BIZA Email User Manual: Step by Step for Your Team

A step-by-step guide to BIZA Email for a company and its staff: creating the mailboxes and giving each person a login (administrators), first sign-in, the screen, switching mailboxes, writing and replying, your own signature, folders and search, shared mailboxes, using it on your phone, and good sending habits for a new domain.

14 min read · Updated 2026-11-12

BIZA Email User Manual

Your company now sends and receives email on its own domain through BIZA Email. This guide is for everyone who has been given a mailbox, such as `sales@yourcompany.com` or `ahmed@yourcompany.com`. It walks you through every step, with a picture of each screen. Read it once from top to bottom; it takes about fifteen minutes. The pictures use a sample company, Al Noor Trading; your screens show your own company and mailboxes.

If you manage email for your company, start with section 1: create the mailboxes and give each person their login. Everyone else can start at section 3.

Download this manual as a PDF: English · العربية

BIZA Email works in any modern web browser at biza.email, on a computer or a phone. There is nothing to install.

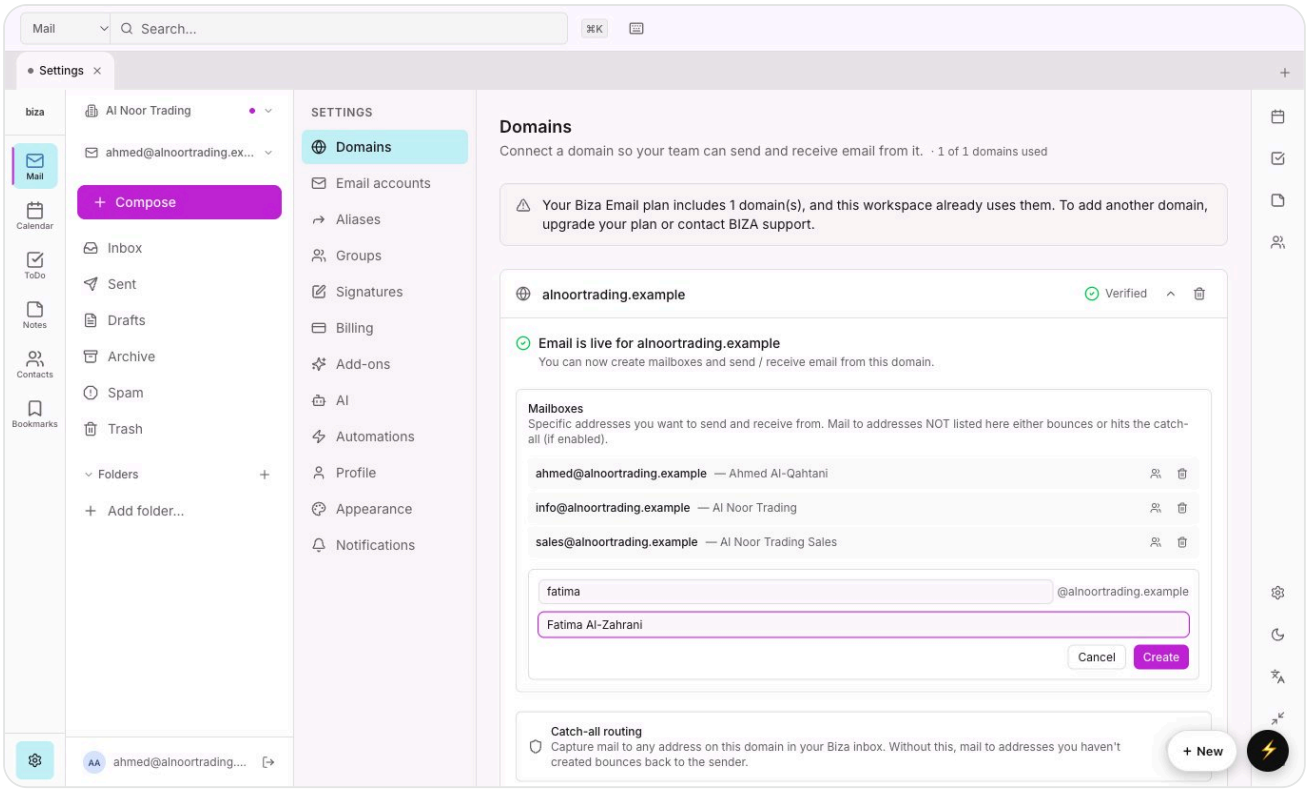
1. First steps for the administrator

This section is for the person who manages email for your company. Do it before anyone else signs in. Your company's domain must already be connected and show **Verified** in **Settings → Domains**; BIZA sets this up with you when your account is created.

A. Create the mailboxes

Create one mailbox for each person (for example `ahmed@yourcompany.com`) and one for each shared address your team answers together (for example `sales@` or `info@`).

1. Sign in at biza.email and select the gear icon at the bottom of the side bar to open **Settings**.
2. Select **Domains**. Your domain is shown with its **Mailboxes** list; if it is closed, select it to open it.
3. Under **Mailboxes**, select **Add mailbox**.
4. Type the part of the address before the @, for example `fatima`. The domain is added for you.
5. Type a display name, for example `Fatima Al-Zahrani` or `Al Noor Trading Sales`. This is the name people see when they get mail from this address. If you leave it empty, the address itself is shown.
6. Select **Create**. The mailbox appears in the list and can receive mail straight away.

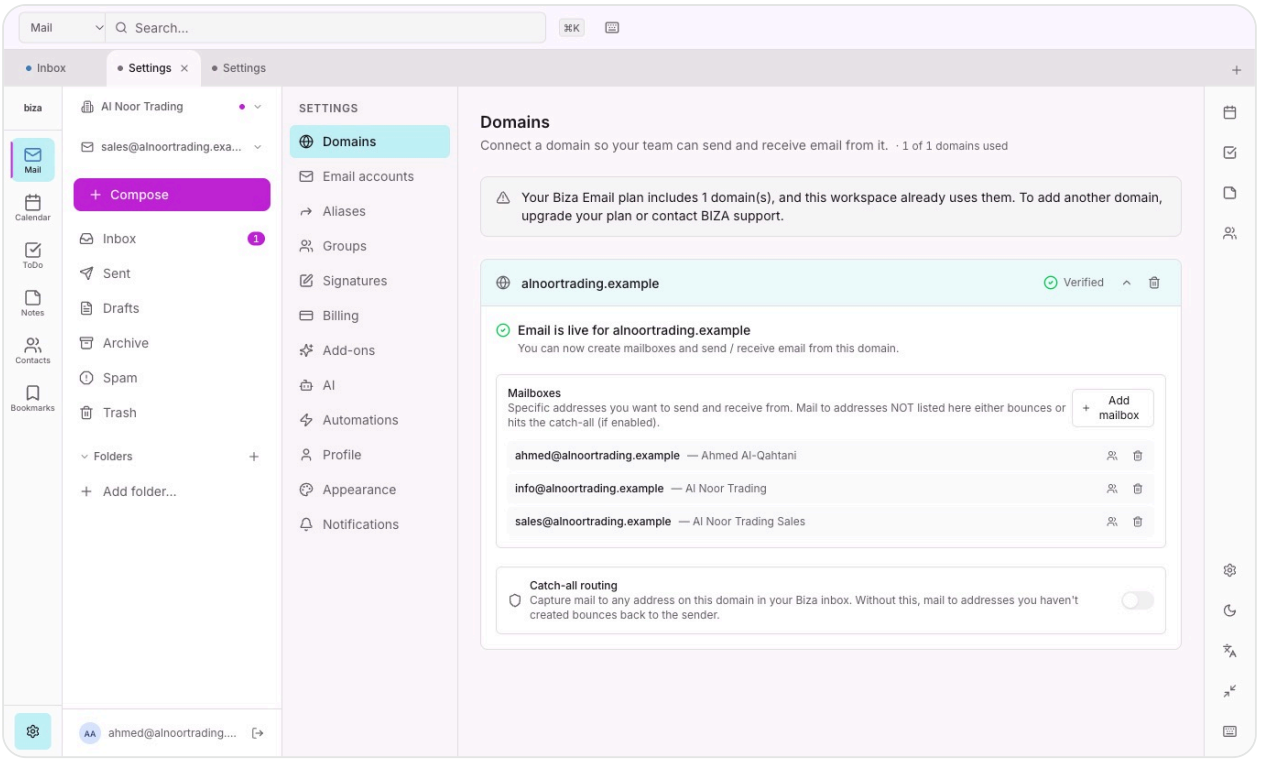


Repeat this for every mailbox. Your plan sets how many mailboxes you can have; when it has a limit, **Settings → Email accounts** shows how many you are using. For an address that only forwards mail to another address, use **Settings → Aliases** instead.

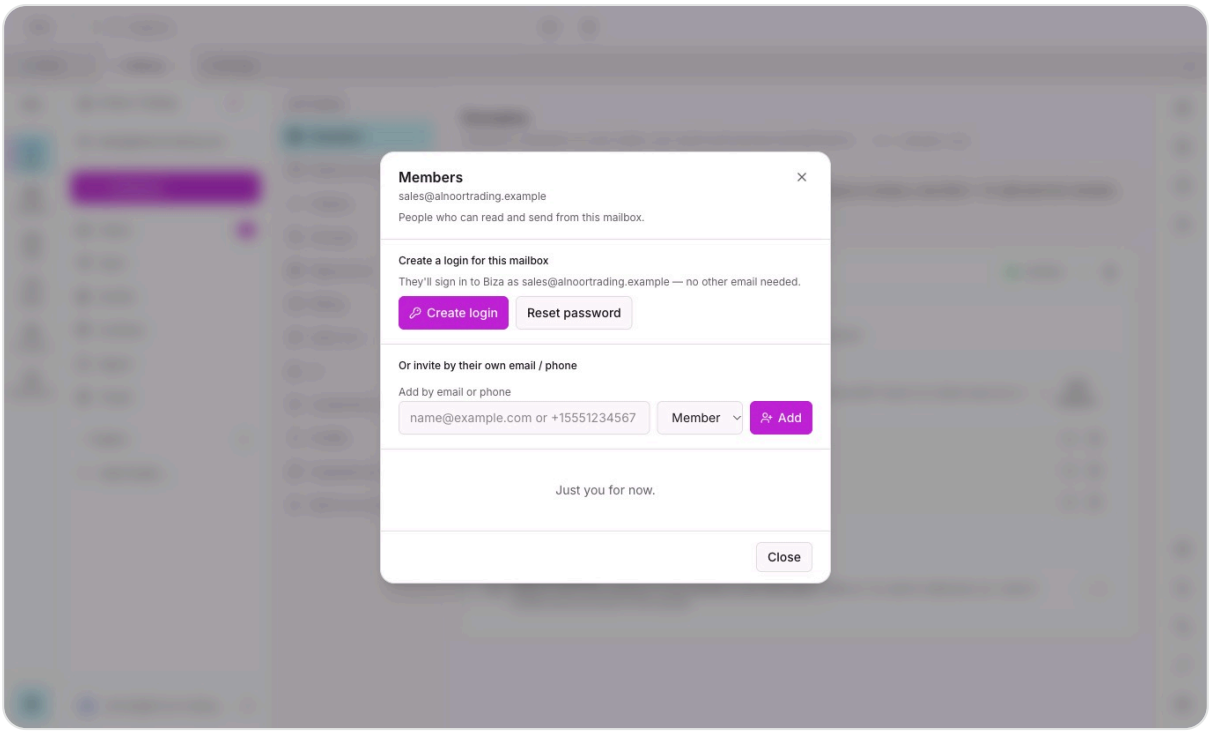
B. Give each person access

A new mailbox has no login yet. Nobody can sign in to it until you give someone access:

1. Go to **Settings → Domains**. Under **Mailboxes**, find the mailbox. If your domain is closed, select it to open it.



2. Select the people icon next to it (**Manage members**).
3. The **Members** window shows who can use this mailbox. Choose one of these:
   - **Create a login for this mailbox.** Select **Create login**. The app shows an email and a temporary password. Hand these to the person. They sign in with the mailbox address and are asked to set their own password on first sign-in (section 3A). Use **Reset password** here if they forget it.
   - **Invite by their own email.** Under **Or invite by their own email / phone**, type their email address, choose a **Role** (**Owner**, **Member** or **Viewer**; **Member** is the usual choice), and select **Add**. If they already have a BIZA login, they get access straight away. If not, an invitation link is created. Select **Copy** or **Share on WhatsApp** to send it to them yourself (section 3B); BIZA does not send it for you. Invitations by phone number are not available yet, so use their email address, or create a login for them instead.



4. Pending invitations are listed in the same window. Select **Revoke invitation** to cancel one. Select **Remove** next to a member to take their access away.

C. Tell each person how to start

Send each person their sign-in details or their invitation link, together with this manual. They start at section 3. Remind them to set their own signature (section 8).

2. What you get

- **A mailbox on your company's domain.** Mail you send shows your company's address.
- **Shared mailboxes.** An address like `sales@` or `info@` can be read and answered by several colleagues, each signing in with their own login.
- **One screen for all your mailboxes.** If you have access to more than one mailbox, you can switch between them or read them together.
- **Your own signature**, folders, tags and search.
- **Calendar, Contacts, ToDo, Notes and Bookmarks** in the same app.

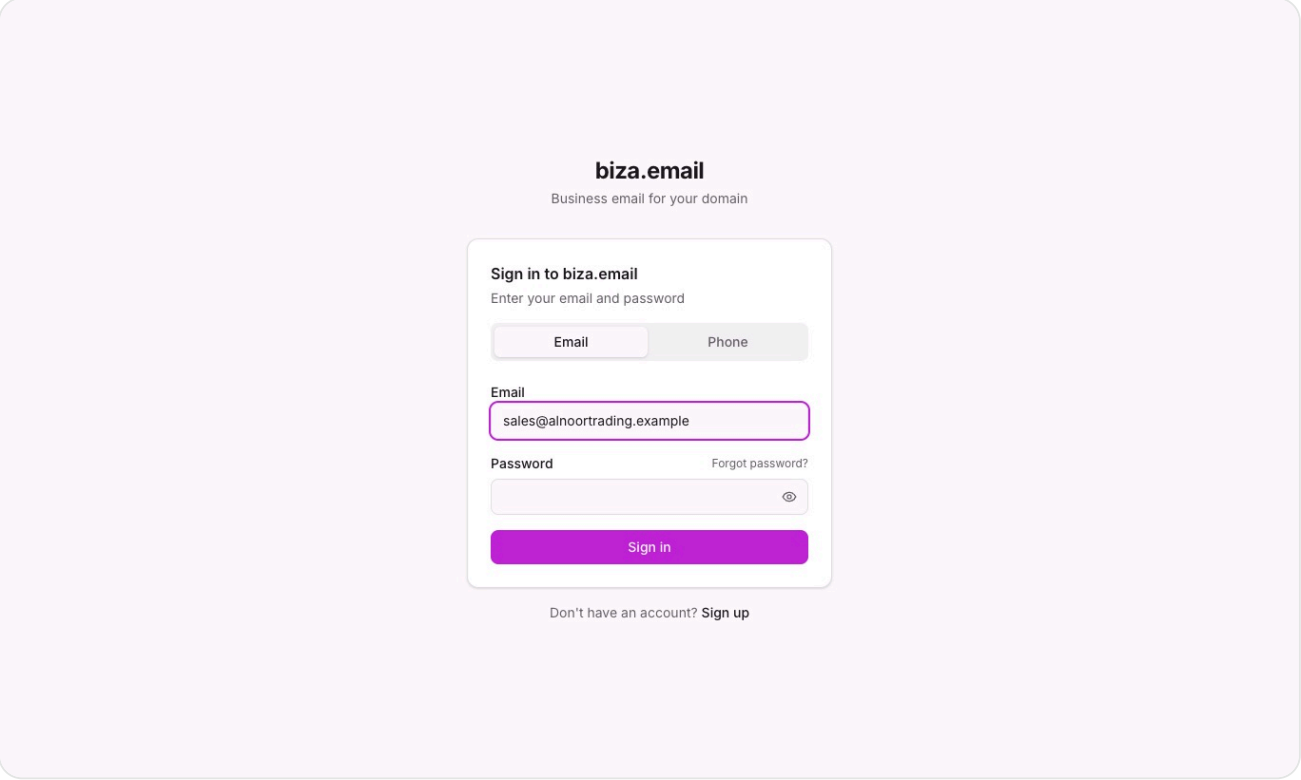
- **English and Arabic.** The whole app switches between the two, and right-to-left layout is supported.

3. Signing in for the first time

Your administrator gives you access in one of two ways. Use the one that matches what you received.

A. You received an email address and a temporary password

1. Go to biza.email/login.
2. Enter the mailbox address (for example `sales@yourcompany.com`) under **Email**, and the temporary password under **Password**.
3. Select **Sign in**.



4. The **Set your password** screen opens. Type a new password in **New password** and again in **Confirm password**. It must be at least 8 characters.
5. Select **Set password & continue**. Your inbox opens.

From now on, only you know this password. Do not share it, even with colleagues who use the same mailbox. Each person should have their own login.

B. You received an invitation link

1. Open the link. The page says **You've been invited** and lists the mailboxes you will get access to.
2. Your email address is already filled in. Type a password in **Create a password** (at least 8 characters).
3. Select **Create account & join**.

Your administrator sends you this link themselves, usually on WhatsApp. BIZA does not email or text it to you, so if you are expecting one and have not received it, ask them for it.

If the page says the invitation has expired or is no longer valid, ask your administrator to send a new one.

Forgot your password?

If your login is the mailbox address itself (case A), ask your administrator. They can select **Reset password** for your mailbox and give you a new temporary password. You will be asked to set your own again when you sign in.

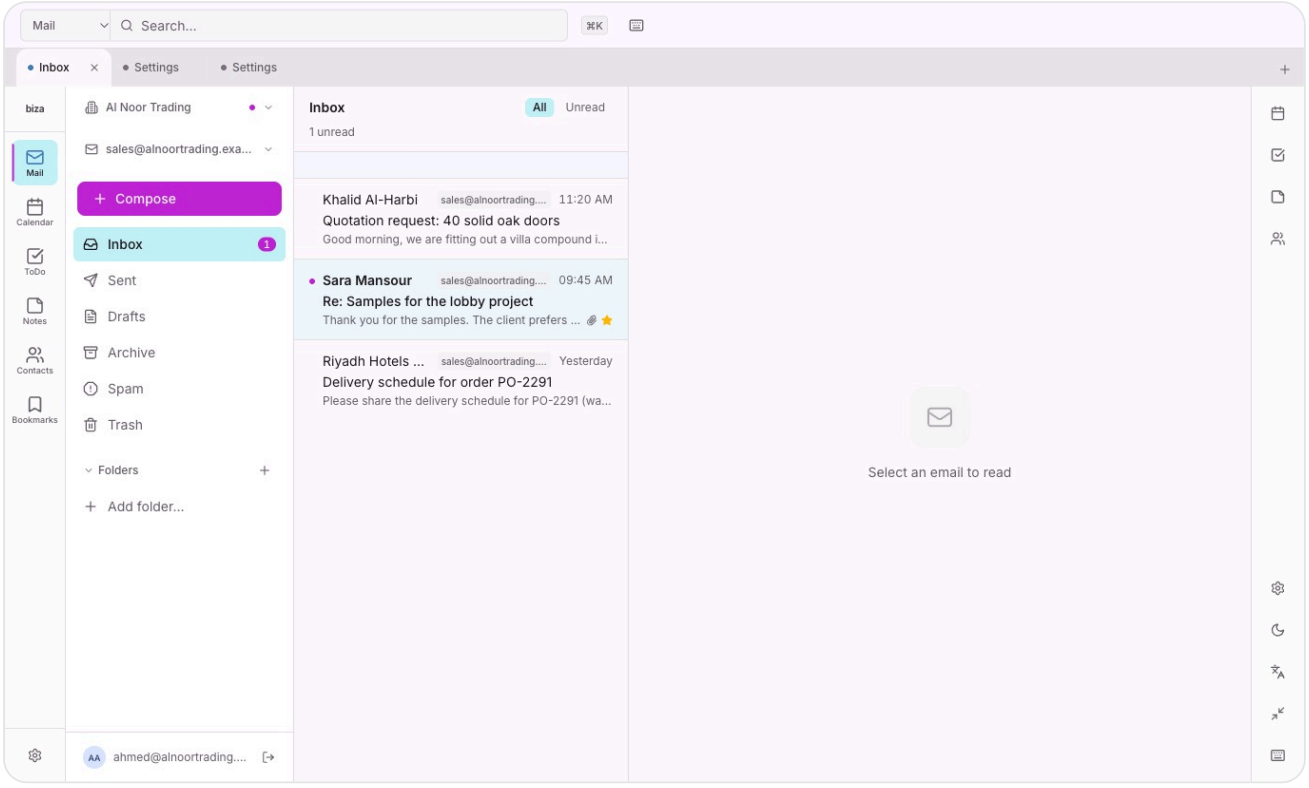
If you signed up with your own email address (case B), select **Forgot password?** on the sign-in page and follow the link sent to that address.

4. The screen at a glance

On a computer, the screen has four parts:

Area	What it holds
Narrow strip at the edge	The apps: **Mail**, **Calendar**, **ToDo**, **Notes**, **Contacts**, **Bookmarks**, and **Settings** at the bottom
Folder panel	The **Compose** button, the mailbox switcher, then **Inbox**, **Sent**, **Drafts**, **Spam**, **Trash**, your **Folders** and **Tags**, and **Sign out**
Message list	The emails in the folder you selected. Unread emails are shown in bold.
Reading pane	The email you opened, with its full conversation

The search bar runs across the top. You can open several pages in tabs along the top, much like a web browser.

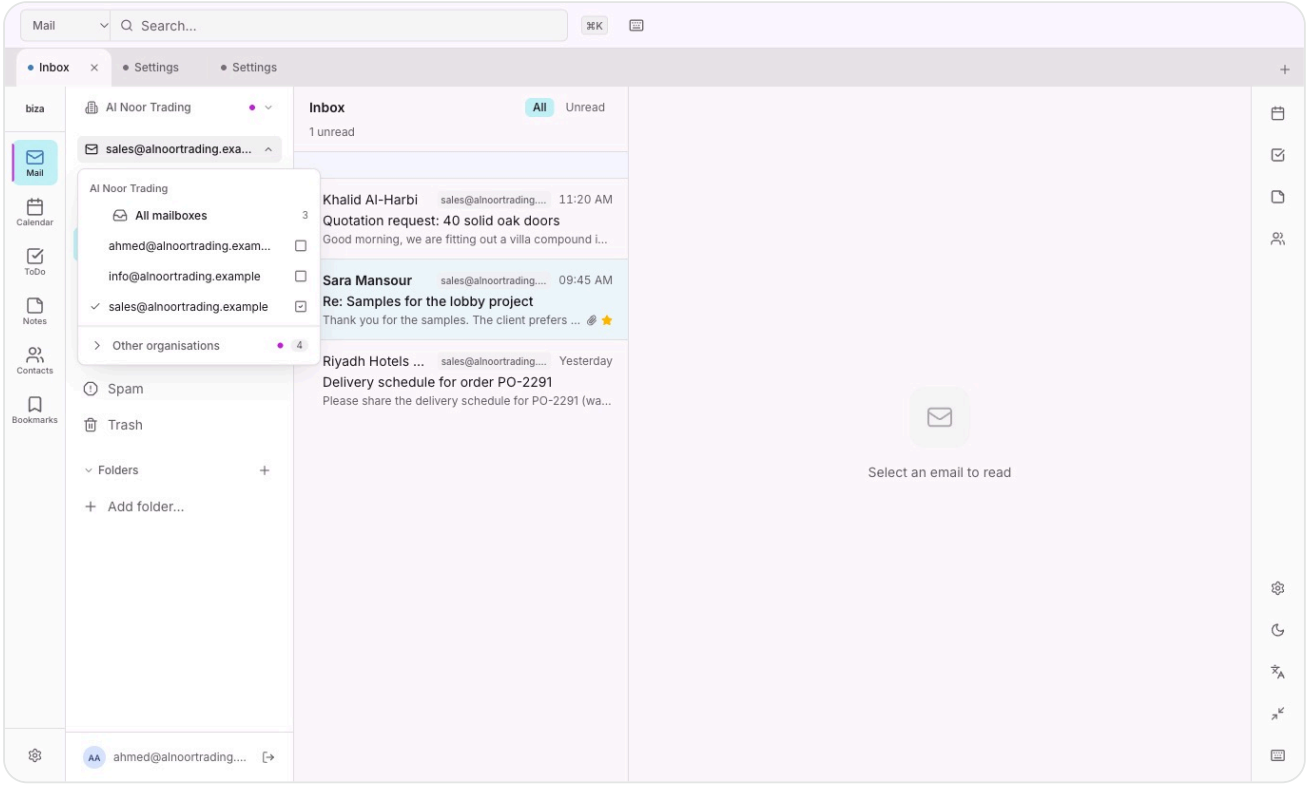


To change the language, go to **Settings → Appearance → Language** and pick **English** or **العربية**. The same page has the light and dark theme.

5. Switching workspace and mailbox

Above the folder list is the **mailbox switcher**. It shows the address you are reading now.

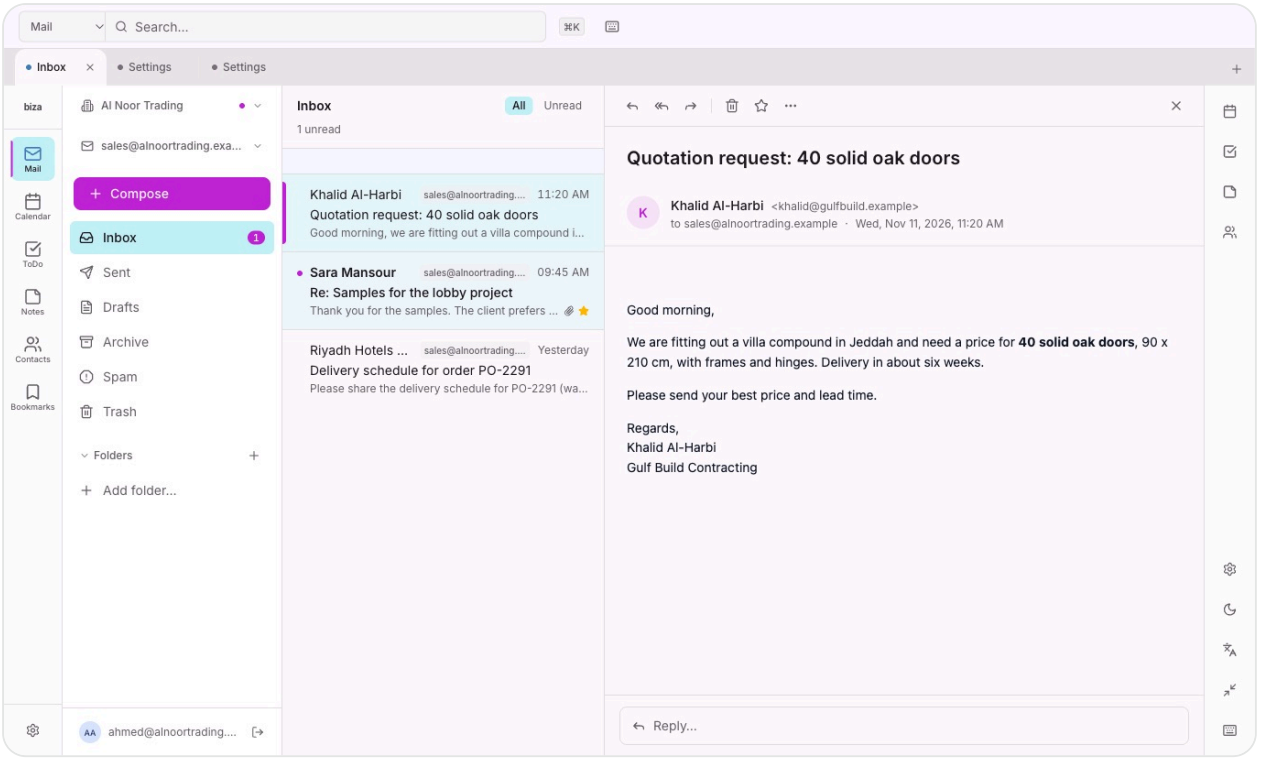
- **To switch mailbox:** select the switcher, then select another address.
- **To read several mailboxes together:** select **All mailboxes**. The list then shows mail from all of them in one place, and the switcher reads, for example, "3 mailboxes together". You can also tick or untick single mailboxes to choose exactly which ones you see.
- **More than one company:** if you work for more than one organisation on BIZA Email, a second switcher with the company name appears above the mailbox switcher. Pick the company first, then the mailbox. Other organisations also appear under **Other organisations** in the mailbox switcher, with a mark when they have new mail.



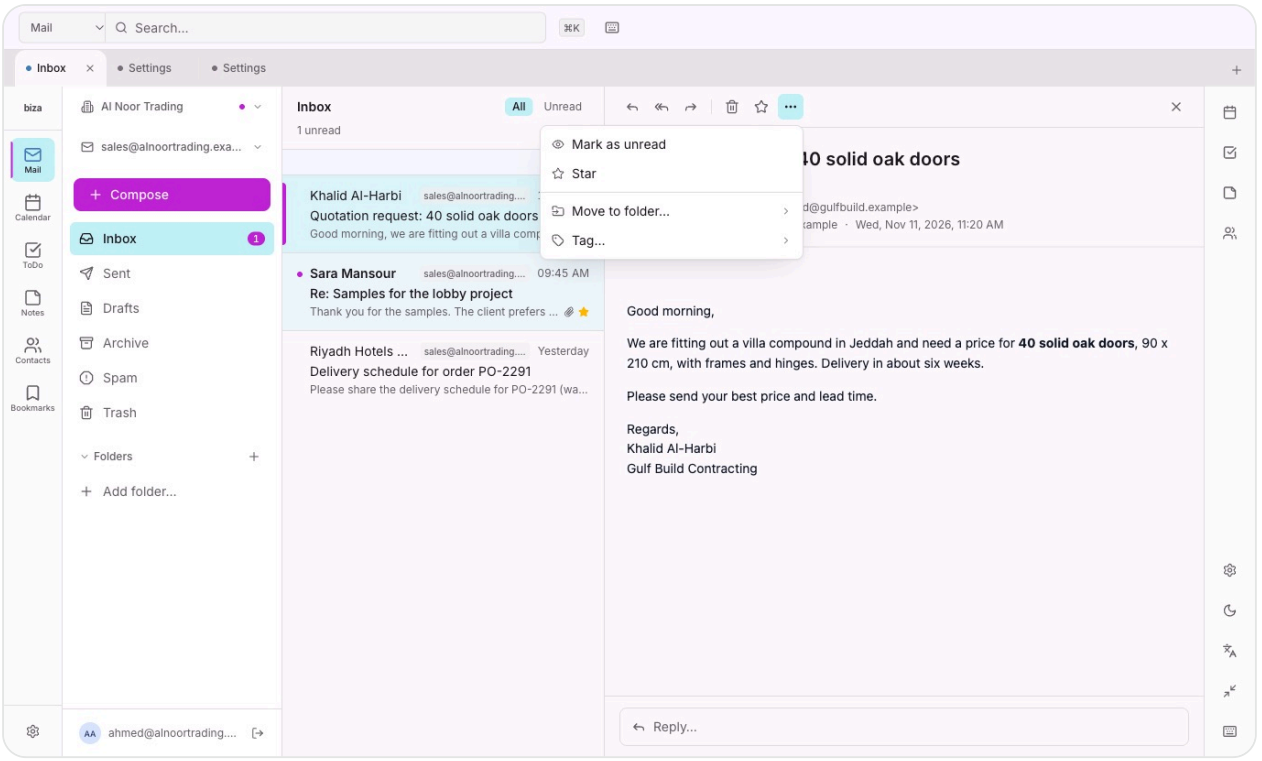
If a mailbox shows **No access — ask a workspace admin**, you have not been given access to it yet. Ask your administrator.

6. Reading, replying and forwarding

1. Select an email in the list. It opens in the reading pane. If it is part of a conversation, all messages in that conversation are shown together.



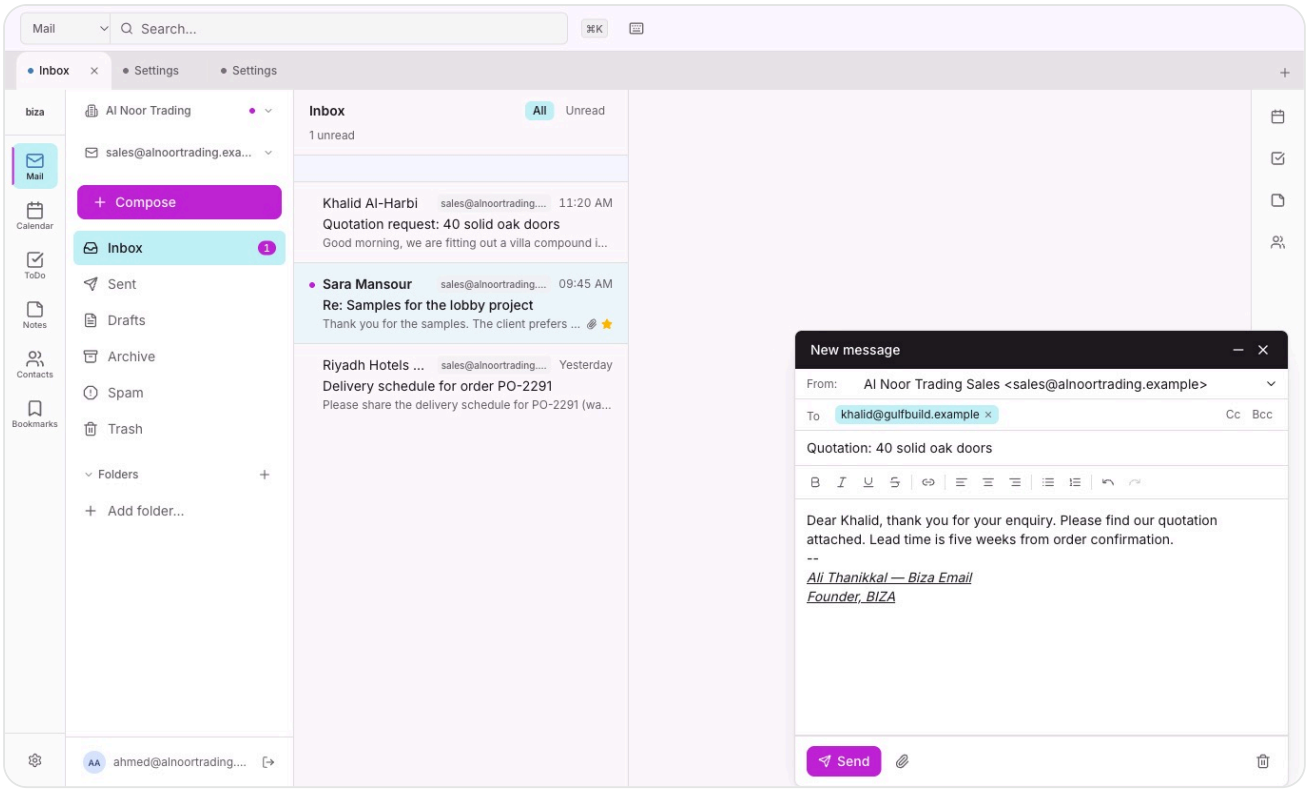
2. Use the buttons at the top of the reading pane:
   - **Reply** answers the sender only.
   - **Reply All** answers the sender and everyone else on the email. Use it only when everyone needs your answer.
   - **Forward** sends the email on to someone new.
   - **Delete** moves it to **Trash**.
   - **Star** marks it as important.
3. The **More actions** menu (three dots) has **Mark as read** / **Mark as unread**, **Move to folder...** and **Tag...**.



Attachments appear under the message. Select one to preview it or download it.

7. Writing a new email

1. Select **Compose**. A **New message** window opens.
2. Check the **From:** line. If you can send from more than one address, select the one you want, for example your own address or `sales@`. The app remembers your last choice.
3. Type the recipients in **To**. Suggestions appear from people you have emailed before. Select **Cc** or **Bcc** to add copies.
4. Type a **Subject** and your message.
5. To attach files, select the paperclip button and choose one or more files. Each file shows its name and size; select the small cross on a file to remove it.
6. Select **Send**.

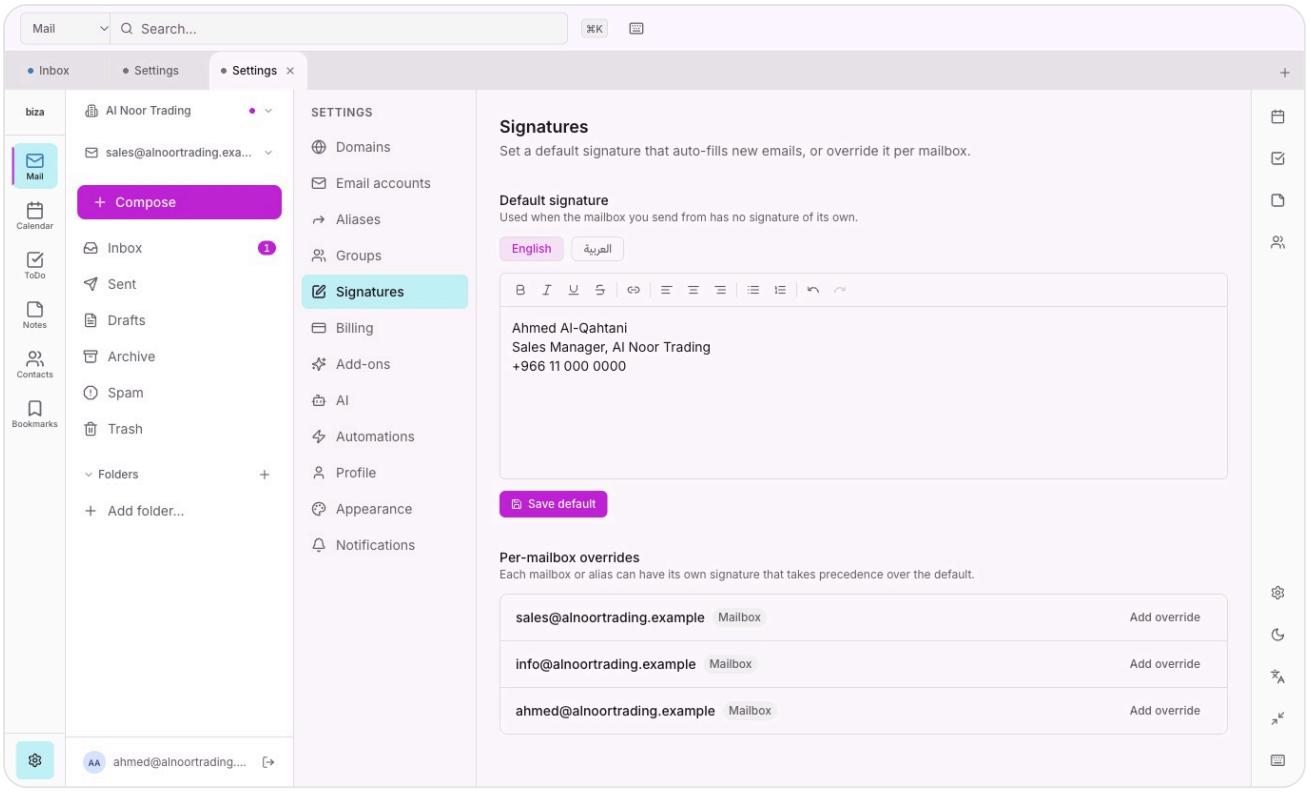


While you type, the message is saved to **Drafts** every few seconds. You can close the window and finish it later from **Drafts**. To throw a message away, select the bin icon at the bottom of the window (**Discard**).

8. Your signature

Signatures are personal. Each person sets their own, so every member of staff should do this once after their first sign-in.

1. Go to **Settings → Signatures**.
2. Under **Default signature**, write your sign-off: name, job title, company, phone number. There is an **English** box and an **العربية** box.
3. Select **Save default**.



Your signature is added automatically to every new email you write. It is not added to replies and forwards; add your name to those yourself if needed.

Two things to know:

- **New emails use the English signature.** The Arabic signature is used only when the English box is empty. If you want an Arabic sign-off, write it in the English box, or write both languages there.
- **A mailbox can have its own signature.** Under **Per-mailbox overrides**, an administrator can set one signature for a whole mailbox, such as `sales@`. When that mailbox has its own signature, it replaces your personal one for mail sent from it, for everyone. If your team wants each person to sign with their own name on a shared mailbox, leave that mailbox without an override.

9. Keeping mail in order

Folders. In the folder panel, select **Add folder...**, type a name and press Enter. To move an email, open it, select **More actions → Move to folder...**, and pick a folder. You can also type a new folder name there and select **Create**.

Tags. Open an email, select **More actions → Tag...**, and pick or type a tag. Your tags appear in the folder panel; select one to see every email with that tag.

Unread only. At the top of the Inbox, switch between **All** and **Unread**.

Trash. Deleted emails go to **Trash**. To get one back, open it in Trash and select **Restore to inbox**.

Spam. Mail that looks like spam is put in the **Spam** folder instead of your Inbox. Check this folder now and then, and every day during your first few weeks (see section 12).

Search. Type in the search bar at the top and press Enter. Search looks through senders, subjects and message text. Next to the search bar you can choose what to search: **Mail**, **Contacts**, **Calendar**, **ToDo**, **Notes**, **Bookmarks**, or **All**. Press `/` to jump to the search bar from anywhere.

10. Shared mailboxes and your plan (administrators)

This section is for the person who manages email for the company.

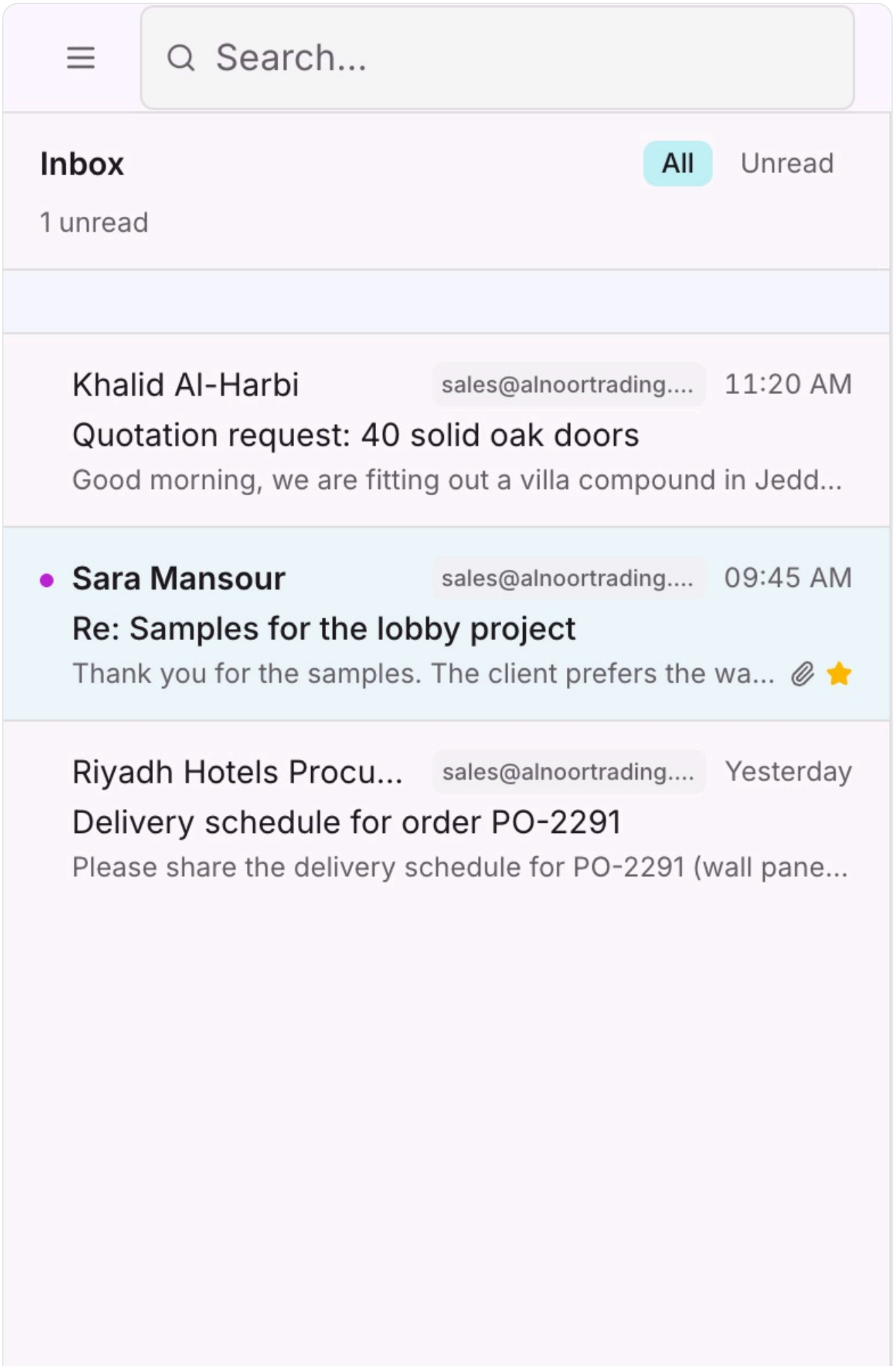
A shared mailbox, such as `sales@yourcompany.com`, is one address that several people use. Each person signs in with their own login and sees the mailbox in their mailbox switcher.

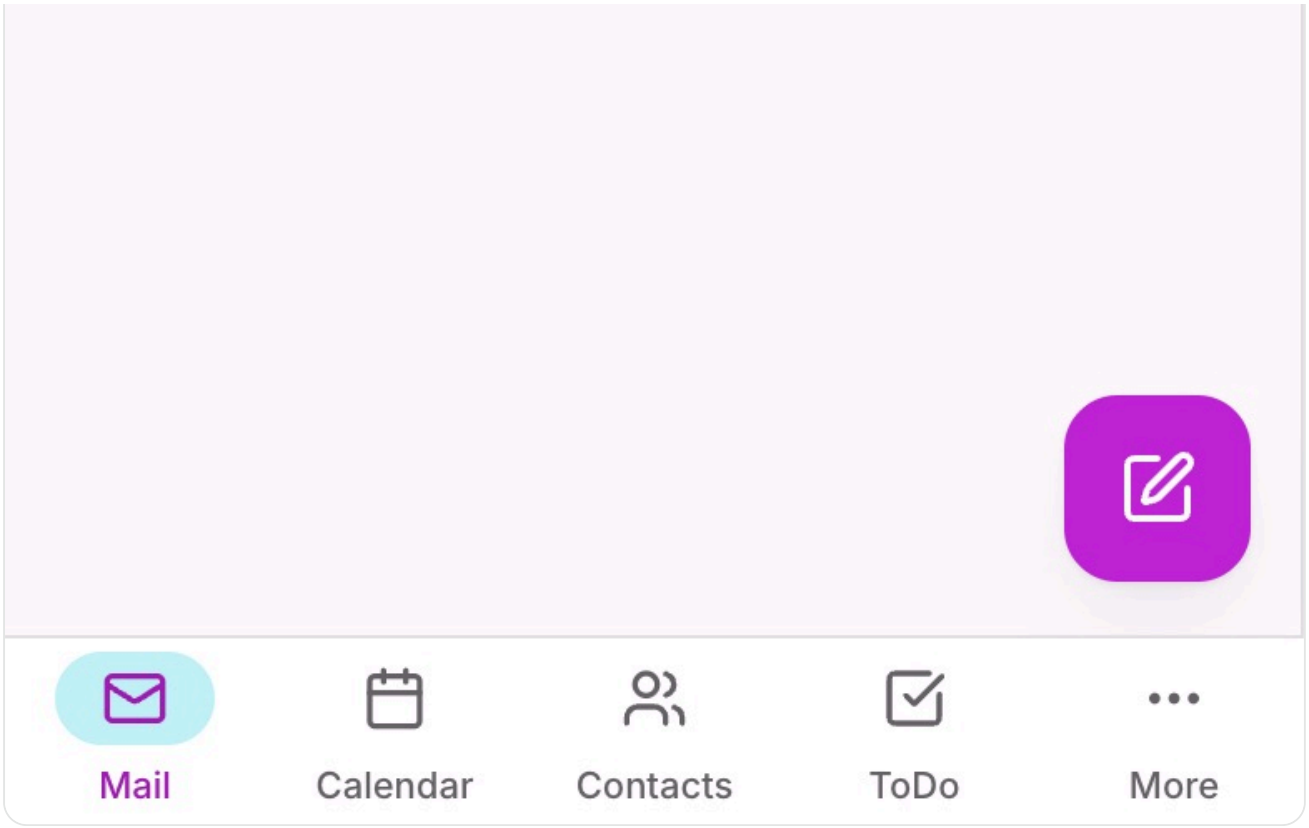
To give a colleague access to a shared mailbox, follow the steps in section 1B.

Domains and your plan. Your plan sets how many domains your company can connect. **Settings → Domains** shows how many you are using, for example "1 of 1 domains used". When you have used them all, the **Add domain** button is replaced by a note. To add another domain, upgrade your plan or contact BIZA support.

11. Using BIZA Email on your phone

1. Open biza.email in your phone's browser and sign in.
2. Add it to your home screen so it opens like an app: in Safari, tap the Share button, then **Add to Home Screen**; in Chrome, open the browser menu and tap **Add to Home screen** or **Install app**.


Search...
Inbox
All
Unread
1 unread
Khalid Al-Harbi
sales@alnoortrading....
11:20 AM
Quotation request: 40 solid oak doors
Good morning, we are fitting out a villa compound in Jedd...
Sara Mansour
sales@alnoortrading....
09:45 AM
Re: Samples for the lobby project
Thank you for the samples. The client prefers the wa...
Riyadh Hotels Procu...
sales@alnoortrading....
Yesterday
Delivery schedule for order PO-2291
Please share the delivery schedule for PO-2291 (wall pane...



On a phone, the bar at the bottom has **Mail**, **Calendar**, **Contacts** and **ToDo**. Tap **More** for **Notes**, **Bookmarks**, **Settings**, the light/dark theme, the language and **Sign out**. Tap the menu button at the top to see your folders and the mailbox switcher.

New-mail alerts. Go to **Settings → Notifications** and select **Enable**, then allow notifications when your phone or browser asks. Do this on each device where you want alerts. On iPhone, alerts work only after you have added BIZA Email to your home screen; turn them on from the home-screen app.

12. Good sending habits for a new domain

Email providers such as Gmail and Outlook judge a new domain by how it behaves in its first weeks. These habits help your mail reach inboxes rather than spam folders.

- **Reply to real conversations.** Emails that get answers build your domain's reputation fastest. Answer customer and supplier emails from your company mailbox, not from a personal account.
- **Do not send bulk mail from a new domain.** No newsletters, mass offers or large mailing lists in the first weeks. Send to people who know you and expect to hear

from you.

- **Use Bcc sparingly.** Do not put dozens of addresses in To, Cc or Bcc in one email.
- **Write normal emails.** A clear subject, a short message and your signature. Avoid subjects in all capital letters, many exclamation marks, or an email that is only an image or only a link.
- **Check your Spam folder every day in the first weeks.** If a real email from a customer or supplier lands there, open it and reply to it as normal, and tell your administrator who it was from.
- **Ask your contacts to add your address.** When you start writing to a regular customer or supplier from your new address, ask them to add it to their contacts. If they find your email in their spam folder, ask them to mark it "Not spam".
- **Never send passwords or bank details in plain email**, and be careful with emails that ask you to "confirm" a payment or a password, even if they seem to come from a colleague.

13. Keyboard shortcuts

On a computer, these keys save time. Press `?` at any time to see the full list.

Key	Action
`c`	Compose a new email
`r` / `a` / `f`	Reply / Reply all / Forward
`j` / `k`	Next / previous email
`#`	Move to Trash
`Shift` + `I`	Mark as read or unread
`g` then `i`	Go to Inbox (`g s` Sent, `g d` Drafts, `g t` Trash)
`/`	Jump to the search bar

Key	Action
`Ctrl` + `K` (`⌘` + `K` on Mac)	Command palette

14. Getting help

- **Access, passwords and new mailboxes:** ask your company's BIZA Email administrator first. They can create logins, reset passwords and give access to mailboxes.
- **Anything else:** email support@biza.email. Include your email address, what you were trying to do, and a screenshot if you can.

Where to go next

- Your first ten minutes in BIZA
- Enterprise security and audit

← Previous Guide
Your First Ten Minutes in BIZA: From Sign-Up to a Posted Invoice

Next Guide →
AI Document Capture & Automated Email Forwarding