GroupWise 7.0 - Email

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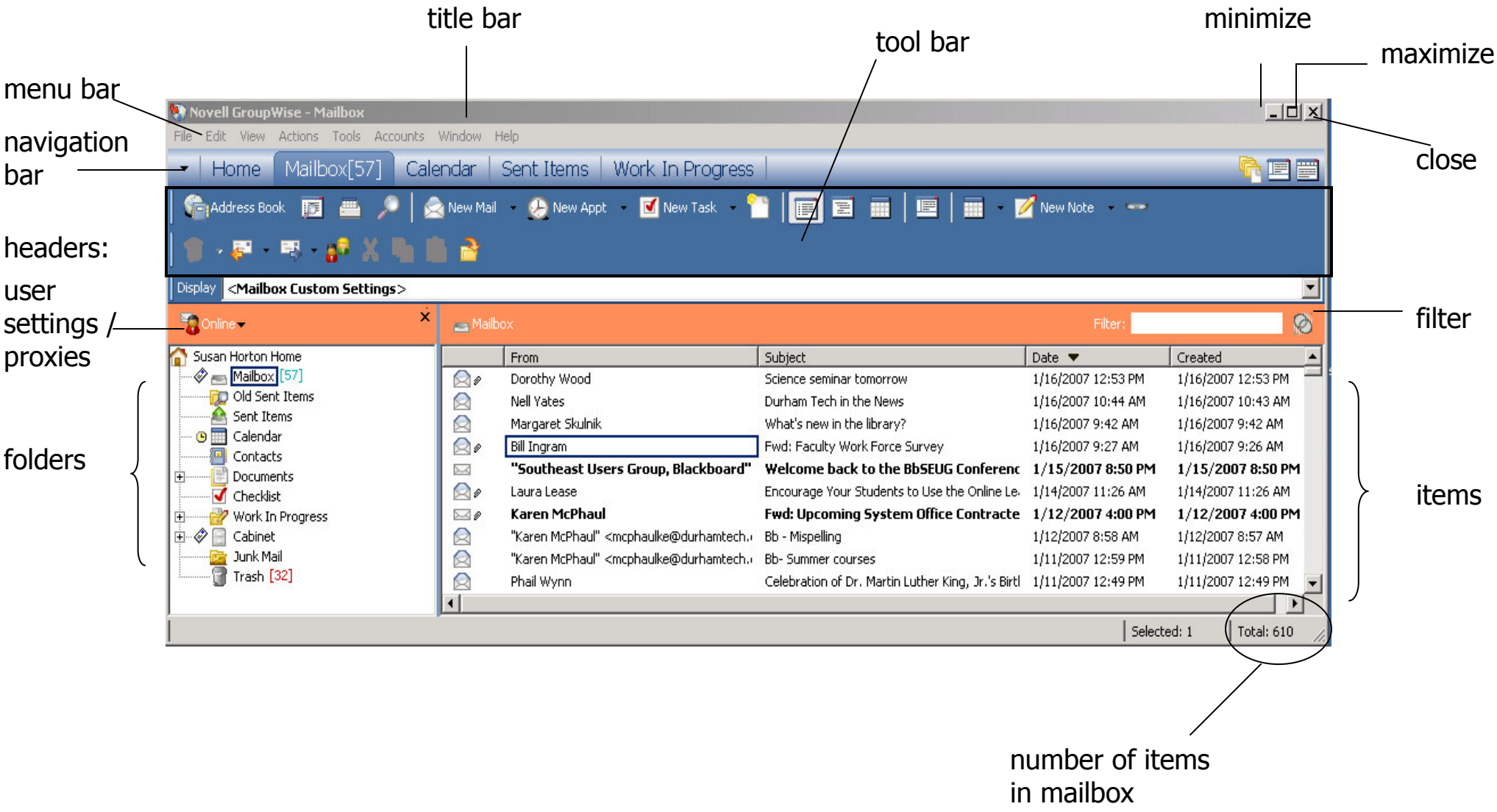
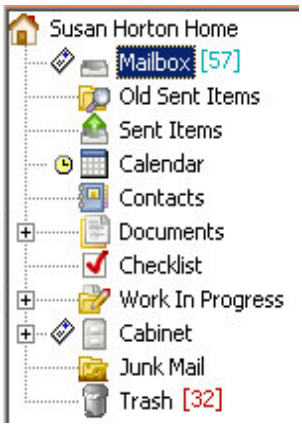
GroupWise 7.0 Main Screen – New Look!



Default Folders



Mailbox

- Contains the incoming messages you receive (your "in box")
- Double-click on any message to open it (or click once then press enter)

Sent Items

- Stores copies of messages you have sent
- In the Sent Items folder you can…
  - View status of messages you have sent
  - Resend messages
  - Retract messages (if recipient has not opened)

Calendar - Covered in GroupWise Calendar

- Click once here to view your calendar

Contacts

- Lists everyone in your Frequent Contacts Address Book
- Creates an entry for anyone that you send an email to

Documents

- We won't cover this!

Checklist

- Electronic "to-do" list

Work in Progress

- Keeps drafts of unsent messages until you are ready to send them

Cabinet

- You can create folders and store messages here (organize your messages)

Junk Mail

- **This is not a default folder. We will cover this item later.**

Trash

- Contains items you delete
- You can retrieve items from the trash can
- Items 120 days old are automatically purged

Communicating via Email

Read an Email Message

1. Click on the Mailbox to view the list of items you have received.
2. Double-click the desired message, or highlight the message and press enter.

Send an Email Message

1. Click the New Mail toolbar button.
2. Address the message
   - If the recipient is in your GW Address Book, you can type his/her name, allowing auto-complete finish the typing. (Or click on the Address button and select the person there.)
   - If the recipient is not in the Address Book, type his/her email address. Press Enter to continue adding more recipients. Press Tab to go to the next field if there are no more recipients.
3. Optional -- Complete the CC: (carbon copy) and BC: (blind copy) fields.
4. In the subject field, type a brief, meaningful message.
5. Type your message in the message field.
6. Click the Send button.

Spell Check a Message Before Sending

After writing your message, but before sending it, choose **Tools** / **Spell Check**.
NEW! Your subject line will be checked for spelling errors.

You can automate spell checking to happen every time you send a message by choosing **Tools** / **Options** / **Environment** / **General** tab and selecting "Check spelling before send".

NEW! Spell Check as You Type

Use spell checking as you type to check for misspelled or duplicate words, and irregular capitalization in items you are creating. When spell checking finds a misspelled word as you type, the word is underlined in red (just like the spell checker in Microsoft Word).

Right click on the underlined word to reveal a suggested word list. You may choose to correct the spelling of the word, add the word to your word list, always skip the word, or disable spell checking as you type.

Reply to a Message

1. While the message is open, click Reply.
2. Choose either “Reply to sender” or “Reply to all” (i.e., send reply to all recipients and to those on the CC: list).
3. Click OK.
4. Type your response. You can type it above the original message or intersperse comments in the original message. If you intersperse your reply with the original message, choose another font, style, or color to distinguish your remarks.

Forward a Message

1. Open the message to be forwarded.
2. Click on the forward button. The forwarded message appears in full text at the bottom of the message.
3. Address the message, and type any comments you want to include.
4. Click Send.

Delete a Message

1. Highlight the message in your mailbox.
2. Press the Delete key. The message is moved to the GW Trash folder.

Retrieve a Message from the Trash Folder

1. Click on the Trash folder to open it.
2. Highlight the message.
3. Choose Undelete from the Edit menu (or right-click on the message and choose Undelete from the pop-up menu). The message will be restored to its original location.

Save a Draft

1. While working on an email message, go to the File menu and choose Save Draft.
2. Select the Work in Progress folder and click OK.

Resume Working on a Draft

1. Click on the Work in Progress folder to view its contents.
2. Double-click on the message you want to work on.
3. Finish the message and click Send.

Attachments

Attach Files

1. Start a new message as described above.
2. Before sending, click on the Attach button.
3. Navigate through the folders on your computer to select the file you want to attach.
4. Click OK. The attached file appears below the message.

View or Open Attachments

NOTE: The very first time you open an attachment in GroupWise 7.0, you must choose how you want GroupWise to open all attachments:

a. by starting the default application, such as Word (answer Yes), OR
b. by opening the GroupWise Viewer (answer No).

You can change this setting later by choosing:
Tools menu / Options / Environment / Default Actions File Attachments: Open Attachment / Open in a New Window

1. Open an email message.
2. Double-click on an attachment (below the body of the message). This will either open the application used to create the document (ex: Word, Excel), or open the GroupWise Viewer (which will allow you to save the document locally or open its application).
3. OR Right-click on the attachment and choose to open it, view it, save it, or print it.

Address Book

The Address Book has been reorganized to display Address Books in an Address Book List in the left pane of the Address Book window. You can expand and collapse each Address Book by clicking + and -.

Expand an Address Book to see any Groups. Click on the Address Book or group name to display information about contacts, resources, organizations, and groups in the right pane of the Address Book window

Sections of the Address Book

- **Novell GroupWise system Address Book** -- Lists name, email, phone number, etc. of everyone in NCCCS that uses GW. Only the GW system administrator can make changes here. Public groups established by the system office are here.
- **Personal Address Books** -- You can add contact info for people who are not in the system Address Book. You can also create your own personal groups here.
- **Frequent contacts** -- GW maintains a list of each person you send an email message to. When you start typing a name in the "To:" line, GW searches here first.

Contacts Folder

The Contacts folder represents the Frequent Contacts in your Address Book. Any modifications you make in the Contacts folder will also be made in the Frequent Contacts Address Book. From this folder, you can view, create, and modify contacts and groups.

Comments Tab

Keep track of notes about a specific contact by writing a comment. Double click the contact to open the contact's info and click on the Comments tab. Insert a Timestamp to document the date and time before adding a comment.

Contacts

Add a Contact to your Frequent Contacts from an Email that you Receive

1. Open an email that you received
2. Right click on name in the From: field
3. Choose Add to Address Book
4. Pick the Address Book you want the contact created in

Note: A contact is automatically created in Frequent Contacts when you send an email.

Manually Add a Contact to your Personal Address Book

5. Open the Address Book.
6. Click the Address Book with your name on it to view your personal Address Book.
7. Click the New button / Choose Contact / Click OK
8. Fill in the person's first name, last name, email address, phone number, etc. (You can tab between fields.) Record as much or as little info as you like.
9. Click OK.

Modify an Entry in your Personal Address Book

1. Open the Address Book and choose your personal Address Book.
2. Highlight the contact you want to edit.
3. Click the Details button.
4. OR Double-click the contact.
5. Change any information, and then click OK.

Groups

Create Groups

NOTE: Groups may be comprised of addresses from the “master” Address Book, your personal Address Book, or both. If you want to add people to a group who are not in the “master” book, you must first add them to your personal Address Book.

1. Open the Address Book.
2. Choose the Address Book where you would like to put your group.
3. Right-click the Address Book in the left pane.
4. Choose New Group.
5. Type the name of the group.
6. Press enter to accept the changes.

Add Names to a Group

1. Find the Address Book where you created the group.
2. Click on the group name in the left pane.
3. Choose any Address Book to find the contact that you want to add to the group.
4. Drag a name from the right pane to the group in the left pane.

Address a Message to a Group

1. Start a new email message.
2. Click the Address icon
3. Go the Address Book where the Group is saved
4. Double click on the group name
5. Click OK.

Modify a Group

1. Open the Address Book.
2. Find the group you want to edit.
3. Right click on the group in the right pane and choose Details.
4. In the list of group members, highlight a member and Remove.
   Or, add new members.
5. Click OK to save changes.

Sent Items

Note: **Most tracking functions apply to messages sent to other GW users. You cannot retract a message sent to a non-GW address or find out whether it was opened.**

Another note

The very first time you double-click on an item in your Sent Items folder, you are asked to choose a default method of viewing sent items:

a. view the item's Properties, OR
b. open the item (view the original sent item).

You can change this setting later by choosing **Tools menu** / **Options** / **Environment** / **Default Actions**.

Check the Status of a Message

1. Click the Sent Items folder to open it.
2. Right click on a sent item and choose Properties to display the item's tracking information.

Retract an Unopened Message from the Recipient's Mailbox

1. Open the Sent Items folder.
2. Right click on the unopened message and choose Delete and Empty
3. Choose All Mailboxes.
4. Click OK.

Resend a Message

If you find an error in a message you already sent, and the recipient has not opened it yet, here's how to make the correction and retract the original.

1. Open the Sent Items folder.
2. Right click the unopened message you want to resend and choose Resend.
3. Make changes to the message, click the Send button
4. Click Yes when you are asked if you want to retract the original item.

Options

Set a Password

1. From the Tools menu, choose Options, then double-click Security.
2. Enter a password in the New Password field.
3. Type the same password again in the Confirm New Password field.
4. Choose OK to set the password.

   The next time you log in to GW you will need to type your password.

   Passwords are case sensitive.

Notes: You will need to set a password in order to use GroupWise WebAccess.

If you forget your password the GW system administrator can clear it.

Add a Signature to Messages

1. Go to Tools / Options, double click Environment.
2. Click the Signature tab.
3. Select Signature.
4. Click New.
5. Type the name of your signature, then click OK.
6. Use the editor to create your signature.
7. Select if you want to automatically add your signature or prompt before sending.
8. Select if you want this to be your default signature.
9. Click OK, then click Close.

NEW! Create Multiple Signatures

1. Click New to create another signature.
2. Supply a New Signature Name.
3. Choose the Signature you would like to attach to the bottom of the email by choosing from the drop down list.

Note: You may also rename or delete signatures.

NEW! Navigation Bar

The Navigation Bar allows for quick access to your most used folders. By default, the Navigation bar contains shortcuts to your Home view, Mailbox, Calendar, Sent Items, and Contacts. However, the Navigation bar is customizable, so you can add the shortcuts you use the most to the Navigation bar.

Customize the Navigation bar

1. Click the Nav Bar Options drop-down arrow > Customize Nav Bar.
2. Select the folders you want on the Navigation bar, then click OK.
3. Remove folders by deselecting the folders to be removed.

Customize the Toolbar

1. Right-click on the toolbar and choose Customize Toolbar... and click Show tab.
2. Choose how you want the toolbar to display.
3. Click the Customize tab.
4. Click a category (menu titles) in the list to display a group of toolbar icons. You can click on any icon to see its name and function. To add a selected button to your toolbar, click on Add Button.
5. To delete an icon from the toolbar, drag it off the toolbar. You can also rearrange toolbar buttons by dragging them around.
6. To change the order of a button on a toolbar, drag it to where you want it to display.
7. When you are finished, click OK.

Organize your Email

You can organize items by moving them from your Mailbox into folders that you create in your Cabinet.

To create folders

1. Click on the **Cabinet** on the left side of the GroupWise screen.
2. Choose **File** / **New** / **Folder**.
3. Click **Next** to create a personal folder, then give the folder a name. You can click the **Up**/**Down buttons** to place the folder where you want it in the Cabinet.
4. Click **Next** again.
5. You will see many options for the folder. Click **Finish** to accept the defaults.
6. Click and drag items from your Mailbox into your folders.

Tabbed Item View

All Item windows (such as new mail, received messages, appointments, tasks, etc.) now use tabs. Click on a tab to make selections and specify additional information about that item.

Examples:

When composing New Mail, the Send **Options** tab lets you select the send options such as Priority, Delayed Delivery, Security, Status Tracking, for that message.

Messages that have been received or sent have a **Properties** tab shows that allows you to see who else received the item, the size and creation date of attached files, and more.

The **Personalize** tab gives you the option of adding a personal subject and assigning a category to the item. The original subject of the email displays in the message window, your personal subject appears in the details list.

Filtering and Categorizing Messages

Filters

Search for messages by using the Filter or Quick Filter from the message list header.

Choose from theses Filter options:

- From:, To, CC:,
- Subject:
- Message, Attachments – *NEW!*
- Category – *NEW!*
- Filter for Received, Sent, Posted, or Draft Items

NEW! Quick Filter

Use the Quick Filter to perform a search in the selected panel or folder. The Quick Filter searches on fields such as From, Subject and Date that are available in the selected panel or folder. The Quick Filter does not search message bodies or attachments.

Categories

Use Categories to filter, color code and organize your email. Edit or remove color from a category. Rename or delete a category. Assign a category to an email by right-clicking on the email and choosing categories. Choose a category from the list.

Default Categories include:

- Follow-up
- Low priority
- Personal
- Read Later
- Urgent

Customizing Headers

Headers have been added above the message list, folder fist, calendar, and QuickViewer. They have also been added to items such as email and tasks. These headers provide information about the folder or view you are in.

Customize Headers

Header Color

1. Right-click the header that you want to change
2. Click Header Color
3. Choose a color and click OK

Header Text Color

1. Right-click the header
2. Click Header Text Color
3. Choose a color and click OK

Header Font Size

1. Right-click the header
2. Click Header Font Size
3. Click a font size

Using Help

As always, GroupWise has a great Help menu. To access the Help Topics:

Go to Help / Help Topics

Junk Mail Handling

Use Junk Mail Handling to decide what to do with unwanted email that is sent to your GroupWise email address. Junk Mail Handling does not apply to email from a sender that is part of your GroupWise system.

Junk Mail Handling allows you to:

- Modify Junk Mail Handling lists and settings
- Block or junk email from a user
- Junk email from users not in a personal Address Book **(not recommended)**
- Automatically delete items from the Junk Mail folder

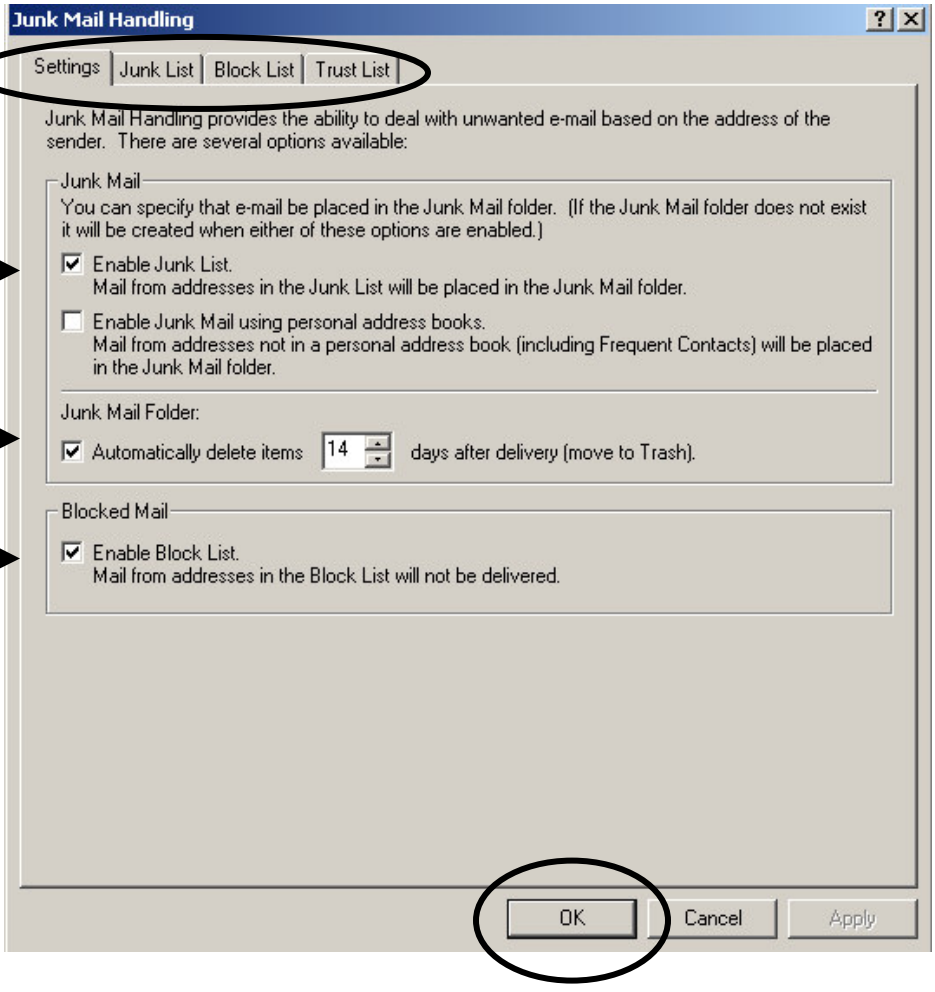
To send an email to a Junk Mail list:
Right-click on the email and choose:

- Trust sender…
- Junk sender…
- Block sender…
- Choose Junk Mail Handling to change your settings or view contents of a list

Enable Junk List
Creates a Junk Mail folder in your folder list. You control what email addresses are on the Junk List.

Automatically move items from the Junk Mail folder to the Trash. Default is 14 days.

Block email from addresses that you place on the Block List.



GroupWise WebAccess – New Look!

- **WebAccess address: http://mail.durhamtech.edu:82/**
- **Or from www.durhamtech.edu look under Quick Links**

GroupWise WebAccess now looks more like the client on your office computer. GroupWise WebAccess enables you to access your GroupWise mailbox through a Web browser when you are away from your office. With WebAccess you can check your mail, send messages, check your calendar -- almost all of the things that you can do through GroupWise in your office.

Important notes:

- You must have access to the Internet to get to WebAccess
- You must have a password set in order to use WebAccess
  (To set up password: On your office computer, open GroupWise. From the Tools menu, choose Options. Double-click on Security. Enter password 2 times and click OK. Click OK again to exit Options).

Here's how to check your GroupWise email on the Web:

1. Go to the GroupWise WebAccess address: **http://mail.durhamtech.edu:82/**

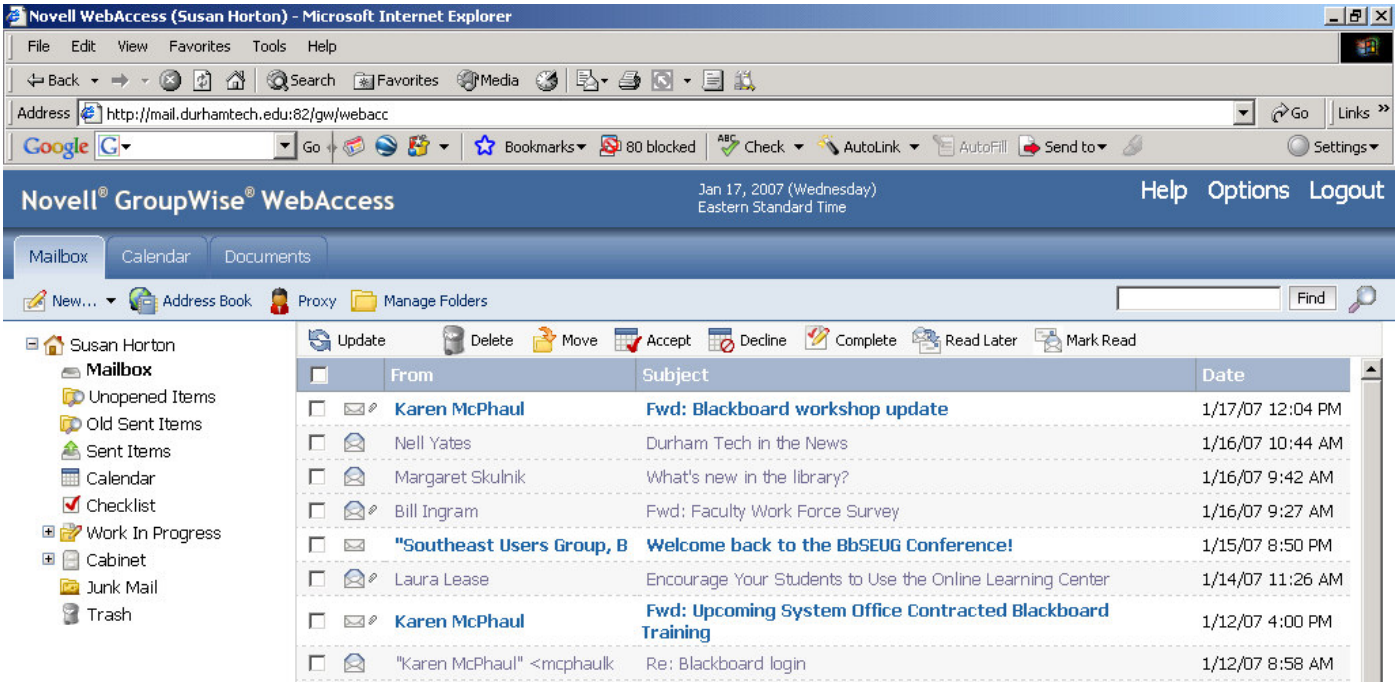
2. The WebAccess login page appears:

Login Information
Username: Enter your user ID (ex: hortons) or your name as it appears in the GroupWise Address Book (ex: Susan Horton)
Password is required

Choose your Connection Speed

- High (Broadband) - DSL, cable, or the Internet from DTCC
- Low (Dial-up)

3. Your mailbox information is displayed:



Tips for using GroupWise WebAccess:

- Click any message to view it and read it. There will be buttons across the top of the opened message allowing you to close it, delete it, reply, forward, etc.
- To compose a new message, just click on the Compose button in the tool bar area. Address your message, compose it, and click the “Send” button.

Address Book Tips:

- When addressing a new message, there is no “auto-complete” feature as in regular GroupWise. You must type the person’s name exactly as it is listed in the GroupWise Address Book or type their user ID. Or, you can click on the Address Book button to look up the person.
- The WebAccess Address Book is a bit different from the regular one. Use the drop down menu boxes to choose options for finding names. For example: the default is: last name, begins with. You can type one letter or a few letters of the person’s last name to narrow the search. Click the “Search Address Book” button to start the search.
- When you find the person you want in the Address Book, click on the “To” button (or the “CC or “BC” buttons) to address the message. Then, click the Mail button to begin composing the message.