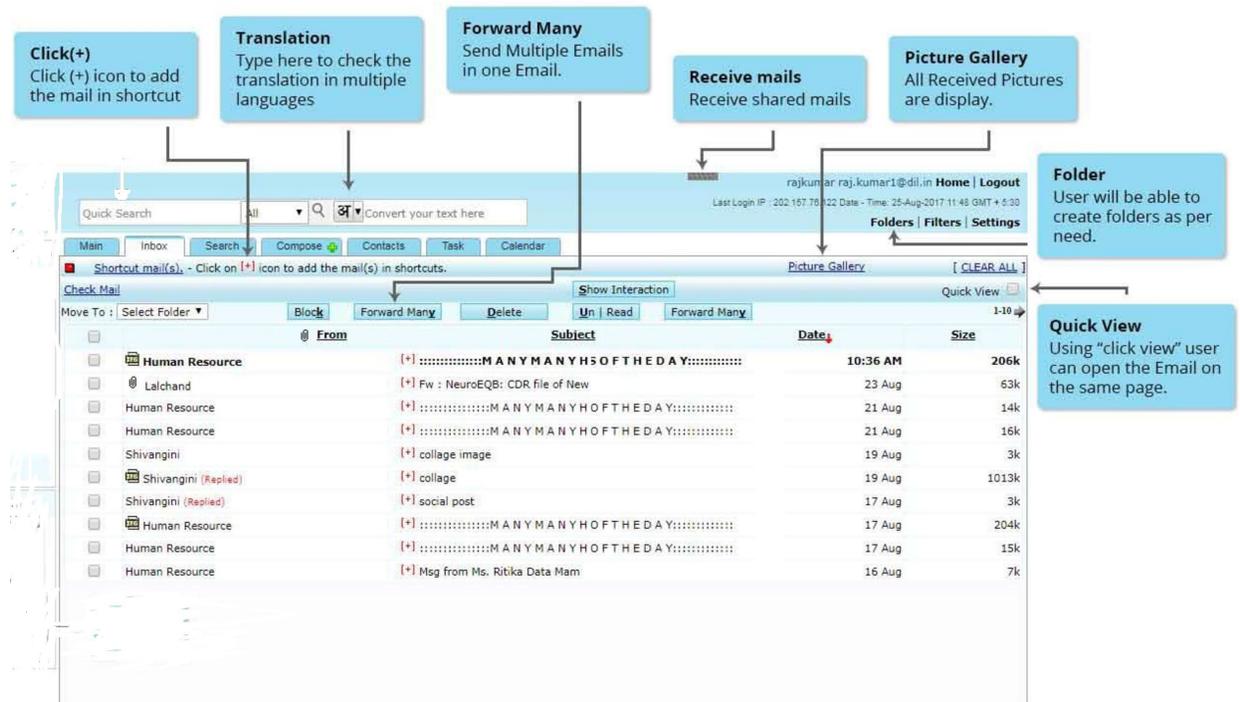
**Alerts:** It will show the details of Alert messages that you received.

**My Favorites:** User can save their favorite links/website urls along with the name for quick access. So whenever user will check My favorites, they will get list of Links along with their details. User can Add/edit/delete it any time.



**Smarter Inbox**

As users receive more and more email, it becomes increasingly challenging for them to keep up with the messages that accumulate in their inboxes. Strategies for managing email vary greatly, Xgenplus provides facility to make your inbox smarter and manageable. Xgenplus Inbox now has become even more convenient, readable and attractive to users. We have introduced number of significant changes into the upgraded version, of which the most ambitious – More Secure Inbox!



### Easy navigation with quick options!!

Let's have a look at the features available with inbox section.

**Block:** This is a shortcut option for blocking email or user. If you want to block any email quickly then just select that email and click over block. This email ID will be blocked.

**Forward Many:** Now you can forward multiple email as one email in a formatted manner. Try this unique feature, not available in other email server. Just select multiple emails of your choice and click on forward many. All emails will come in one email, it will show you preview also. With all emails attachments will also be attach in same email automatically.

**Show Interaction:**

This provide ease to access how many interactions you already had with each email. Once user click on “Show Interactions”, they can see interaction number count with each email.

<input type="checkbox"/>	Consulting Services (Replied)	[+] (3) CMS folder	12 Mar	3m
<input type="checkbox"/>	shivangini	[+] Request for Gate Pass Approval From : Shivangini Yadav, Father Name :	12 Mar	2k
<input type="checkbox"/>	zabi	[+] Updated with dates CI Masterlist (Skillconnect, Mobicutz)	12 Mar	152k
<input type="checkbox"/>	Consulting Services (Replied)	[+] (6) Re: Re : Re : Re : Skill connect review comments	12 Mar	21k
<input type="checkbox"/>	zabi	[+] Updated with dates CI Masterlist (Skillconnect, Mobicutz)	12 Mar	156k
<input type="checkbox"/>	Consulting Services (Replied)	[+] (6) Re: Re : Skill connect review comments	12 Mar	16k
<input type="checkbox"/>	Twitter	[+] vaishali Kataria, see 30 new updates from CricketNDTV, SHILPA SHETTY	12 Mar	70k
<input type="checkbox"/>	zabi	[+] Skillconnect CI Mastersheet	12 Mar	78k
<input type="checkbox"/>	XgenPlus Billing	[+] VAS trasaction report - [12/03/2018]	12 Mar	3k
<input type="checkbox"/>	Consulting Services (Replied)	[+] (2) SEPG PIID and SEPG folder	11 Mar	1m

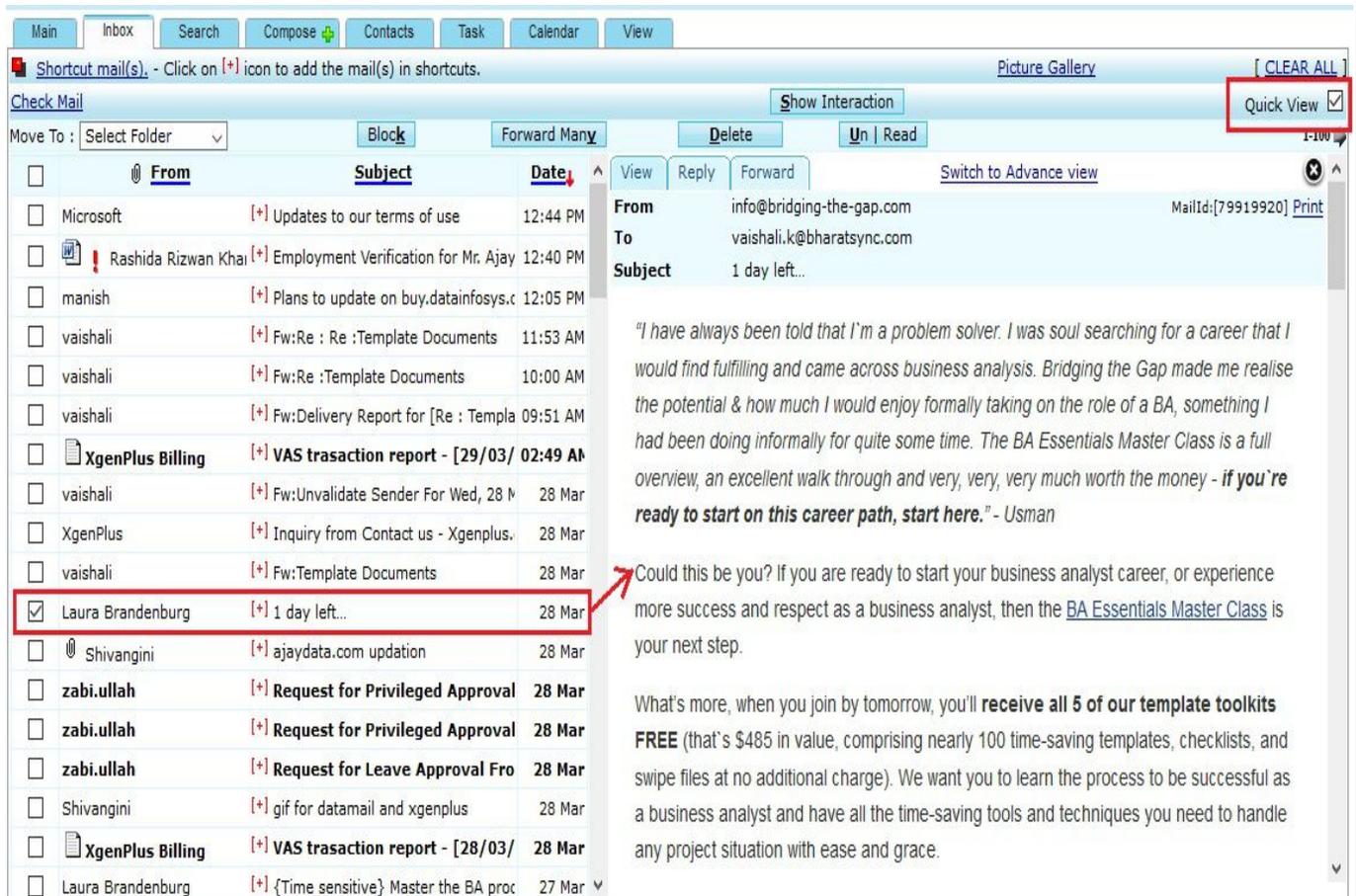
## Shortcuts

Mark your email as an important mail and make it easily accessible. Xgenplus gives you a capability through which user can click over “+” icon and this mail will be marked as an important mail. So whenever required, user can click on “Shortcut”, and can access those important emails.

Main   <b>Inbox</b>   Search   Compose   Contacts   Task   Calendar   View				
Shortcut mail(s) - Click on [+] icon to add the mail(s) in shortcuts.			Picture Gallery	[ CLEAR ALL ]
Check Mail		Show Interaction		Quick View <input type="checkbox"/>
Move To :	Select Folder	Block	Forward Many	Delete   Un   Read   1-100
<input type="checkbox"/>	From	Subject	Date	Size
<input type="checkbox"/>	manish	[+] Plans to update on buy.datainfosys.com	12:05 PM	4k
<input type="checkbox"/>	vaishali	[+] Fw:Re : Re :Template Documents	11:53 AM	13k
<input type="checkbox"/>	vaishali	[+] Fw:Re :Template Documents	10:00 AM	8k
<input type="checkbox"/>	vaishali	[+] Fw:Delivery Report for [Re : Template Documents]	09:51 AM	5k
<input type="checkbox"/>	XgenPlus Billing	[+] VAS trasaction report - [29/03/2018]	02:49 AM	3k
<input type="checkbox"/>	vaishali	[+] Fw:Unvalidate Sender For Wed, 28 Mar 2018	28 Mar	5k

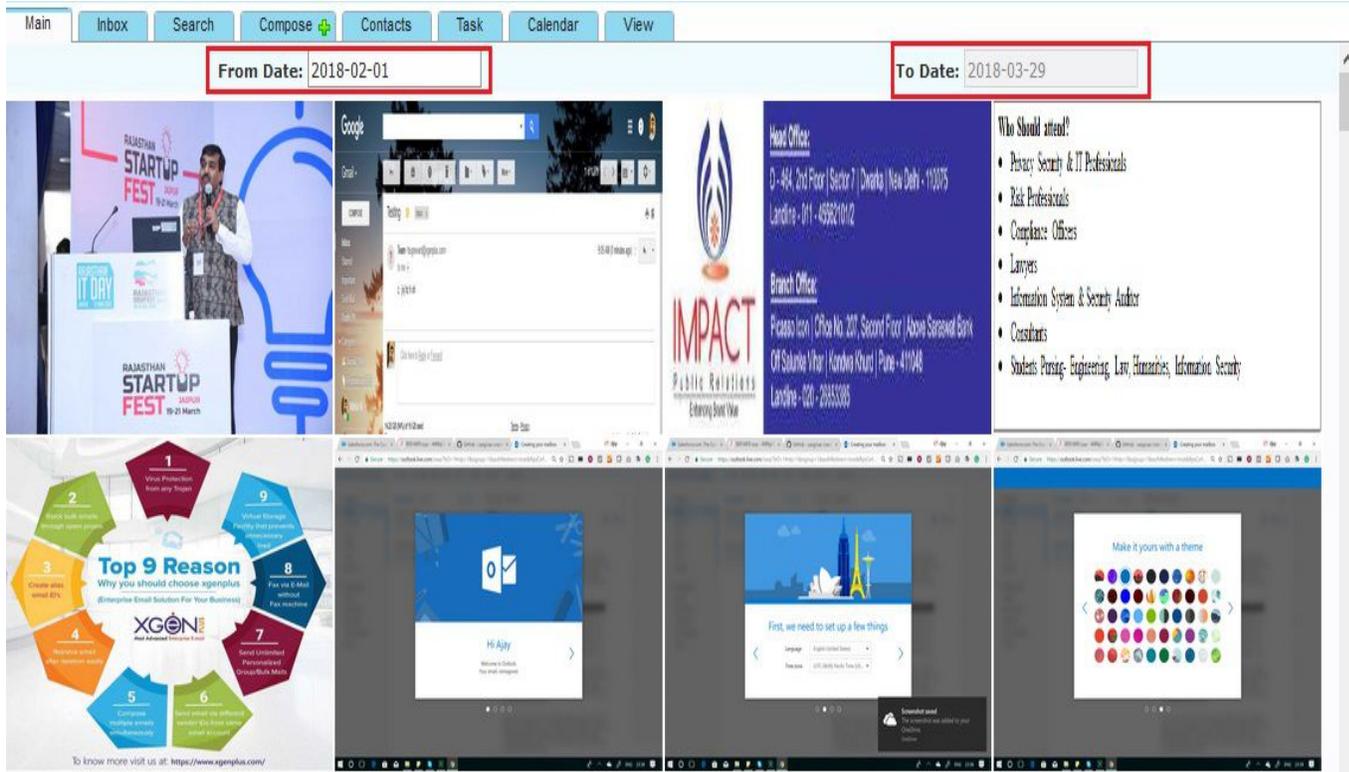
## Quick View

This option gives facility to have quick view of your email. User need not to click on each mail. Just hover the mouse pointer in any mail and can read the mail.



## Picture Gallery

This option gives platform to users to view all the pictures attached in email in just one click. So if user is in rush and want search picture. Then they just need click on Picture Gallery and select timeframe. All pictures will load in thumbnail format. User can easily find out what exactly he is looking for.



# Compose Email

## Compose Email

**Recent Contacts**  
Click to send Email to the recent contacts.

**Group Mail**  
Send Email to Groups with individual id.

**Link**  
Can send large Attachment Through link

**Encryption**  
Set your rights for the Receiver.

**User Rights**  
Set your rights for the Receiver.

**Save to**  
Schedule Email to be send in future dates.

**Hide Attachment**  
User can hide Attachment.

**Read Receipt**  
Check your Email has been read or not.

**Delivery Report**  
Enable to get delivery report of email

**Attach My Vcard**  
Attache your visiting card.

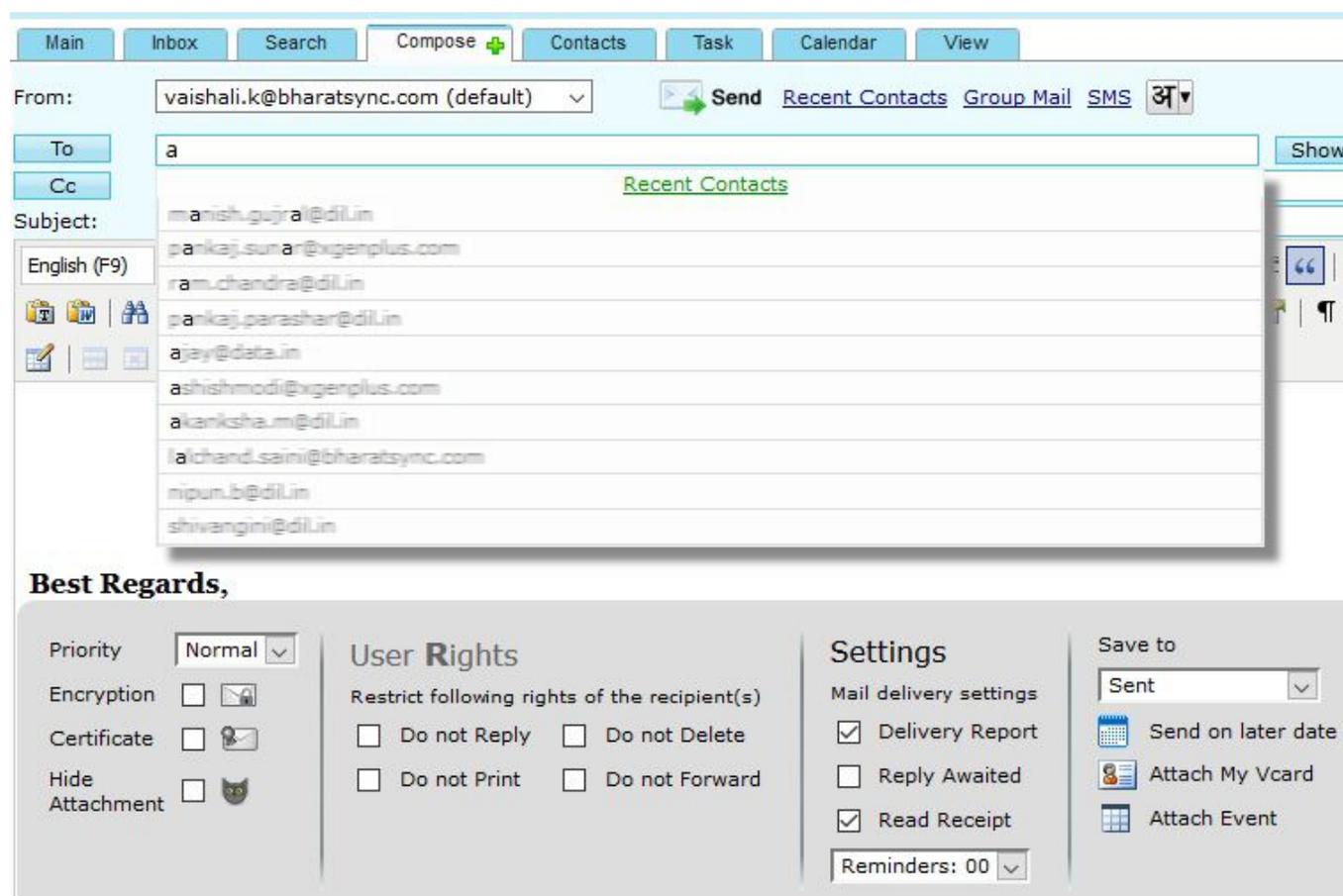
**Compose Email with some advance options**

## From

User can select email ID from which they want to send email. User gets an option to create multiple ID's by click on

## Auto Search

In TO, CC or BCC whenever you try press a key, by default you will be displayed all the email id who's first name is starting from that character. Now, you may search that character in Last Name, Email Id and Domain name. You may very well change the default search from First Name to Email address from your own settings option. Try it out. Auto Search also offers you to search Group Names created in your contacts so that you can directly send the group email from the same compose page.



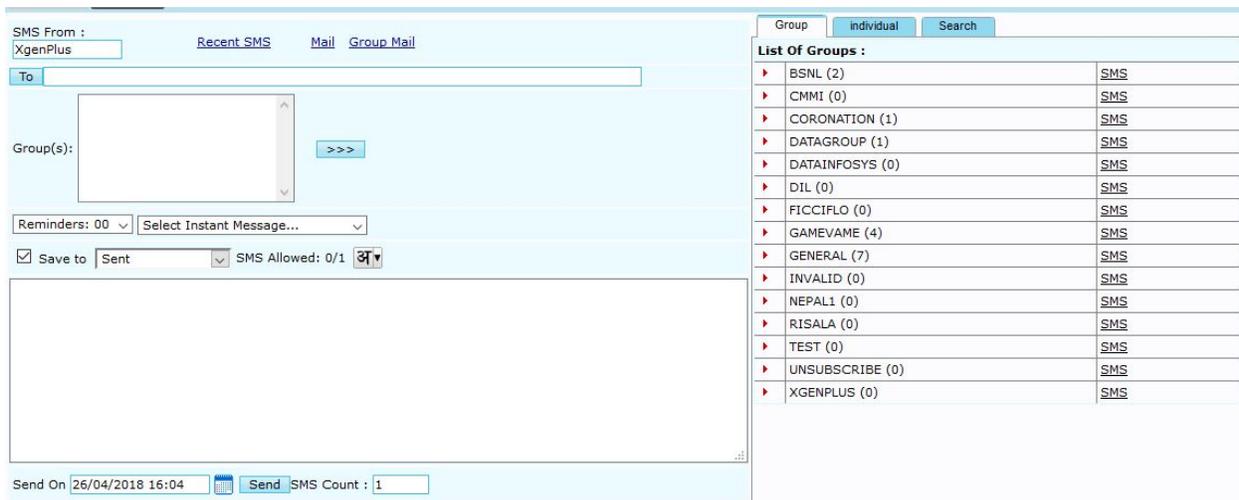
The screenshot displays the 'Compose' window of an email client. At the top, there are navigation tabs: Main, Inbox, Search, Compose (with a plus icon), Contacts, Task, Calendar, and View. The 'From' field is set to 'vaishali.k@bharatsync.com (default)'. To the right of the 'From' field are buttons for 'Send', 'Recent Contacts', 'Group Mail', 'SMS', and a language dropdown set to 'अ'. The 'To' field contains the letter 'a', and a dropdown menu is open below it, titled 'Recent Contacts'. This menu lists several email addresses: manish.gujra@diLin, pankaj.sunar@xgenplus.com, ram.chandra@diLin, pankaj.parashar@diLin, ajey@data.in, ashishmodi@xgenplus.com, akanksha.m@diLin, alchand.saini@bharatsync.com, nipun.b@diLin, and shivangini@diLin. Below the 'To' field, there are 'Cc' and 'Subject:' fields. On the left side, there is a language dropdown set to 'English (F9)' and icons for attachments, a calendar, and a task list. At the bottom of the window, there is a 'Best Regards,' section with three columns of settings: 'Priority' (Normal), 'Encryption' (checkbox), 'Certificate' (checkbox), 'Hide Attachment' (checkbox), 'User Rights' (Restrict following rights of the recipient(s) with checkboxes for Do not Reply, Do not Delete, Do not Print, and Do not Forward), 'Settings' (Mail delivery settings with checkboxes for Delivery Report, Reply Awaited, and Read Receipt, and a Reminders dropdown set to 00), and 'Save to' (Sent, Send on later date, Attach My Vcard, Attach Event).

## Features associated with Compose Section

**Recent Contacts:** By clicking this option you will get all the recent contact ID's list to which you have exchanged emails recently. So this is for quick sending of email.

**Group Mail:** Quickly access option of sending group mail, while composing email.

**SMS:** You can direct send SMS by click on this option. This option will open SMS window to send message by enter mobile number. Even you will get listed all the groups, so you can directly send SMS with the available option. SMS can be scheduled for future date also.

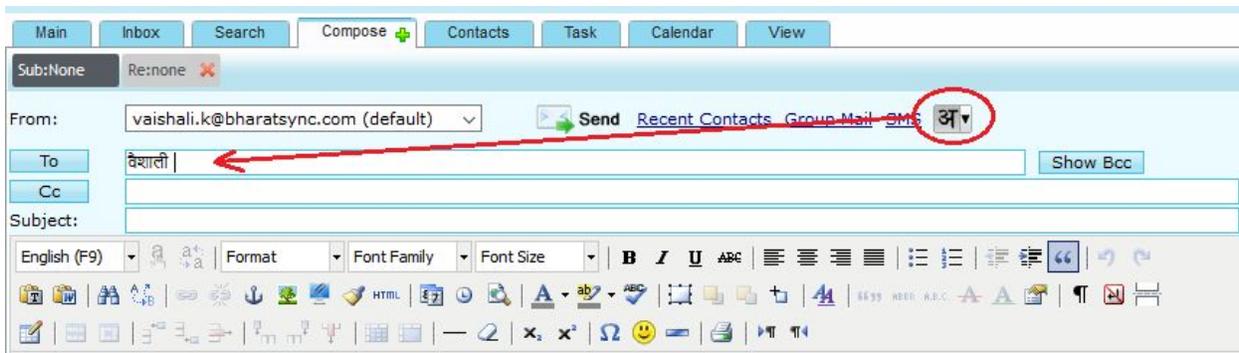


The screenshot shows the 'Compose' section of an email client. The 'SMS From' field is set to 'XgenPlus'. The 'To' field is empty. The 'Group(s)' field has a dropdown arrow. Below it, there are options for 'Reminders: 00' and 'Select Instant Message...'. A checkbox for 'Save to Sent' is checked, and 'SMS Allowed: 0/1' is displayed. The 'Send On' field shows '26/04/2018 16:04' and 'Send SMS Count : 1'. On the right, there is a 'List Of Groups' table with columns for group name and SMS count.

Group	SMS
BSNL (2)	SMS
CMMI (0)	SMS
CORONATION (1)	SMS
DATAGROUP (1)	SMS
DATAINFOSYS (0)	SMS
DIL (0)	SMS
FICCIFLO (0)	SMS
GAMEVAME (4)	SMS
GENERAL (7)	SMS
INVALID (0)	SMS
NEPALI (0)	SMS
RISALA (0)	SMS
TEST (0)	SMS
UNSUBSCRIBE (0)	SMS
XGENPLUS (0)	SMS

## Language option for TO/CC/BCC:

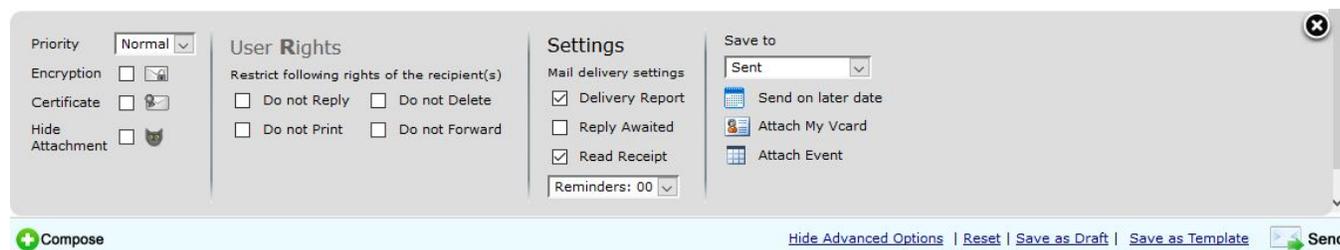
If you want to send mail to any other language email ID, then with this language option, you can write text in required language.



The screenshot shows the 'Compose' section of an email client. The 'From' field is set to 'vaishali.k@bharatsync.com (default)'. The 'To' field is set to 'वैशाली'. The 'Subject' field is empty. The language dropdown is set to 'English (F9)'. A red arrow points to the language dropdown in the 'To' field, and a red circle highlights the language dropdown in the 'Send' button area.

**Link:** If you already have added attachment in your virtual storage and you want to add that link in your email. Then this option will give you access of your files saved in virtual storage. So you can select any of them and link will be added in your mail body.

## Advanced Options



While composing email you will get some advanced options to make your email more secure and trackable. Let's see what you get with this option.

## Priority

You can set your mail priority with defined status like LOW, NORMAL, HIGH. So your mail will be appear with selected status in recipient's inbox.

## Encryption

In advance setting you get option to check Encryption while sending email. So once you will check on that option, your email will be sending with encryption.

Now how you can enable your encryption option & how you can manage that. Let's have a detailed look into this:

Encryption and Signing using PGP. A public-private key cryptography system offer secured transmission and storage on server.

1. To manage Encryption you need to go in settings and select Encryption module.

► Encryption

Key Management :

[Generate](#)
[Upload](#)
[Download](#)
[Delete](#)
[About](#)
 Enable :  Mail Encryption  Digital Signature [Update](#)

PGP - Pretty Good Privacy. A public-private key cryptography system used here to easily integrate the use of encryption in their daily tasks, such as electronic mail protection and authentication, and protecting files stored on a email server.

**Warning :** Please remember your passphrase , without this you will not be able to decrypt the encrypted emails received/sent by you.Do not share the passphrase with anybody, always remember it or keep it at safe place.

**Note :** We do not store your passphrase anywhere and hence our support system can't give it back to you. If you forget the key, all the emails encrypted using the matching key will not readable by any means and you will have to generate the new key for yourself.

[Change Passphrase](#)
[Key Information](#)

2. You need to create a passphrase/key to send encrypted Emails.

- **Generate Encryption Key**

- To Generate Encryption key click **Generate** and a window will appear
- Step 1: Enter the desired passphrase/Key
- Step2: re-enter the same Passphrase/Key Click **Generate Key** to create the Encryption Key

► Encryption

Key Management :

[Generate](#)
[Upload](#)
[Download](#)
[Delete](#)
[About](#)
 Enable :  Mail Encryption  Digital Signature [Update](#)

Enter passphrase to generate key :

Re-Enter the passphrase :

[Generate Key](#)

**Note :** We do not store your passphrase anywhere and hence our support system can't give it back to you. If you forget the key, all the emails encrypted using the matching key will not readable by any means and you will have to generate the new key for yourself.

- After generating Encryption key select (✓) **Mail Encryption** and **Digital Signature** option depending upon the priority of Emails that you need to send securely.

Enable :  Mail Encryption  Digital Signature [Update](#)

- Once you create the Key you may send the Encrypted Email by just click (✓) Encryption in Advanced Options under compose Module.

Priority: Normal

**Encryption**

Certificate

**User Rights**  
Restrict following rights of the recipient(s)

Do not Reply  Do not Delete

Do not Print  Do not Forward

**Settings**  
Mail delivery settings

Delivery Report

Reply Awaited

Read Receipt

Reminders: 00

**Save to**

Sent

Send on later date

Attach My Vcard

Attach Event

## Change

## Key:

Once you create the Password/Key, You can change your password for security reasons. To change it, click **Change Passphrase** link at the bottom

**Key Management :**

[Generate](#) [Upload](#) [Download](#) [Delete](#) [About](#)

**PGP** - Pretty Good Privacy. A public-private key cryptography system used here to easily integrate the us protecting files stored on a email server.

**Warning :** Please remember your passphrase , without this you will not be able to decrypt the encrypted at safe place.

**Note :** We do not store your passphrase anywhere and hence our support system can't give it back to yo means and you will have to generate the new key for yourself.

[Change Passphrase](#) [Key Information](#)

A window will appear to reset the password, follow below steps to change the Passphrase

**Step 1:** Enter Present/Existing Password.

**Step 2:** Enter your new password, then re-enter it and select Change Password.

Change Password

Enter Present Pass-phrase :

Enter New Pass-phrase :

Re-enter New Pass-phrase :

[Change Password](#) [Cancel](#)

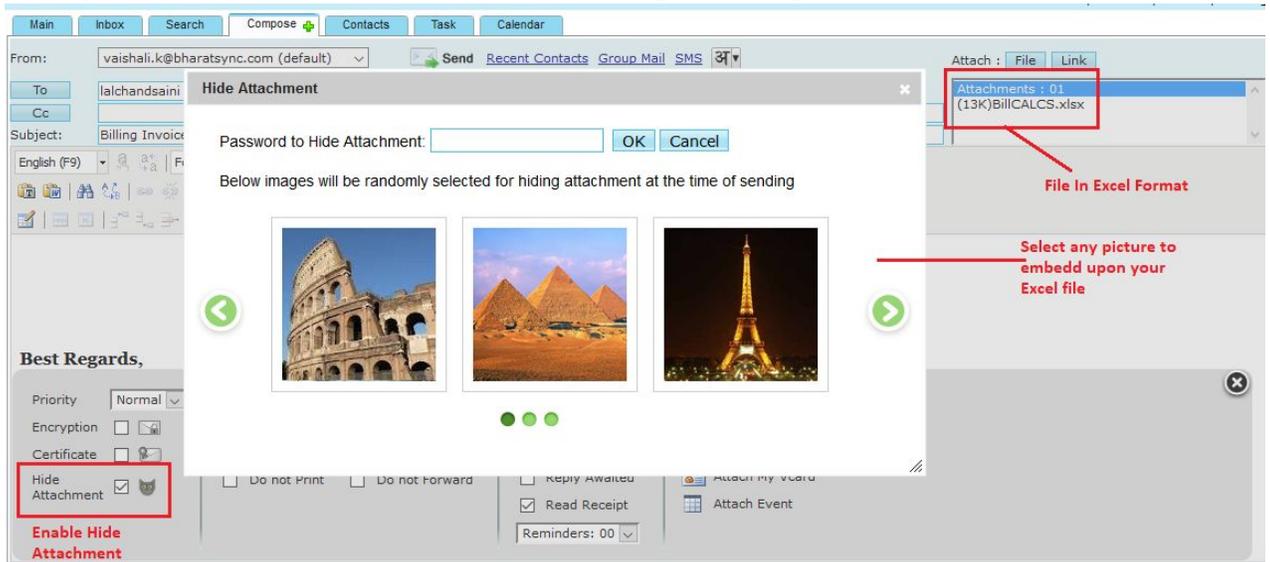
[VIDEO TUTORIAL](#)

## Hide Attachment

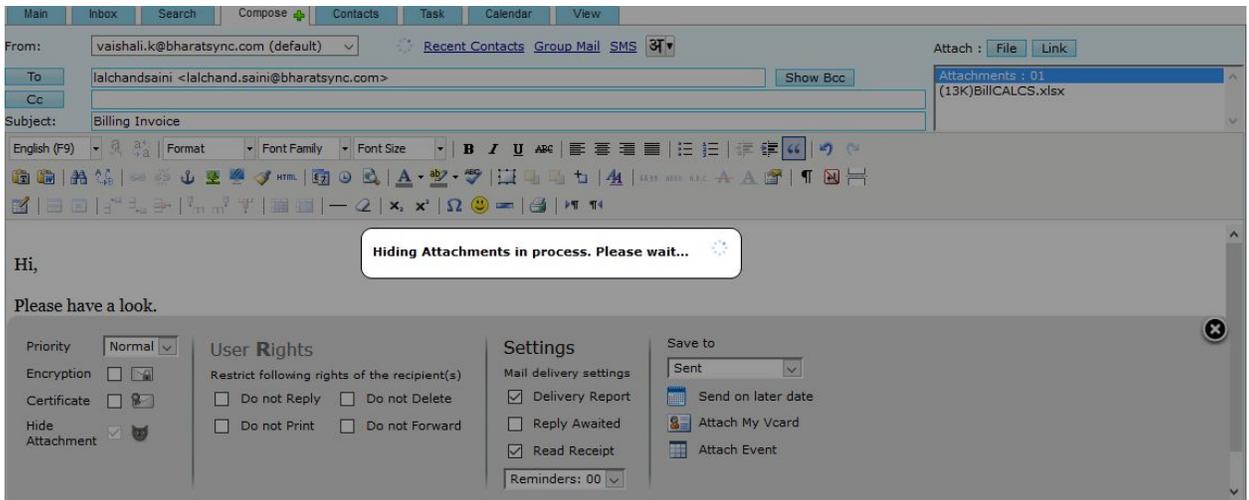
Hide Attachment feature is next level security feature that gives you option to send your important documents in more secured way. This feature will hide your important file into some random image. This random image can be selected by you, as we will give you an option to select that. So in network

Let's see how this hide your attachment.

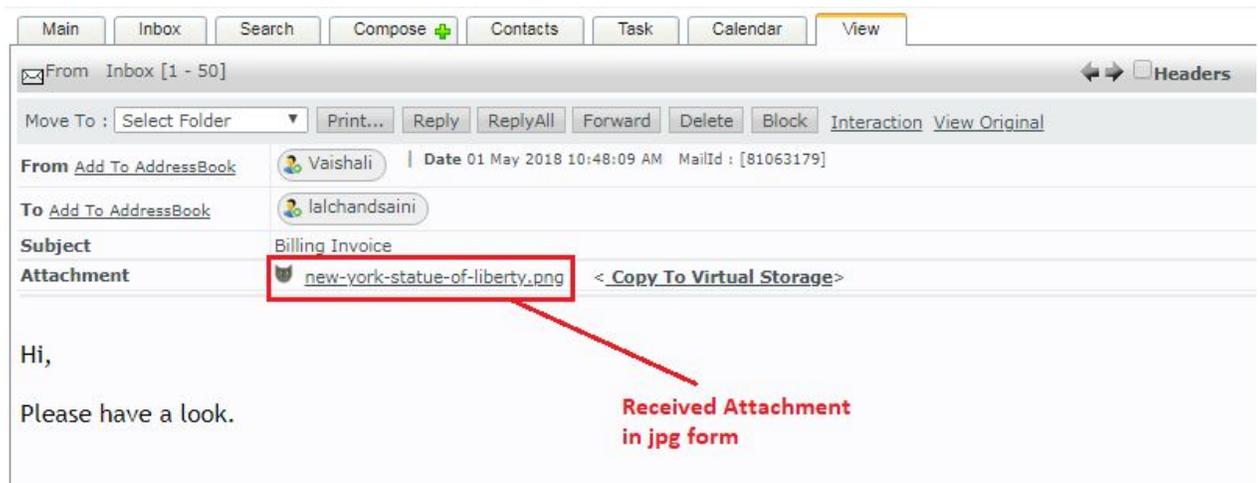
1. For using this feature, attach document or any file that you want to send in secured way and enable Hide Attachment Feature.
2. Once you enable this feature, hide attachment processing will start.



3. After checking on Hide attachment feature, a pop-up window will display, that will ask you to select any picture in which you want to send your attachment. As well as you must put some Random password for hiding attachment.
4. Once you select the picture and set password, process of Hiding attachment will start and after completion you can send your mail.



5. Suppose you have selected image of Effile Tower, in network it will display that you are sending a jpg image in email. At the receiver end also, it will display the same.
6. Once received download that file, then it will ask him to enter password, so receiver can enter same password that you have entered at your end.



7. Then only he will get original file.
8. With this process, your file is more secure in network, & nobody can identified that this is a billing excel sheet instead of an Effile Tower image.

## User Rights

If you see the 'Rights' button on Compose page, it means you can use right management by the administrator.

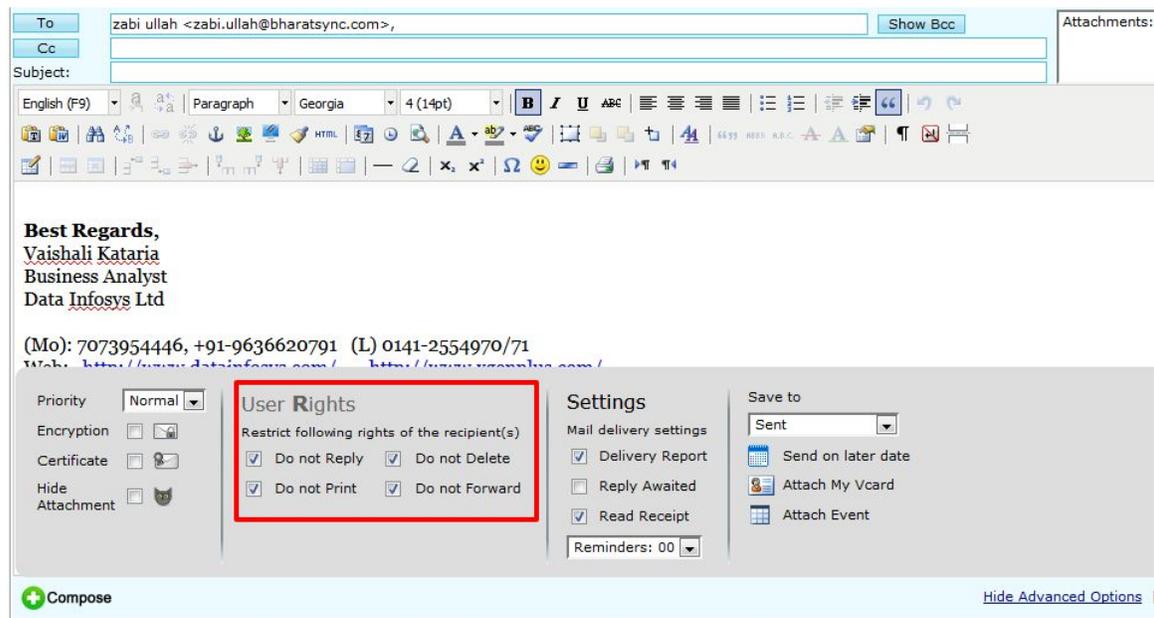
While user is sending an email to any of his colleague in the organization, he can define the rights whether, recipient can Delete/Fwd/Reply or print this email or not. Off course from the sent email, you may reset those rights at later stage too.

## How do I control rights?

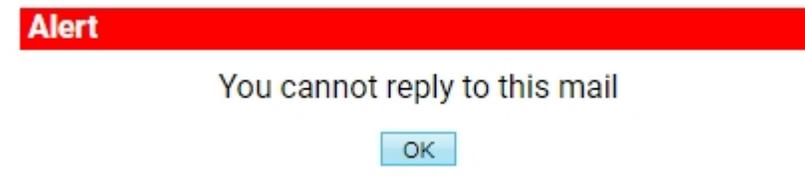
- While sending Email to any other Datamail email address, you may define the User rights to ensure whether recipient can Delete/Fwd/Reply or print the Email or not.

### ➤ To Set User Rights

Select Show Advanced Options and under User rights click to Enable the set of rights you want to restrict for the recipients.

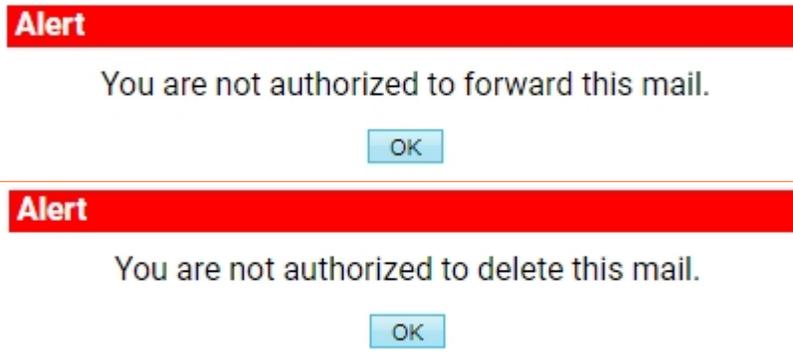


- When recipient receive the Email he will not able to access those User rights

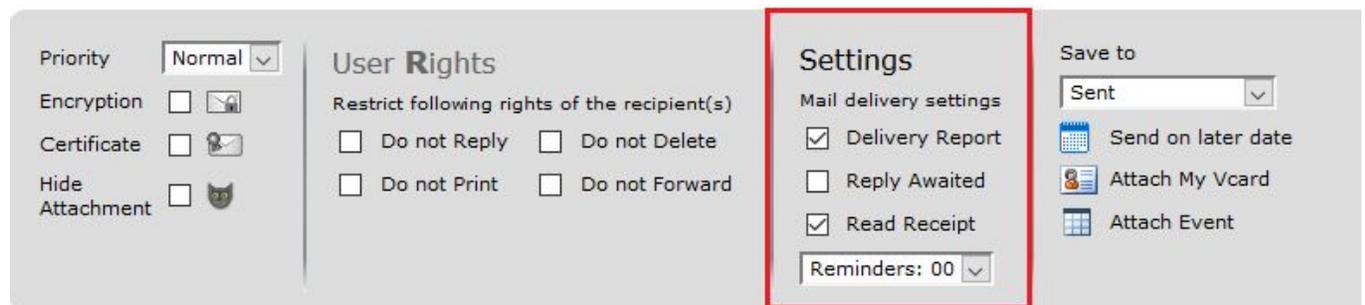


## [WATCH TUTORIAL HERE](#)

- When recipient click on Delete/Fwd/Reply or print an alert window will open which tells user that he is not allowed to perform these actions.



## Mail Delivery Settings



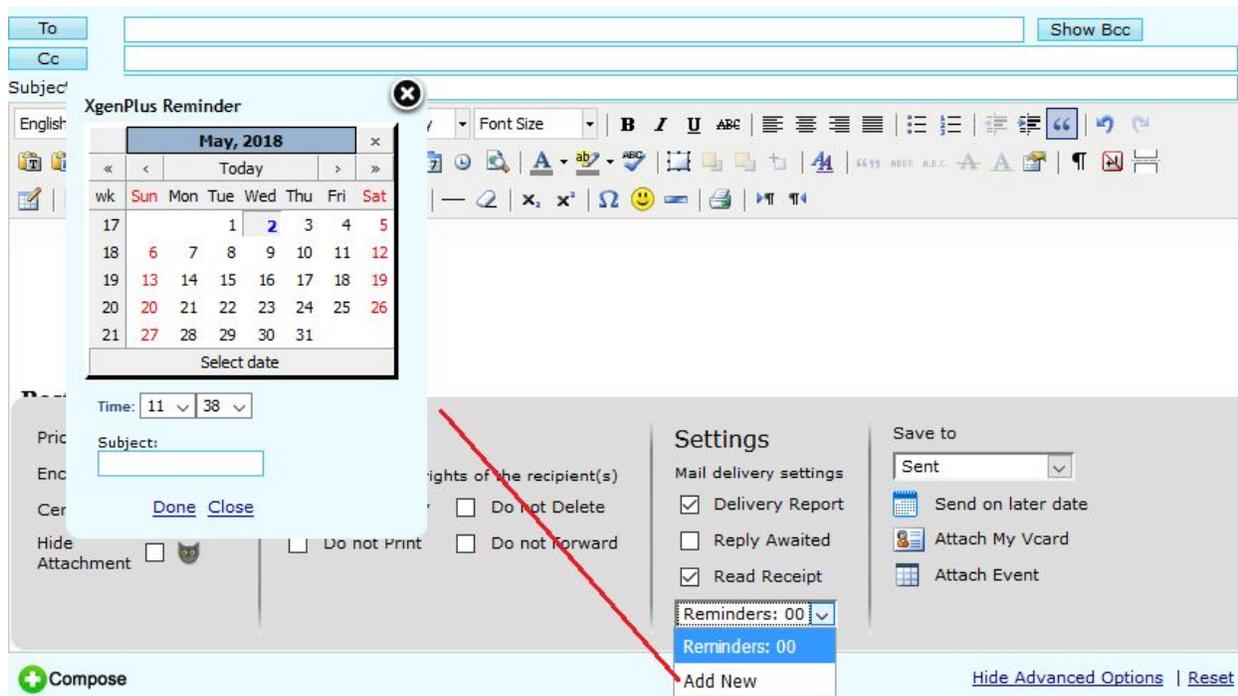
**Delivery Report:** Once you check this option while sending email, You will get delivery report via Email once the sent mail gets delivered.

**Read Receipt:** While using compose/reply/forward option to send email, you can choose 'Read Receipt' option and when the receiver reads the email, you will be automatically notified via email including 'time at which mail was opened to read' and 'IP address and browser used'.

**Reply Awaited:** This option is used when you are expecting reply from somebody and you want to add a reminder for this. So, when you check this option, the mail which you are sending will automatically be add in Reply Awaited Folder. Once you will response for that mail, this mail will automatically remove from the Reply Awaited folder. Mail will be stored in this folder temporarily just for waiting the reply from the recipient.

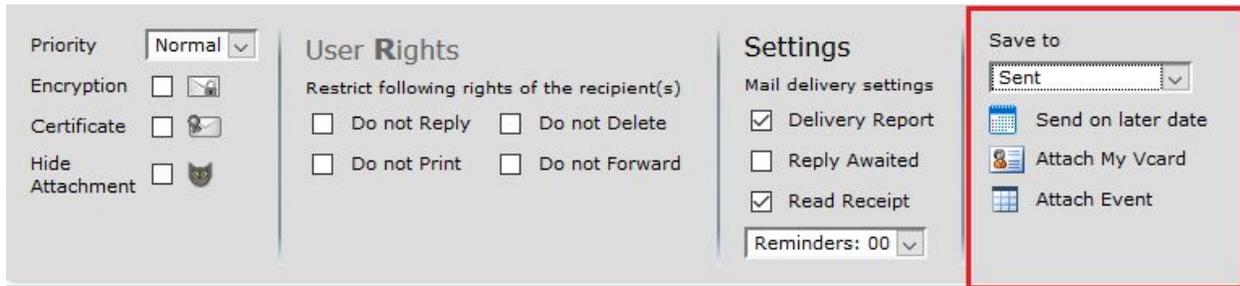


**Reminders:** You can set reminder for this mail also with the option of adding reminder.



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## Other Options in Advanced Options



Priority: Normal

Encryption:

Certificate:

Hide Attachment:

User Rights: Restrict following rights of the recipient(s)

Do not Reply  Do not Delete

Do not Print  Do not Forward

Settings: Mail delivery settings

Delivery Report

Reply Awaited

Read Receipt

Reminders: 00

Save to: Sent

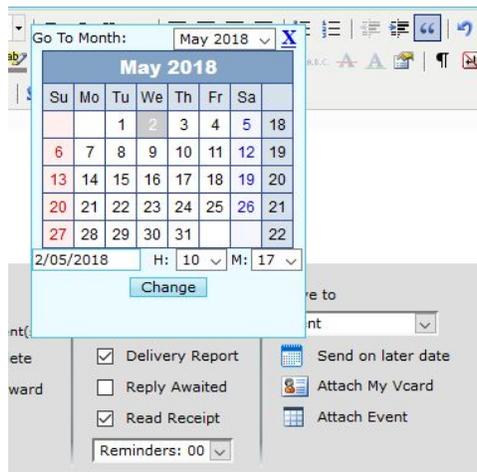
Send on later date

Attach My Vcard

Attach Event

**Save to:** You can set folder name in which you want to save this mail after sending.

**Send on later Date:** You can schedule your mail to send this in future. You can set date & time and can click on send button. This mail will be delivered on scheduled date & time only.



**Attach My vCard:** You can attach your vCard with the email.

**Attach Event:** You can attach event with the email that you are sending. For this you can create event and can send it with the email.

NOTE: You can save email as a template also for future use.

## Tags

While Sending an email user can set Organization level pre-defined TAG on that Email, which enables all the recipient of that email to search that email by using that TAG itself. This capability also automatically clubs all emails together with specific TAG irrespective of sender or subject. User can also set his personal TAGs also from Settings-Default-Email Tag-Add Tag option.

For example, there are many sales people who receives Purchase order (PO) from customers and then send it to accounts department for billing. Now with TAG feature,

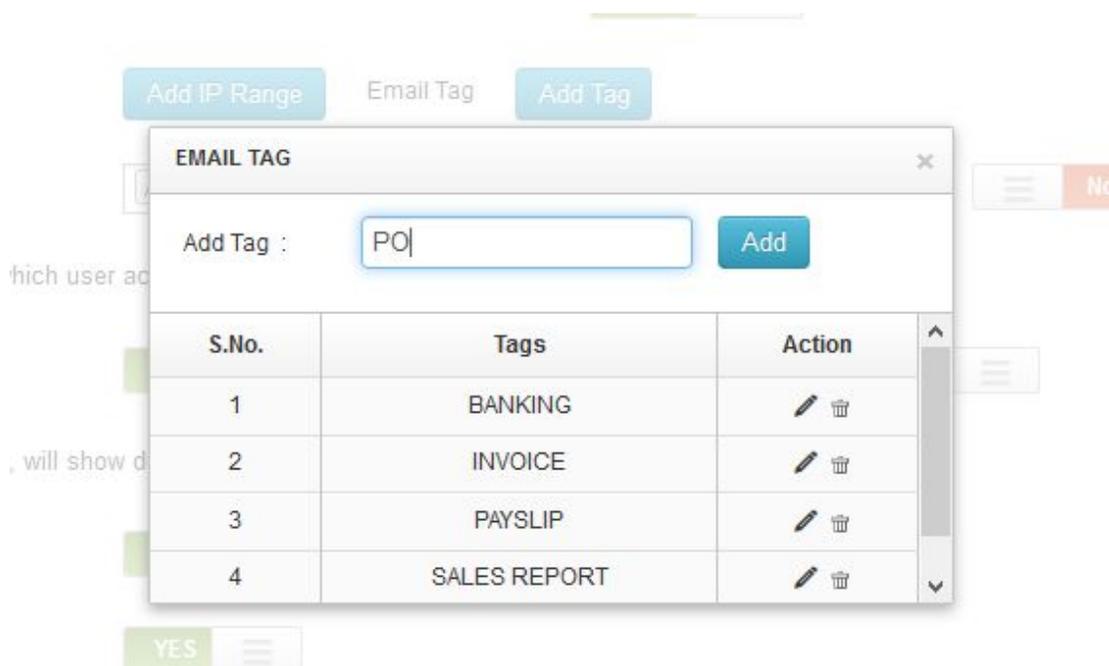
all sales team members with their own email address can send a PO to billing team by putting a TAG as PO. Now accounts person or sales team can pull all emails together which are tagged as PO.

### At Domain Side:

Domain admin can add generic tags that can be used at the time of sending email. For adding tag domain admin can go to the

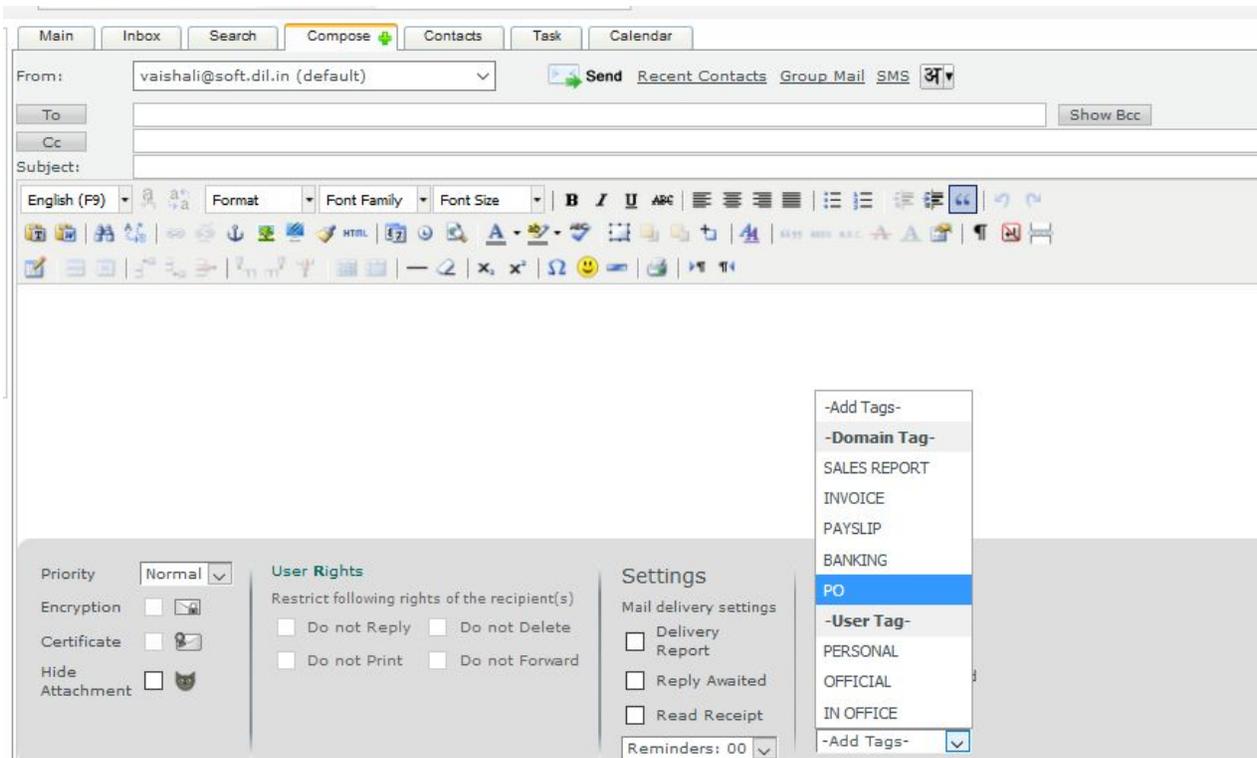
Edit domain->domain options

Here they will get <<Add Tag>> option. On click of Add Tag, domain admin can write down name of the tag and can add it. They can Edit/delete existing tag.



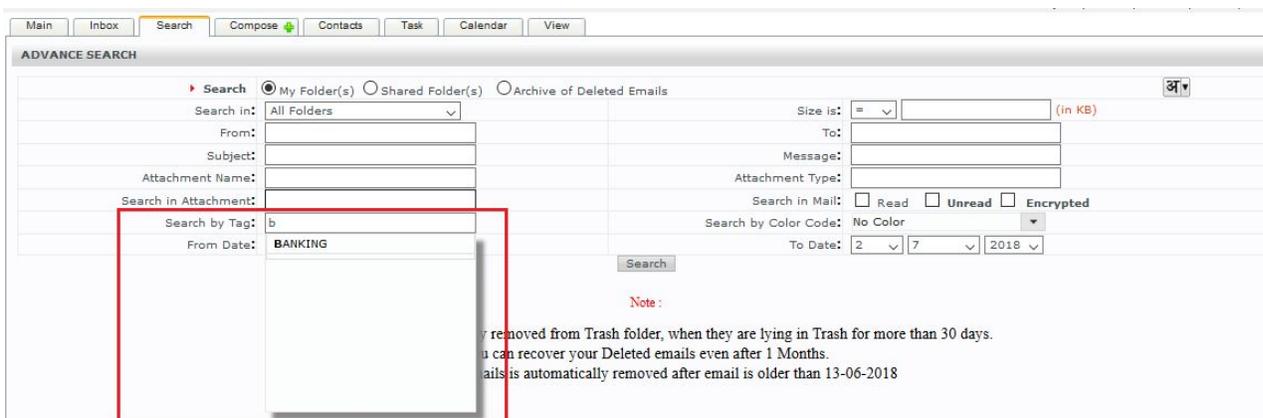
### At User End:

These tags will display at user end. At the time of composing email, user can click on advanced setting and can use tag.



At the receiver end, added tag will display and receiver can also search this mail with same tag.

For E.g if sender has used tag “Banking” at the time of sending email. Then at the receiver end, receiver can see that tag in the bottom of email as well as receiver can search that same email in search section by selecting criteria “Search By Tag”.

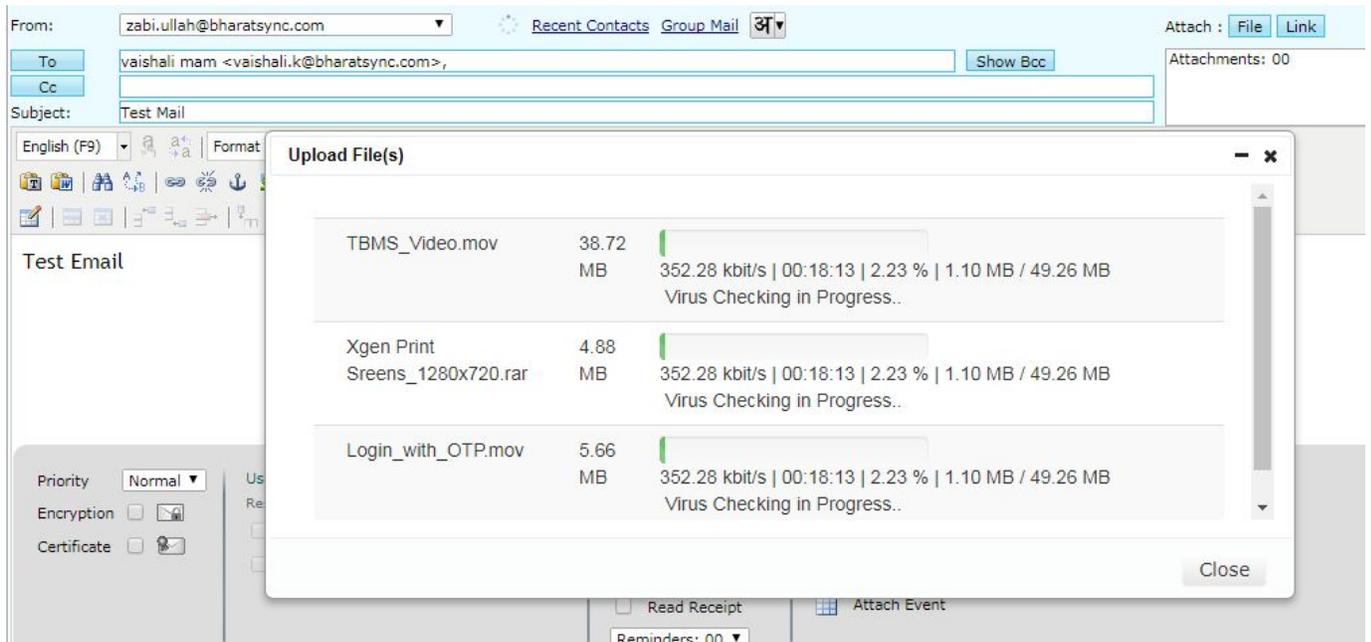


If receiver search email by Tag “Banking”, then all the mails related to that tag, will come in resultant list.

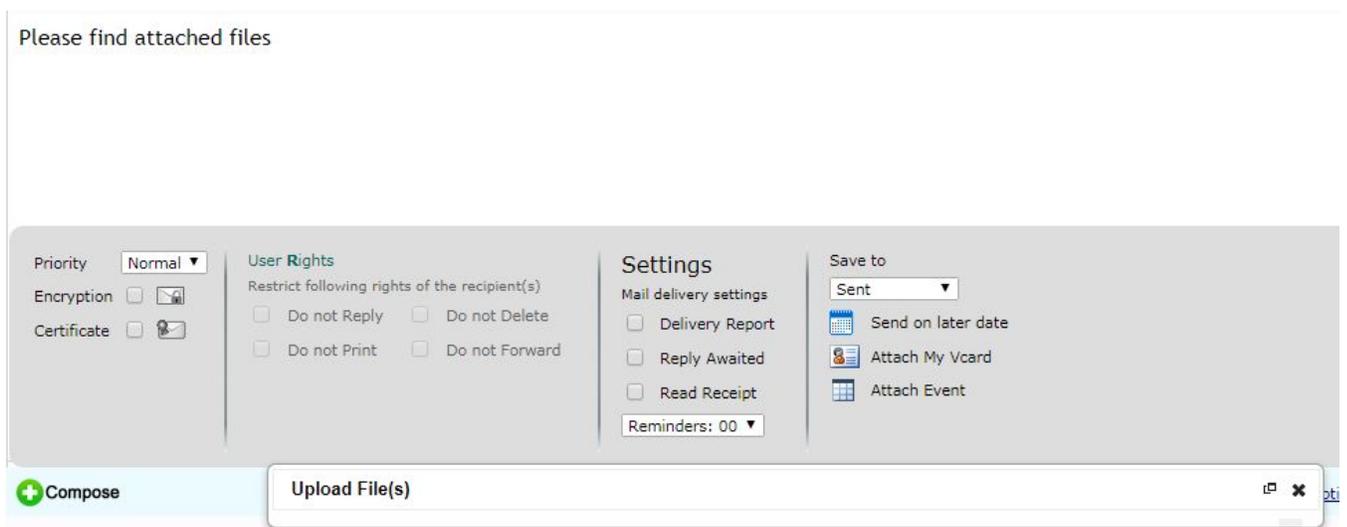
## How do I simultaneously compose email while uploading?

You may upload files and compose Email together at the same time.

- To attach files, click on File on the top right in compose section.
- Select files which you want to upload.
- While uploading the files minimize the window and start composing the Email.



Uploading window will get minimize and you may compose the mail in compose area



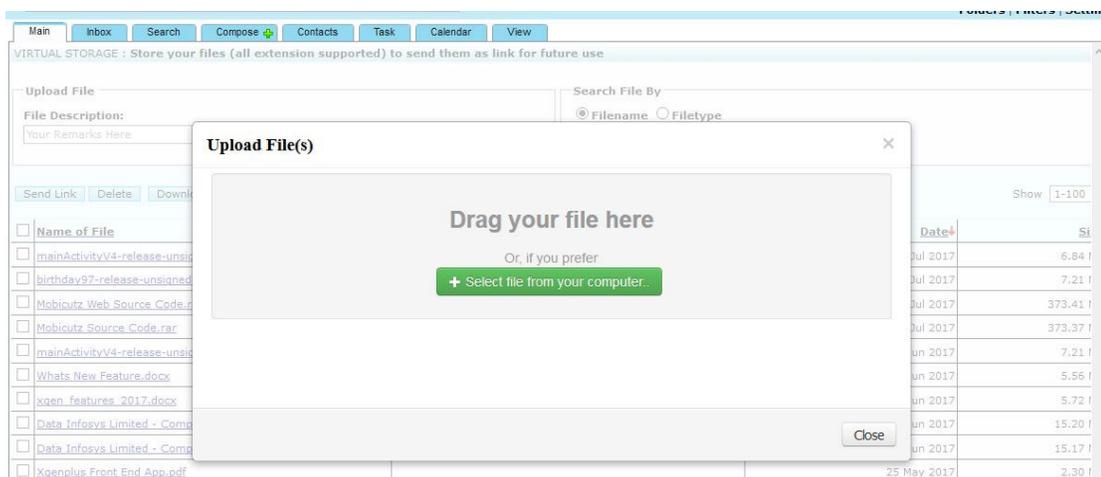
When Files gets upload you may send the composed Email

## Virtual Storage

It stores bulky files, which could be difficult for the sender to transport by e-mail or for receiver to receive them in their limited storage in inbox and in this case the receiver will receive only the link of the file instead of the whole file and hence the inbox will not be overloaded.

### How it works?

- Go to the Storage Section.
- Attach file and upload it in virtual storage section.



- After uploading select document from the list below and click on Send Link. Before proceeding, it will ask Do you want to give Update Attachment permission with the attachment? It means that you are allowing the receiver to update that attachment and can upload directly in your virtual storage.

Virtual Storage interface showing a list of files and a dialog box for giving rights to a receiver.

**Upload File**

File Description:

Search File By:  Filename  Filetype

Show 1-100

<input type="checkbox"/>	Name of File	Date	Size
<input checked="" type="checkbox"/>	mainActivityV4-release-unsigned.apk	22 Jul 2017	6.84 MB
<input type="checkbox"/>	birthday97-release-unsigned.apk	13 Jul 2017	7.21 MB
<input type="checkbox"/>	Mobicutz Web Source Code.rar	06 Jul 2017	373.41 MB
<input type="checkbox"/>	Mobicutz Source Code.rar	05 Jul 2017	373.37 MB
<input type="checkbox"/>	mainActivityV4-release-unsigned_v97.apk	28 Jun 2017	7.21 MB
<input type="checkbox"/>	Whats New Feature.docx	28 Jun 2017	5.56 MB
<input type="checkbox"/>	xgen_features_2017.docx	28 Jun 2017	5.72 MB

**Give Rights to Receiver**

Allow user to upload the modified file into my account

- Now this can be send in mail as in link form. At the receiver end user can download the file and make updates. After updating file he can again upload file in sender's Virtual storage.

Email interface showing a message with a download link and an upload button.

From: vaishali.k@bharatsync.com (default)

To: shivangini <shivangini@dil.in>

Cc:

Subject: Xgenplus Technical Document

Attachments: 00

English (F9) | Paragraph | Georgia | 4 (14pt) | **B** *I* U ABC |

Hi,

Please Click Here To Download [xgen\\_features\\_2017.docx](#) and after updating the file click here to  the file to direct update in my account.

**Best Regards,**  
 Vaishali Kataria  
 Business Analyst  
 Data Infosys Ltd

(Mo): 7073954446, +91-9636620791 (L) 0141-2554970/71  
 Web: <http://www.datainfosys.com/> <http://www.xgenplus.com/>

- At sender's account updated file will display but with auto versioning. Also there will be an email ID mentioned who have updated that attachment with date & time.

Main | Inbox | Search | Compose | Contacts | Task | Calendar | View

VIRTUAL STORAGE : Store your files (all extension supported) to send them as link for future use

**Upload File**

**File Description:**  
Your Remarks Here

**Search File By**  
 **Filename**  **Filetype**

Show 1-100

<input type="checkbox"/> Name of File	File Description	Date	Size
<input type="checkbox"/> xgen_features_2017_1.docx	(Updated by shivangini@dil.in)	28 Jul 2017	5.86 MB
<input type="checkbox"/> mainActivityV4-release-unsigned.apk		22 Jul 2017	6.84 MB
<input type="checkbox"/> birthday97-release-unsigned.apk		13 Jul 2017	7.21 MB
<input type="checkbox"/> Mobicutz Web Source Code.rar		06 Jul 2017	373.41 MB
<input type="checkbox"/> Mobicutz Source Code.rar		05 Jul 2017	373.37 MB
<input type="checkbox"/> mainActivityV4-release-unsigned_v97.apk		28 Jun 2017	7.21 MB
<input type="checkbox"/> Whats New Feature.docx		28 Jun 2017	5.56 MB
<input type="checkbox"/> xgen_features_2017.docx		28 Jun 2017	5.72 MB

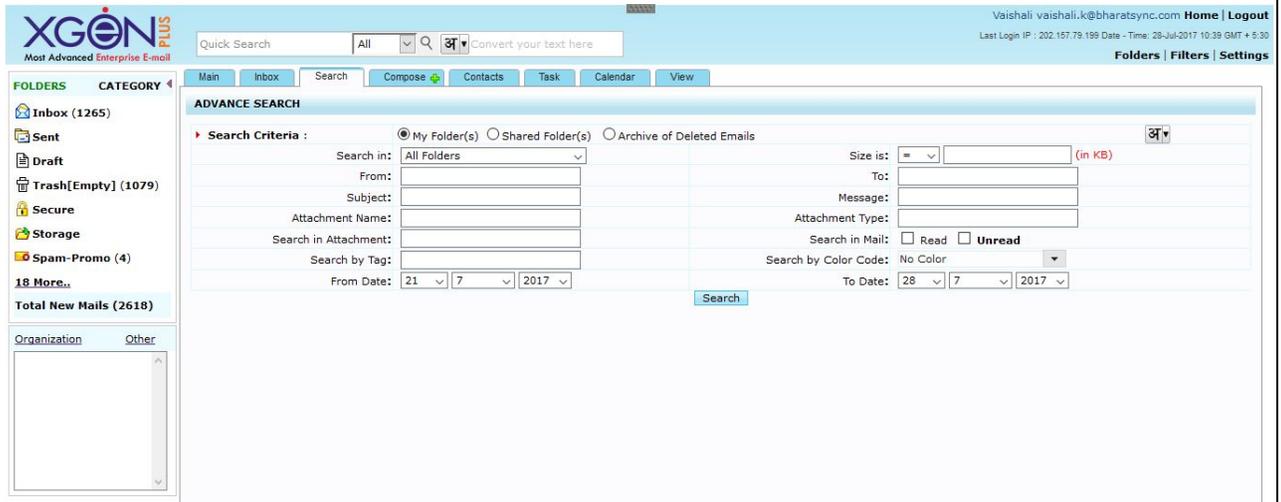
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## How Do I Search?

Prevailing search option gives the power to amplify the search. One can:

- **Look in All folders / Shared Folders** or specify any folder.
- Find messages even by :-
  - From
  - Subject
  - Message
  - To
  - Anywhere (any folder)
  - Attachment Name - search based on attached file name in email.
  - Attachment Type - search based on document type attached in email.
  - Email Size - search based on email size.
  - Email ID - Just put the unique number of the email and search.

- Search within Attachments - You can search keywords within documents attached into emails.
  - Search with TAG / Color
- **Search with Archive Folder** - Search emails which is being deleted from Trash also.

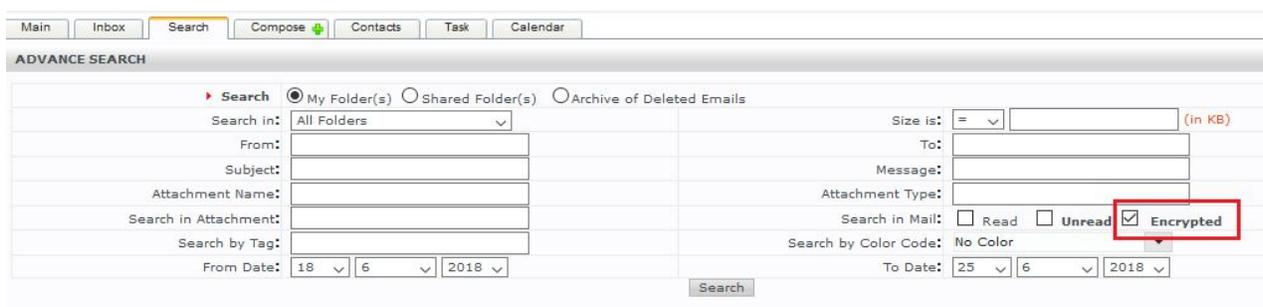


- [Watch Tutorial](#)

## Search Encrypted Email

User can search emails by filtering only Encrypted Email. So, if user has any encrypted email in their inbox, then they can directly filter it out with this setting.

Go to Search << Search in Mail << Check **Encrypted** option.



## Want to retrieve your Deleted Emails?

Have you deleted your email accidentally from trash also? Want to retrieve it, no worries just go to the Search section and select '**Archive of Deleted Emails**'

The screenshot shows the 'ADVANCE SEARCH' section of an email client. Under 'Search Criteria', the radio button for 'Archive of Deleted Emails' is selected and highlighted with a red box. The 'Subject' field is also highlighted with a red box and contains the text 'IGP'. Other search criteria include 'Search in: All Folders', 'Size is: = (in KB)', and 'From Date: 25/7/2017'. A 'Search' button is located at the bottom of the search criteria section.

By Default, there will be retrieval for deleted emails of past 7 days. Administrator can set policy from admin panel to increase that time.

The screenshot shows the search results page. A table with columns 'From', 'Subject', 'Date', and 'Size' displays one result: '(Trash) IGP.com' with subject 'Welcome to IGP!', date '10:20 AM', and size '14k'. A 'Restore Mail(s) to Trash' button is located above the table.

	From	Subject	Date	Size
<input type="checkbox"/>	(Trash) IGP.com	Welcome to IGP!	10:20 AM	14k

Once user will get that deleted email, then he/she can restore that email again to the trash and can further move to required folder.

The screenshot shows the search results page with a 'Successful' dialog box overlaid. The dialog box contains the text 'Mail(s) Restored to Trash' and has 'OK' and 'Go to Trash' buttons.

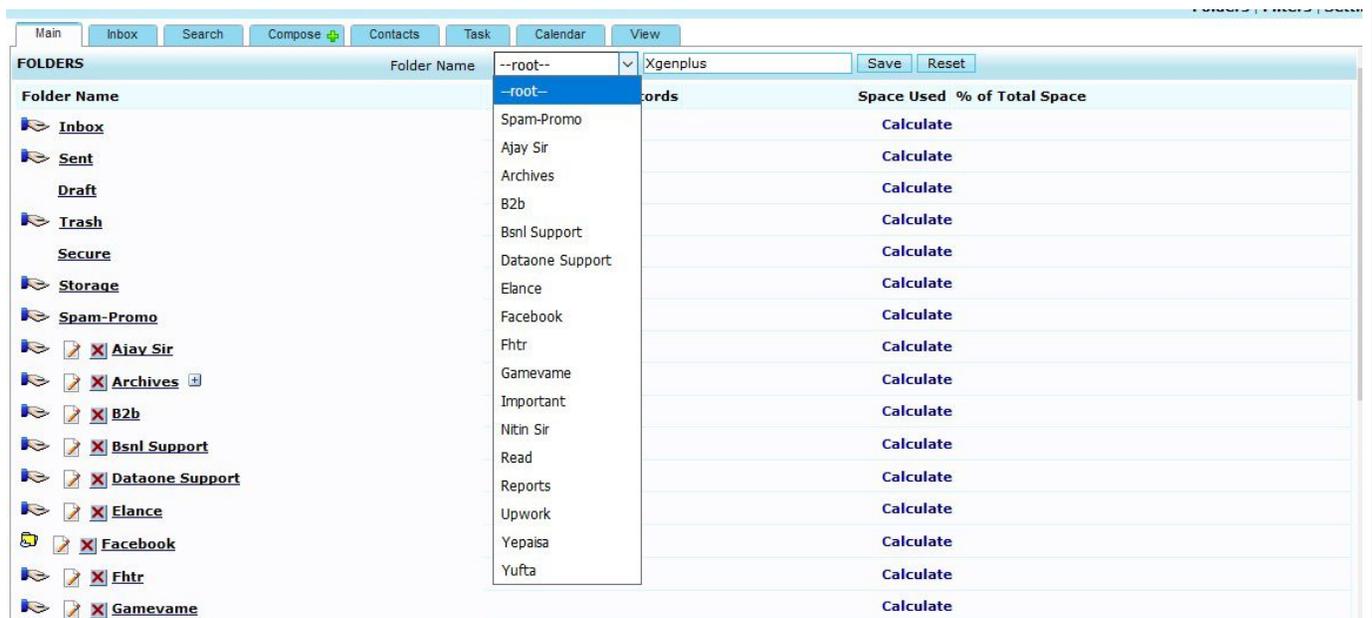
[Watch Tutorial](#)

## How to Create Folder?

Go to the folder section, select Root folder or folder in which new folder should be display. If user selects:

**Root Folder:** Folder which user will be creating in Root folder, that means this will be an individual folder.

**Existing folder:** It means there will be a main folder and you are creating a sub folder.



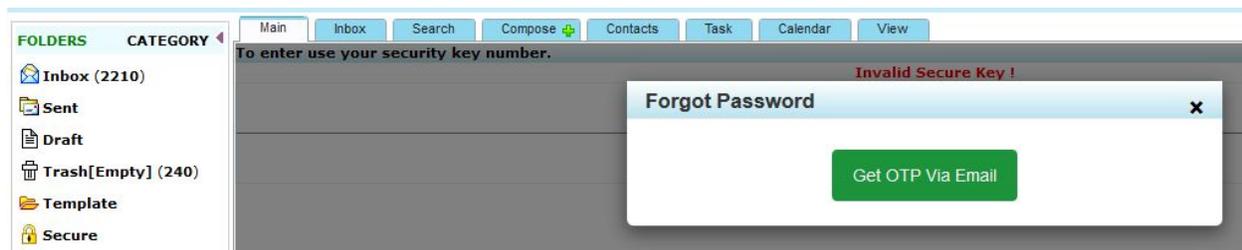
### Secure folder

Have you ever wanted to secure certain information on your email? What about using separate folder for important files. Xgenplus gives you a password protected folder to save your sensitive data. Now you can reset your secure key for secure folder even if you forgot the key. Xgenplus, a secured enterprise email solution takes care to keep your confidential data safe and secure. That is why Xgenplus has provided an inbuilt password-protected folder. called Secure Folder. Separate password ensures double password protection for the secured folder. The folder is accessed by a secure password You can change its password from the setting section.

This section provides separate storage for emails as provided by domain administrator.



If in case you forgot its password, then you can reset it via “Forgot password”. With this you will get an OTP on your alternate email ID and can reset password.



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## Want to share Folder?

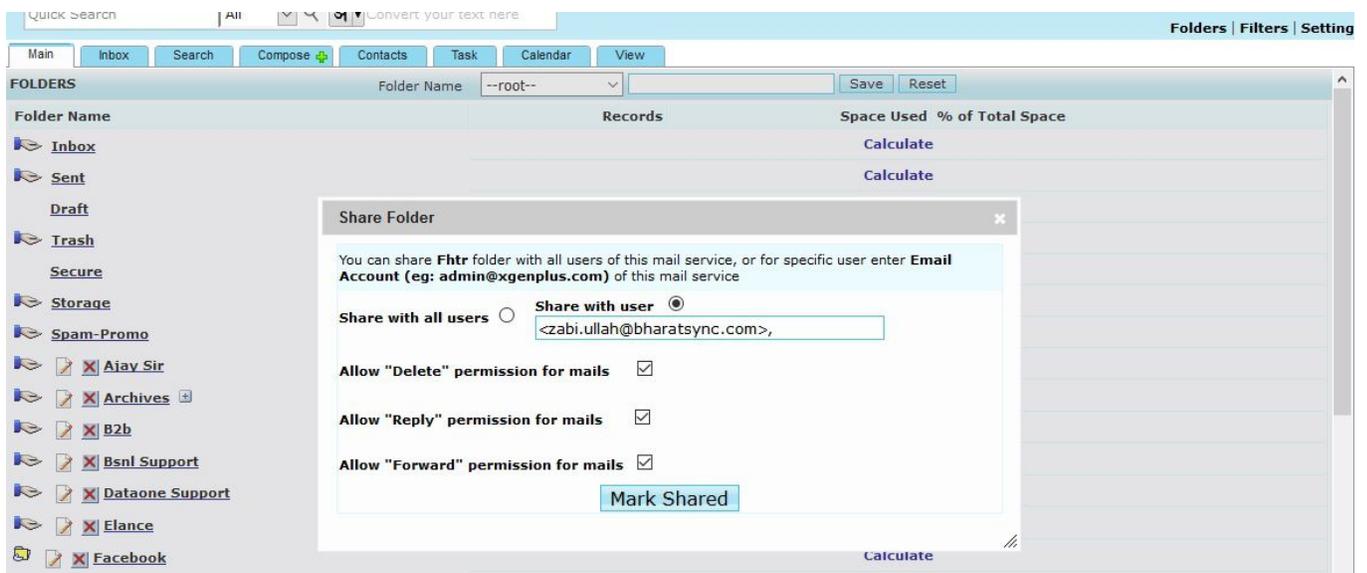
For share folder Click on the symbol.

You will be given the option to share the specific folder with specific user or all the users on that domain.

It gives you 2 options:

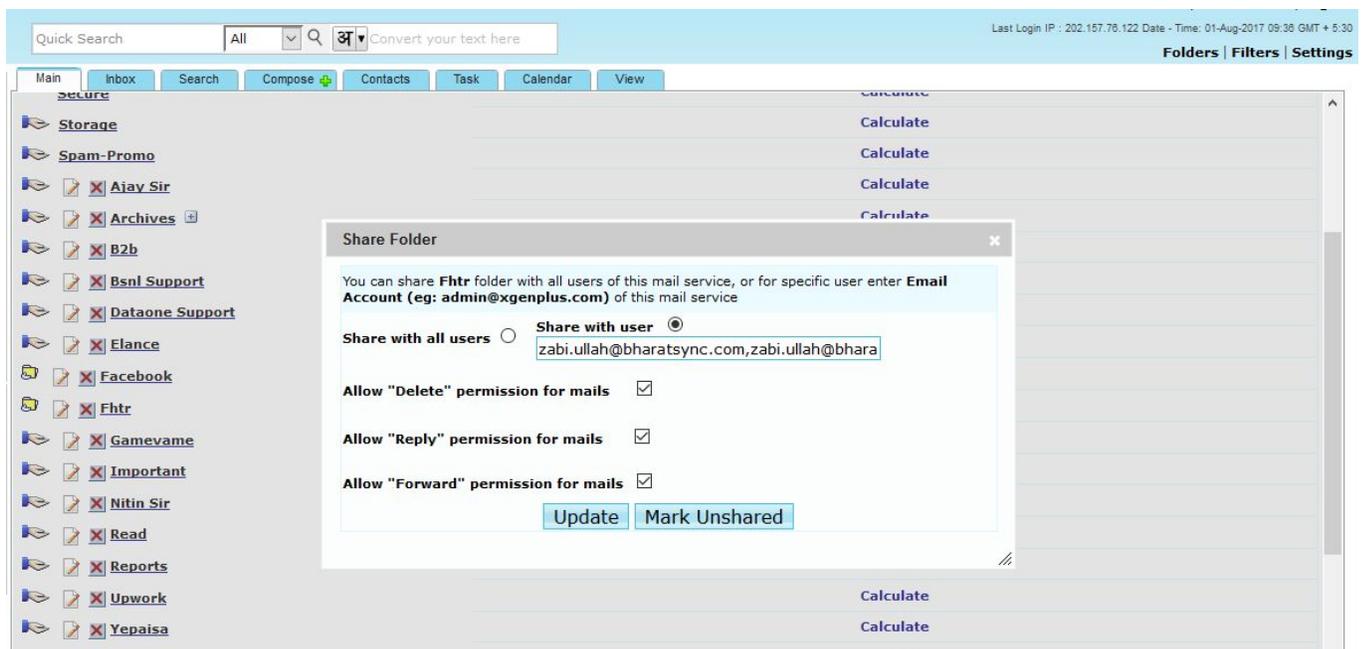
**Share with all users:** You can share this folder to all those users that are available on this domain.

**Share with User:** You can share this folder with a user by putting his/her emails ID in text box. You can add more than one email Id with comma separated.



You can allow/Disallow user to Delete/Reply/Forward emails from that folder which have been shared to him.

You can unshare that folder anytime, if it is not required to share folder with another user. To unshare any folder Click over icon in adjacent to folder name. A dialog box will open which will ask you to update permission or mark folder unshare.

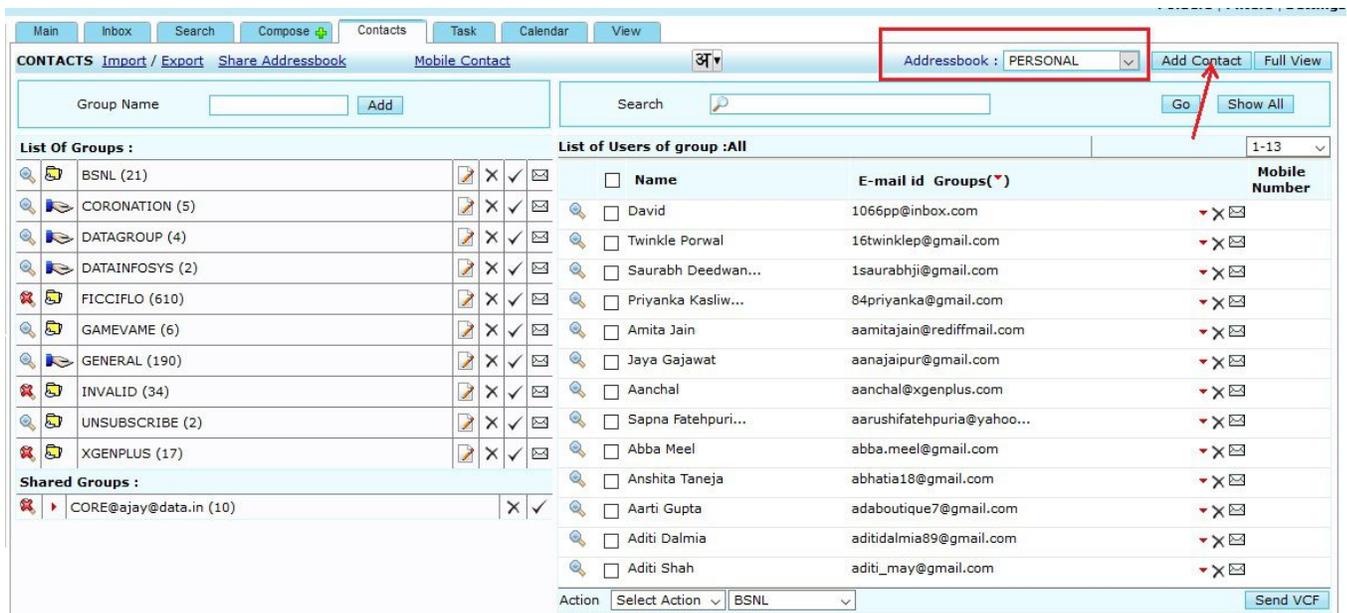


If any other user has shared his/her folder with you, then will come under shared Folder section, where you can check all shared folders.

Main			
Inbox	Search	Compose +	Contacts
Task	Calendar	View	
			<b>Dataone Support</b>
			Calculate
			<b>Elance</b>
			Calculate
			<b>Facebook</b>
			Calculate
			<b>Fhtr</b>
			Calculate
			<b>Gamevame</b>
			Calculate
			<b>Important</b>
			Calculate
			<b>Nitin Sir</b>
			Calculate
			<b>Read</b>
			Calculate
			<b>Reports</b>
			Calculate
			<b>Upwork</b>
			Calculate
			<b>Yepaisa</b>
			Calculate
			<b>Yufta</b>
			Calculate
Contacts			<b>874</b>
TOTAL			437.0(KB) 0.01
TOTAL			Calculate
<b>Shared Folder</b>			
<a href="mailto:Inbox@dmanqani@bharatsync.com">Inbox@dmanqani@bharatsync.com</a>			

## How Do I Add Contacts?

To add contacts, go to the Contacts Section, in top right section of contacts you must select address book first in which you want to add. Once address book will be selected, you can click on Add Contact.



Once you click over 'Add Contact', a form will open and there you need to submit details.

The screenshot shows the 'Add Contact' form in the XGEN PLUS interface. The form is titled 'General' and has a 'Back' button and 'Save' and 'Add New User' buttons at the top right. The form is divided into several sections:

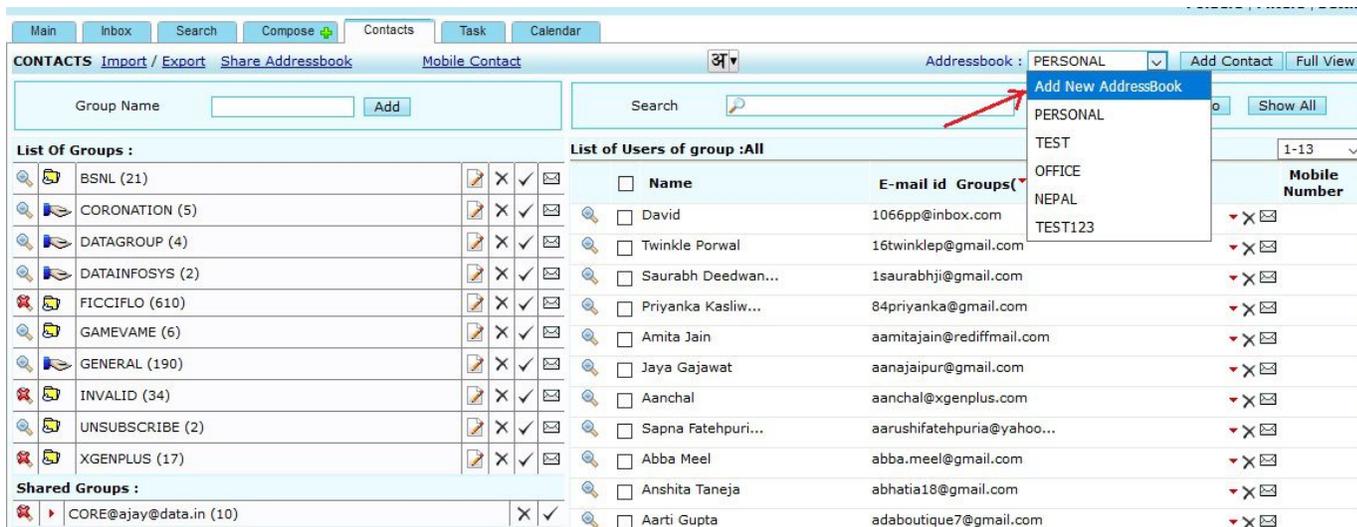
- Business Contact:** Includes fields for Title (Mr.), First Name\*, Middle Name, Last Name, Suffix (-), Company Name, and Job Title. There is a 'Select Group...' dropdown and a label 'Current selected Group: XGENPLUS'.
- Business Card:** A large text area for a business card image, currently containing 'Mr.'.
- Phone Numbers:** Includes fields for Home Phone, Work Phone, Mobile Number, and Fax Number. An example number 'Ex: 91-123-456789' is shown below the Fax Number field.
- E-Mail Addresses:** Includes fields for E-Mail ID\*, E-Mail Alternate, and Other E-Mail. There is also a 'Display As' field.
- Comments:** A text area for comments, with a note '( You may enter up to 200 characters. )'.

After fill this form contact will be added in the selected address book. Now you can move any contact with any address book.

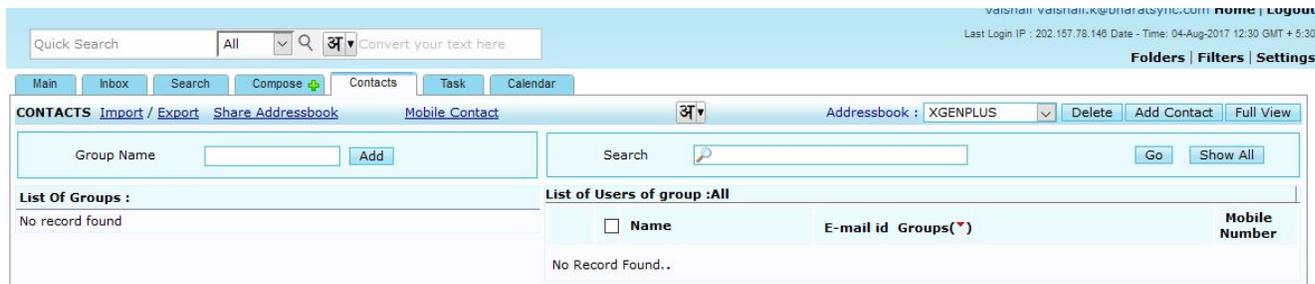
[Watch Video tutorial](#)

## How Can I Create Address book?

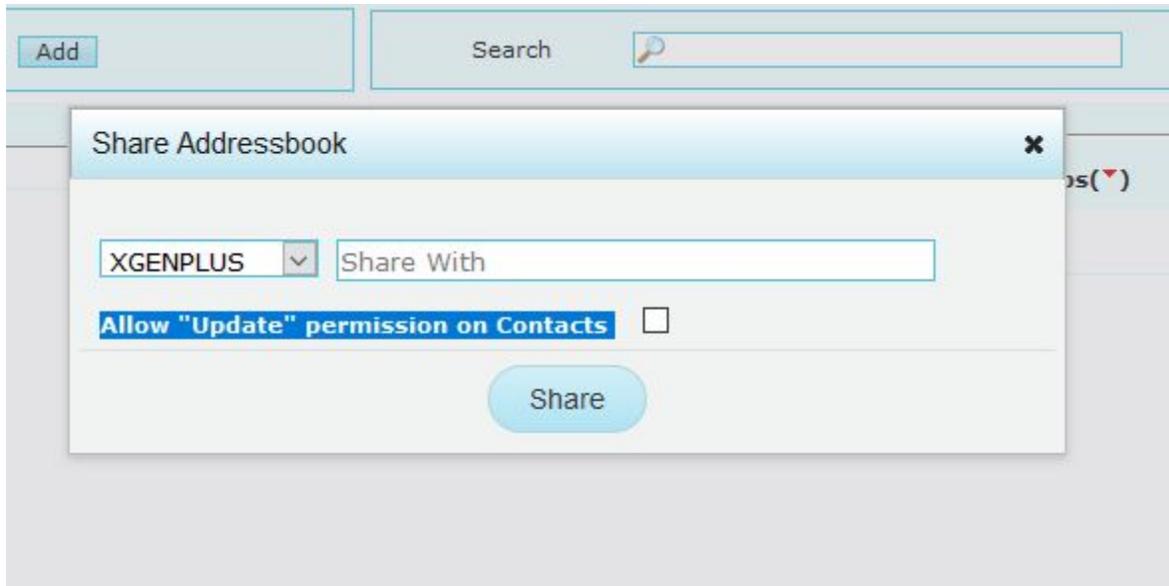
Want to create more than one address book? Go to the contact section, select 'Add new address book' in the dropdown and add it. New address book will be created and you can add your contacts here.



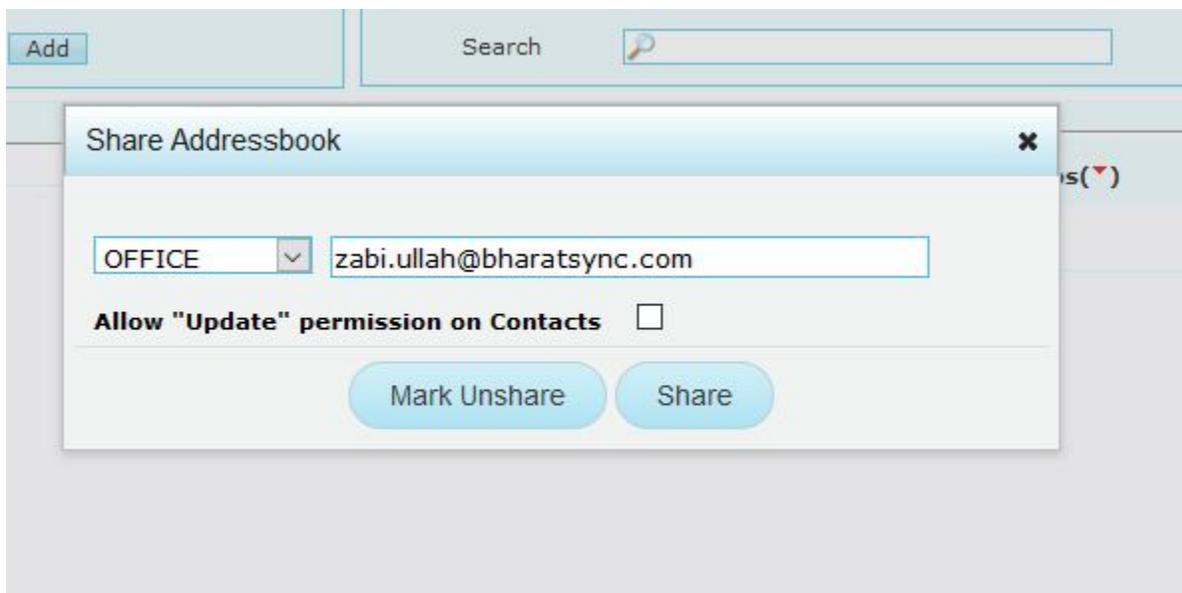
Once you will add address book you will get screen, where you can add single contact or can bulk upload with csv file through an Import option.



You can share address book also with any user. You can set permission 'Allow "Update" permission on Contacts' by enable or disable. So if you enable this, that user can modify your address book.

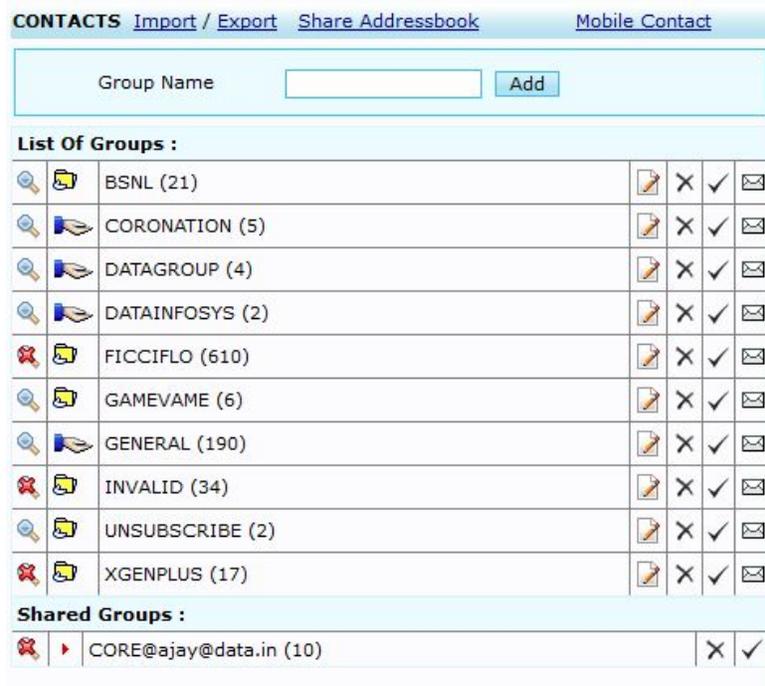


You can un share your address book anytime.



## How can I create groups?

Want to create your contact groups for group mails? For creating group add group name. Your group will be created.



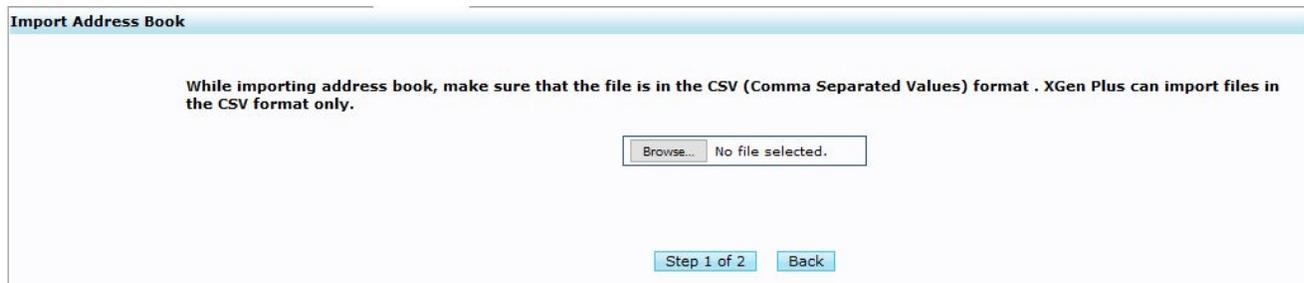
The screenshot shows the 'CONTACTS' interface with navigation links for 'Import / Export', 'Share Addressbook', and 'Mobile Contact'. Below these is a form to create a new group with a 'Group Name' input field and an 'Add' button. A 'List Of Groups' table follows, listing various groups with their member counts and action icons. Below the list is a 'Shared Groups' section with one entry: 'CORE@ajay@data.in (10)'.

List Of Groups :				
	BSNL (21)			
	CORONATION (5)			
	DATAGROUP (4)			
	DATAINFOSYS (2)			
	FICCIFLO (610)			
	GAMEVAME (6)			
	GENERAL (190)			
	INVALID (34)			
	UNSUBSCRIBE (2)			
	XGENPLUS (17)			

Shared Groups :	
	CORE@ajay@data.in (10)

Once group will be created you can import contact list in CSV format with Import option.



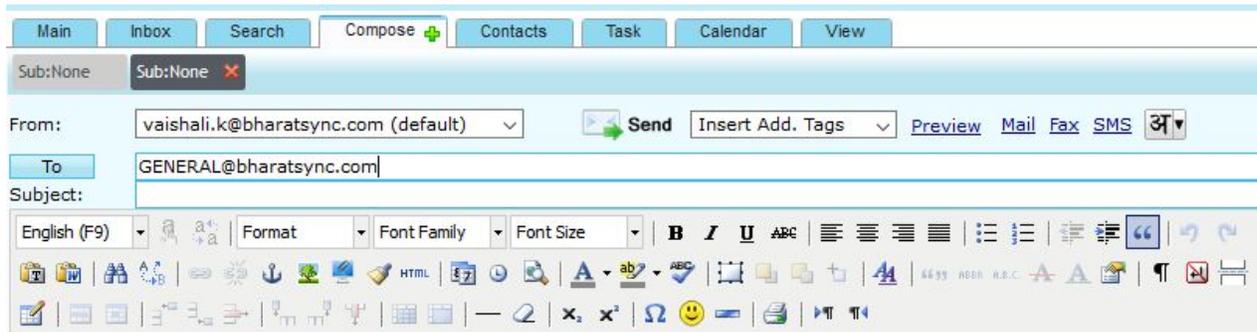
The 'Import Address Book' dialog box contains a message: 'While importing address book, make sure that the file is in the CSV (Comma Separated Values) format . XGen Plus can import files in the CSV format only.' Below the message is a 'Browse...' button and the text 'No file selected.'. At the bottom, there are 'Step 1 of 2' and 'Back' buttons.

Now all contacts will be added in that group. You can send a group mail, can share/unshare that group. You can edit/delete group anytime as per the requirement.

[WATCH VIDEO TUTORIAL](#)

## How can I send Group Email?

For sending group mail, go to the groups in contact. In front of group you will get an icon send mail. After click on mail icon, compose mail screen will open with the email address of that group. Suppose group name is 'support', while sending group mail, it will be converted in one email ID which will be [support@bharatsync.com](mailto:support@bharatsync.com).



You can even customize mail with individual's:

- First Name
- Middle Name
- Last Name
- Birth Date
- Email Address
- Email Alternate
- Company name
- Phone\_Home
- Phone\_Work
- Phone\_Mobile

So for this you need to upload contact csv with all the fields which you want to add in the group mail.

Suppose you have added tag First name, now you need to add csv file with Column First name.

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Move To :  [Print...](#) [Forward](#) [Delete](#) [Block](#) [Resend](#) [Reply](#) [ReplyAll](#) [Read Receipt](#)  [Delivery Report](#)

**From** [Add To AddressBook](#)  Vaishali | **Date** 01 Aug 2017 03:38:00 PM MailId : [71772450]

**To** [Add To AddressBook](#)  GROUP: XGENPLUS@bharatsync.com

**Subject** Xgenplus Team Meeting

**Collapse** This Mail is already [Forwarded](#)

Hello [[FIRST\_NAME]],

Greetings!!

You are requested to present at HUB for the general meeting by Ajay sir regarding Xgenplus tomorrow.

Timings: 3.00PM

Date: 02/08/2017

Once you will add this tag in the group mail, at the receiver end he/she will get this email with their name like Hi Vaishali...

Move To :  [Print...](#) [Reply](#) [ReplyAll](#) [Forward](#) [Delete](#) [Block](#) [Interaction](#) [View Original](#)

**From** [Add To AddressBook](#)  Vaishali | **Date** 01 Aug 2017 03:38:44 PM MailId : [71772510]

**To** [Add To AddressBook](#)  vaishali.k@bharatsync.com

**Subject** Xgenplus Team Meeting

Hello VaishaliKataria ,

Greetings!!

You are requested to present at HUB for the general meeting by Ajay sir regarding Xgenplus tomorrow.

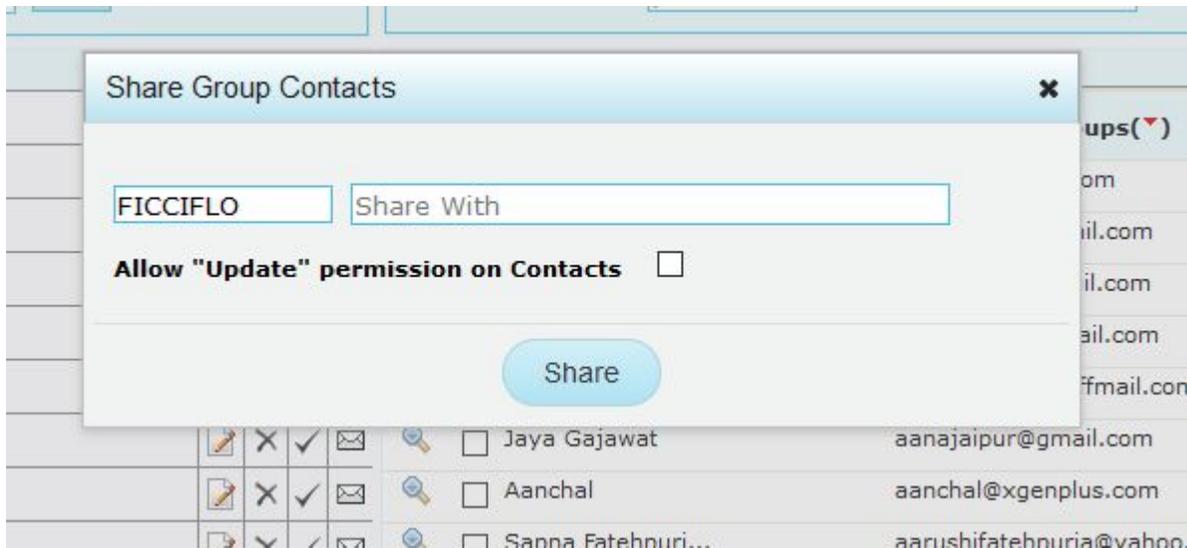
Timings: 3.00PM

Date: 02/08/2017

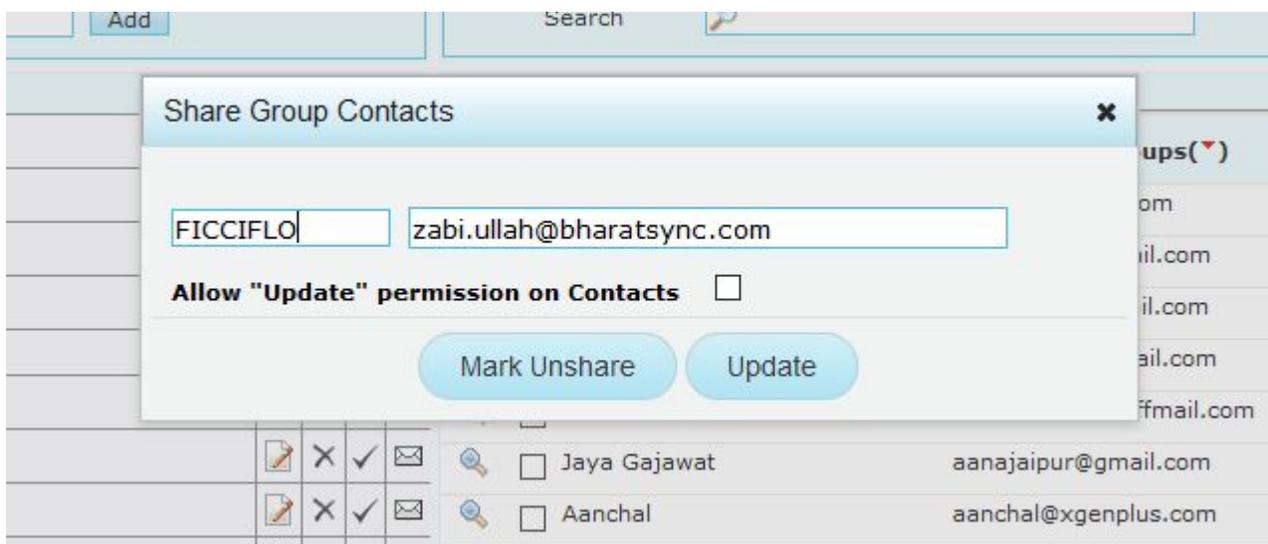
**Best Regards,**  
Vaishali Kataria  
Business Analyst  
Data Infosys Ltd

## How Can I share Groups?

Want to share your contact groups? Go to the group section in Contacts. Click on share icon .Once you will click over it, you will get an option through which you can add email address with which you want to share contact and allow permission for View only/ Allow "Update" permission on Contacts. So if you select 'Allow "Update" permission on Contact' that means user with whom you are sharing your contact can modify this group and contacts along with this.



After sharing icon will be changed with group. You can unshare group anytime.



## How can I create Task?

In the main tabs of email, top center, click Task.

The screenshot displays the 'Schedule Task' interface. At the top, there are navigation tabs: Main, Inbox, Search, Compose, Contacts, Task, Calendar, and View. The 'Task' tab is active. The 'Schedule Task' dialog box contains the following fields and options:

- Scheduled Date: August 11, 2017 (Fri)
- Message: [Empty text area]
- Action:  Email to\* (zabi.ullah@bharatsync.co),  SMS to\*,  PopUp
- Time: 17:45
- Buttons: OK, Reset
- Footer: \* : Mandatory

On the right, the 'List Of Tasks' panel shows a 'Pending Tasks' section with one task: 'To forward all official' scheduled for '2017-08-11' at '17:45'. The task has icons for a mobile phone, email, and a close button.

- Set the date and schedule the task as per need.
- Type task inside the compose section
- You may also set the task time
- The list of created task will display on the right

### Email/SMS/Popup:

- To receive the reminder of the task
- You need to set/enable Rules of action for created task i.e. Email to, SMS to and Pop up. (the notification related to the created task will receive on Email, SMS and as a Pop up on the set time and date)

Main | Inbox | Search | Compose + | Contacts | Task | Calendar | View

### Schedule Task

Scheduled Date : August | 11 | 2017 | Fri

Message:

Email to\*: zabi.ullah@bharatsync.cc  
 Action:  SMS to\*:  
 PopUp

Time : 18 | 00

Ok | Reset

\* : Mandatory

The created task can be update, reset and reschedule.

Schedule Task

11-08-2017

Message: To forward all official Email

Email to\*: zabi.ullah@bharatsync.cc  
 Action:  SMS to\*:  
 PopUp

Time : 17 | 45

Update | Reset | Reschedule

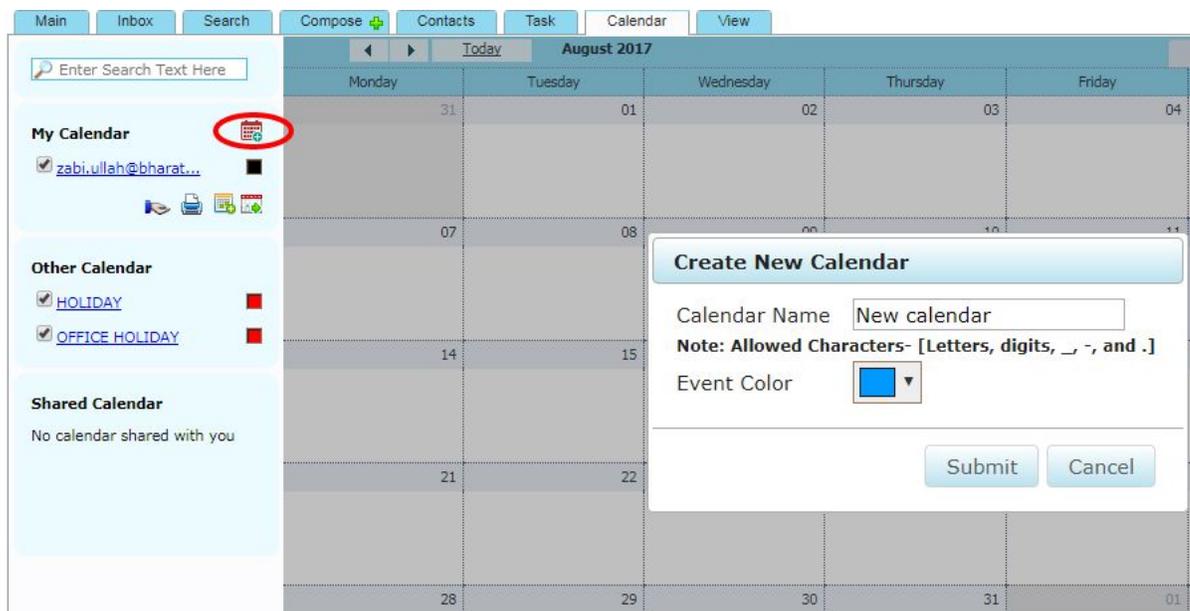
\* : Mandatory

## How to Manage Calendar?

### Set up a new calendar

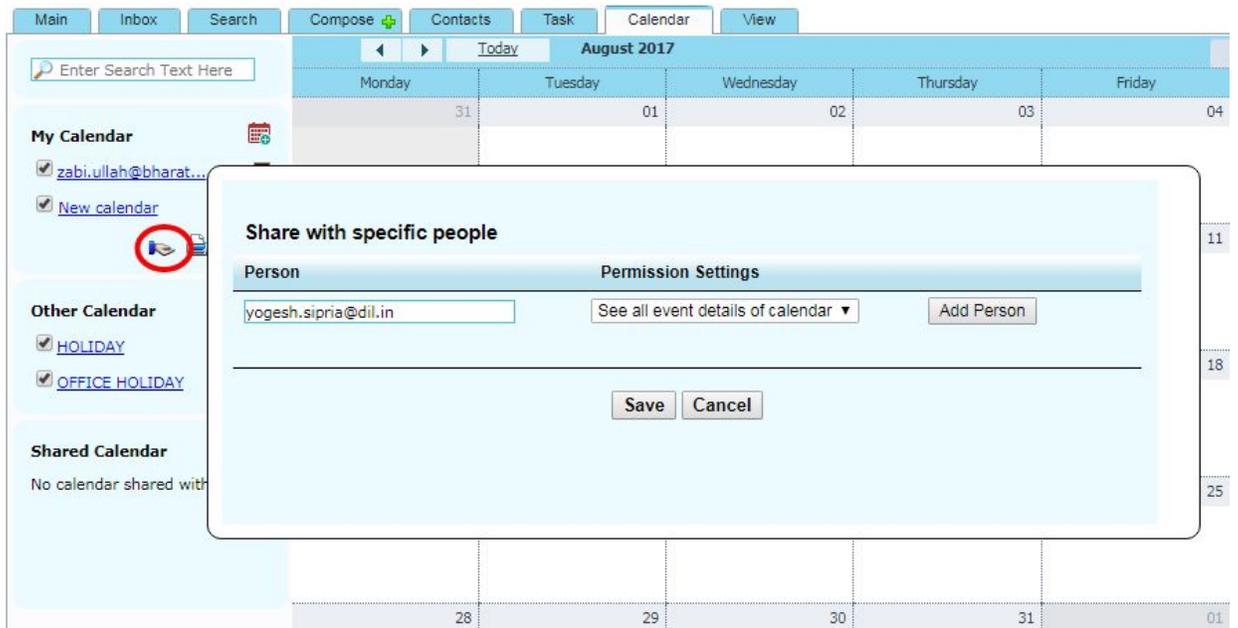
You can create new calendars through browser. Once the calendar is created, you'll see it in **my calendar on the left**.

- Open Calendar by click on top center
- Click on the icon  to create new calendar, a window will appear.
- Type Calendar name to create Calendar.
- The new calendar will in the list of **My calendar**.



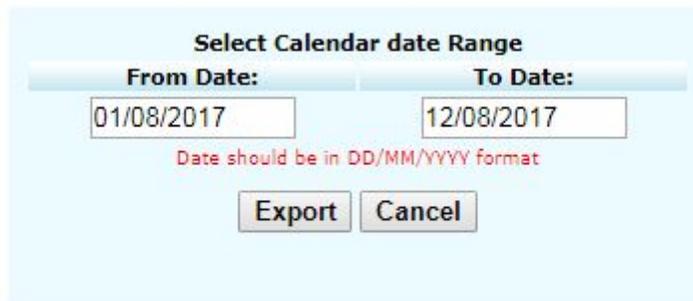
### Share the calendar

- Click on the icon  to share the calendar, a window will open.
- Add Email to which you want to share the calendar, select the privileges and click **Add person**
- The shared Calendar will display under **shared calendar**.



## Export Calendar

- Click icon  to export the calendar, a window will appear.
- You need to set the date range in which you to Export the created calendars.
- The calendars that has created in the selected range of date will be downloaded

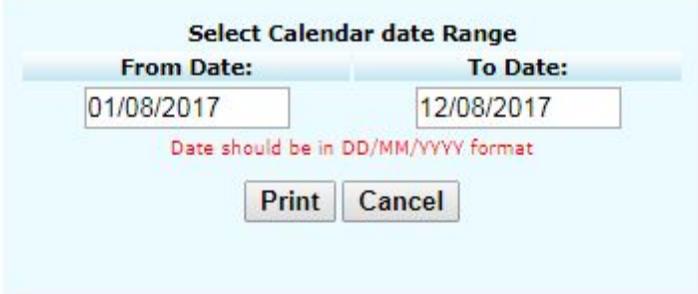


## Import Calendar

- Click icon  to import calendar
- Choose the calendar file you need to import from your system and upload it.

## Print Calendar

- Click icon  to export the calendar, a window will appear.
- You need to set the date range in which you to print the cretaed calendars.
- The calendars that has created in the selected range of date will be available to print.



Select Calendar date Range

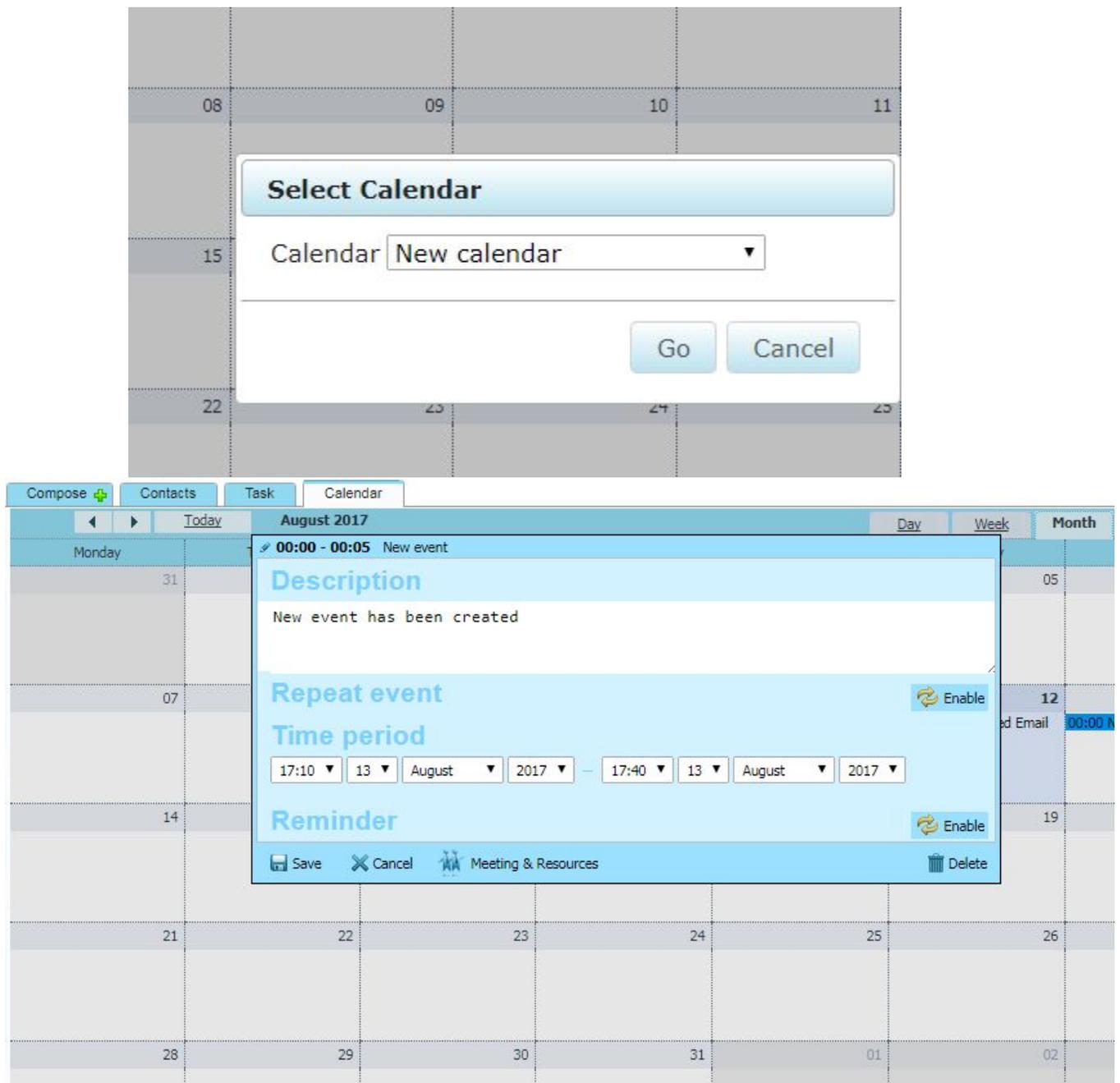
From Date: 01/08/2017 To Date: 12/08/2017

Date should be in DD/MM/YYYY format

Print Cancel

## Create Event

- Click a day on which you want to create an Event.
- A window will appear, you need to select the calendar and click **Go**
- A description window for event will appear in which you need to fill event details and Date/time period.



## Add resources for Event

- Click Meeting & resources at the bottom, a window will appear to add resources and guest for the event, fill the details and click **save**.
- You may check resource and guest availability while adding them in the list.

00:00 - 00:05 New event

**Guests**

**Add Guests** [Choose from Contacts](#) [Check Guest availability](#)

**Add Resource** [Check Resource availability](#)

Vehicle	<input type="button" value="&gt;&gt;&gt;"/> <input type="button" value="&lt;&lt;&lt;"/>	
Conferenceroom		
kkff		
Projector		
ConfRoom1		

**Location :**

## Add Reminder and repeat Events

- You may set reminder for the event prior to the set date and time
- Similarly, Event also can be repeat after occurrence, you may set repetition on daily, weekly, monthly and yearly.

00:00 - 00:05 New event

### Description

New event has been created

### Repeat event Disable

Daily  
 Weekly  
 Monthly  
 Yearly

Repeat  day every  month  
 On   Every  month

No end date  
 After  occurrences  
 End by

### Time period

-

### Reminder Disable

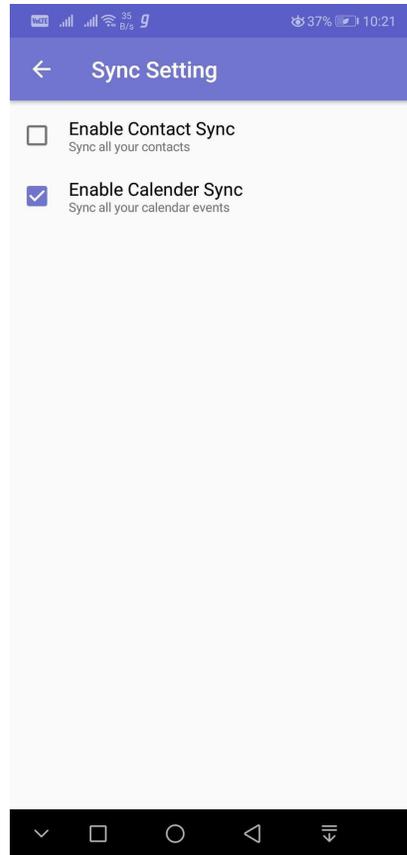
Before  minutes via Email:  SMS:

## Calendar Sync

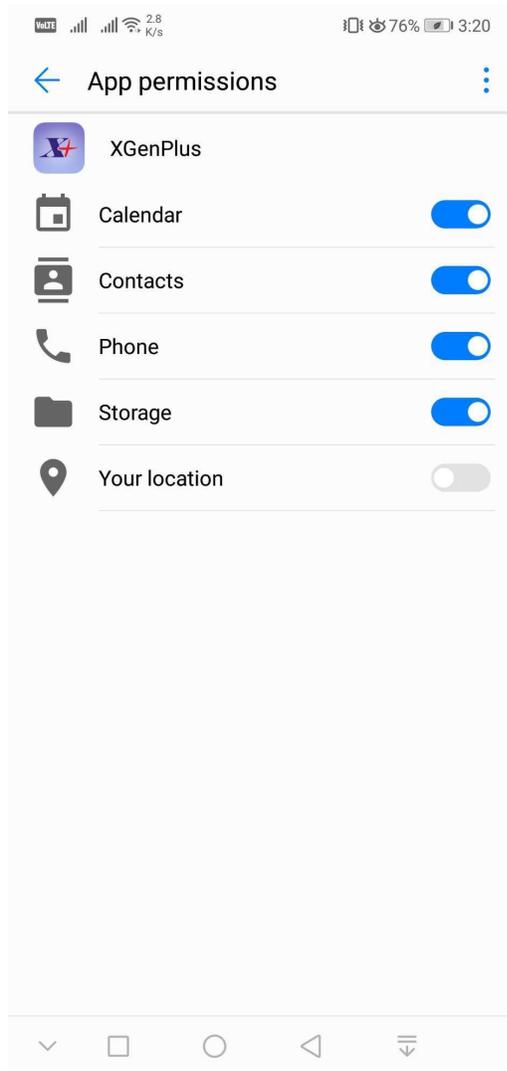
You can sync Xgenplus calendar with your mobile calendar. The event saved in the Xgenplus calendar will get sync to the phone's local calendar.

User can create the event in the application and then that event will get saved on the phone local calendar. User will also get the reminder for the event saved in the calendar

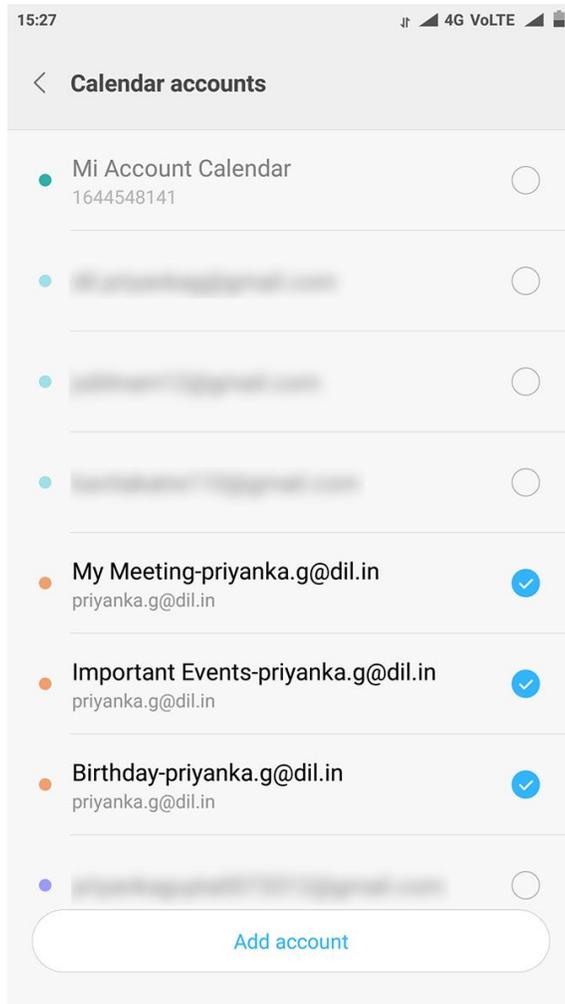
1. User needs to enable the calendar sync in the Xgenplus mobile application to sync the events in phone's calendar.



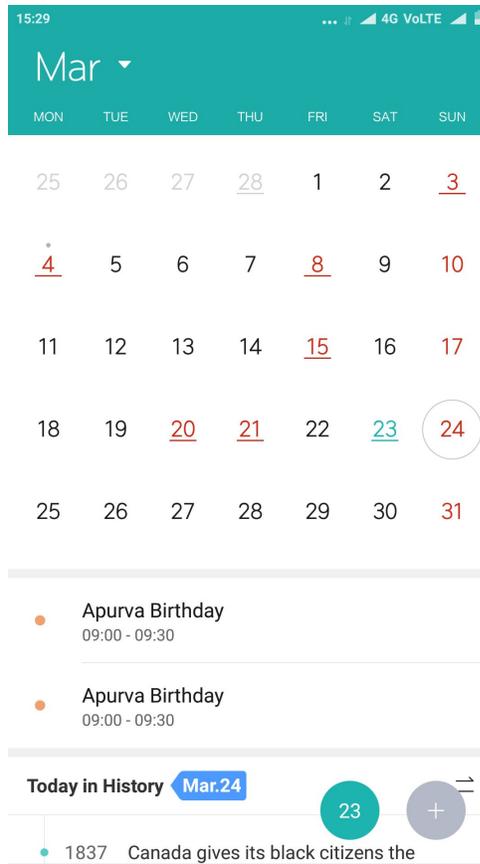
2. From navigation menu user tap on “sync setting” there will be a screen asking to enable the sync for contacts and calendar.
3. Once user enables the calendar sync then the events will get sync and user can easily manage the schedule.
4. Application will require calendar permission for calendar also to enable the syncing.
5. User can check the permission of the application by setting →application>select the permission name →permissions.
6. User even can disable phone permission from this screen.



7. The calendar synced will appear as ‘default” calendar. If user created other calendar say birthday, events or meeting then user will also be able to sync those.
8. User can also be able to enable the other calendar from web panel to sync or not. User will also be able to grant permission for the other calendar to be synced in phone whether they are enable from the web panel.
9. User will also be able to enable the permission for all the calendar types from the phone also. The calendar needs to enable from the web portal.



10. User will be able to see the calendar (local phone) with all the sync event and other created calendar.



Once user deletes any event on web then it will automatically be deleted from the mobile phone calendar.

This will work on both sides i.e. mobile to Web, Web to mobile.

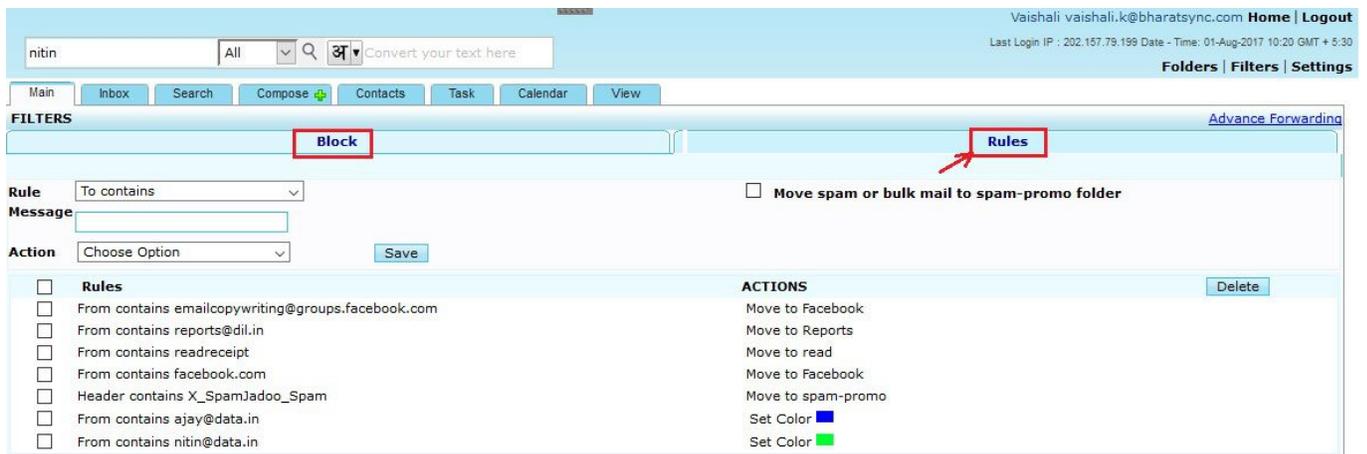
If you have shared calendar with other user along with manage permissions. Then once other user makes changes in the calendar, it will automatically flash over mobile app.

## How do I apply Filters?

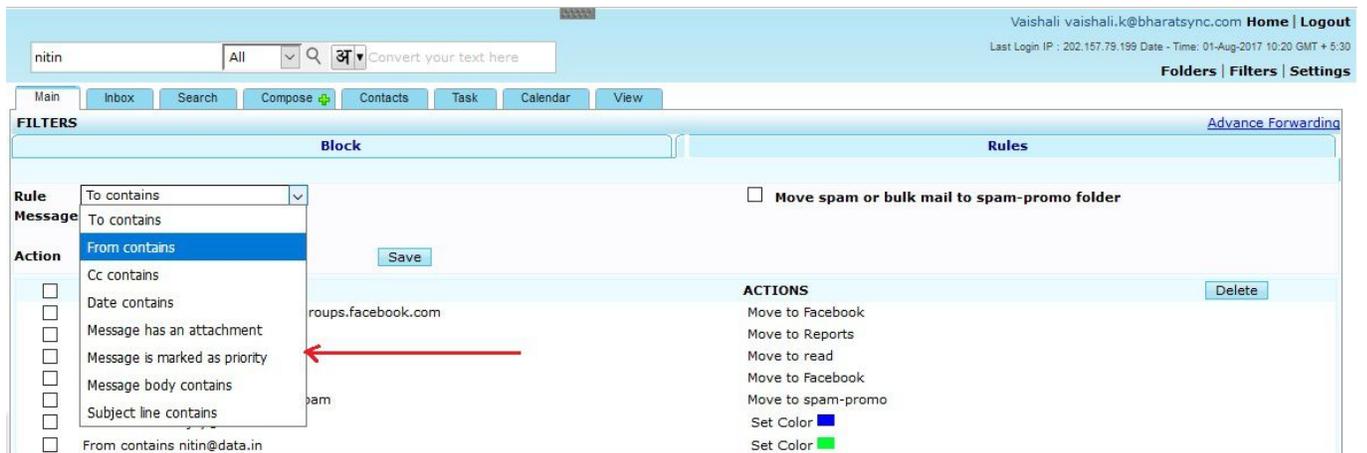
Go to the Filters in top right of the screen. You will get two tabs: Block & Rules.

To Block any user/Domain, select Block option.

To set rules for apply filters in the mailbox, select Rules.



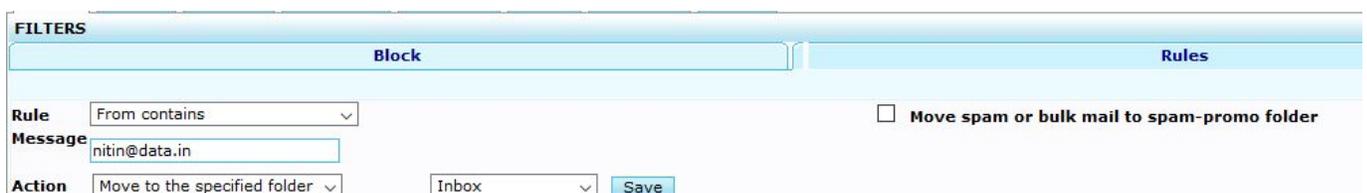
For setting rule, select rule type from the dropdown list as mentioned in screenshot:



With next field, you need to mentioned message for e.g. if you have selected Rule type From Contains then in message you need to submit any name/email ID/keyword for which you want to set filter.

Then select Action which you want to apply on that. You can select any action from the dropdown list like:

- **Move to the specified Folder:** You can move this particular mail to any specified folder, whenever you will receive email from the specified ID in the rule.

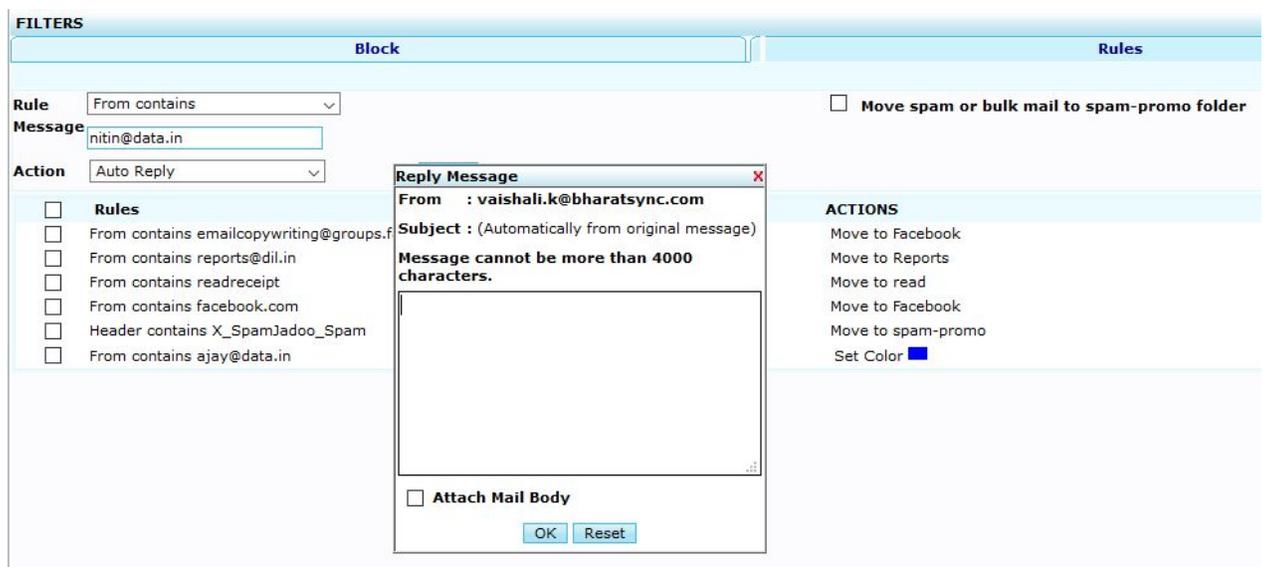


- **Delete:** Whenever you will receive mail with specified keyword/email/name, this will be deleted automatically.

- **Send SMS:** Whenever you will receive mail with specified keyword/email/name, automatically a SMS will send to the number which you will submit in the action



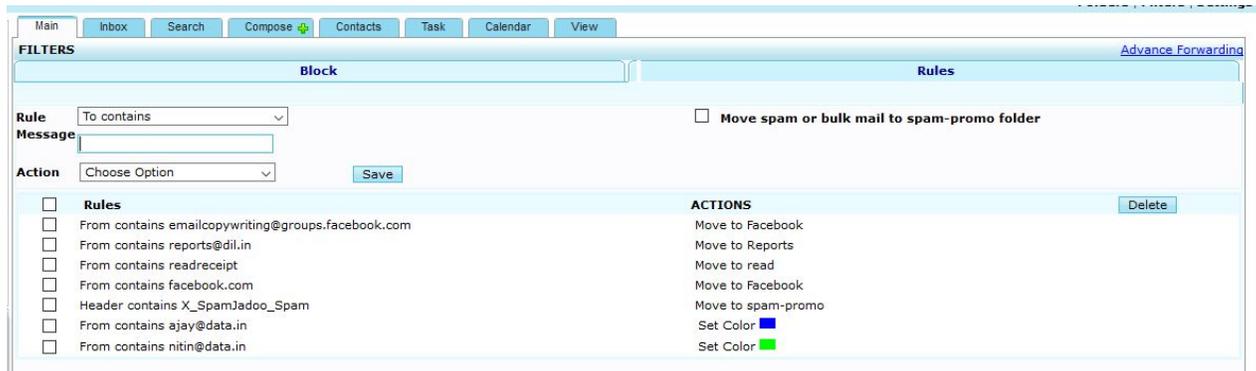
- **Auto Reply:** Whenever you will receive mail with specified keyword/email/name, an auto reply will send to this which you have saved.



- **Set Color:** You can set color for any email ID, So whenever you will receive mail with specified keyword/email/name, this mail will come with a color defined by you.



So rules can be saved with this process and you can see all created filters in the list. You can delete it anytime with the Delete option.

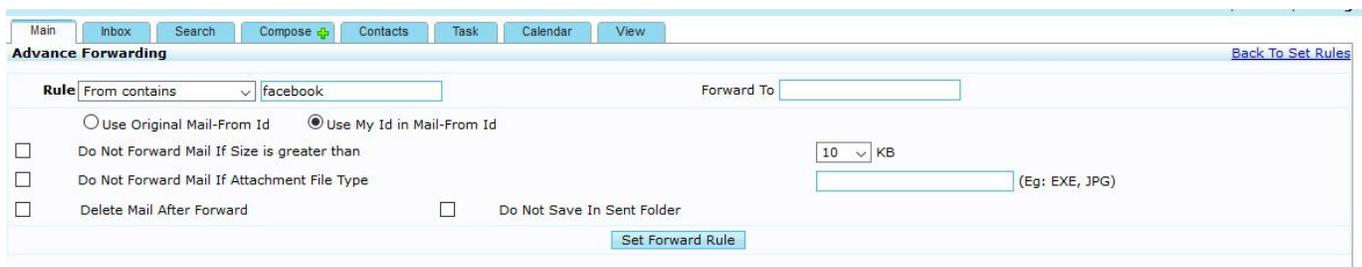


## How can I do Advanced Forwarding?

You can set auto forward rules to move the emails to other account with an option to store in your account or not. You have an option to even change the from id for the next recipient so that he can see the email as per your choice.

For set Advanced forwarding go to the Filters and in top right corner there will be a link of Advanced forwarding.

Once you will click over that, you will some options for setting the rule of Advanced forwarding.



- You can set when mail will be forward to another ID, it will go with original ID or through your ID.
- Even you can set if size of mail is greater than your specified, then it will not be forwarded.
- You can define type of attachment which you do not want to forward.
- You can set rule, once mail will be forwarded to that the specified ID then email should be deleted from your mailbox.
- You can set rule forwarded mail should not be saved in your sent box.

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## Spam Promo

No more bulk emails/Promotional emails/spam emails in your inbox.

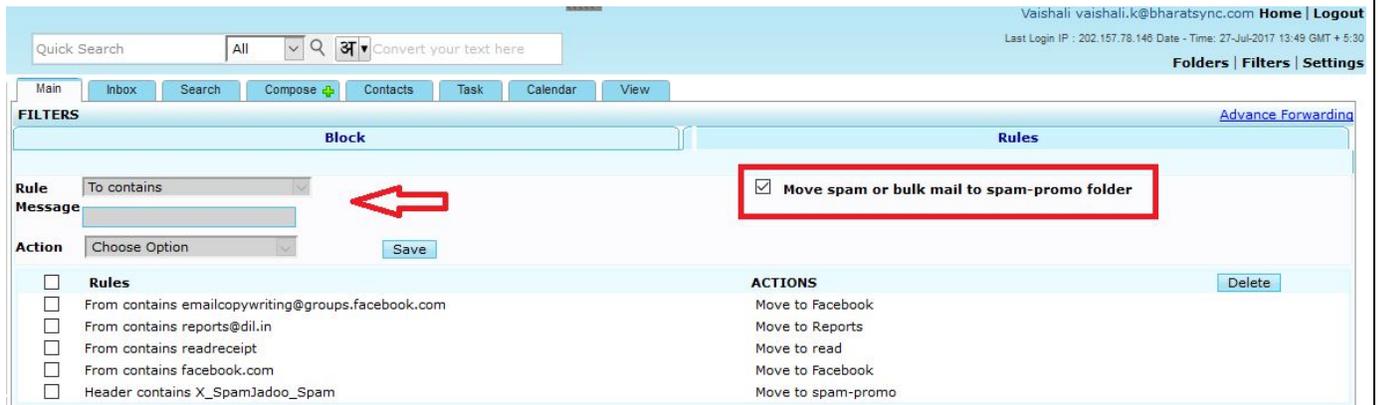
It gives you a Spam promo folder and filter for it. Now user can set filter as "**Move spam or bulk mail to spam-promo folder**", Once this filter will be applied all promotional emails/bulk emails/spam emails will sent to Spam promo folder directly. So user will get only meaningful emails in inbox.

### How it Works:

User must select Filter and check over Move Spam or bulk mail to Spam-Promo folder.

Once user will check this, all other fields have been disabled. Now if user received any promotional email/Bulk email/Spam Mail, it will directly goes into the Spam promo. User can click over Spam promo folder in left navigation and can check emails. If user wants it to move in inbox, he can do that with Move option or mark as a not Spam.

Even user can directly move email to Spam promo folder.



The screenshot shows the 'Filters' section of an email client. The 'Rules' tab is selected, and a rule is being configured. The rule name is 'To contains'. The action is 'Choose Option'. A red box highlights the checkbox for 'Move spam or bulk mail to spam-promo folder', which is checked. A red arrow points to the 'Message' field, which is currently empty. The interface also shows a list of existing rules and their actions.

Rules	ACTIONS
<input type="checkbox"/> From contains emailcopywriting@groups.facebook.com	Move to Facebook
<input type="checkbox"/> From contains reports@dil.in	Move to Reports
<input type="checkbox"/> From contains readreceipt	Move to read
<input type="checkbox"/> From contains facebook.com	Move to Facebook
<input type="checkbox"/> Header contains X_SpamJadoo_Spam	Move to spam-promo

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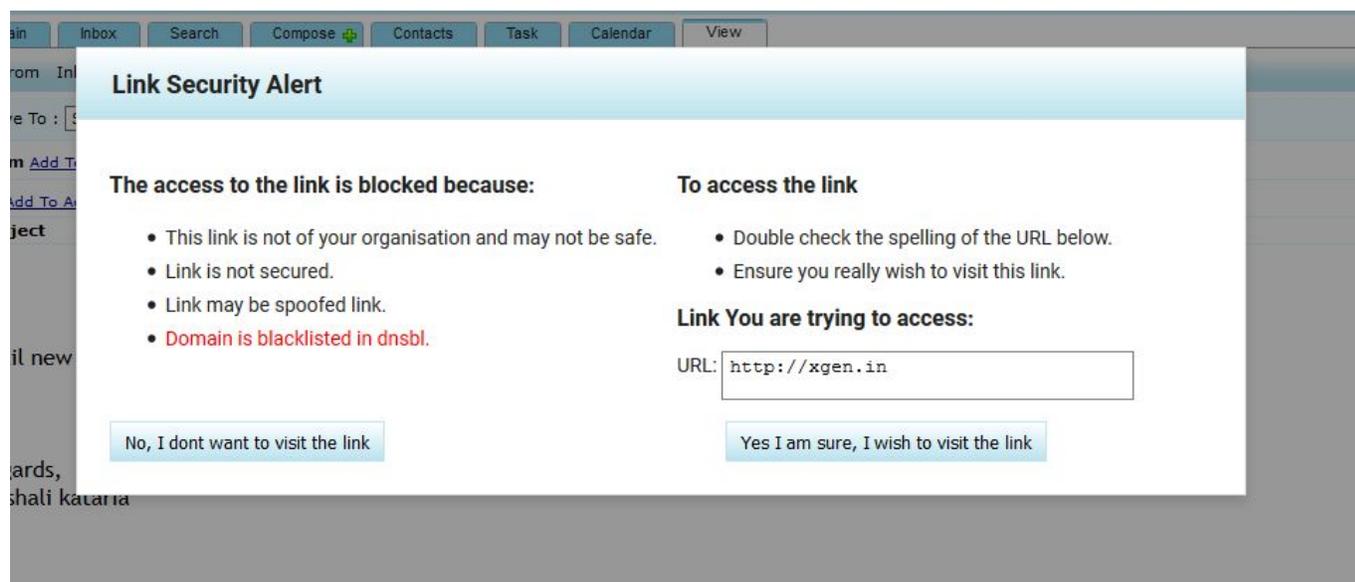
## Link Validation

Most of the email hacked or get virus through Links that we receive in emails. When user clicks over the link without checking that, it may cause harm for his mailbox/system.

To prevent and overcome this major security issue, It has come up with a feature called "Link Validation", if user receives any link in email, then on click, it does not redirects directly to that link. It will show a Link Security alert, if any domain is blocked by DNSBL then also it will display there. So user can either visit the link or can ignore it.

### How it Works:

Once user will click over the link received in email, he will get a Link Security alert popup. In this alert box there will be all the details and warning related to the Link. If that domain is blocked in DNSBL then it will show there. So user can be alert and can make a choice weather he wants to visit the link or not.



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## Alias- Multiple Email ID in One Mailbox

Alias feature allows user to use one mailbox for multiple email addresses.

For set Alias, go to the Setting first and select default Setting.

In default setting, there will be an option to Add/Delete Alias, select it and create Alias ID of your choice on the allowed Domain names.

Domain names made available are controlled by Organization/ Domain Admin. This feature is very useful when organization have multiple websites/ domains and person has dual role. In other scenario where a user is given English+Linguistic Email address i.e support@xgenplus.com, संपर्क@एक्सजेनप्लस.भारत and both can be made accessible within one mailbox.

The screenshot shows the 'SETTINGS' page of the XGEN PLUS email client. The 'Default Settings' section is expanded, showing various configuration options. The 'Email Alias' field is highlighted with a red box, and a red arrow points to the 'Add / Delete Alias' button next to it. The 'Outgoing Mail Display Name' is set to 'support'. The 'Default Email Font' is 'Trebuchet MS' and the size is '3 (12pt)'. The 'Notification Tone' is set to 'Default'. The 'Update' button is visible at the bottom of the settings section.

You can add Alias name of your choice in field and can select domain name available from the dropdown.

**ADD / DELETE ALIAS**

Email Alias : सहायता | @ एक्सजेनप्लस.भ

Note : All emails sent to these address will be visible in this account only.This id also we added as FROM automatically, which can be used for sending email.

S.No.	Email Alias Address	Action
No Records		

AUTO DOWNGRADING OF EMAIL

You can delete created Alias anytime. You can create more than one Alias upto 10.

**ADD / DELETE ALIAS**

Alias added successfully !

Email Alias :  @ एक्सजेनप्लस.भ

Note : All emails sent to these address will be visible in this account only.This id also we added as FROM automatically, which can be used for sending email.

S.No.	Email Alias Address	Action
1	सहायता@एक्सजेनप्लस.भारत	<input type="button" value="Delete Alias"/>

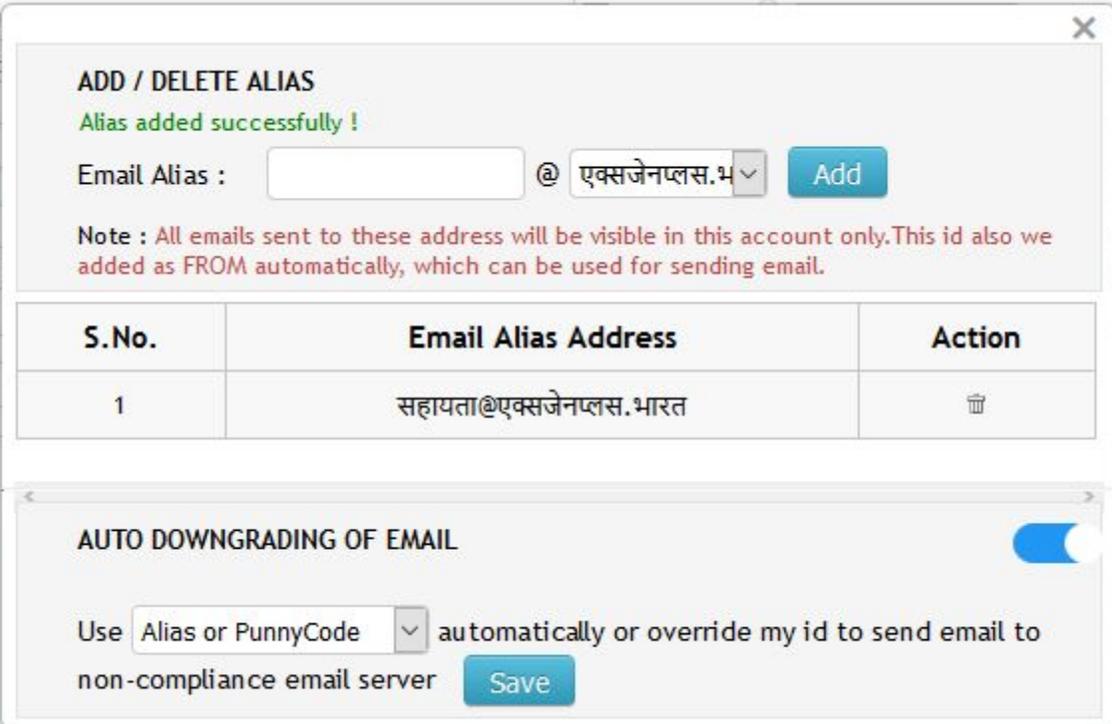
AUTO DOWNGRADING OF EMAIL

[WATCH VIDEO HERE](#)

## Auto Downgrading of Email

Email servers which do not support UTF8 ID's or IDN email ID's (Multilanguage email ID's), for them you can enable Auto Downgrading of Email. With this you can set outgoing ID to send email to non-compliance email server.

So this Alias ID will automatically display at receiver end when you send any email to non-compliance email server.



The screenshot shows a settings window with two main sections. The top section is titled 'ADD / DELETE ALIAS' and includes a green success message: 'Alias added successfully !'. Below this is a form with an 'Email Alias' input field, a dropdown menu showing 'एक्सजेनप्लस.भ', and an 'Add' button. A note below the form states: 'Note : All emails sent to these address will be visible in this account only. This id also we added as FROM automatically, which can be used for sending email.' Below the note is a table with three columns: 'S.No.', 'Email Alias Address', and 'Action'. The table contains one row with '1' in the first column, 'सहायता@एक्सजेनप्लस.भारत' in the second, and a trash icon in the third. The bottom section is titled 'AUTO DOWNGRADING OF EMAIL' and features a blue toggle switch that is turned on. Below the toggle is a dropdown menu with 'Alias or PunnyCode' selected, followed by the text 'automatically or override my id to send email to non-compliance email server' and a 'Save' button.

S.No.	Email Alias Address	Action
1	सहायता@एक्सजेनप्लस.भारत	

### How it works?

- When you want to send emails with your with IDN Email Address, to other users. In that case it is very important that your mail should be display with IDN Email id properly.
- Suppose you have account with Hindi Email ID, once you enable Auto Downgrading, you can select email ID of English language that you have created as alias.

### ADD ALIAS

Email Alias :  @ datamail.in

**Note :** All emails sent to these address will be visible in this account only. This id also we added as FROM automatically, which can be used for sending email.

S.No.	Email Alias Address
1	vk@datamail.in
2	सहायता@datamail.in

---

### AUTO DOWNGRADING OF EMAIL 🔴

Use  automatically or override my id to send email to non-compliance email server.

Alias or PunnyCode

vk@datamail.in

vaishali.k@bharatsync.com

- After setting this, you can send email to non-compliance email server, so due to downgrading, your Hindi Email ID will display in Hindi only at non-compliance server. As in network it will receive email with downgraded email ID. And because of that it will not show garbage characters.

[WATCH VIDEO HERE](#)

## Settings

Account settings can be set/update with this option. There is different categories in settings section.

**Personal Details:** With this you can change your name & Date of Birth.

**Change Password:** If admin have allowed you to change your password, then you can change it for your account & for your Secure Folder.

**Default Setting:** Here you can set all the available options as displayed in screenshot:

Default Settings	
<input checked="" type="checkbox"/> Save to Folder <span>Sent</span> <input checked="" type="checkbox"/> Enable Undo Send	<input checked="" type="checkbox"/> Auto search <span>Anywhere</span> as I type in To, Cc, Bcc.
<input checked="" type="checkbox"/> Delivery Report <input type="checkbox"/> Reply Await <input checked="" type="checkbox"/> Read Receipt	Also search in : <input type="checkbox"/> Global Address Book
<input checked="" type="checkbox"/> Add signature to all messages as default	<input type="checkbox"/> Admin Address Book
Message List View <span>100</span> Mails Per Page	Send SMS As : <input type="text"/>
Outgoing Mail Display Name* <span>Vaishali</span>	On delete <input checked="" type="radio"/> Move to trash <input type="radio"/> Mark as delete
<input type="checkbox"/> Allow Multiple Login	<input checked="" type="checkbox"/> Show Mail Confirmation after sending email
<input type="checkbox"/> Show Mail List while viewing email (Concealed box)	Show right click menu <input checked="" type="radio"/> Yes <input type="radio"/> No
Choose color scheme <input checked="" type="radio"/> Aqua <input type="radio"/> Plum <input type="radio"/> Gray	<input checked="" type="checkbox"/> Show Chat Window
Default Email Font <span>Georgia</span> Size <span>3 (12pt)</span>	Email Alias : <input type="button" value="Add Alias"/>
<input checked="" type="checkbox"/> Notification Tone <span>filling-your-inbox</span> <input type="button" value="Play"/> <input type="button" value="Remove"/> <input type="button" value="Upload"/>	<input type="button" value="Update"/>

## Security

This includes 2 important feature, which is Dual Authentication (Already explained in login Section) & Allowed country from which account is accessible.

Country specific Access control is majorly controlled by Domain administrator, but user can also manage this setting. Admin & user can set user level country permission also. Suppose xyz.com domain is allowed within 5 country, but admin want that specific user “A” should access this from India only, then he will not be able to login out of India.

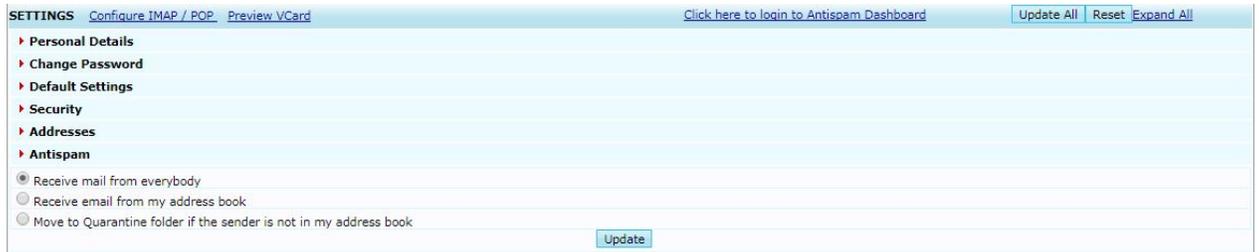
So with this feature we have set 2 levels of permissions for this feature. 1) Domain level, 2) User level

Enable 2-Step Authentication (On each login attempt, we will send you code through sms.)	<input type="checkbox"/>
Alternate E-mail ID	<input type="text" value="vkataria29@gmail.com"/>
Mobile	<input type="text"/>
Home IP	<input type="text"/>
Office IP	<input type="text"/>
Hint Question	<input type="text" value="What is your mother's name?"/>
Hint Answer	<input type="text" value="*****"/>
Allowed Country	<input type="text" value="ANYWHERE"/> <input type="button" value="Select Country"/>
Allowed Country(s) from which this account is accessible.	
<b>Note:</b> OTP will be asked if account accessed from unknown location.	
	<input type="button" value="Update"/>

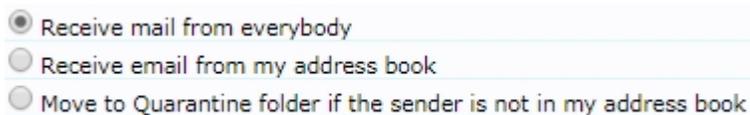
**Addresses:** You can change your address anytime.

## How to enable Antispam?

- To enable antispam go to the Settings and select Antispam from the menu



- You will find three options to set the antispam into your Email



You may set Antispam rule on the bases of address book and choose any of the above options to Block/Allow Emails from other users.

The three rules which can be set are as follows:

1. **Receive mail from everybody:** Set this rule to receive Emails from every users, which are not even added in your address book.
2. **Receive mail from my address book:** Set this rule to receive Email from the users which are saved in your address book
3. **Move to Quarantine folder if the sender is not in my address book:** If you don't want to have emails from outside of your address book in your inbox, but you also don't want to loose these emails, then you can use this option. All mails which are not from your address book will be move to quarantine folder. Which you can access and if you want you can move email.

## How to manage Encryption?

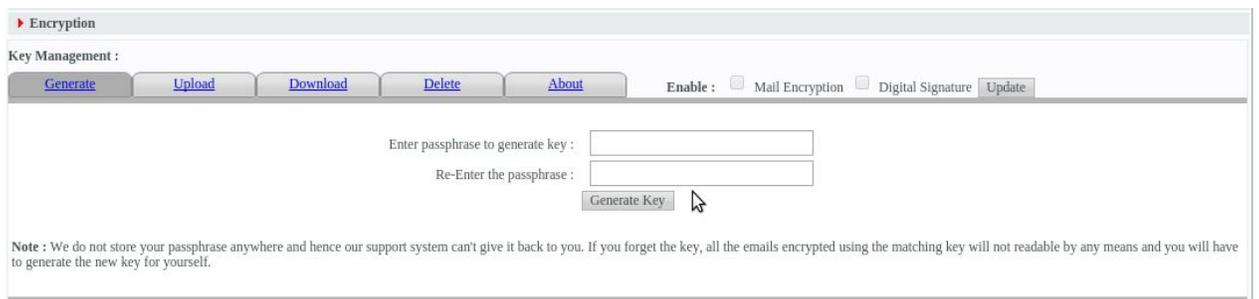
Encryption and Signing using PGP. A public-private key cryptography system offer secured transmission and storage on server.

To manage Encryption you need to go in settings and select Encryption module.

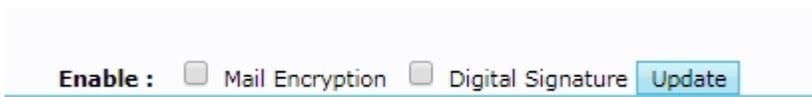


You need to create a passphrase/key to send encrypted Emails.

- **Generate Encryption Key**
- To Generate Encryption key click **Generate** and a window will appear
- Step 1: Enter the desired passphrase/Key
- Step2: re-enter the same Passphrase/Key Click **Generate Key** to create the Encryption Key



- After generating Encryption key select (✓) **Mail Encryption** and **Digital Signature** option depending upon the priority of Emails that you need to send securely.



- Once you create the Key you may send the Encrypted Email by just click (✓) Encryption in Advanced Options under compose Module.



## Change

## Key:

Once you create the Password/Key, You can change your password for security reasons. To change it, click **Change Passphrase** link at the bottom



A window will appear to reset the password, follow below steps to change the Passphrase

**Step 1:** Enter Present/Existing Password.

**Step 2:** Enter your new password, then re-enter it and select Change Password.

Change Password

Enter Present Pass-phrase :

Enter New Pass-phrase :

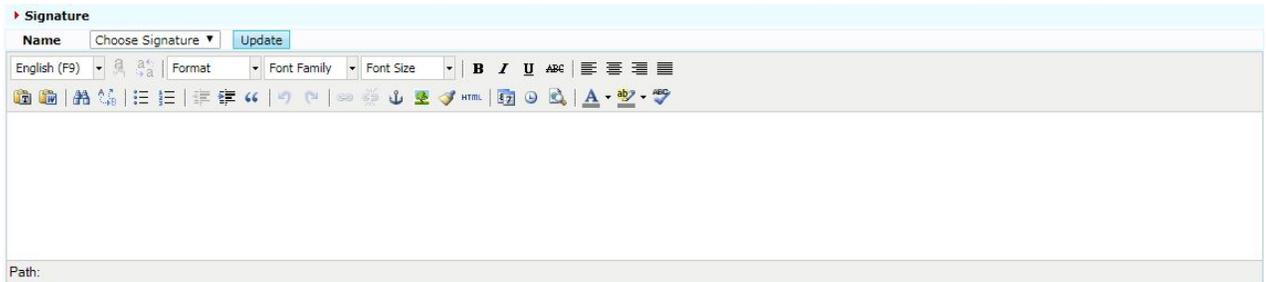
Re-enter New Pass-phrase :

**Enable POP/IMAP:** Enable POP/IMAP only for mail that arrives from any date.

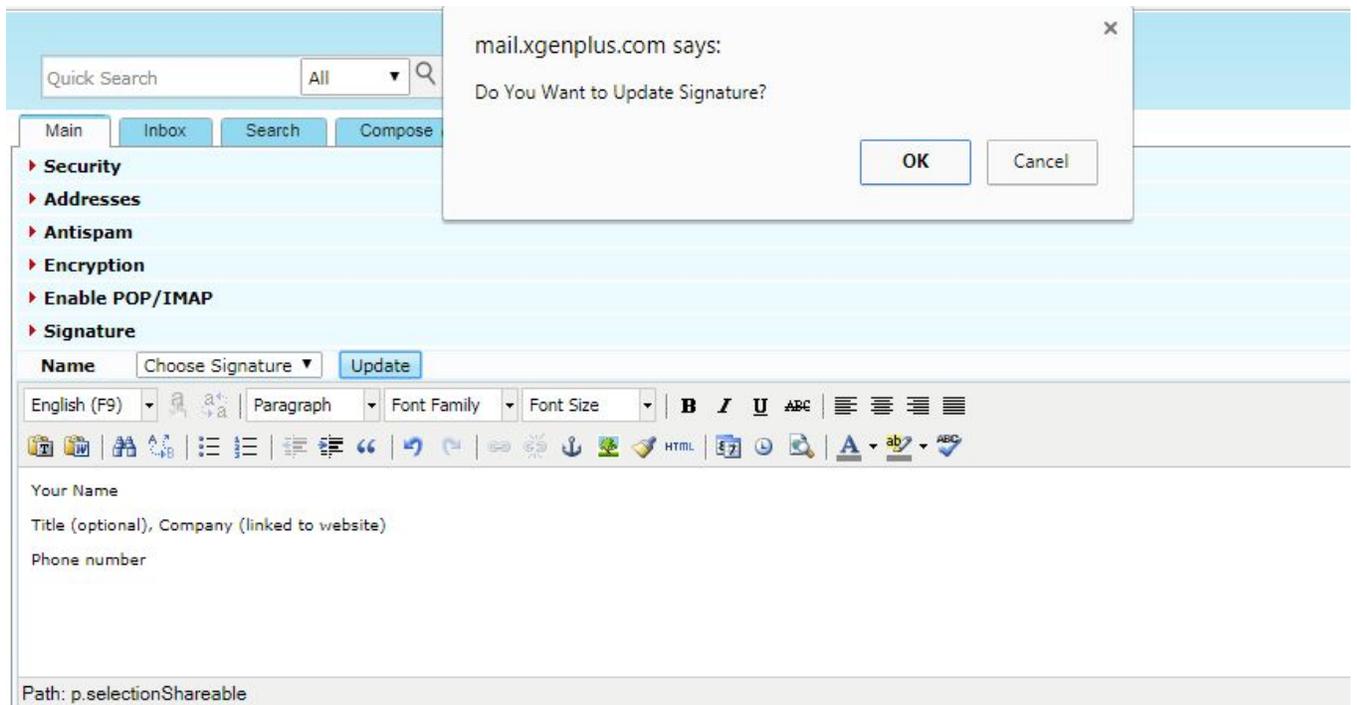
## How to set Email signature?

To add signature:

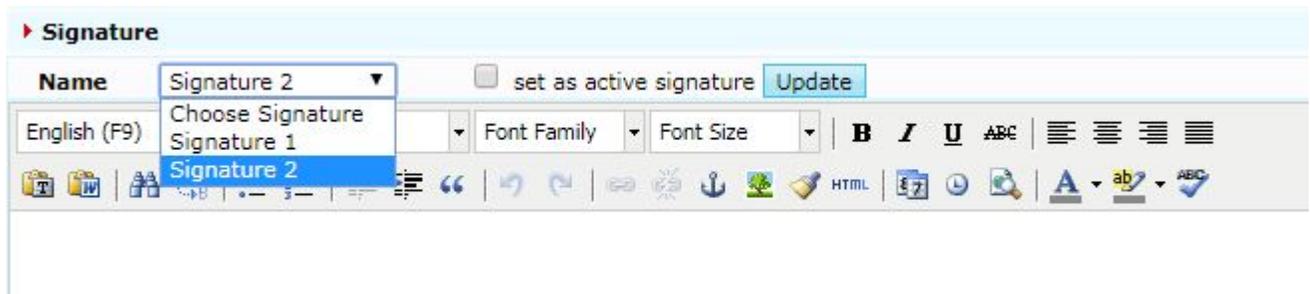
- In the top right, click Settings.
- Select the Signature module from the list



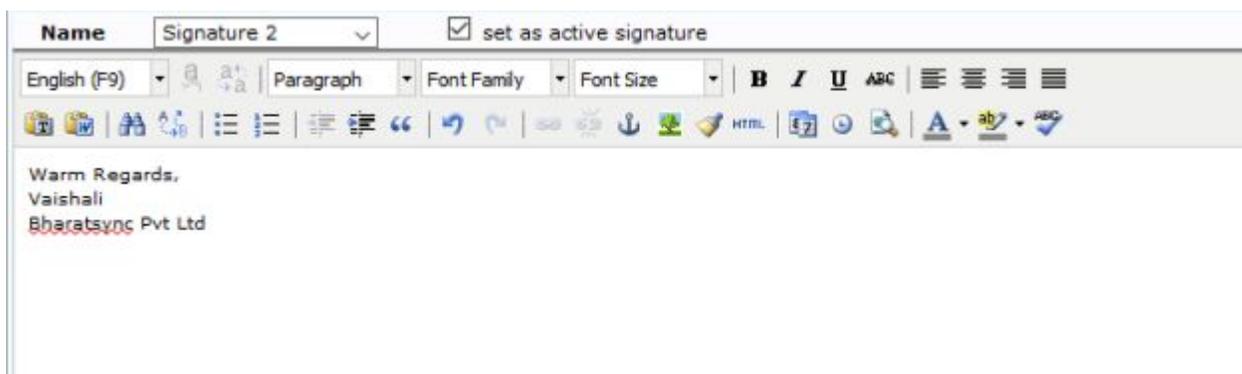
- In the text area, add your signature. If you want, you can format your message by changing the text style.



- A confirmation window will appear.
- You may select **cancel** button if you are not ready for the changes. Otherwise Click **Ok** to confirm and signature will get added.
- You may add two signature and set one as a default signature to send Email.



- First choose the signature from signature **Name** which you want to set as a default and tick (✓) **to set as active signature** then click **update**.
- The selected signature will be set as your default signature



## How to set vacation Email?

- In the top right, click Settings.
- Select the Out of Office module from the list

You may set two Vacation Email, two different Email for current organization and other organizations.

1. **My Organization:** Write a message you want your contacts to see within organization.
2. **Other organization:** Write a message you want your contacts to see outside organization.

[WATCH TUTORIAL HERE](#)

► Out of Office

My Organization    Other Organization    Update

Enable Out of Office Mail    From Date: MM/DD/YYYY    To Date: MM/DD/YYYY

English (F9)    Paragraph    Font Family    Font Size    **B**    *I*    U    ABC    [List Icons]

Hi there,

I will be out of the office from mm/dd to mm/dd and will not have access to email. If this is urgent, please contact [NAME] at [EMAIL] or [PHONE]. I will do my best to respond promptly to your email when I return on mm/dd.

Best,

Path: p » span

Above your message, check the box for **Enable out of Office** and set **To & From** Date range.

My Organization    Other Organization    Update

Enable Out of Office Mail    From Date: MM/DD/YYYY    To Date: MM/DD/YYYY

Click **Update** to save the changes

## How to Import Emails?

- In the top right, click Settings.
- Select the Import Mails from the list

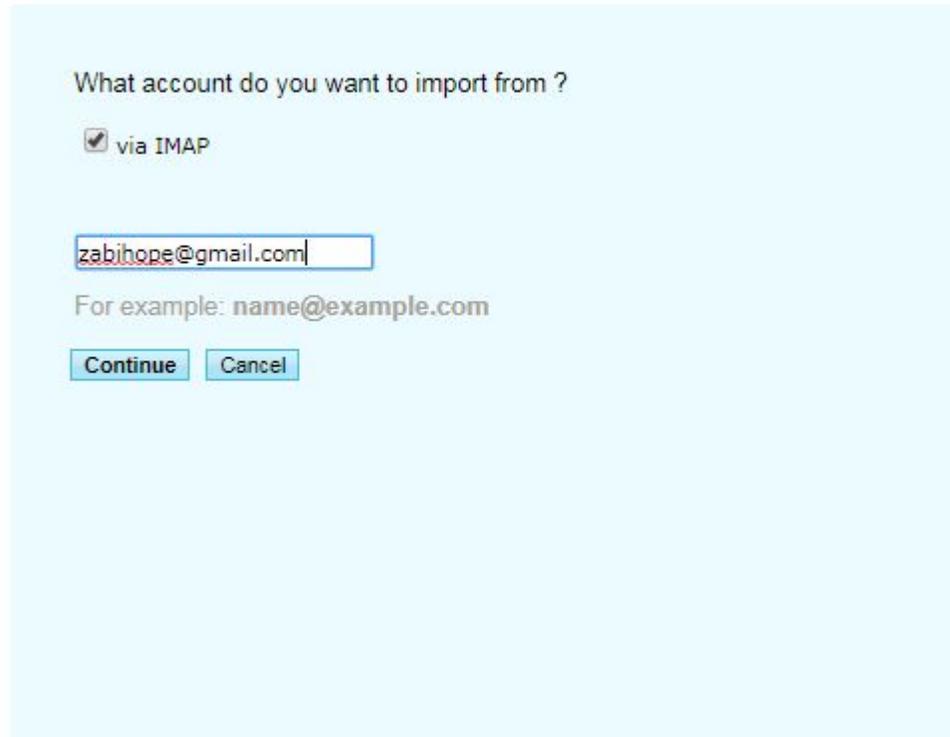
► Import Mails

[Import Mails](#) Importing any email account supporting from POP3 or IMAP

Select **Import Mails** and a window will appear.

**Step 1:** Add Email from which you want to import Emails into this Email Account and **Enable SSL** and type the password

## Step 1: Sign into your other email account



What account do you want to import from ?

via IMAP

zabihope@gmail.com

For example: name@example.com

Continue Cancel

**Timezone:** You can set timezone with this option, that will be reflected on your account.

### How Do I use connector?

With this feature users can sync their different email server's mail box with xgenplus account through IMAP settings. Users can get all the emails and folders from their different email server account. Additionally users can receive every new mail of that different email account.

With outgoing emails users can do SMTP settings and can send email from xgenplus with name of another email server account.

### **Process:**

Let's have a look at the step by step process:

There is two parts for connector settings. 1) Incoming Server Setting, 2) Outcoming Server Setting

### **Incoming Server Setting:**

1. Users have to go in setting tab first and select option "**Connector**" with connector they will get options for Incoming settings and Outgoing settings.

Main | Inbox | Search | Compose | Contacts | Task | Calendar | View

SETTINGS | Configure IMAP / POP | Preview VCard | Save | Reset | Expand All

- Personal Details
- Change password
- Default Settings
- Security
- Addresses
- Antispam
- Encryption
- Enable POP/IMAP
- Signature
- Vacation Mail
- Import Mails
- Timezone
- Connector

Connect your vaishali.k@bharatsync.com account with your other email server IMAP email account. This allows you to operate your other email account within this account.  
**Note :** No action taken on this account is synchronized with your other account.

Incoming Server Details :-

Email Address*	<input type="text"/>	Password*	<input type="text"/>	Server	-select-	SSL	<input type="checkbox"/>	Enabled	<input type="checkbox"/>	Verify
Incoming Mail Server*	<input type="text"/>	Incoming Server Port*	<input type="text"/>							

Outgoing Server Details :-

Email Address*	<input type="text"/>	Password*	<input type="text"/>							
Outgoing Mail Server(SMTP)*	<input type="text"/>	Outgoing Server Port*	<input type="text"/>			SSL	<input type="checkbox"/>	Enabled	<input type="checkbox"/>	Verify

Save | Reset

- Here user have 2 options in server dropdown. Either they can select gmail or outlook account. On the basis of their selection Incoming mail server and server port fields will be filled automatically.

Connector

Connect your vaishali.k@bharatsync.com account with your other email server IMAP email account. This allows you to operate your other email account within this account.  
**Note :** No action taken on this account is synchronized with your other account.

Incoming Server Details :-

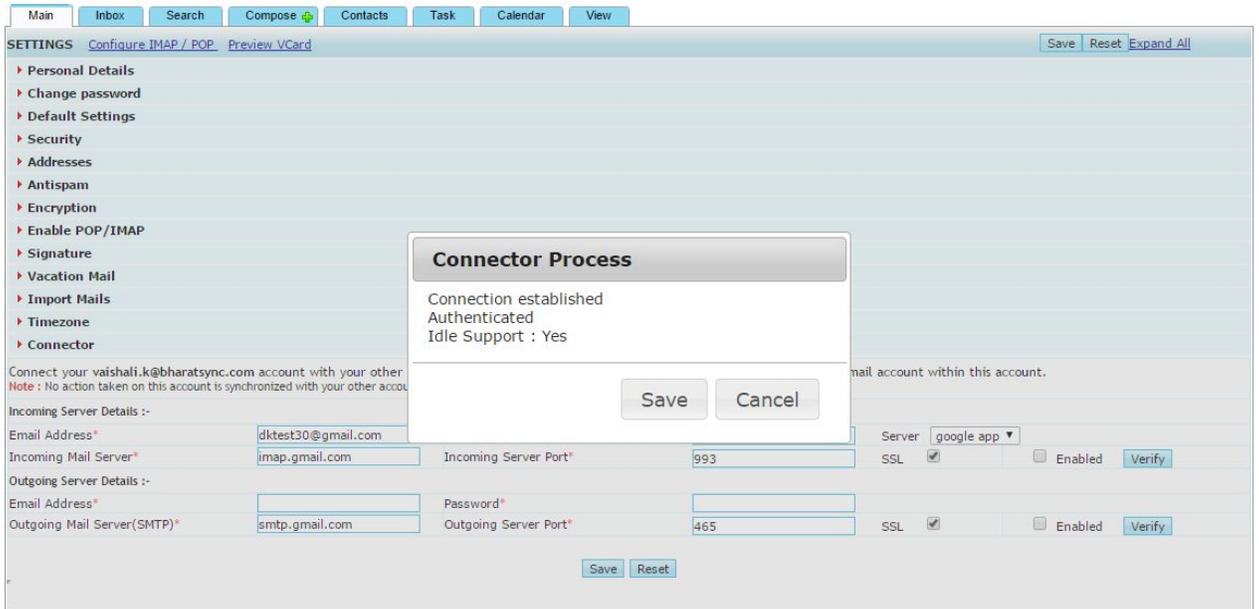
Email Address*	<input type="text"/>	Password*	<input type="text"/>	Server	office 365	SSL	<input checked="" type="checkbox"/>	Enabled	<input type="checkbox"/>	Verify
Incoming Mail Server*	outlook.office365.com	Incoming Server Port*	993							

Outgoing Server Details :-

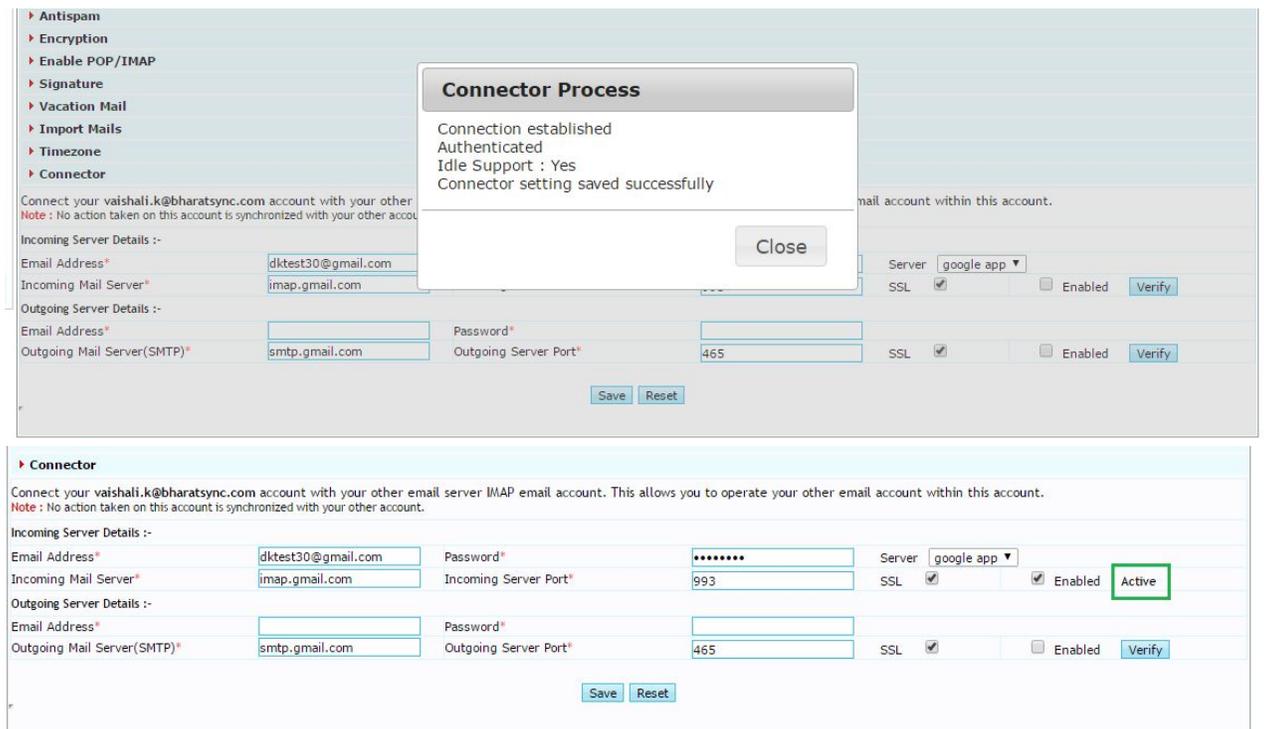
Email Address*	<input type="text"/>	Password*	<input type="text"/>							
Outgoing Mail Server(SMTP)*	smtp.office365.com	Outgoing Server Port*	587			SSL	<input checked="" type="checkbox"/>	Enabled	<input type="checkbox"/>	Verify

Save | Reset

- Now user have to submit email address and password of their outlook account in required fields, from where system will sync emails and folders.
- After submit details user can verify this, so system will first establish connection and will authenticate it for further process.



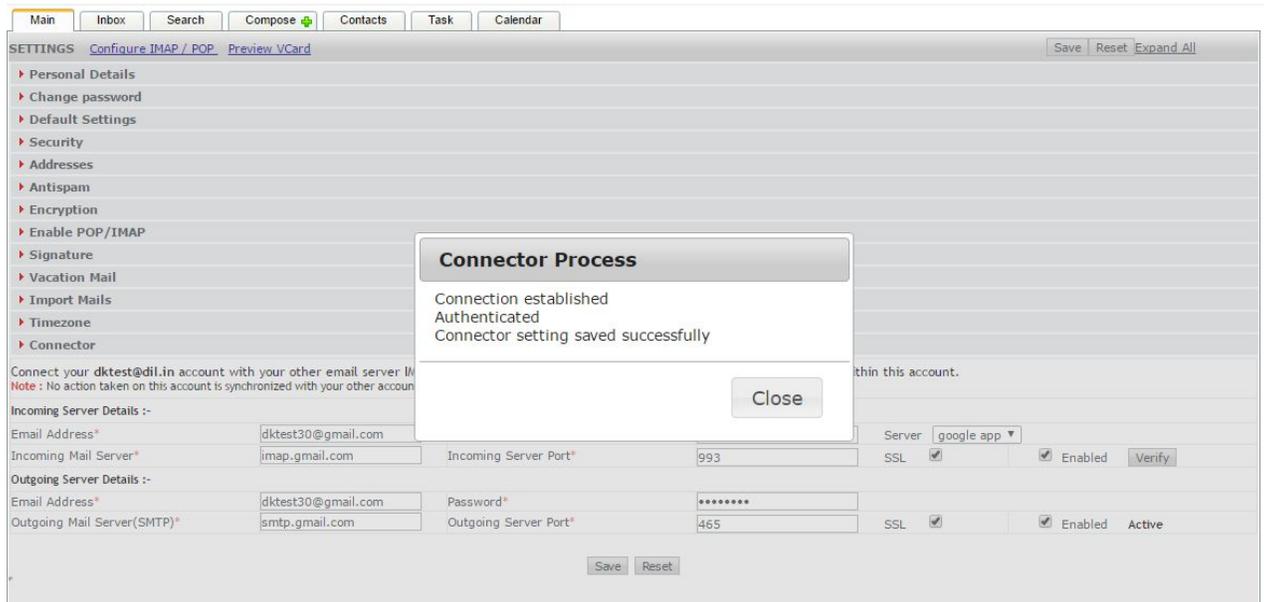
5. Now once connection will be established and authentication successful, it will give a message and now user need to save this. So connections settings will be saved and process will be active.



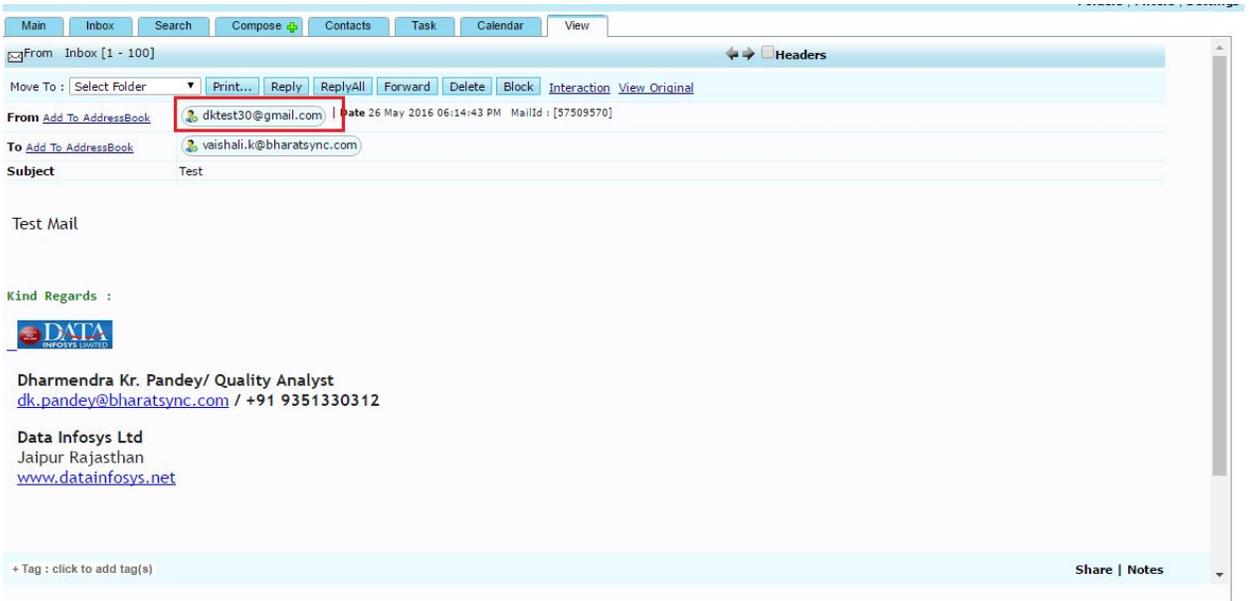
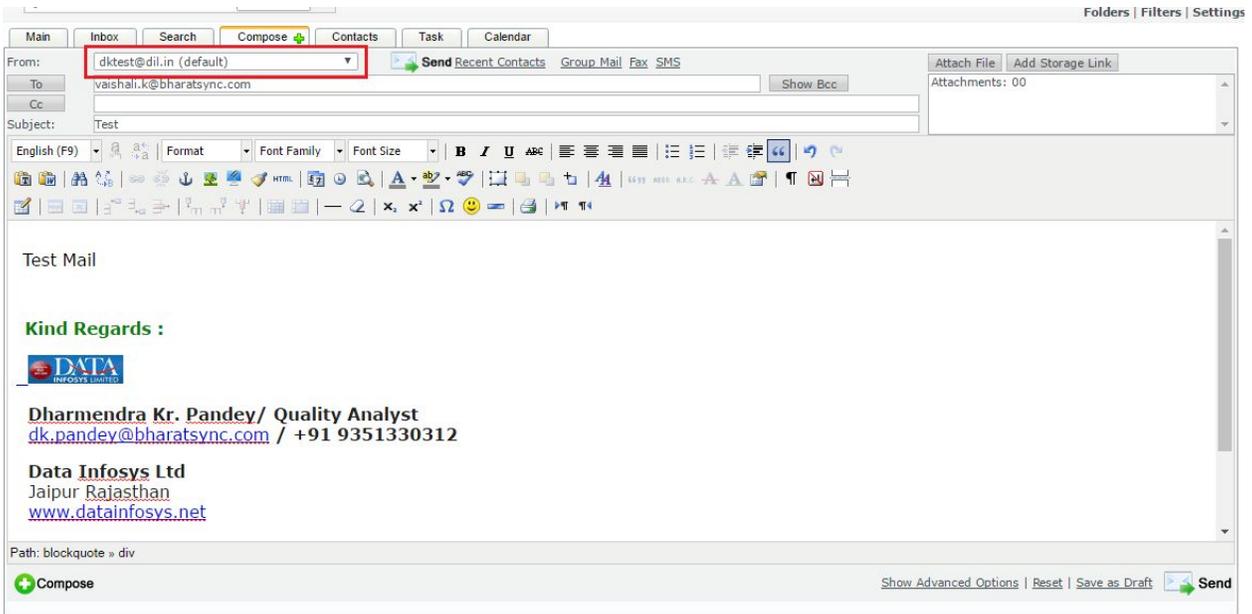
Now user will receive all the emails and folders from their outlook account in xgenplus account. When any new mail received in outlook account then every time same mail will received in this sync xgenplus account also.

## Outgoing Server Setting:

1. There is setting option for outgoing server. Here once user will set account and save it, then they can use saved email ID as their outgoing email sender ID.
2. As user already have selected server from dropdown, so SMTP and server port is already set. User add email address and password for account, which they want to make a sender email ID. Either they can select same details which they used as incoming mail server setting or they can use some different as well.
3. Now after submitting details they can verify for connection establishment and authentication.
4. Once connection will have established and save, it will Active, same as incoming mail server setting.



5. Now user can draft email, here sender ID will be same which they have at xgenplus account. But once they will send it to another user, then receiver will see that sender ID which user have set in outgoing email server setting.



6. When you send emails from Xgenplus with outlook sender ID then sent email will display in Xgenplus sent folder. It will not display in outlook sent folder.
7. If user send email from outlook account and if it is configured with Xgenplus account, then sent mail will display in Xgenplus sent folder as well.

So this feature provide a great experience through which you need not to handle number of accounts and remember passwords. You just configure it for one time and get all emails in same account.

## How can I broadcast Email?

This feature facilitates an authorized user to send email broadcast to all users of a domain. So all those users that are associated with same domain name, they will receive broadcasted email message. Sender need not add emails ID's separately or any csv file upload for email. An authorized sender (which can be any email id) can send an email to [broadcast@domainname](mailto:broadcast@domainname), which will be instantly visible to all users of that particular domain. The broadcast ID must not be given as general email account to any user.

### Flow of Feature:

1. Admin will create an ID first for broadcast. Let's take an example of [broadcast@bharatsync.com](mailto:broadcast@bharatsync.com), so admin will create this user through admin panel. Admin will add all the details of user and ID will be created for user.
2. Now user will login with this ID from front end to access account.

Privacy Policy

Go Green Initiative  
(Say No to Paper Send Email)

Licensed to: BharatSync.com  
D-47, Hanuman Nagar, Jaipur

Terms and Conditions

3. After login user can add contact in address book, so that with this option it can allow specific user to send broadcast to other users.

**Business Contact**

Title: Miss. ▾  
 First Name\*: Vaishali  
 Middle Name:   
 Last Name: Kataria  
 Suffix: - ▾  
 Company Name: Data Infosys Limited  
 Job Title: Business Analyst  
 Select Group... \*: Current selected Group: GENERAL

**Phone Numbers**

Home Phone:   
 Work Phone:   
 Mobile Number: 9636620791  
 Fax Number:   
 Ex: 91-123-456789

**E-Mail Addresses**

E-Mail ID \*: vaishali.k@bharatsync.com  
 E-Mail Alternate:   
 Other E-Mail:   
 Display As: Vaishali|vaishali.k@bharatsync.com

**Business Card**

**Miss. Vaishali Kataria**  
 Data Infosys Limited  
 Business Analyst  
 9636620791 (mobile)  
 vaishali.k@bharatsync.com

**Manage key**

Key information are as follows:  
 Key Strength = 1024#512  
 Algorithm = DSA#ElGamal  
 Version = 4  
 Creation Date = Thu Nov 10 15:09:06 IST 2016  
 Validity = Unlimited  
 Key ID = -16142201689227025#-7391534377473538162  
 User ID = vaishali.k@bharatsync.com  
 To Download key [Click Here](#)

Now this specific user can broadcast mails. This broadcast will be received by all the similar domain ID's.

**CONTACTS** Import / Export Share Addressbook Mobile Contact Addressbook : PERSONAL Add Contact Full View

Group Name:  Add

Search:  Go Show All

**List Of Groups :**

- GENERAL (2)

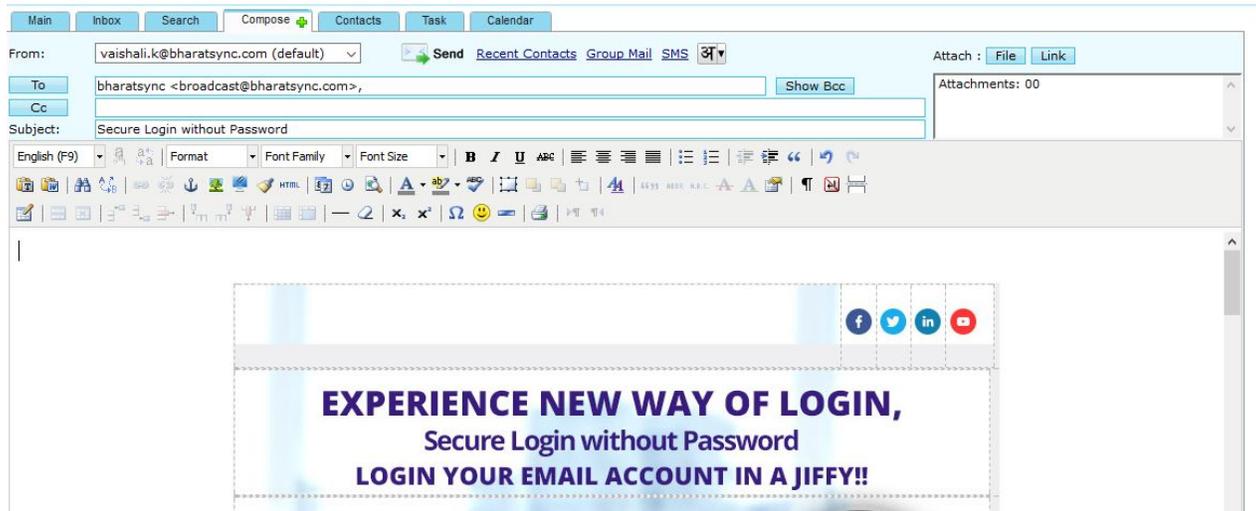
**Shared Groups :**

**List of Users of group :All** 1-13 ▾

<input type="checkbox"/>	Name	E-mail id	Groups	Mobile Number
<input type="checkbox"/>	Support	support@xgenplus.com		
<input type="checkbox"/>	Vaishali Kataria	vaishali.k@bharatsync.com		9636620791

Action: Select Action ▾ GENERAL ▾ Send VCF

So suppose user added [vaishali.k@bharatsync.com](mailto:vaishali.k@bharatsync.com) in address book, then this user can send email over [broadcast@bharatsyn.com](mailto:broadcast@bharatsyn.com). So this user need not to send separate mails to all users. If user send email over broadcast ID then all bharatsync domain associated ID's will get this email.



Now all users who have email ID over Bharatsync.com, will receive this email. These users cannot delete this email. They can forward it to others. If admin (Broadcast ID) delete that broadcast mail then automatically all email ID's of bharatsync will not be able to view this mails.

So with this complete process broadcasting become so easy with Xgen plus Broadcast feature. It saves time and efforts to send broadcasting mails without any csv upload of emails ID's. User just need to hit a single button and broadcasting will be done. It not only saves lots of storage and processing of server but also saves lots of effort to built list and keep them updated. These broadcast emails never bounce and with zero return emails.

## Want to share your Email?

Don't want to forward any email? Use share option, so it will be available for the recipient till you do not mark unshare. So You need not to forward any email to other user, you can just share that email with Delete, Reply, forward & Further sharing permissions. So when you want to unshare that email. You can do that, email will no longer in recipient drawer to keep your emails private.

The email sharing settings can be configured by the user while sharing the Email, they can specify email sharing options for other users in the organization and set the permission.

To set up email sharing settings refer to the table steps:

In Xgenplus Email, go to Inbox > Select and open Email > Tap the Share Option> type in the email address of the person you wish to share the Email>set the permission.

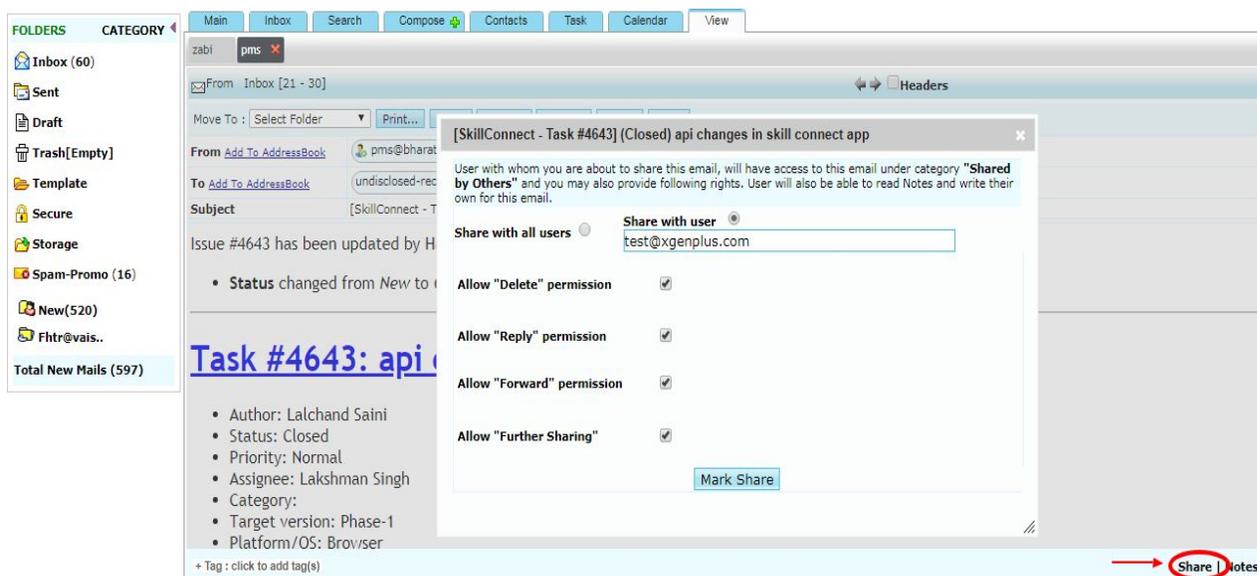
There are four options for email sharing:

**Sharing with ‘Delete’ permission Allowed :** The emails can be available to delete to other users.

**Sharing with ‘Reply permission Allowed:** The emails can be available to send Reply to other users.

**Sharing with ‘Forward’ permission Allowed:** The emails can be available to Forward to other users.

**Sharing with ‘Further Sharing’ permission Allowed:** The emails can be available to Further sharing to other users.



Once you share the Email to the user, you will get a confirmation message

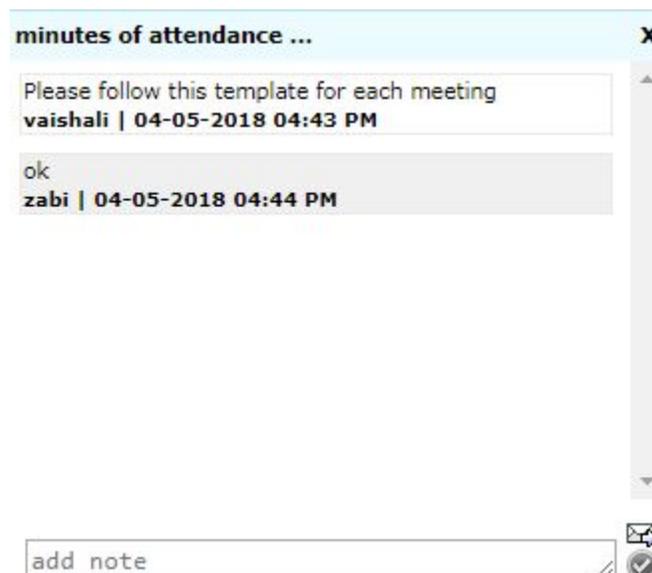


Once you share the Email it will be received by the user in the form notification. Just click on the received link and the Email will open in the same window

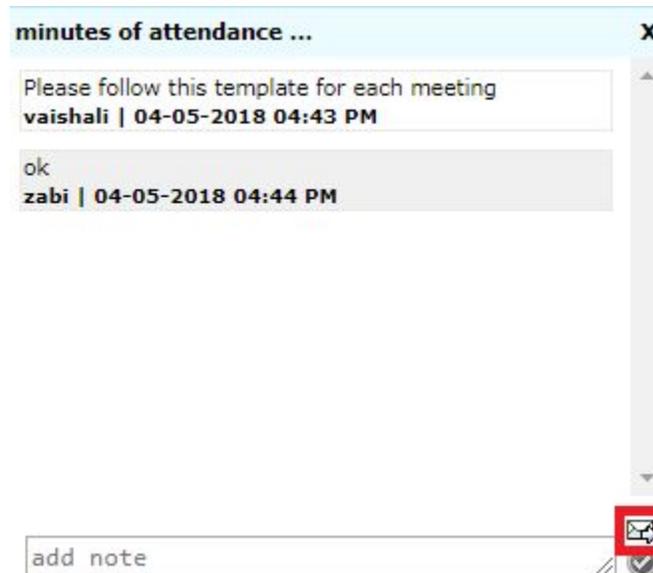


## Notesheet

With this share option there will be a notesheet option as well. Through which users can write some notes about that email and further users can reply over that as well. It is just like a real time discussion on email without using chat.



You can even send the transcript of your message as an Email using an the mail icon at the lower right corner of the chat window for records.



[WATCH VIDEO TUTORIAL](#)

## Give Access of your Account

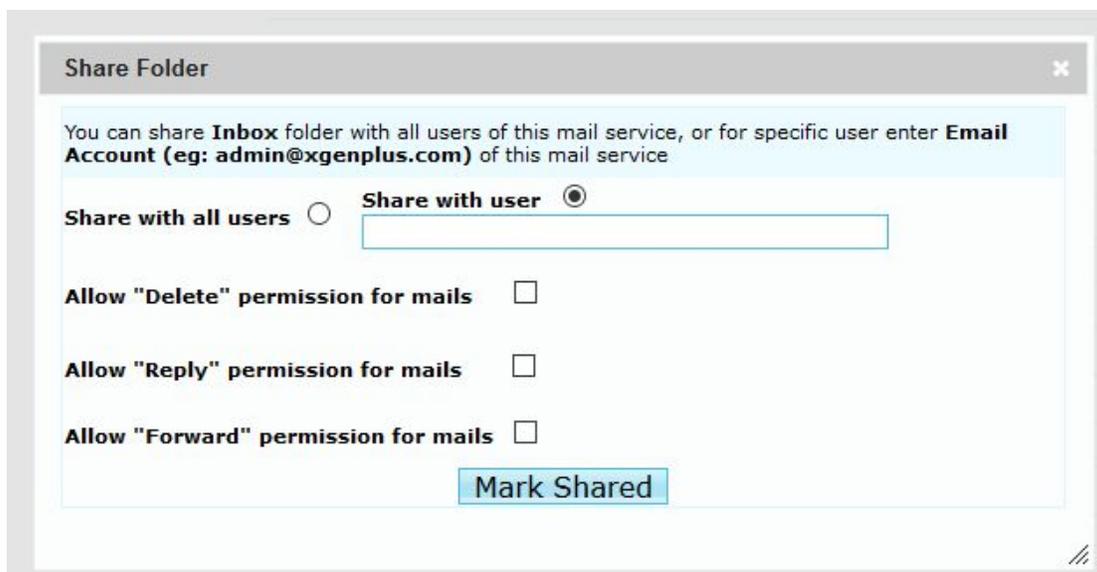
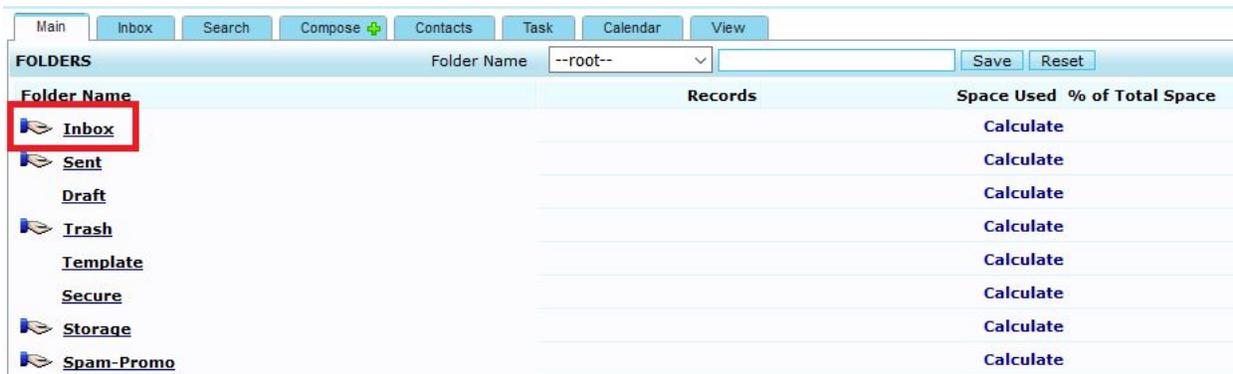
Now you need not to worry about your important mails while you are on Holidays or any other business trips. You just authorize your subordinates or your agents to receive your emails and they can reply on those mails on your behalf without sharing login credentials of your account.

The Beauty of this feature is, this reply message will not be saved in their sent folder. It will be saved in your sent folder only. So whenever you access your email, can check all the replies that your subordinates/agents have done on your behalf.

Let's see how this feature work:

1. Suppose the person "Vaishali" is a Business Analyst. Vaishali is going on holidays. Now how her client's emails will be taken care?
2. "Vaishali" gives authorization to DK (Team member) to access her emails, so he can reply on those emails on the behalf of Vaishali.

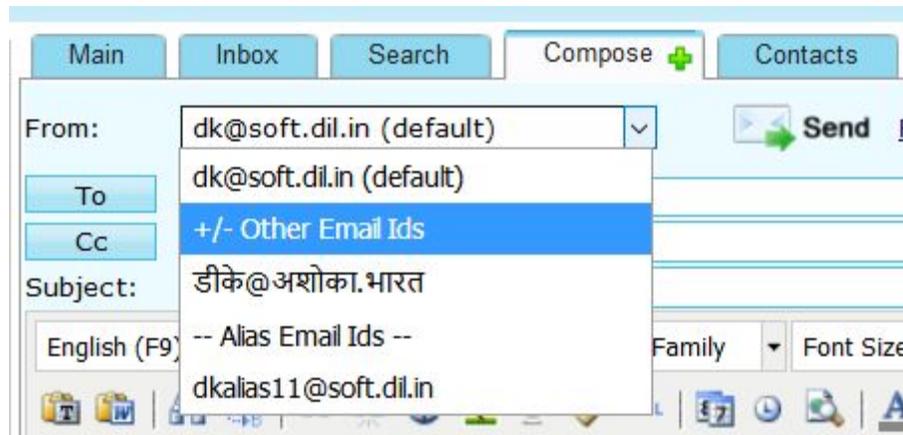
3. Vaishali will share her inbox with DK with access rights. For this go to Folders. There is hand icon in front of each folder to share folder.
4. If Vaishali wants to share only "Inbox", then she will click on hand icon in front of "Inbox" folder.



5. Vaishali will enter email address of DK to share inbox with him. Now Vaishali can set access right for DK while sharing her folder. She can give rights like: Allow Delete, Reply, Forward. Now if Vaishali gives rights for only Allow Reply, then DK can reply on those mails only. He cannot Delete/Forward mails from Vaishali's inbox.
6. Once inbox will be shared, DK can see this inbox in his mail account with other folders. There is a category of Shared folder in folder section. All shared folders will display here. DK can access all the shared folder and can work accordingly.
7. Multiple users can share their account with multiple people.

**Now let's see how mails will be sent on the behalf of Vaishali and how it will be saved in Vaishali's Sent folder.**

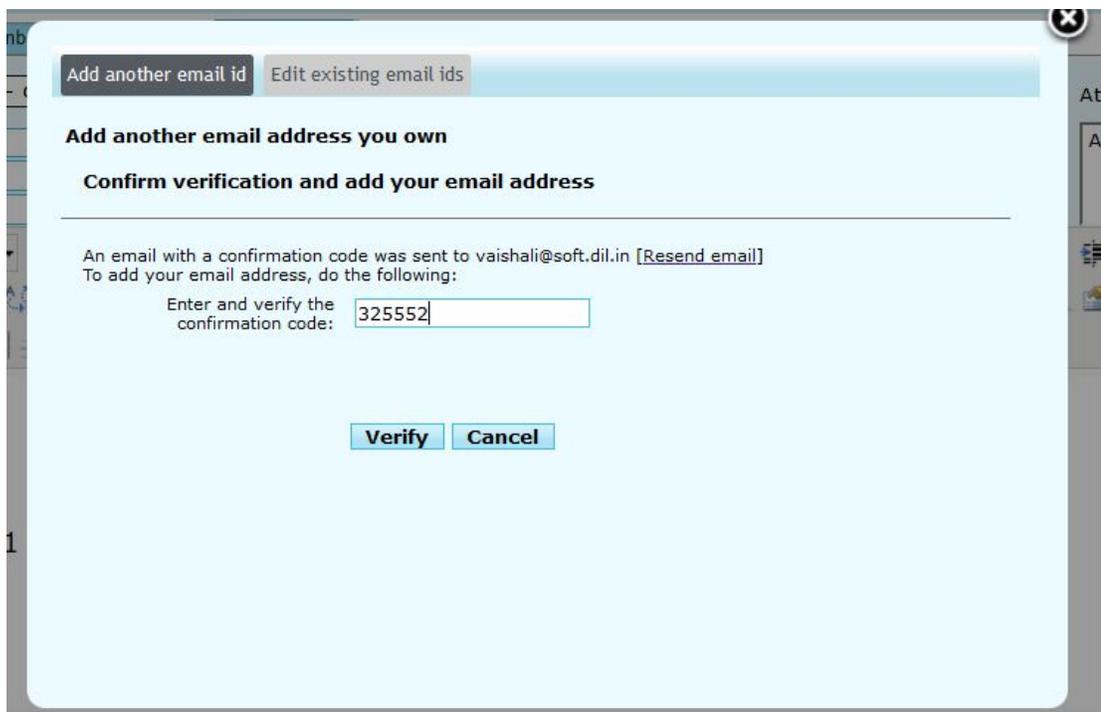
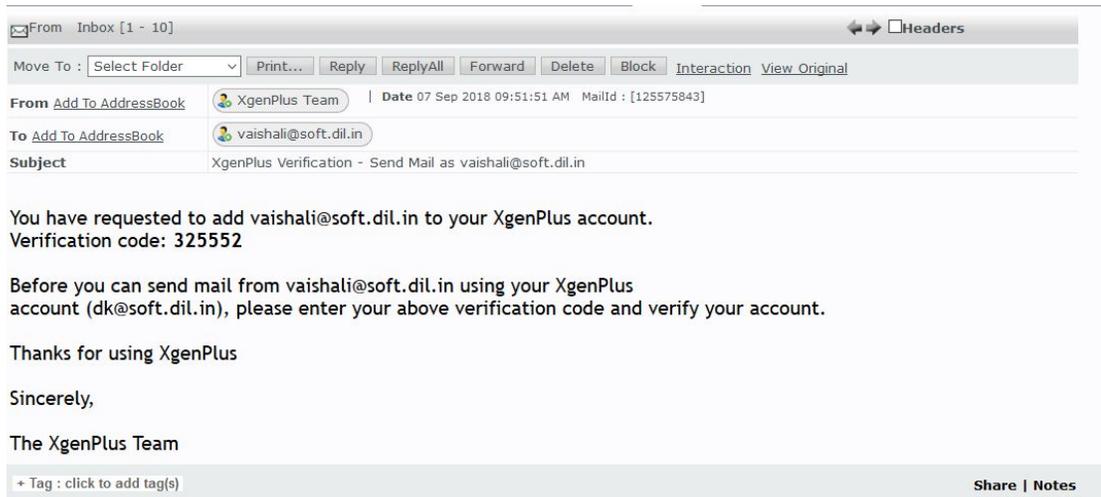
1. To get access from Vaishali for sending emails on the behalf of her, DK will click on Add Email Address from the dropdown of FROM ID while compose email.



2. After click on +/- Other Email ID, dk will get screen where he can enter Name & Email Address of vaishali.

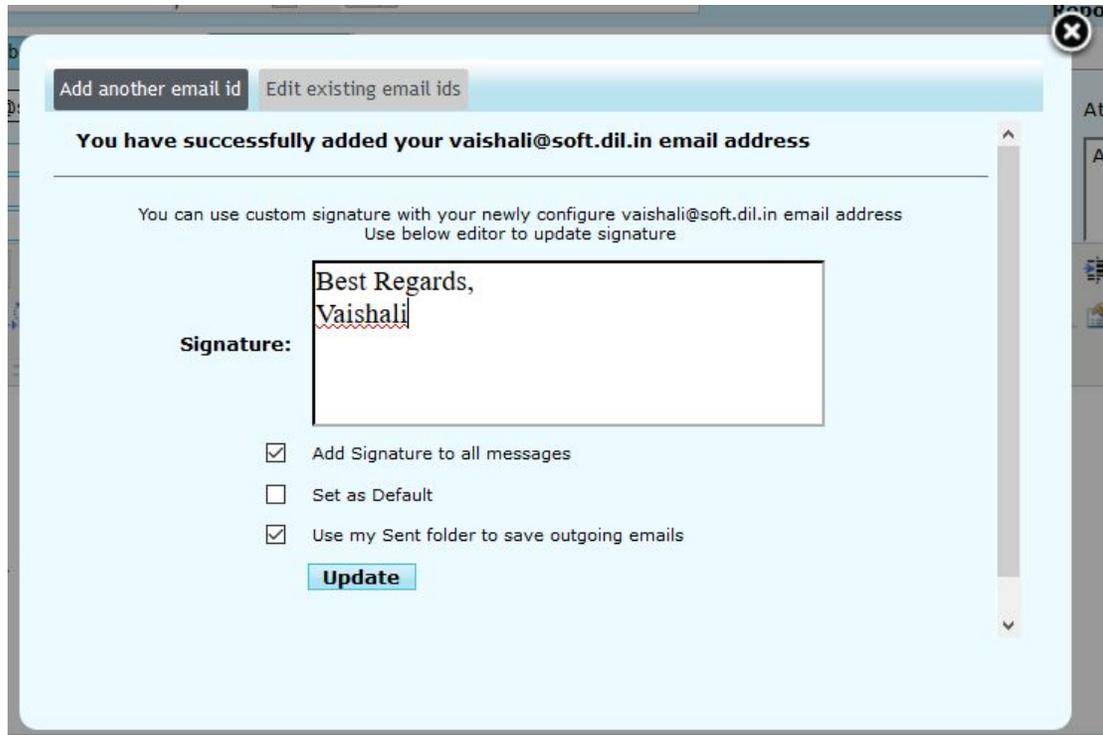
A screenshot of a 'Pending Verification' dialog box. At the top, there are two tabs: 'Add another email id' (selected) and 'Edit existing email ids'. Below the tabs, the text reads 'Add another email address you own' and 'Pending Verification'. Underneath, it says 'Enter information about your other email address. (your name and email address will be shown on mail you send)'. There are two input fields: 'Name' with the value 'vaishali' and 'Email address' with the value 'vaishali@soft.dil.in'. A 'Next Step' button is located at the bottom of the dialog.

3. Once dk move to the next screen, he will get an option to enter verification code, which will be received by Vaishali to authorize dk to send emails on her behalf.



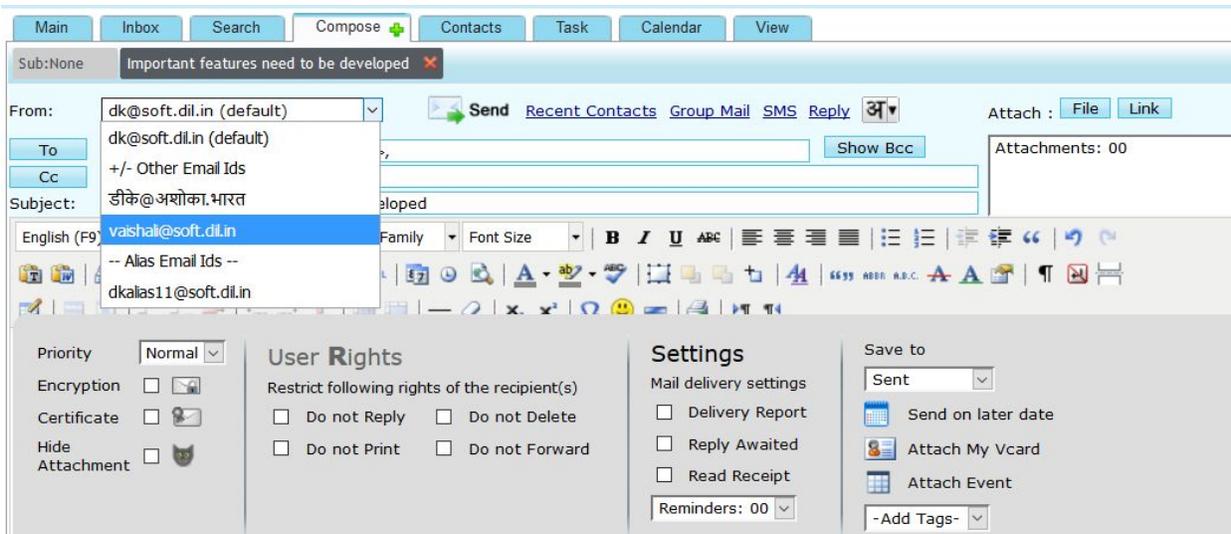
4. Once code has been entered by dk, a dialog box will open to set Signature & some settings. These settings will be:
  - Add Signature to All Messages (This signature will be sent, whenever dk will send emails by using outgoing ID of Vaishali or will send emails on her behalf.)
  - Set as default (DK can set default outgoing email ID of Vaishali by this setting)

- Use My sent folder to save outgoing emails. (If this setting has been enables then all the emails which dk is sending on the behalf of Vaishali, will be saved in vaishali's sent box)



### How Emails will be sent?

1. To reply on emails which has been received in vaishali's inbox, DK first open shared inbox of Vaishali and click on the mails on which he wants to reply.
2. After click, dk select from ID of Vaishali (from which mails will be sent)



3. Once email has been sent, it will be received by receiver, with this display name: dk (Display name set by DK) on behalf of Vaishali. So, receiver will get to know that this mail has been sent by dk.
4. Also, this sent mail will not be saved in DK's sent folder. It will be saved in Vaishali's sent folder only. In future she can rectify which email has been sent to her client.

This feature will remove all the hurdles top manage important emails without sharing login details of your account.

## Future Scope

Innovation never ends!! We came with delivery notifications, IDN solution in every language, mobile apps, Xgen lite soon will update something new...

If you feel something new must me added please share with us, as customers satisfaction is something open new ways to achieve milestone. We are on the way to enable billion email account by 2020.



# New Features & Enhancements

**Xgenplus: Advanced Enterprise Email Solution**

**Version 0.1**

# XgenPlus–New Features

## User Level Feature

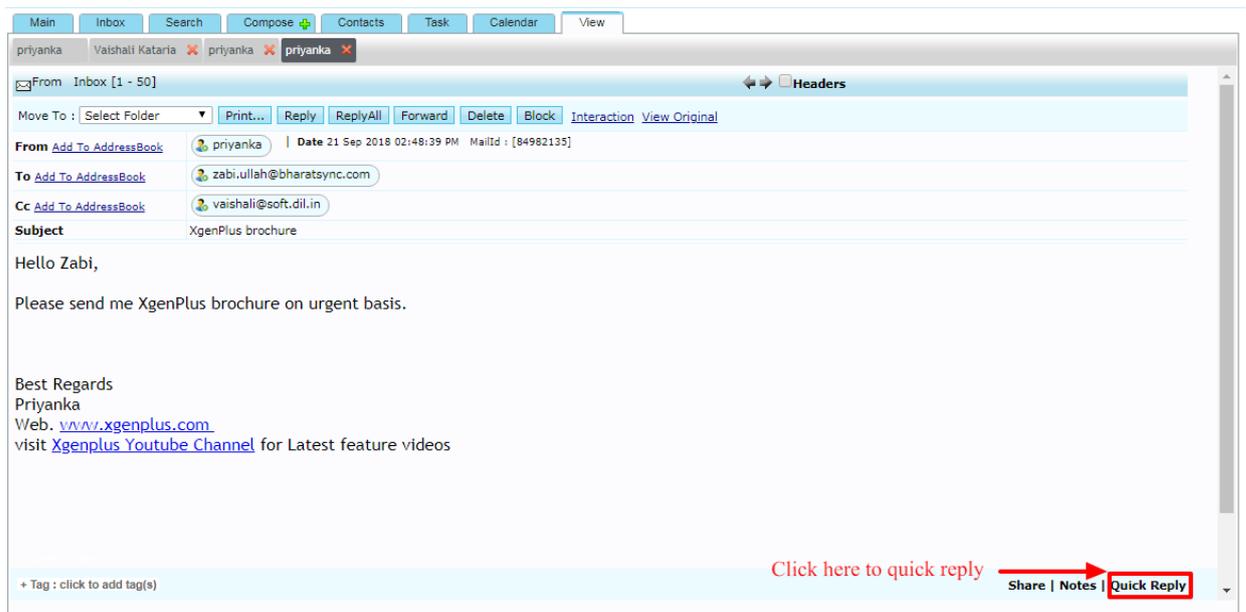
### 1. Quick Reply

Xgneplus Email are now filled with more enhanced feature of quick reply, user can send reply to the sender directly without hassle.

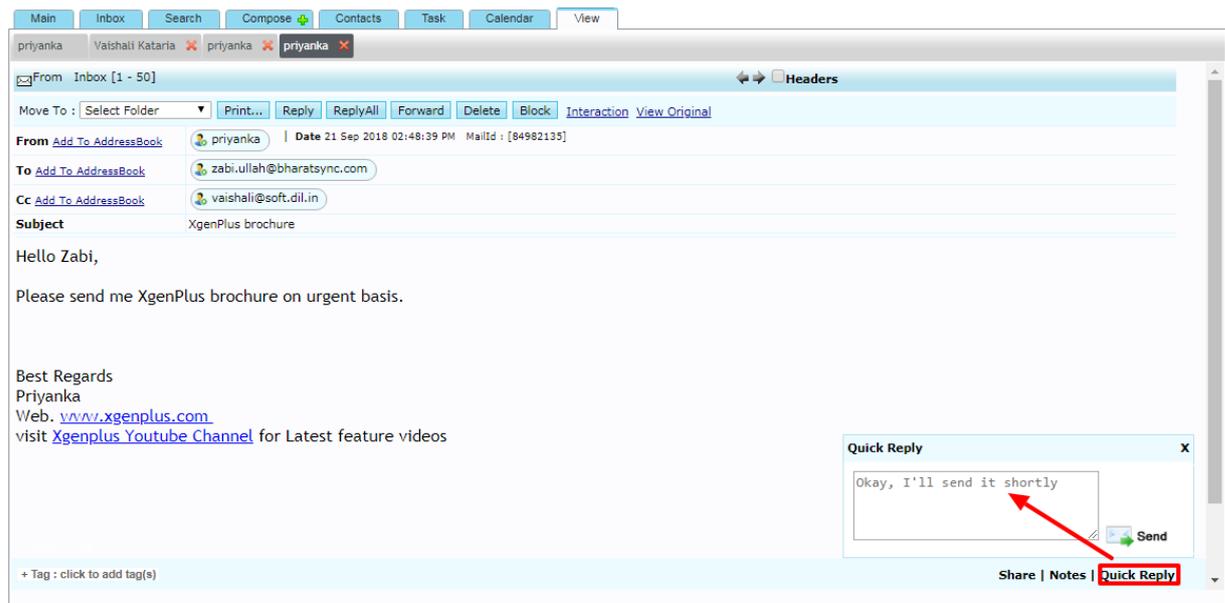
Inspired by the wide popularity of “Instant Action” we have added the “quick reply” button, so a user can send the quick reply to the Email without open in new window. User can type reply and simultaneously he/she can see complete mail. This saves time & gives user power to respond in a jitter.

Let’s see how it works?

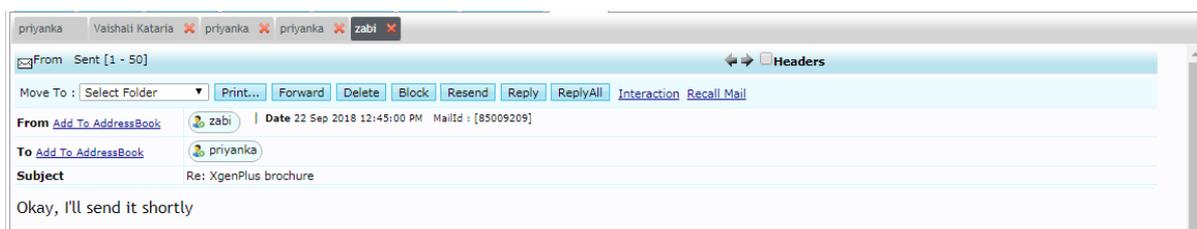
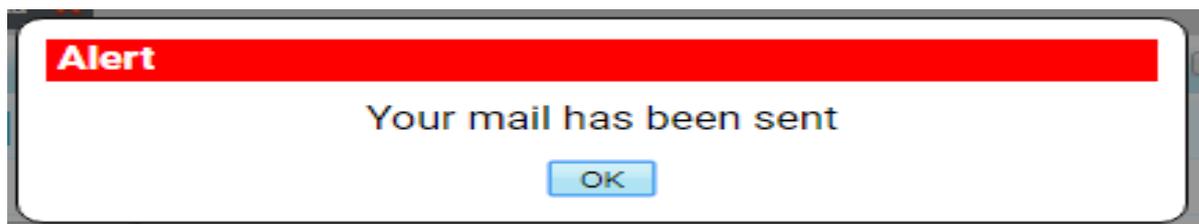
1. Once you receive email, open that mail. You will see an option of quick reply in bottom right of email Window.



2. The button appears at the bottom only when you are viewing a message thread or a single message, and not in your inbox
3. Click on Quick Reply, a popup screen will open in bottom right. You can type your message in that.



4. Once you type the message and click on 'send' it will be sent as an email to the recipient, it's easier than using a traditional 'Reply' Email option and takes nothing more than one click to do it.



5. Your sent message will reflect in the 'sent' folder. Using 'Quick Reply' it's easier to write a concise email to read through and understand, expressing shortage of time.
6. This quick reply will be sent to user who have sent that mail. It will not be sent to the users that are in "cc" & "bcc".

For more details check [Video Tutorial](#).

## 2. Move Email to another folder with Tag

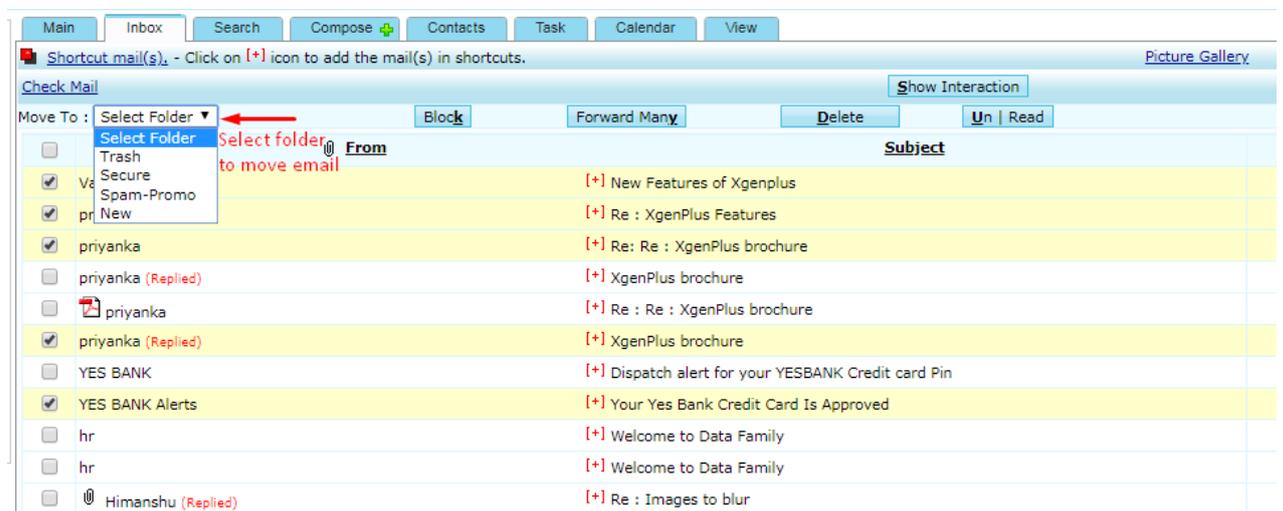
(Identify from which folder email has been moved)

Xgenplus makes it very easy to organize your emails. ‘Move to folder’ option enables users to move specific emails to another folder.

In way to enhance this feature, now user can identify from which folder they have moved their emails. It will ease for users, if he wants to move emails back to the original folder in future.

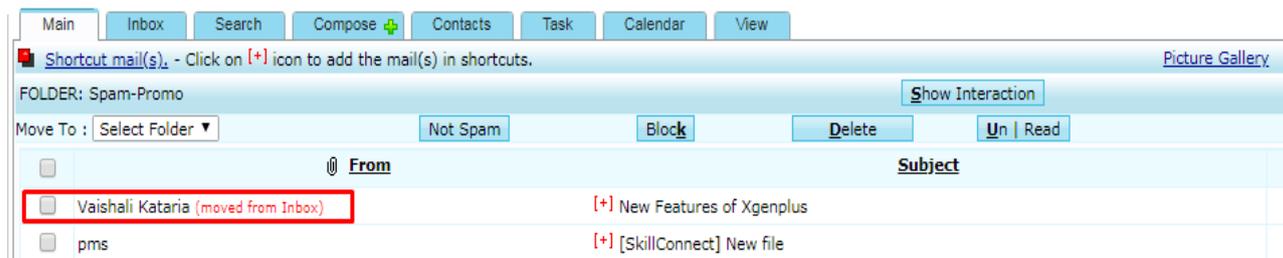
### How it works?

1. When you move any email from a source folder to target folder. You select that email or multiple emails, select folder from the dropdown list of “Move To”, mail will be moved.
2. In target folder mail will be listed with a tag which indicates its movement from original folder



Let's take an example:

1. If a user moved an email from inbox to ‘Spam-Promo’ folder like in below figure. When he opens the ‘Spam-Promo’ folder, the moved email will display in the list with tag that tell us about its origin folder.



Now again if the same Email is moved back to inbox it will show in the inbox having tag ‘moved from Spam-Promo’ folder.

Main | Inbox | Search | Compose + | Contacts | Task | Calendar | View

Shortcut mail(s), - Click on [+] icon to add the mail(s) in shortcuts. [Picture Gallery](#)

Check Mail [Show Interaction](#)

Move To : Select Folder ▼ | Block | Forward Many | Delete | Un | Read

<input type="checkbox"/>	From	Subject
<input type="checkbox"/>	Vaishali Kataria (moved from Spam-Promo)	[+] New Features of Xgenplus
<input type="checkbox"/>	priyanka	[+] Re : XgenPlus Features
<input type="checkbox"/>	priyanka	[+] Re: Re : XgenPlus brochure

### 3. Tags

While sending an email user can set Organization level pre-defined TAG on that Email, which enables all the recipient of that email to search that email by using that TAG itself. This capability also automatically clubs all emails together with specific TAG irrespective of sender or subject. User can also set his personal TAGs also from Settings-Default-Email Tag-Add Tag option.

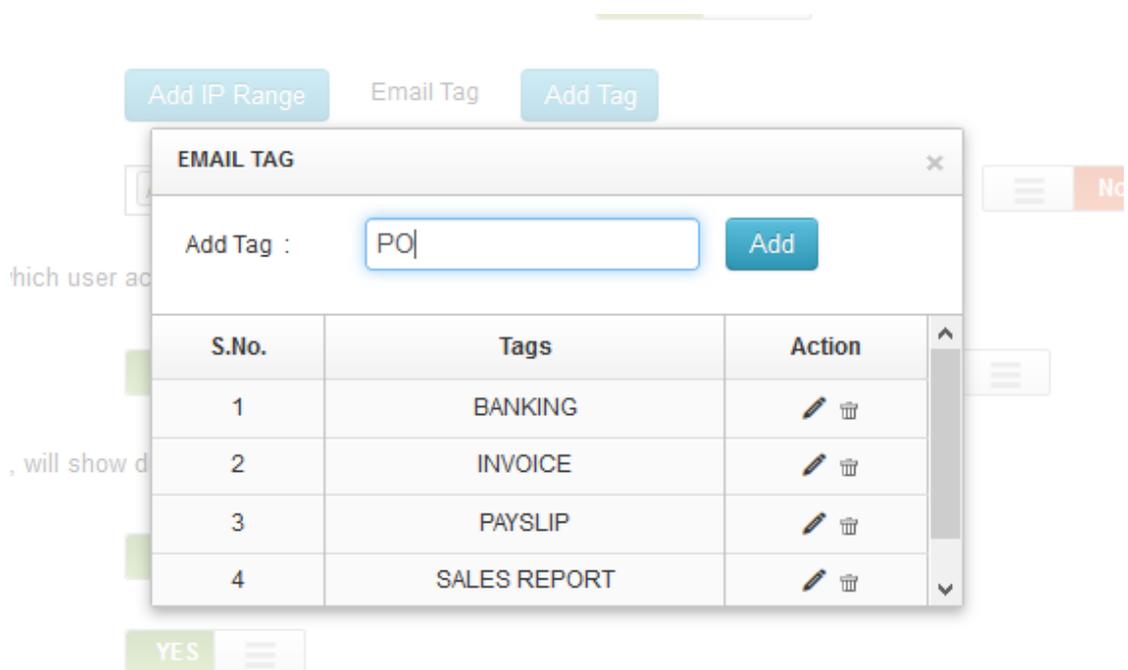
For example, there are many sales people who receive Purchase order (PO) from customers and then send it to accounts department for billing. Now with TAG feature, all sales team members with their own email address can send a PO to billing team by putting a TAG as PO. Now accounts person or sales team can pull all emails together which are tagged as PO.

#### At Domain Side:

Domain admin can add generic tags that can be used at the time of sending email. For adding tag domain admin can go to the

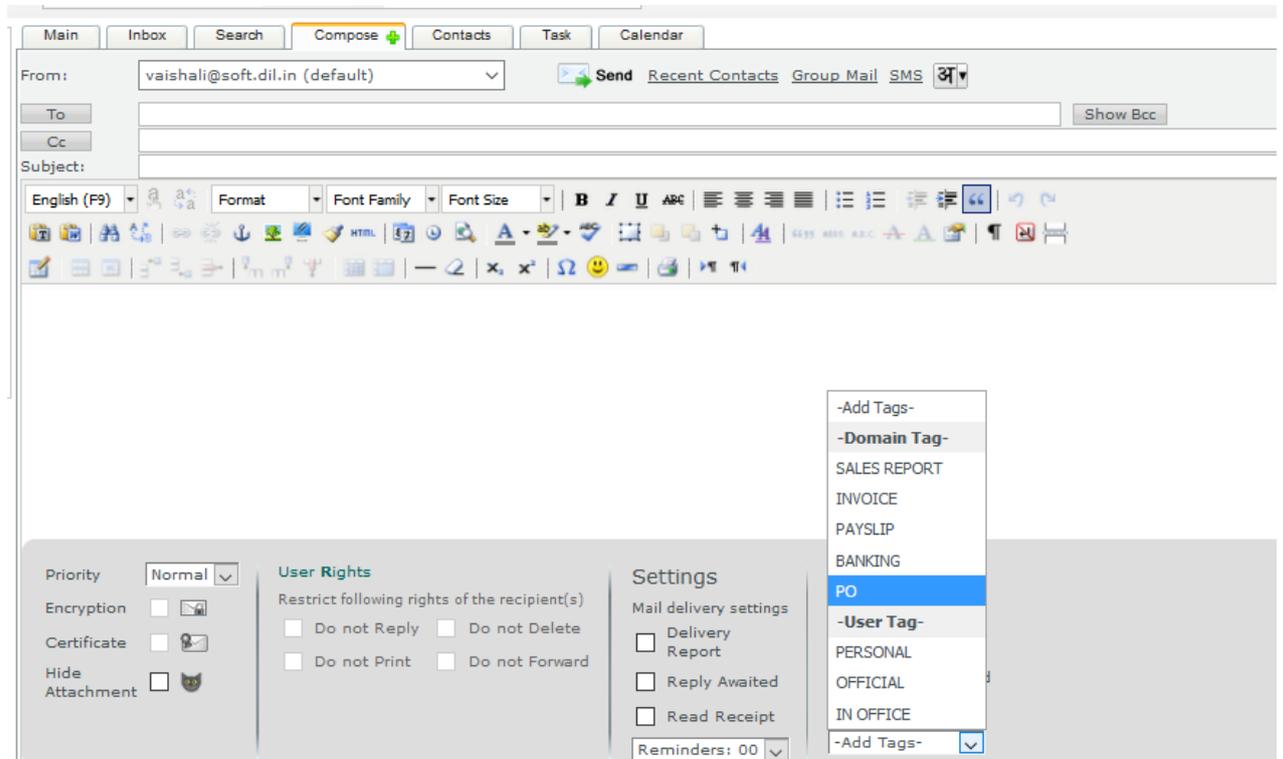
Edit domain->domain options

Here they will get <<Add Tag>> option. On click of Add Tag, domain admin can write down name of the tag and can add it. They can Edit/delete existing tag.



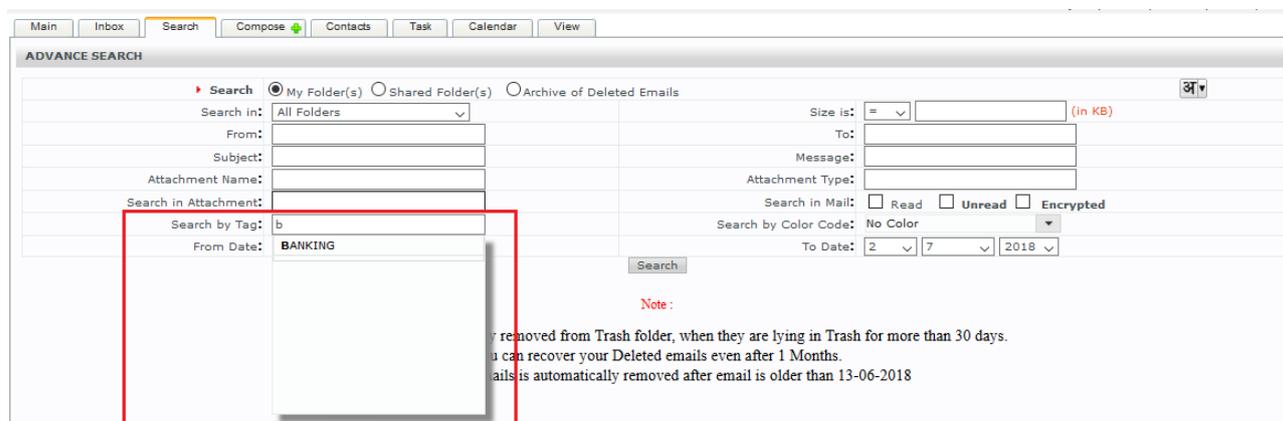
## At User End:

These tags will display at user end. At the time of composing email, user can click on advanced setting and can use tag.



At the receiver end, added tag will display and receiver can also search this mail with same tag.

For E.g if sender has used tag “Banking” at the time of sending email. Then at the receiver end, receiver can see that tag in the bottom of email as well as receiver can search that same email in search section by selecting criteria “Search By Tag”.



If receiver search email by Tag “Banking”, then all the mails related to that tag, will come in resultant list.

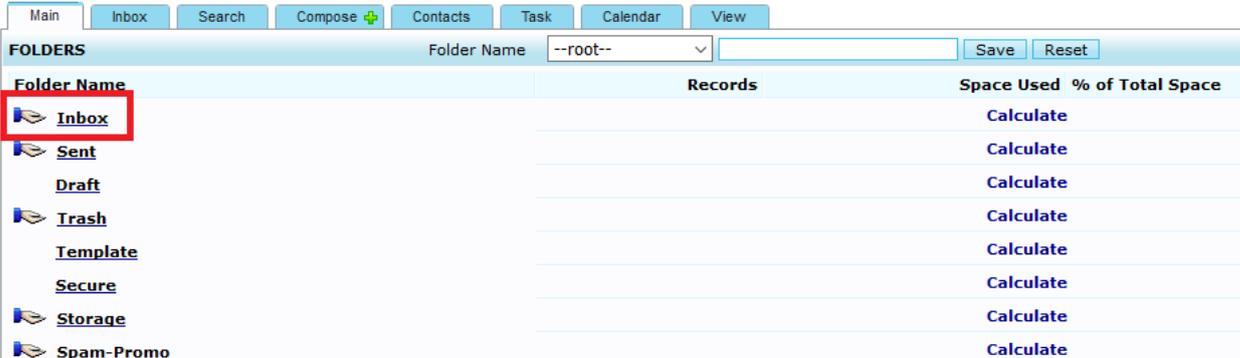
## 4. Give Access of your Account

Now you need not to worry about your important mails while you are on Holidays or any other business trips. You just authorize your subordinates or your agents to receive your emails and they can reply on those mails on your behalf without sharing login credentials of your account.

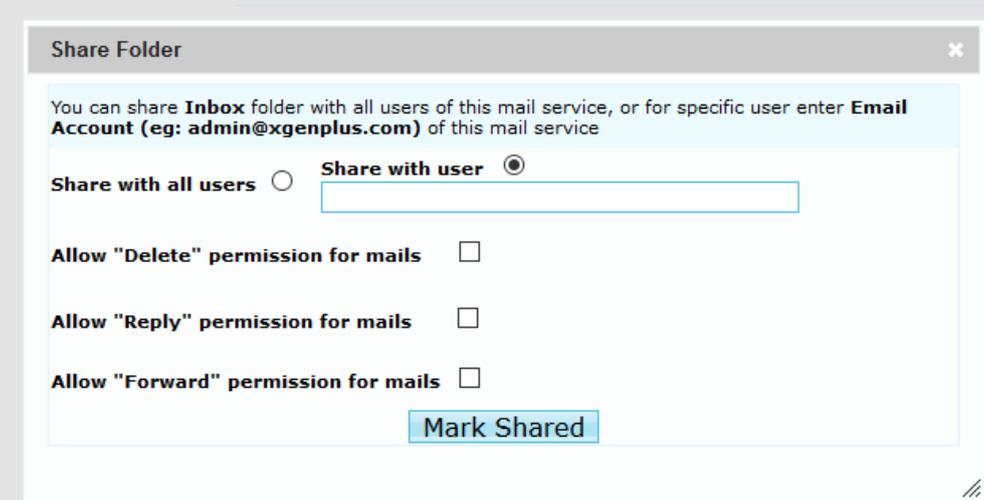
The Beauty of this feature is, this reply message will not be saved in their sent folder. It will be saved in your sent folder only. So whenever you access your email, you can check all the replies that your subordinates/agents have done on your behalf.

Let's see how this feature works:

1. Suppose the person "John" is a Business Analyst. John is going on holidays. Now how his client's emails will be taken care?
2. "John" gives authorization to DK (Team member) to access his emails, so he can reply on those emails on the behalf of John.
3. John will share his inbox with DK with access rights. For this go to Folders. There is hand icon in front of each folder to share folder.
4. If John wants to share only "Inbox", then he will click on hand icon in front of "Inbox" folder.



Folder Name	Records	Space Used	% of Total Space
 <b>Inbox</b>			<a href="#">Calculate</a>
 <b>Sent</b>			<a href="#">Calculate</a>
<b>Draft</b>			<a href="#">Calculate</a>
 <b>Trash</b>			<a href="#">Calculate</a>
<b>Template</b>			<a href="#">Calculate</a>
<b>Secure</b>			<a href="#">Calculate</a>
 <b>Storage</b>			<a href="#">Calculate</a>
 <b>Spam-Promo</b>			<a href="#">Calculate</a>



**Share Folder**

You can share **Inbox** folder with all users of this mail service, or for specific user enter **Email Account (eg: admin@xgenplus.com)** of this mail service

Share with all users  Share with user

Allow "Delete" permission for mails

Allow "Reply" permission for mails

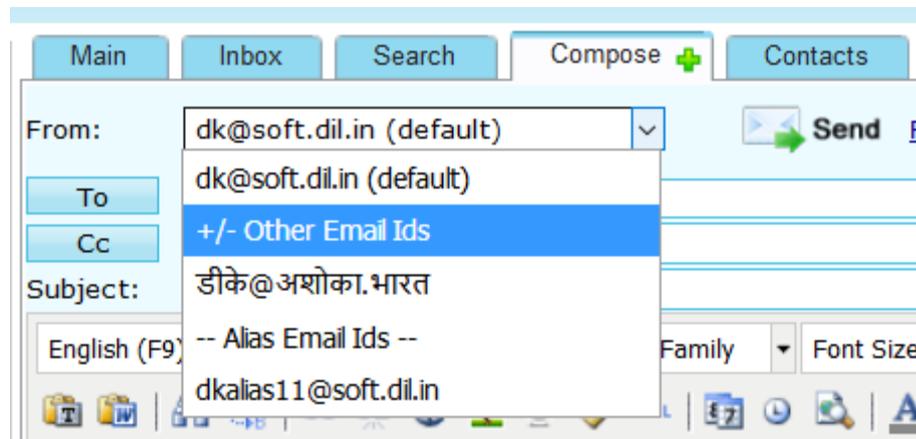
Allow "Forward" permission for mails

[Mark Shared](#)

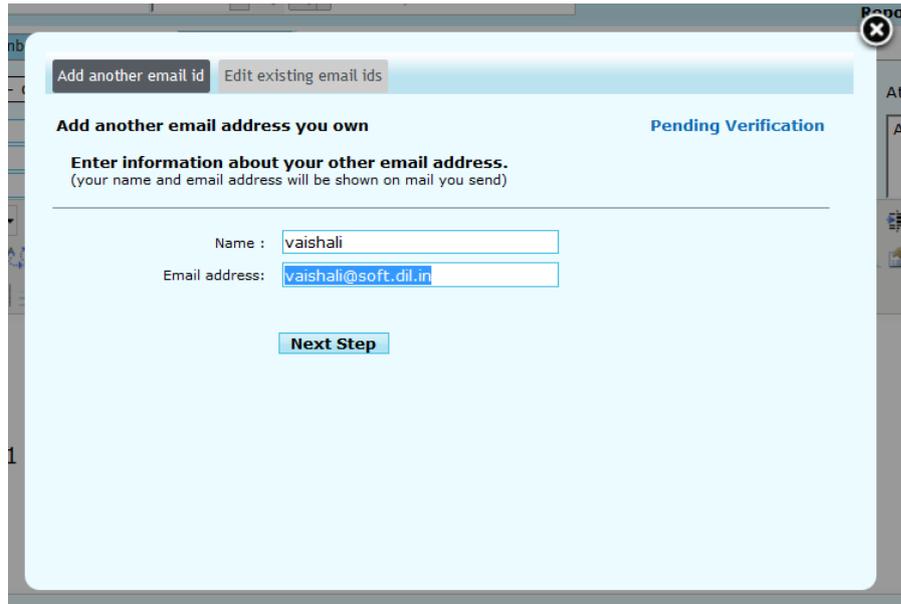
5. John will enter email address of DK to share inbox with him. Now John can set access right for DK while sharing his folder. He can give rights like:  
Allow Delete, Reply, and Forward. Now if John gives rights for only Allow Reply, then DK can reply on those mails only. He cannot Delete/Forward mails from John's inbox.
6. Once inbox will be shared, DK can see this inbox in his mail account with other folders. There is a category of Shared folder in folder section. All shared folders will display here. DK can access the entire shared folder and can work accordingly.
7. Multiple users can share their account with multiple people.

**Now let's see how mails will be sent on the behalf of John and how it will be saved in John's sent folder.**

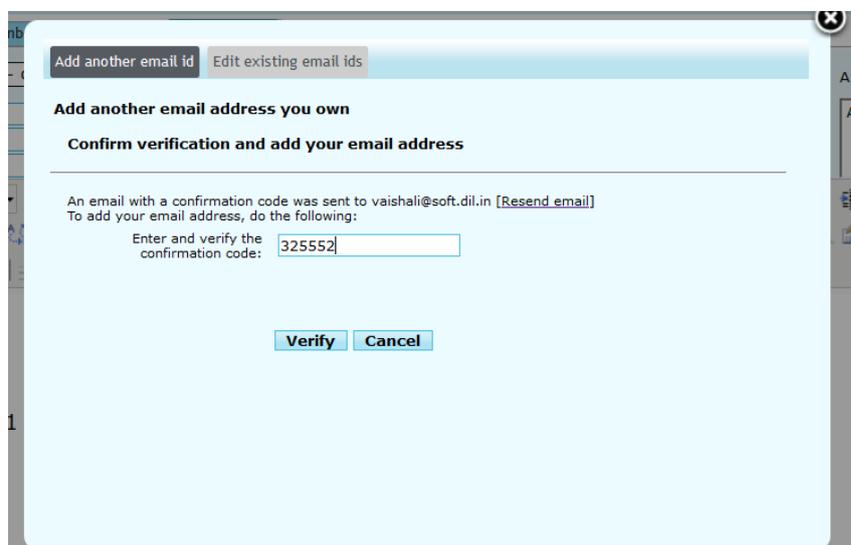
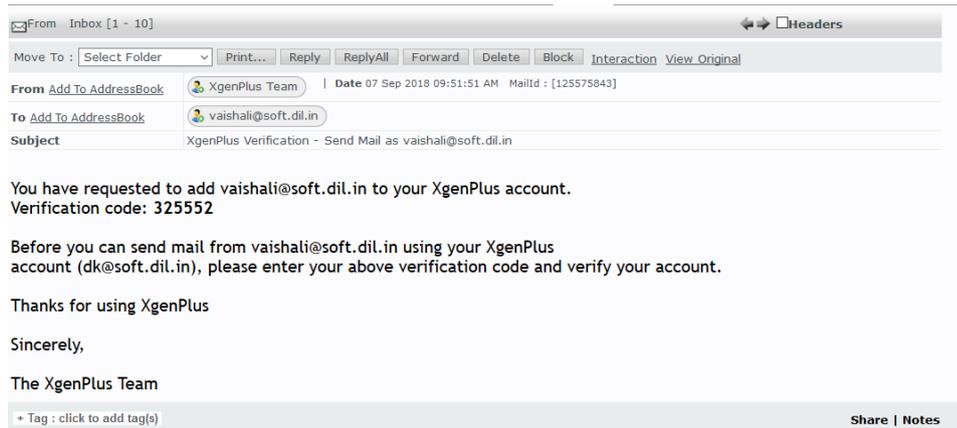
1. To get access from John for sending emails on the behalf of him, DK will click on Add Email Address from the dropdown of FROM ID while compose email.



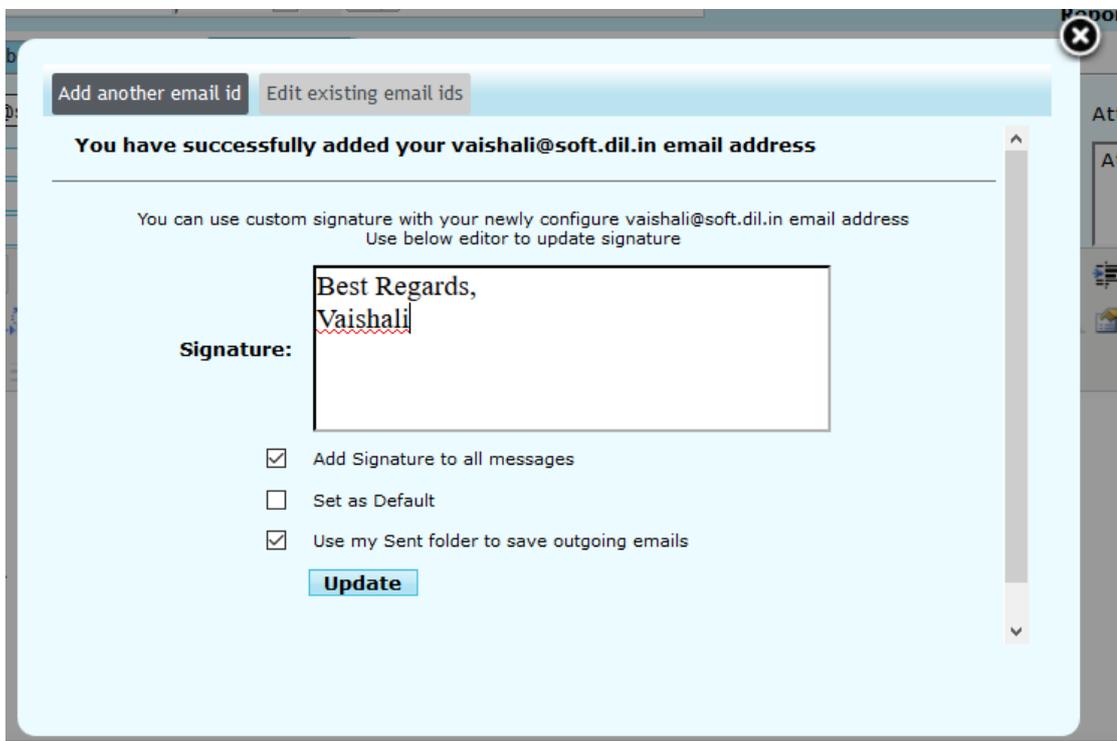
2. After click on +/- Other Email ID, dk will get screen where he can enter Name & Email Address of John.



3. Once dk move to the next screen, he will get an option to enter verification code, which will be received by John to authorize dk to send emails on his behalf.

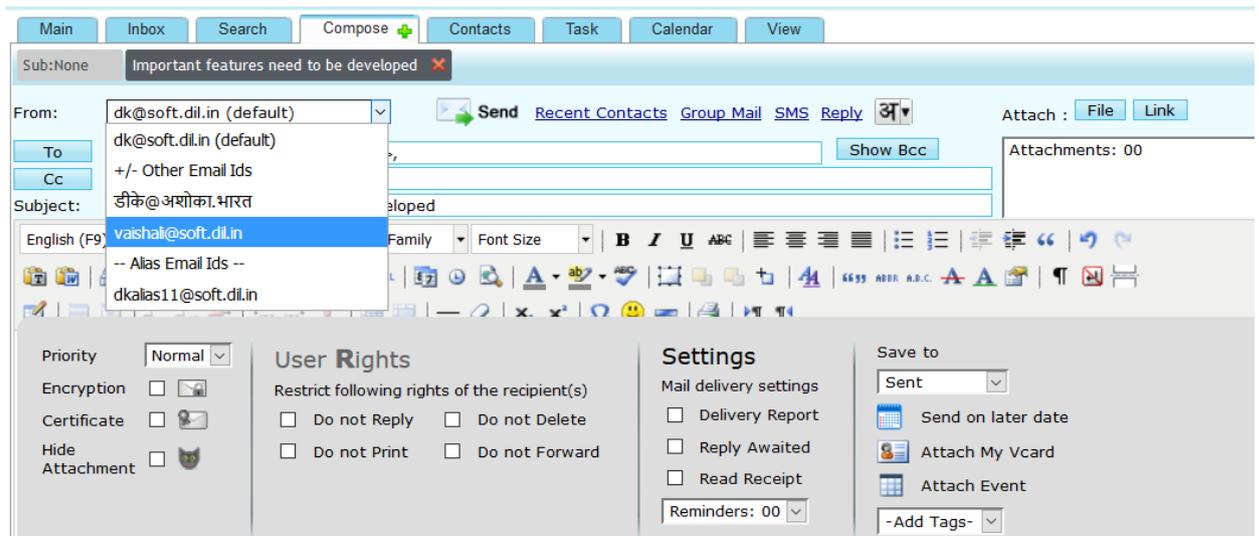


4. Once code has been entered by dk, a dialog box will open to set Signature & some settings. These settings will be:
  - Add Signature to All Messages (This signature will be sent, whenever dk will send emails by using outgoing ID of John or will send emails on her behalf.)
  - Set as default (DK can set default outgoing email ID of John by this setting)
  - Use My sent folder to save outgoing emails. (If this setting has been enabled then all the emails which dk is sending on the behalf of John, will be saved in John's sent box)



### **How Emails will be sent?**

1. To reply on emails which has been received in John's inbox, DK first open shared inbox of John and click on the mails on which he wants to reply.
2. After click, dk select from ID of John (from which mails will be sent)



3. Once email has been sent, it will be received by receiver, with this display name: dk (Display name set by DK) on behalf of John. So, receiver will get to know that this mail has been sent by dk.
4. Also, this sent mail will not be saved in DK's sent folder. It will be saved in John's sent folder only. In future he can rectify which email has been sent to his client.

This feature will remove all the hurdles to manage important emails without sharing login details of your account.

## 5. Update Contact List

Contacts:

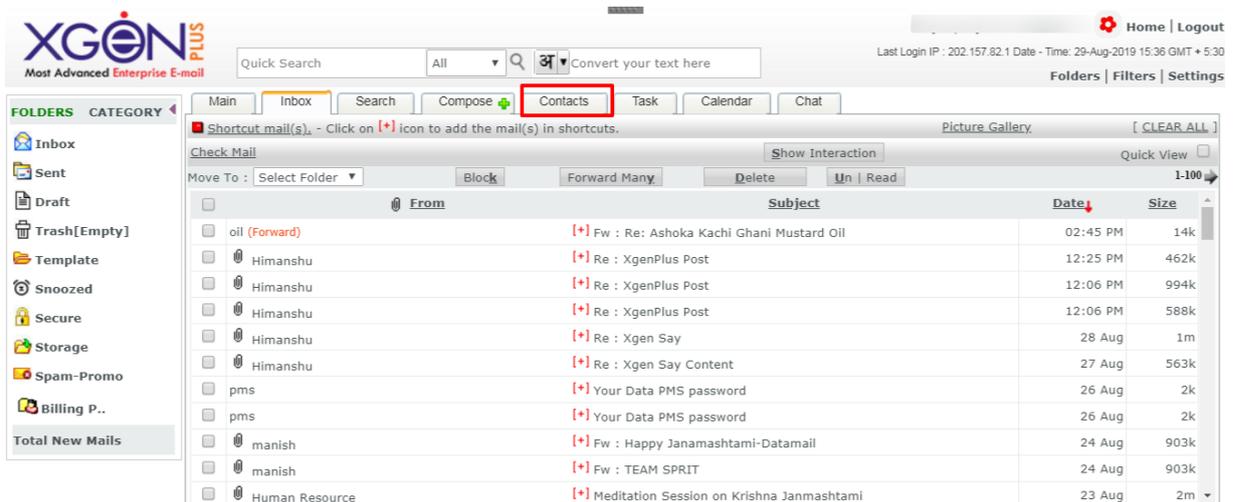
As Business connections grow day by day, it's important to maintain up-to-date information about your contacts. Contact Update feature help you to keep your contact list maintained & updated. Each contact's information can be updated automatically at any time with **Contact Update Option** in **XgenPlus Email**.

Steps:

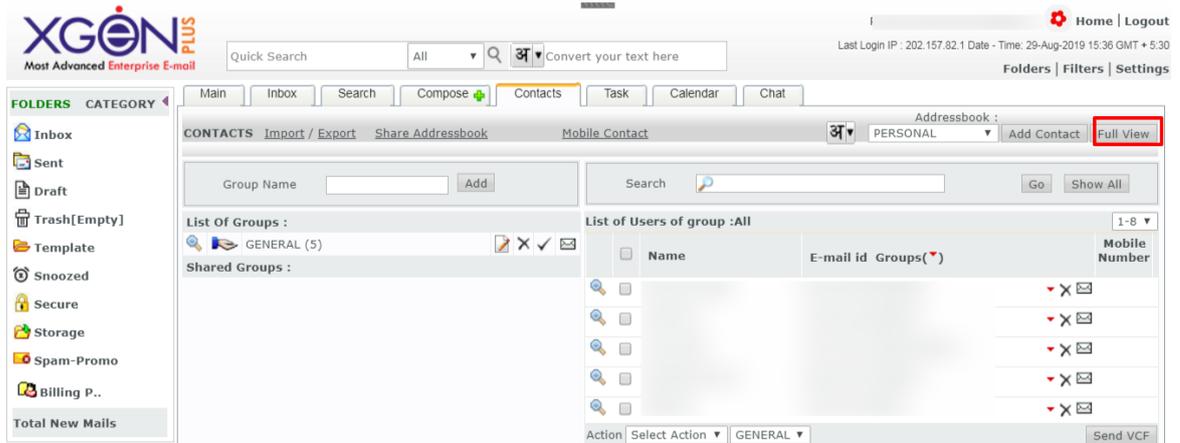
1.Login XgenPlus Email Account.



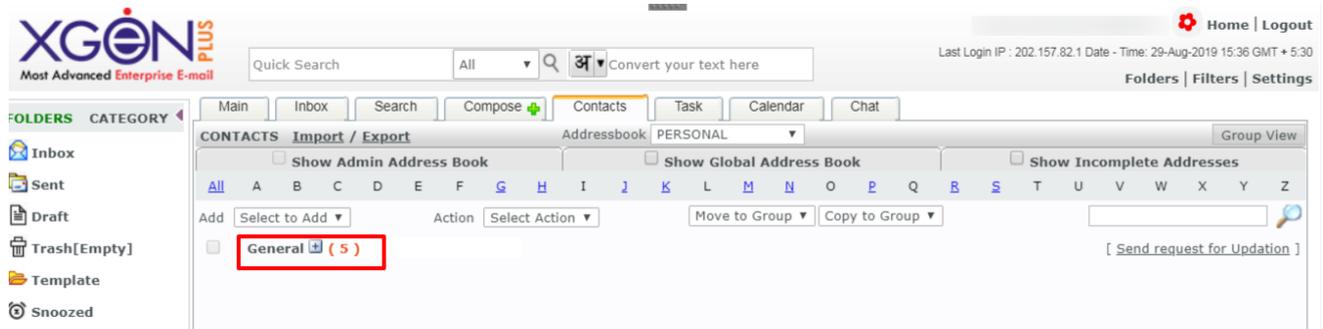
2.Select Contact Option from the Tab.



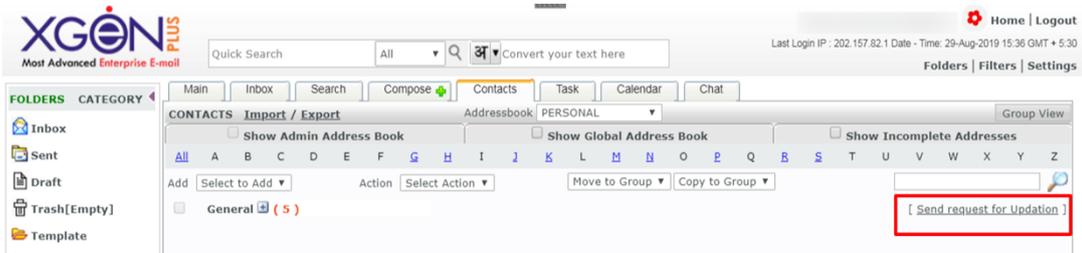
3.Click the Full View Option.



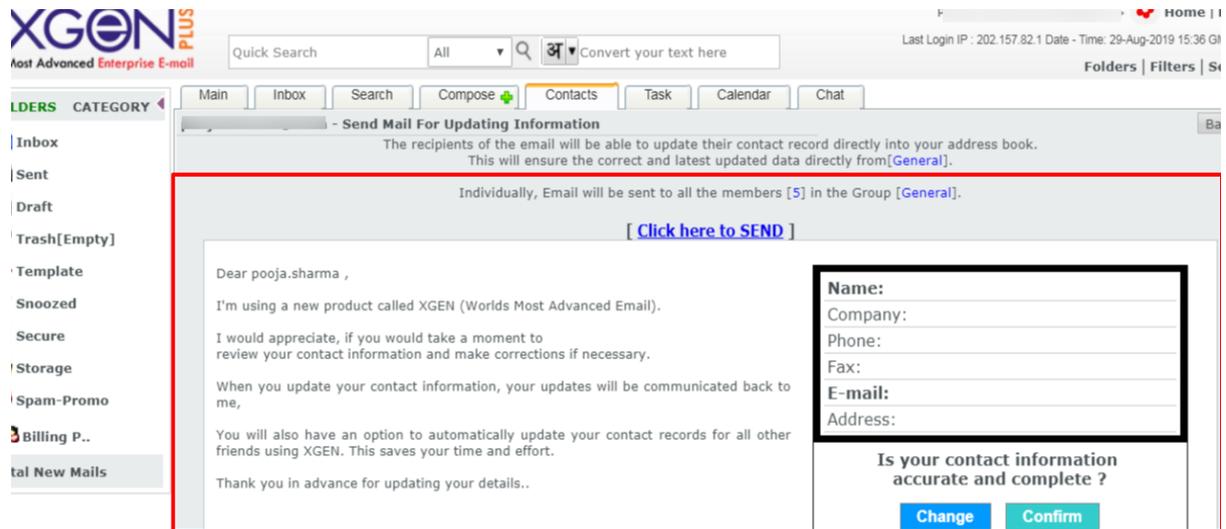
4. Select the group whose contacts you want to get updated.



5. Click on 'Send Request for Updation' option.

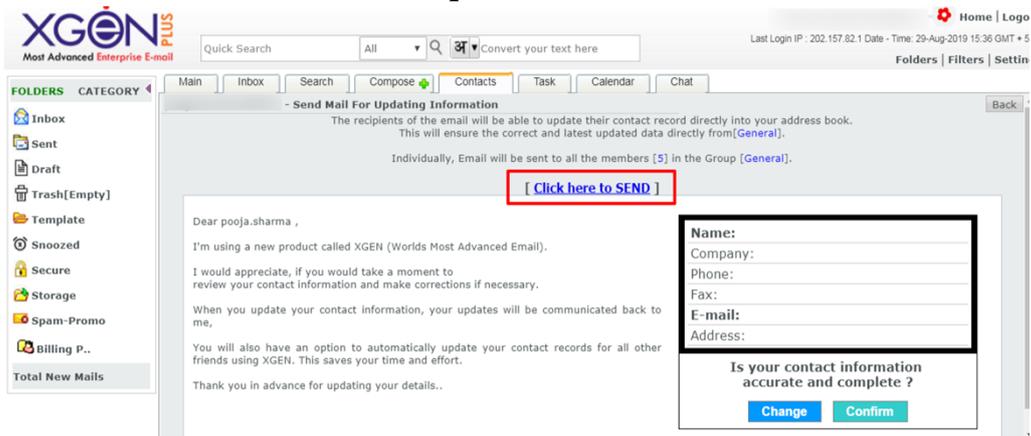


6.A Message Box Will Appear Where You Can See the Message Which Other Person will receive.

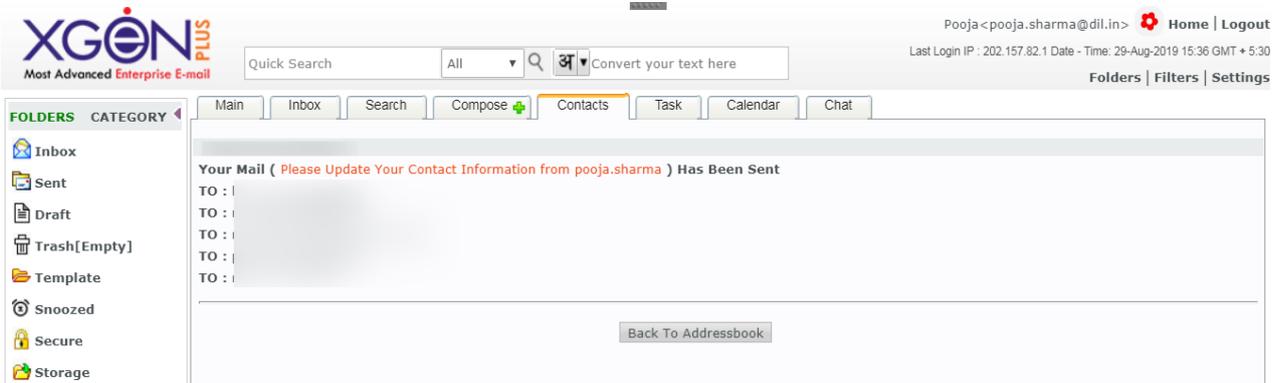


Now the contacts can view the already filled details. If any information mis-matches then they can update the information.

7.Click On ' Click Here To Send Option'



8. After Sending Request To All The Members You Will Receive A Confirmation Message About The Same. Here You Can See The List Of Contacts To Whom You Send Updation Request.



Once the contacts will update their information, the updated information will be automatically saved in the contact book.

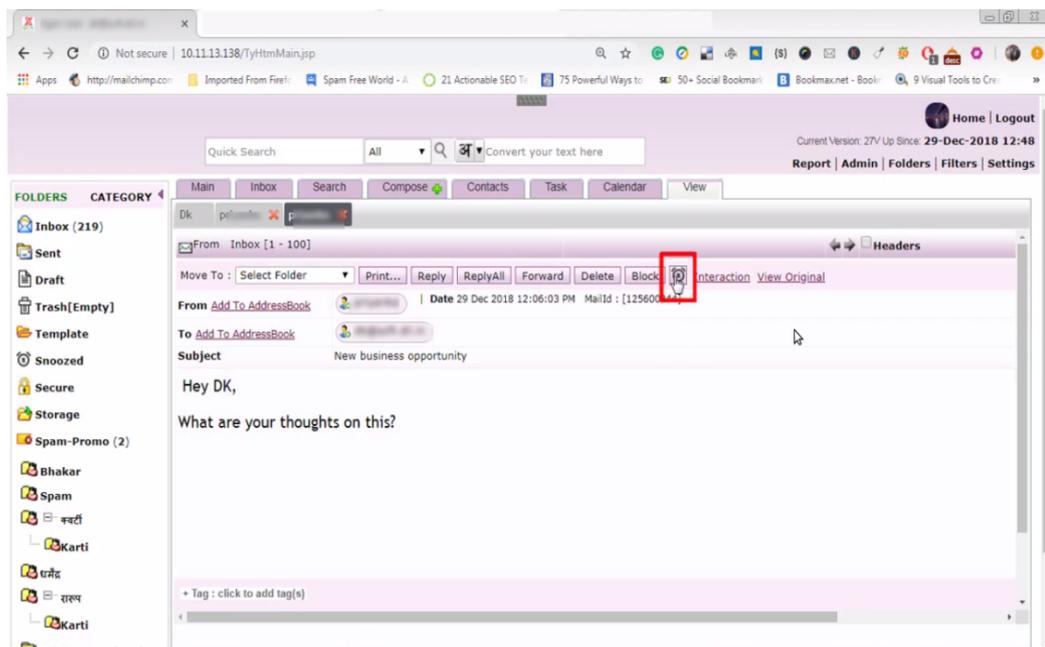
## 6.How to snooze E-mails

Snooze emails enable you to temporarily remove selected emails from inbox until you need them. You can always see your snoozed emails under Snoozed folder.

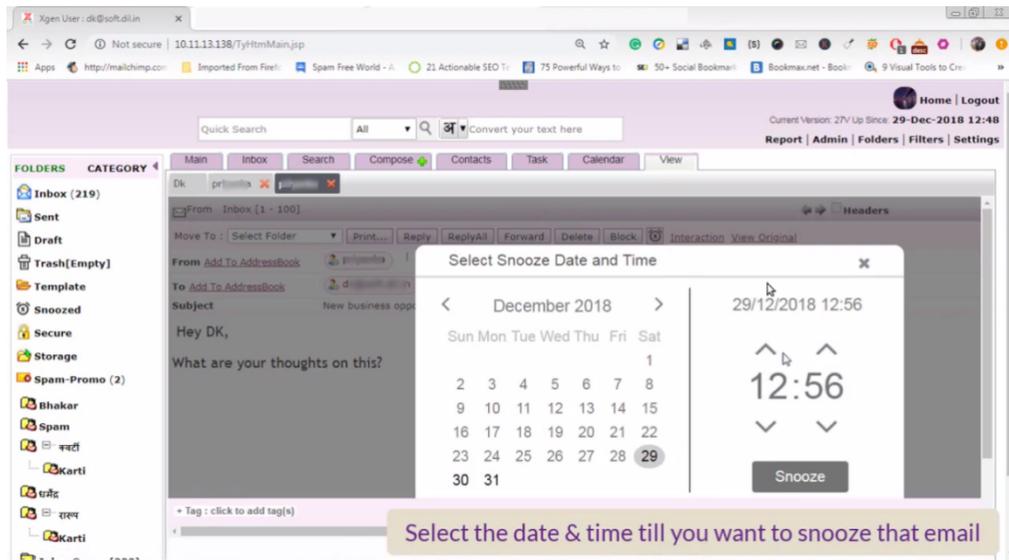
You can snooze any email that you want to follow up later whether hourly, daily, weekly or monthly. You can set your desired time on selected email to remind your important email on the set time.

### Snooze emails or set reminders

1. Open or select your email and click on the ‘Snooze’ option

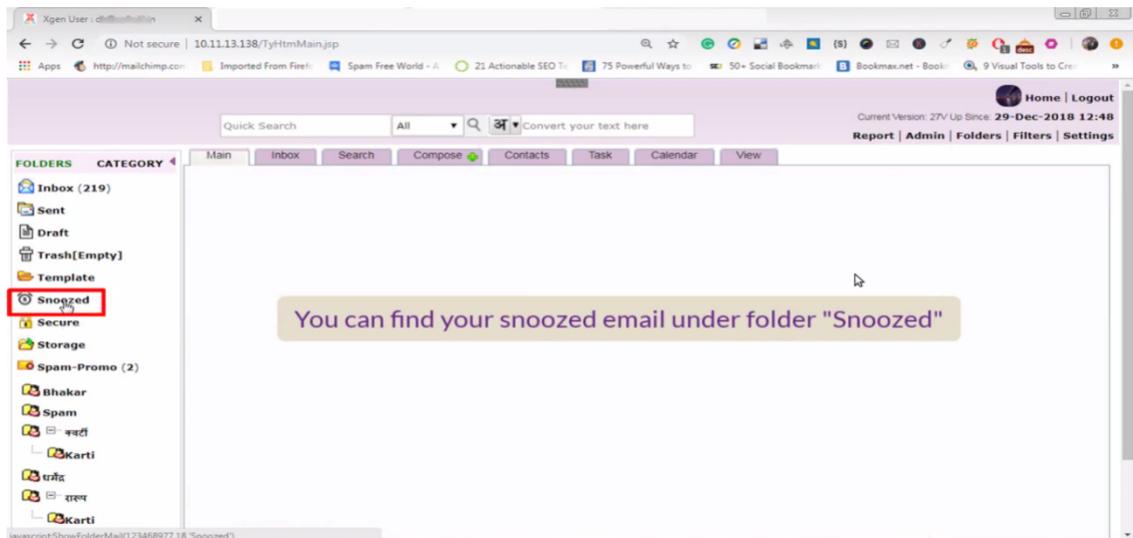


2. Now you can set Date and time in which you want to see the snoozed email.



3. Click on 'Snooze' option, now your reminder is set.

You can see your Snoozed emails in the Snoozed folder on the left side of Xgenplus folders.



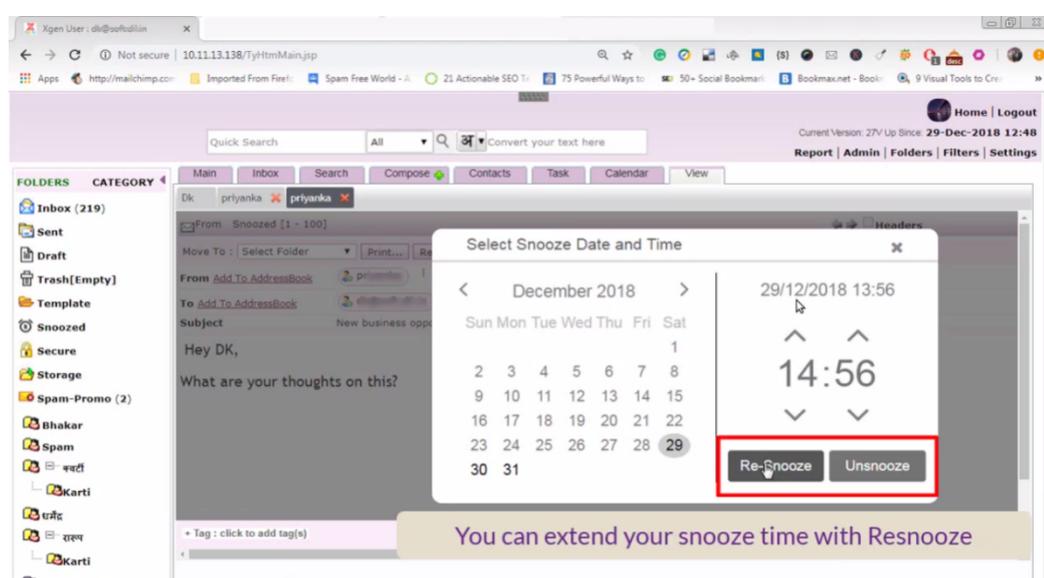
## How To Resnooze or Unsnnooze Email In Xgenplus

**Resnooze-** Allows user to create recurring email reminder. Resnooze is the self maintaining tool, when a reminder bothering too much it can be reset or resnooze for the next time.

Resnooze is a well designed reminder feature in xgenplus that makes users easy for remind tasks daily, weekly, monthly and so on.

### Steps-

1. Go to the Snoozed folder to reset reminder
2. Select snoozed email
3. Set your desired time or month for a reminder

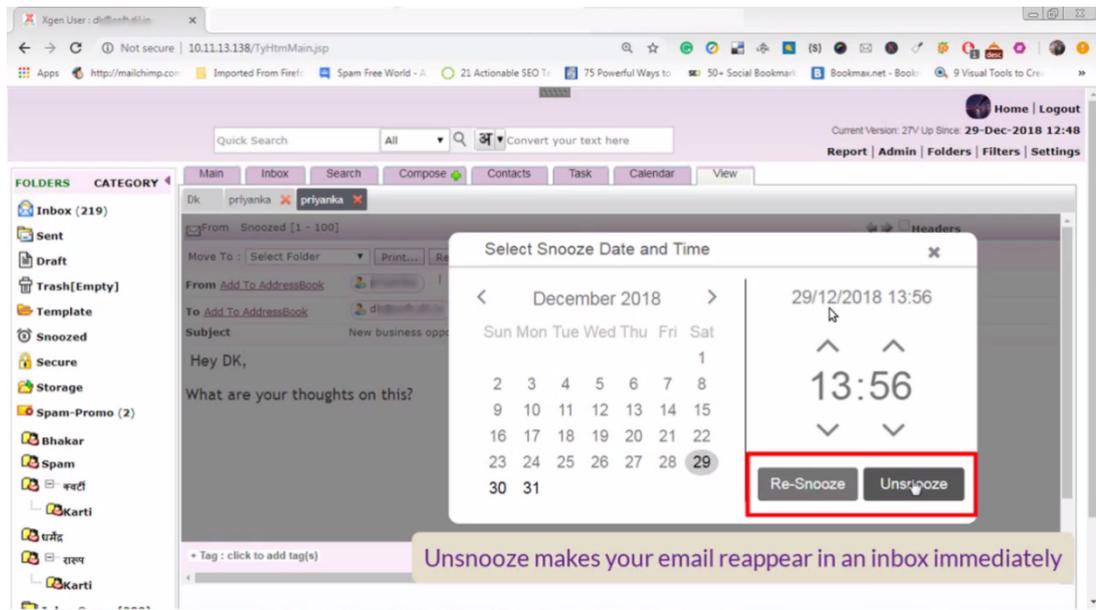


4. Click on 'Resnooze' option, now your email is resnoozed.

**Unsnooze-** Allows users to remove reminders on snoozed emails.

Steps-

1. Go to the Snoozed folder
2. Select snoozed email to remove the reminder
3. Choose unsnooze option to clear reminder



4. Click on 'Unsnooze' Option and the mail be unsnoozed.

## 7.How to Enable Out Of Office/ Set Vacation Email/ Auto Reply Email

An auto reply response is pre-designed reply to an email. Out of office enables user to send an automated reply when user is not available in office or at workplace. When a user goes on vacation and takes a week off from work, user can set an auto reply or default email for everyone.

User can manually turn it on, using time, dates, and week days as per their criteria.

### Out of Office Xgenplus:

User can set an auto reply or out of office email reply in two ways. In out of office user will get two options-

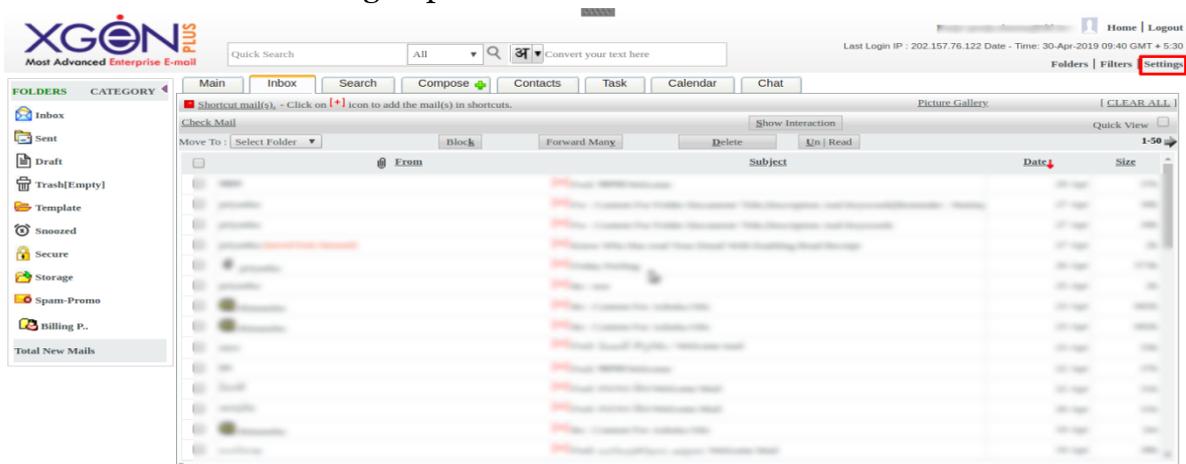
1. **My Organization**
2. **Other Organization**

**1. My organization-** when user wants to give an auto reply to an email within the organization when he/she is not available in the office, then user can select 'my organization's option. And can set auto response for sender.

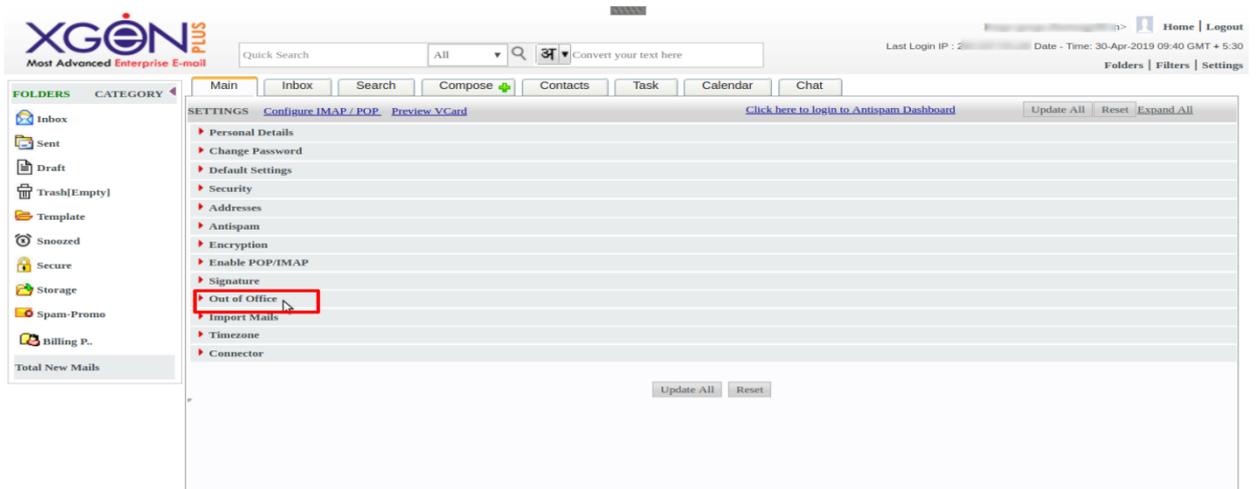
**2. Other Organization-** when user wants to give reply to clients, friends or other members out of the organization then user can select 'other organization' option. And can set auto response for other organization's members.

### Set up out of office in Xgenplus:

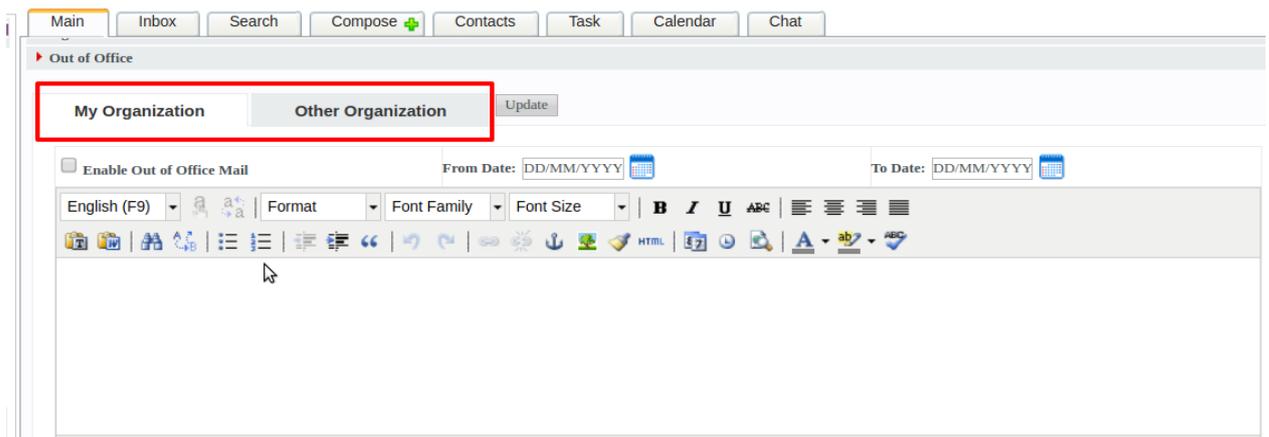
1. Click on the 'Settings' option.



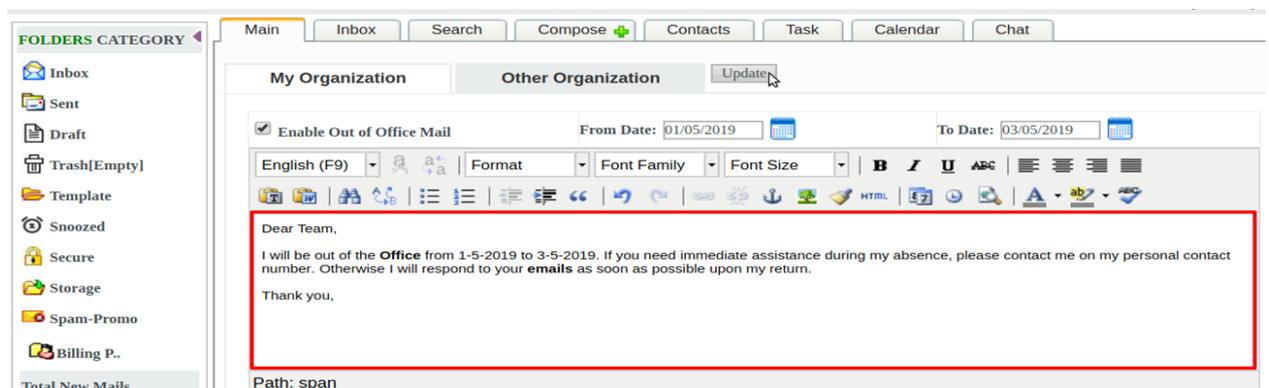
2. Select 'out of office' from the list that appears in left handed column.



3. Select criteria- My organization or Other Organization



4. Type preferred message in Mail Body.



## 5. Select Time Period and Start and End date.

The screenshot shows the XGEN Plus interface for configuring an Out of Office mail. The 'Enable Out of Office Mail' checkbox is checked. The 'From Date' is set to 01/05/2019 and the 'To Date' is set to 03/05/2019. The email body contains the following text:

Dear Team,  
I will be out of the Office from 1-5-2019 to 3-5-2019. If you need immediate assistance during my absence, please contact me on my personal contact number. Otherwise I will respond to your emails as soon as possible upon my return.  
Thank you!

Path: span  
**Note : For each sender only one Auto Reply will be sent in a day.**

javascript:onclick=setActiveStyleSheet(this, 'win2k-1')

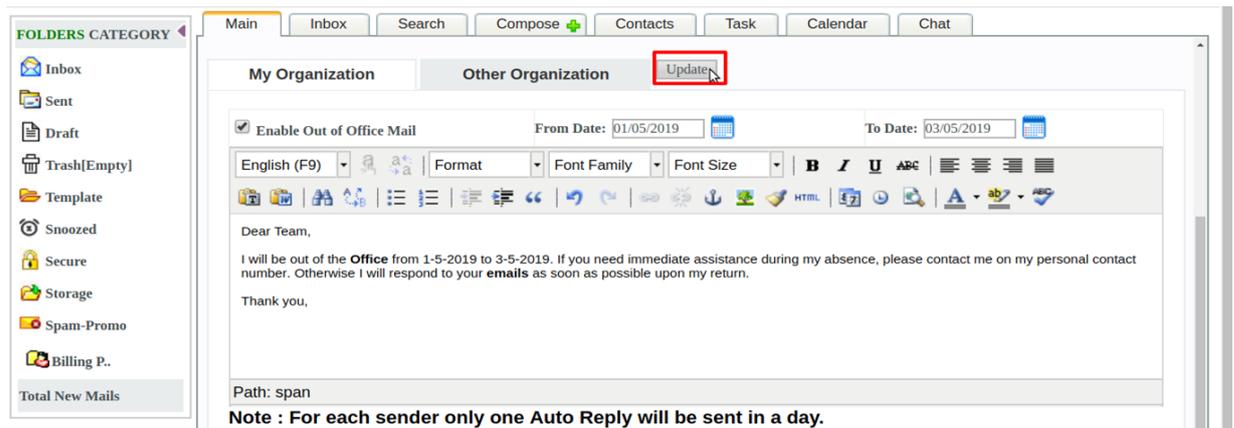
## 6. Click on 'Enable out of office mail'

The screenshot shows the XGEN Plus interface for configuring an Out of Office mail. The 'Enable Out of Office Mail' checkbox is checked and highlighted with a red box. The 'From Date' is set to 01/05/2019 and the 'To Date' is set to 03/05/2019. The email body contains the following text:

Dear Team,  
I will be out of the Office from 1-5-2019 to 3-5-2019. If you need immediate assistance during my absence, please contact me on my personal contact number. Otherwise I will respond to your emails as soon as possible upon my return.  
Thank you!

Path: span  
**Note : For each sender only one Auto Reply will be sent in a day.**

## 7. Click on the 'Update' option



When an email is received within organization or the other organization, within the Set Time range then they will get the pre formatted auto response on that email.

## 8.Login

Once you installed and configure XgenPlus you can sign in through email address and password, created by administrator. With XgenPlus Sign in can be done through various methods.

### *Through Email ID & Password*

Email ID and password will be provided by administrator to the user after creation of email account. After submission system, will ask if user want to change password. They can do that accordingly as per the requirement.

भाषा चुनें: हिंदी

उपयोगकर्ता नाम: ओटीपी प्राप्त करें  
vaishali.k@bharatsync.com

पासवर्ड: पासवर्ड भूल गए?  
.....

याद रखना

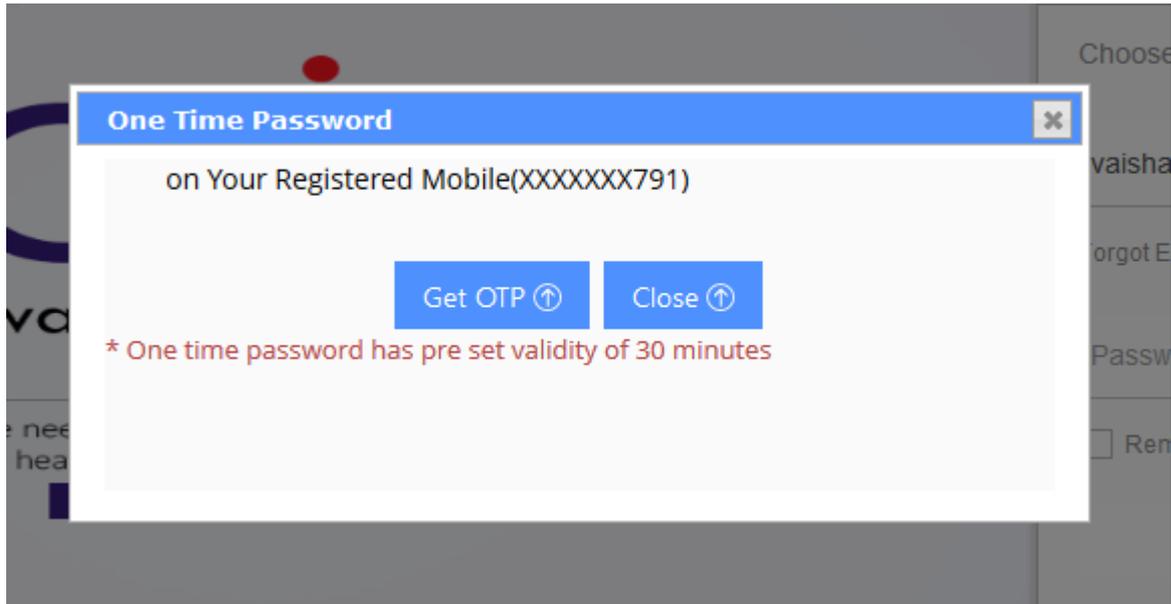
Powered by: www.xgenplus.com

Licensed to: BharatSync.com  
D-47, Hanuman Nagar, Jaipur

### **Login through Email ID & Password**

### *Through OTP*

If user do not want to login through password, they can just use OTP for sign in their account. For this user need to select “Get OTP” option. After selection user will receive an OTP (One Time Password) on their registered Phone number.

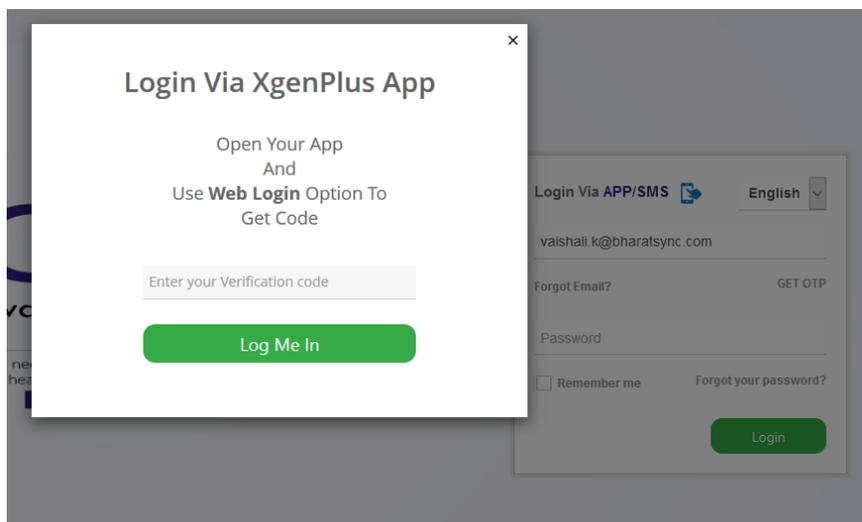


### *Via App*

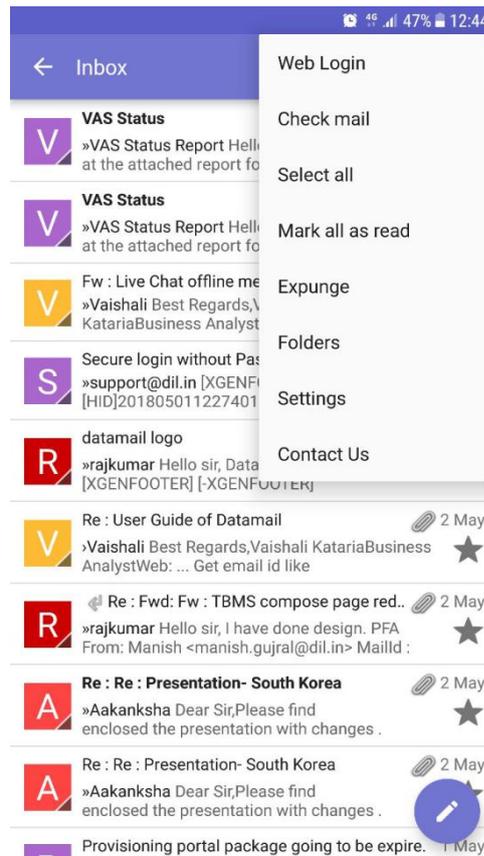
With this option, you need not to submit any password to login into your account. You can just login via a code that will be generated in your XgenPlus app.

### **How It Works?**

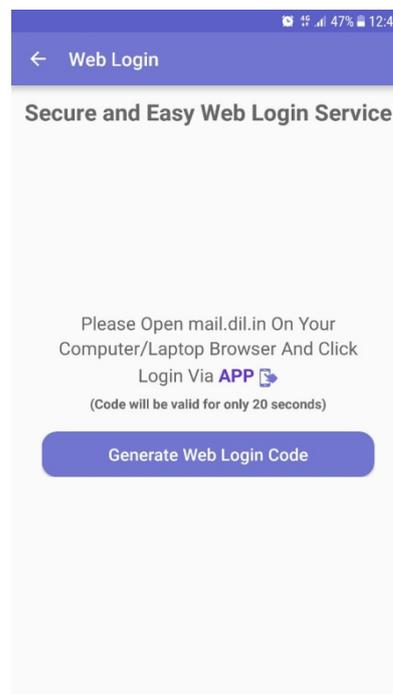
1. Click on Login via App, you will get a window in which you have to submit code that will be generated in your app.



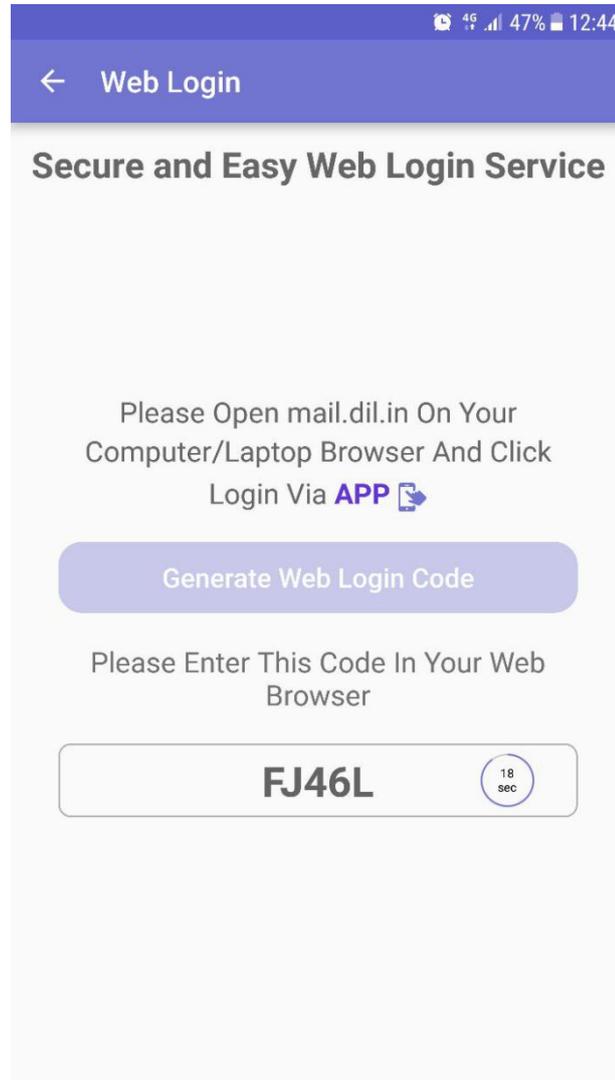
2. Now open your XgenPlus app, and go to the Menu. Select option **Web Login**.



3. Once you select web login, you will get a screen where you need to select option “**Generate Code**” to generate code for login via App.



4. After click on this, you will get a code and you can submit this on web for login process.



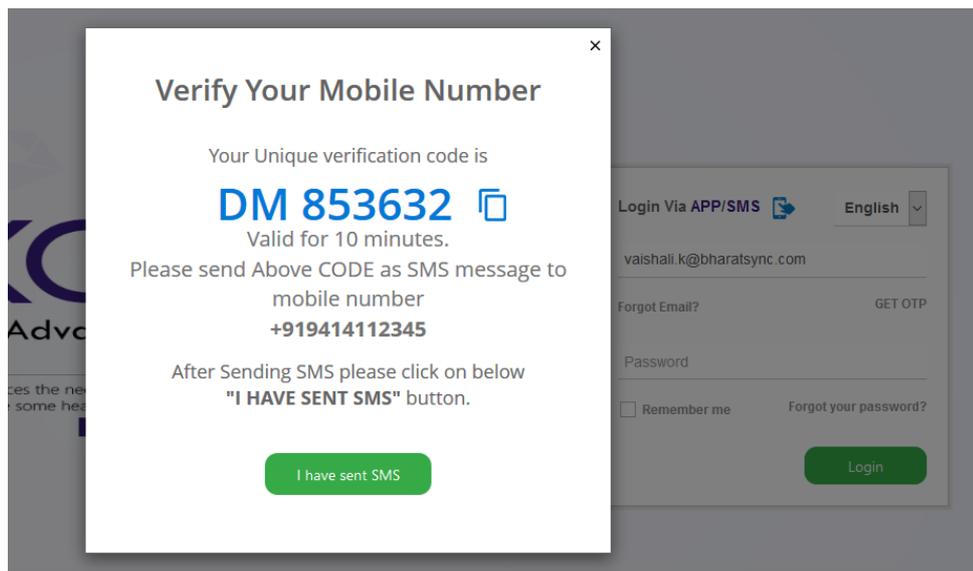
### Via SMS

When you select option Login via SMS, then you will get a window with some random code. You must send this code from your mobile number to the given number on screen.

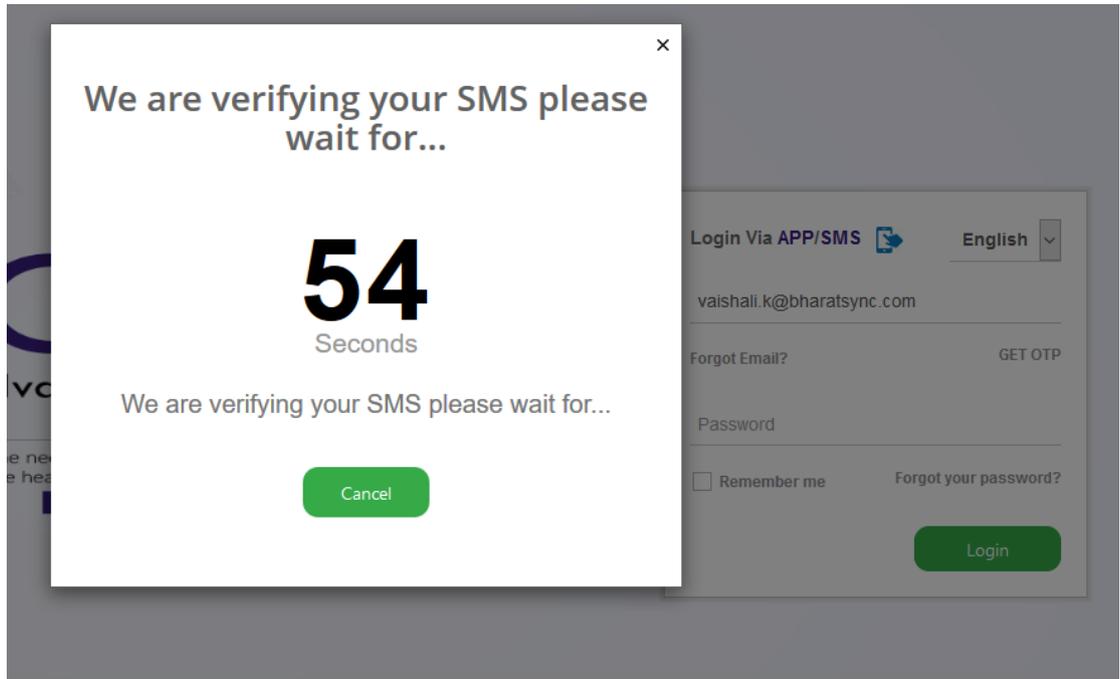
Once you send SMS, it will verify and will allow you to login into your account.

### How it Works?

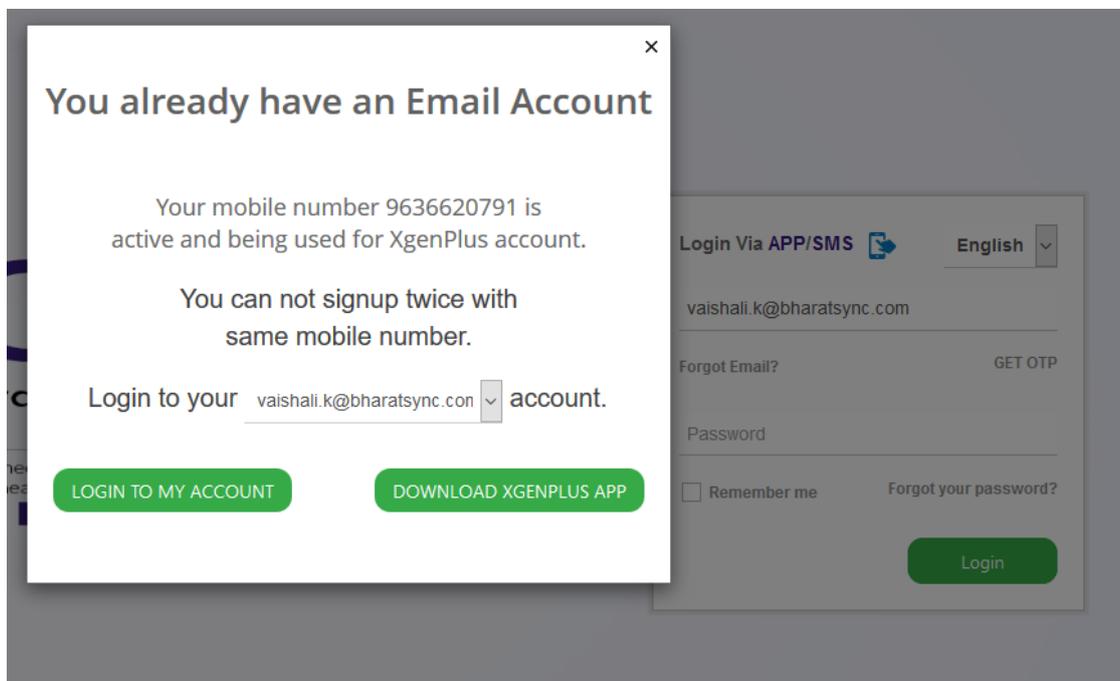
1. Click on login Via SMS, you will get a popup window with a code, that you need to SMS on provided number.



2. Once you send SMS from your mobile number, you must click on “**I have sent SMS**” now it verifies this.



3. If it will verify your number, then it will show list of accounts that you have with the mobile number from which you have sent SMS. So you can select email ID from the list and can login in to the account.



So your account will be logged in securely in a Jiffy without any password.

## 9.Three layer folder creation

User can create folder, sub-folder, sub-sub-folder for convenience. This feature has been revised to enable user segregate the mails under various headings so that it's easy for user to search for similar types of mails.

Create New Folder:

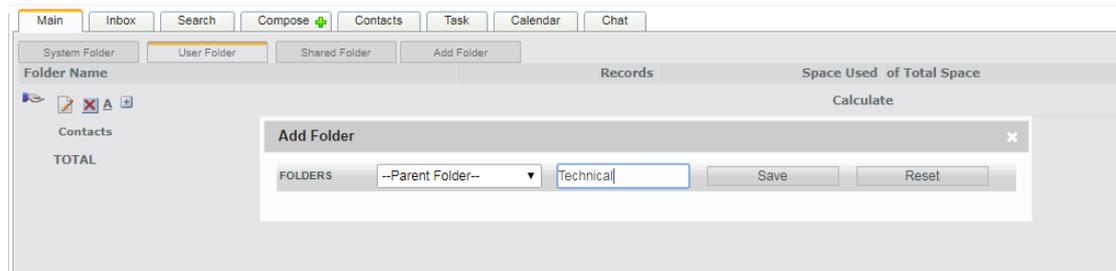
Go to the folder section, select Parent folder.

Under this folder select the folder under which you want to create sub folder.

Let's say, I want to create a folder Technical. Under technical I have various folders say, Software, Mobile, QA, Under Mobile I have various folders say iOS, Android etc.

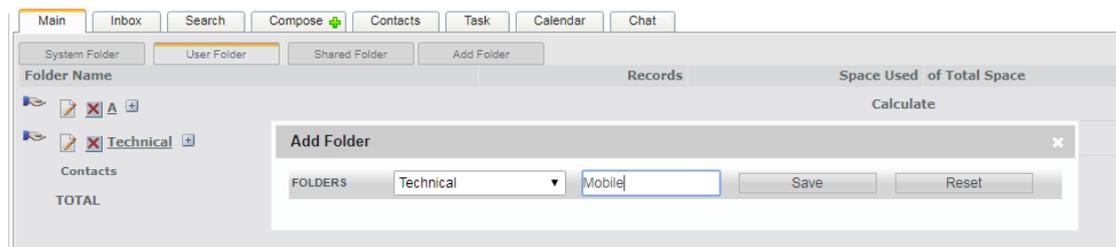
In this case,

Select "Parent Folder" and enter the name "Technical" and hit save. Technical Folder is created.



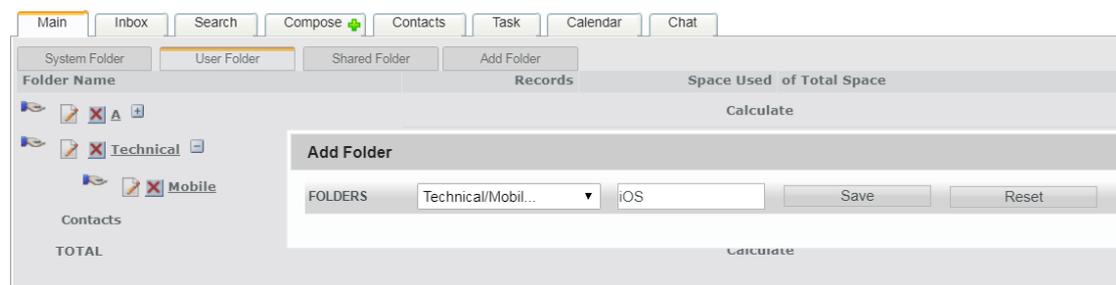
Now in parent folder select "technical" and correspondingly write "Mobile" and hit save.

Mobile folder is created under Technical folder.



Now in parent folder select "Technical/Mobile" and correspondingly write "iOS" and hit save.

iOS folder is created under Technical/Mobile folder.



Now the user will be able to see the System generated folder under “System Folder” Tab.

Folder Name	Records	Space Used	of Total Space
<u>Inbox</u>			Calculate
<u>Sent</u>			Calculate
<u>Draft</u>			Calculate
<u>Trash</u>			Calculate
<u>Template</u>			Calculate
<u>Snoozed</u>			Calculate
<u>Secure</u>			Calculate
<u>Storage</u>			Calculate
<u>Spam-Promo</u>			Calculate
TOTAL			Calculate

Now the user will be able to see this folder under “User Folder” Tab. iOS folder under Mobile folder under Technical folder.

Folder Name	Records	Space Used	of Total Space
<u>Technical</u>			Calculate
<u>Mobile</u>			Calculate
<u>Ios</u>			Calculate
Contacts	Z	3.5(KB)	0.01
TOTAL			Calculate

Shared folders are the folders shared by other people.

Folder Name	Records	Space Used	of Total Space
<b>Shared Folder</b>			
<u>Test/Test@hemantgajraj@datamail.in</u>			

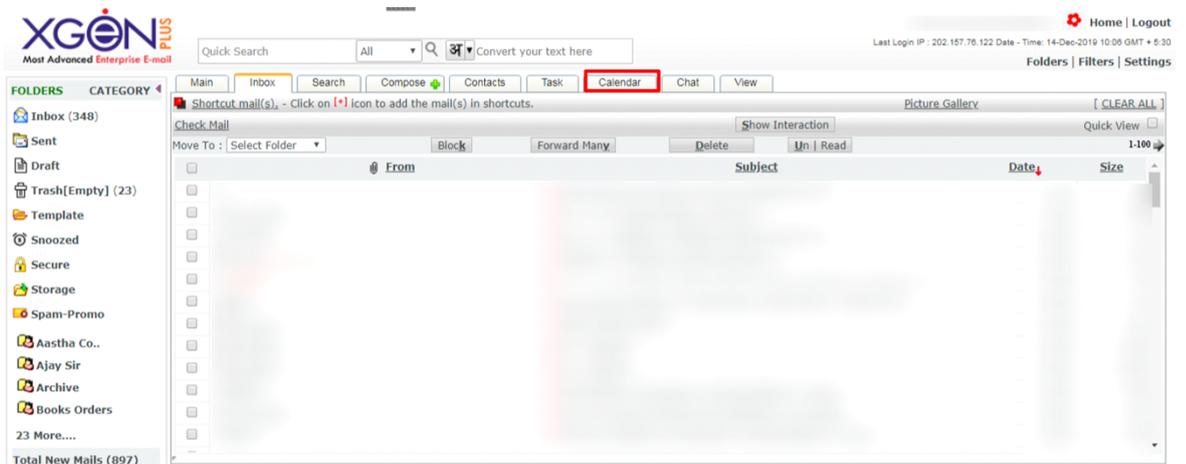
## 10. Schedule Meeting

Xgen Calendar is a Business Calendar, designed to ease creating & scheduling business meetings. XgenPlus Calendar helps User to create execute and record of Meetings. User can invite people to attendee the meeting.

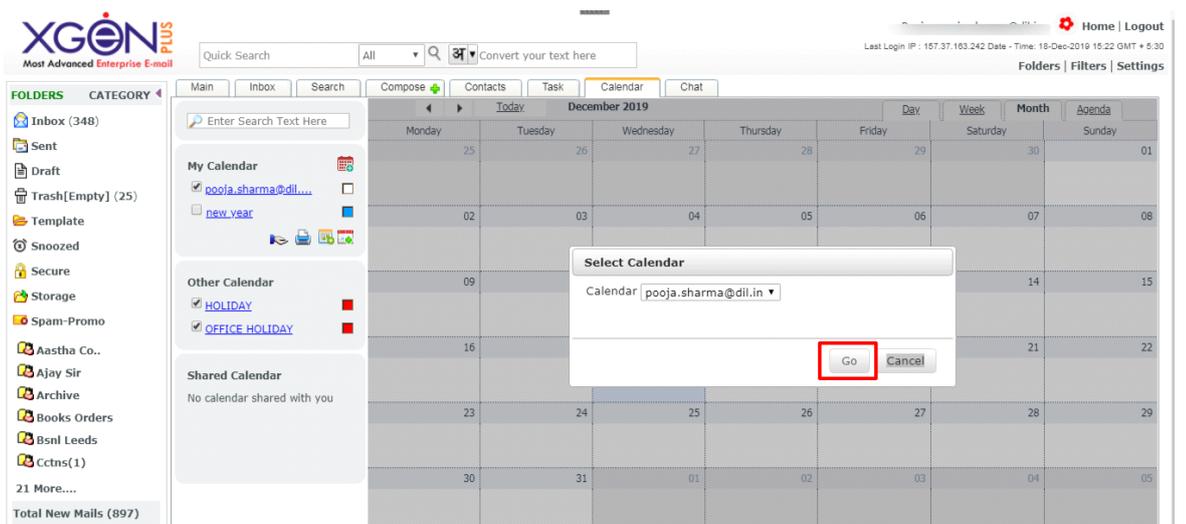
XgenPlus servers as one stop solution for all meeting needs.

Steps to schedule meetings in XgenPlus-

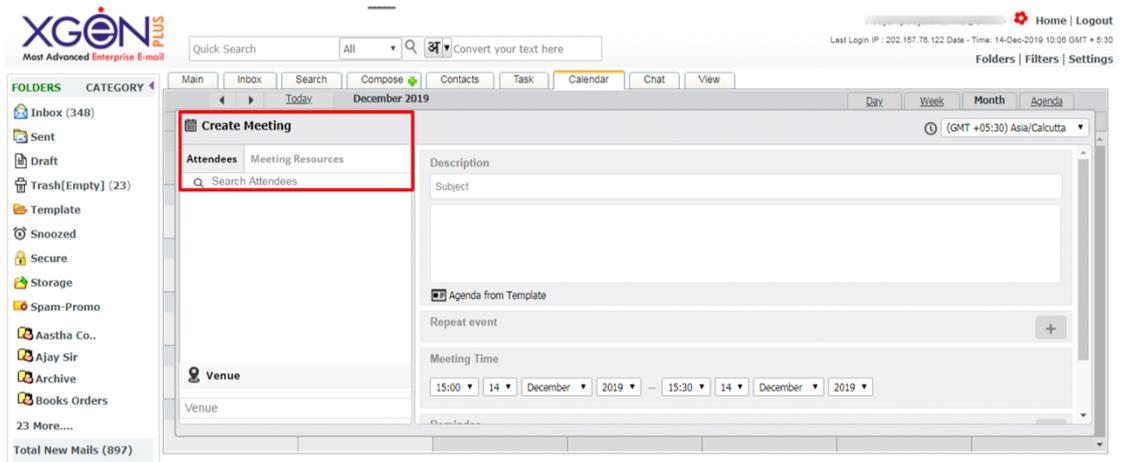
1. Login XgenPlus Email Portal.
2. Select **Calendar** Option from the Top icons.



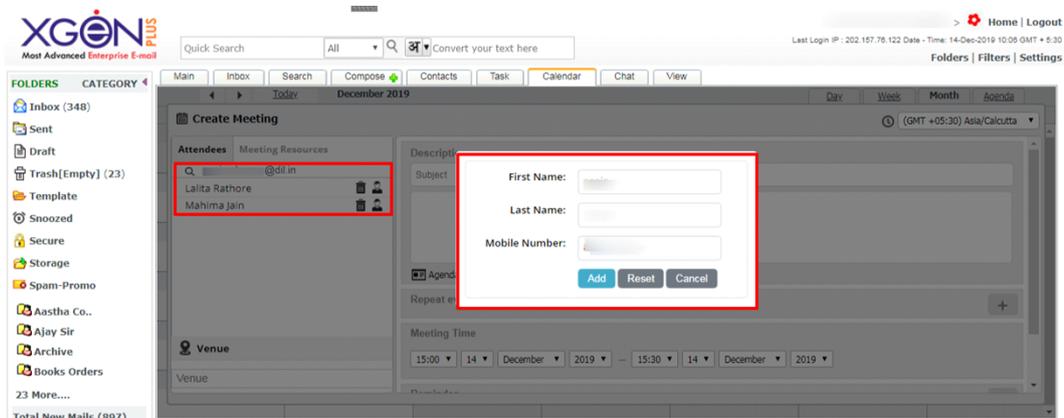
- Select the date for which the meeting needs to schedule.
- Double click on the Date; a screen will open where user can select the Calendar.
- Click on Go option.



3. User will be able see screen where he can create meeting, user can schedule meeting & add attendees for the meeting.

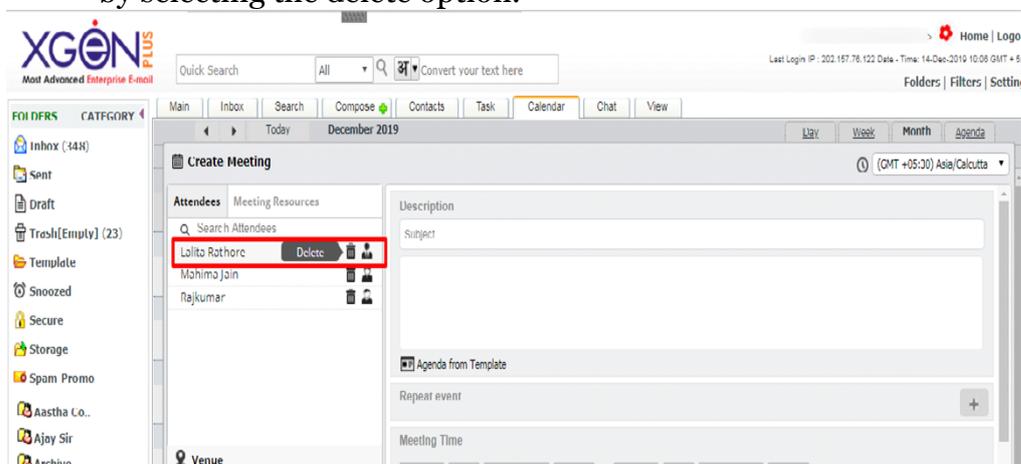


4. Select the attendees, from the contacts or with the Mail id of the attendee in search attendee option.
5. Relevant Email ID's will be displayed as searched and can be added.



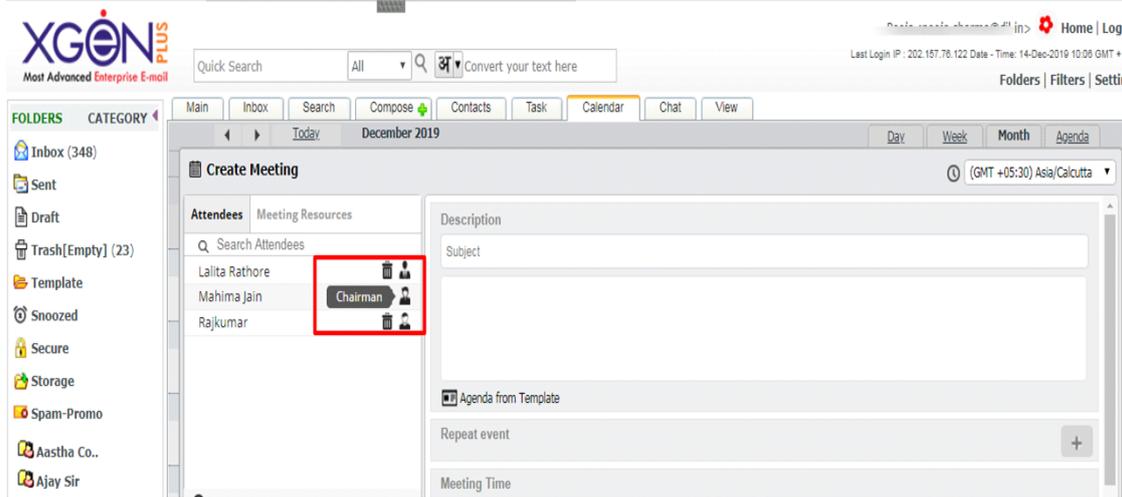
**Note:** If the person is not in user's contact list, then he has to add the member details first, after that he will be able to add the person for attending meeting.

6. If user wants to delete a person from the list of attendees, he can do it by selecting the delete option.

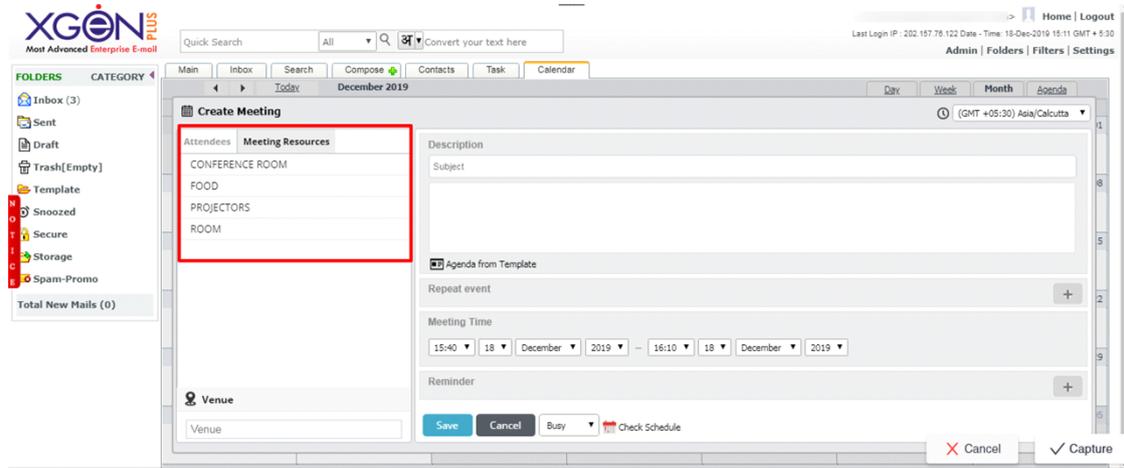


7. User can select **Chairman, Secretary, Member** for the meeting by clicking on profile icon, here the **profile image** will be change as per the designation selected.

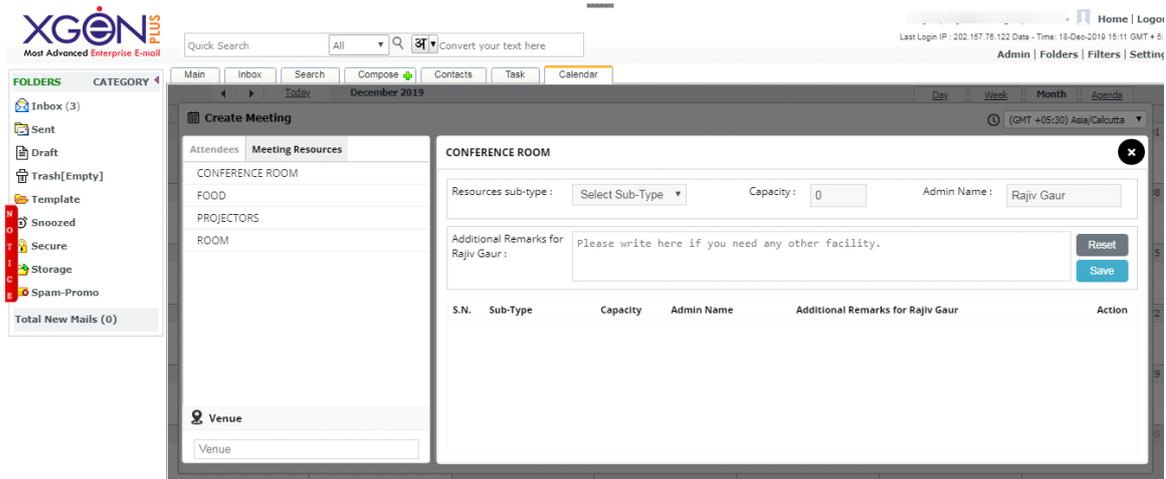
The selected person will be seen in the list.



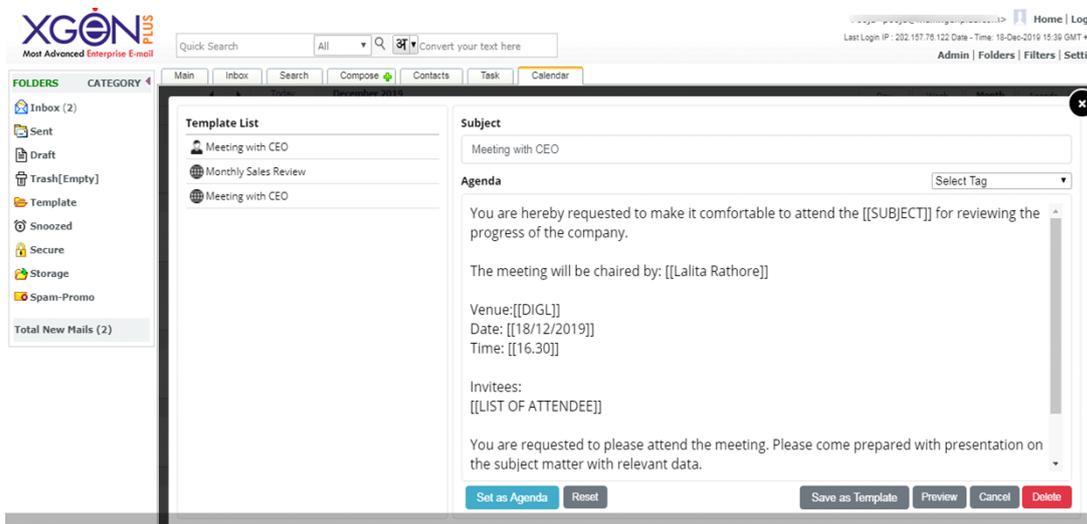
8. User can see the available resources for the meeting in meeting resource option. These options are allowed by the Domain Administrator.



9. Select the Resource you want in the meeting.
10. Add all the relevant details and rite additional remarks if needed.



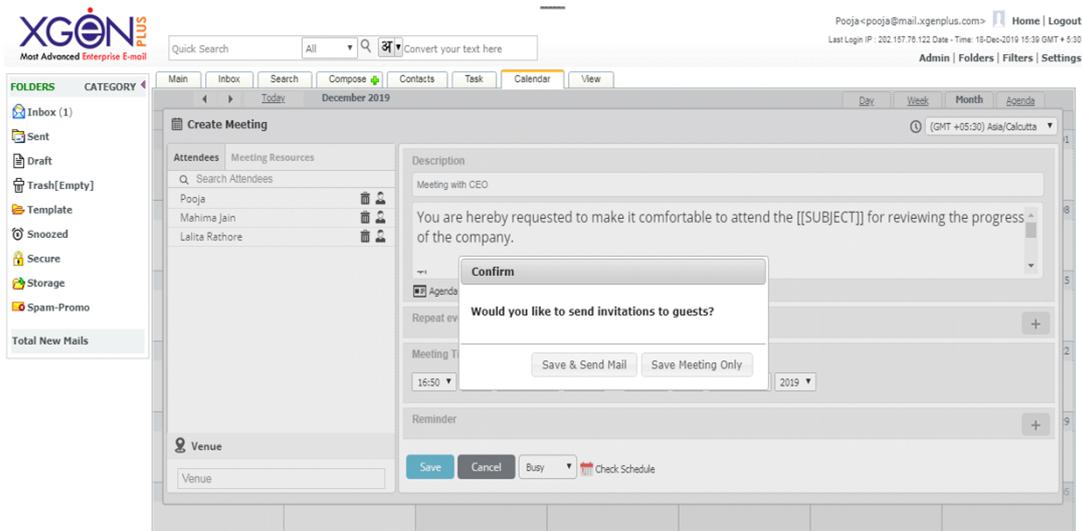
11. Save the Resources selected.
12. Select the Venue of the Meeting.



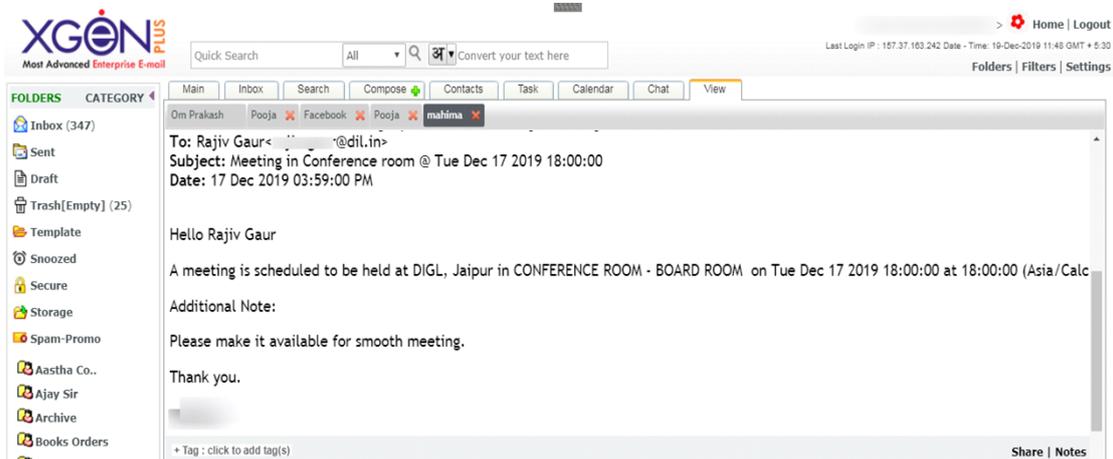
13. Create agenda of the meeting. User can either use the Global Template provided by the domain Administrator or he can create his own personal Template.
14. Select the Tags to fill the information and Save.

**Note- User can create his own agenda and save it for later use also. User can add select Tag like- Designation, List of attendees, Meeting Date, Name of creator, Subject and more.**

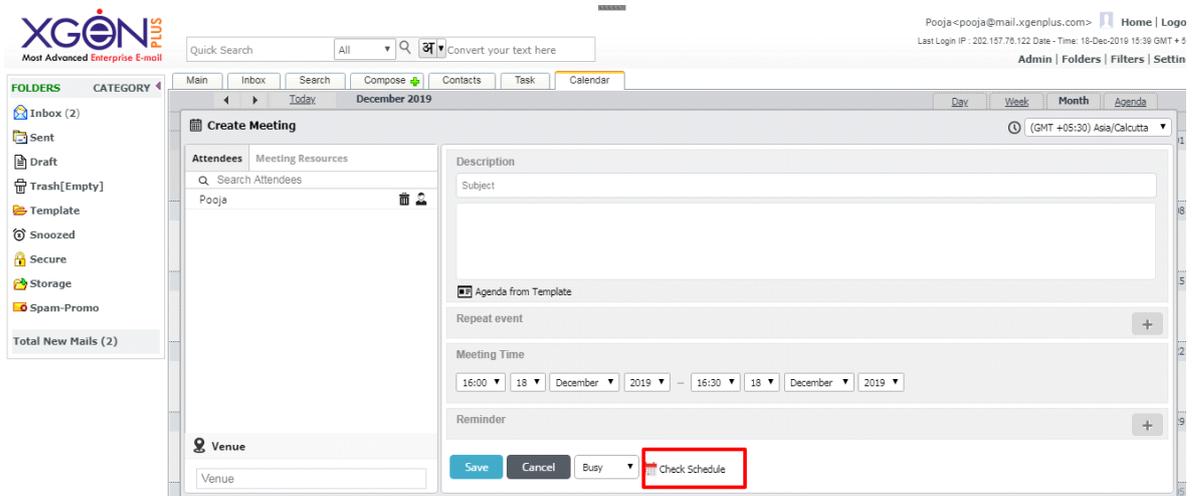
15. The meeting invite will be shared with each participant, they receives emails as per the scheduled meeting.
16. The Resource Admin will also receive a mail to arrange the resources. (The domain Admin selects the resource admin)



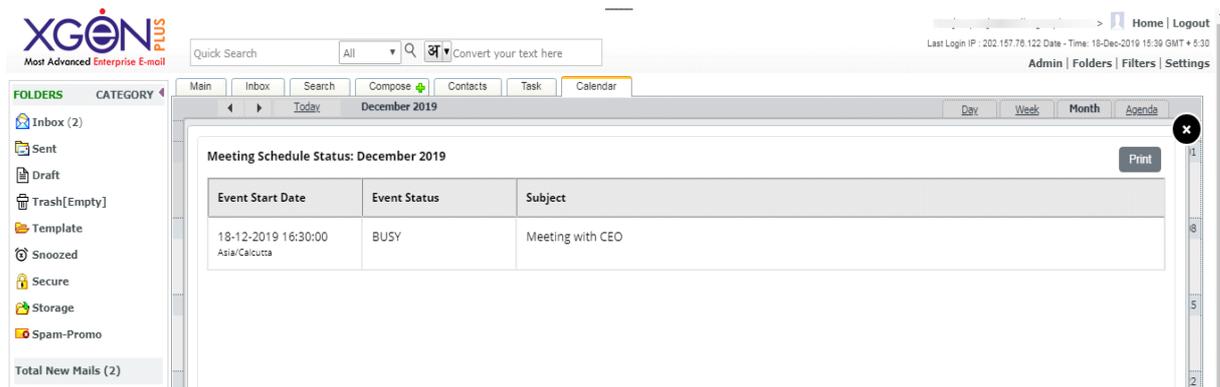
Resource Admin will receive the mail.



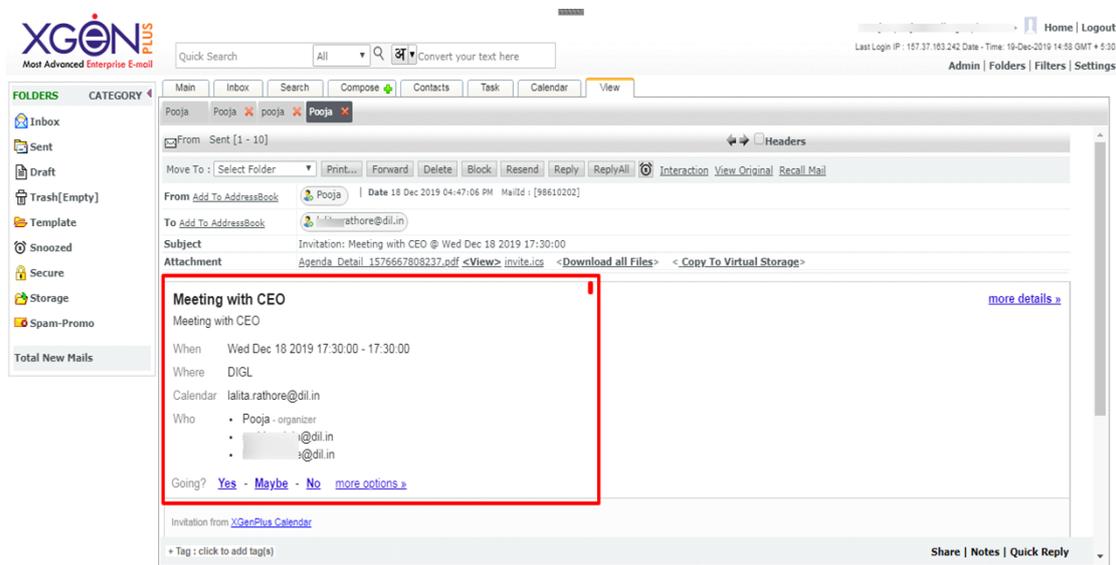
17. User can check the schedule meeting by clicking on Check Schedule icon.



Here user can see the scheduled meeting.

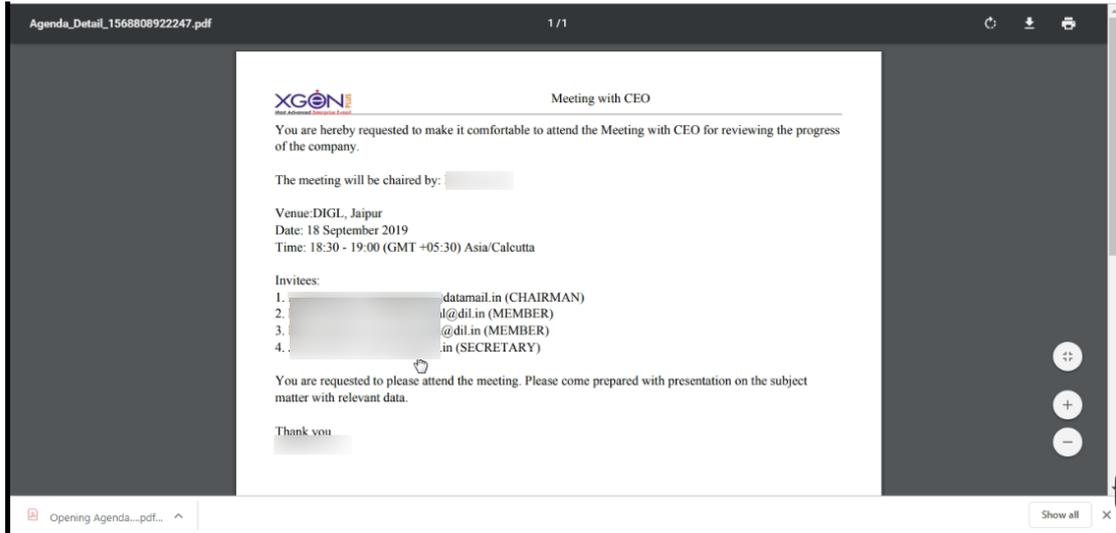


Attendees receive the mail and they can reply about their status if they are attending the meeting **Yes, May be or Not.**



Whatever status selected by the attendees, the confirmation will be automatically sent to the organizer of the meeting.

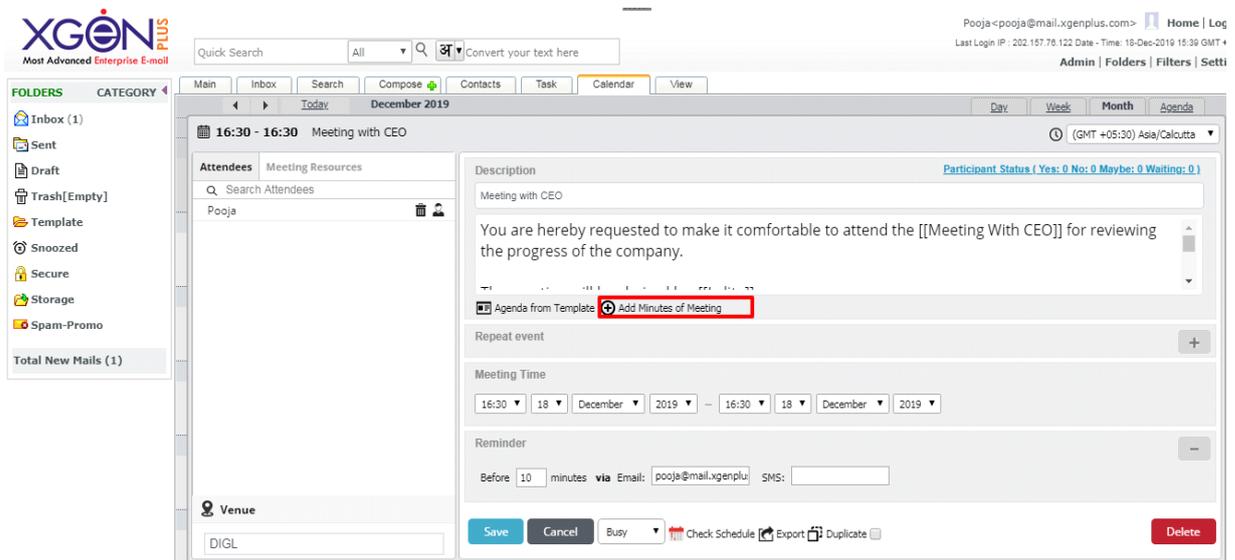
The attendees receive a PDF which can be use for further reference and an ICS file which can be added to the calendar.



## MOM (Minutes of the meeting)

After Completion of the meeting an option will be visible for MOM (Minutes of the meeting), where user can update details about the discussions in the meeting.

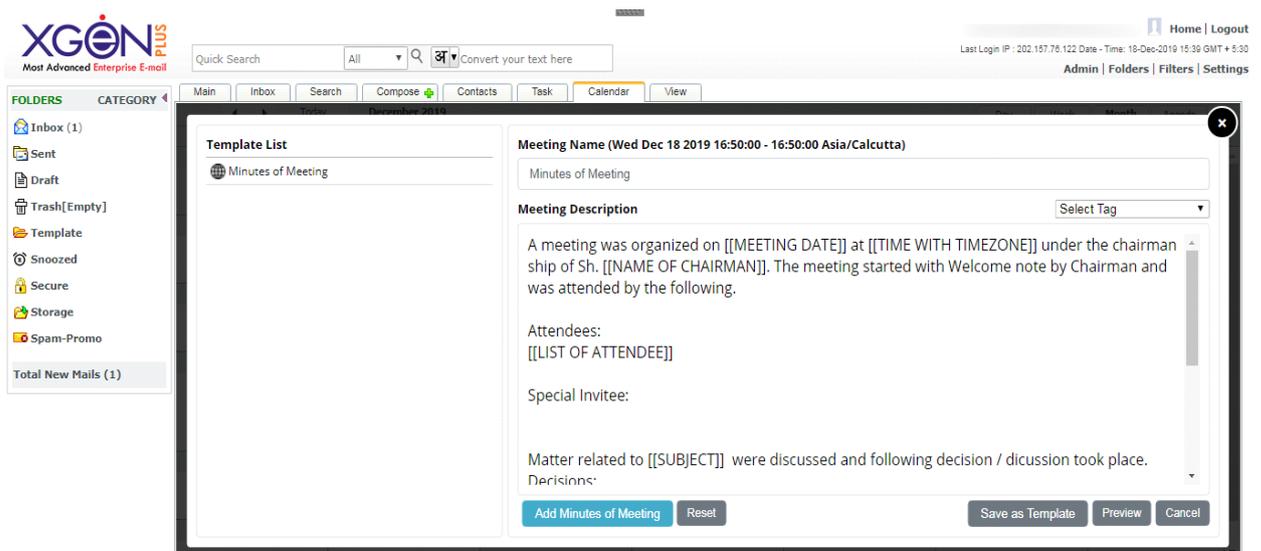
This feature is important as it helps to keep a track of the meeting agenda and its outcome at the same place.



**Note- MOM option is only available after completion of the meeting.**

User can create minutes of meeting or he can choose from the template for the same.

Select the Minutes of Meeting option, and create the outcome.



User can View and send the MOM to the attendees. User can also send the MOM to special attendees of the meeting.

- FOLDERS** CATEGORY
- Inbox (1)
  - Sent
  - Draft
  - Trash[Empty]
  - Template
  - Snoozed
  - Secure
  - Storage
  - Spam-Promo
- Total New Mails (1)

Minutes of Meeting (Wed Dec 18 2019 16:30:00 - 16:30:00 Asia/Calcutta) Send Mail to Attendee(s) Edit Download Print

Minutes of Meeting

A meeting was organized on 18 December 2019 at 16:30 - 16:30 (GMT +05:30) Asia/Calcutta under the chairman ship of Sh. . The meeting started with Welcome note by Chairman and was attended by the following.

Attendees:  
1. Pooja - pooja@mail.xgenplus.com (MEMBER)

Special Invitee:

Matter related to Meeting with CEO were discussed and following decision / discussion took place.  
Decisions:  
1.  
2.  
3.

The minutes of meeting are issued for necessary information and action.

## 11.EML File Extension

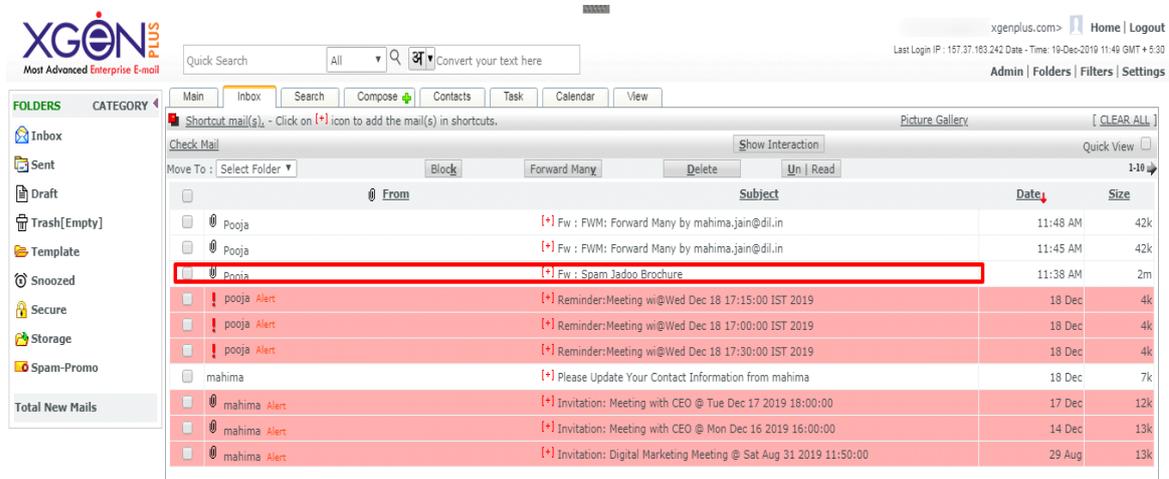
EML is a file extension for an email message saved to a file in the Internet Message Format protocol for electronic mail messages.

This feature allows sharing the entire mail as an attachment to which the receiver can reply in proper format.

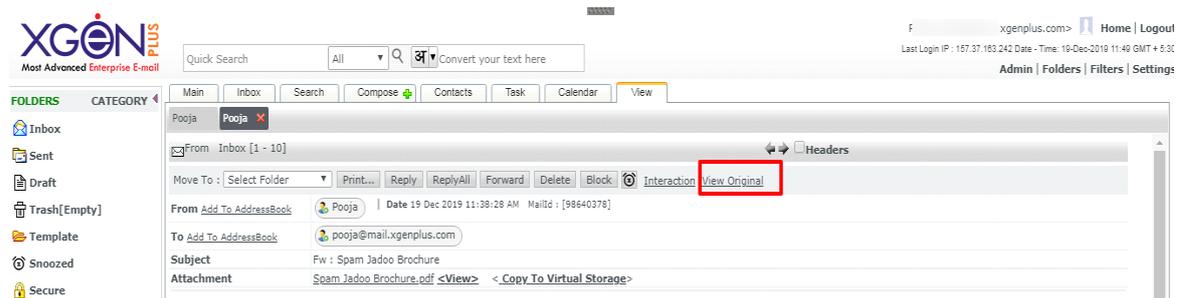
### How to Save & Send EML file extension

Login XgenPlus inbox and select the mail which user wants to send as an eml file extension. User can convert the attachment in .EML file format by using the following steps:

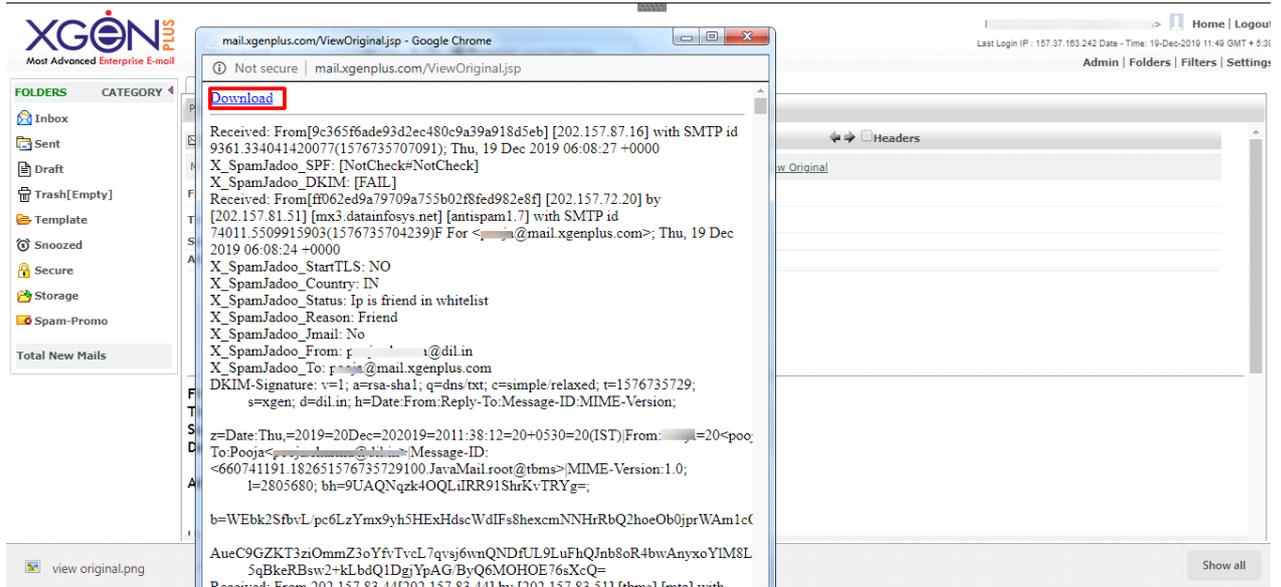
- Go to inbox
- Select the desired email which you want to convert



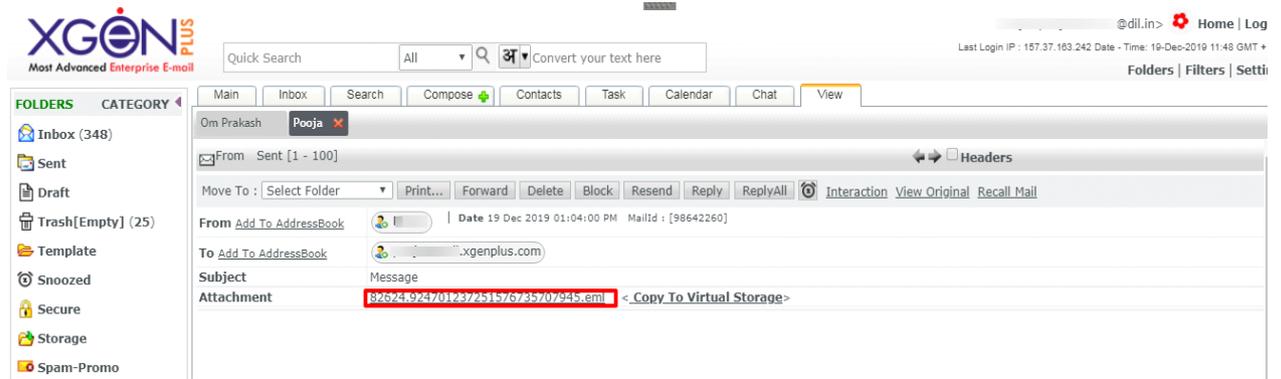
- Here you can see the subject as Spamjadoo Brochure, to convert this email in .Eml extension.
- Select **View Original** Option from the right corner of the Headers.



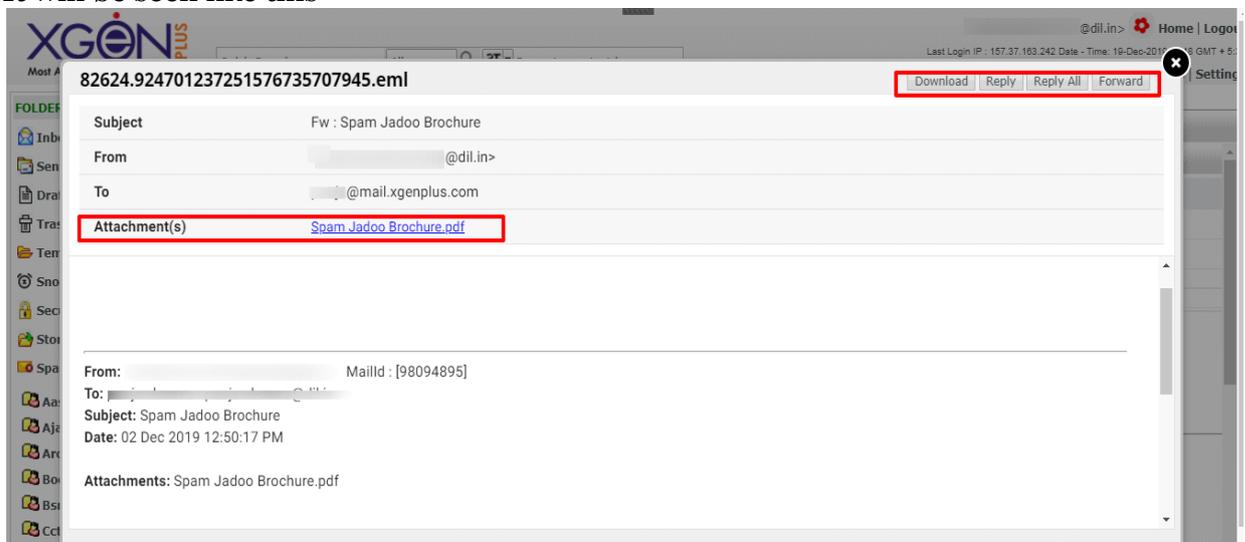
- Click on Download option.



- The file will be automatically downloaded as an . EML file.
- Now you can save it on your desktop or any other folder in which you want to save.
- Select the file you want to send as an .EML format and compose a email.
- Attach the eml file and send the mail.



It will be seen like this-



- You can see the original message here, as well as you can Download, Reply, & Forward email or attachment directly from here.
- The mail will be sent as a normal composed mail.

## 12. Lead Management

### Effective Solution for Sales Activities

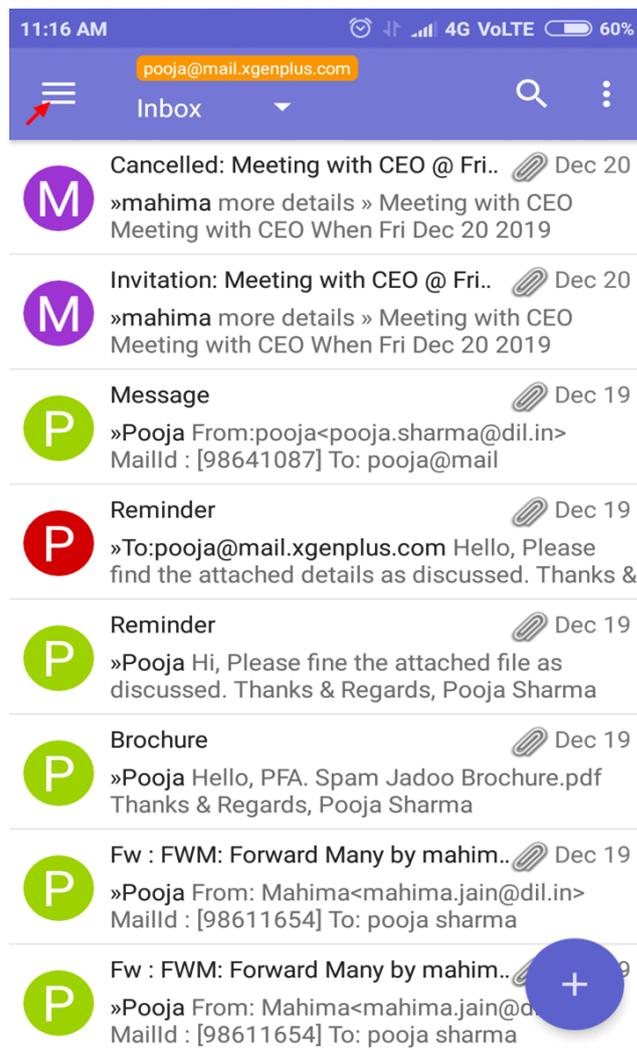
Nowadays, it's important for every organization to generate leads and offer best services to its customers. Xgen Lead Management is specially designed for the Sales Team that helps team in Adding, tracking and nurturing sales leads. In this activity the team lead also gets the opportunity to see the lead status of his team member so that he can intervene as and when required.

Lead Management is a complete solution for any sales activities.

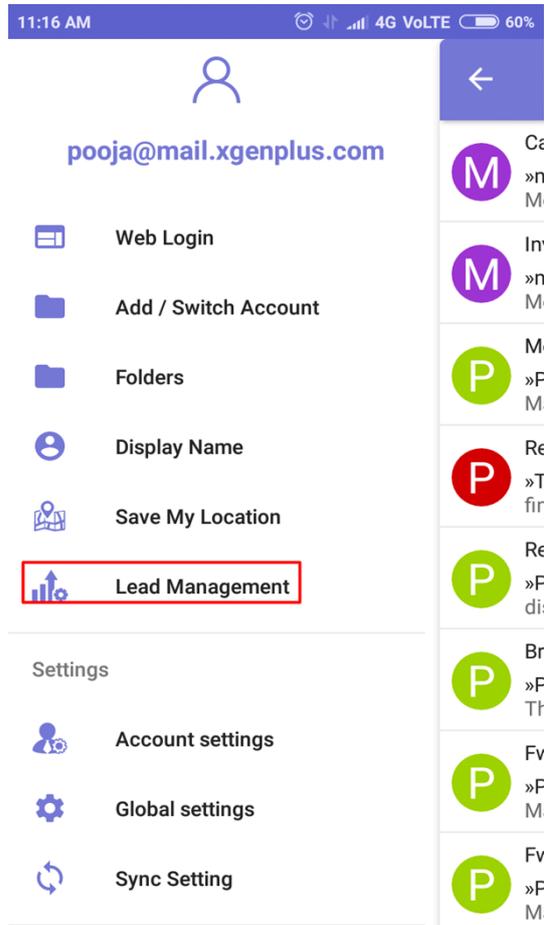
Note: To use lead management in Xgen mail app it must be enabled by the Domain Administrator, then only the user will be able to take this facility.

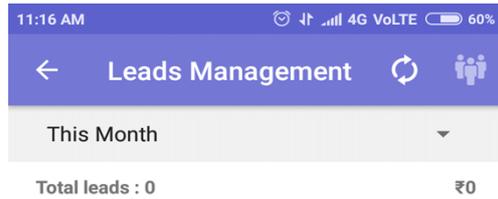
#### Steps to access Lead Management

- Login Xgen Mail Mobile App
- Go to Menu Option

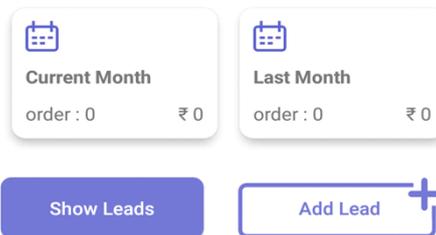


- Click on the Lead Management option to land on Lead Management Dashboard.





#### Orders



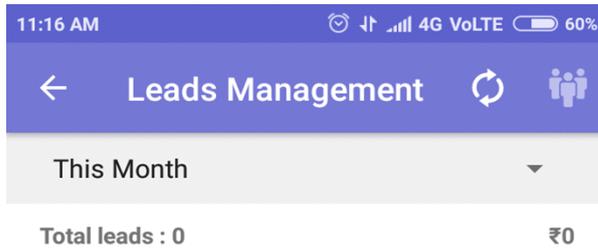
This is the dashboard for Lead Management from where a user can keep track of the leads generated. This page will further help him to view his progress on a single page.

The options available are:

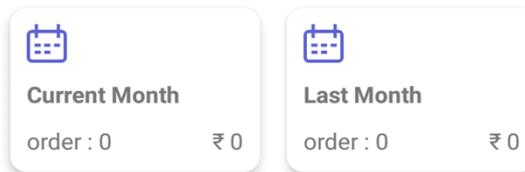
- Data Synchronization- Data Sync option allows user to synchronize data or file for any update.
- Team Lead- Team lead option will allow the leader to view his team's data if enabled by admin.
- Show Leads- Here user can see all leads generated in detail.
- Add Lead- After choosing this option user can add a fresh lead.

## Add Lead

- Add Lead from “Add Lead” button.



### Orders



- 
- 
- 
-

- Fill in the fields for adding the lead. Fill all the mandatory details about the lead. (all fields are mandatory mark as \*)

12:06 PM 4G VoLTE 55%

← Add Leads

Select service name \*

Company Name \*

Contact person \*

Email \*

Mobile \*

City \*

Attach

Select service type \*

Add Lead

- ✓ Select Service Name from the dropdown. This includes all the services offered within an organization.

12:14 PM 4G VoLTE 55%

← Add Leads

Select service name \*

BROADBAND \*

GOVERNMENT TENDER \*

HOSTED EMAIL

INTERNET BANDWIDTH \*

MOBILE APP DEVELOPMENT \*

OTHERS \*

SOFTWARE DEVELOPMENT

SPAMJADOO SOFTWARE \*

TBMS SOFTWARE \*

WEB DEVELOPMENT

For Eg. Software Company could offer services for Mobile App Development, Software Development, Web Development etc. so the sales people will pitch for these services and generate lead for them, so the organization will provide these services in the dropdown for the user to select.

These Services are added by the Server Admin.

- ✓ Company name will be the Company to which the user is pitching.
- ✓ Contact person – Write the Contact person name or select from the phone directory if details are added. (In case id contact is selected form phonebook, mobile number will be automatically added in the mobile no field)
- ✓ Email should be added of the prospect.
- ✓ Mobile No of the prospect.
- ✓ City of the prospect.
- ✓ Attach any document, files if available for future reference.
- ✓ Select Service Type from the drop. This will include the type of lead whether hot cold etc.

These Services are added by the Server Admin.

The screenshot shows a mobile application interface for adding leads. At the top, the status bar displays the time as 12:23 PM, signal strength, 4G VoLTE, and a 54% battery level. Below this is a purple header with a back arrow and the text 'Add Leads'. The form consists of several input fields: 'Contact person' (with a person icon), 'Email' (with a red asterisk), 'Mobile' (with a red asterisk), 'City' (with a red asterisk), 'Attach' (with an upload icon), and 'Select service type' (with a red asterisk). The 'Select service type' dropdown is open, showing three options: 'COLD (With in 3 to 6 month)', 'HOT (With in 1 month)', and 'WARM (With in 1 to 3 month)'. At the bottom of the form is a large blue button labeled 'Add Lead'.

- ✓ Monetary amount of the lead.
  - ✓ Add notes if any
- After filling all these leads hit add button to add lead.

- User can view all the added leads from Show Leads option or by clicking on the lead details.
- Leads details will appear. Now User can call, Email, whatsapp the concern person directly from here.

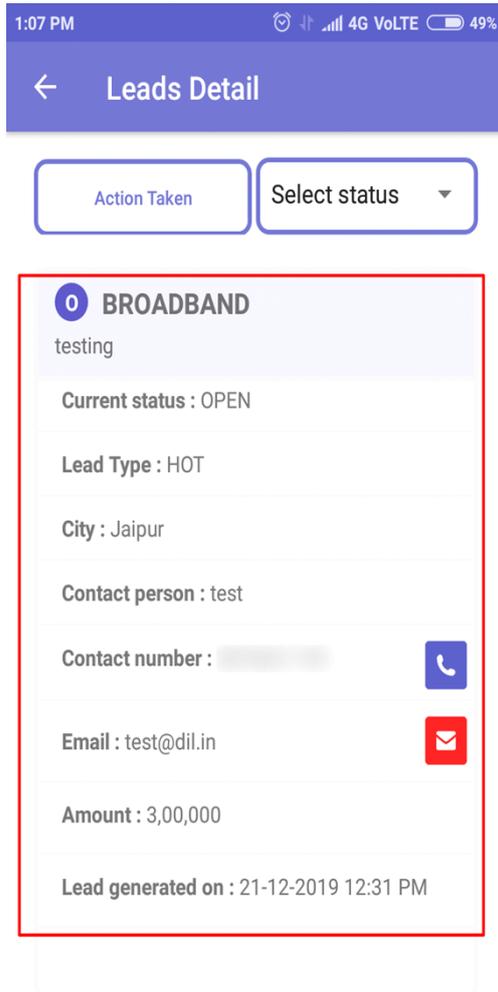


**testing**  
test  
BROADBAND  
3,00,000 2 minutes ago  
Added by :  
pooja@mail.xgenplus.com

**tesying**  
msd  
GOVERNMENT TENDER  
30,00,000 47 minutes ago  
Added by :  
pooja@mail.xgenplus.com

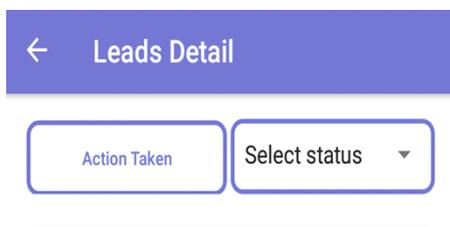
**data Xgen technology**  
test  
XGEN IM

Click on the lead to view lead in detail. Lead details are non editable.

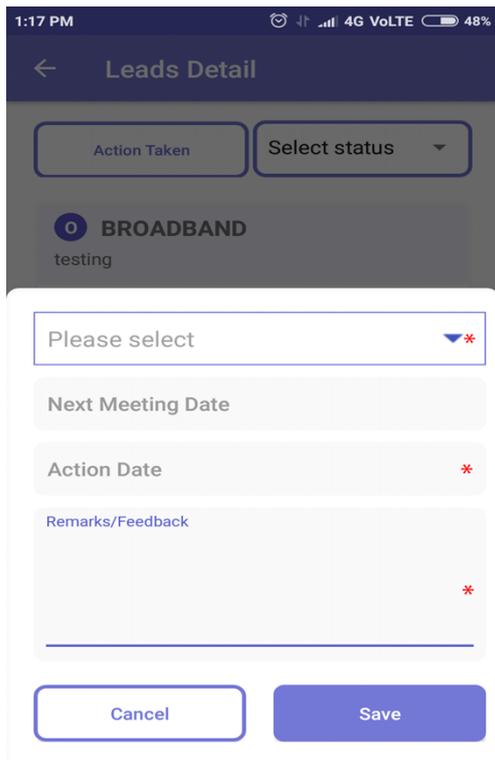


User can perform two actions:

- Action Taken
- Status.

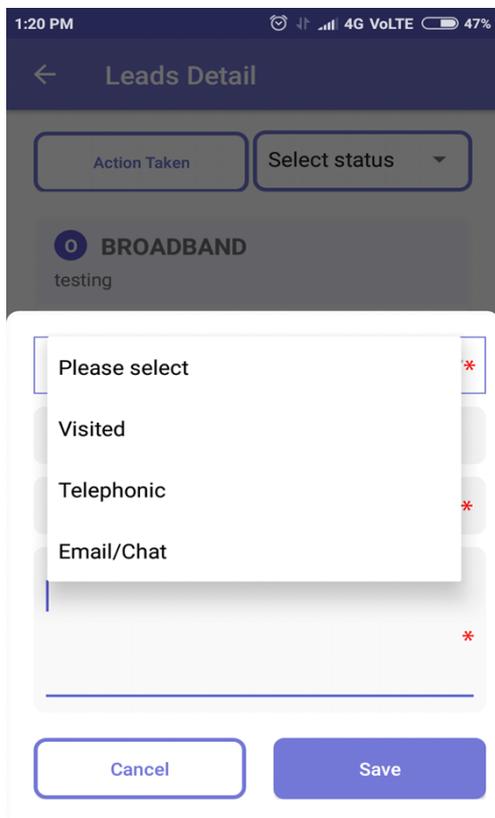


- Action Taken- This option allows user to view the lead actions taken and required to be taken in future.

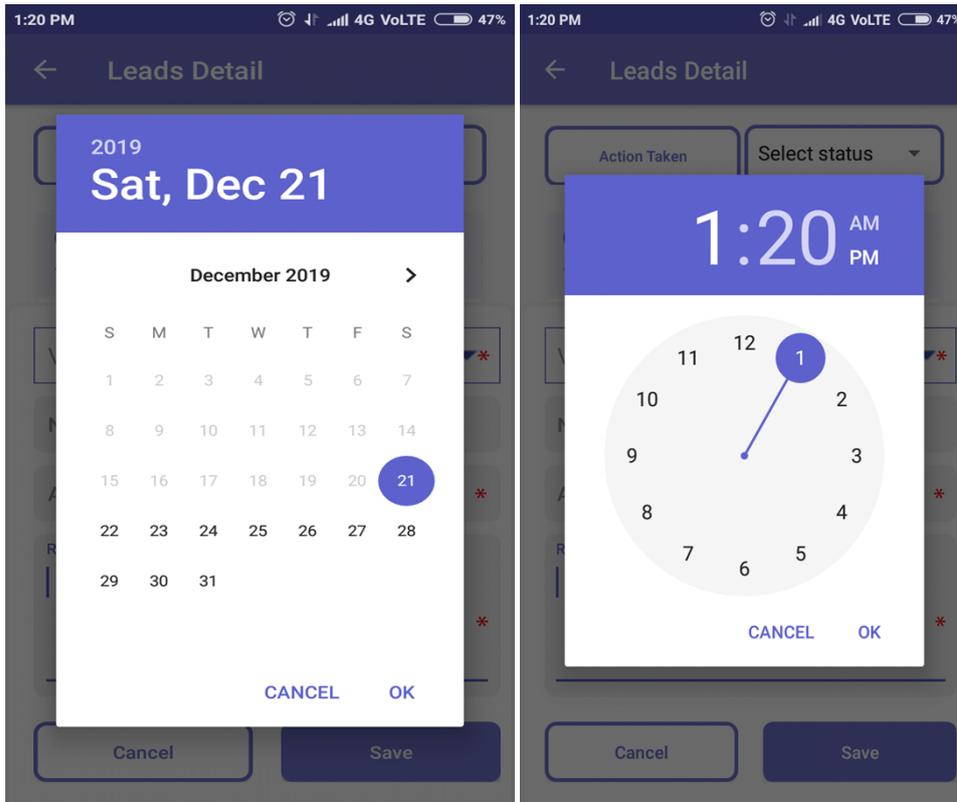


This includes–

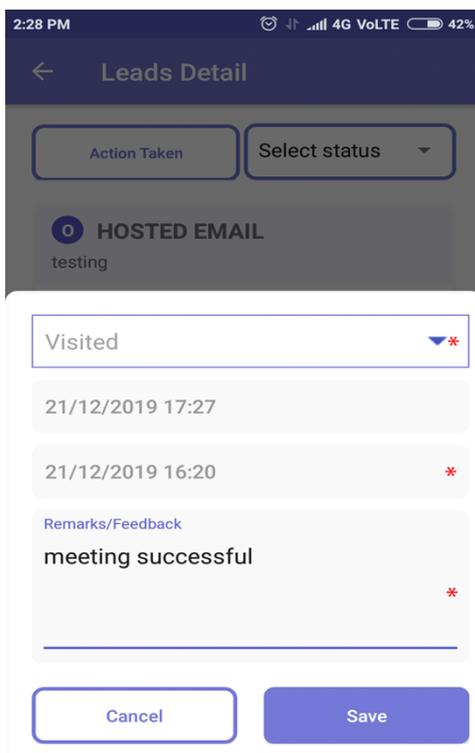
- Visited
- Telephonic
- Email/Chat



Action Date- user can select the date & Time of visit and can plan for the next visit as well.



Remarks/ Feedback- User can enter the remarks/ feedback for the lead if required.

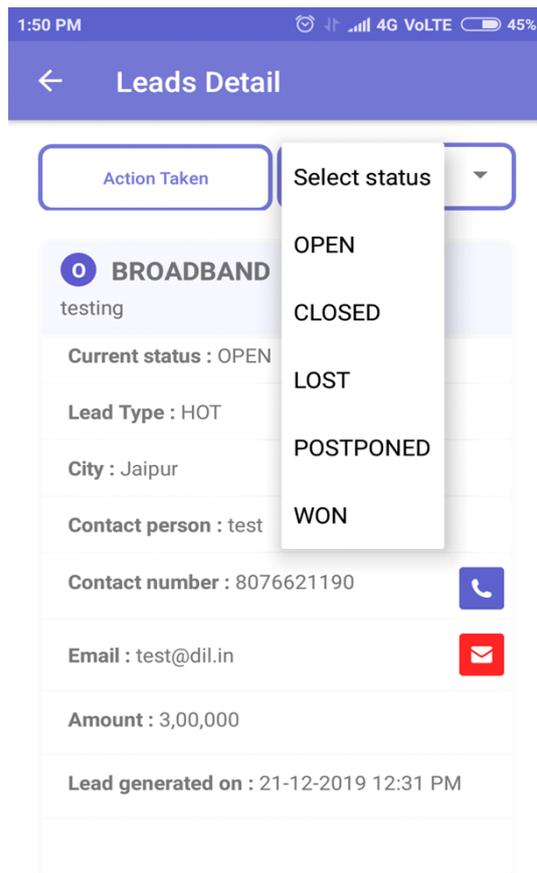


Click on save icon.  
Now the Action on the lead will be saved.

•Select status-

User can select the status of the Lead if the Lead is-

- Open
- Closed
- Lost
- Postponed
- Won.



User can update the status by selecting the desired option.

For Each Status user will receive a status box where he/she can update the remarks along with the status. This will further enable to review the lead with status and description of each stage of lead.

2:39 PM 4G VoLTE 41%

← Leads Detail

Action Taken WON

HOSTED EMAIL  
testing

Reason  
successful \*

Remarks  
successfully completed \*

21/12/2019 \*

Cancel Save

2:39 PM 4G VoLTE 41%

← Leads Detail

Action Taken WON

HOSTED EMAIL  
testing

Reason \*

Remarks \*

Next Follow Up Date \*

Cancel Save

Click on Save to view the Status of all leads together.

2:49 PM 4G VoLTE 40%

## Leads Management

This Month

Total leads : 4 ₹35,52,000

**HOT**  
Leads : 2 ₹3,02,000

**COLD**  
Leads : 1 ₹30,00,000

**WARM**  
Leads : 1 ₹2,50,000

### Orders

**Current Month**  
order : 1 ₹ 2,50,000

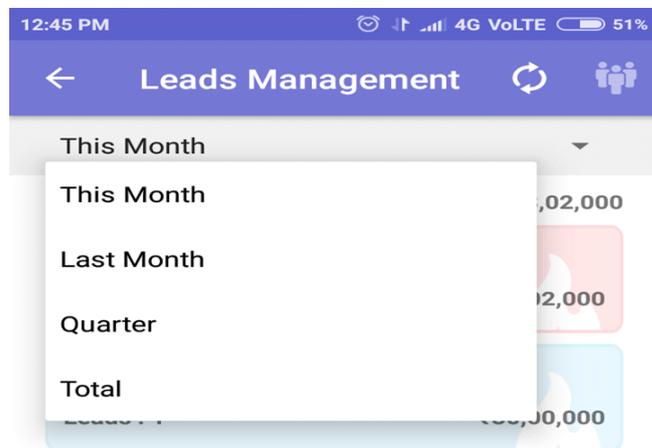
**Last Month**  
order : 0

Show Leads Add Lead

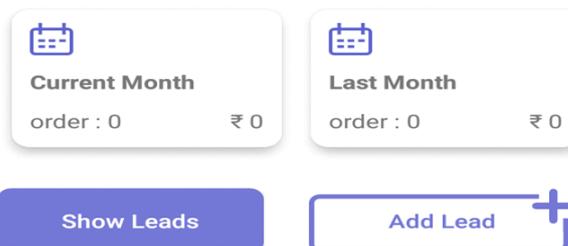
## View Leads

User can see his/ her Lead Status Monthly, Quarterly, & Total.

On the Dashboard click the dropdown.



### Orders



Filter the leads based on:

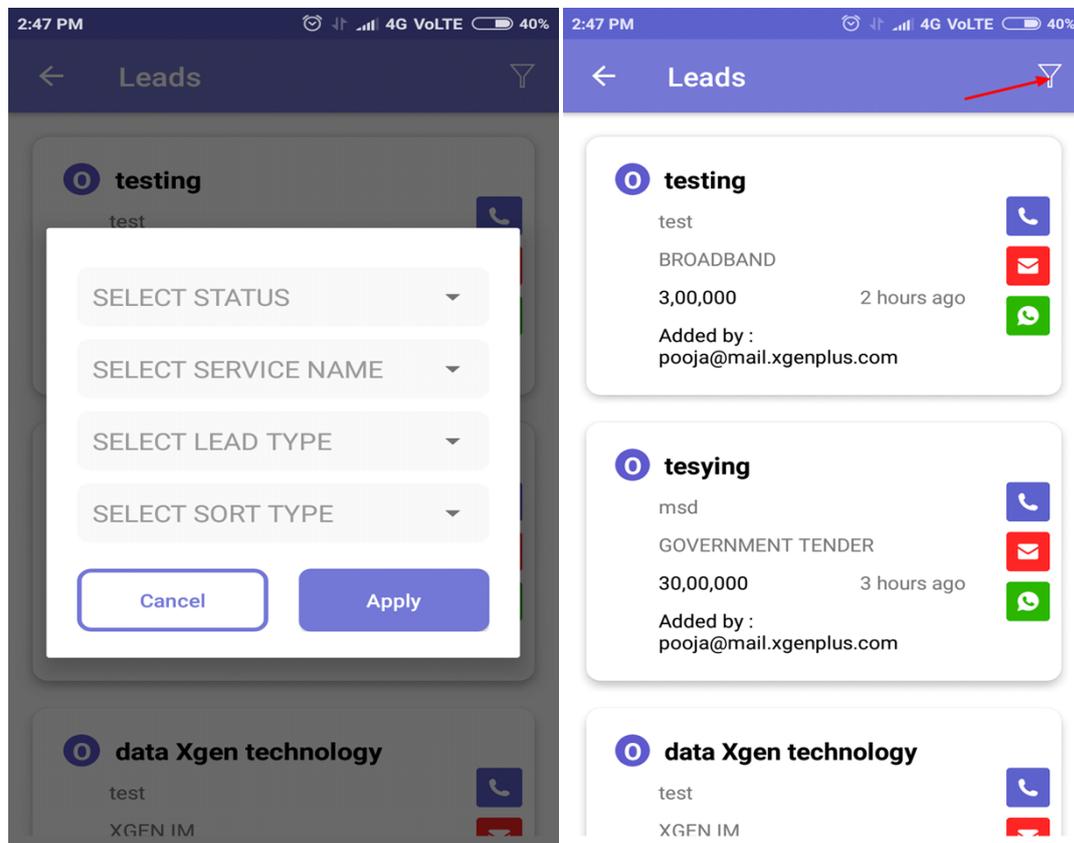
- This month leads
- Last Month Leads
- Quarter
- Total Leads

## Filter Lead

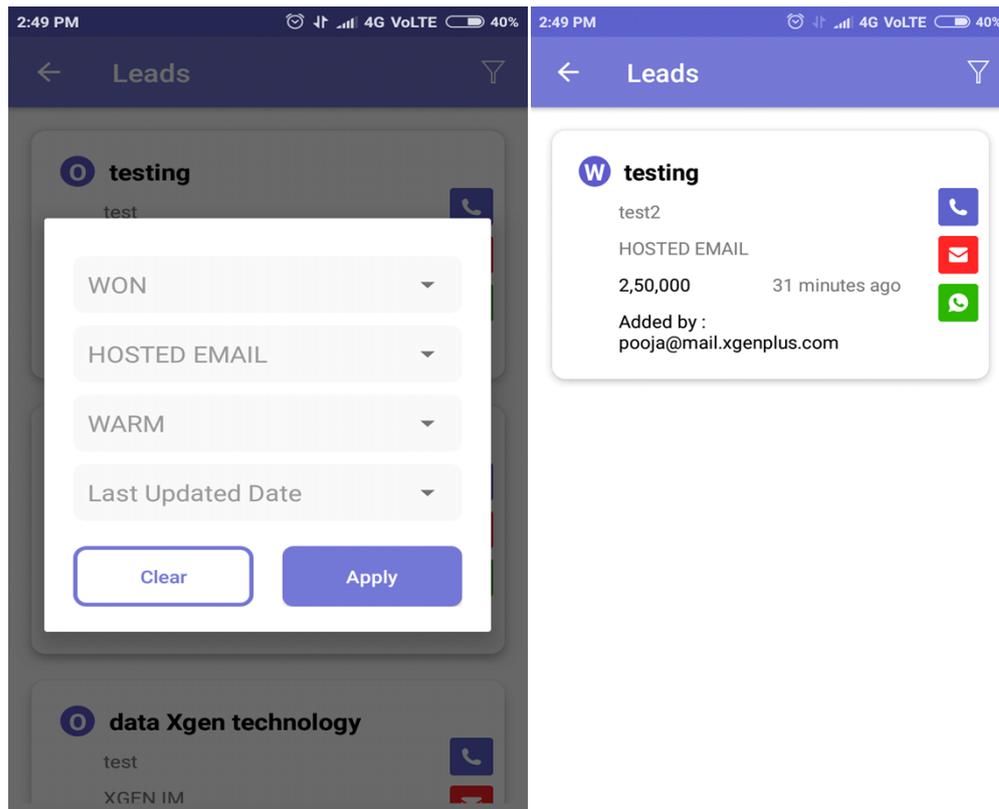
Lead Filter allows user to Search Leads. From this option user can Search For the specific lead, as sales persons have many leads so it becomes difficult to find previous leads & their status quickly. So this filter allows user to Search for the lead by sorting easily. User can search for a specific lead and the lead opens.

Filter lead can be done as -

- ✓ Select Status- user can select status whether the lead is Open, Closed, Lost, Postponed or Won.
- ✓ Select Service Name- Which kind of service offered for the lead.
- ✓ Select Lead Type- To search for a lead user have to enter lead type Cold, Hot, or Warm
- ✓ Select Sort Type- User can sort leads by last updated date, Amount or Company Name.



Fill all or relevant fields and hit Apply.



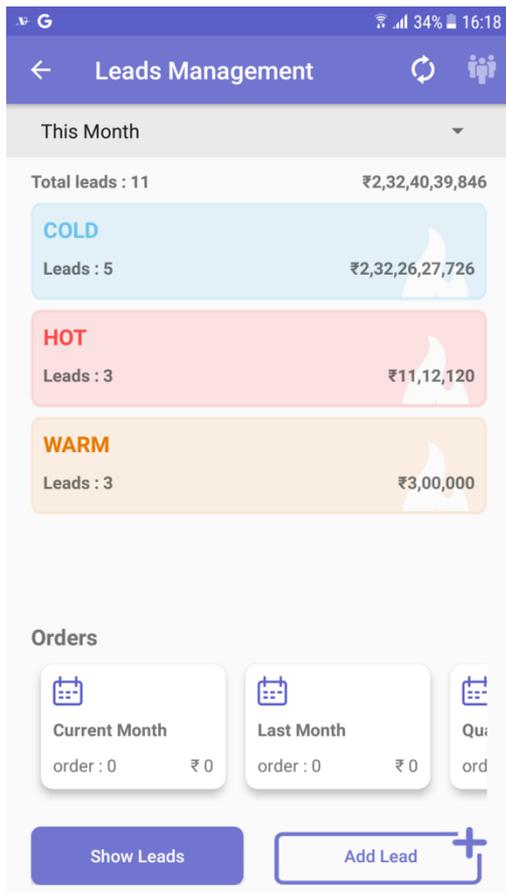
As per above screenshot, user can see all the details through Lead Filter.

The Sales Manager can view the lead status of his team. Simply click on the people icon to view your team progress. To view specific progress, filter the criteria.

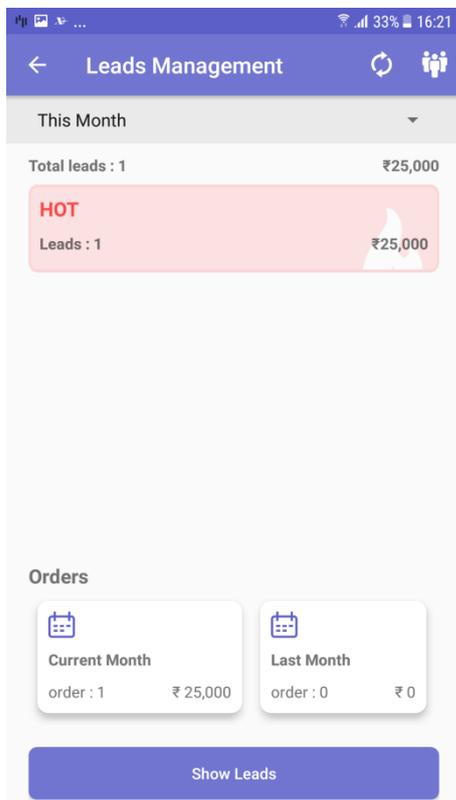
For Eg.;

Mahima is the Team Leader and has John, Vikram under her team who reports to Mahima. So Mahima has the authority to see their progress.

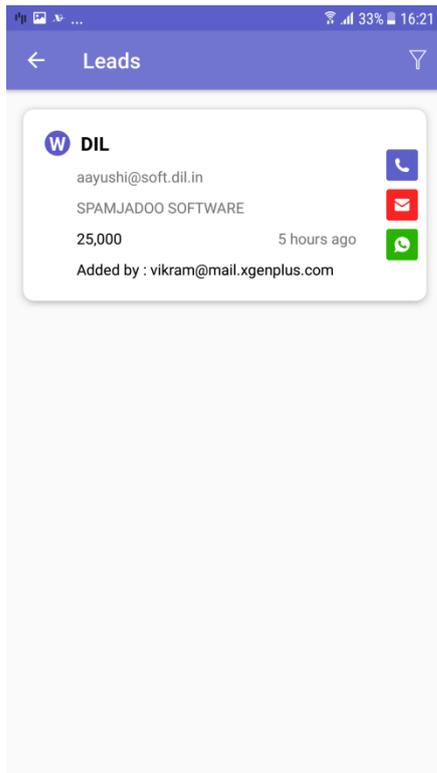
Mahima's dashboard looks like:



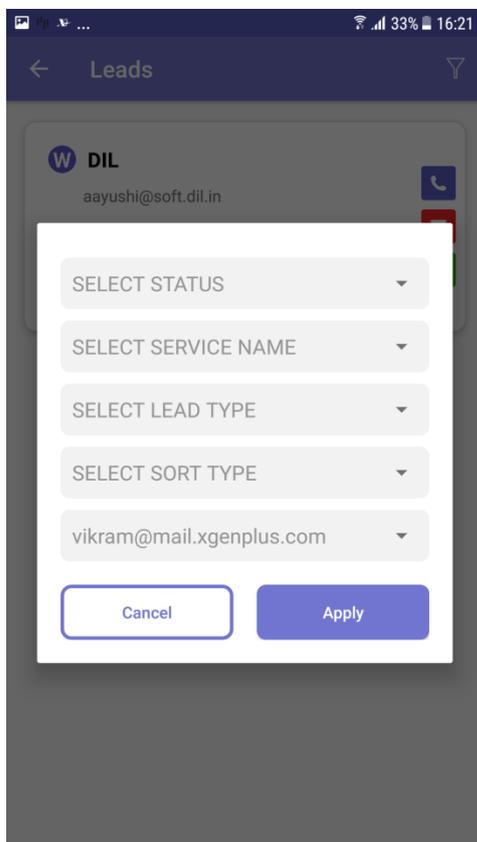
Click on the people button on top Right corner to view team leads. On click teams lead will look like:



Click on the lead to view details.



Under added by heading user can view which team member has added the lead or to figure out who has created this lead use the filter feature.



## **13.Xgen IM**

XgenPlus is an Encrypted Instant Messaging App for organizations available on play store and app store. Xgen IM allows a user to exchange messages (including images, videos, voice messages, files, live location) within the private groups, public groups or an individual chat. It also allows the user to send instant video recording and image capture within the chat. The app is designed in such a way that it provides the ease of chatting with utmost reliability and security.

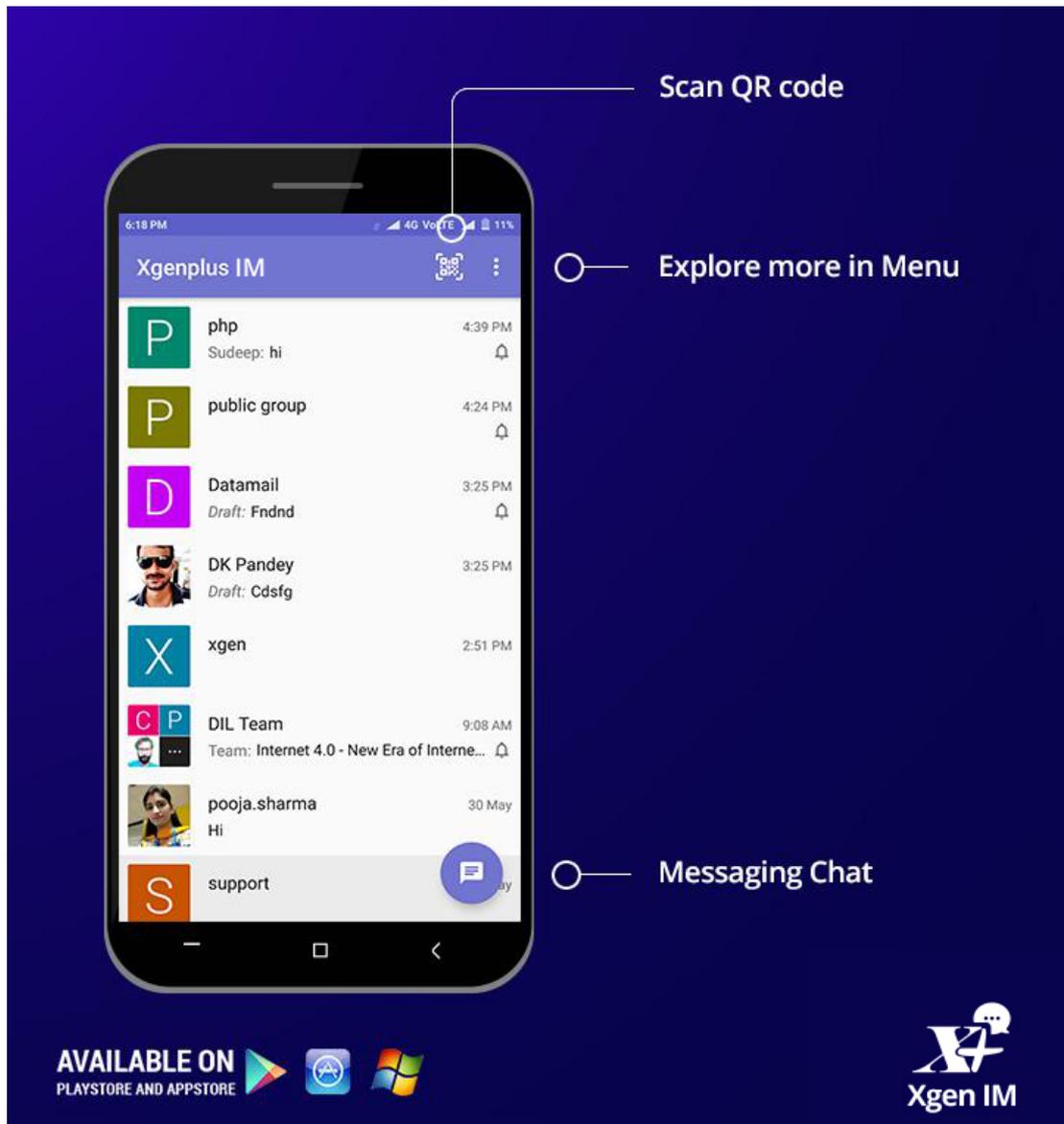
### **Why A Business Needs Xgenplus Instant Messaging Chat**

In today's collaborative world where everything is shifting towards making interaction fast, secure and reliable. Instant messaging platform has found a new space in the business. Though a secure email can be a choice to convey the message for instance but for deep, longer and continuous interaction a business needs an end to end encrypted instant real-time messenger that allows a user to send/receive a message in no time and enables interaction within the business or with customers flawlessly. Xgen IM provides end to end 256-bit encryption that protects your business conversation with all kinds of attacks and hacks.

Most of the free instant messaging platforms provide end to end encrypted chat facility but encryption keys are stored in their own servers. So, anyone having access to the server can easily peep into your account and would be able to access information. Whereas, Xgen IM messenger gives flexibility to the business to have control of their database on their servers that eliminates the risk of data privacy hack.

### **Steps**

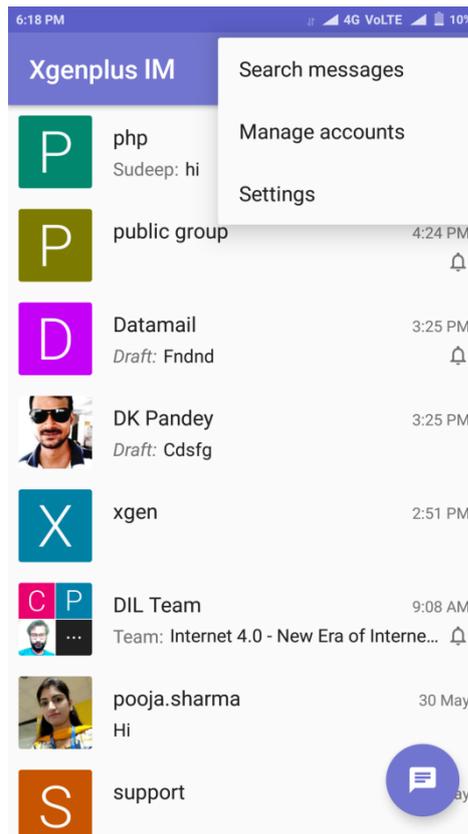
To download the app go to the Google playstore /Appstore and search for Xgen IM. Click on the open, you will be directed to the login page where you need to enter your organization email ID and password. Once login into your account you will see the Message dashboard.



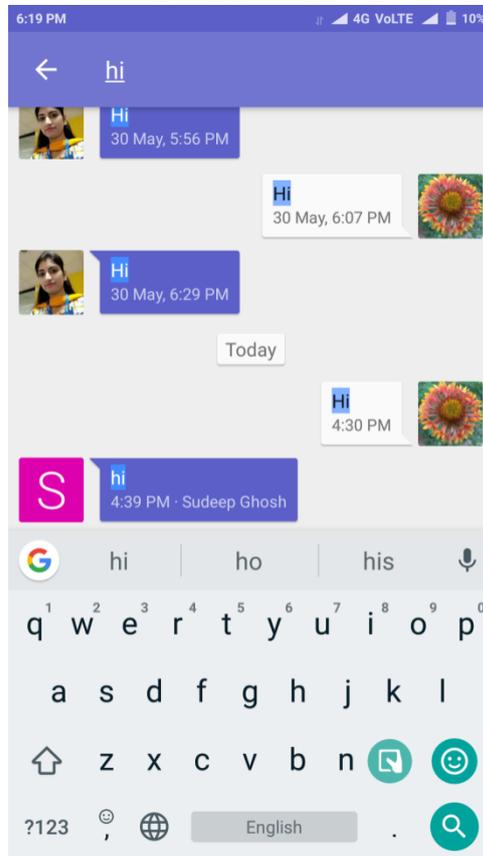
### Message Dashboard

User will have three action icons on the top of the screen as-

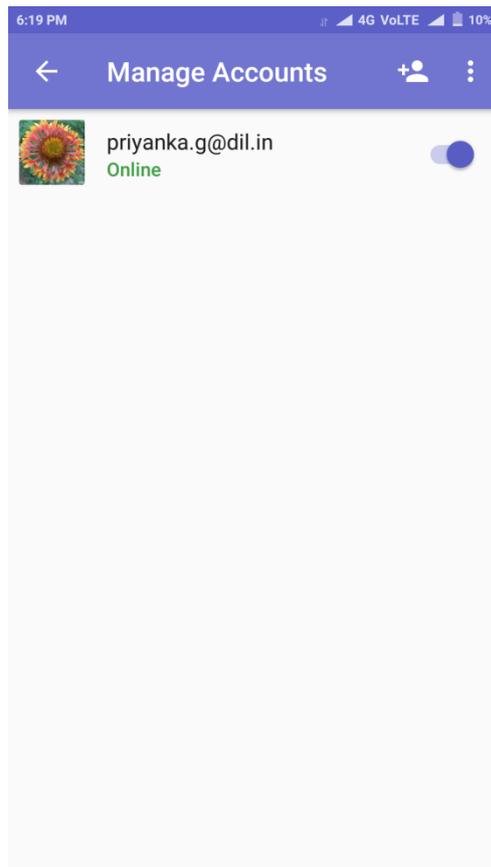
1. Scan QR code - User can add a contact with just scanning the barcode. A user can check its own QR code at **Menu>>Manage Accounts >> Tap On Account >> Share >> Show 2D Barcode**
2. Menu – Menu will have three options in list
  - Search Message
  - Manage Accounts
  - Settings



- **Search Message:** - Find out a specific message from the huge log of a message by just typing a single keyword.

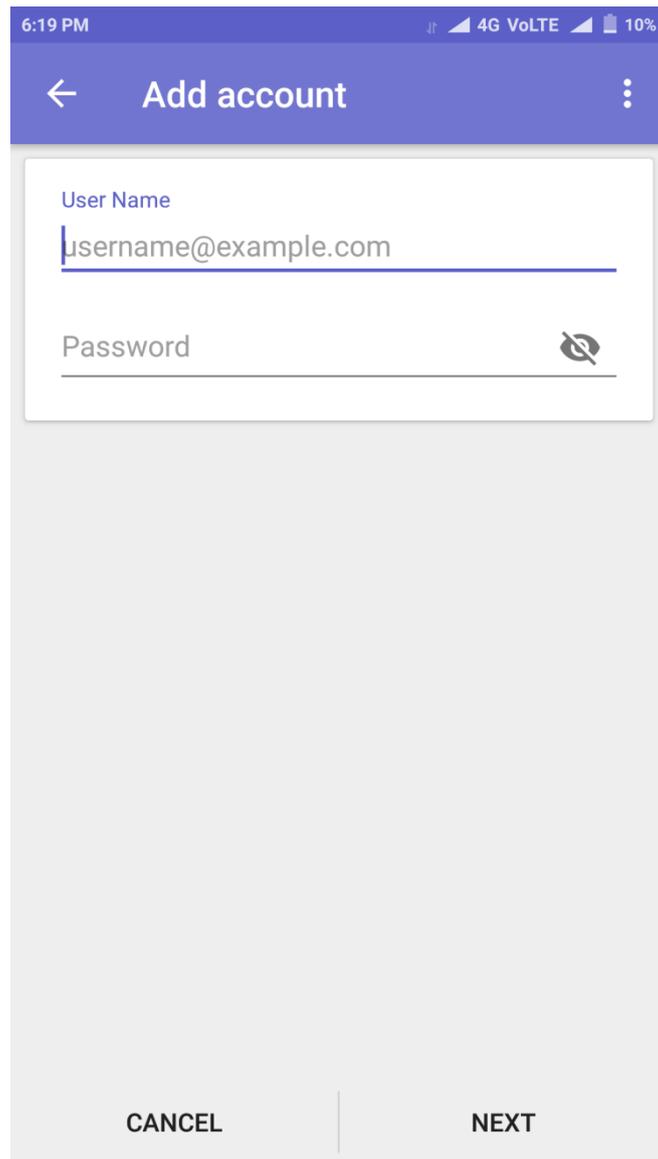


- Manage Accounts - A user can manage all his accounts from here.

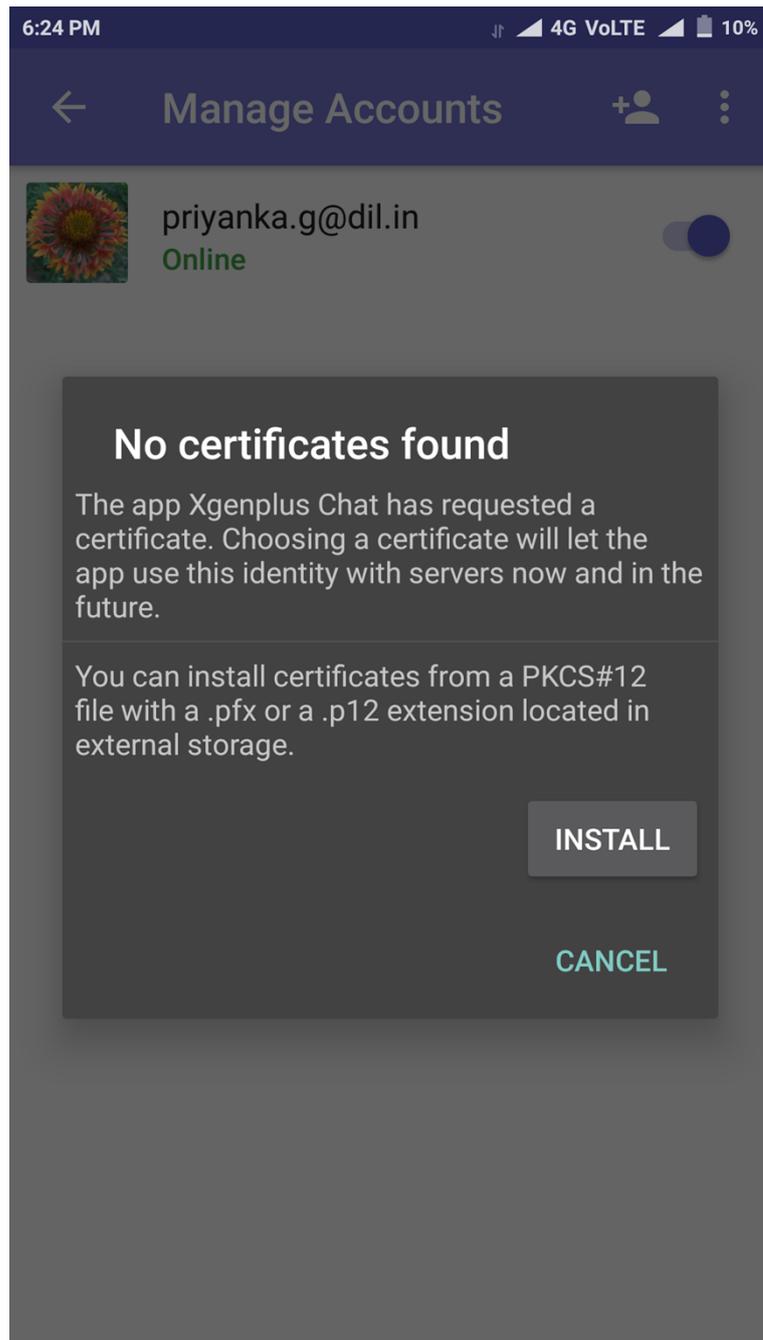


A user can

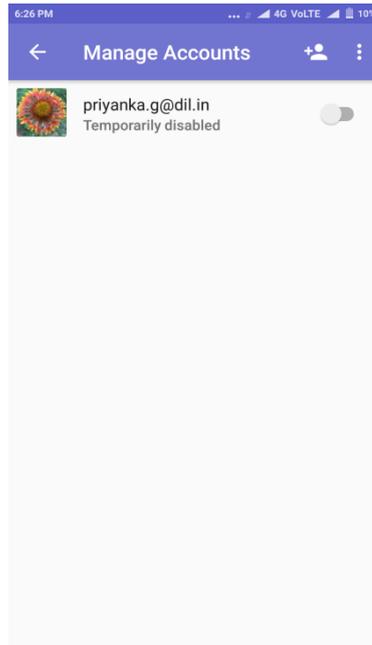
- Add Account  - Add/configure a new chat account by entering the email id and password.



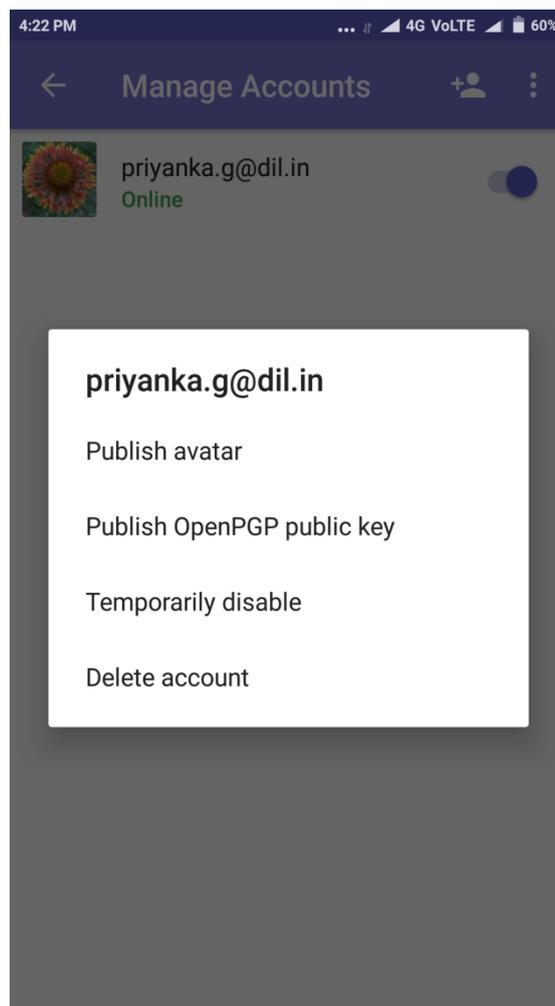
- Menu
  - ✓ Restore Backup- User can back up content, data from the chat account. He can restore all his chat data on his local phone memory.
  - ✓ Add account certificate -Choosing a certificate will let the app use this identity with servers now and in the future.



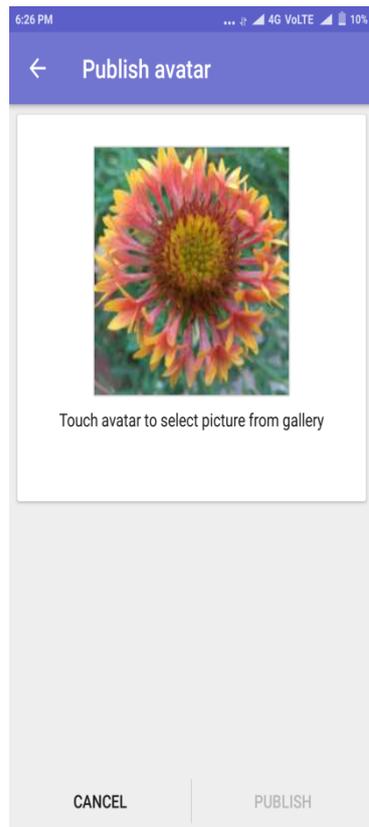
Disable all accounts - User can disable all account at once temporarily with just a single tap.



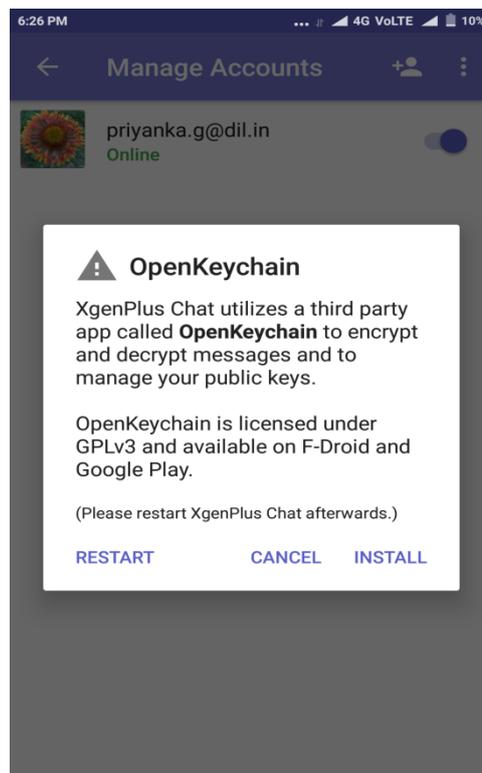
On long pressing of account, a user will get



Publish Avatar - From here a user can change the profile picture of the chat.

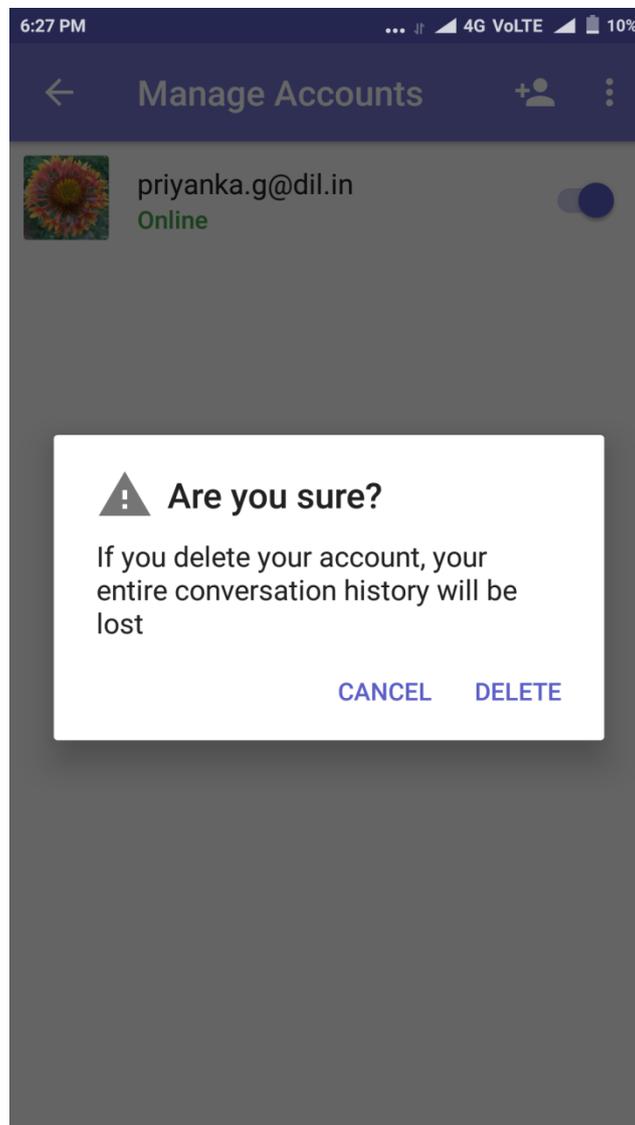


Publish public key – Xgen IM utilizes open key chain to encrypt and decrypt messages and manage public keys.

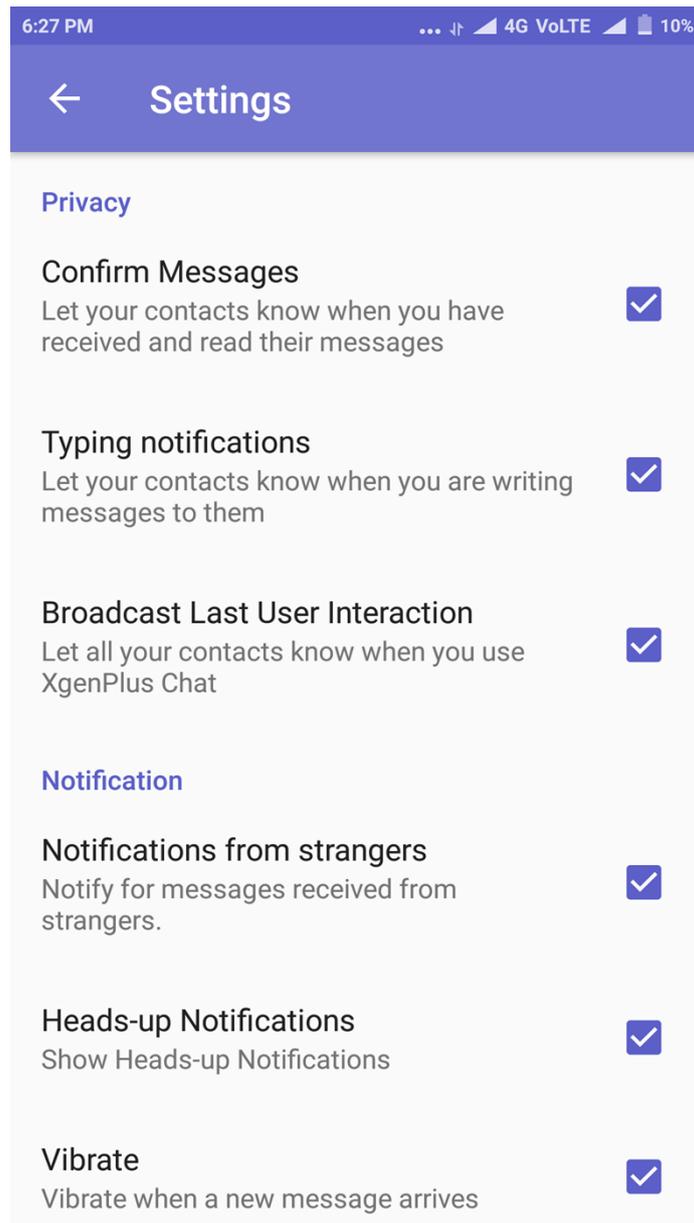


Temporarily disable - A user can temporary disable the chat account. User profile, photos will be hidden until he deactivated his account

Delete account - Permanently delete the account

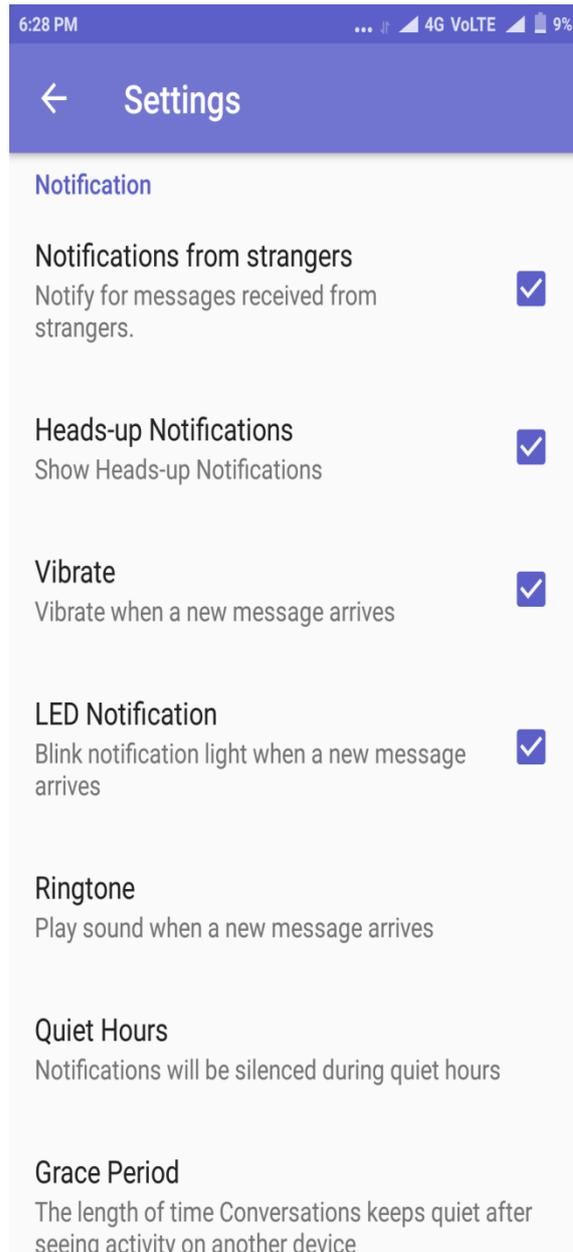


Settings - From here a user can manage all his chat account settings.



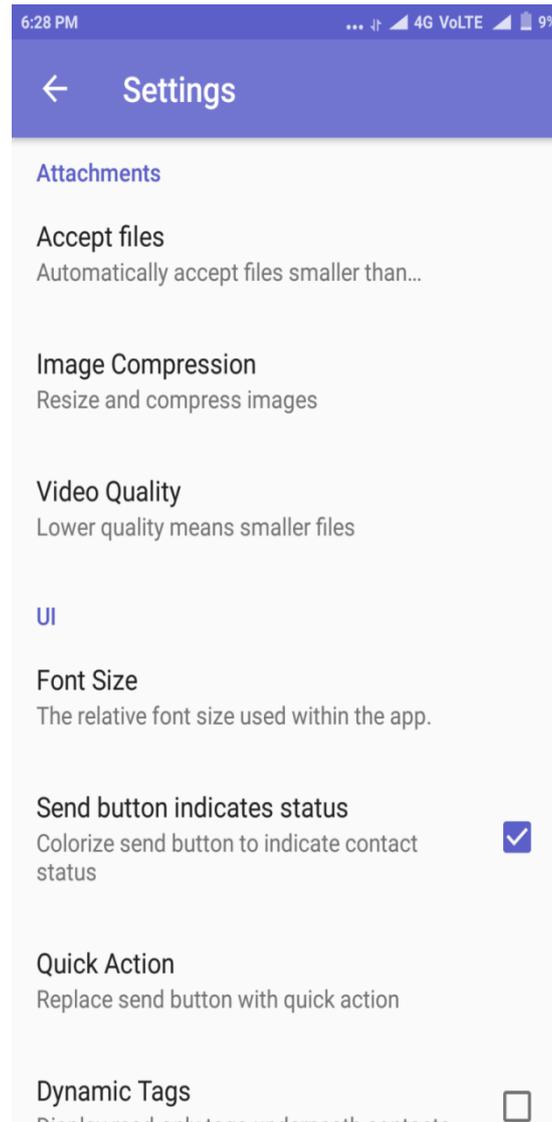
- **Confirm Messages** - Enable or Disable contacts to keep watch on the received and read messages.
- **Typing Notifications** - Let your contacts know when you are writing a message to them.
- **Broadcast Last User interaction** - Let all your contacts know when you use Xgen IM.

## Notifications



- Notifications from strangers - Notify for messages received from strangers (one who is not available in your contact)
- Heads up Notifications - Show Heads-up on the device when the device is locked.
- Vibrate - Vibrate when any new message arrives
- LED Notification - Blink notification light when a new message arrives
- Ringtone - Play sound when a new message arrives
- Quiet Hours - Stop receiving notification for a few hours.
- Grace Period - Allows conversations to be quiet after seeing activity on another device. User can either disable or change the grace period to short, medium & long

## Attachments



- Accept Files - User can set the size of a file he can receive
- Image Compression - Allow to compress image automatically, never or always.
- Video Quality - Allow to compress video to medium (360p), High (720p) or original (Uncompressed) quality

## UI

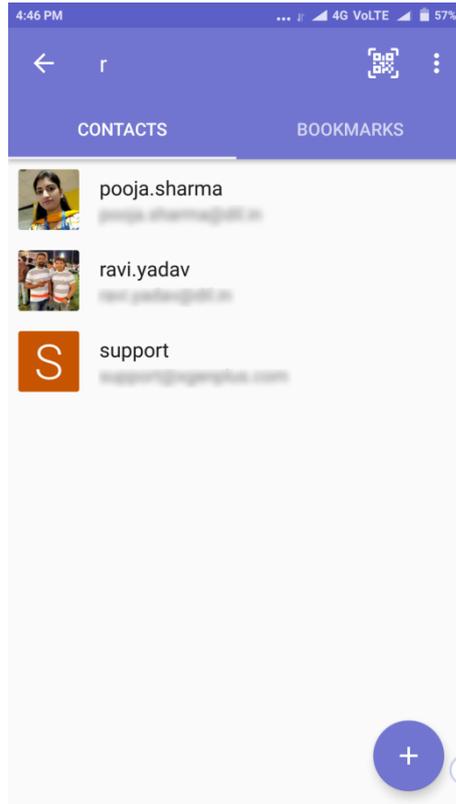
- Font Size - Change the font size within the app
- Send button indicates status - Enable or Disable color change on the send button to indicate the status of the contact
- Quick Action - User can replace send button with any of the quick actions lists including none, most recently used, take a picture, record video, choose picture, record voice & send location
- Dynamic tags - Display read-only tags underneath contacts

## Advanced

- Never Send crash reports - Allow/disallow the notification asked to send report to incase Xgen IM app get crashed

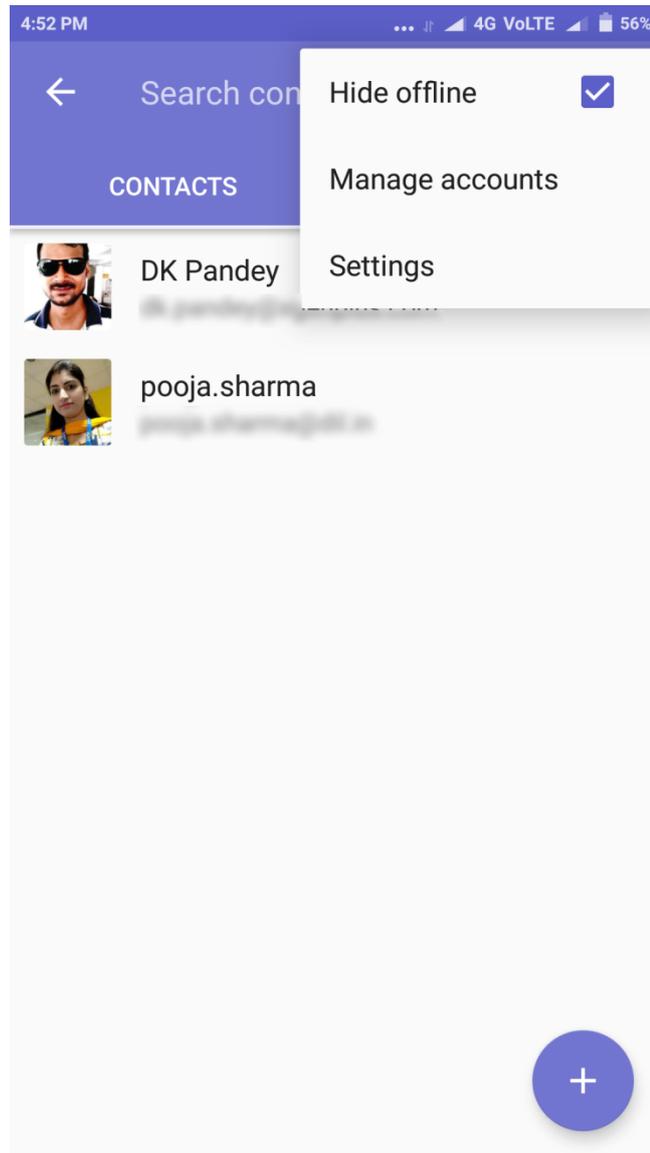
### 3. Messaging Chat

- Search - User can search for the contacts by start typing their ID in the search bar.

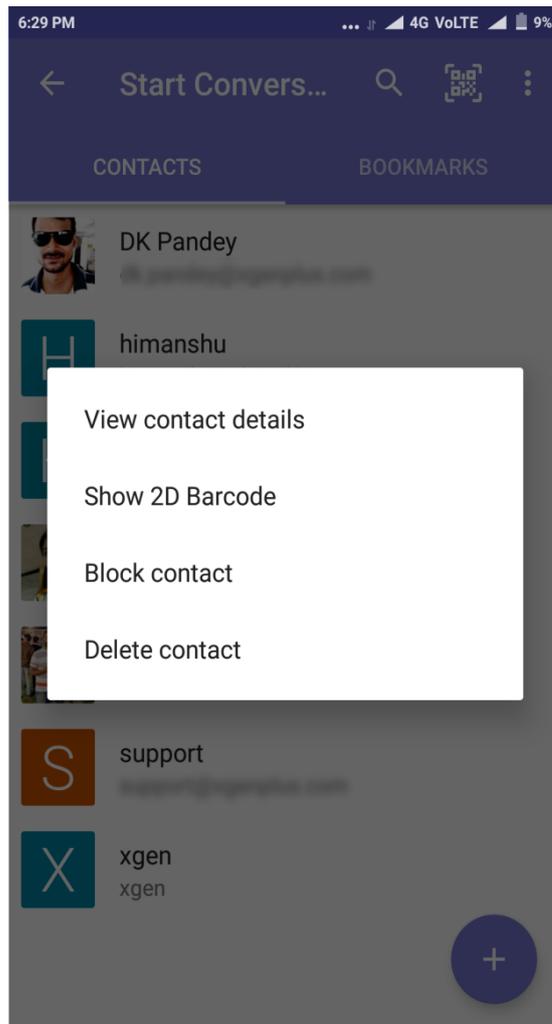


## Menu

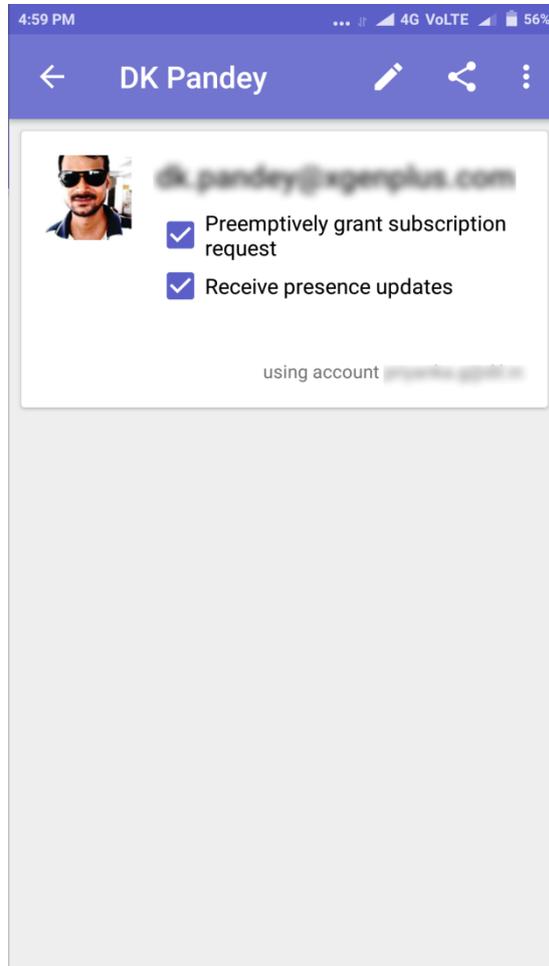
- Hide Offline - User can hide/unhide contacts which are offline or inactive on chat.



- Contacts - On long pressing, any contact user perform the following mentioned task



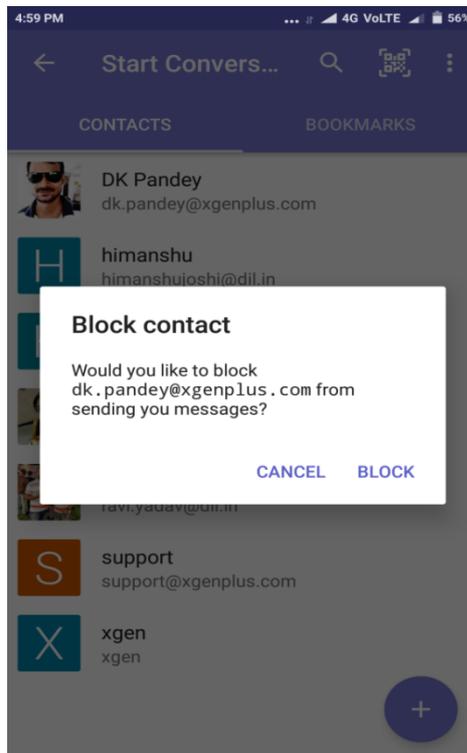
- View Contact Details - User can check and the details such as email id associated with the chat, send and receive presence updates of the contact.



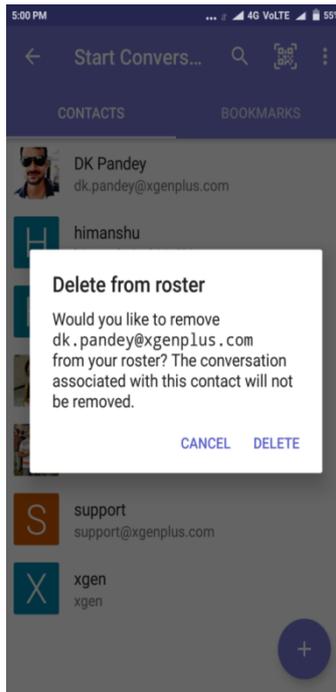
- Show 2D Barcode



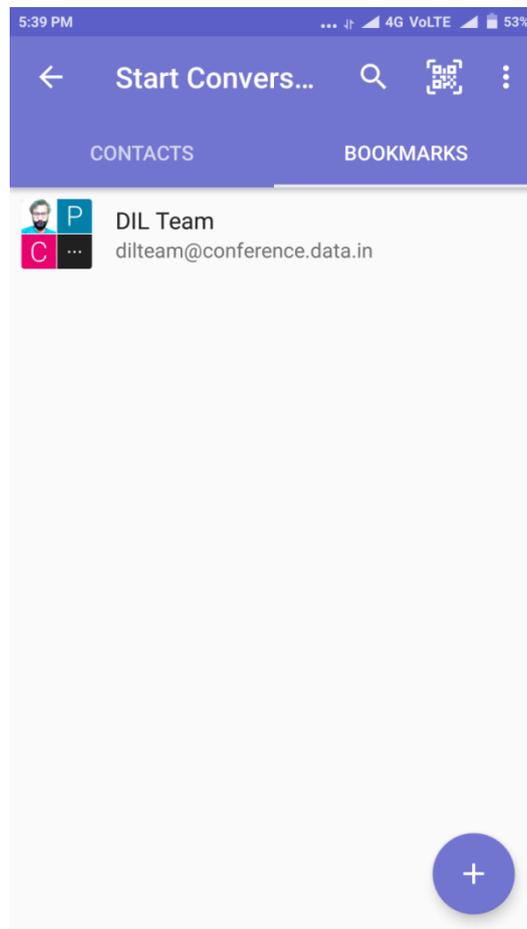
Block contact



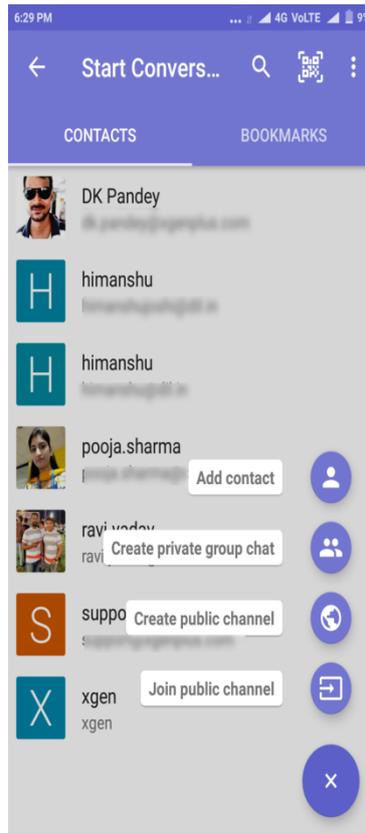
## Delete Contact



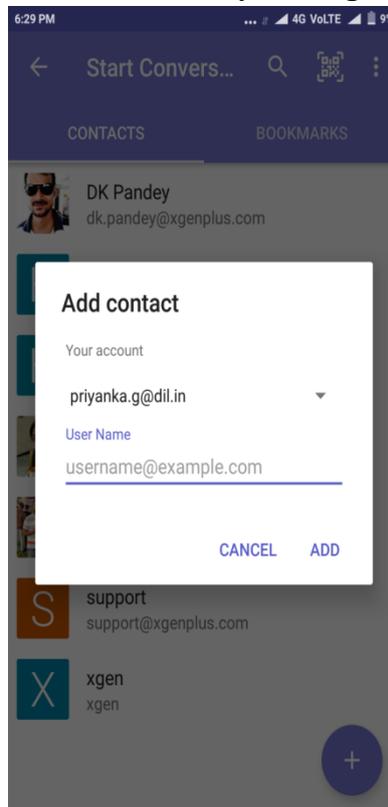
Bookmarks - Bookmark allows user to save chat for the future reference.



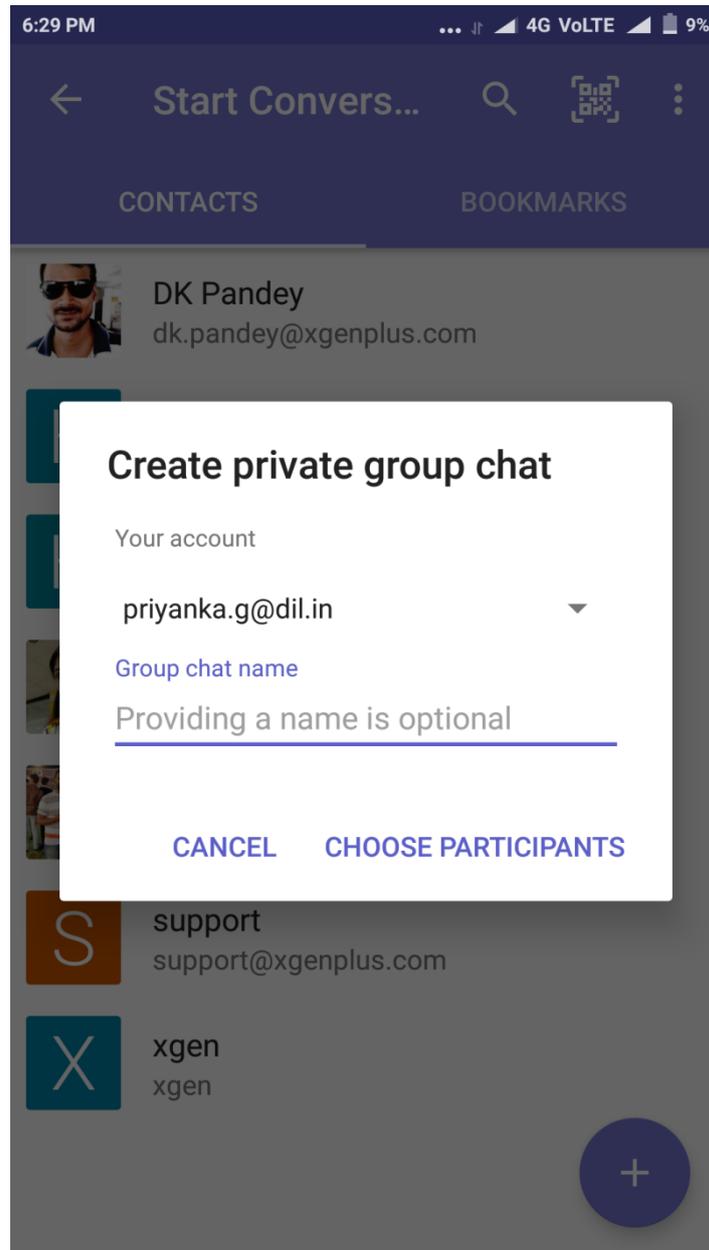
Add  - Clicking on the + icon user can perform the following actions:-



Add Contact - User can add the contacts by adding username

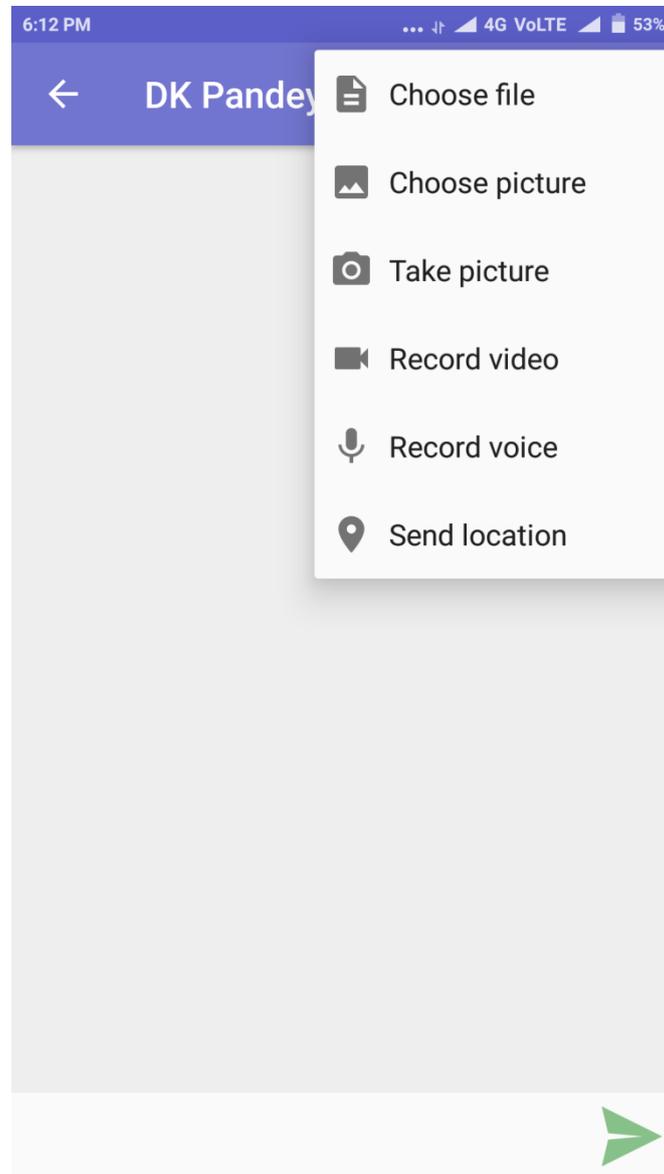


Create Private Group Chat - User can create a private group that can be accessed only by the participant of the group admin.

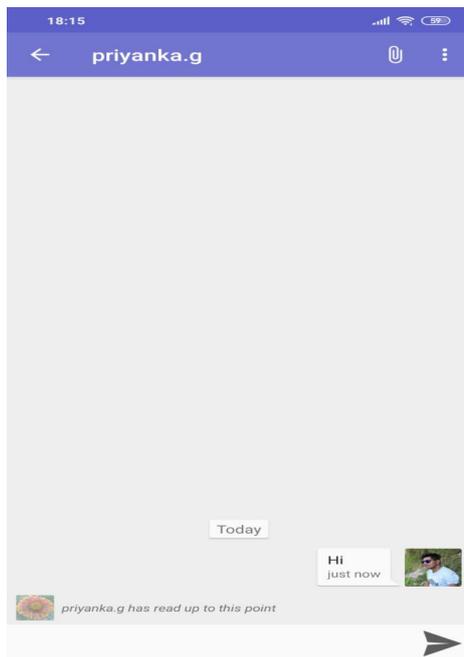


## Do more within the chat

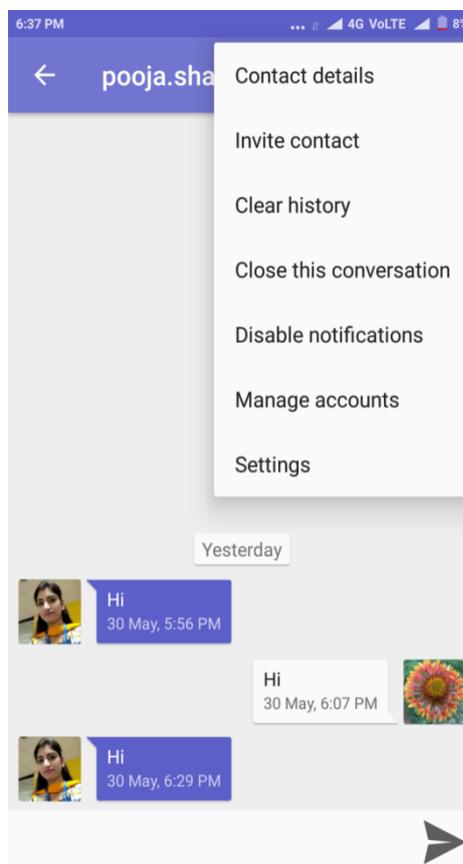
- Start your conversation within a group or individually. Send/ receive text, audio, video, file location. Record audio & video and more can be done.



- See when your message has been read, who is typing in the chat and more.



- Actions that can be performed on the individual/group chat menu



**Contact/Channel Details:** User can view details of all participants within the group or individually. Here, the user can also invite new members from the contact list.

**Invite Contact:** When you click on the menu, you will get invite contact option, on clicking this option you can add new members from your contact list.

**Clear history:** After clicking on clear history option from the menu bar, your all conversation and messages will be deleted from the chat.

**Note-** This will not delete copies of those (deleted) messages that are stored on other devices or services.

**Close this conversation:** Xgen IM gives you an option to hide your chat without deleting it.

**Note-** Archived chats will reappear when you receive a new message from that (hide) conversation.

**Disable notifications:** When you turn notification setting off, your notification will not vibrate on the device. You can turn off notification as per your desired timings.

**Manage accounts:** By selecting managed accounts option you can set your online and offline status. Once you clicked on the toggle button you can temporarily disabled from the chat. You can connect or temporarily disconnect through this button.

## **14.Attendance& Team Management System**

XgenPlus Email App has emerged to relieve the hard work of HR / Managers to manage the company's employees and Team member's attendance. Managing the location and attendance of field / remote workers have become easy as this can now be done through the XgenPlus Attendance Management System.

This feature allows HR to manage employee's attendance and keep track of the field team. Now employees can mark their attendance remotely from the app itself and share their live location as well. XgenPlus attendance management system is built within the email app that eliminates the need to install any third-party application(s). Admin gets access to decide the tracking of an individual or a group of individual. Admin can enable the tracking fully or partially as per the business requirement.

### **Need For Attendance Management System**

Tracking and managing Attendance is a crucial part of any organization's employee management protocol. It is a complex task for the management to track and mark the presence/absence of each and every employee working on field/remotely.

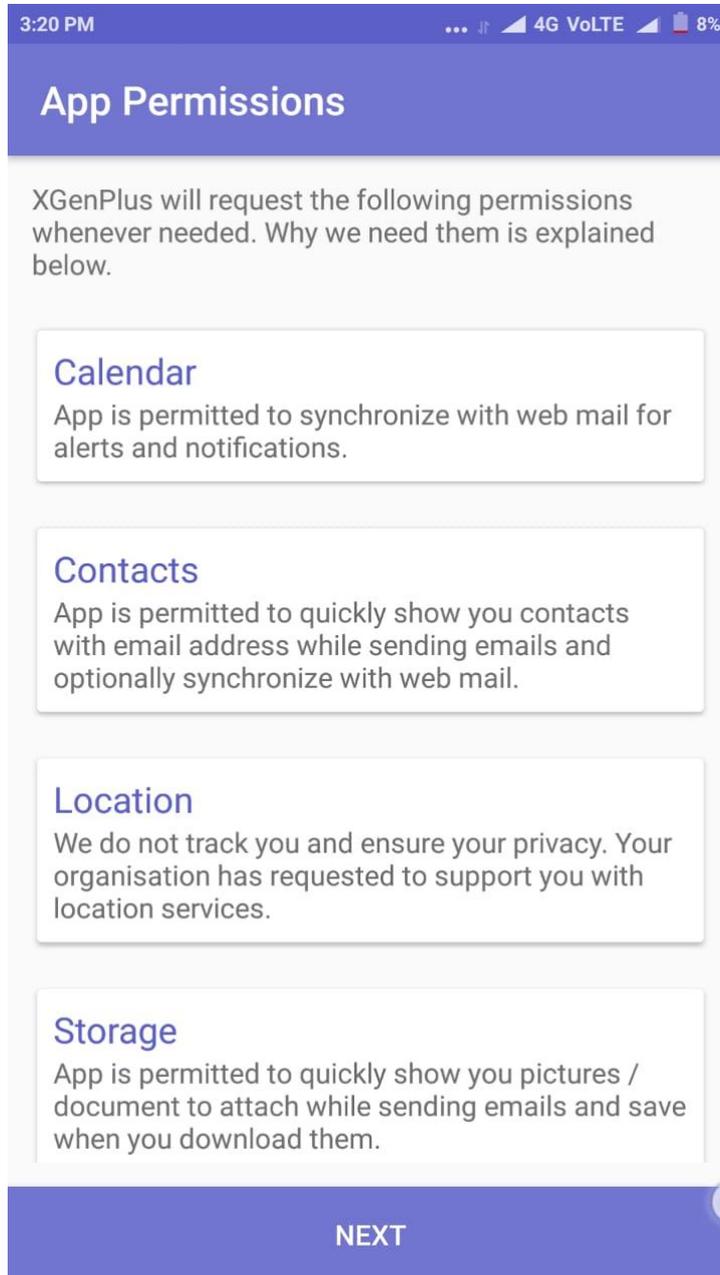
Attendance marking is a tedious job for the employees who need to visit the office to mark the attendance and then go on the field for the work. Still, the employer is not sure about the current work location of his team. This calls for an urgent need for the workforce system to integrate attendance management with the app and with the payroll system.

With the Geo Tracking System built within the XgenPlus mobile app, the manager can now have access to know the location of his team. XgenPlus attendance marking system can bring the ease of tracking and managing the attendance. Employees can check in and out & share live location from the mobile app anytime; anywhere. HR can have the record and validate the marked attendance for off campus employees. XgenPlus mail app is integrated with the payroll system so the moment employee marks the attendance; it directly gets updated in the payroll system making the process seamless and error free.

**Steps:**

Install the XgenPlus Email app and open.

Accept the permissions and Tap “**Next**”.



3:20 PM

... 4G VoLTE 8%

## Welcome to XGenPlus

XGenPlus is a powerful free email client for Android.

Its improved features include:

- \* Push mail using IMAP IDLE
- \* One-to-one chat
- \* Call log backup
- \* Call Recording (optional backup)
- \* Push mail using IMAP IDLE
- \* SMS log backup
- \* Chat Conferencing
- \* Better performance
- \* Message refiling
- \* Email signatures
- \* Bcc-to-self
- \* Folder subscriptions
- \* All folder synchronization
- \* Return-address configuration
- \* Keyboard shortcuts
- \* Better IMAP support
- \* Saving attachments to SD
- \* Empty Trash
- \* Message sorting
- \* IDN (Internationalized domain name) Compliant
- \* EAI (Email Address Internationalization) Compliant
- \* Delivery and Read Notifications
- \* OTP Code without SMS
- \* ...and more

[NEXT](#)

Enter your Email\_ID and Password (Provided by your admin).

4:58 PM 4G VoLTE 5%

## Set up a new account

### Account Setup

Please enter your email address and password to setup an account.

Email address

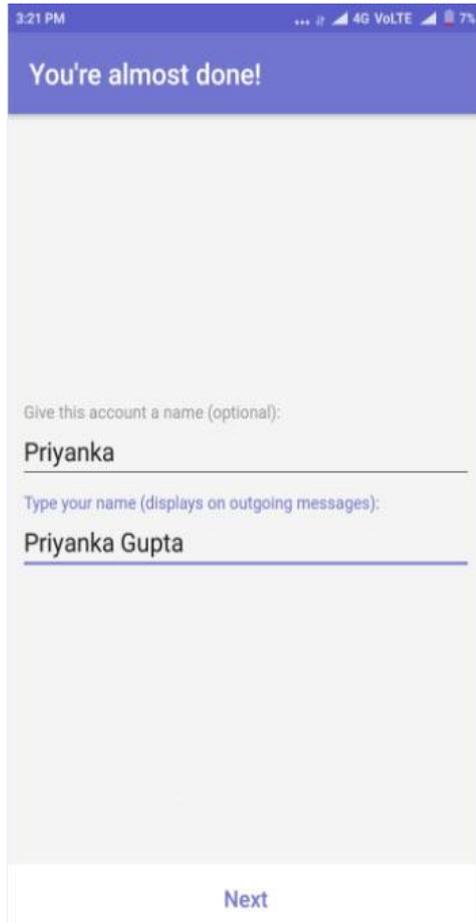
priyanka.g@dil.in

Password

.....

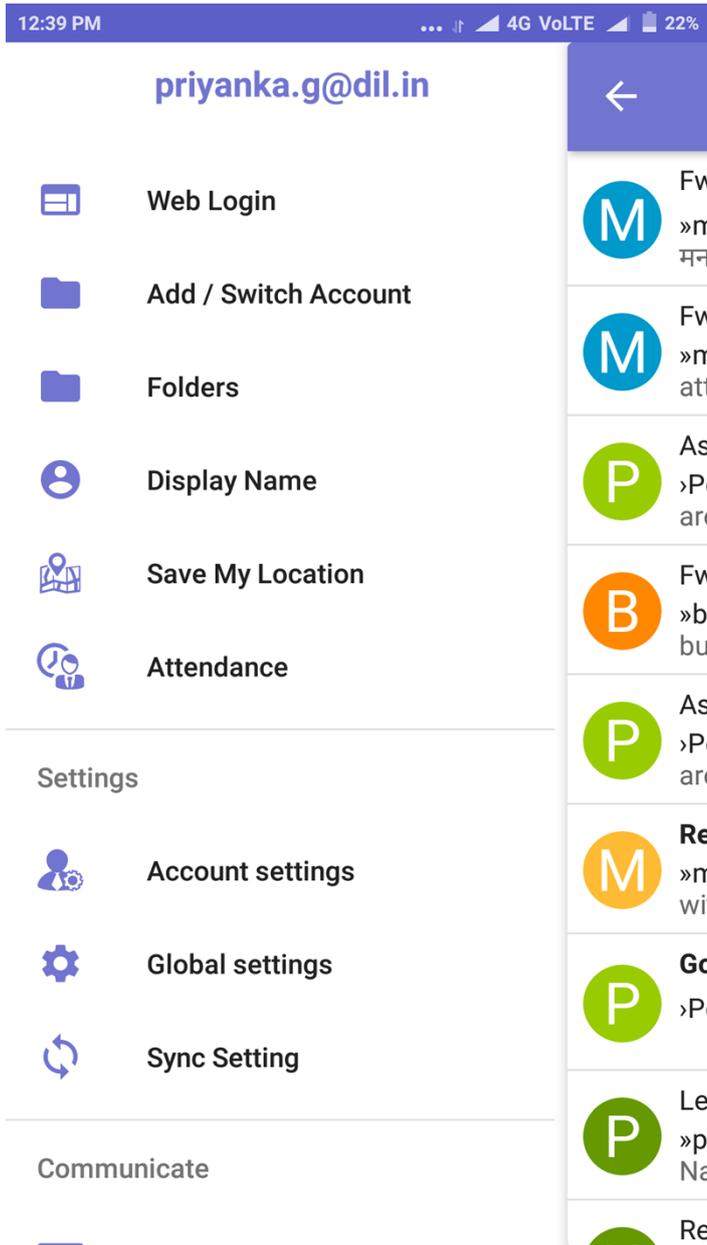
IMPORT SETTINGS NEXT

Now, enter your display name and Tap “**Next**”.

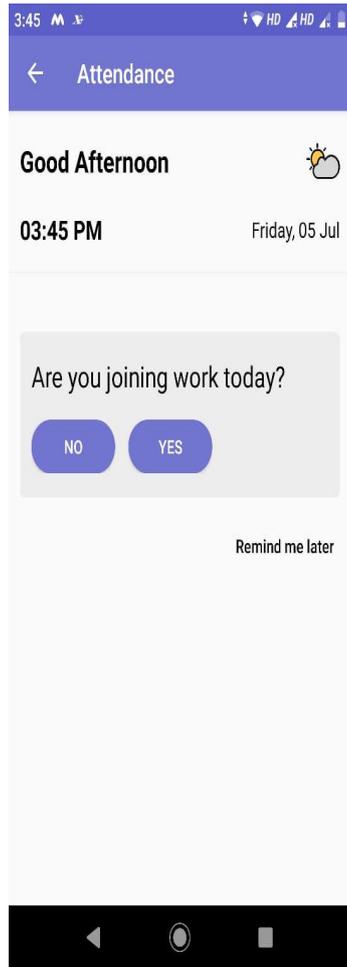


Tap on allow permissions of contacts & calendars.

Go to the menu option and tap on "Attendance".



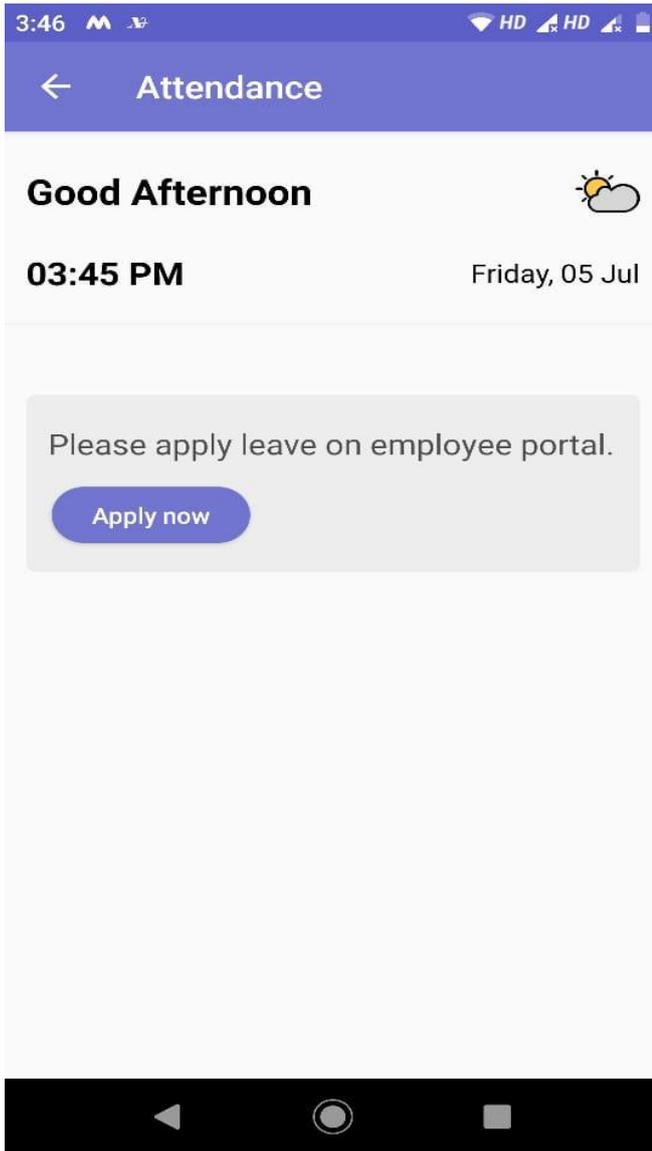
The application will ask you “**Are you joining work today?**”



**Case 1)** If you tap on the option **No**.

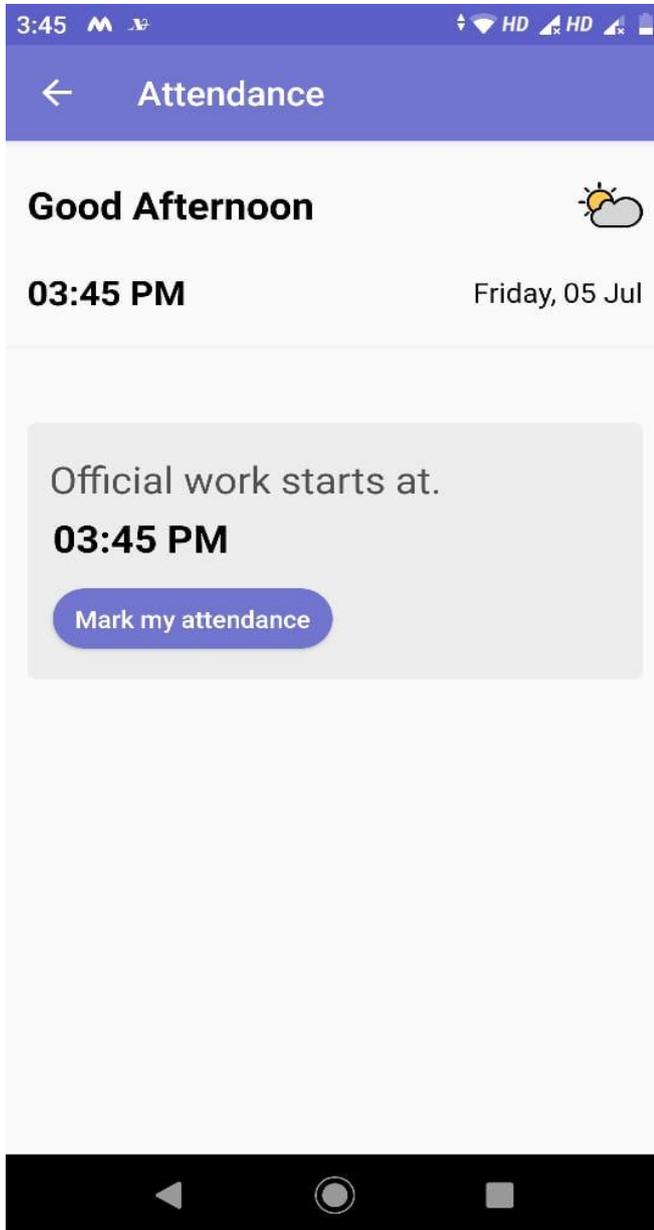
The app will bring you to the next step where it will ask you to apply leave on employee portal.

Tap on “**Apply Now**” it will get redirected to the employee portal where you can apply for the leave.

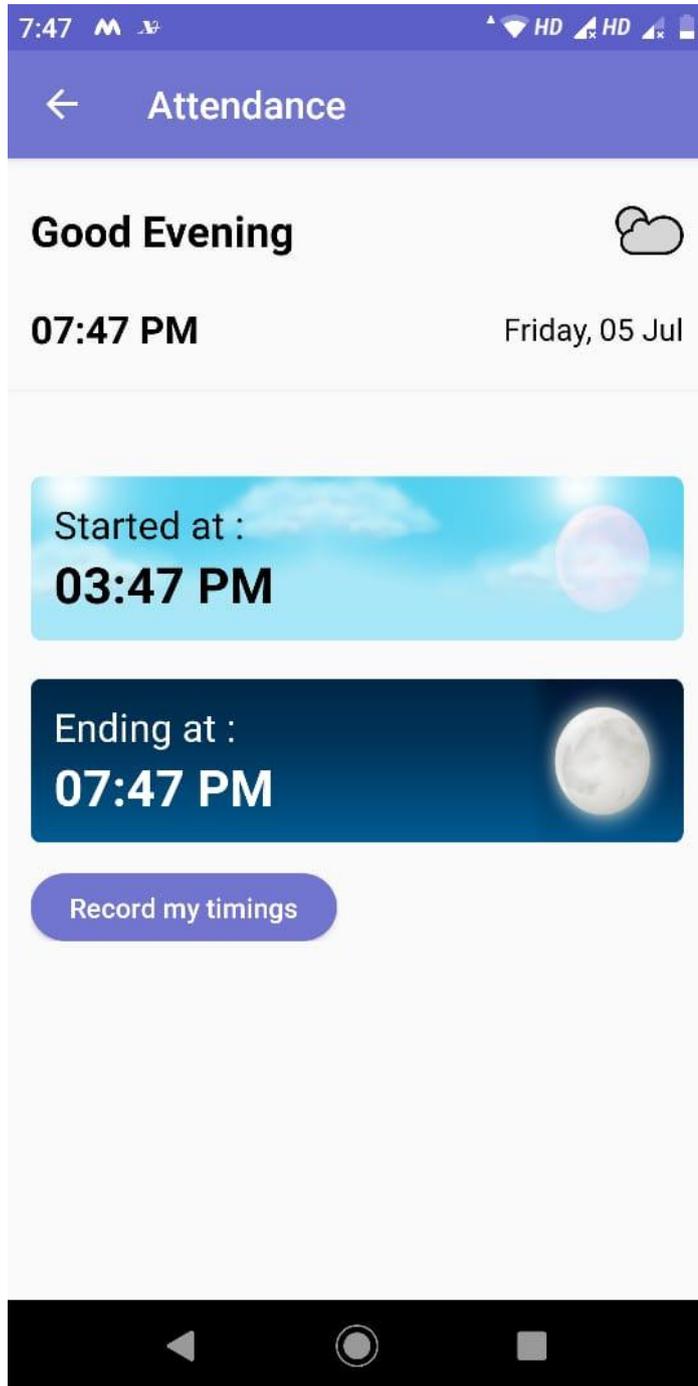


**Case 2)** If You tap on the option **Yes**.

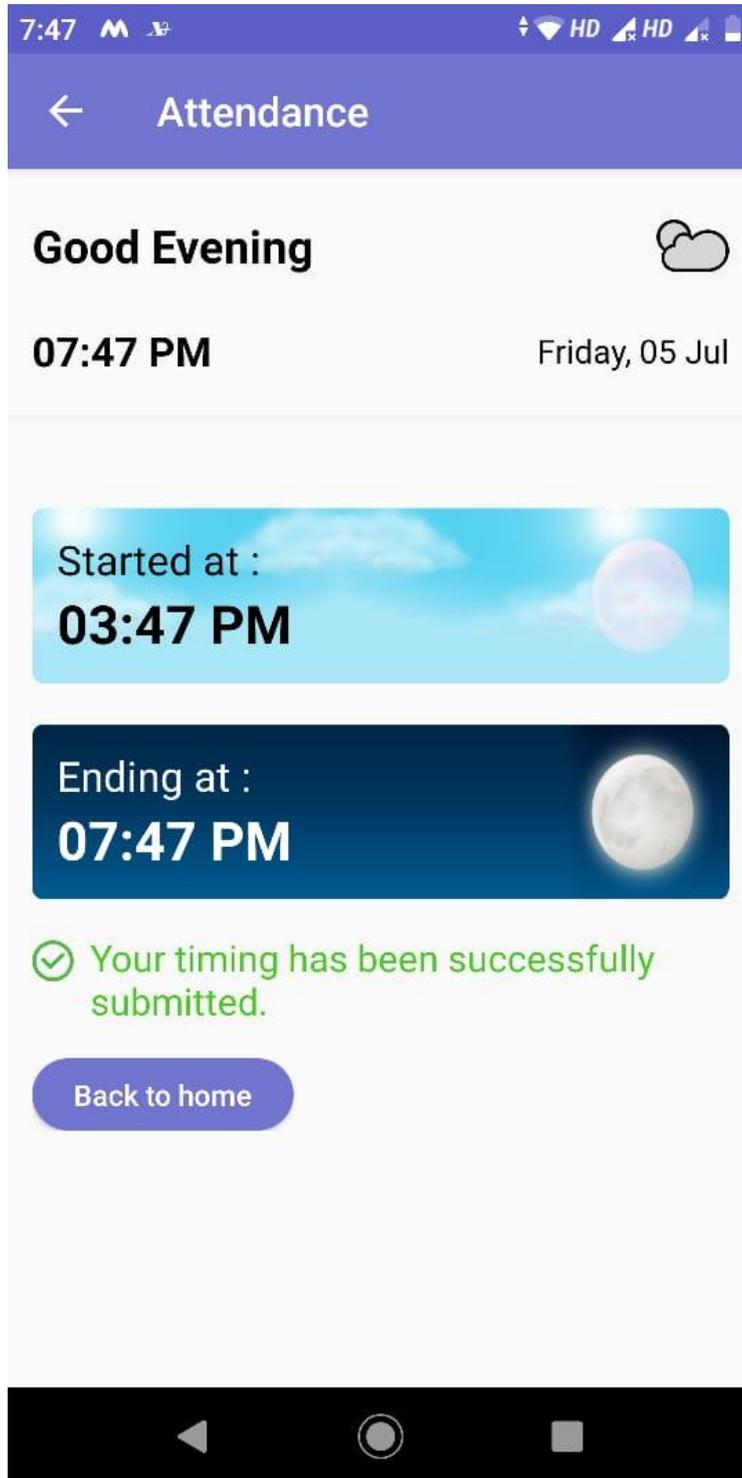
The app will mark the attendance time from the server and your official work will start from that time. Now Tap on “**Mark my attendance**” to mark attendance.



Now, when you tap on the “Attendance” option again then your actual working hours will be counted from start time till this time.

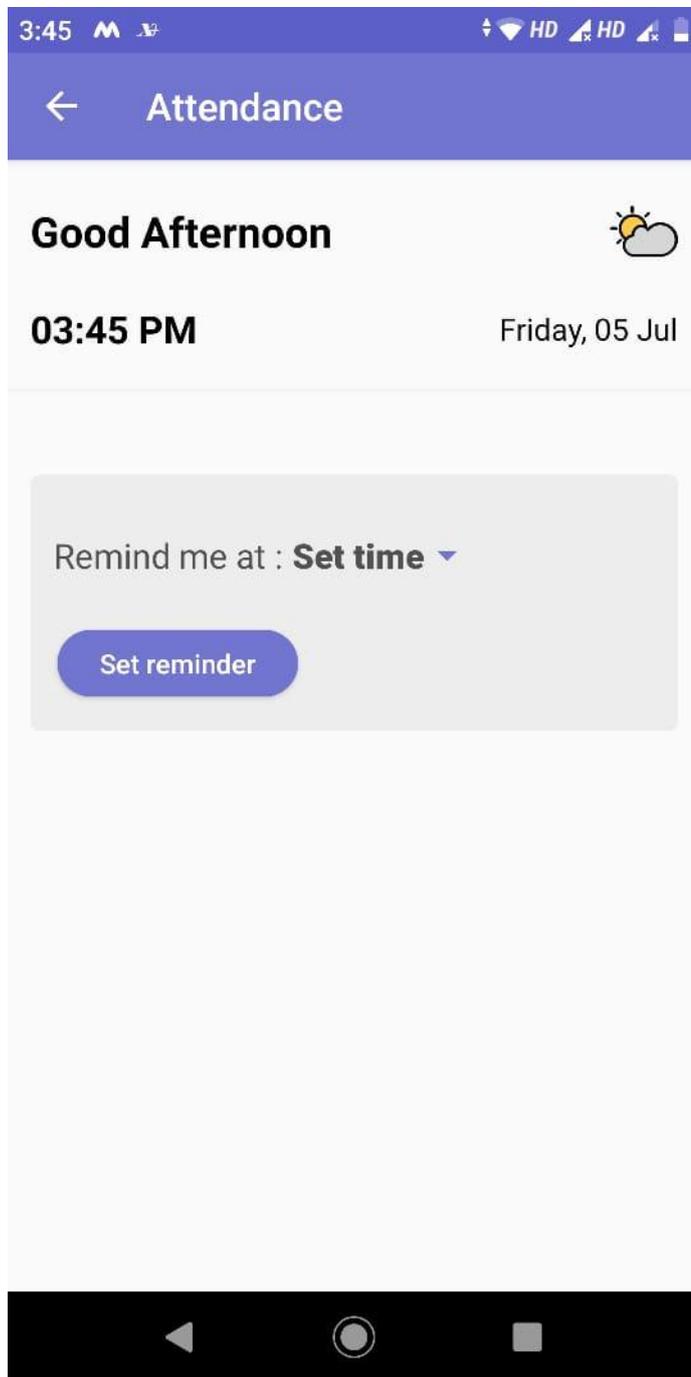


When you tap on “Record my Timing”, time will be updated in the payroll system.

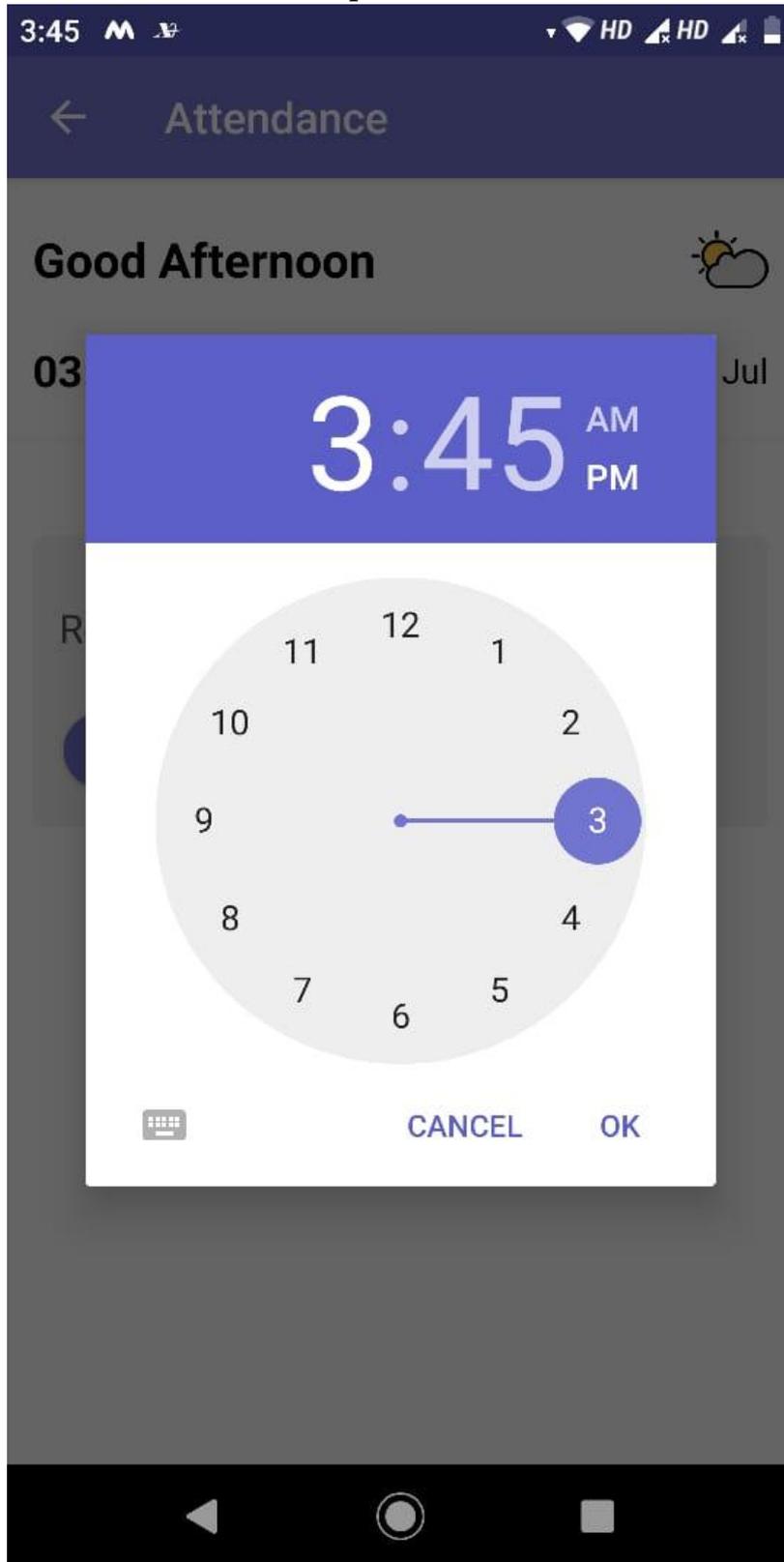


**Case 3)** If You tap on the option **“Remind Me Later”**

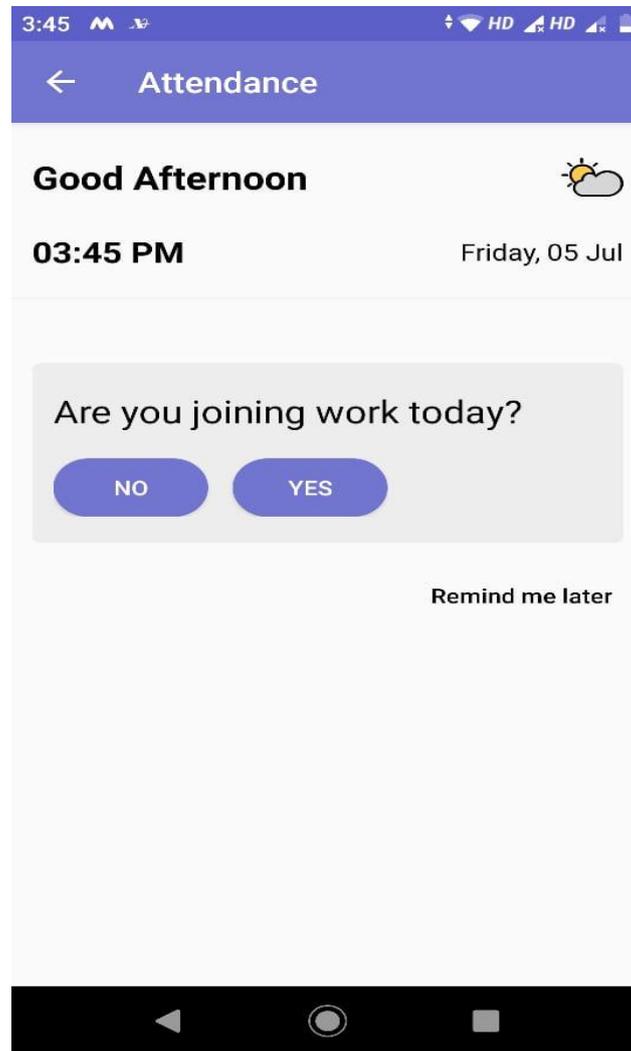
You can set reminders to mark attendance at your set time. Tap on **“Set Reminder”**



Set reminder time and tap on **OK**



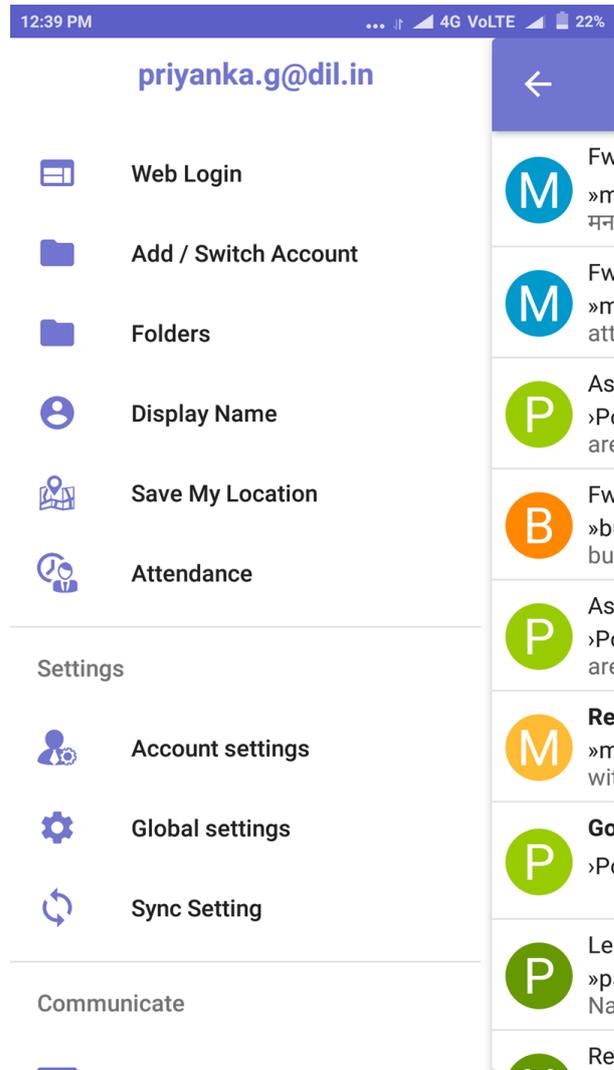
At the set time, a push notification will appear on your mobile screen. Tap on the notification and mark your attendance.



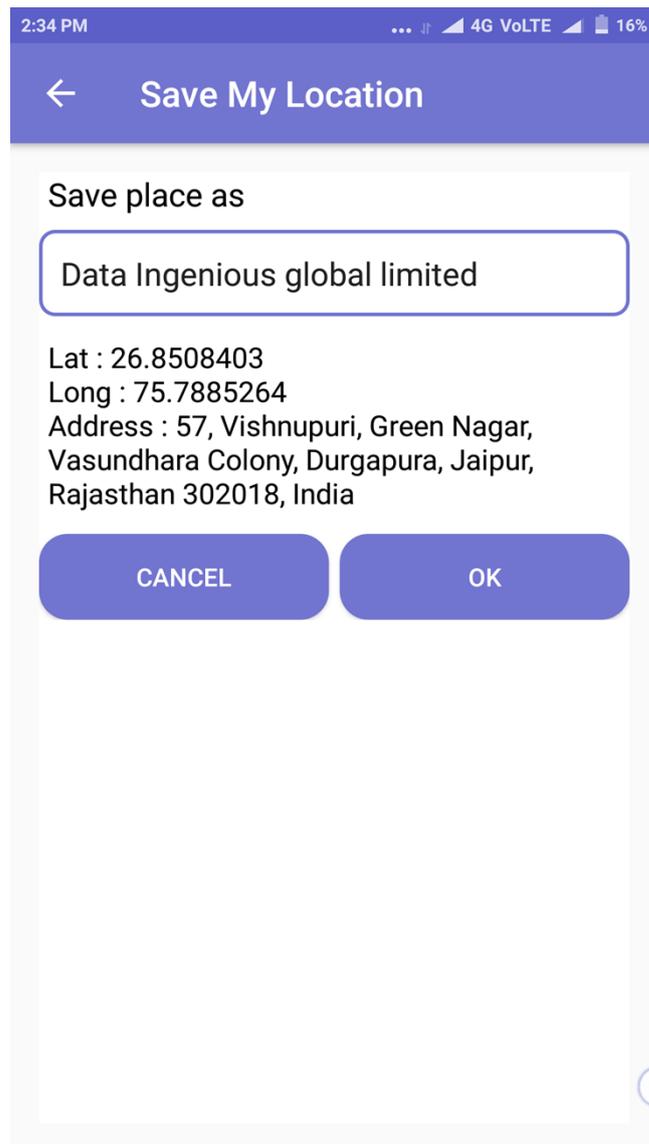
## Save My Location

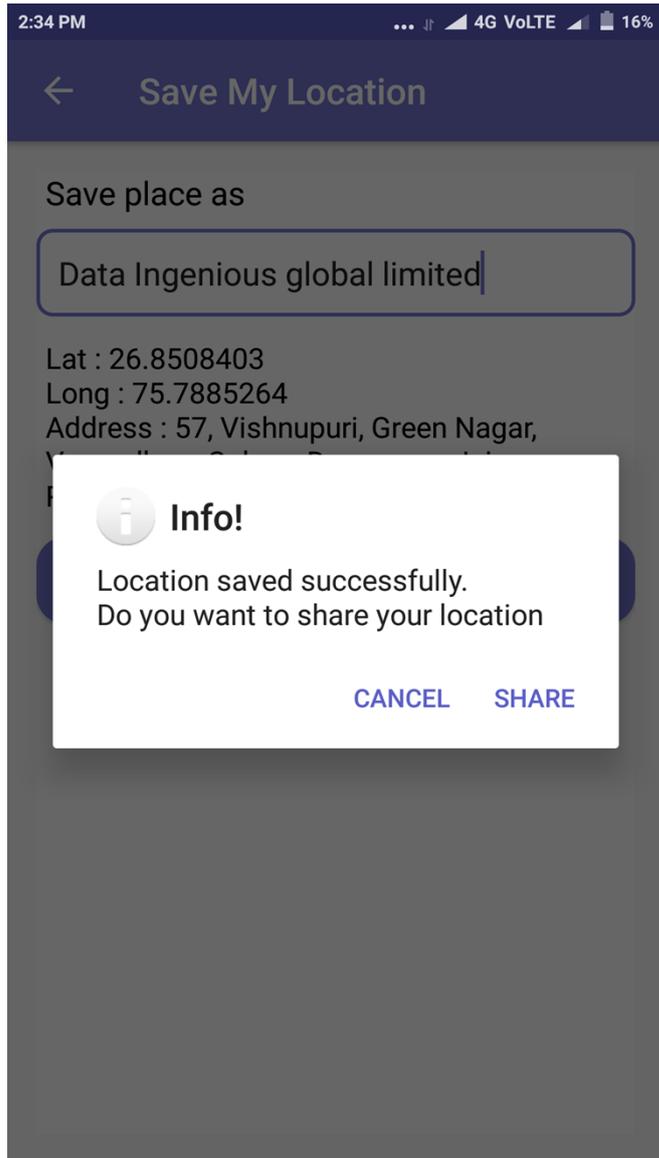
Employee can save his live location and share it with anyone. To share the live locations go to menu and tap on “**Save My Location**”.

Once the location is enabled, your reporting (concerned person) can view the locations as per his requirement.



Enter the place name and tap OK.





Now tap on **Share** to share the location

# Save My Location

Save place as

Data Ingenious global limited

Lat : 26.8508403

Long : 75.7885264

Address : 57, Vishnupuri, Green Nagar,  
Vasundhara Colony, Durgapura, Jaipur,  
Rajasthan 302018, India

## Share via



Transfer data-free



WhatsApp



Skype



Xgenplus Chat



LinkedIn



Facebook



Messaging



XGenPlus

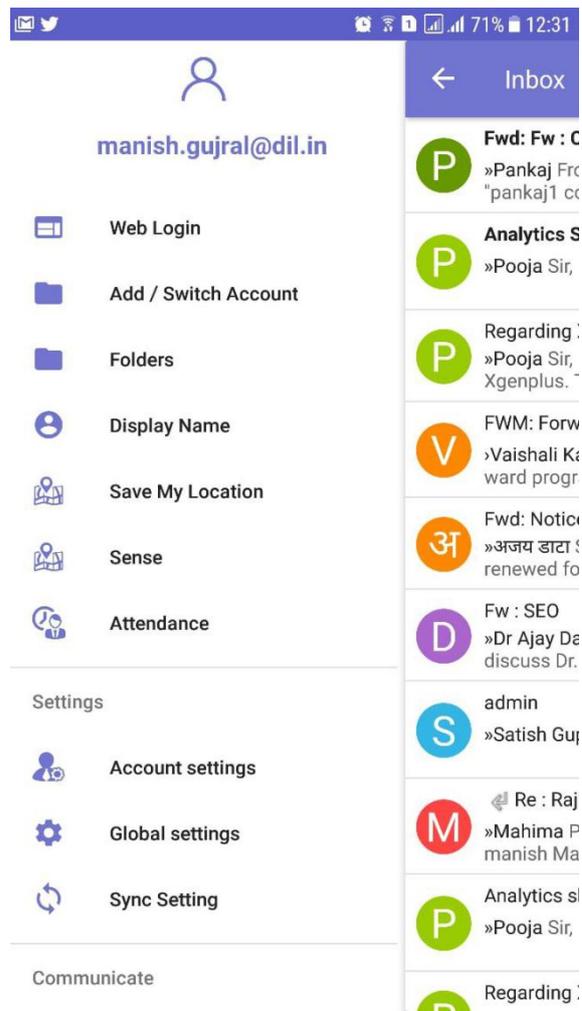


Cancel

## Sense

Sense feature option is for the managers handling the team. The manager can check all the locations saved by his team at different locations.

Let's say, the admin has enabled your location tracking with a condition that after hour the location should be captured, so after every hour the app will automatically send the updated location of the field employee to the admin / HOD which will be visible in the sense feature.



← Sense  

priyanka.g@dil.in  

To 01/07/2019 From 15/07/2019

- Date : 05 Jul 2019 15:48:05  
Latitude : 26.8508402  
Longitude : 75.788526000000005 
- Date : 05 Jul 2019 15:48:44  
Latitude : 26.8508402  
Longitude : 75.788526000000005 
- Date : 05 Jul 2019 15:59:37  
Latitude : 26.8508399  
Longitude : 75.788526300000001 
- Date : 05 Jul 2019 16:00:05  
Latitude : 26.8508399  
Longitude : 75.788526300000001 
- Date : 05 Jul 2019 16:05:08  
Latitude : 26.850843999999999  
Longitude : 75.788518499999995 
- Date : 05 Jul 2019 16:06:57  
Latitude : 26.850843999999999  
Longitude : 75.788518499999995 
- Date : 05 Jul 2019 16:30:46  
Latitude : 26.850860999999998  
Longitude : 75.788526000000005 

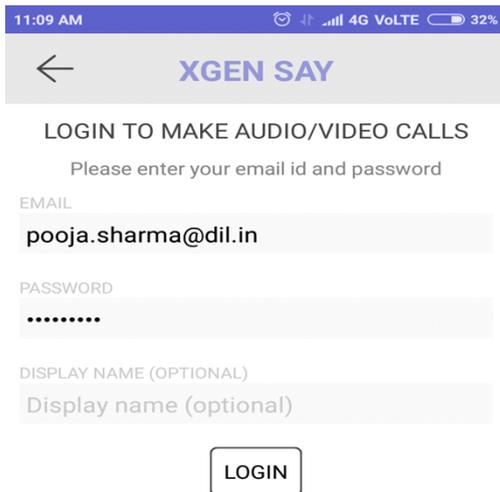
## **15.Xgen Say**

It is designed to communicate with team members without any contact number. User can login to Xgen Say by using their email ids. User can make an audio, video, conference calls as required.

In today's digital communication world making interaction fast, secure & reliable and stay connected with your colleagues, peers, teammates anytime anywhere as well as attending a meeting when you are not available in the organization every business needs a secure and reliable Audio/Video calling App. Xgen Say is SIP phone for voice/video calls available on your mobile and SIP phone at your desk. Xgen Say allows secure calls through secure user authentication with TLS to make audio/ video calls secure and encrypted.

Digital communications including audio and video are sensitive user data that need to be protected against unauthorized access. Xgen Say make your email address as your stand alone identity for everyone, no need to share your mobile or any other number to communicate with team members. User can talk unlimited on Wi-Fi or 3G/4G internet connection.

## Steps:



11:09 AM 4G VoLTE 32%

← XGEN SAY

LOGIN TO MAKE AUDIO/VIDEO CALLS

Please enter your email id and password

EMAIL  
pooja.sharma@dil.in

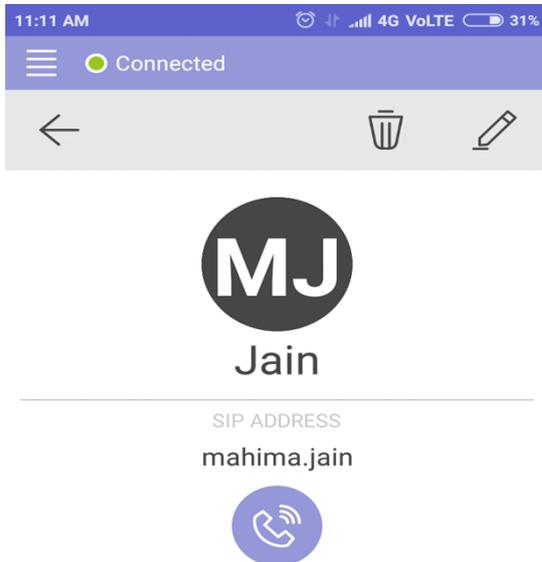
PASSWORD  
.....

DISPLAY NAME (OPTIONAL)  
Display name (optional)

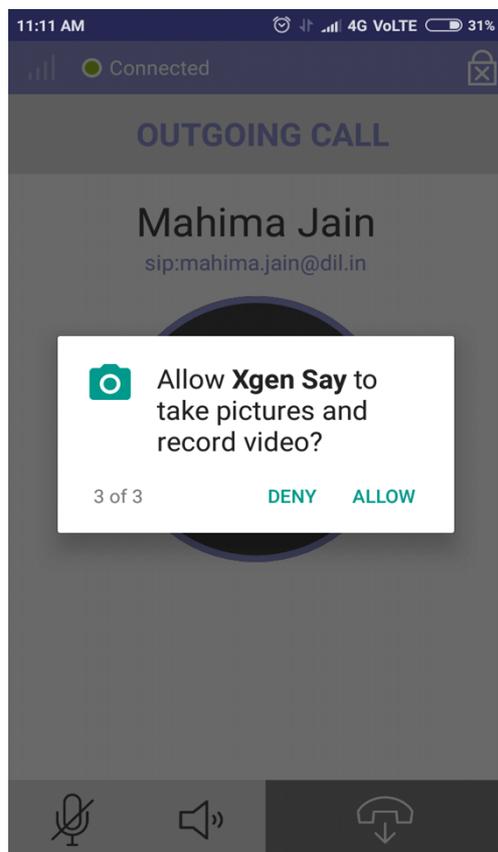
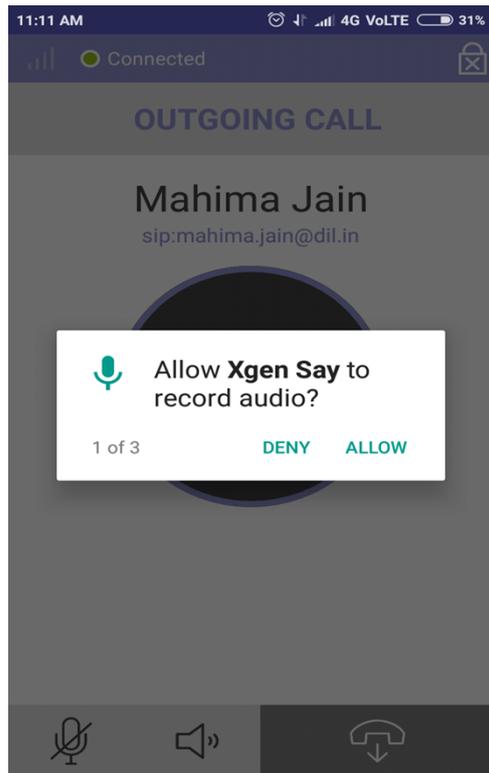
LOGIN

If your email ID is not working. Get Free ID from [Datamail App](#) and login.

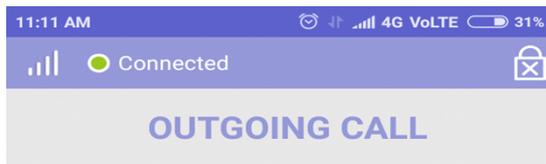
Select the contact with whom user want to connect



•Allow Permission



## Make an Outgoing Call

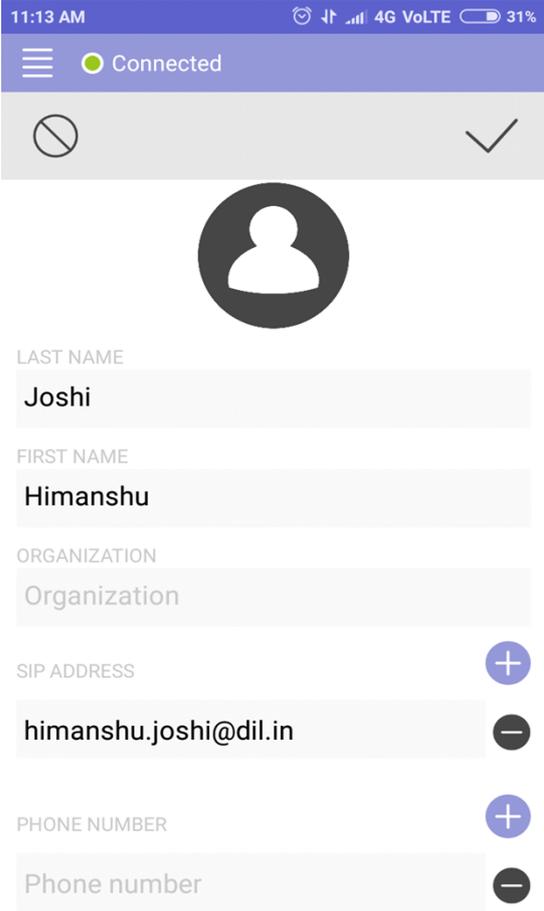


**Mahima Jain**  
sip:mahima.jain@dil.in



## How To Add Contact In Xgen Say

- Click on the Add Contact Icon
- Enter the contact details
- Click on Save icon



11:13 AM 4G VoLTE 31%

Connected

⊘ ✓



LAST NAME  
Joshi

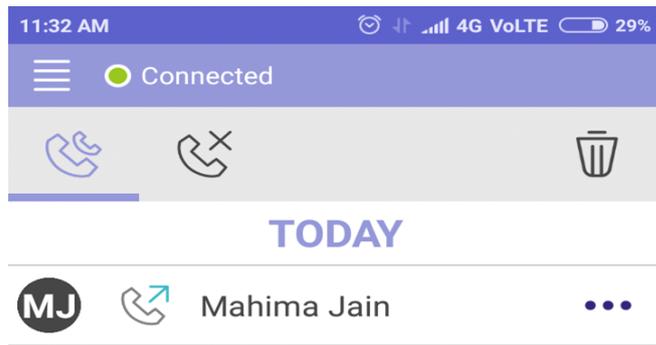
FIRST NAME  
Himanshu

ORGANIZATION  
Organization

SIP ADDRESS   
himanshu.joshi@dil.in 

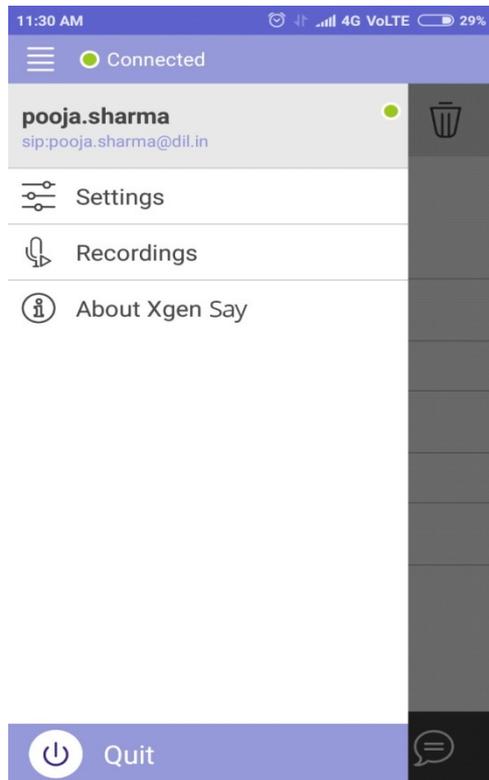
PHONE NUMBER   
Phone number 

Click on The View Call History Icon where user can see all the call details.



## How To See Call Recording List In Xgen Say

- Click on the Menu icon
- Select Recording option
- Now user can see all the saved recordings.



## Domain Level Feature

### 1. Domain Cleaner with subject

We have enhanced this feature to make it more convenient for admin to clear emails from the domain. Now if admin defined any keyword in subject and it matches with any word in subject of an email (it should be first word), then that email will be cleaned.

For e.g. In subject admin has defined Sales then it will search all emails with subject test whether it is **Salesdata, Sales1, salesperson**. But if it is **departmentsales, groupsales**, then it will not be removed.

Previously there were restriction to match with exact word in subject, then only that mail would be removed. But due to its enhanced feature, there is no need to define exact subject. You just put any keyword in the subject field and wherever it will be found this keyword in subject, then mail will be cleaned.

The screenshot shows the 'Domain Cleaner' interface in the 'soft.dil.in' web application. The breadcrumb trail indicates 'You are here: Domain Cleaner'. A search bar at the top right contains 'Domain / Email / Mobile'. The main form is titled 'Domain Cleaner' and contains the following fields and options:

- Domain:  with a search icon.
- Email Address:  with a search icon and a green checkmark.
- Subject:
- Folder:  with a dropdown arrow.
- Apply Retention Policy:  4 Months
- From Date:  with a calendar icon.
- To Date:  with a calendar icon.
- Mark as:  All  Read  Unread
- A blue 'Delete Mail...' button.

#### Process:

1. For this go to server setting or Domain (if you do not have rights of server admin). In domain dropdown, you will get an option domain cleaner.
2. On click of domain cleaner, fill entries in the field like:
  - Domain Name
  - Email Address
  - To-From Dates
  - Subject
  - Select Apply Retention policy if you want to apply it. (Later on, if you want to retrieve it, then you can do that through "Search in Archive" for the defined time period.)
3. Once you will click on submit, it will search email subjects with defined keyword and will delete it.

## 2. Add/ Delete Alias while creating User

We have enhanced this feature for the Domain Administrator to create the Alias of user's email ID, while creating them itself so that from starting itself, user has alias ID's. Rest User can also create Alias ID's on its own.

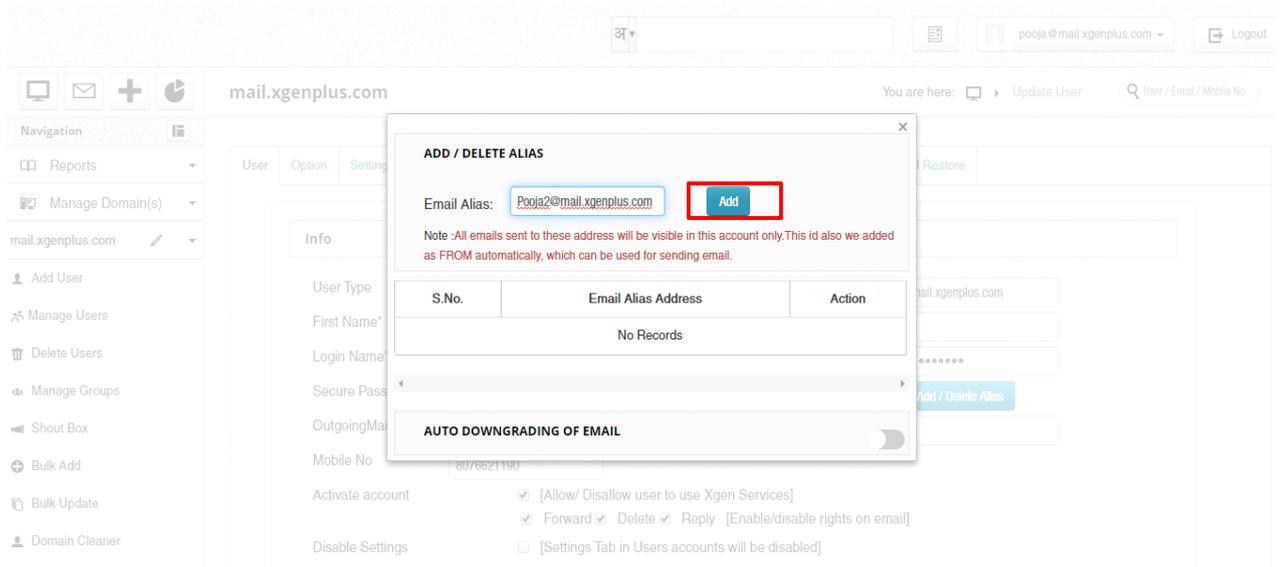
Steps:

- Domain Admin needs to Login Xgen Admin Account.
- Click on the Manage Users and enter the user whose alias needs to be created.
- Select the Email Alias and Enter Alias Details.

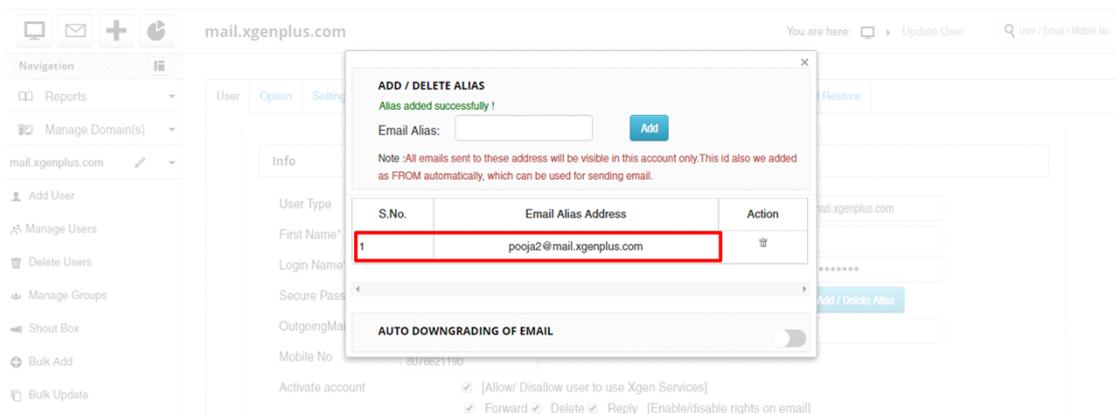
The screenshot displays the Xgen Admin interface. The navigation menu on the left includes 'Reports', 'Manage Domain(s)', 'mail.xgenplus.com', 'Add User', 'Manage Users', 'Delete Users', 'Manage Groups', 'Shout Box', 'Bulk Add', 'Bulk Update', and 'Domain Cleaner'. The 'Manage Users' option is highlighted. The main content area shows the user management page for 'pooja@mail.xgenplus.com'. The 'Info' tab is active, and the 'Email Alias' field is highlighted with a red box. The 'Add / Delete Alias' button is also highlighted.

User	Option	Settings	Logs	Copy	User : pooja@mail.xgenplus.com	Device Access	Mail Backup and Restore
<b>Info</b>							
User Type	Domain Administrator			Domain Name	mail.xgenplus.com		
First Name*	Pooja			Last Name			
Login Name*	pooja			Password*	.....		
Secure Password*	.....			Email Alias :	Add / Delete Alias		
OutgoingMail ID	pooja@mail.xgenplus.com			Alternate Mail ID			
Mobile No	8076621190						
Activate account	<input checked="" type="checkbox"/> [Allow/ Disallow user to use Xgen Services]						
Disable Settings	<input checked="" type="checkbox"/> Forward <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/> Reply [Enable/disable rights on email]						
	<input type="checkbox"/> [Settings Tab in Users accounts will be disabled]						

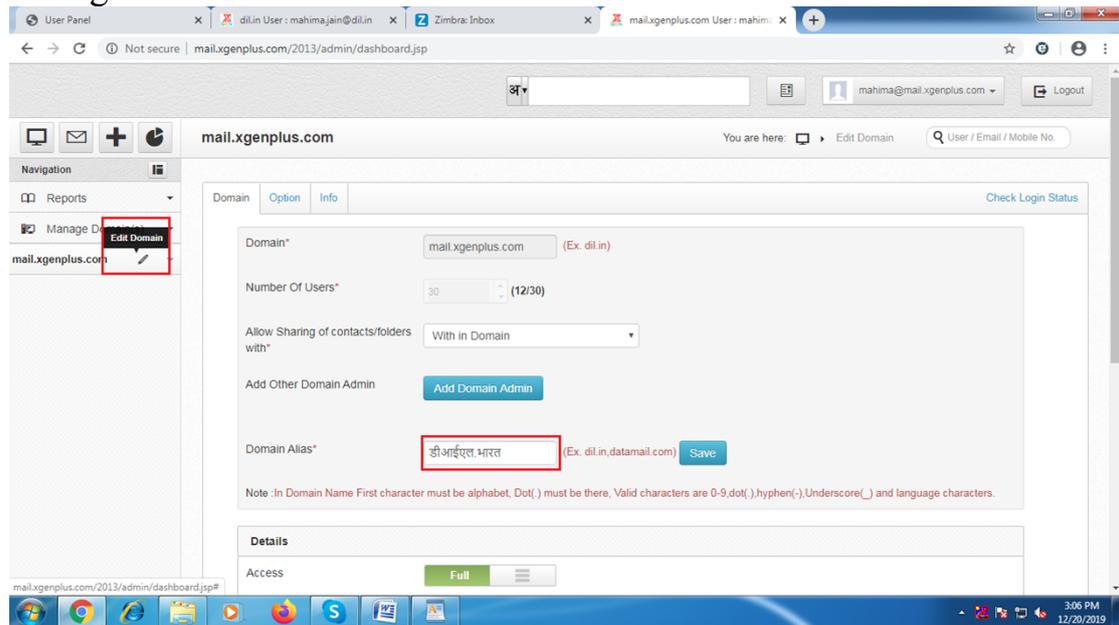
- Enter the Alias name and hit Add.



The alias domain name needs to be prior approved in the domain section. Only those domains which have been assigned / approved for this domain can be used.



For Eg.



I want to create alias of a user named John on domain mail.xgenplus.com. So select “edit domain”.

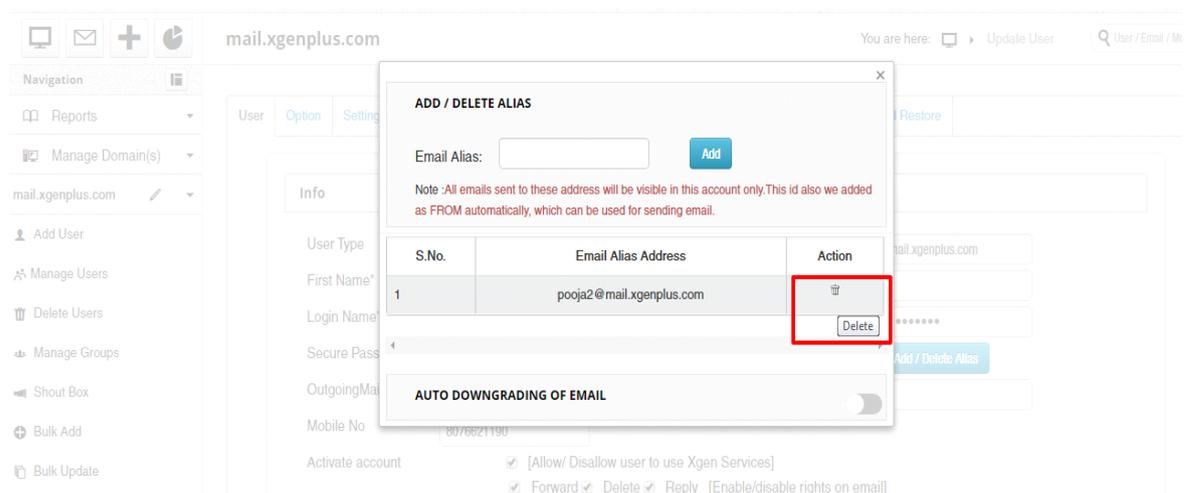
Under Domain Alias watch which all domains are allowed for you to create an alias email ID.

In this case, डीआईएल.भारत is the only domain allowed for which I can create alias of a user.

The Email ID added as alias will be added at user’s front for sending the email. User can select this ID to send mails. Similarly, all emails sent to these address will be visible on the main account only.

### How To Delete Alias-

User can delete created alias by clicking on delete icon and the alias will be deleted.



### 3. Dynamic Groups

If you are a Domain Administrator, you can add users and groups, and assign users to groups, in order to determine their permissions. Groups are, shared by a set of users for a common purpose. When an email is sent to the group account, a copy of email gets delivered to all the individual members of the Group. This email delivery can be controlled by Moderation Settings, Permissions and rules.

Dynamic group has an advantage over regular groups, Unlike regular groups that contain a defined set of members, dynamic groups has distributed list of members added into the groups based on the filters and rules that you define. When an email message is sent to a dynamic group, it's delivered to all recipients in the organization that match the criteria/rules defined for that group. Every time you add a new user having same value to the attributes (as assigned to other users) will authentically add to that dynamic group and the user will also start receiving the email messages, sent in his group which means there is no need to manually add users in the group every time a new user is added.

A dynamic group includes any recipient in Active Directory with attribute values that match its filter.

As your organization's administrator, you can make all users in your organization members of the same group, to easily email everyone without having to enter each person's address. After you create the group, any new users you add to your organization's account are automatically added to the group.

**Dynamic Group:** Dynamic group is created to auto add users in this group there are pre- defined rules and option that can be configured. Follow below steps to add dynamic group.

- **Step 1:** In the Admin panel, Navigate to Manage Groups > Dynamic Groups

soft.dil.in

You are here: Dynamic Groups

Domain / Email / Mobile No

Navigation

- Manage Server
- Reports
- Manage Domain(s)
- soft.dil.in
- Add User
- Manage Users
- Delete Users
- Manage Groups**
- Shout Box
- Bulk Add
- Bulk Update
- Domain Cleaner
- Mailing Lists
- Alert/Notice
- Policy
- Service Report
- Add Themes

Internal Groups Public Groups **Dynamic Groups**

Group Name  Add

List Of Groups

Search

#	Group Name	Action
1	माईन	
2	हिन्दजी	
3	ACCOUNTS	
4	AW	
5	TEST	
6	VJAY2233	
7	ZABIGROUP	

Showing 1 to 7 of 7 entries

← Previous 1 Next →

Rule(s) List of Group :

Rule(s)

- **Step: 2** To Add a new group you need to write a desirable name of choice which you want to be added in the dynamic group list, once you add the group it will show in the list.

Internal Groups Public Groups Dynamic Groups

DEMOGROUP

List Of Groups

Search

#	Group Name	Action
1	माईन	
2	हिन्दजी	
3	ACCOUNTS	
4	ANIL1234	
5	AW	
6	DEMOGROUP	
7	TEST	
8	VJAY2233	
9	ZABIGROUP	

Rule(s) List of Group :

Rule(s)

- **Step 3:** Click on the group in which you want to add users accomplishing the set of rules on the right side.

The following are the supported operators and their syntax for a single expression

- i. Equals
- ii. Not Equals
- iii. And
- iv. Or

The values that you enter for the selected attribute must exactly match those that appear in the recipient's properties. For example, if you enter Madhya Pradesh for **\*\*State\*\***, but the value for the recipient's property is MP, the condition will not be met. Also, text-based values that you specify aren't case-sensitive.

In the sample figure we have added the users based on set of rules i.e 'equals' & 'And' with attributes 'area' and 'department' respectively. This will add the users that appear in the mentioned attributes.

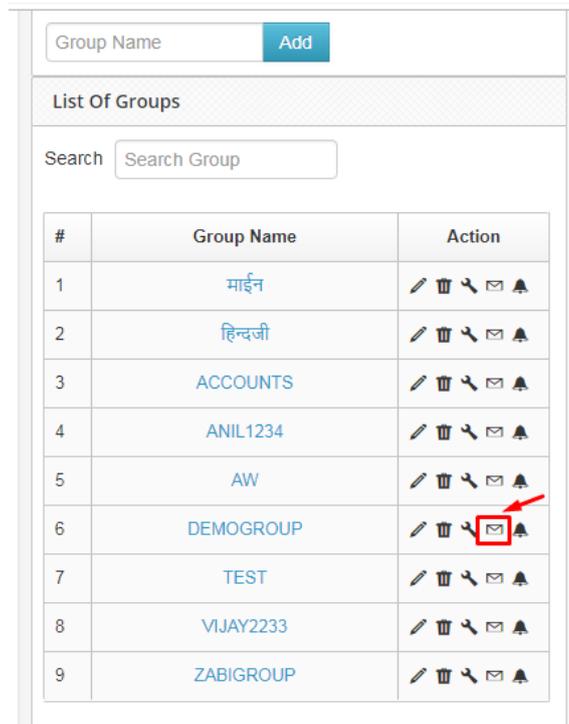
The screenshot displays a user management interface with three tabs: 'Internal Groups', 'Public Groups', and 'Dynamic Groups'. The 'Dynamic Groups' tab is active. On the left, there is a 'List Of Groups' section with a search bar and a table of groups. The table has columns for '#', 'Group Name', and 'Action'. The groups listed are: 1. माईन, 2. हिन्दजी, 3. ACCOUNTS, 4. ANIL1234, 5. AW, 6. DEMOGROUP, 7. TEST, 8. VIJAY2233, and 9. ZABIGROUP. On the right, the 'Rule(s) List of Group :DEMOGROUP' panel is shown. It includes a rule configuration area with a dropdown set to 'and', a 'Select Key' dropdown, a dropdown set to 'equals', and an 'Attribute Value' input field. The rule text 'area is mansarovar and department is qa' is entered in the input field and highlighted with a red box. A red arrow points to the end of the rule text. Below the rule list, it shows 'Total User(s) in Group: 1'.

#	Group Name	Action
1	माईन	✍️ 🗑️ 📧 📌
2	हिन्दजी	✍️ 🗑️ 📧 📌
3	ACCOUNTS	✍️ 🗑️ 📧 📌
4	ANIL1234	✍️ 🗑️ 📧 📌
5	AW	✍️ 🗑️ 📧 📌
6	DEMOGROUP	✍️ 🗑️ 📧 📌
7	TEST	✍️ 🗑️ 📧 📌
8	VIJAY2233	✍️ 🗑️ 📧 📌
9	ZABIGROUP	✍️ 🗑️ 📧 📌

## Send Email through Dynamic Group:

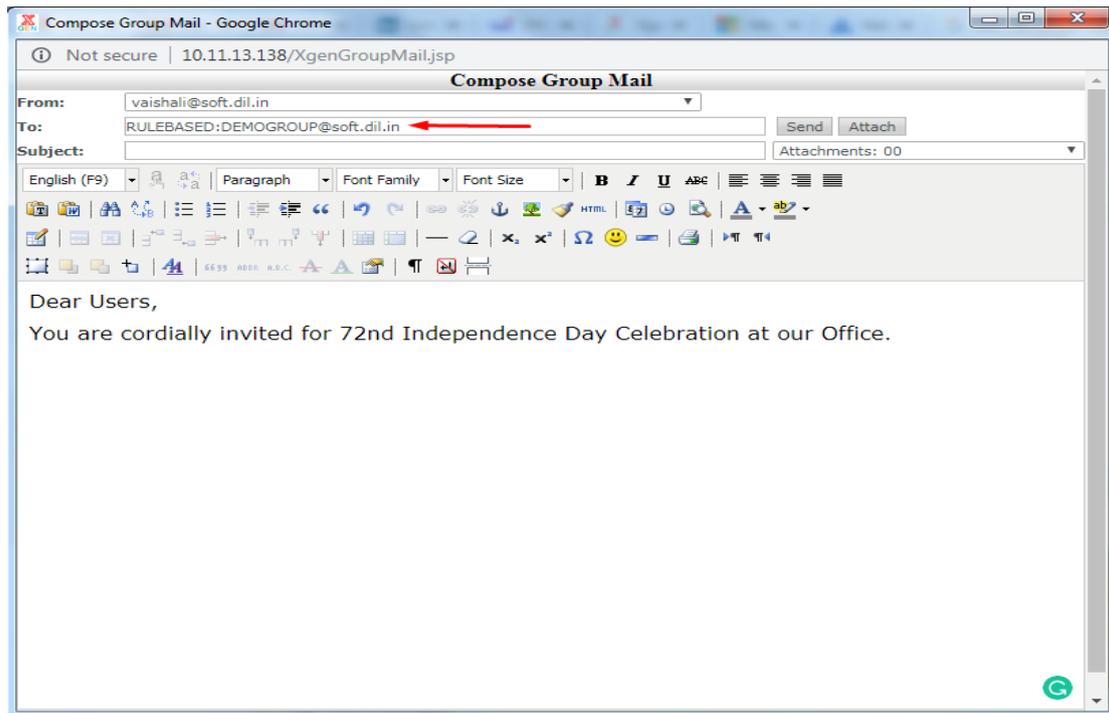
Now, you have created the dynamic group and have added the users into it, let's see how we can send the email messages through dynamic group?

Click 'mail' icon beside the group name and it will redirect to the 'Compose Group Mail' window.

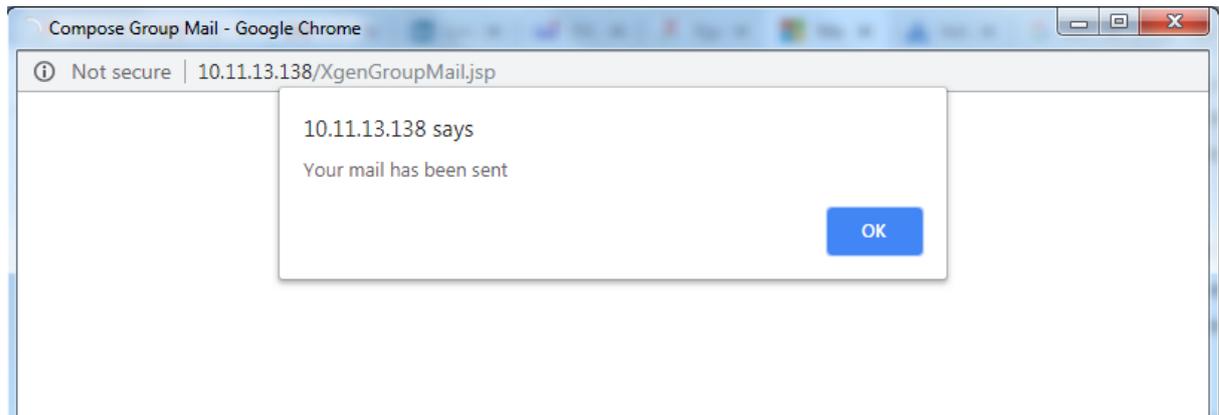


#	Group Name	Action
1	माईन	✎ 🗑️ 📧 📧 🔔
2	हिन्दजी	✎ 🗑️ 📧 📧 🔔
3	ACCOUNTS	✎ 🗑️ 📧 📧 🔔
4	ANIL1234	✎ 🗑️ 📧 📧 🔔
5	AW	✎ 🗑️ 📧 📧 🔔
6	DEMOGROUP	✎ 🗑️ 📧 📧 🔔
7	TEST	✎ 🗑️ 📧 📧 🔔
8	VIJAY2233	✎ 🗑️ 📧 📧 🔔
9	ZABIGROUP	✎ 🗑️ 📧 📧 🔔

The group name appears in the shared address book, on the To: line when email is sent to this group



Once you send the mail, you will receive the confirmation about the successful mail delivery



## 4. Permit Lead Management

To allow user to use lead management feature the domain admin has to allow with the feature.

Domain Admin search the User.

Under Option settings allow the User to “Enable Lead”.

Mobile Service			
<input type="checkbox"/> YES	Enable Contact Sync	<input type="checkbox"/> YES	Enable Calendar Sync
<input type="checkbox"/> No	Enable Call Recording	<input type="checkbox"/> YES	Enable Lead

Also, if the Sales Manager has to view the progress of his team members, domain admin has to give the permission for the same. Let’s say Mahima wants to keep record for John, vikram then mahima should have ability to view their leads.

Domain Admin search the User.

Under User settings select Default Settings.

Select Enable Tracking.

Select Share data location with. Here give the name of the person who wants to track.(Here mahima’s mail ID).

<input type="checkbox"/> Yes	Enable Tracking
<input checked="" type="checkbox"/>	Capture Location Data from mobile app in every <input type="text" value="30"/> minutes From <input type="text" value="09:00 AM"/> To <input type="text" value="06:00 PM"/>
<input checked="" type="checkbox"/>	Enable Mark Attendance Module in Mobile APP
<input type="checkbox"/> Yes	Share Location Data With <input type="text" value="mahim@mail.xgenplus.com"/>
<input type="button" value="View / Update Changes"/>	

# Server Level Feature

## Lead management

Server Admin can set the options available for user to create Leads.

Server Admin will fill in:

The screenshot shows the 'Server' management interface. The left sidebar contains navigation options like 'Manage Server', 'Add Domains', 'Manage Groups', 'Search', 'Shout Box', 'Add Resource Type', 'Add Resource', 'Alerts/Notices', 'SpamJadoo Settings', 'Services', 'Add Themes', 'Server Settings', 'Manage Gateway', and 'SMS Gateway'. The main content area is titled 'Lead Services Type' and includes a form to add a new service type with a 'Service Type\*' field and a 'Save' button. Below the form is a table listing existing service types.

ID	Service Type	Date	Actions
1	HOT	02-11-2019	
2	COLD	02-11-2019	
3	WARM	02-11-2019	

Showing 1 to 3 of 3 entries

< Previous 1 Next >

The screenshot shows the 'Lead Services' configuration page. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Lead Services' and includes a form to add a new service with a 'Service Name\*' field and a 'Save' button. Below the form is a table listing existing services.

ID	Service Name	Date	Actions
1	XGEN IM	09-11-2019	
2	XGEN SAY	09-11-2019	
3	INTERNET BANDWIDTH	10-12-2019	
4	BROADBAND	10-12-2019	
5	SOFTWARE DEVELOPMENT	10-12-2019	
6	MOBILE APP DEVELOPMENT	10-12-2019	
7	WEB DEVELOPMENT	10-12-2019	
8	HOSTED EMAIL	10-12-2019	
9	XGEN SOFTWARE	10-12-2019	
10	SPAMJADOO SOFTWARE	10-12-2019	

Showing 1 to 10 of 13 entries

< Previous 10 Next >

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