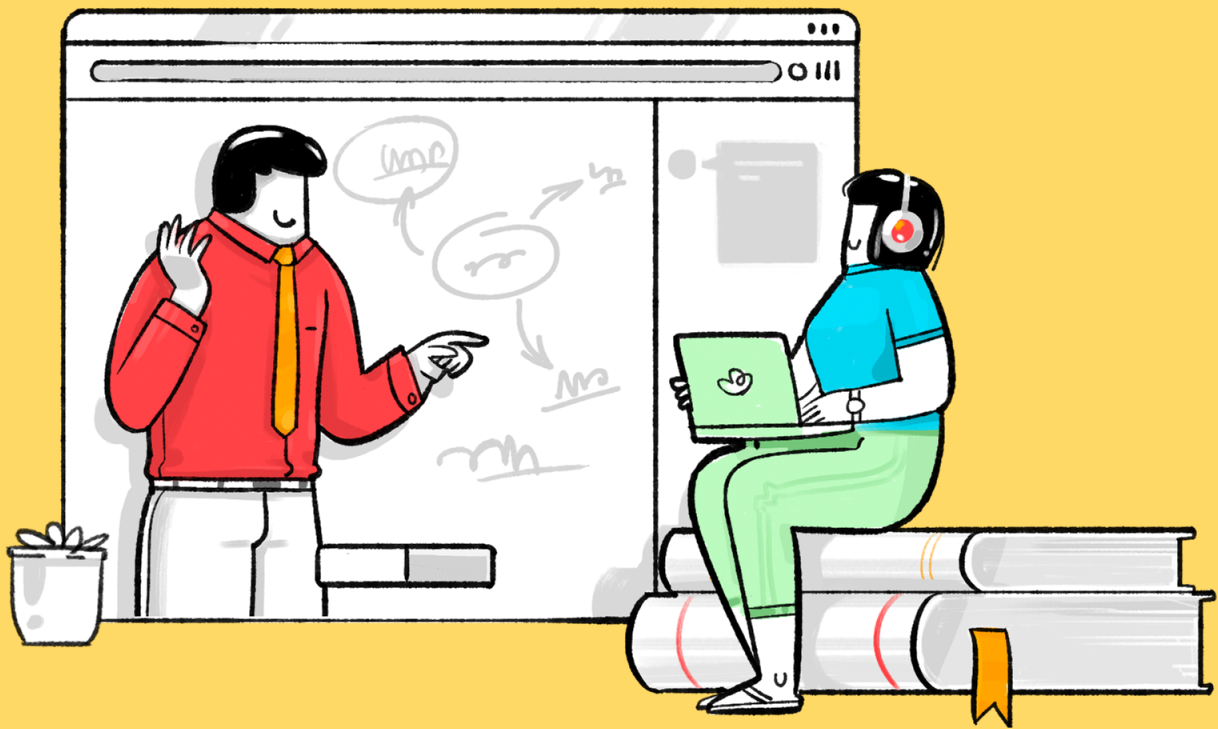# Zoho Mail for Administrators
Complete Course Plan

ZOHO Mail

About:

The Zoho Mail course for administrators guides you through the process of setting up a Zoho Mail for an organization, migrating the data from the previous email service, an overview of the mailbox, the organization and user-level configurations, restrictions and the spam processing options that can be set up in the Control Panel.

Who is it for:

Partners or system administrators who are responsible for setting up, configuring and maintaining the Zoho Mail accounts for an organization.

Training schedule:

Time required: 5 hours

Module 1: **Introduction to Zoho Mail**

- Overview of the mailbox
- Applications in Zoho Mail
- Collaboration using Streams
- Customizing mailbox settings

Module 2: **Accessing external accounts in Zoho Mail**

- Configure your external account as IMAP
- Configure your external account as POP

Module 3: **Hosting your domain with Zoho Mail**

- Purchasing a domain
- Verifying a domain

- User and group provisioning

- Configuring email delivery

- Migrating data

Module 4: **Domain and organization management**

- Domain aliasing

- Subdomain stripping

- Domain disclaimers

- Customizing login URL, logo and organization name

- Basic organization settings (Display name and email format, spam process type, welcome email templates, notification addresses, S/MIME settings)

- Catch all configuration

- Integration and extension settings

Module 5: **User and group management**

- User roles and privileges

- User-specific settings (Out of office, signatures, IP restrictions and TFA)

- Email aliases

- Group member moderation

- Group email moderation and group notification settings

- Advanced group settings (group spam settings, approve/reject, notifications)

Module 6: **Spam control policies**

- SPF and DKIM configuration

- SPF, DKIM, DMARC and DNSBL settings

- Email Quarantine settings

- Spam whitelist and blacklist

- Spoof control mechanisms

- Internationalized spam and zero-hour auto purge

- Spam processing settings

Module 7: **Email compliance policies**

- Email policy types

- Setting up an email policy

- Applying email policy to users

- Retention settings

- Conducting an investigation

- Email backup and recovery

Module 8: **Reports and troubleshooting**

- Audit logs and mail logs

- Blocking and unblocking accounts

- Resending failed emails

- Suspicious login activity

- Recovering emails

- Email traffic and sender, receiver reports