Baya V3 / V4

Web Client

What is the difference between Baya V3 and Baya V4?

Refer to the topic linked here (https://docs.mithi.com/home/web-client-baya).

Which browsers are supported by Baya V3/ Baya V4?

Refer to the topic linked here (https://docs.mithi.com/home/web-client-baya#browser-support-for-baya).

How to log in to Baya?

Refer to the topic linked here (https://docs.mithi.com/home/email-application-in-baya).

What are the productivity hacks in Baya V4?

Productivity Hack 1: Single Sign on, 3 Pane Interface, Keyboard Shortcuts, Conversation Threads (https://youtu.be/xnhYTNN8rC8?list=PL8KPiSXmgUjzXOjrLpWDeO8DDOohnsKG2)

Productivity Hack 2: Fast Search, Drag & Drop Interface, Compose & View Mail in Separate Window (https://youtu.be/h2EeKjm7TOU?list=PL8KPiSXmgUjzXOjrLpWDeO8DDOohnsKG2)

Productivity Hack 3: Signatures, Mail Filters, Save mail as Task, Save mail as Event (https://youtu.be/bAUYNU1TUuo?list=PL8KPiSXmgUjzXOjrLpWDeO8DDOohnsKG2)

Productivity Hack 4: Groups, Rich Editor, Secure access, Responsive interface, Vacation replies (https://youtu.be/n6BU7nBS-m8?list=PL8KPiSXmgUjzXOjrLpWDeO8DDOohnsKG2)

How to access online help in Baya V3/V4?

If you are using Baya V3, click the **Help** icon to launch the Online help.

Selecting the Web option on this page will take you to a page that has the training videos to get you started with the client.

To configure your Mobile or Desktop clients to access the collaboration applications, the online help is the best place to start.

Click on Mobile or Desktop and select the application.

The relevant instructions along with the credentials to use for the configuration are shared on the help screens.

How to access help to configure a mobile device?

Follow the steps mentioned here (https://docs.mithi.com/home/faqs-on-accessing-skyconnect-application-on-mobile#how-to-access-help-to-configure-a-mobile-device-%C2%A0).

How to access help to configure a desktop client?

Follow the steps mentioned here (https://docs.mithi.com/home/faqs-on-accessing-skyconnect-applications-using-desktop-clients#how-to-

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How to change the password of the account using Baya V3/ V4?

You can change the password of your SkyConnect account using Baya V3. Follow the steps mentioned below to reset the password.

1. Log in to your SkyConnect account using valid credentials.

2. Navigate to the Settings screen.

3. On the left pane, click the Change Password option.

4. On the right pane, provide current password of the account then set and confirm the new password.

5. Save the changes

How to reset password of the account using Baya V3/ V4?

1. On the login page of your SkyConnect account, click the **Forgot Password** link.
2. Provide your email id.
3. Enter captcha text shown to prove that you are not a robot and proceed.
4. The application will generate a one time passcode which is sent to your alternate email id.
5. Provide the one time passcode and captcha string to proceed.
6. You will be taken to the Reset password page. Reset the password as per complexity set for your account.

Search in Baya V3/ V4 is very slow. How can I make it faster?

- To search for mail using Baya, you have to enter the search string in the **Search** box on the top right corner of the folder view.
- To change search modifiers, click on the search icon in the Search box.
- If your search is taking time, it is possible that you have selected to search in the Entire message or have selected the scope to be All folders.
- For faster response, limit the search to the selected folder and search within subject, from, to etc.
- For a complete overview of the search options, refer to the view available here (https://docs.mithi.com/home/how-to-access-email-using-baya4).

How to change the display skin on a mobile device?

SkyConnect allows you to access your account on a mobile device using any popular browser installed on it.

By default, the mailbox is displayed on the screen in Mobile skin.

If you are using a Tab to access your account, you can change the display skin to Desktop to view your mailbox in the three-pane view.

To change the display skin on your device,

1. Tap the Options icon in the top-left corner.

2. Tap the Interface Options from the list of options shown on the screen.

3. Tap the Use desktop skin option on the screen. You can view your mailbox in Three pane view.

4. If required, tap the Use mobile skin option to view the mailbox in the list view format.

Calendar

My Baya V3/V4 calendar does not show new events

1. If you have changed your SkyConnect password, then the calendars will not show new events.
2. To see new events, **select each calendar**, click on the **Settings icon** in the bottom of the left pane and select **Edit**.
3. In the dialog box, select the **Authentication** tab.
4. Enter the new password and click the **Save** button.

How is the calendar better in Baya V3/ V4?

Refer to the topic linked here (https://docs.mithi.com/home/web-client-baya).