

GROUPWISE INSTRUCTIONS

Viewing the GroupWise Home Desktop

From the Folder List on the left-hand side of the screen, [Click] on the “yourname” HOME FOLDER
The Home view provides panels of shortcut views which can be customized.

Customizing the Panels

1. [Click] the arrow in the right-hand corner of the panel to access the drop-down menu.
2. [Click] ADD PANEL.
3. Select the panel from the list of folders available.
4. [Click] ADD.

Adding a New Panel

1. [Click] the arrow in the right-hand corner of the panel to access the drop-down menu.
2. [Click] ADD PANEL.
3. [Click] NEW PANEL
4. Name the New Panel.
5. Select the Folder or Address Book that you wish the panel to display.
6. Change the Display Settings or leave as Details.
7. Set a filter on the folder to be displayed or leave blank for all items.
8. [Click] OK to save.

Viewing the GroupWise Mailbox

1. From the Folder List on the left-hand side of the screen, [Double Click] on the MAILBOX Folder.

The MAILBOX folder should be highlighted and the large area of the screen should have the Mailbox items listed in date order.

Reading Mail

1. [Double Click] on the message to be read or [Right Click] on the message and choose Open.
2. The message window opens. If you cannot read the message because the text area is empty or there is the word “Attachment” but the text is empty, then change a setting in the OPTIONS to view messages as HTML.

Changing Personal View Options & Font Settings

1. Choose Tools menu, Options.
2. [Click] on Environment
3. [Click] the Views tab.
4. [Click] the boxes beside HTML for both View and Compose.
5. Choose the default Font from the list available (Type and size).
6. [Click] the OK button to close.

The HTML view also allows changing Font attributes for individual messages.

Replying to a Message

1. [Click] REPLY in the Message window toolbar.
2. Include message received from sender or leave unchecked.
3. [Click] to send a REPLY TO SENDER or Reply to All (sender and recipients).
4. Type the Subject and text.
5. [Click] Send.

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Forwarding a Message

1. When viewing the message, [Click] FORWARD from the Message window toolbar.
2. [Click] the drop-down arrow beside Forward to select Forward or Forward as Attachment.
3. Type a new subject, or text in the body of the message.
4. [Click] Send.

Opening/Saving a Received Attachment

1. Open the message.
2. [Right Click] on the Attachment icon on the bottom portion of the Message window.
3. Choose OPEN to open the document using the application that created it.
4. Choose VIEW to look at the document without using the application it was created in.
5. Choose SAVE AS to save a copy of the document to the computer.

Deleting Messages

1. [Right Click] on the message to delete and choose Delete or Delete and Empty. Delete moves the message to the Trash folder.

Retrieving a Deleted Item

1. [Click] on the TRASH folder in the Folder List.
2. Locate the item in the list that is to be retrieved. The list is in date order.
3. [Right Click] on the item and choose UNDELETE.
4. [Click] on another folder to exit the Trash.

Creating a New Message

1. [Click] New Mail in the main toolbar.
2. Fill in the TO field with the proper username for someone who is part of the GroupWise system or with the full Internet address of those outside the networked e-mail system.
3. If the proper username of the person is not known, [Click] the Address Book icon on the message window toolbar.

In the Address Book, search for the person's address by typing in a last name or first name with the proper GroupWise Address Book highlighted. Frequent Contacts is usually the Address Book which contains personal e-mail addresses or those outside of the networked GroupWise e-mail system.

4. Type the SUBJECT of the message.
5. Type the TEXT of the message.
6. [Click] SEND.

Saving an Incomplete Message (Draft)

1. If interrupted while preparing a message, [Click] the CANCEL button and then SAVE TO WORK IN PROGRESS FOLDER.
Note: If an e-mail address has already been entered it will send a draft to the person, so remove the address before saving into the Work in Progress Folder.

Attaching a File to a Message

1. Create a new message..
2. [Click] the ATTACH A FILE icon from the toolbar of the message window.
3. Locate and select the file.
4. [Click] OK.
5. [Click] SEND.

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Setting Up the Automatic Signature

1. Choose Tools, Options.
2. [Double Click] the Environment icon.
3. [Click] the Signature tab.
4. [Click] the checkbox beside Signature to activate.
5. Type the text in the box which will be added to the end of outgoing messages.
6. Choose either of the options Prompt before adding or Automatically add.
7. [Click] the box to make this the Default Signature.
8. [Click] OK, then [Click] Close.

Setting Up Multiple Signatures

1. Choose Tools, Options.
2. [Double Click] the ENVIRONMENT icon.
3. [Click] the SIGNATURE tab.
4. [Click] NEW.
5. Type the text in the box or click the double arrows above the box to see the drop-down menu (insert picture, insert hyperlink, etc.).
6. Choose either of the options PROMPT BEFORE ADDING or AUTOMATICALLY ADD.
7. [Click] OK, then [Click] Close.

Choosing PROMPT BEFORE ADDING will allow you to choose one of the other signatures instead of the default when sending messages.

Saving Addresses to the Address Book

When a message is received from someone that is not listed in the Address Book, save the address from the message by [Right Clicking] on the name in the FROM field and choosing ADD TO FREQUENT CONTACTS. A window appears that will allow more information to be input for the individual.

Creating a Group in the Address Book

1. [Click] the Address Book icon in the main toolbar. The main address book for the GroupWise networked e-mail system is protected and nothing in this list can be added or deleted by users.
2. With another of the Address Books highlighted (eg. Frequent contacts), [Click] the NEW button from the toolbar in the Address Book window.
3. Choose GROUP from the drop-down list.
4. Name the Group.
5. [Click] the MEMBERS ADD button.
6. Add the names of those wanted in the list by selecting and choosing ADD or [Double Clicking] on the name.
7. [Click] OK to exit the Add Members area.
8. [Click] OK to complete creating the Group.

Activating the Notify Application

Notification of e-mails and appointments is part of a separate application which is packaged with GroupWise. To activate the Notify application:

1. From the Windows Taskbar choose Start, Programs ^Å Novell GroupWise ^Å GroupWise Notify.
When the Notify application is running, a globe appears in the Windows Taskbar in the lower right corner of the Desktop. A dialog box opens to alert the user of appointments or newly received mail items.

To have the Notify application start each time GroupWise starts up:

1. Choose Tools, Options.
2. [Double Click] the ENVIRONMENT icon.
3. [Click] the GENERAL tab.
4. [Click] the box beside LAUNCH NOTIFY AT STARTUP.

Each time the user starts GroupWise the Notify application will start as well.

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Adding a New Folder

1. [Right Click] on the Cabinet icon in the Folder List and choose NEW FOLDER.
2. [Click] beside PERSONAL FOLDER and [Click] NEXT.
3. Type a name for the folder in the NAME field. [Click] NEXT.
4. Be sure the settings include items that are received and [Click] FINISH.

Filing Mail

[Drag] messages by the envelope icon from the Message List to the folder icon in the Folder List.

Sharing a Folder

Sharing can be activated between users on the same networked GroupWise system. Each user will then have the folder in their account (Folder List) and can access information at the same time.

1. [Right Click] on the folder to share.
2. Choose SHARING from the menu.
3. [Click] beside SHARED WITH.
4. Type the USERNAME or use the auto-fill in feature and type the name of the individual. The default settings give the individual Add & Edit permissions to the folder. Deleting can be added as a function if needed.
5. [Click] OK.
6. A message window opens to show the message being sent to all those with whom the folder is shared. [Click] OK to send the message. The shared folder should now show a small blue icon beside it. The person who receives the message to share the folder can decline it or rename it. In their Folder List the folder will have a red icon beside it.

Activating the Archive Feature

1. Choose Tools, Options.
2. [Double Click] the ENVIRONMENT icon.
3. [Click] the FILE LOCATION tab. (type the path to where you would like the files to reside on the computer's hard drive).
4. [Click] OK.
5. Choose File, Archive. (Folder will be created at the location you typed in File Location).
6. To exit Archive, Choose File and click Archive again to uncheck or unselect.

Each time a message ages to a certain number of days it can be automatically archived.

If the aging options are not set by the Administrator, they can be set by the user in the following way:

1. Choose Tools, Options.
2. [Double Click] the ENVIRONMENT icon.
3. [Click] the CLEAN UP tab.

To manually archive a message, [Right Click] on the message and choose Move to Archive.

Opening Archived Files

1. Choose File, Archive.
2. Choose the archived item or associated folder you wish to open from the list in the Mailbox folder. The list is in date order.
3. To exit Archives, choose FILE, ARCHIVE again to remove the checkmark.

Viewing the Calendar

The Calendar is made available by [Double Clicking] on the Calendar folder in the Folder List window.

Creating Multiple Calendars

1. [Right-click] on the Calendar folder in the Folder List
2. Select New Calendar

The items from this calendar will also display in the Main Calendar, unless the display settings are changed as follows:

1. [Right-click] on the New Calendar
2. Select Properties.
3. Under the General tab, change the name of the calendar and uncheck the box for SHOW IN MAIN CALENDAR.

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Creating a Calendar Entry

Post items to the Calendar by [Clicking] at the proper time and typing the subject. The items on the Calendar are only seen by the user of the account or those who have Proxy Access to the account.

Posting a Recurring Event

1. [Double Click] on the first date and time of the event.
2. In the POST window, [Click] the calendar icon beside the date field.
3. [Click] on the words SELECT RECURRING.
4. [Click] the DATES tab and select the dates.
5. [Click] OK.
6. Complete the other information for the posted appointment and click the Post button from the toolbar to complete.

Changing Personal Calendar Options

1. Choose Tools, Options.
2. [Double Click] the DATE & TIME icon.
3. [Click] the CALENDAR tab.
4. Set the month settings.
5. Set the work schedule settings and workdays. Two particularly good options are INCLUDE MYSELF ON NEW APPOINTMENTS and SET ALARM WHEN ACCEPTED. [Click] OK.

Making an Appointment with Others

1. [Click] NEW APPOINTMENT in the main toolbar.
2. Type the GroupWise usernames for those invited to the meeting in the TO field or their names if you are using the auto-fill feature.
3. Insert a date for the meeting or a beginning date to search for an open time.
4. [Click] BUSY SEARCH
5. Allow the progress bar in the bottom left corner to reach the fullest point, then [Click] the AVAILABLE TIMES tab .
6. Move the square in the schedule to the open time that fits for everyone, or click the AUTO SELECT button.
7. [Click] OK.
8. Finish the text of the message and [Click] SEND.

Printing the Calendar

1. Choose File, Print Calendar.
2. [Click] the FORM tab and choose the style of calendar to print: monthly, weekly, daily.
3. [Click] the CONTENT tab to select the time/dates to be printed and to print APPOINTMENTS, TASKS, REMINDERS or ALL.
4. [Click] the OPTIONS tab to type a heading or select print options, print to file or html, etc.
5. To preview the file before printing, select PRINT PREVIEW. [Click] CLOSE to exit the Print Preview.
6. [Click] the PRINT button. [Click] CLOSE when finished.

Setting up Proxy for Mail and Calendar

1. Choose Tools, Options.
2. [Double Click] the SECURITY icon, then [Click] the PROXY tab.
3. Type the name of the person(s) you wish to grant proxy rights to your account, or locate them in the Address Book.
4. [Click] the box next to the access rights you wish to grant (eg. View Mail, Send Mail, View Calendar, etc.) It is not recommended that you allow anyone to send e-mail in your name.
5. [Click] OK to accept changes, then again to close.

The person who has been granted Proxy must complete the process in their own account as follows:

1. Choose FILE, PROXY.
2. Type the name of the user account you wish to gain entry to, or locate them in the Address Book.
3. [Click] OK to accept.

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Retracting an Item

Retracting a sent item will delete it from the recipient's Mailbox. An appointment, reminder note or task can be retracted at any time, but mail and phone messages can only be retracted if they have not been opened by the recipient. Messages sent to a non-GroupWise mail system cannot be retracted guaranteed.

1. [Click] on the SENT ITEMS folder in the Folder List.
2. Highlight the item to be retracted.
3. From the toolbar, [Click] to RESEND or RETRACT AND DELETE.
4. Complete the message to resend and [Click] SEND, or if deleting
5. [Click] to REMOVE THE ITEM FROM ALL MAILBOXES.
6. [Click] OK.

Setting Rules (Filters and Automatic Responses)

To create a Rule to respond automatically to e-mails received while away from the office (e.g. Vacation Rule):

1. Choose Tools, Rules.
2. [Click] the NEW button.
3. Name the Rule.
4. [Click] the box beside RECEIVED.
5. Choose MAIL as the ITEM TYPE.
6. [Click] the arrow beside ADD ACTION and choose REPLY.
7. Type the message that will reply to messages once the rule is turned on.
8. [Click] the SAVE button.
9. To activate the Rule, [Click] the box beside it.

For some Rules, criteria will need to be more specific and DEFINE CONDITIONS will be used.

E-mail items received are filtered for the exact conditions set by the user. E.g. Mail Received with a Subject of SPAM will be sent to the Junk Mail folder.

Using Junk Mail Handling

Junk Mail Handling is used to filter unwanted Internet mail. Block or junk the e-mail from a specific user or the complete Internet Domain. E-mail from the networked GroupWise domain cannot be blocked or junked.

1. Choose Tools, Junk Mail Handling.
2. On the SETTINGS tab, check the appropriate boxes to activate the process. (A folder will appear in your Folder List after this is activated).
3. [Click] on the JUNK LIST, BLOCK LIST or TRUST LIST tabs to add e-mail addresses or domains.
4. [Click] the NEW button to add a new e-mail address or domain to the list.
5. Enter the e-mail address or domain name in the text box and [Click] OK.
6. [Click] the APPLY, then [Click] OK to finish.

[§] When messages are received that should be considered Junk Mail, [Right Click] on the message and choose JUNK MAIL [^] JUNK SENDER.

[Click] whether to add the sender by complete e-mail address or domain name and [Click] OK.

Keyboard Shortcuts

Create New Mail	Ctrl-M
Attach a File	Ctrl-L
Find	Ctrl-F
Schedule New Appt.	Ctrl-Shift-A
Spell Check	Ctrl-F1
Cut	Ctrl-X
Copy	Ctrl-C
Paste	Ctrl-V
Save File	Ctrl-S
Properties	Alt-Enter