

# Novell GroupWise®

7

April 16, 2007

CROSS-PLATFORM CLIENT USER  
GUIDE

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# About This Guide

This Novell® *GroupWise® 7 Cross-Platform Client User Guide* explains how to use GroupWise on a Linux\* or Macintosh\* computer. The guide is divided into the following sections:

- ♦ “Getting Started” on page 13
- ♦ “Logging In to GroupWise” on page 27
- ♦ “Working with Items in Your Mailbox” on page 31
- ♦ “Scheduling Group and Posted Items” on page 59
- ♦ “Using Your Calendar” on page 69
- ♦ “Managing Your Mailbox” on page 73
- ♦ “Using the Address Book” on page 103
- ♦ “Using Caching Mode” on page 115
- ♦ “Customizing GroupWise” on page 119
- ♦ “GroupWise Frequently Asked Questions” on page 127

## Audience

This guide is intended for GroupWise users.

## Feedback

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## Documentation Updates

For the most recent version of the *GroupWise 7 Cross-Platform Client User Guide*, visit the [Novell GroupWise 7 documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

## Additional Documentation

For additional GroupWise documentation, see the following guides at the [Novell GroupWise 7 documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7):

- ♦ *Installation Guide*
- ♦ *Administration Guide*
- ♦ *Multi-System Administration Guide*
- ♦ *Interoperability Guide*
- ♦ *Troubleshooting Guides*
- ♦ *GroupWise WebAccess Client User Guide*
- ♦ *GroupWise Cross-Platform Client User Guide*

- ◆ *GroupWise Client Frequently Asked Questions (FAQ)*

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux or UNIX, should use forward slashes as required by your software.

# Getting Started

# 1

GroupWise® is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere. This section provides an introductory overview to help you start using the GroupWise Cross-Platform client.

- ◆ [Section 1.1, “Installing the GroupWise Cross-Platform Client,” on page 13](#)
- ◆ [Section 1.2, “Getting Acquainted with the Main GroupWise Window,” on page 14](#)
- ◆ [Section 1.3, “Using Different GroupWise Modes,” on page 18](#)
- ◆ [Section 1.4, “Understanding Your Mailbox,” on page 19](#)
- ◆ [Section 1.5, “Using the Toolbar,” on page 23](#)
- ◆ [Section 1.6, “Using Shortcut Keys,” on page 23](#)
- ◆ [Section 1.7, “Learning More,” on page 25](#)

## 1.1 Installing the GroupWise Cross-Platform Client

To begin using the GroupWise Cross-Platform client, you or your system administrator must install GroupWise on your Linux or Macintosh computer.

- ◆ [Section 1.1.1, “Installing the GroupWise Cross-Platform Client on Linux,” on page 13](#)
- ◆ [Section 1.1.2, “Installing the GroupWise Cross-Platform Client on a Macintosh,” on page 13](#)

### 1.1.1 Installing the GroupWise Cross-Platform Client on Linux

- 1 In a terminal window, become root by entering `su` and the root password.
- 2 Change to the root of the *GroupWise 7 for Linux Cross-Platform Client* CD.
- 3 Enter `./install`.
- 4 Select the language in which you want to run the Installation Advisor and install the Cross-Platform client software, then click *OK*.
- 5 In the Installation Advisor, click *Install Products > Install GroupWise Client*.
- 6 When the installation is complete, click *OK*.  
For your convenience, a GroupWise  icon is automatically created on your desktop.
- 7 To start GroupWise, click the GroupWise  icon.
- 8 Specify the username, password, and server information, then click *OK*.

For more information about logging in to GroupWise, see [Chapter 2, “Logging In to GroupWise,” on page 27](#).

### 1.1.2 Installing the GroupWise Cross-Platform Client on a Macintosh

- 1 Browse to the `GroupWise.app.sit` file on the *GroupWise 7 for Linux Cross-Platform Client* CD.

2 Double-click the GroupWise.dmg file to install the Cross-Platform client software.

The installation process adds a GroupWise icon to your desktop.

3 To start GroupWise, double-click the GroupWise icon.

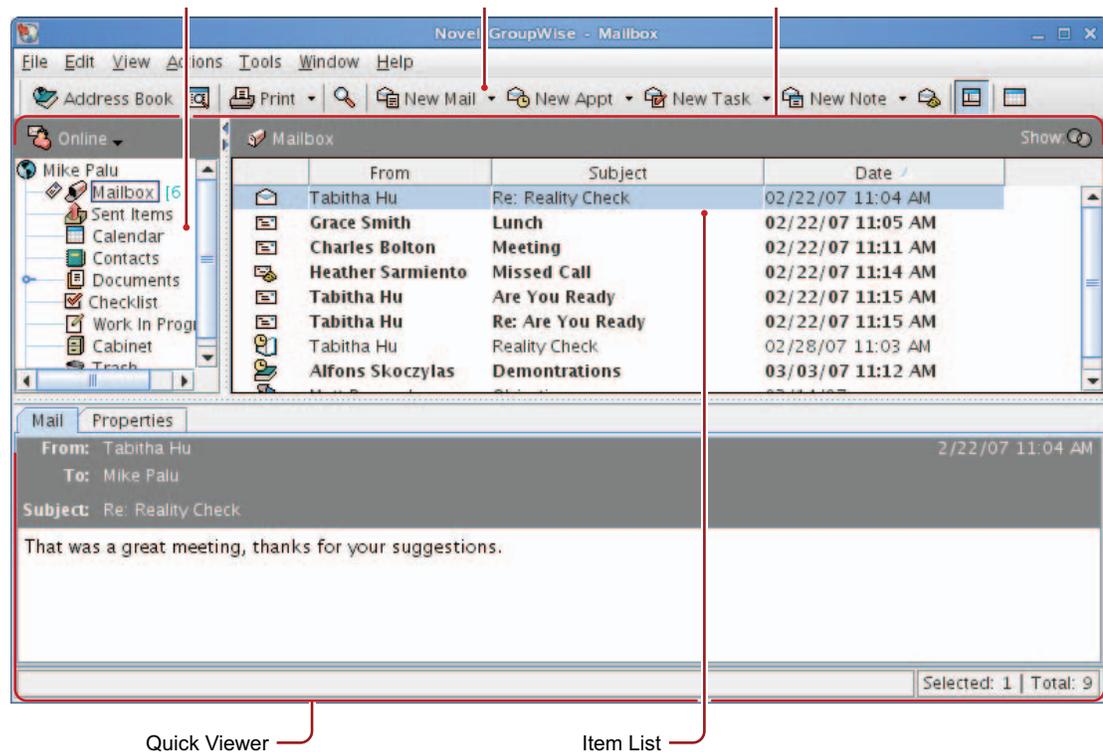
4 Specify the username, password, and server information, then click *OK*.

For more information about logging in to GroupWise, see [Chapter 2, “Logging In to GroupWise,”](#) on page 27.

## 1.2 Getting Acquainted with the Main GroupWise Window

The Main Window is your primary work area in GroupWise. From the Main Window, you can read your messages, schedule appointments, view your Calendar, manage contacts, change the GroupWise mode you’re running in, open folders, open documents, and much more.

**Figure 1-1** Groupwise Main Window



You can open more than one Main Window by clicking *Window*, then clicking *New Main Window*. This is useful if you proxy for another user. You can look at your own Main Window and the Main Window belonging to the person you are proxying for. (For more information about proxies, see [Section 6.7, “Giving Other People Access to Your Mailbox,”](#) on page 94.) You might also want to open a certain folder in one window and look at your Calendar in another. You can open as many Main Windows as your computer’s memory allows.

The basic components of the Main Window are explained below.

## 1.2.1 Toolbar

The toolbar lets you quickly accomplish common GroupWise tasks, such as opening the Address Book, sending mail messages, and finding an item. For information about the toolbar, see [Section 1.5, “Using the Toolbar,” on page 23](#).

## 1.2.2 Folder and Item List Header

The Folder and Item List header provides a drop-down list where you can select the GroupWise mode you want to run (Online or Caching), open your archive, and select a proxy mailbox. For information about these features, see [Section 1.3, “Using Different GroupWise Modes,” on page 18](#), [Section 6.4, “Archiving the Items in Your Mailbox,” on page 79](#), and [Section 6.7, “Giving Other People Access to Your Mailbox,” on page 94](#).

## 1.2.3 Folder List

The Folder List at the left of the Main Window lets you organize your GroupWise items by creating folders to store your items in. Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode. For information about the different GroupWise folders, see [Section 6.1, “Using the Folder List,” on page 73](#).

Here is what you’ll find in each of the default folders:

- ◆ [“User Folder” on page 15](#)
- ◆ [“Mailbox Folder” on page 15](#)
- ◆ [“Sent Items Folder” on page 16](#)
- ◆ [“Calendar Folder” on page 16](#)
- ◆ [“Contacts Folder” on page 16](#)
- ◆ [“Checklist Folder” on page 16](#)
- ◆ [“Documents Folder” on page 17](#)
- ◆ [“Cabinet Folder” on page 17](#)
- ◆ [“Junk Mail Folder” on page 17](#)
- ◆ [“Trash Folder” on page 18](#)
- ◆ [“Shared Folders” on page 18](#)

### User Folder

Your user folder  (indicated by your name) represents your GroupWise database. All folders in your Main Window are subfolders of your user folder.

### Mailbox Folder

The Mailbox  displays all the items you have received, with the exception of scheduled items (appointments, tasks, and reminder notes) you have accepted or declined. Accepted scheduled items and tasks are moved to the Calendar.

## Sent Items Folder

The Sent Items folder  displays the items you have sent from the Mailbox and Calendar.

The Sent Items folder has changed since versions prior to GroupWise 6.5. The following table compares the previous Sent Items query folder and the current Sent Items folder.

**Table 1-1** Comparison Between Sent Items Query Folder and Sent Items Folder

Sent Items Folder (Current)	Sent Items Query Folder (Prior to GroupWise 6.5)
All sent items reside in this folder unless they are moved to a folder other than the Mailbox or Calendar. If a sent item is moved to another folder, it no longer displays in the Sent Items folder.	No items actually reside in this folder. This folder is a Find Results folder, which means a Find is performed when you click the folder and the results of the Find (all sent items) are displayed in the folder. If you delete an item from this folder, the original item remains in its original folder and redisplay the next time you open this folder.
You can resend, reschedule, and retract sent items from this folder.	You can resend, reschedule, and retract sent items from this folder.

## Calendar Folder

The Calendar folder  shows several calendar view options.

## Contacts Folder

The Contacts folder , by default, represents the Frequent Contacts address book in the Address Book. Any modification you make in the Contacts Folder is also made in the Frequent Contacts address book.

From this folder, you can view, create and modify contacts, resources, organizations and groups.

Your proxies never see your Contacts folder. (For more information about proxies, see [Section 6.7, “Giving Other People Access to Your Mailbox,”](#) on page 94.)

## Checklist Folder

Use the Checklist folder  to create a task list. You can move any items (mail messages, phone messages, reminder notes, tasks, or appointments) to this folder and arrange them in the order you want. Each item is marked with a check box so that you can check items off as you complete them.

The following is a comparison between the Checklist folder and the Task List query folder (found in previous versions of GroupWise).

**Table 1-2** Comparison Between Checklist Folder and Task List Folder

Checklist Folder	Task List Folder (in Previous Versions of GroupWise)
<p>This folder contains the following items:</p> <ul style="list-style-type: none"> <li>◆ Items you have moved to this folder</li> <li>◆ Items you have posted to this folder</li> <li>◆ Items that are part of a checklist that you have created in another folder</li> </ul>	<p>No items actually reside in this folder. This folder is a Find Results folder, which means a Find is performed when you click the folder and the results of the Find (all scheduled tasks) are displayed in the folder. If you delete an item from this folder, the original item remains in its original folder and redisplay the next time you open this folder.</p>
<p>Any item type can reside in this folder.</p>	<p>Only tasks show in this folder. Tasks are scheduled items that are associated with a due date.</p>
<p>To mark an item completed, click the check box next to the item in the Item List.</p>	<p>To mark an item completed, open the item, then click <i>Completed</i>.</p> <p>Due dates are set by the person who sent you the task. If you post a task for yourself, you can set a due date.</p> <p>To set the priority of an item, open the item, then type a priority in the Priority field.</p>
<p>Checklist items do not display in the Task List of the Calendar.</p>	<p>Tasks display in the Task List of the Calendar and can be marked Completed from the Calendar.</p> <p>Tasks that are past due show as red in the Calendar.</p>

## Documents Folder

Your document references are organized in the Documents folder  so you can locate them easily.

The Documents folder can contain only documents. If any other type of item is moved to this folder by a GroupWise client older than version 5.5, the item is deleted.

## Cabinet Folder

The Cabinet  contains all your personal folders. You can rearrange and nest folders by clicking *Edit > Folders*. You can change how the folders are sorted by right-clicking the *Cabinet* folder, clicking *Properties*, then selecting what you want to sort by.

## Junk Mail Folder

All e-mail items from addresses and Internet domains that are junked through Junk Mail Handling are placed in the Junk Mail folder . This folder is not created in the folder list unless a Junk Mail option is enabled.

While Junk Mail options are enabled, this folder cannot be deleted. However, the folder can be renamed or moved to a different location in the folder list. If all Junk Mail options are disabled, the folder can be deleted. The folder can also be deleted if the Junk Mail Handling feature is disabled by the system administrator.

To delete items from the Junk Mail Folder, right-click the folder, click *Empty Junk Mail Folder*, then click Yes.

For more information about Junk Mail Handling, see [“Handling Unwanted Mail” on page 47](#).

## Trash Folder

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash folder . Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. Items in the Trash are automatically emptied according to the number of days entered in the Cleanup tab in Environment Options, or you can empty the Trash manually. The system administrator might specify that your Trash is emptied automatically on a regular basis.

## Shared Folders

A shared folder  is like any other folder in your Cabinet, except other people have access to it. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Then, users can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You can't share system folders, which include the Cabinet, Trash, and Work In Progress folders.

### 1.2.4 Item List

The Item List on the right side of the Main Window displays your mail and phone messages, appointments, reminder notes, tasks, and document references. You can sort the Item List by clicking a column heading. To reverse the sort order, click the column heading a second time. For information about the icons used with different items, see [“Icons Appearing Next to Items in Your Mailbox and Calendar” on page 20](#).

### 1.2.5 QuickViewer

The QuickViewer opens below the Folder and Item List. You can quickly scan items and their attachments in the QuickViewer rather than open each item in another window. For information about the QuickViewer, see [“Reading Items in the QuickViewer” on page 42](#).

## 1.3 Using Different GroupWise Modes

GroupWise provides two different ways to run the GroupWise client:

- ◆ [Section 1.3.1, “Online Mode,” on page 19](#)
- ◆ [Section 1.3.2, “Caching Mode,” on page 19](#)

You might be able to run GroupWise in either mode, or your system administrator might require that you use only a certain mode.

Most GroupWise features are available in all both GroupWise modes, with some exceptions. Subscribing to other users' notifications is not available in Caching mode.

### 1.3.1 Online Mode

When you use Online mode, you are connected to your post office on the network. Your mailbox displays the messages and information stored in your network mailbox (also called your Online Mailbox). Online mode is connected to your network mailbox continuously. In Online mode, if your Post Office Agent shuts down or you lose your network connection, you temporarily lose your connection to your mailbox.

You should use this mode if you do not have a lot of network traffic, or if you use several different workstations and do not want to download a local mailbox to each one.

### 1.3.2 Caching Mode

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is made automatically to retrieve and send new messages. All updates are performed in the background so your work is not interrupted.

To use Caching mode, the client installation must be a standard installation, not a workstation installation.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

Several users can set up their Caching Mailboxes on a single shared computer.

For more information about setting up Caching Mode, see [Chapter 8, “Using Caching Mode,” on page 115](#).

## 1.4 Understanding Your Mailbox

All of your items, whether you send or receive them, are stored in your GroupWise Mailbox. You can quickly display only received items, sent items, posted items, or draft items by clicking a setting on the Display drop-down list. You can further restrict which items display in your Mailbox by using filters. See [Chapter 6, “Managing Your Mailbox,” on page 73](#) for more information.

You can organize your messages by moving them into folders within your Cabinet, and you can create new folders as necessary. See [Section 6.1, “Using the Folder List,” on page 73](#) for more information.

### 1.4.1 Bolded Items in Your Mailbox

All unopened items in your Mailbox are bolded to help you easily identify which items and documents you have not yet read. The icon appearing next to an item also indicates if it is unopened.

Sent items are also bolded to show when they are queued but not uploaded, status information has not been received about the item being delivered, or they have not yet been transferred to the Internet.

## 1.4.2 Icons Appearing Next to Items in Your Mailbox and Calendar

The icons that appear next to items in your Mailbox and Calendar show information about the items. The following table explains what each icon means.

**Table 1-3** *Icon Descriptions*

Icon	Description
	Next to an item you have sent in Caching mode, the  icon indicates that the item has been queued, but the queue has not been uploaded. After the item has been uploaded, this icon indicates that status information has not been received about the item being delivered to the destination post office or transferred to the Internet.  Next to the Sent Items folder, the  icon indicates that there is at least one item that has been queued but has not been uploaded.
	Appears next to an item you have sent. If the item has been opened by at least one person, this icon appears until all recipients have 1) opened the mail, phone message, or reminder note; 2) accepted the appointment; or 3) completed the task.
	Appears next to an item you have sent. The item couldn't be delivered to the destination post office or it failed to transfer to the Internet.
	Appears next to an item you have sent. Next to an appointment or task, this icon indicates that at least one person has declined/deleted the item. Next to a mail message, phone message, or reminder note, this icon indicates that at least one person has deleted the item without opening it.
	One or more attachments are included with the item.
	One or more sound annotations are included with the item, or the item is a voice mail message.
	Draft item.
	Appears next to an item you have sent.
	Appears next to an item you have replied to.
	Appears next to an item you have forwarded.
	Appears next to an item you have delegated.
	Appears next to an item you have replied to and forwarded
	Appears next to an item you have replied to and delegated.
	Appears next to an item you have forwarded and delegated.
	Appears next to an item you have replied to, forwarded, and delegated
	Posted item.
	Specific version of a document.
	Official version of a document.
	Unopened mail message with a low, standard, or high priority.

Icon	Description
	Opened mail message with a low, standard, or high priority.
	Unopened appointment with a low, standard, or high priority.
	Opened appointment with a low, standard, or high priority.
	Unopened task with a low, standard, or high priority.
	Opened task with a low, standard, or high priority.
	Unopened reminder note with a low, standard, or high priority.
	Opened reminder note with a low, standard, or high priority.
	Unopened phone message with a low, standard, or high priority.
	Opened phone message with a low, standard, or high priority.
	The sender has requested that you reply to this item. The item can be a low, standard, or high priority.
	Appears in a Busy Search. If it appears to the left of a username or resource, you can click a scheduled time across from the username or resource on the Individual Schedules tab to display more information about the appointment in the box below. However, the user or resource owner must give you appointment Read rights in the Access List before this icon appears. See <a href="#">“Adding and Removing Proxy Names and Rights in Your Access List” on page 95</a> .
	Appears on your Calendar, indicates the item is a group appointment, reminder note, or task.
	Appears on your Calendar, indicates the item is marked private.
	Appears on your Calendar, indicates that you declined the item but didn't delete it.

### 1.4.3 Viewing Options in Your Mailbox

You can view the items in your Mailbox five different ways, depending on how you want the information organized. Details, As Calendar, and As Checklist are all found on the View menu.

You can choose to have the display settings be temporary or permanent depending how you set them.

To permanently set your display setting:

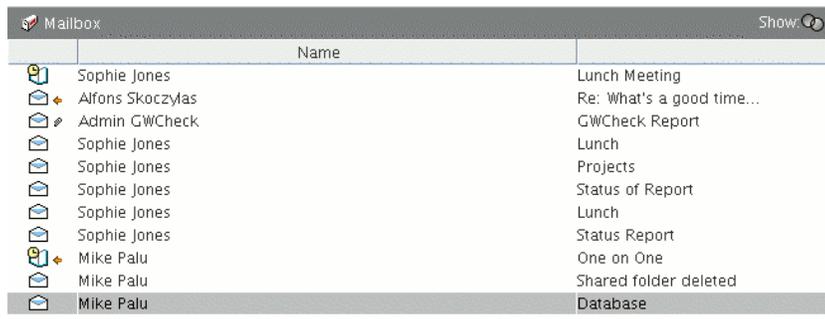
- 1 Right-click the folder you want to change the display settings for, then click *Properties*.
- 2 Click the *Display* tab.
- 3 Select the display setting from the *View By* drop-down list.
- 4 Click *OK*.

#### Details

Details displays a list of your items and information about them in columns, including Subject, Date, CC, Priority, Document Type, Due Date, Size, Version#, and many other categories. Details is the default Mailbox view if you have not changed your Mailbox properties. For information about

adding or rearranging columns, see [Section 6.16, “Using the Columns in Your Mailbox,”](#) on page 102.

**Figure 1-2** Details View

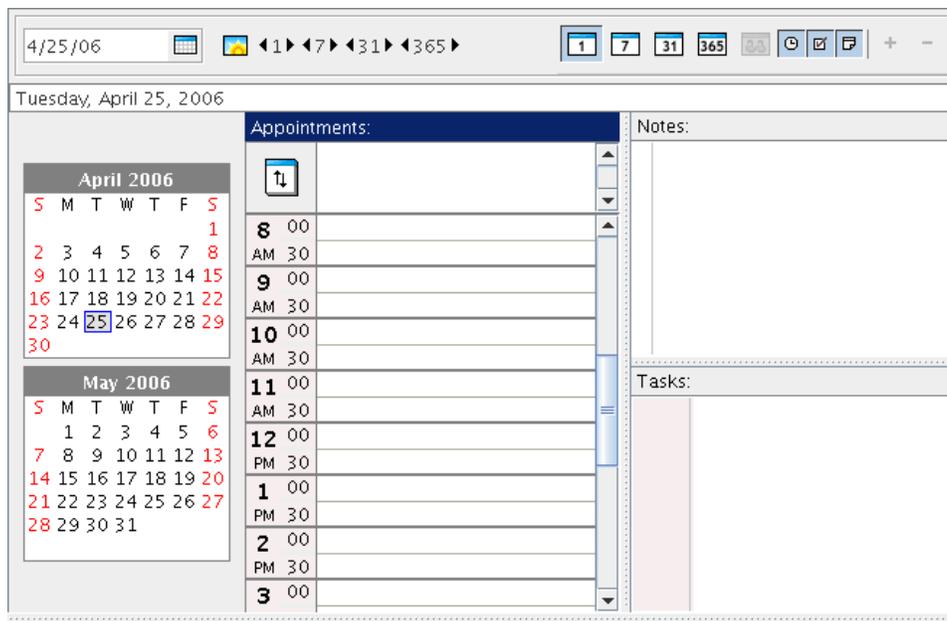


	Name	
	Sophie Jones	Lunch Meeting
	Alfons Skoczylas	Re: What's a good time...
	Admin GWCheck	GWCheck Report
	Sophie Jones	Lunch
	Sophie Jones	Projects
	Sophie Jones	Status of Report
	Sophie Jones	Lunch
	Sophie Jones	Status Report
	Mike Palu	One on One
	Mike Palu	Shared folder deleted
	Mike Palu	Database

## As Calendar

As Calendar displays all scheduled items saved in a particular folder. This is useful if you organize all your appointments and other items for a specific project in one folder.

**Figure 1-3** Calendar View



The screenshot shows the As Calendar view. At the top, there is a navigation bar with the date 4/25/06 and navigation icons. Below this, the current date is Tuesday, April 25, 2006. On the left, there are two calendar grids: one for April 2006 and one for May 2006. The main area is a time slot grid with columns for hours from 8:00 AM to 3:00 PM. To the right of the time slot grid are two panes: Notes and Tasks.

## As Checklist

As Checklist displays a checklist area at the top of your Item List where you can create a checklist using the items in your Item List. Each item that is dragged to the checklist area displays with a check box so that you can mark it completed. You can assign due dates, priorities, and more to checklist items. Any items you move to the checklist area also displays in the Checklist folder in the Folder List.

For more information about creating a checklist, see [“Creating a Checklist”](#) on page 45.

**Figure 1-4** Checklist View

	Subject	Due ...	From	To	Date	Folder
<input type="checkbox"/>	Database		Mike Palu	mpalu@corp...	06/17/05 ...	Mailbox
<input type="checkbox"/>	Sophie Jones opene...		Sophie Jones	mpalu@corp...	03/01/05 ...	Checklist
<input type="checkbox"/>	Core Team Meeting		Sophie Jones	Martha de la ...	01/16/03 ...	Calen...

## 1.5 Using the Toolbar

Use the toolbar to access many of the features and options found in GroupWise. The toolbar at the top of a folder or item is context sensitive; it changes to provide the options you need most in that location.

## 1.6 Using Shortcut Keys

You can use a number of shortcut keys in GroupWise for accessibility or to save time when you perform various operations. The table below lists some of these keystrokes, what they do, and the context where they work.

**Table 1-4** *Shortcut Keys*

Keystroke	Action	Where It Works
F1	Open online help	Main Window, Calendar, item, dialog box
F2	Search for text.	In an item
F5	Refresh the view	Main Window, Calendar
F7	Opens the Spell Checker	In an item
F8	Mark the selected item private	Item List
F9	Open the font dialog box	In an item
Ctrl+A	Select all items; select all text	Item List; text
Ctrl+B	Bold text	In text
Ctrl+C	Copy selected text	In text
Ctrl+F	Open the Find dialog box	Main Window, Calendar, item, dialog box
Ctrl+G	Go to today's date	Calendar
Ctrl+I	Italicize text	In text
Ctrl+L	Attach a file to a message	In an item
Ctrl+M	Open a new mail message	Main Window, Calendar, item, dialog box
Ctrl+O	Open the selected message	Item List
Ctrl+P	Open the Print dialog box	Main Window, item
Ctrl+Q	Turn the QuickViewer on and off	Main Window, Calendar
Ctrl+R	Mark the selected item unread	Item List

<b>Keystroke</b>	<b>Action</b>	<b>Where It Works</b>
Ctrl+S	Save a draft in the Work in Progress folder	In an item
Ctrl+U	Underline text	In text
Ctrl+V	Paste selected text	In text
Ctrl+X	Cut selected text	In text
Ctrl+Z	Undo the last action	In text
Ctrl+Up-arrow	Opens the previous or next item	In an item
or		
Ctrl+Down-arrow		
Ctrl+Shift+Left-arrow	Select text one word at a time	In text
or		
Ctrl+Shift+Right-arrow		
Ctrl+Shift+A	Open a new appointment	Main Window, Calendar, item, dialog box
Ctrl+Shift+T	Open a new task	Main Window, Calendar, item, dialog box
Ctrl+Shift+R	Open a new reminder note	Main Window, Calendar, item, dialog box
Ctrl+Shift+P	Open a new phone message	Main Window, Calendar, item, dialog box
Alt+F4	From the Main Window or Calendar, exit GroupWise.  From an item, exit the item.  From a dialog box, exit the dialog box.	Main Window, Calendar, item, dialog box
Alt + [letter]	Activate the menu bar (Use the underlined letters in the menu names)	Main Window, Calendar, item
Alt+D	Send item	In a new item
Alt+S	Send item	In a new item
Alt+Enter	Display the properties of the selected item	Item List
Alt+Del	Delete an item	In an item
Shift+Left-arrow	Select text one character at a time	In text
or		
Shift+Right-arrow		

Keystroke	Action	Where It Works
Shift+End or Shift+Home	Select text to the end or beginning of a line	In text
Shift + [letter]	In the Folder List, Shift + the first letter of a subfolder name goes to the subfolder.	Folder list
Tab	Cycle through fields, buttons, and areas	Main Window, Calendar, dialog box, item
Shift+Tab	Reverse the order of cycling through fields, buttons, and areas	Main Window, Calendar, dialog box, item
Ctrl+Tab	In text, indent the text.  In a tabbed dialog box, open the next tab.	In text, dialog box
Alt+Up Arrow	Zooms in the message body of an item.	In an item
Alt+Down Arrow	Zooms out the message body of an item.	In an item

## 1.7 Learning More

You can learn more about GroupWise from the following resources:

- ◆ [Section 1.7.1, “Online Help,” on page 25](#)
- ◆ [Section 1.7.2, “GroupWise 7 Documentation Web Page,” on page 25](#)
- ◆ [Section 1.7.3, “GroupWise Cool Solutions Web Community,” on page 25](#)

### 1.7.1 Online Help

Complete user documentation is available in Help. In the Main Window, click *Help > Help Topics*, then use the Contents tab, Index tab, or Search tab to locate the help topics you want.

### 1.7.2 GroupWise 7 Documentation Web Page

For the latest version of this user guide and for extensive GroupWise administration documentation, go to the GroupWise 7 area on the [Novell Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

This user guide is also available from the GroupWise client by clicking *Help > User Guide*.

### 1.7.3 GroupWise Cool Solutions Web Community

At GroupWise Cool Solutions, you’ll find tips, tricks, feature articles, and answers to frequent questions. In the Main Window, click *Help > Cool Solutions Web Community* or go to <http://www.novell.com/coolsolutions/gwmag> (<http://www.novell.com/coolsolutions/gwmag>).



# Logging In to GroupWise

# 2

This section tells you about GroupWise® login options and passwords.

- ♦ [Section 2.1, “Logging In to GroupWise,” on page 27](#)
- ♦ [Section 2.2, “Assigning Passwords to Your Mailbox,” on page 28](#)

## 2.1 Logging In to GroupWise

When you start GroupWise, you might be prompted to type information such as your password, the TCP/IP address of your post office agent, and so forth. This Startup dialog box changes, depending on the information GroupWise needs to be able to open your Mailbox, and the GroupWise mode that you log in to.

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**NOTE:** Your system administrator might restrict the GroupWise modes you can log in to.

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- ♦ [Section 2.1.1, “Logging In to Your Mailbox,” on page 27](#)
- ♦ [Section 2.1.2, “Logging In to Your Mailbox from Another User’s Workstation,” on page 28](#)
- ♦ [Section 2.1.3, “Logging in to Your Mailbox from a Shared Workstation,” on page 28](#)

### 2.1.1 Logging In to Your Mailbox

**1** Start GroupWise.

If you have not specified a password for your Mailbox and GroupWise needs no additional information, you bypass the Startup dialog box and GroupWise opens.

To force the GroupWise Startup dialog box to display on Linux, right-click the GroupWise icon on the desktop, click *Properties*, then click the *Execute* tab. In the *Command* field after the GroupWise executable name, type a space, type `-@u ?`, then click *OK*.

For information about other startup options, see [Section 10.15, “Using Startup Options,” on page 124](#).

**2** If you are prompted for a password, type the password in the *Password* field.

**3** Click the mode of GroupWise you are logging in to and type additional necessary information, such as the path to the post office, the TCP/IP address and port of the post office agent, and the path to your Caching mailbox.

If you do not know the required information, contact your system administrator.

**4** Click *OK*.

## 2.1.2 Logging In to Your Mailbox from Another User's Workstation

You must be on the same post office as the other user to log into your own Mailbox from his or her workstation.

- 1 Log in to the network with your own user ID.

or

To force the GroupWise Startup dialog box to display on Linux, right-click the GroupWise icon on the desktop, click *Properties*, then click the *Execute* tab. In the *Command* field after the GroupWise executable name, type a space, type `-@u ?`, then click *OK*.

- 2 Start GroupWise.
- 3 Type your user ID in the *User ID* field.
- 4 Click the *Password* field, type your password, then click *OK*.

## 2.1.3 Logging in to Your Mailbox from a Shared Workstation

If you use the same workstation for multiple people, it is highly recommended that each user have a separate log in for the workstation. When GroupWise saves the display settings for a user they are saved to the current user's registry. This allows GroupWise to display the settings for the user that is currently logged in to the workstation. This allows you to customize GroupWise the way you want it to look without changing the look for other users.

When a user is done using the workstation, that user should log out of the workstation completely. This allows the next user to log on to the system with their own GroupWise settings.

However, there is special circumstances when having a different log on for each user on the workstation is not a viable option. In these cases there is a step you should perform to setup GroupWise properly.

- ♦ [“Using the Login Screen Startup Switch” on page 28](#)

### Using the Login Screen Startup Switch

For the login screen startup switch to work properly, you must be on the same post office as the other user to log in to your own Mailbox from his or her workstation.

- 1 Right-click the *GroupWise* icon on the desktop, click *Properties*, click the *Shortcut* tab, in the *Target* field, after the GroupWise executable, type a space, type `/@u-?`, then click *OK*.
- 2 Start GroupWise.
- 3 Type your user ID in the *User ID* field.
- 4 Click the *Password* field, type your password, then click *OK*.

## 2.2 Assigning Passwords to Your Mailbox

You can assign a password to your Mailbox. GroupWise passwords are case sensitive (for example, Wednesday is not the same as WEDNESDAY).

---

**IMPORTANT:** If you forget your password, you cannot access any of your items.

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- ♦ [Section 2.2.1, “Adding a Password,” on page 29](#)
- ♦ [Section 2.2.2, “Changing Your Password,” on page 29](#)
- ♦ [Section 2.2.3, “Removing Your Password,” on page 29](#)

## 2.2.1 Adding a Password

- 1 In the Main Window, click *Tools > Options*.
- 2 Click *Security*, then click the *Password* tab.
- 3 Click *Change password*.
- 4 In the *New password* field, type the password.
- 5 In the *Confirm new password* field, type the password, click *OK*, then click *Close*.

## 2.2.2 Changing Your Password

- 1 In the Main Window, click *Tools > Options*.
- 2 Click *Security*, then click the *Password* tab.
- 3 Click *Change password*.
- 4 In the *Old password* field, type the password you want to change, then press the Tab key.
- 5 In the *New password* field, type the new password.
- 6 In the *Confirm new password* field, type the new password again, click *OK*, then click *Close*.

## 2.2.3 Removing Your Password

- 1 Click *Tools > Options*.
- 2 Click *Security*, then click the *Password* tab.
- 3 Click *Change password*.
- 4 Type your old password, then click *OK*.
- 5 Click *Clear Password*.
- 6 Click *OK*, then click *Close*.



# Working with Items in Your Mailbox

# 3

GroupWise® provides many options for sending and receiving different kinds of e-mail.

- ♦ [Section 3.1, “Understanding GroupWise Item Types,” on page 31](#)
- ♦ [Section 3.2, “Sending and Receiving Items,” on page 32](#)
- ♦ [Section 3.3, “Attaching Files,” on page 38](#)
- ♦ [Section 3.4, “Managing Sent Items,” on page 39](#)
- ♦ [Section 3.5, “Managing Received Items,” on page 41](#)
- ♦ [Section 3.6, “Changing the Encoding of an Item,” on page 56](#)

## 3.1 Understanding GroupWise Item Types

Every day you communicate in a variety of ways. To accommodate these needs, GroupWise delivers your items using a variety of item types. Each item type is explained below.

### Mail

A mail message is for basic correspondence, such as a memorandum or letter.

### Appointment

An appointment lets you invite people to and schedule resources for meetings or events. You can schedule the date, time, and location for the meeting. You can use posted appointments to schedule personal events such as a doctor’s appointment, a reminder to make a phone call at a certain time, and so forth. Appointments display on the Calendar. See [Section 4.1, “Scheduling Appointments,” on page 59](#).

### Task

A task lets you place a to-do item on your own or on another person’s Calendar after it has been accepted. You can schedule a due date for the task and include a priority (such as A1). Uncompleted tasks are carried forward to the next day. See [Section 4.2, “Sending Tasks,” on page 63](#).

---

**TIP:** You can also create a checklist that is not associated with your Calendar. In this type of checklist, any item type (mail, appointment, task, reminder note, phone message) can be used. For information, see [“Creating a Checklist” on page 45](#).

---

### Reminder Note

A reminder note is posted on a specific date on your own or another person’s Calendar. Reminder notes remind yourself or others of deadlines, holidays, days off, and so forth. Posted reminder notes are useful as reminders for things like birthdays, vacations, and pay days. See [Section 4.3, “Sending Reminder Notes,” on page 65](#).

## Phone Message

A phone message helps you inform someone of a phone call or visitor. You can include such information as caller, phone number, company, urgency of the call, and so forth. You cannot answer your phone from a phone message. See [“Sending Phone Messages” on page 33](#).

## 3.2 Sending and Receiving Items

This section contains the following topics:

- ◆ [Section 3.2.1, “Sending Mail Messages,” on page 32](#)
- ◆ [Section 3.2.2, “Sending Phone Messages,” on page 33](#)
- ◆ [Section 3.2.3, “Changing the Font of Items You Send,” on page 33](#)
- ◆ [Section 3.2.4, “Adding a Signature or vCard to Items You Send,” on page 34](#)
- ◆ [Section 3.2.5, “Spell-Checking Items You Send,” on page 35](#)

### 3.2.1 Sending Mail Messages

A mail message has a primary recipient, subject line, date, and can be carbon copied and blind copied to other users. You can also attach files, document references, sounds, movies, and OLE objects to your mail messages.

#### CC (Carbon Copy)

Carbon copy recipients (CC) receive a copy of an item. CC recipients are users who would benefit from the information in an item, but are not affected by or directly responsible for it. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

#### BC (Blind Copy)

Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses Reply to All, the blind copy recipient does not receive the reply.

- 1 Click  on the toolbar.

You can select a different mail view by clicking the down-arrow in .

- 2 In the *To* field, type a username, then press Enter. Repeat for additional users. If necessary, type usernames in the *CC* and *BC* fields.

or

To select usernames from a list, click *Address* on the toolbar, double-click each user, then click *OK*.

- 3 To change the From name (to another account or proxy), click , then click a name.
- 4 Type a subject.
- 5 Type a message.

You can specify many options, such as making this message a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab.

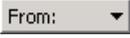
If you want, you can change the font of the message text. For information, see [“Changing the Font of Items You Send” on page 33](#).

- 6 Include any attachments by clicking  on the toolbar.
- 7 Click *Send* on the toolbar.

### 3.2.2 Sending Phone Messages

A phone message is a note you can send to notify other GroupWise users of calls they received while they were out of the office or unavailable. Phone messages are stored in the recipient’s Mailbox. You cannot answer your phone from a phone message.

You can change the phone messages you receive into tasks, reminder notes, or other posted item views. This way, you can leave a record of the conversation on the date it was held (reminder note) or create a to-do item to complete at a later date (task).

- 1 Click *File > New > Phone*.
- 2 In the *To* field, type a username, then press Enter. Repeat for additional users. If necessary, type usernames in the *CC* and *BC* fields.  
or  
To select usernames from a list, click *Address* on the toolbar, double-click each user, then click *OK*.
- 3 Type the name, company, and phone number of the caller.
- 4 Select the check boxes that apply to this phone message.
- 5 Type the message in the *Message* field.  
If you want, change the font of the message text. For information, see [“Changing the Font of Items You Send” on page 33](#).
- 6 To change the From name (to another account or proxy), click , then click a name.
- 7 Click *Send* on the toolbar.

---

**NOTE:** You can place a New Phone Message button on the toolbar.

---

### 3.2.3 Changing the Font of Items You Send

The recipient of an item sees the changes you make in Plain Text view if he or she views the item in Plain Text view. The recipient of an item sees the changes you make in HTML view if he or she views the item in HTML view. You might want to let the recipient know which view you composed the item in.

This section contains the following topics:

- ♦ [“Changing the Font in Plain Text View” on page 33](#)
- ♦ [“Changing the Font in HTML View” on page 34](#)

#### Changing the Font in Plain Text View

- 1 In an open item you are composing, click *View > Plain Text*.
- 2 Click the *Message* field.

- 3 Click *Edit > Font*, then click *Font* again.
- 4 Select a font and a font style.
- 5 Select a size.
- 6 Select any other options you want to change, then click *OK*.

You can also bold, italicize, or underline portions of text using toolbar buttons.

### Changing the Font in HTML View

- 1 In an open item you are composing, click *View > HTML*.
- 2 Use the HTML toolbar to change the font, add background colors, add images, and more.

You might need to re-size the item view horizontally to see all the buttons on the HTML toolbar.

You can set a default font for items you compose in HTML view. For information, see [“Viewing and Composing Items in HTML” on page 55](#).

## 3.2.4 Adding a Signature or vCard to Items You Send

Use Signatures to insert a signature or tag-line at the end of items you send. For example, you can have GroupWise automatically list your name, phone number, and e-mail address at the bottom of every item you send.

You can also have GroupWise automatically add a vCard\*, or virtual business card, to the end of messages. GroupWise searches the Address Book for your user information and places it at the end of any messages you send.

This section contains the following topics:

- ♦ [“Understanding vCard Files” on page 34](#)
- ♦ [“Adding a Signature or vCard to Items” on page 34](#)

### Understanding vCard Files

vCards are electronic business cards formatted according to standards set by the Internet Mail Consortium. A vCard file has a .vcf extension, and you can add the file to your outgoing e-mail items. Third-party companies create software you can use to create vCards that include text, graphics, and sound. When you use GroupWise to generate your vCard, it uses the information from the fields in your Address Book listing.

To view a vCard that has been attached to an item, right-click it, then click *View Attachment*.

### Adding a Signature or vCard to Items

- 1 To specify a general signature for all items, click *Tools > Options*, then click *Send*.  
or  
On a Macintosh, click *GroupWise > Preferences*, then click *Send*.
- 2 Click the *Signature* tab.
- 3 Click *Electronic business card (vCard)* or *Signature*.
- 4 If you selected *Signature*, type the text you want as a signature in the *Signature* field.

or

If you selected vCard, either specify a .vcf file or leave the field empty to have the vCard use information from your listing in the Address Book.

**5** Click a signature option.

**6** Click *OK*.

You can have both a signature and a vCard at the same time. If you choose both the signature is used by default.

### 3.2.5 Spell-Checking Items You Send

There are two ways to spell-check the items you send. Quick Speller checks the spelling as you type, and underlines the words that are spelled wrong. You run Spell Checker separately, either manually or by selecting to have it run when you click *Send*.

Both features check for misspelled words, duplicate words, and irregular capitalization in items you are creating.

When Quick Speller finds a misspelled word, you can replace it with a word Quick Speller suggests or skip the word whenever it appears in that message. You can also add the word to a user word list.

When Spell Checker finds a misspelled word, you can replace it with a word Spell Checker suggests, edit the word manually, or skip the word.

You use Environment Options to set up Spell Checker to automatically spell check your messages before you send them.

This section contains the following topics:

- ♦ [“Spell-Checking an Item with Quick Speller” on page 35](#)
- ♦ [“Disabling Quick Speller” on page 35](#)
- ♦ [“Spell-Checking an Item with Spell Checker” on page 36](#)
- ♦ [“Spell-Checking Items Automatically with Spell Checker” on page 37](#)
- ♦ [“Configuring Spell Checker” on page 37](#)
- ♦ [“Configuring Spell Checker Language” on page 37](#)

#### Spell-Checking an Item with Quick Speller

**1** Right-click the misspelled word in the *Subject* or *Message* field.

**2** Click the correctly spelled word.

or

Click *Ignore Word* to skip the word.

or

Click *Learn Word* to add the word to your dictionary.

#### Disabling Quick Speller

**1** Right-click the misspelled word in the *Subject* or *Message* field.

**2** Deselect *Check Spelling as You Type*.

To re-enable Quick Speller, right-click in the *Subject* or *Message* field, then select *Check Spelling as You Type*.

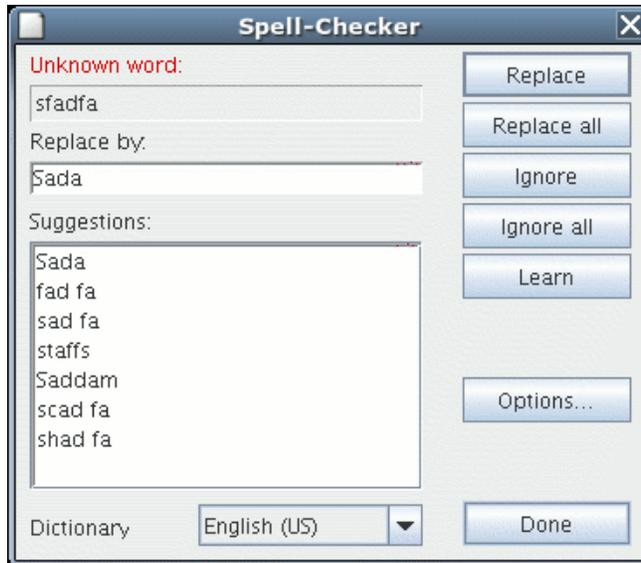
## Spell-Checking an Item with Spell Checker

- 1 Click the *Subject* field or the *Message* field.

or

Select the text to spell-check.

- 2 Click *Tools > Spell Checker*.



- 3 To specify a dictionary, select a dictionary in the *Dictionary* drop-down list.
- 4 When Spell Checker stops on a word, click any of the available options, or edit the word manually.

You can choose from the following options:

**Replace:** Replaces a misspelled word with a word Spell Checker suggests. To replace a misspelled word, double-click the word, or click the word and click *Replace*. To make your own corrections, edit the word in the *Replace With* box, then click *Replace*.

**Replace All:** Replaces all instances of the same misspelled word with a word Spell Checker suggests. To replace the misspelled word, double-click the word, or click the word and then click *Replace All*. To make your own corrections, edit the word in the *Replace With* box, then click *Replace All*.

**Ignore:** Ignores the word one time. Spell Checker stops the next time it encounters the word.

**Ignore All:** Ignores every occurrence of the word throughout the document. Spell Checker ignores the word until the next time you spell-check.

**Learn:** Adds the word to the current user word list, which stores supplemental words so that Spell Checker can recognize the word in future spell-checks.

- 5 Click *Done* when spell-checking is complete.

## Spell-Checking Items Automatically with Spell Checker

You can spell-check items automatically every time you click *Send*.

**1** Click *Tools > Options*, then click *General*.

or

On a Macintosh\*, click *GroupWise > Preferences*, then click *General*.

**2** Select *Spell check before send*, then click *OK*.

## Configuring Spell Checker

**1** Click the *Subject* field or the *Message* field.

or

Select the text to spell-check.

**2** Click *Tools > Spell Checker*.

**3** Click *Options*. The following options are available:

**Ignore Case:** Ignores the case of words.

**Ignore Mixed-Case Words Capitalization:** Ignores words with capital letters that do not begin a word, such as “THE”.

**Ignore Words with Numbers:** Ignores words containing both letters and numbers, such as “2nd”.

**Ignore Duplicate Words:** Ignores duplicate words, such as “the the”.

**Ignore URL-Like Words:** Ignores words that look like URLs.

**Check Punctuation:** Checks the punctuation of sentences for mistakes.

**Enable Auto-Replace:** Auto-replaces words that are commonly misspelled.

**Enable Compound Words:** Checks the spelling of compound words.

**Enable General Prefixes:** Checks the spelling of prefixes.

**Suggestions:** Use this setting to specify if you want to favor speed over quality, normal, or favor quality over speed. All these settings effect the length of the suggestion list.

## Configuring Spell Checker Language

**1** Click the *Subject* field or the *Message* field.

or

Select the text to spell-check.

**2** Click *Tools > Spell Checker*.

**3** In the *Dictionary* field, select the language for Spell Checker to use, then click *Done*.

## 3.3 Attaching Files

Use Attach File to send one or more files to other users. You can attach a file that exists on your hard disk, diskette, or network drive. The recipients can open the attached file, save it, view it, or print it. If you change the attached file after you have sent it, the recipients do not see the changes.

If you attach a file that is password-protected, the recipient cannot open or view the attachment without entering the password.

This section contains the following topics:

- ◆ [Section 3.3.1, “Attaching a File to an Item,” on page 38](#)
- ◆ [Section 3.3.2, “Viewing Attached Files,” on page 38](#)
- ◆ [Section 3.3.3, “Opening Attached Files,” on page 38](#)

### 3.3.1 Attaching a File to an Item

- 1 Open a new item.
- 2 Fill in the *To*, *Subject*, and *Message* fields.
- 3 Click *File > Attach File* and select the file or files you want to send.  
To remove an attached file, right-click the attachment, then click *Delete*.
- 4 Click *OK*.
- 5 Click *Send* on the toolbar.

Moving or deleting a file on a disk or network drive does not affect a file you’ve attached to an item and sent.

If you delete an attached file, it is not erased from disk or network drive; it is simply removed from the attachment list.

### 3.3.2 Viewing Attached Files

When you click an attached file, the attachment is displayed in the message pane with a viewer. This is usually faster than opening the attachment; however, the attachment might not be formatted properly. If the attachment type is not supported, you receive an error.

- 1 Open the item containing the attachment.
- 2 Click the attachment.

If you receive a message indicating that “The attachment can only be viewed with an external application”, then you must open the file. For information on opening an attachment, see [“Opening Attached Files” on page 38](#).

### 3.3.3 Opening Attached Files

When you open an attached file by double-clicking it, GroupWise determines the correct application to open the file in. You can accept the suggested application, or you can type the path and filename to another application.

- 1 Open the item containing the attachment.

- 2 Double-click the attachment.  
or  
Right-click on the attachment then click *Open Attachment*.

## 3.4 Managing Sent Items

This section contains the following topics:

- ◆ [Section 3.4.1, “Confirming Delivery of Items You’ve Sent,” on page 39](#)
- ◆ [Section 3.4.2, “Displaying Sent Items,” on page 39](#)
- ◆ [Section 3.4.3, “Resending Items,” on page 40](#)
- ◆ [Section 3.4.4, “Retracting Items You’ve Sent,” on page 40](#)
- ◆ [Section 3.4.5, “Checking the Status of Your Items,” on page 40](#)
- ◆ [Section 3.4.6, “Requesting a Reply for Items You Send,” on page 41](#)

### 3.4.1 Confirming Delivery of Items You’ve Sent

GroupWise provides several ways to confirm that your item was delivered.

#### Tracking an Item You Sent

You can check the status in the Properties window of any item you’ve sent. For information, see [“Checking the Status of Your Items” on page 40](#).

#### Receiving Notification When the Item is Opened or Deleted

You can receive notification when the recipient opens or deletes a message, declines an appointment, or completes a task.

#### Requesting a Reply

You can inform the recipient of an item that you need a reply. GroupWise adds a sentence to the item stating that a reply is requested and changes the icon in the recipient’s Mailbox to a double arrow. For information, see [“Requesting a Reply for Items You Send” on page 41](#).

### 3.4.2 Displaying Sent Items

You might want to display items you previously sent. For example, you can read a sent item, resend it with or without corrections, and in some cases, retract it (if it has not already been opened by the recipient).

- 1 Click the Sent Items folder  in the Folder List.

All sent items reside in this folder unless they are moved to a folder other than the Mailbox or Calendar. If a sent item is moved to another folder, it no longer displays in the Sent Items folder. To display sent items that have been moved to other folders, open those folders.

### 3.4.3 Resending Items

Use Resend to send an item a second time, perhaps with corrections.

- 1 Click the Sent Items folder in the Folder List.
- 2 Right-click the item you want to resend, then click *Resend*.
- 3 If the item was an auto-date item, click *This Instance* or *All Instances*.
- 4 Make any changes to the item, if necessary, then click *Send* on the toolbar.
- 5 Click *Yes* to retract the original item.  
or  
Click *No* to leave the original item.

You can check the Properties of the original item to see if GroupWise was able to retract it. Right-click the item in the Mailbox, then click *Properties*. Mail and phone messages cannot be retracted if they have already been opened.

### 3.4.4 Retracting Items You've Sent

Use Delete to retract a sent item from the recipient's Mailbox. You can retract a mail or phone message from those recipients who haven't yet opened the item. You can retract an appointment, reminder note, or task at any time.

- 1 Click the Sent Items folder in the Folder List.
- 2 Right-click the item you want to retract, then click *Delete*.
- 3 Select the appropriate option.
- 4 If you have selected to retract this item from other recipients' mailboxes, you can type a comment to the recipients, explaining why the item was retracted.
- 5 Click *OK*.

To see which recipients have opened your message, right-click the item, then click *Properties*.

### 3.4.5 Checking the Status of Your Items

Properties lets you check the status of any item you've sent. For example, you can see when an item was delivered and when the recipient opened or deleted the item. If a recipient accepted or declined an appointment and included a comment, you'll see the comment in the Properties window. You'll also see if a recipient marked a task Completed.

Properties also shows information about items you receive. You can see who else received the item (except for blind copy recipients), the size and creation date of attached files, and more.

You can save and print status information for an item.

This section contains the following topics:

- ◆ [“Checking the Status of an Item” on page 41](#)
- ◆ [“Saving the Status Information of an Item” on page 41](#)
- ◆ [“Printing the Status Information of an Item” on page 41](#)

## Checking the Status of an Item

- 1 Right-click an item in your Mailbox or Calendar, then click *Properties*.

The icons next to an item can also give you helpful status information. See “[Icons Appearing Next to Items in Your Mailbox and Calendar](#)” on page 20.

## Saving the Status Information of an Item

- 1 Right-click an item, then click *Properties*.
- 2 Click *File > Save As*.

GroupWise gives the item a temporary filename. You can change the filename and default folder to save the file.

- 3 Click *Save*.

## Printing the Status Information of an Item

- 1 Right-click an item, then click *Properties*.
- 2 Right-click in the Properties window, then click *Print*.

## 3.4.6 Requesting a Reply for Items You Send

- 1 To request a reply for one item, open an item view, click the *Send Options* tab, then click *General*.

or

To request a reply for all items you send, click *Tools > Options*, then click *Send*.

- 2 Click *Reply requested*, then specify when you want to receive the reply.

The recipient sees  next to the message. If you select *When Convenient*, “Reply Requested: When convenient” appears at the top of the message. If you select *Within x Days*, “Reply Requested: By xx/xx/xx” appears at the top of the message.

- 3 Click *OK*.

## 3.5 Managing Received Items

GroupWise stores all the mail messages, appointments, and other items you receive in your Mailbox.

From your Mailbox, you can read items, reply to items, and forward items you’ve received. You can organize items by creating a checklist. You can delegate tasks and appointments to other users. You can handle unwanted Internet e-mail with Junk Mail Handling. You can even change an item, such as a mail message, to another type of item, such as an appointment.

This section contains the following topics:

- ◆ [Section 3.5.1, “Reading Items You Receive,” on page 42](#)
- ◆ [Section 3.5.2, “Replying to Items You Receive,” on page 44](#)
- ◆ [Section 3.5.3, “Forwarding Items to Other Users,” on page 45](#)
- ◆ [Section 3.5.4, “Creating a Checklist,” on page 45](#)

- ◆ [Section 3.5.5, “Delegating Items,” on page 46](#)
- ◆ [Section 3.5.6, “Handling Unwanted Mail,” on page 47](#)
- ◆ [Section 3.5.7, “Viewing and Composing Items in HTML,” on page 55](#)

### 3.5.1 Reading Items You Receive

You can read items you receive in your Mailbox or Calendar. Your Mailbox displays a list of all of the items you have received from other users. Posted appointments, tasks, and reminder notes appear in your Calendar, not in your Mailbox.

You can open and read all types of new items in your Mailbox. However, you might want to read tasks and reminder notes in your Calendar so you can view new messages while looking at your schedule.

Phone and mail messages stay in your Mailbox until you delete them. Appointments, reminder notes, and tasks stay in your Mailbox until you accept, decline, or delete them. When you accept an appointment, reminder note, or task, it is moved to your Calendar.

All Mailbox items are marked with an icon. The icons change depending on whether or not the item has been opened. See [“Icons Appearing Next to Items in Your Mailbox and Calendar” on page 20](#) for more information.

In addition, all unopened items in your Mailbox are bolded to help you easily identify which items and documents you have not yet read.

This section contains the following topics:

- ◆ [“Reading Items in Your Mailbox” on page 42](#)
- ◆ [“Reading HTML Items” on page 42](#)
- ◆ [“Reading Items in the QuickViewer” on page 42](#)
- ◆ [“Marking an Item Unread” on page 44](#)

#### Reading Items in Your Mailbox

To read an item:

- 1 Double-click the item you want to read.

To change the font on an item you are reading:

- 1 click *Edit > Font*, then select the font, font style, and font size.
- 2 Click *OK* to apply the changes.

#### Reading HTML Items

For information about reading items that were composed in HTML, see [“Viewing and Composing Items in HTML” on page 55](#).

#### Reading Items in the QuickViewer

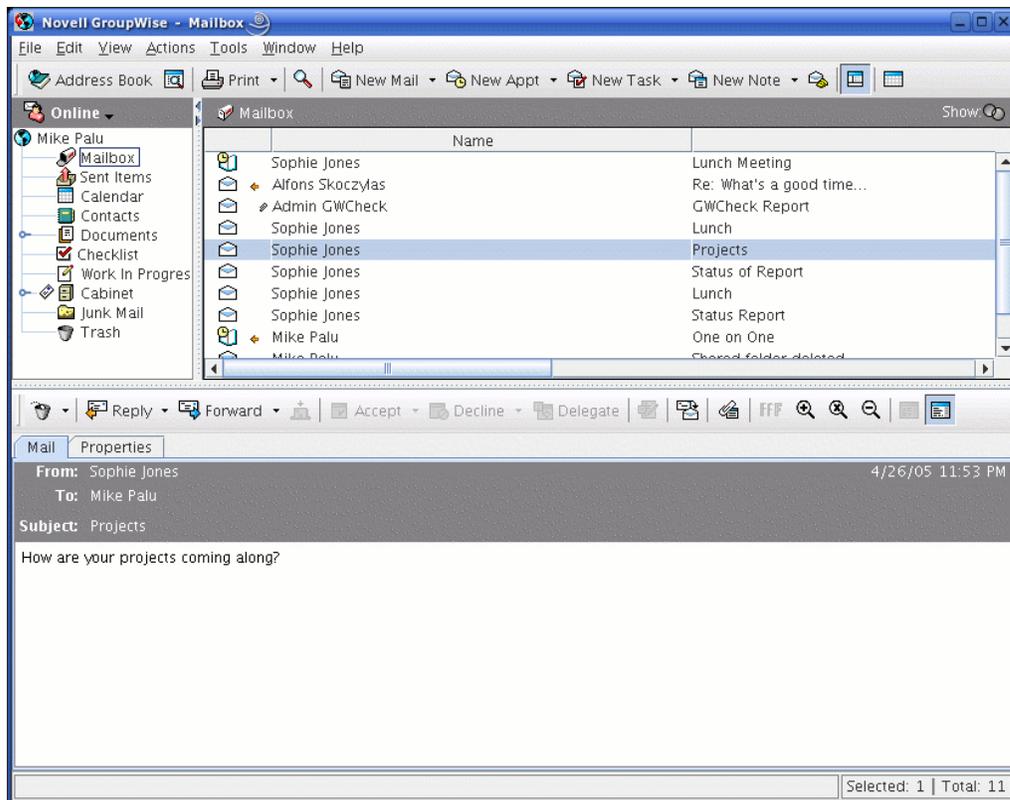
Use QuickViewer to scan the contents of your items. QuickViewer saves time because you don’t need to open each item; you simply click an item or press the Down-arrow to read your items. If you

click a document reference, the document displays in QuickViewer. You can display an item's attachment by clicking the attachment in the drop-down list on the QuickViewer toolbar. OLE attachments, however, do not display in QuickViewer.

When you read an item in QuickViewer, the icon changes to the opened status. For example, the closed envelope representing a mail message changes to an opened envelope.

You can specify that some folders show QuickViewer every time you open them, while others never show QuickViewer.

- 1 Click  on the toolbar.



- 2 Select whether to turn QuickViewer on in all folders or just the selected folder, then click *OK*.
- 3 Size QuickViewer by dragging a corner of the window or by dragging the horizontal dividing line up or down.

If you size and close QuickViewer, it is the same size when you open it again. Size it by dragging a corner of the window, not by clicking the maximize button.

- 4 In the Mailbox, click each item that you want to read.

To view an attachment, click the drop-down list on the QuickViewer header, then click the attachment. You cannot open OLE attachments in QuickViewer.

Right-click the QuickViewer window to choose other options.

- 5 To change how information displays in the header, right-click the header and choose options.
- 6 To close QuickViewer, click  on the toolbar.

## Marking an Item Unread

If you open an item to read it, and then decide you want to read the item later, you can mark the item unread. Marking the item unread changes the item to bold and changes the item's icon to unopened so you know you still need to read the item.

- 1 In the Main Window, click the item in the Item List.
- 2 Click *Actions > Read Later*.

Marking an item you have opened unread does not change the status of the item in Properties. For example, if you have opened an item, then marked the item unread, the sender of the item still sees the item status as Opened in the Properties window.

## 3.5.2 Replying to Items You Receive

Use Reply to respond to an item. You can reply to everyone who received the original item or to the sender only, without needing to create and address a new message. You can also include a copy of the original message in your reply. Your reply will include Re: preceding the original subject text. You can modify the subject text if you want.

- ♦ [“Replying to an Item” on page 44](#)
- ♦ [“Replying to an Item in a Shared Folder” on page 44](#)

### Replying to an Item

- 1 Open the item you want to reply to.
- 2 Click *Reply* on the toolbar.
- 3 Click *Reply to Sender*.  
or  
Click *Reply to all (sender and recipients)*.  
To include the message text in your reply, make sure *Include message received from sender* is selected.
- 4 Click *OK*.
- 5 Type your message, then click *Send* on the toolbar.

If the original item included BC or CC recipients and you selected to reply to all, your reply is sent to the CC recipients but not to the BC recipients.

### Replying to an Item in a Shared Folder

- 1 Open or select an item in the shared folder.
- 2 Click *Reply* on the toolbar.
- 3 Click a reply option.

You can reply to the original discussion topic, rather than to the item you are reading. Or, you can reply to any item you are reading, whether it's an original discussion topic or someone else's reply. In both cases, these replies are posted in the shared folder and not sent to individuals.

If you reply privately to the individual who wrote the item, your reply is not posted to the shared folder.

- 4 Click *OK*.
- 5 Type your reply, then click *Post* on the toolbar.

### 3.5.3 Forwarding Items to Other Users

Use Forward to send items you receive and document references to other users. When you forward an item, it is sent as an attachment to a mail message. The mail message includes your name and any additional comments you have made.

- 1 Open the item you want to forward.
- 2 Click *Forward* on the toolbar.  
or  
Click *Actions > Forward as Attachment*.
- 3 Add the names of the users to whom you want to forward the item.
- 4 (Optional) Type a message.
- 5 Click *Send* on the toolbar.

If you can't accept an appointment, task, or reminder note, you can delegate the item instead of forwarding it. Delegating places a Delegated status in the item's Properties window, letting the sender know you have transferred responsibility for the item to another person.

### 3.5.4 Creating a Checklist

Use the Checklist folder to create a task list. You can move any items (mail messages, phone messages, reminder notes, tasks, or appointments) to this folder and arrange them in the order you want. Each item is marked with a check box so that you can check off items as you complete them.

You can also make other folders work the way the Checklist folder does.

The Checklist folder is a system folder. It replaces the Task List folder. For a comparison of the Checklist folder and the Task List folder, see Checklist Folder under [“Folder List” on page 15](#).

---

**IMPORTANT:** If you or your system administrator has set up auto-archiving of items in your Mailbox, checklist items are archived based on the original date you received the item, not based on the due date you assigned.

---

This section contains the following topics:

- ♦ [“Creating a Master Checklist in the Checklist Folder” on page 45](#)
- ♦ [“Creating a New Item in the Checklist Folder” on page 46](#)
- ♦ [“Moving an Item to the Checklist Folder” on page 46](#)
- ♦ [“Marking or Unmarking a Checklist Item Completed” on page 46](#)

#### Creating a Master Checklist in the Checklist Folder

- 1 Drag items to the Checklist folder .

In the Checklist folder, items display next to a check box. When you complete an item in the checklist, you can mark it complete by selecting the check box.

You can move items to the Checklist folder from a shared folder only if you are the owner of the shared folder.

- 2 To arrange the items in the order you want, drag them to the position you want, or click them, then click the toolbar buttons , , , and .

You can also create a checklist area in another folder and drag items to the area. After items are in a checklist area of any folder, they will also display in the master Checklist folder, even though they are still located in the original folder.

### Creating a New Item in the Checklist Folder

- 1 Click the Checklist folder.
- 2 If no items exist in the Checklist folder, click the down-arrow on the  icon, then click *Posted Message*.  
Type a subject and message, then click *Post* on the toolbar.

### Moving an Item to the Checklist Folder

- 1 Drag the item to the Checklist folder.

The item or items are moved from this folder to the Checklist folder, where you can arrange them in the order you want, assign due dates, mark them Completed, and so forth.

You can only move items to the Checklist folder from a shared folder if you are the owner of the shared folder.

To return an item to its original folder, drag the item from the Checklist folder to the original folder.

### Marking or Unmarking a Checklist Item Completed

- 1 Click the box next to the checklist item.

## 3.5.5 Delegating Items

Use Delegate to reassign a scheduled item to someone else. The sender can determine who you delegated the item to by looking at the item's Properties.

This section contains the following topics:

- ♦ [“Delegating an Appointment, Task, or Reminder Note from the Main Window” on page 46](#)
- ♦ [“Delegating an Appointment, Task, or Reminder Note from the Calendar View” on page 47](#)

### Delegating an Appointment, Task, or Reminder Note from the Main Window

- 1 In the Main Window, click a task, reminder note, or appointment.
- 2 Click *Actions > Delegate*.
- 3 In the *To* field, type a username, then press Enter.  
or

To select a username from a list, click *Address* on the toolbar, double-click the user, then click *OK*.

- 4 Type any additional comments to the recipient.
- 5 Click *Send* on the toolbar.
- 6 Click *Yes* if you want this item to remain in your Calendar.  
or  
Click *No* if you want this item deleted from your Calendar.

### **Delegating an Appointment, Task, or Reminder Note from the Calendar View**

- 1 In a Calendar view, right-click a task, reminder note, or appointment, then click *Delegate*.
- 2 In the *To* field, type a username, then press Enter.

or

To select a username from a list, click *Address* on the toolbar, double-click the user, then click *OK*.

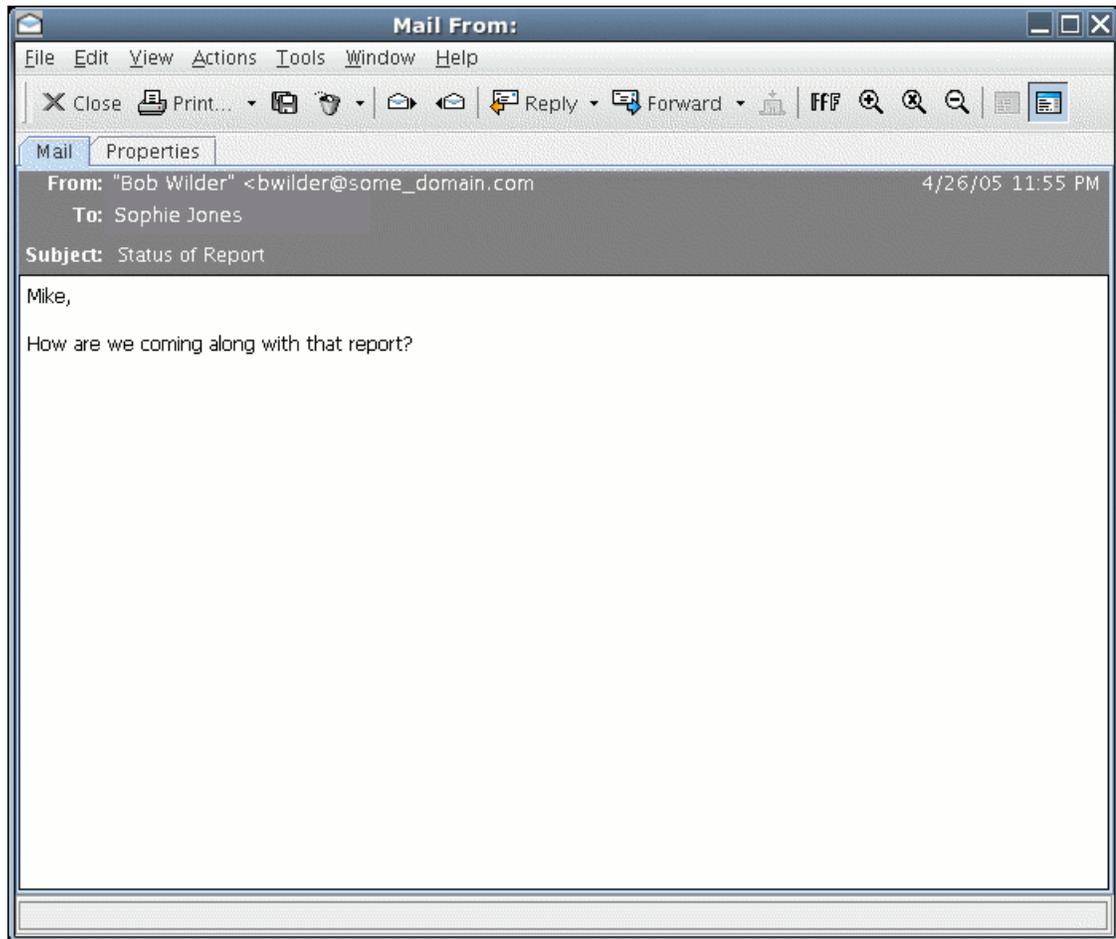
- 3 Type any additional comments to the recipient.
- 4 Click *Send* on the toolbar.
- 5 Click *Yes* if you want the item to remain in your Calendar.  
or  
Click *No* if you want the item deleted from your Calendar.

## **3.5.6 Handling Unwanted Mail**

Use Junk Mail Handling to decide what to do with unwanted Internet e-mail that is sent to your GroupWise e-mail address. Internet e-mail includes all e-mail where the sender's address is in the form of name@domain.com, name@domain.org, and so forth.

This is an example of an e-mail message from the Internet:

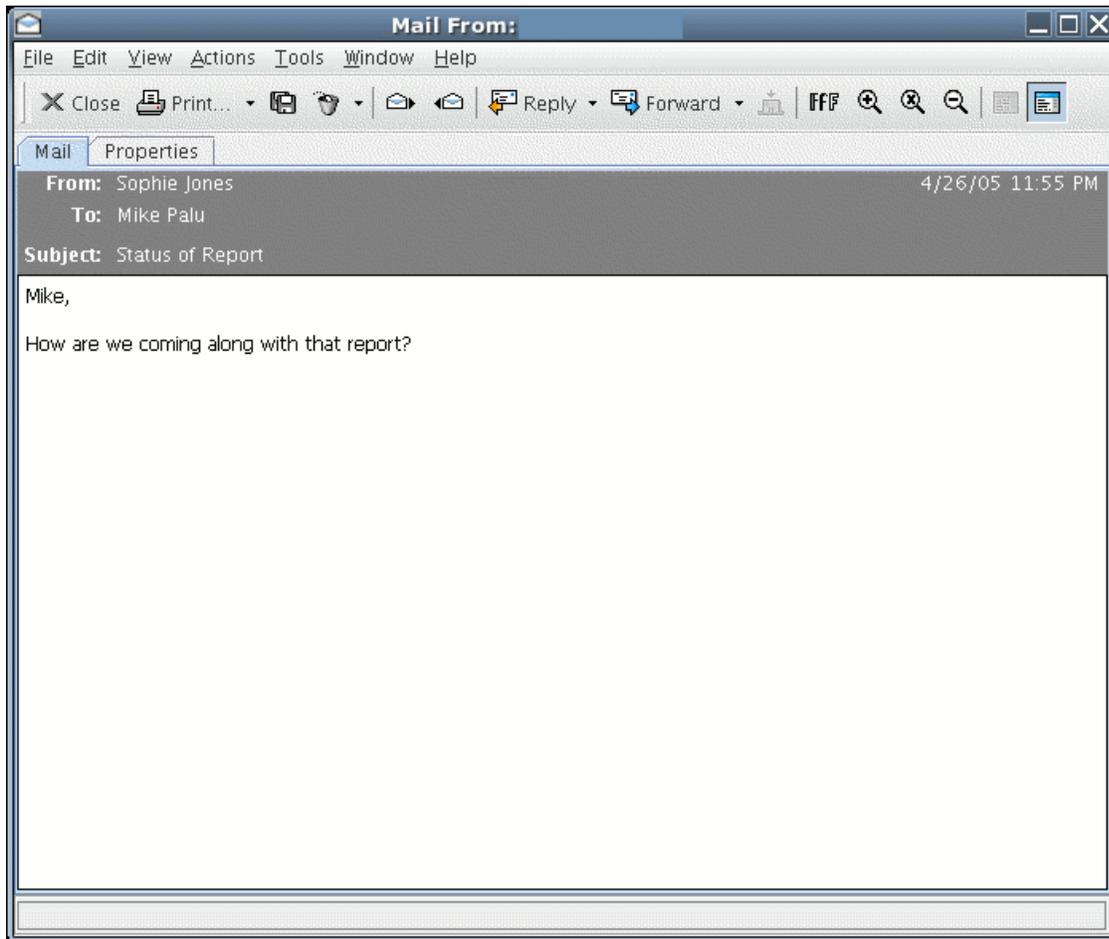
**Figure 3-1** E-mail From the Internet



Junk Mail Handling does not apply to internal e-mail. Internal e-mail is e-mail where the sender is part of your GroupWise system and the From field shows only the name of the sender, not an Internet address as explained above. If you want to block or junk internal e-mail, you can use Rules. (For more information, see [Section 6.6, "Creating Rules,"](#) on page 82.)

This is an example of an internal e-mail message:

**Figure 3-2** E-mail From a GroupWise User



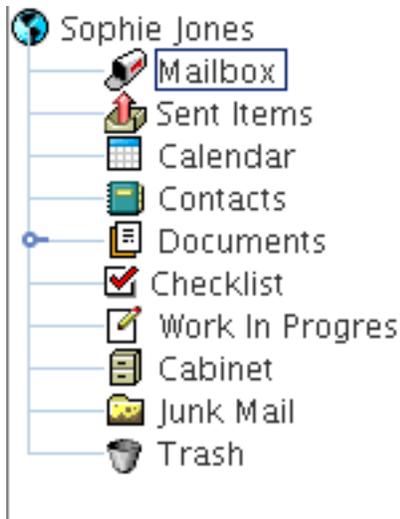
You have three options for blocking or junking Internet e-mail:

- ◆ You can add individual e-mail addresses or entire Internet domains to a Block List. Items from these addresses or Internet domains are blocked and never arrive in your Mailbox.

An Internet domain is the part of the e-mail address that comes after the @. For example, in the address Henry@mymail.com, the Internet domain is mymail.com.

However, e-mail from contacts in your Frequent Contact address book and your corporate address book is not blocked.

- ◆ You can add individual e-mail addresses or entire Internet domains to a Junk List. Items from these addresses or Internet domains are delivered to the Junk Mail folder in your Mailbox. You can specify that the items in this folder are automatically deleted after <n> days.



- ◆ You can specify that any e-mail items from users whose addresses are not in your personal address books (including your Frequent Contacts address book and any personal address books you have created) are sent to the Junk Mail folder. This is sometimes called “white listing.”

For information about the Junk Mail folder, see Junk Mail Folder under [“Folder List” on page 15](#).

In addition to the Block List and Junk List, there is a Trust List. Use this list to add e-mail addresses or Internet domains that you do not want blocked or junked, no matter what is specified in the other two lists. For example, you may have zcompany.com in your Block List, but you have one friend whose address is myfriend@zcompany.com. Add this friend’s e-mail address to the Trust List.

If you specify Junk Mail Handling options in Caching mode, make sure to synchronize with your Online Mailbox in order to see the same options when you log in to GroupWise on another computer.

Your system administrator can turn off Junk Mail Handling so that it is not available.

This section contains the following topics:

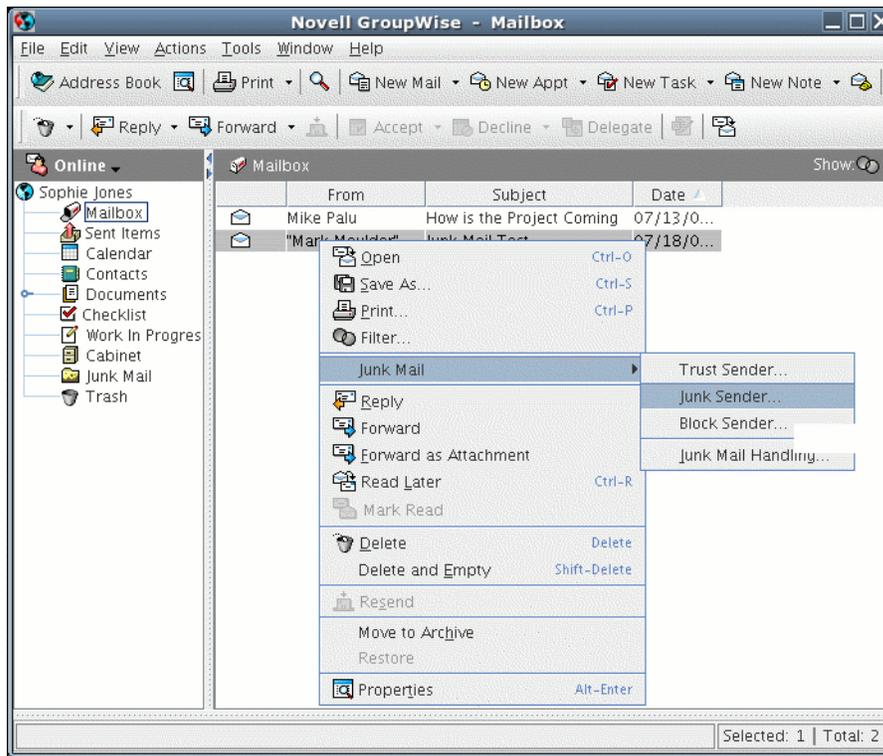
- ◆ [“Blocking or Junking E-Mail From a User” on page 50](#)
- ◆ [“Blocking or Junking E-Mail From an Internet Domain” on page 52](#)
- ◆ [“Junking E-Mail From Users Not In a Personal Address Book” on page 53](#)
- ◆ [“Deleting Items From the Junk Mail Handling Folder” on page 53](#)
- ◆ [“Preventing E-Mail From a User or Internet Domain From Being Junked or Blocked” on page 54](#)
- ◆ [“Modifying Junk Mail Handling Lists and Settings” on page 54](#)

### **Blocking or Junking E-Mail From a User**

- 1 Right-click an item with an Internet address, then click *Junk Mail*.
- 2 Click *Junk Sender*.

or

Click *Block Sender*.



**3** Select *Junk e-mail from this address* or *Block e-mail from this address*.

If you select *Junk*, the address is added to the *Junk List*. All future e-mail items from this e-mail address are delivered to the *Junk Mail* folder 📧.

You can specify that the items in this folder are automatically deleted after <n> days. This folder is not created in the folder list unless a *Junk Mail* option is enabled or an address or Internet domain is added to the *Junk List* (which enables the *Junk List* option).

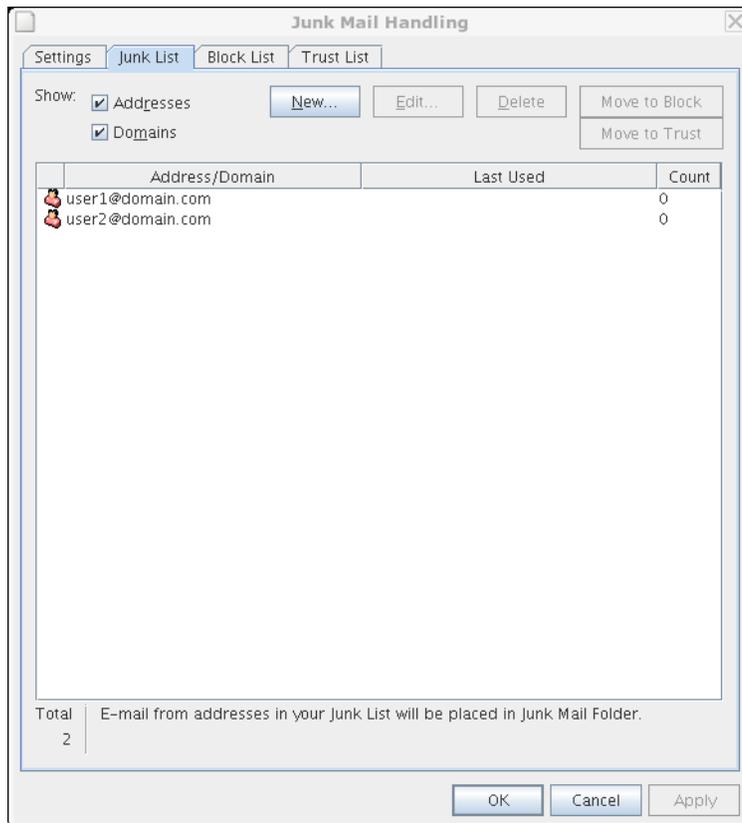
If you select *Block*, the address is added to the *Block List*. All future e-mail items from this e-mail address will not be delivered to your *Mailbox*.

Your *Junk List* and *Block List* can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.

**4** If the *Junk List* or *Block List* is not enabled, select *Enable junk list* or *Enable block list*.

At any time, you can click *Tools > Junk Mail > Junk List* or *Block List*, then click *New* to add an e-mail address to the *Junk List* or *Block List*.

**Figure 3-3** Junk Mail Handling Dialog Box Showing the Junk List Tab



### Blocking or Junking E-Mail From an Internet Domain

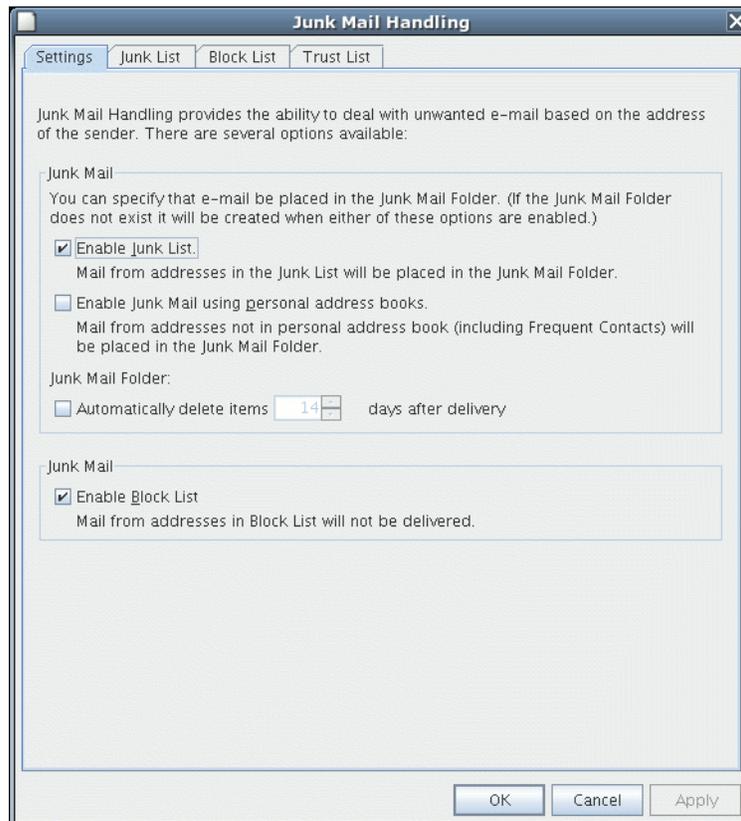
An Internet domain is the part of the e-mail address that comes after the @. For example, in the address Henry@mymail.com, the Internet domain is mymail.com.

- 1 Right-click an item, then click *Junk Mail*.
- 2 Click *Junk Sender*.  
or  
Click *Block Sender*.
- 3 Select *Junk any e-mail from this internet domain* or *Block any e-mail from this internet domain*.  
If you select Junk, the Internet domain is added to the Junk List. All future e-mail items from this Internet domain are delivered to the Junk Mail folder 🗑️.  
You can specify that the items in this folder are automatically deleted after a specified number of days. This folder is not created in the folder list unless a Junk Mail option is enabled or an address or Internet domain is added to the Junk List (which enables the Junk List option).  
If you select Block, the Internet domain is added to the Block List. All future e-mail items from this Internet domain are not delivered to your Mailbox.  
Your Junk List and Block List can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.
- 4 If the Junk List or Block List is not enabled, select *Enable junk list* or *Enable block list*.

At any time, you can click *Tools > Junk Mail Handling > Junk List* or *Block List*, then click *New* to add an Internet domain to the Junk List or Block List.

## Junking E-Mail From Users Not In a Personal Address Book

- 1 Click *Tools > Junk Mail Handling*.
- 2 Select *Enable junk mail using personal address books*.



- 3 Click *OK*.

All future e-mails from addresses not in your Frequent Contacts address book and other personal address books is delivered to the Junk Mail folder. You can specify that the items in this folder are deleted after a specified number of days.

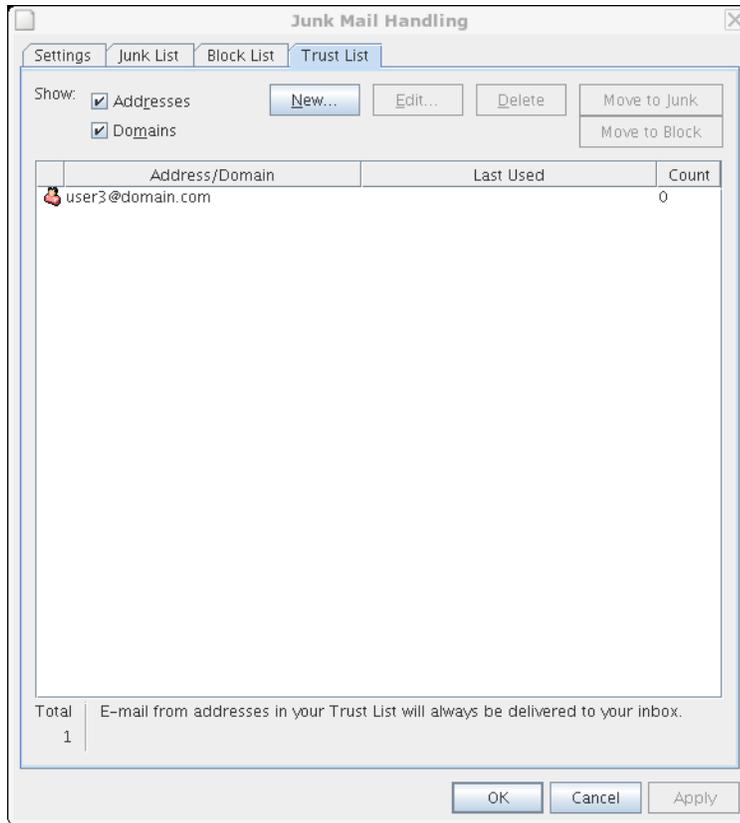
## Deleting Items From the Junk Mail Handling Folder

- 1 Click *Tools > Junk Mail Handling*.
- 2 Click *Automatically delete items \_\_ days after delivery (move to Trash)*.  
Specify how long you want items retained in the Junk Mail folder.
- 3 Click *OK*.

To manually delete items from the Junk Mail folder, right-click the Junk Mail folder, click *Empty Junk Mail Folder*, then click *Yes*.

## Preventing E-Mail From a User or Internet Domain From Being Junked or Blocked

- 1 Click *Tools > Junk Mail Handling*.
- 2 Click the *Trust List* tab.



- 3 Click *New*, type an e-mail address or Internet domain, then click *OK*.

An address or Internet domain can be in upper, lower, or mixed case. For example, amy@idomain.com and AMY@IDOMAIN.COM are both the same.

You cannot use wildcard characters such as \* or ? in an Internet domain name. However, an Internet domain, for example idomain.com, affects all e-mail from idomain.com and any subdomains that prefix this Internet domain, such as offers.idomain.com or members.idomain.com. A domain of abcidomain.com is not affected.

- 4 Click *OK*.

All future items from this e-mail address or Internet domain are not blocked or delivered to the Junk Mail folder, no matter what is specified in the Block List and Junk List.

## Modifying Junk Mail Handling Lists and Settings

- 1 Click *Tools > Junk Mail Handling*.
- 2 On the *Settings* tab, modify any settings.
- 3 Click the tab of the list you want to modify.
- 4 To add an e-mail address or Internet domain to a list, click *New*, type the e-mail address or Internet domain, then click *OK*.

An address or Internet domain can be in upper, lower, or mixed case. For example, amy@idomain.com and AMY@IDOMAIN.COM are both the same.

You cannot use wildcard characters such as \* or ? in an Internet domain name. However, an Internet domain, for example idomain.com, affects all e-mail from idomain.com and any subdomains that prefix this Internet domain, such as offers.idomain.com or members.idomain.com. A domain of abcidomain.com is not affected.

- 5 To change an e-mail address or Internet domain, click the address or Internet domain, click *Edit*, make changes, then click *OK*.
- 6 To remove an e-mail address or Internet domain from a list, click the address or Internet domain, then click *Remove*.
- 7 Click *OK*.

### 3.5.7 Viewing and Composing Items in HTML

You can view items in GroupWise that have been composed in HTML from other users or from Web-based information services. You can click any links that are included in the item and jump to the linked Web sites.

If you have Mozilla\* or Konqueror installed on the same computer as GroupWise, you can compose messages in HTML. An HTML toolbar above the Message box gives you HTML options such as text formatting, text color, and inserting lines.

For more information, see [“Changing the Font of Items You Send” on page 33](#).

This section contains the following topics:

- ♦ [“Setting the Default View” on page 55](#)
- ♦ [“Setting the View for One Item” on page 56](#)
- ♦ [“Changing the Default Font in the HTML View” on page 56](#)

#### Setting the Default View

If you do not like your default read or compose view (whether it is HTML or Plain Text), you can change it.

#### Changing the Default Read View

- 1 Click *Tools > Options*.
- or
- On a Macintosh, click *GroupWise > Preferences*.
- 2 Click *General*, then select *Plain Text* or *HTML* under *Default Read View & Font*.
- 3 (Optional for Plain Text Only) Select the default font and font size to use.
- 4 (Optional) Select *Force* if you want to force all messages to be displayed in text only.
- 5 Click *OK*.

#### Changing the Default Compose View

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*, then select *Plain Text* or *HTML* under *Default Compose View & Font*.
- 3 (Optional) Select the default font and font size to use.
- 4 Click *OK*.

### Setting the View for One Item

You can change the view for one item only if that item is composed in HTML.

- 1 Open an item.
- 2 Click *View > Plain Text* or *HTML* text.

### Changing the Default Font in the HTML View

You can choose a different font for your outgoing messages.

- 1 From an HTML view, select the font style and size you want to use as the default for your messages.

## 3.6 Changing the Encoding of an Item

Many languages require different character encodings to display certain characters properly. In GroupWise you can change the encoding for items that you send and receive. Many times this is necessary for you to view the item properly or for the recipient to view the item correctly.

- ♦ [Section 3.6.1, “Changing the Encoding for All Items You Send,” on page 56](#)
- ♦ [Section 3.6.2, “Changing the Encoding for One Item You are Sending,” on page 56](#)
- ♦ [Section 3.6.3, “Changing the Encoding for an HTML Item You are Reading,” on page 57](#)

### 3.6.1 Changing the Encoding for All Items You Send

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *Send*.
- 3 Select your MIME encoding from the *MIME Encoding* drop-down list.
- 4 Click *OK*, then click *Close*.

### 3.6.2 Changing the Encoding for One Item You are Sending

- 1 From the Compose window, click the *Send Options* tab.
- 2 Select your MIME encoding from the *MIME Encoding* drop-down list.
- 3 Click *Send* to send the item.

### 3.6.3 Changing the Encoding for an HTML Item You are Reading

- 1 Double-click the item you want to read.
- 2 Right-click the body of the item, then click *Encoding*.
- 3 Select the proper encoding for the message.

Currently, you can only change the encoding for HTML messages that you are reading. You cannot change the encoding for text messages. For most HTML messages, you should not need to change the encoding.



# Scheduling Group and Posted Items

# 4

You can schedule appointments, tasks, and reminder notes for yourself and other users. You can also reserve a block of time with a posted appointment.

For information about how appointments, tasks, and reminder notes differ from other item types, see [Section 3.1, “Understanding GroupWise Item Types,” on page 31](#).

If you want to find out whether someone accepted a task or is coming to your meeting, you can check for an accepted or declined status in the item’s Properties. For more information, see [“Checking the Status of Your Items” on page 40](#).

All scheduled items can be retracted or rescheduled, even if the recipients have already opened and accepted them. For more information, see [“Retracting Items You’ve Sent” on page 40](#) and [“Rescheduling an Appointment” on page 60](#).

For more information about managing items after they have been sent or received, see [Section 3.4, “Managing Sent Items,” on page 39](#) and [Section 3.5, “Managing Received Items,” on page 41](#).

This section contains the following topics:

- ◆ [Section 4.1, “Scheduling Appointments,” on page 59](#)
- ◆ [Section 4.2, “Sending Tasks,” on page 63](#)
- ◆ [Section 4.3, “Sending Reminder Notes,” on page 65](#)
- ◆ [Section 4.4, “Accepting or Declining Scheduled Items,” on page 66](#)

## 4.1 Scheduling Appointments

Use appointments to schedule blocks of time on a specific date or range of dates.

You can use Busy Search to check for a time when all the users and resources you want for an appointment are available.

- ◆ [Section 4.1.1, “Scheduling an Appointment for Other Users,” on page 59](#)
- ◆ [Section 4.1.2, “Rescheduling an Appointment,” on page 60](#)
- ◆ [Section 4.1.3, “Rescheduling Recurring Appointments,” on page 60](#)
- ◆ [Section 4.1.4, “Canceling an Appointment,” on page 61](#)
- ◆ [Section 4.1.5, “Scheduling an Appointment for Yourself,” on page 61](#)
- ◆ [Section 4.1.6, “Scheduling a Recurring Item by Dates,” on page 62](#)
- ◆ [Section 4.1.7, “Checking When Everyone Is Available,” on page 62](#)

### 4.1.1 Scheduling an Appointment for Other Users

- 1 Click  on the toolbar.

**2** In the *To* field, type a username, then press Enter. Repeat for additional users. In addition, include any resource IDs (such as conference rooms) in the *To* field. If necessary, type usernames in the *CC* and *BC* fields.

or

To select usernames or resources from a list, click *Address* on the toolbar, double-click each user, then click *OK*.

**3** To change the From name (to another account or proxy), click , then click a name.

**4** Type the place description in the *Place* field.

**5** Specify the start date.

or

Click  to specify a date or auto-date for your appointment. (To create a recurring appointment, see [Section 4.1.6, “Scheduling a Recurring Item by Dates,” on page 62.](#))

or

Select *All Day Event* for an all day event.

**6** Specify a start time and duration. Duration can be in minutes, hours, or days.

**7** Type a subject and message.

If you want, change the font of the message text. For information, see [“Changing the Font of Items You Send” on page 33.](#)

**8** If you want to make sure the people and resources for the appointment are available, you can do a busy search by clicking *Busy Search* on the toolbar. See [“Checking When Everyone Is Available” on page 62.](#)

You can specify many options, such as making this appointment a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab and setting the desired options.

**9** Click *Send* on the toolbar.

## 4.1.2 Rescheduling an Appointment

If you want to make sure the people and resources for the appointment are available for rescheduled appointments, you can do a busy search by clicking *Busy Search* on the toolbar.

**1** Click the Sent Items folder in the Folder List.

**2** Click the appointment to reschedule.

**3** Click *Actions > Resend*.

**4** If the original appointment was an auto-date appointment, click *This Instance* or *All Instances*.

**5** Make your changes, then click *Send* on the toolbar.

**6** Click *Yes* to retract the original item.

To reschedule an appointment for a new time on the same day, open your Calendar and drag the appointment to the new time.

## 4.1.3 Rescheduling Recurring Appointments

**1** Click the *Sent Item* folder in the Folder List.

- 2 Click the appointment you want to reschedule.

If you are rescheduling just one appointment in a series of recurring appointments, select the appointment on the day you want to reschedule.

- 3 Click *Actions > Resend*.

- 4 Click *All Instances* for all appointments in the recurring appointment.

or

Click *This Instance* for only one appointment in the series of recurring appointments.

- 5 Make your changes, then click *Send* on the toolbar.

- 6 Click *Yes* to retract the original item.

To reschedule an appointment for a new time on the same day, open your Calendar and drag the appointment to the new time.

#### 4.1.4 Canceling an Appointment

You can cancel an appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

- 1 Click the Sent Items folder in the Folder List.

- 2 Click the appointment you want to cancel.

- 3 Click *Edit > Delete*.

- 4 If the original appointment was an auto-date appointment, click *This Instance* or *All Instances*.

- 5 Click *All Mailboxes*, then click *OK*.

#### 4.1.5 Scheduling an Appointment for Yourself

If you are not available for meetings, schedule a posted appointment for those times. When another user includes you in an appointment and does a busy search, the user can see you are not available at those times, but can still schedule over your appointment.

Posted appointments are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.

- 1 On the toolbar, click the arrow on the  button, then click *Posted Appointment*.

or

In your Calendar, open a view with an Appointments List, click a date, then double-click a time in the Appointments List.

- 2 (Optional) Type a subject and a place.

- 3 Specify the start date.

or

Click  to specify a date or auto-date for your appointment. (To create a recurring appointment, see [Section 4.1.6, "Scheduling a Recurring Item by Dates," on page 62.](#))

or

Select *All Day Event* for an all day event.

- 4 Specify a duration. Duration can be in minutes, hours, or days.
- 5 (Optional) Type a message.  
You can specify many options, such as making this appointment a high priority and more, by clicking the *Options* tab.
- 6 (Optional) Specify a Show Appointment As type by clicking *Actions* > *Show Appointment As*, then clicking a type.
- 7 Click *Post* on the toolbar.

#### 4.1.6 Scheduling a Recurring Item by Dates

- 1 In an appointment, task, or reminder note you are scheduling, click *Actions*, then click *Auto-Date*.
- 2 Click the days you want to schedule.
- 3 To move to a different year, click the year button, type the new year, then click *OK*.
- 4 If you want to clear all the dates you have selected, click *Reset*.
- 5 Click *OK*.

#### 4.1.7 Checking When Everyone Is Available

Use Busy Search to find a time when all the people and resources you want to schedule for a meeting are available.

- 1 In an appointment you are creating, specify usernames and resource IDs in the *To* field.
- 2 Specify the first possible day for the meeting in the *Start date* field.
- 3 Specify the meeting's duration.
- 4 Click *Busy Search* on the toolbar.

The legend at the bottom of the Busy Search dialog box shows the meaning of the various Show Appointment As patterns on the grid.

If  appears to the left of the username or resource, you can click a scheduled time across from the username or resource on the Individual Schedules tab to display more information about the appointment in the box below. However, the user or resource owner must give you appointment Read rights in their Access List before the  icon appears. See [“Adding and Removing Proxy Names and Rights in Your Access List”](#) on page 95.

To exclude a username or resource from the search without deleting it, click the *Available Times* tab, then click the check box next to the user or resource to deselect it. Excluding a person or resource from the search is useful if a user (like a CC recipient) should be invited to a meeting but does not necessarily need to attend. To include a user or resource name that has been excluded, click the check box next to the user or resource to select it.

- 5 To remove a user or resource from the *Invite to Meeting* list after the search, click the *Available Times* tab, click the username or resource to remove, press *Delete*, then click *Yes*.

This is useful if you want to include several conference rooms in the search to find one that is available, then eliminate those you do not want.

- 6 Complete and send the appointment.

If you want to do a busy search before creating an appointment, click *Tools* > *Busy Search*. Specify information in the Busy Search dialog box, then click *OK* to perform a busy search.

When you find a time you want for a meeting, click *Request Meeting* to transfer the information to a new appointment view, then complete the appointment.

You can change the search range for one appointment by scheduling the appointment with *Tools > Busy Search* and changing the number in the *Number of days to search* field.

## 4.2 Sending Tasks

A task is an item to be completed by a specified date and time that displays on the Calendar. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears on the user's Tasks List and on the user's Calendar each day.

After it is accepted, a task appears on the Calendar on its start date. When the due date is past, the task displays in red on the Calendar. When you mark a task Completed, it no longer carries over to the next day on your Calendar.

After you finish a task, you can mark it Completed. A Completed status, including the date and time the task was marked Completed, is placed in the Properties window.

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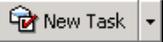
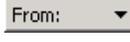
**TIP:** You can also create a checklist that is not associated with your Calendar. In this type of checklist, any item type (mail, appointment, task, reminder note, phone message) can be used. For information, see [“Creating a Checklist” on page 45](#).

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This section contains the following topics:

- ◆ [Section 4.2.1, “Assigning a Task to Other Users,” on page 63](#)
- ◆ [Section 4.2.2, “Assigning a Task to Yourself,” on page 64](#)
- ◆ [Section 4.2.3, “Marking Tasks Completed,” on page 64](#)

### 4.2.1 Assigning a Task to Other Users

- 1 Click  on the toolbar.
- 2 In the *To* field, type a username, then press Enter. Repeat for additional users. If necessary, type usernames in the *CC* and *BC* fields.  
or  
To select usernames from a list, click *Address*, double-click each user, then click *OK*.
- 3 To change the From name (to another account or proxy), click , then click a name.
- 4 Type the date you want the task to begin and the date you want the task to be completed. You can type the same date in both boxes.  
or  
Click  to specify dates or auto-dates for your task.
- 5 Type the subject.
- 6 Type a priority for the task.  
The task priority can consist of a character followed by a number, such as: A1, C2, or B3. Task priorities are optional.
- 7 Type a description of the task.

You can specify many options, such as making this task a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab.

If you want, change the font of the message text. For information, see [“Changing the Font of Items You Send” on page 33](#).

- 8 Click *Send* on the toolbar.

## 4.2.2 Assigning a Task to Yourself

- 1 Click the arrow on the  icon, then click *Posted Task*.

or

In your Calendar, open a view with a Tasks List (for example, the Day view), click a date, then double-click an empty space in the Tasks List.

- 2 Type a subject.
- 3 Type a priority for the task.

The task priority can consist of a character followed by a number, such as: A1, C2, or B3. Task priorities are optional.

- 4 Type the date you want the task to begin and the date you want the task to be completed. You can type the same date in both boxes.

or

If necessary, click  to specify dates or auto-dates for your task.

- 5 Type a message.

You can specify many options, such as making this task a high priority and more, by clicking the *Send Options* tab.

- 6 Click *Post* on the toolbar.

Posted tasks are placed in your Calendar. They are not placed in your Mailbox, or in any other user's Mailbox.

---

**TIP:** You can also create a checklist that is not associated with your Calendar. In this type of checklist, any item type (mail, appointment, task, reminder note, phone message) can be used. For information, see [“Creating a Checklist” on page 45](#).

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## 4.2.3 Marking Tasks Completed

When you finish a task, you can mark it Completed. Tasks you mark Completed are not carried over to the next day on your Calendar. Completed tasks are distinguished by a check mark in your Calendar. Overdue tasks display in red.

If you mark a task Completed, then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

When you mark a task Completed, GroupWise® sends notification to the originator of the task if he or she selected return notification in Send Options. A Completed status, including the date and time the task was marked Completed, is placed in the originator's Properties window.

- ◆ [“Marking a Task Completed” on page 65](#)

- ◆ [“Checking the Completion Status of a Task” on page 65](#)

### Marking a Task Completed

- 1 Click the Calendar folder in the Folder List.
- 2 Select the checkbox next to the task.

To unmark a task that has been marked Completed, deselect the marked check box next to the task.

### Checking the Completion Status of a Task

- 1 Click the Sent Items folder in the Folder List.
- 2 Open the task you want to check.
- 3 Click the *Properties* tab.

## 4.3 Sending Reminder Notes

Reminder notes are like mail messages except they are scheduled for a particular day and appear on the Calendar for that date. You can use reminder notes to show vacations, holidays, paydays, birthdays, and so forth.

This section contains the following topics:

- ◆ [Section 4.3.1, “Scheduling a Reminder Note for Yourself,” on page 65](#)
- ◆ [Section 4.3.2, “Scheduling a Reminder Note for Other Users,” on page 65](#)

### 4.3.1 Scheduling a Reminder Note for Yourself

Posted reminder notes are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user’s Mailbox.

- 1 From your Calendar, open a view with a Reminder Notes List (for example, the Week view).
- 2 Click a date, then double-click an empty space in the Reminder Notes List.
- 3 If necessary, click  to specify a start date or auto-date for your reminder note.
- 4 Type a subject and the reminder note.

You can specify many options, such as making this reminder note a high priority and more, by clicking the *Send Options* tab.

- 5 Click *Post* on the toolbar.

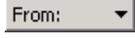
To access the information later, open your Calendar and select the date the information appears on. Double-click the reminder note in the Reminder Notes List.

### 4.3.2 Scheduling a Reminder Note for Other Users

- 1 Click *File > New > Reminder Note*.
- 2 In the *To* field, type a username, then press Enter. Repeat for additional users. If necessary, type usernames in the *CC* and *BC* fields.

or

To select usernames from a list, click *Address* on the toolbar, double-click each user, then click *OK*.

**3** To change the From name (to another account or proxy), click , then click a name.

**4** Type a subject (optional) and the reminder note message.

If you want, change the font of the message text. For information, see “[Changing the Font of Items You Send](#)” on page 33.

**5** In the *Start date* field, type the date this reminder note should appear in the recipients’ Calendars.

or

Click  to specify a start date or auto-date for your reminder note.

You can specify many options, such as making this reminder note a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab.

**6** Click *Send* on the toolbar.

## 4.4 Accepting or Declining Scheduled Items

When you receive an appointment, task, or reminder note, you might not be able to accept. In GroupWise, you can let the sender know if you accept or decline, specify a level of acceptance or availability, and add additional comments. You can also delegate the item to another user. The sender can find your response by checking the item’s Properties.

**1** Open the appointment, task, or reminder note.

**2** Click *Accept* or *Decline* on the toolbar.

or

Click the down-arrow to the right of the button to select an Accept level of availability, or to select *Decline with Options*.

**3** If you selected *Decline with Options*, you can type a comment (optional), then click *OK*.

By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for more noticeable notification when someone declines an item, the sender has the option under *Tools > Options > Send > Appointment/Task/Reminder Note to set return notification when declined to mail receipt, notify, or both*.

**4** If the item is an Auto-Date item, click *This Instance* to accept or decline this one Auto-Date item, or click *All Instances* to accept or decline all instances of the Auto-Date item.

### 4.4.1 Accepting and Declining Resource Requests

You can accept or decline resource requests only if you are the resource owner and have been granted Read and Write rights.

**1** In the Main Window or Calendar, click *File > Proxy*.

or

Click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in).

**2** Click the resource you own.

If the resource you own isn't listed, click *Proxy*, type the name of the resource you own in the *Name* box, then click *OK*.

- 3** Double-click the item you need to accept or decline.
- 4** Click *Accept* or *Decline* on the toolbar.



# Using Your Calendar

# 5

You can view your schedule in a variety of views or formats, including day, week, month, year, task list, and project planner. For example, the month view lets you view a month schedule.

You can use Graphic Display to show appointment duration in blocks to visualize time use in your schedule. And by using Show Appointment As, you can display levels of availability for appointments in Busy Search and in your Calendar.

If you have automatic archiving set, items that have been archived are no longer displayed on your calendar. To make them appear on your calendar, unarchive the item from your archive calendar. For more information on how to unarchive an item, see [“Unarchiving Items” on page 80](#).

A few types of calendar views and printouts are available so you can choose the one that displays the information you need.

- ◆ [Section 5.1, “Viewing Your Calendar,” on page 69](#)
- ◆ [Section 5.2, “Reading an Item in Your Calendar,” on page 70](#)
- ◆ [Section 5.3, “Saving an Item in Your Calendar,” on page 70](#)
- ◆ [Section 5.4, “Printing Your Calendar, Task List, or Reminder Note List,” on page 70](#)
- ◆ [Section 5.5, “Viewing a Different Date in the Calendar,” on page 71](#)
- ◆ [Section 5.6, “Viewing All Day Events in the Calendar,” on page 71](#)

For additional calendaring and scheduling information, see [Chapter 4, “Scheduling Group and Posted Items,” on page 59](#).

## 5.1 Viewing Your Calendar

This section contains the following topics:

- ◆ [Section 5.1.1, “Opening the Calendar Folder or a Calendar View,” on page 69](#)
- ◆ [Section 5.1.2, “Understanding the Icons Appearing Next to Items in Your Calendar,” on page 70](#)
- ◆ [Section 5.1.3, “Understanding the Shading on Calendar Appointments,” on page 70](#)

### 5.1.1 Opening the Calendar Folder or a Calendar View

The calendar view in the folder list has a toolbar that provides access to several Calendar view options. The view that is displayed when you exit your Calendar is displayed when you open the Calendar folder again.

- 1 Click *Calendar* in the Folder List, then click the buttons on the Calendar toolbar to choose different views.

or

Click *Window > New Calendar Window*, then click a calendar view.

You can view the Calendar in various formats, including week, month, and year. Click a different button on the Calendar toolbar.

## 5.1.2 Understanding the Icons Appearing Next to Items in Your Calendar

The icons that appear in your calendar give you additional information about items. See [“Icons Appearing Next to Items in Your Mailbox and Calendar” on page 20](#) for more information.

## 5.1.3 Understanding the Shading on Calendar Appointments

Any appointment on your calendar appears in different shades depending on whether the appointment is shown as *Free*, *Tentative*, *Busy*, or *Out of the Office*. If you select to display the calendar item as *Free*, the appointment displays as white. If you select to display the appointment as *Tentative*, the appointment displays as gray with white and gray stripes on the side. If you select to display the appointment as *Busy*, the appointment displays as gray. If you display the appointment as *Out of the Office*, it displays as dark gray.

To change an appointment, use Show Appointment As:

- 1 Click *Actions > Show Appointment As*, then select *Free*, *Tentative*, *Busy*, or *Out of the Office*.

## 5.2 Reading an Item in Your Calendar

- 1 Click *Calendar* in the Folder List.
- 2 Double-click the item you want to read.

## 5.3 Saving an Item in Your Calendar

- 1 In your Mailbox or Calendar, click the item you want to save, then click *File > Save As*.
- 2 Ctrl+click the item and attachments you want to save.
- 3 Select to save the item to disk.
- 4 Type a filename for the item in the *Save file as* field.
- 5 To save the item in a different directory than is shown in the *Current directory* field, click *Browse*, then select the new directory.
- 6 Click *Save*, then click *Close*.

## 5.4 Printing Your Calendar, Task List, or Reminder Note List

Use Print Calendar to print appointments, tasks, and reminder notes in different formats and on various page sizes.

- 1 Click *File > Print Calendar*.
- 2 Click a calendar format in the *Select item to be printed* box.
- 3 Click a calendar view under *Select available print form*.
- 4 Click the *Content* tab, type a starting date, then read and select other options.

- 5 Click the *Preview* button to see how the page layout looks with the selected options. If necessary, change the options.
- 6 Click *Print*.

## 5.5 Viewing a Different Date in the Calendar

- 1 If the view displayed has a Calendar toolbar, click , then click a date.
- 2 Click  to return to today's date.

Going to a different date is not applicable to some views.

## 5.6 Viewing All Day Events in the Calendar

All day events are located at the top of the calendar in the All-Day-Events pane.

**Figure 5-1** All-Day-Events Pane





# Managing Your Mailbox

# 6

GroupWise® provides many features to help you manage your Mailbox.

- ◆ [Section 6.1, “Using the Folder List,” on page 73](#)
- ◆ [Section 6.2, “Using Shared Folders,” on page 75](#)
- ◆ [Section 6.3, “Managing Contacts Through Your Mailbox,” on page 76](#)
- ◆ [Section 6.4, “Archiving the Items in Your Mailbox,” on page 79](#)
- ◆ [Section 6.5, “Printing Items in Your Mailbox,” on page 81](#)
- ◆ [Section 6.6, “Creating Rules,” on page 82](#)
- ◆ [Section 6.7, “Giving Other People Access to Your Mailbox,” on page 94](#)
- ◆ [Section 6.8, “Saving Items in Your Mailbox,” on page 96](#)
- ◆ [Section 6.9, “Owning Resources,” on page 97](#)
- ◆ [Section 6.10, “Opening and Emptying the Trash,” on page 98](#)
- ◆ [Section 6.11, “Deleting Items from Your Mailbox,” on page 100](#)
- ◆ [Section 6.12, “Backing Up Your Mailbox,” on page 100](#)
- ◆ [Section 6.13, “Repairing Your Mailbox,” on page 101](#)
- ◆ [Section 6.14, “Finding Items,” on page 101](#)
- ◆ [Section 6.15, “Filtering Items,” on page 102](#)
- ◆ [Section 6.16, “Using the Columns in Your Mailbox,” on page 102](#)

## 6.1 Using the Folder List

Use folders to store and organize your items. For example, you can group all items related to a particular task or subject together.

All folders in your Main Window are subfolders of your user folder. The user folder represents your user database, and contains all of your GroupWise information.

For information about the individual folders you might have in your Folder List, see the following:

- ◆ [“User Folder” on page 15](#)
- ◆ [“Mailbox Folder” on page 15](#)
- ◆ [“Sent Items Folder” on page 16](#)
- ◆ [“Calendar Folder” on page 16](#)
- ◆ [“Contacts Folder” on page 16](#)
- ◆ [“Checklist Folder” on page 16](#)
- ◆ [“Documents Folder” on page 17](#)
- ◆ [“Trash Folder” on page 18](#)
- ◆ [“Shared Folders” on page 18](#)

Click + and - to expand and collapse folders.

Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode.

You can organize items in your folders by moving them. When you move an item into a folder, it is taken from one location and placed in another.

You can define a different set of properties for each folder in your Mailbox. For example, you can sort the items in one folder by date, and sort the items in another folder by company.

If you use GroupWise for Windows on another computer, the Linux or Macintosh client mirrors your Windows client's sort settings when the Cross-Platform client is installed. However, once you have opened the GroupWise client on two different systems, the sort settings in the two clients are independent of each other.

You can store all of your documents in the Documents folder. You can also make folders public by sharing them. (See [Section 6.2, "Using Shared Folders," on page 75.](#))

To quickly alphabetize all the folders, right-click a folder containing subfolders, then click *Sort Subfolders*.

This section contains the following topics:

- ◆ [Section 6.1.1, "Modifying the Folder List," on page 74](#)
- ◆ [Section 6.1.2, "Renaming Folders," on page 74](#)
- ◆ [Section 6.1.3, "Deleting Folders," on page 74](#)
- ◆ [Section 6.1.4, "Creating a Personal Folder," on page 75](#)

## 6.1.1 Modifying the Folder List

- 1 Click *Edit > Folders*.

From the *Folders* dialog box you can create, delete, rename, and move folders.

## 6.1.2 Renaming Folders

- 1 In the Main Window, right-click the folder, then click *Rename*.
- 2 Type a new name for the folder.

You cannot rename the Calendar, Documents, Mailbox, Sent Items, Checklist, Contacts, Cabinet, Work In Progress, or Trash folders.

## 6.1.3 Deleting Folders

- 1 Right-click the folder you want to delete, then click *Delete*.
- 2 Click *Items only* or *Folder(s) and items*, then click *OK*.

You cannot delete the Calendar, Documents, Mailbox, Sent Items, Checklist, Contacts, Cabinet, Work In Progress, or Trash folders.

To delete a folder that is shared with you, right-click the folder, click *Delete*, then click *Yes*.

## 6.1.4 Creating a Personal Folder

- 1 In the Folder List, click *File > New > New Folder*.
- 2 Make sure *Personal Folder* is selected, then click *Next*.
- 3 Type the name and description for the new folder.
- 4 Specify the display settings for the folder, then click *Finish*.

If you create a folder, then decide you want it in a different position, drag the folder to a new position in the Folder List.

## 6.2 Using Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it and it appears in their Cabinets. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Then, users can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You can't share system folders, which include the Calendar, Documents, Mailbox, Sent Items, Checklist, Contacts, Cabinet, Work In Progress, and Trash folders.

If you place a document in a shared folder, people with rights to the shared folder only have rights to view the document.

In Caching mode, changes in shared folders are updated whenever you connect to the master GroupWise system.

This section contains the following topics:

- ♦ [Section 6.2.1, "Creating a Shared Folder," on page 75](#)
- ♦ [Section 6.2.2, "Sharing an Existing Folder with Other Users," on page 75](#)
- ♦ [Section 6.2.3, "Posting a Message to a Shared Folder," on page 76](#)

### 6.2.1 Creating a Shared Folder

- 1 In the Folder List, click *File > New > New Folder*.
- 2 Click *Shared Folder*, then click *Next*.
- 3 Type a name and description for the new folder, then click *Next*.
- 4 In the *Name* field, start typing the name of the user.
- 5 When the user's name appears in the box, click *Add User* to move the user into the Share List.
- 6 Click the user's name in the Share List.
- 7 Select the access options you want for the user.
- 8 Repeat Steps 6-9 for each user you want to share the folder with.
- 9 When you're done, click *OK*.

The users that you shared your folder with are automatically notified.

### 6.2.2 Sharing an Existing Folder with Other Users

- 1 In the Main Window, right-click the folder you want to share, then click *Sharing*.

- 2 Click *Shared with*.
- 3 In the *Name* field, start typing the name of a user, or click the Address Book button to select the user from the Address Selector dialog box.
- 4 When the user's name appears in the box, click *Add User* to move the user into the Share List.
- 5 Click the user's name in the Share List.
- 6 Select the access options you want for the user.
- 7 Repeat Steps 3-6 for each user you want to share the folder with.
- 8 Click *OK*.

The users that you shared your folder with are automatically notified.

### 6.2.3 Posting a Message to a Shared Folder

- 1 Click the shared folder in your Folder List to open it.
- 2 Click *File > New > Discussion/Note*.  
If you want to post a different type of item, such as a task, click *Edit > Change To*, then click an item type.
- 3 Type a subject.
- 4 Type your message.
- 5 Click  to attach files.
- 6 Click *Post* on the toolbar.

To reply to an existing item in a shared folder, open the item, click *Reply*, select a reply option, then click *OK*. See [“Replying to an Item in a Shared Folder” on page 44](#) for more information.

## 6.3 Managing Contacts Through Your Mailbox

GroupWise Contact Management gives you access to your contacts, groups, resources, and organizations from the  Contacts folder in the Folder List.

The Contacts folder shows, by default, all the entries in your Frequent Contacts address book.

Any modification you make in the Contacts folder is also made in the corresponding address book (Frequent Contacts or other address book). Any modifications you make in the address book are reflected in the Contacts folder. For more information about address books, see [Chapter 7, “Using the Address Book,” on page 103](#).

Your proxies never see your Contacts folder. If you need to share contacts with other users, you must share your address book. For more information on sharing an address book, see [Section 7.8, “Sharing an Address Book with Another User,” on page 113](#).

Use the Contacts folder to view, update, delete, and add information for contacts, groups, resources, and organizations in the selected address book.

To see contacts, groups, resources, and organizations from another address book, change the address book that the Contacts folder displays.

This section contains the following topics:

- ◆ [Section 6.3.1, “Managing Contacts,” on page 77](#)
- ◆ [Section 6.3.2, “Managing Groups,” on page 77](#)
- ◆ [Section 6.3.3, “Managing Resources,” on page 78](#)
- ◆ [Section 6.3.4, “Managing Organizations,” on page 78](#)
- ◆ [Section 6.3.5, “Changing the Display Name of a Contact,” on page 79](#)

## 6.3.1 Managing Contacts

Each contact in the Contacts folder is marked with the  Contact icon. When you double-click a contact, the contact item view displays.

The following table explains the purpose of each tab on the contact item view.

**Table 6-1** *Contact Tabs*

Tab	Purpose
Contact	<p>Use this page to enter the contact’s name, multiple e-mail addresses, and multiple phone numbers, and multiple instant messaging IDs.</p> <p>Click the Display drop-down list to select how you want the name to display in Name Completion. You can select <i>Last</i>, <i>First</i>, <i>First Last</i>, or you can specify any display name you choose. When you want to address an item to this contact, type the display name in an address field (<i>To</i>, <i>CC</i>, <i>BC</i>) of the item.</p> <p>If you double-click an e-mail address on the Contact page, a new mail view is opened, addressed to this contact.</p> <p>You can specify multiple phone numbers. Select the option button of the default phone number.</p>
Office	<p>Use this page to enter the contact’s title, department, organization, company address, mail stop, and company Web site.</p> <p>Type an organization name. If it is already in your address book, Name Completion fills in the name. If the organization name is not already in your address book, the name you enter is added to your address book. Use the arrow button to add more information to the organization.</p> <p>Click the Web site button to launch a browser and go to the Web site.</p>
Personal	<p>Use this page to enter the contact’s home address, and personal Web site.</p> <p>Click the Web site button to launch a browser and go to the Web site.</p>
Comments	<p>Use this page to type information about your interaction with this contact. You can insert a time stamp for each entry.</p>

## 6.3.2 Managing Groups

Each group in the Contacts folder is marked with the  Group icon. When you double-click a group, the group item view displays.

The following table explains the purpose of the group item view.

**Table 6-2** *Group Item Views*

Tab	Purpose
Details	<p>Use this page to specify a name for the group, a description of the group, and see who is included in the group. You can also select a member of the group and press Delete to remove the name. If you right-click a name, you can see details, remove the name, or change the designation of <i>To</i>, <i>CC</i> and <i>BC</i>.</p> <p>Use the <i>Members</i> button to add entries to the group. For more information, see <a href="#">"Adding and Removing Contacts from a Personal Group" on page 109</a>.</p>

### 6.3.3 Managing Resources

Each resource in the Contacts folder is marked with the  Resource icon. When you double-click a resource, the resource item view displays.

The following table explains the purpose of the resource item view.

**Table 6-3** *Resource Item View*

Tab	Purpose
Details	<p>Use this page to specify a name for the resource, a phone number, resource type, e-mail address, owner, and comments about this resource.</p> <p>In the <i>Owner</i> field, you can specify a contact that is already in your address book, or you can use the arrow button to create a new contact entry.</p>

### 6.3.4 Managing Organizations

Each organization in the Contacts folder is marked with the  Organization icon. When you double-click an organization, the organization item view displays.

The following table explains the purpose of the organization item view.

**Table 6-4** *Organization Item View*

Tab	Purpose
Details	<p>Use this page to specify a name for the organization, a phone and fax number, the primary contact in this organization, the address, Web site, and comments about this organization.</p> <p>In the <i>Primary Contact</i> field, you can specify a contact that is already in your address book, or you can use the arrow button to create a new contact entry.</p>
People	<p>This shows the members of this organization. These are the contacts who have this organization specified on the <i>Office</i> tab.</p>

### 6.3.5 Changing the Display Name of a Contact

The display name is the name that displays when you begin typing in the *To* (or *BC* or *CC*) field of a message. When you begin typing a name, for example, “Ta,” Name Completion fills in the rest of the name with a name from the address book, for example “Tabitha Hu.” However, if there are two Tabitha Hus in the address book, one in Accounting and one in Facilities, it might be difficult for you to know which name Name Completion has filled in, unless you take the time to look at more properties.

You can change the display name so that it’s easy to know which name Name Completion has filled in. For example, if you only correspond with Tabitha Hu in Accounting, you could change the display name to Tabitha--Accounting.

- 1 Click the *Contacts* folder.
- 2 Double-click a contact.
- 3 Click the *Contact* tab.
- 4 Click the *Display* field.
- 5 Type a new display name.
- 6 Click *OK*.

The next time you address a message, Name Completion fills in this Display Name.

## 6.4 Archiving the Items in Your Mailbox

Use Archive to save mail or phone messages, appointments, reminder notes, or tasks to a designated database on a local drive. Archiving items saves network space and keeps your Mailbox uncluttered. It also protects items from being automatically deleted.

You can view archived items whenever you need to. You can also unarchive any archived item. When you archive an item you have sent, you cannot track the status of that item.

The system administrator might specify that your items are archived automatically on a regular basis. Automatic archiving occurs every time the GroupWise client is opened. Items are archived from the mailbox the user is currently using. This means if you are in Archive Mode, items are archived from your archive mailbox, and if you are in Online Mode, items are archived from your online mailbox.

When you move an item to a folder, it is not archived. Items in all folders are affected by the Cleanup options you specify in General Options, and by any archiving or cleanup options your administrator specifies.

This section contains the following topics:

- ◆ [Section 6.4.1, “Archiving an Item in Your Mailbox,” on page 80](#)
- ◆ [Section 6.4.2, “Viewing Archived Items,” on page 80](#)
- ◆ [Section 6.4.3, “Unarchiving Items,” on page 80](#)
- ◆ [Section 6.4.4, “Archiving Items Automatically,” on page 80](#)

## 6.4.1 Archiving an Item in Your Mailbox

- 1 If you have not previously done so, specify the archive path in the Options dialog box. See [Section 10.5, “Specifying Where Archived Items Are Stored,” on page 120.](#)
- 2 Select the items in your Mailbox you want to archive.
- 3 Click *Actions > Move to Archive*.

When you archive an item you have sent, you cannot track the status of that item.

## 6.4.2 Viewing Archived Items

- 1 In the Main Window, click *File > Open Archive*.

or

Click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Archive*.

## 6.4.3 Unarchiving Items

- 1 Click *File > Open Archive*.

or

Click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Archive*.

- 2 Click the item you want to unarchive, click *Actions > Move to Archive*.
- 3 Click *File > Open Archive* to close the archive and return to the Main Window.

or

Click the folder list header drop-down list (above the Folder List; it displays *Archive*), then click your user folder (your name) to return to the mode of GroupWise you were running previously.

Unarchived messages are returned to the folder from which they were archived. If the folder has been deleted, GroupWise creates a new folder with that name.

If your system administrator has specified that items are automatically archived on a regular basis, you might not be able to change this option.

If you or your system administrator has set up auto-archiving of items in your Mailbox, items in the Checklist folder are also archived based on the original date you received the item, not based on the due date you assign it.

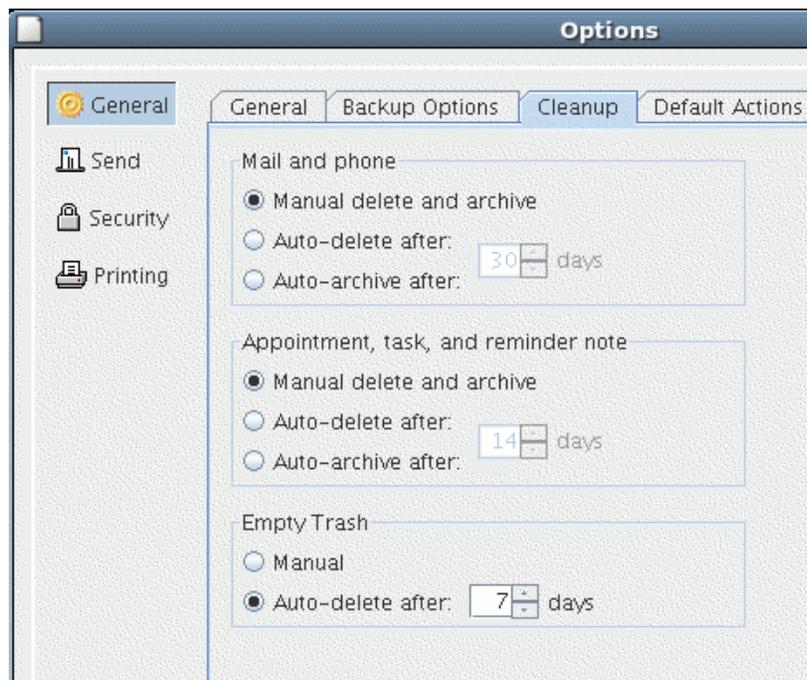
## 6.4.4 Archiving Items Automatically

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

2 Click *General*, then click the *Cleanup* tab.



3 Select *Auto-archive after* for the item type you want.

4 Specify the number of days after the item is delivered or completed that you want it to be archived.

5 Click *OK*.

If your system administrator has specified that items are automatically archived on a regular basis, you might not be able to change this option.

If you or your system administrator has set up auto-archiving of items in your Mailbox, items in the Checklist folder are also archived based on the original date you received the item, not based on the due date you assign it.

If you have automatic archiving set up, it only archives items to one computer. If you are working on a computer where the automatic archive is not available, the items are not archived to the computer where the archive is not available.

## 6.5 Printing Items in Your Mailbox

This section contains the following topics:

- ♦ [Section 6.5.1, “Printing GroupWise Items,” on page 81](#)
- ♦ [Section 6.5.2, “Printing Your GroupWise Calendar,” on page 82](#)

### 6.5.1 Printing GroupWise Items

1 In the Item List in your Mailbox, click or open the item you want to print.

2 Click *File > Print*.

- 3 Select the items you want to print.
- 4 Click *Print*.

## 6.5.2 Printing Your GroupWise Calendar

Use Print Calendar to print your schedule including appointments, tasks, and reminder notes in different formats and on various page sizes. For example, you could print a day calendar with all your appointments or a week calendar with all your appointments and tasks.

For information about printing your GroupWise calendar, see [Section 5.4, “Printing Your Calendar, Task List, or Reminder Note List,” on page 70](#).

## 6.6 Creating Rules

You can automate many GroupWise actions, such as replying when you’re out of the office, deleting items, or sorting items into folders, by using Rules to define a set of conditions and actions to be performed when an item meets those conditions.

When you create a rule, you must do the following:

- ◆ Name the rule.
- ◆ Select an event. The event is the trigger that starts the rule.
- ◆ Select the types of items to be affected by the rule.
- ◆ Add an action. The action is what you want the rule to do when it is triggered.
- ◆ Save the rule.
- ◆ Make sure the rule is enabled.

You can specify many more options to limit which items a rule affects. For example, you can apply a rule to only accepted appointments, to items with a certain word in the Subject box, or to items with a high priority. Use Define Conditions to limit your rules further. See [“Limiting Items Affected by a Rule” on page 87](#).

This section contains the following topics:

- ◆ [Section 6.6.1, “Actions a Rule Can Perform,” on page 83](#)
- ◆ [Section 6.6.2, “Events That Trigger a Rule,” on page 84](#)
- ◆ [Section 6.6.3, “Creating a Rule,” on page 85](#)
- ◆ [Section 6.6.4, “Creating a Vacation Rule,” on page 86](#)
- ◆ [Section 6.6.5, “Creating a Rule to Forward All Mail to a Private Mail Account,” on page 87](#)
- ◆ [Section 6.6.6, “Copying a Rule to Make a New Rule,” on page 87](#)
- ◆ [Section 6.6.7, “Editing a Rule,” on page 87](#)
- ◆ [Section 6.6.8, “Deleting a Rule,” on page 87](#)
- ◆ [Section 6.6.9, “Limiting Items Affected by a Rule,” on page 87](#)
- ◆ [Section 6.6.10, “Running a Rule Manually,” on page 88](#)
- ◆ [Section 6.6.11, “Enabling or Disabling a Rule,” on page 88](#)
- ◆ [Section 6.6.12, “Using Rule Operators,” on page 89](#)

- ◆ Section 6.6.13, “Understanding Rule Fields,” on page 90

## 6.6.1 Actions a Rule Can Perform

**Table 6-5** Rules and Actions

Action	Result
Send Mail	Sends a prepared mail message to the recipients you specify when the rule conditions are met. For example, if you need to inform your boss each time you receive a monthly report from another group of people, you can have a rule send a message as soon as you receive the report.
Forward	Forwards items to one or more users when the rule conditions are met. For example, if you are on a core team, you can have a rule forward meeting minutes to extended team members.
Delegate	Delegates an appointment, reminder note, or task to another user when the rule conditions are met. For example, if someone is covering for you while you’re away from the office, your rule can delegate appointments, tasks, or reminder notes to that person.
Reply	Sends a prepared reply to the sender when the rule conditions are met. For example, if you need to be out of the office for several days, your rule could send a reply to incoming items indicating when you’ll be back.  You can also use <i>Define Conditions</i> to prevent replies going to mail list servers and other large groups.
Accept	Accepts an appointment, reminder note, or task when the rule conditions are met. For example, your rule could accept all appointments from a specific individual.
Delete/Decline	Deletes or declines any item when the rule conditions are met. For example, your rule could decline any appointment scheduled for a certain day of the week if you are always unavailable for meetings on that day.
Empty Item	Deletes items from the Trash when the rule conditions are met. For example, your rule could empty items received from a company that routinely sends you junk mail.
Move to Folder	Moves items to a folder when the rule conditions are met. For example, you might want all items with certain words in the <i>Subject</i> field moved to a common folder.
Link to Folder	Links items to one or more folders when the rule conditions are met. Linking an item to a folder lets you view the item from more than one folder. For example, if you have an item that relates to Marketing and Personnel, you can place it in the Marketing folder, then link it to the Personnel folder. You can then open the item from either folder.
Mark as Private	Marks all items matching the rule conditions as private. When an item is marked private, you can restrict your proxies from accessing the item. For example, your rule could mark Private all items from your family members.
Mark as Read	Marks all items matching the rule conditions as if they have been read. For example, if you are skimming a reply thread in a shared folder and don’t want to follow the thread anymore, your rule could mark all the items in the thread as if they had been read so they wouldn’t sort at the top of the Item List.

Action	Result
Mark as Unread	Marks all items matching the rule conditions as if they have not been read. For example, you could create a user-activated rule to mark as unread all items you have opened from your manager to remind yourself to re-read or act on them.
Stop Rule Processing	Stops other rules from acting on items that meet the rule conditions. Rules are executed in the order they are listed in the Rules dialog box. If there are other rules that would normally affect these items, this rule action prevents the other rules from executing.

## 6.6.2 Events That Trigger a Rule

**Table 6-6** *Events That Trigger a Rule*

Event	Result
New Item	The rule is triggered when a new item is placed in your GroupWise Mailbox. Clicking <i>Received</i> lets only incoming items trigger the rule. Clicking <i>Sent</i> lets only items you send trigger the rule. Clicking <i>Posted</i> triggers the rule each time you create a posted appointment, reminder note, or task. Clicking <i>Draft</i> lets only items marked as unfinished, or draft, trigger the rule.
Filed Item	The rule is triggered when an item is placed in a specific folder. If you do not specify a folder, the rule is triggered when an item is moved to any folder.
Open Folder	The rule is triggered when you open a specific folder. If you do not specify a folder, the rule is triggered when you open any folder.
Close Folder	The rule is triggered when you close a specific folder. If you do not specify a folder, the rule is triggered when you close any folder.
Startup	The rule is triggered when you start GroupWise.
Exit	The rule is triggered when you exit GroupWise.
User Activated	The rule can only be triggered manually by selecting the rule in the Rules dialog box, then clicking <i>Run</i> . For example, instead of a rule always moving certain items into a folder, you might want the items to accumulate in your Mailbox until you're ready for them to be moved all at once. To trigger a rule manually, you must first select the items or folders the rule affects in your Mailbox or Calendar view.

## 6.6.3 Creating a Rule

- 1 Click *Tools > Rules*, then click *New*.

The screenshot shows the 'New Rule' dialog box. At the top is the title bar 'New Rule' with a close button. Below it is a text field for 'Rule name:'. The 'When event is' section has a 'New Item' dropdown menu and four checkboxes: 'Received', 'Sent', 'Posted', and 'Draft'. The 'If conditions are (optional):' section has a 'Define Conditions...' button and a list of item types: 'Mail', 'Appointment', 'Task', 'Reminder Note', and 'Phone Message', each with a checkbox. A text area below this list contains the text 'Act on all items'. There is also a dropdown menu for 'Appointment conflict exists:' set to 'Does not matter (Yes or no)'. The 'The actions are:' section has three buttons: 'Add Action', 'Edit Action', and 'Delete Action', and a large empty text area. At the bottom right are 'Save' and 'Cancel' buttons.

- 2 Type a name in the *Rule name* field.
- 3 Click the *When event Is* pop-up list, then click an event to trigger the rule.
- 4 If you clicked *New Item*, *Startup*, *Exit*, or *User Activated*, click one or more sources for the item. For example, click *Received* and *Posted*.  
or  
If you clicked *Filed Item*, *Open Folder*, or *Close Folder*, click the folder icon, click a folder, then click *OK* to display the folder name.
- 5 Click one or more types of items you want the rule to act on in the *Item Types* list.  
If you want to further restrict the items affected by the rule, click *Define Conditions*, click the appropriate options, then click *OK*. For more information, see [“Limiting Items Affected by a Rule” on page 87](#).
- 6 Click *Add Action*, then click the action you want the rule to perform.  
Some actions such as *Send Mail* and *Reply* require you to fill in additional information.
- 7 Click *Save*.

For a rule to function, it must be enabled. See [“Enabling or Disabling a Rule” on page 88](#).

## 6.6.4 Creating a Vacation Rule

- 1 Click *Tools > Rules*, then click *New*.
- 2 Type a name in the *Rule name* field, such as *Vacation Rule*.
- 3 Click the *When event is* pop-up list, then click *New Item*.
- 4 Next to *And items are*, select *Received*. Make sure no other item source is selected.
- 5 Do not make any selections under *Item Types*.
- 6 Use *Define Conditions* to add specific information to your rule. The following are examples of using *Define Conditions*.
  - ♦ **If you want to set up the dates during which the rule is in effect:** Click *Define Conditions*, click *Delivered* in the first drop-down list, click *On or After Date* in the second drop-down list, then in the date field, select the date you are leaving on vacation. Click the *End* pop-up list, then click *And*. On the new line, click *Delivered* in the first drop-down list, click *On or Before Date* in the second drop-down list, in the date field, select the date you are returning from vacation, then click *OK*.
  - ♦ **If you want to make sure you reply only to items that are sent specifically to you (and not to list servers or newsgroups):** Click *Define Conditions*. If you have already specified information in this dialog box, click the *End* pop-up list, then click *And*. On the new line, click *To* in the first drop-down list, click *[ ] Contains* in the second drop-down list, then in the next field, type your name as it displays in the *To* field of a mail message.
  - ♦ **If you want to make sure that you do not reply to items from yourself (possible through proxies, for example):** Click *Define Conditions*. If you have already specified information in this dialog box, click the *End* pop-up list, then click *And*. On the new line, click *From* in the first pop-up list, click *[x] Does Not Contain* in the second drop-down list, in the next field, type your name as it displays in the *From* field of a mail message, then click *OK*.
  - ♦ **If you want to reply to internal items only:** Click *Define Conditions*. If you have already specified information in this dialog box, click the *End* pop-up list, then click *And*. On the new line, click *From* in the first drop-down list, click *[x] Does Not Contain* in the second drop-down list; in the next field, type *\*@\**, then click *OK*.
- 7 Under *The actions are*, click *Add Action*, then click *Reply*.

The *Reply* dialog box is displayed, showing *Reply to Sender* selected (you cannot select *Reply to All*). If you want your reply to include the sender's original message, select *Include Message Received From Sender*. Click *OK*.
- 8 Type a message, for example:

I will be out of the office from September 3-September 10. If you need assistance during this time, please contact Martha Robbins at extension 1234.
- 9 Click *OK*.
- 10 Click *Save*, verify that the rule has a check mark next to it indicating that it is enabled, then click *Close*.

Rules that trigger a reply (such as this vacation rule) keep a record of who a reply has been sent to, and make sure that a reply is sent only once to that user.

## 6.6.5 Creating a Rule to Forward All Mail to a Private Mail Account

- 1 Click *Tools > Rules*, then click *New*.
- 2 Type a name in the *Rule name* field, such as *Forward Rule*.
- 3 Click the *When event is* pop-up list, then click *New Item*.
- 4 Next to *And items are*, select *Received*. Make sure no other item source is selected.
- 5 Select *Mail* under *Item Types*.
- 6 Click *Add Action*, then select *Forward*.
- 7 Type the address that you want the items forwarded to in the *To* field.
- 8 Type a subject you want to use for forwarded items, for example *frwd.*.
- 9 (Optional) Type a name of a filter to use for forwarded items.
- 10 (Optional) Type a message for all forwarded items.
- 11 Click *OK*.
- 12 Click *Save*, verify that the rule has a check mark next to it indicating that it is enabled, then click *Close*.

## 6.6.6 Copying a Rule to Make a New Rule

- 1 Click *Tools > Rules*, then click *New*.
- 2 Click the rule you want to copy, then click *Copy*.
- 3 Type the name of the new rule.
- 4 Make changes to the rule.
- 5 Click *Save*.

## 6.6.7 Editing a Rule

- 1 Click *Tools > Rules*.
- 2 Click the rule you want to edit, then click *Edit*.
- 3 Make changes to the rule.
- 4 Click *Save*.

## 6.6.8 Deleting a Rule

- 1 Click *Tools > Rules*.
- 2 Click the rule you want to delete, click *Delete*, then click *Yes*.

## 6.6.9 Limiting Items Affected by a Rule

Use *Define Conditions* to further limit the items affected by a rule.

- 1 In the *Rules* dialog box, click *Define Conditions*.
- 2 Click the first drop-down list, then click a field.

To learn about what the fields represent, see “Understanding Rule Fields” on page 90.

- 3 Click the operator drop-down list, then click an operator.

To learn how to use operators, see “Using Rule Operators” on page 89.

- 4 Type the criteria for the filter.

or

If a drop-down list is provided, click the drop-down list, then click existing criteria.

- 5 Click the last drop-down list, then click *End*.

or

Click the last drop-down list, then click *And* or *Or* to further limit the items affected by the rule.

## 6.6.10 Running a Rule Manually

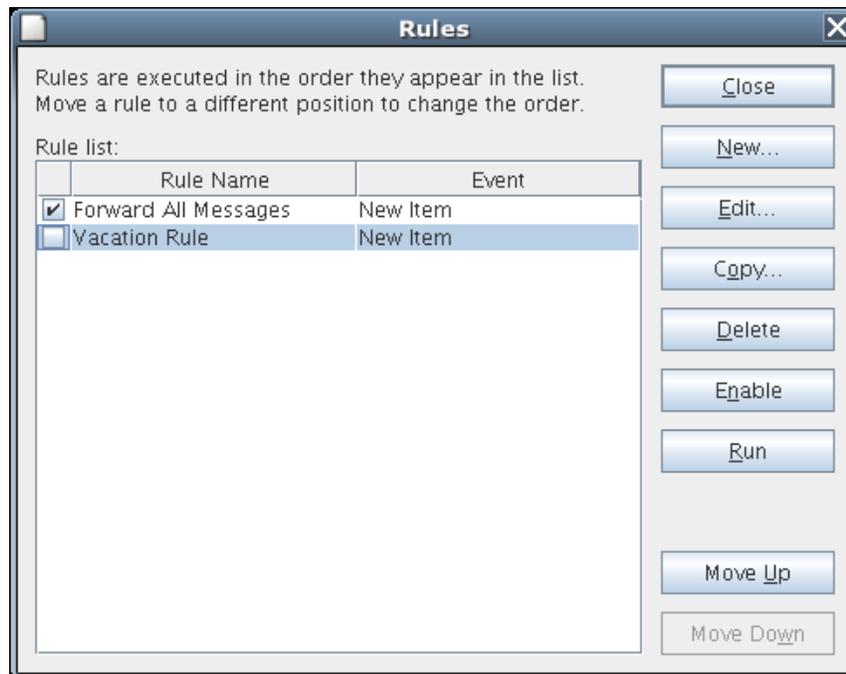
- 1 Click the items or folders that you want affected by the rule.
- 2 Click *Tools > Rules*.
- 3 Click the rule you want to run.
- 4 Click *Run*, then click *Close*.

The rule actions occur after you close the Rules dialog box.

## 6.6.11 Enabling or Disabling a Rule

A rule must be enabled before it can be triggered. When you disable a rule, the rule cannot be triggered. However, the rule is still listed in the Rules dialog box so you can enable it when you need it again.

- 1 Click *Tools > Rules*.



2 Click the rule you want to enable or disable.

3 Click *Enable* or *Disable*.

An enabled rule has a check mark in the box.

## 6.6.12 Using Rule Operators

The available operators depend on the field you have selected in the first drop-down list.

**Table 6-7** *Rule Operators*

Operator	Example	Result Includes
= Equal To	Item Type = Mail	Only mail messages.
! Not Equal To	Item Type ! Appointment	All item types except appointments.
< Less Than	Number Accepted < 4	Items in which fewer than 4 recipients accepted.
<= Less Than or Equal To	Number Accepted <= 4	Items in which 4 or fewer recipients accepted.
> Greater Than	Number Read > 6	Items that more than 6 recipients read.
>= Greater Than or Equal To	Number Read >= 6	Items that 6 or more recipients read.
= Equal to Field	Number Accepted = Total Recipients	Items in which the number of recipients who accepted equals the total number of recipients.
! Not Equal to Field	Number Read ! Number Accepted	Items in which the number of recipients who read the item is not equal to the number of recipients who accepted.
< Less Than Field	Number Opened < Total Recipients	Items where the number of recipients who opened the item is less than the total number of recipients.
<= Less Than or Equal to Field	Number Opened <= Total Recipients	Items where the number of recipients who opened the item is less than or equal to the total number of recipients.
> Greater Than Field	Number Opened > Number Deleted	Items in which the number of recipients who have opened the item is greater than the number of recipients who have deleted the item.
>= Greater Than or Equal to Field	Number Opened >= Number Deleted	Items where the number of recipients who have opened the item is greater than or equal to the number of recipients who have deleted the item.
[ ] Includes	Item Status [ ] Completed	Items that have been completed.
! Does Not Include	Item Status ! Accepted	Items that have not been accepted.

Operator	Example	Result Includes
[ ] Contains	From [ ] Bill	Items where the <i>From</i> field contains "Bill" such as items from Bill Jones, Bill Smith, and so on. Contains does not support wildcard characters.
[x] Does Not Contain	From [x] Bill	Items where the <i>From</i> field does not contain "Bill" such as items from Bill Jones, Bill Smith, and so on. Does Not Contain does not support wildcard characters.
-> Begins With	To -> cli	Items where the <i>To</i> field begins with "cli" such as "Client Group" or "Clive Winters".
= Matches	Subject = customer reports	Items where the <i>Subject</i> field reads "Customer Reports".
= On	Created = Today	Items that were sent today.
>= On or After	Created >= Yesterday	Items that were sent yesterday or later.
> After	Created > Yesterday	Items that were sent later than but not including yesterday.
< Before	Due/End Date < Tomorrow	Tasks that are due before tomorrow.
<= On or Before	Due/End Date <= Tomorrow	Tasks that are due tomorrow or earlier.
-> Within	Due/End Date -> 3 Day	Tasks that are due between and including today and three days after today.
<- Previous	Due/End Date <- 3 Day	Tasks that were due between and including today and three days before today.
= On Date	Created = 5/29/06	Items that were created on May 29, 2006.
> After Date	Created > 5/29/06	Items that were created after May 29, 2006.
>= On or After Date	Created >= 5/29/06	Items that were created on or after May 29, 2006.
< Before Date	Created < 5/29/06	Items that were created before May 29, 2006.
<= On or Before Date	Created <= 5/29/06	Items that were created on or before May 29, 2006.

### 6.6.13 Understanding Rule Fields

The following table explains many of the fields available to you when you're creating a rule. Other user-defined fields might also be available.

**Table 6-8** *Rule Fields*

<b>Field Name</b>	<b>This Field Refers to:</b>	<b>Field Criteria Entry</b>
Account	The account used to send or the account the item was received from.	Specify GroupWise, POP3, IMAP, or NNTP.
Assigned Date	The start date of a task.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
Attachment List	Types of attachments such as files, sounds, movies, or OLE objects.	Select an attachment from the drop-down list.
Attachments	Attachments containing certain text or phrases that you specify.	Specify attachment text.
Author	The name of the person who authored a document.	Specify the document author's name.
Caller's Company	Text appearing in the <i>Caller's Company</i> field of a phone message.	Specify a company name.
Caller's Name	Text appearing in the <i>Caller</i> field of a phone message.	Specify a caller name.
Caller's Phone Number	A phone number appearing in the <i>Phone</i> field of a phone message.	Specify a phone number.
Category	The category assigned to an item.	Specify an existing category.
Copy Type	The type of message a user receives ( <i>To</i> , <i>CC</i> , or <i>BC</i> ).	Select <i>To</i> , <i>CC</i> , or <i>BC</i> from the drop-down list.
Created	The date you clicked the <i>Send</i> button or posted an item to your Calendar.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Date Opened	The date a document was last opened.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.
Delivered	The date and time that the item appeared in the recipients' Mailboxes.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Document Created Date	The date the document was created.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Document Creator	The name of the person who created the document.	Specify the document creator's name.
Document Number	The number of a document.	Specify an integer.
Document Type	The type of a document in the library such as a form, expense report, or memo.	Specify a document type.

<b>Field Name</b>	<b>This Field Refers to:</b>	<b>Field Criteria Entry</b>
Due / End Date	The date that a task is due, or the end date and time of an appointment.	Depending on the operator, you can specify a time period that the task or appointment falls within, or specify an exact date.
Filename Extension	The filename extension of a document in a library.	Specify a filename extension (for example, .exe).
From	The name of a person in the <i>From</i> field of an item.	Specify the <i>From</i> field name.
Item Source	Whether the item was received, sent, posted, or a draft.	Select the item source from the drop-down list.
Item Status	Whether an item has been accepted, completed, opened, read, marked private, or the subject is concealed.	Select the item status from the drop-down list.
Item Type	Types of items such as mail messages, appointments, and so on.	Select the item type from the drop-down list.
Library	The library in which documents are stored.	Select the library from the drop-down list.
Message	Text appearing in the <i>Message</i> field of an item.	Type part or all of the <i>Message</i> field.
My Subject	Text appearing in the My Subject field of the Personalize tab.	Specify part or all of the My Subject text.
Number Accepted	The number of recipients that have accepted an item you've sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Completed	The number of recipients that have completed an item you've sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Deleted	The number of recipients that have deleted an item you've sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Opened	The number of recipients that have opened an item you've sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Replied	The number of recipients that have replied to an item you've sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Opened By	The name of the person who last opened this version of a document.	Specify a name.

<b>Field Name</b>	<b>This Field Refers to:</b>	<b>Field Criteria Entry</b>
Place	Text appearing in the <i>Place</i> field of an appointment.	Type part or all of the <i>Place</i> field.
Posted By	Name appearing in the <i>From</i> field of a posted item.	Specify the <i>From</i> field name.
Priority	The priority of an item, either high, standard, or low.	Select the priority from the drop-down list.
Send Options	Items with a reply requested send option.	Select the option from the drop-down list.
Size	The size of an item including its attachments.	Specify an integer.
Started	The start date of a task. When a task is carried forward to the next day, the start date becomes the new date.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
Subclass	Other items such as forms, and custom messages.	
Subject	Text appearing in the <i>Subject</i> field of an item.	Specify part or all of the <i>Subject</i> field.
Task Category	The alphabetical priority of a task (A, B, C, and so on).	Specify a single letter.
Task Priority	The numerical priority of a task (1, 2, 3, and so on).	Specify an integer.
Thread State	The "state" assigned to an item in a message thread.	Specify <i>Read</i> , <i>Watch</i> , or <i>Ignore</i> .
To	A person's name appearing in the <i>To</i> field of an item.	Specify a <i>To</i> field name.
Total Recipients	The total number of recipients of an item.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Version Created Date	The date a specific version of a document was created.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.
Version Creator	The name of the person who created this version of a document.	Specify the document creator's name.
Version Description	The description of the document version.	Specify a document version description.
Version Number	The version number of the document.	Select the version from the drop-down list, or click <i>Select Version</i> and specify the version number.

Field Name	This Field Refers to:	Field Criteria Entry
Version Status	The current status of a document.	Select a status from the drop-down list.
View Name	The name of the view in which you're creating or reading an item. The view names correspond to the names displayed when you click the down-arrow next to the item view buttons on the toolbar.	Specify a view name.

## 6.7 Giving Other People Access to Your Mailbox

Use Proxy to manage another user's Mailbox and Calendar. Proxy lets you perform various actions, such as reading, accepting, and declining items on behalf of another user, within the restrictions the other user sets.

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**IMPORTANT:** You can proxy for a user in a different post office or domain, as long as that person is in the same GroupWise system. You cannot proxy for a user in a different GroupWise system.

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This section contains the following topics:

- ◆ [Section 6.7.1, "Receiving Proxy Rights," on page 94](#)
- ◆ [Section 6.7.2, "Assigning Proxy Rights to Another User," on page 94](#)
- ◆ [Section 6.7.3, "Adding and Removing Proxy Names and Rights in Your Access List," on page 95](#)
- ◆ [Section 6.7.4, "Managing Someone Else's Mailbox or Calendar," on page 95](#)
- ◆ [Section 6.7.5, "Adding and Removing Users in Your Proxy List," on page 96](#)

### 6.7.1 Receiving Proxy Rights

Two steps must be completed before you can act as someone's proxy. First, the person for whom you plan to act as proxy must grant you rights in the Access List in Options. Second, you must add that user's name to your Proxy List so you can access his or her Mailbox or Calendar.

When these two steps are complete, you can open your Proxy List and click the name of the person you're proxying for whenever you need to manage his or her Mailbox or Calendar.

### 6.7.2 Assigning Proxy Rights to Another User

Use the Access List in Security Options to give other users rights to proxy for you. You can assign each user different rights to your calendaring and messaging information. If you want to let users view specific information about your appointments when they do a Busy Search on your Calendar, give them Read access for appointments. The following table describes the rights you can grant to users:

**Table 6-9** *User Rights*

<b>This right</b>	<b>Lets your proxy do this</b>
Read	Read items you receive. Proxies cannot see your Contacts folder with this or any other proxy right.
Write	Create and send items in your name, including applying your signature (if you have one defined). Change the subject of items and perform checklist options on items.
Subscribe to my alarms	Receive the same alarms you receive. Receiving alarms is supported only if the proxy is on the same post office you are.
Subscribe to my notifications	Receive notification when you receive items. Receiving notifications is supported only if the proxy is on the same post office you are.
Modify options/folders	Change the options in your Mailbox. The proxy can edit any of your Options settings, including the access given to other users. If the proxy also has Mail rights, he or she can create or modify folders.
Read items marked Private	Read the items you marked Private. If you don't give a proxy Private rights, all items marked Private in your Mailbox are hidden from that proxy.

### 6.7.3 Adding and Removing Proxy Names and Rights in Your Access List

1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

2 Click *Security*, then click the *Proxy Access* tab.

3 To add a user to the list, type the name in the Name box, then when the full name appears, click *Add User*.

4 Click a user in the Access List.

5 Select the rights you want to give to the user.

6 Repeat Steps 4-5 to assign rights to each user in the Access List.

You can select All User Access in the Access List and assign rights to all users in the Address Book. For example, if you want all users to have rights to read your mail, you would assign Read rights to All User Access.

7 To delete a user from the Access List, click the user, then click *Remove User*.

8 Click *OK*.

### 6.7.4 Managing Someone Else's Mailbox or Calendar

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List in Options. The amount of access you have depends on the rights you have been given.

1 If you haven't already done so, add the username of the person to your Proxy List.

See [“Adding and Removing Users in Your Proxy List” on page 96](#).

- 2 In the Main Window, click the folder header drop-down list, then click *Proxy*.
- 3 Click the name of the person whose Mailbox you want to access.
- 4 When you have finished your work in the other person's Mailbox, click the folder header drop-down list, then click your own name to return to your Mailbox.

You can work with several Mailboxes open at one time by opening a new Main Window for each Mailbox (click *Window > New Main Window*, then switch to the Mailbox you want.) You can tell the Mailboxes apart by looking for the Mailbox owner's name, which appears as the root folder label for each Mailbox.

## 6.7.5 Adding and Removing Users in Your Proxy List

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List in Options, and you must add that person's name to your Proxy List. The amount of access you have depends on the rights you have been given.

- 1 In the Main Window, click the folder header drop-down list, then click *Proxy*.

or

Click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Proxy*.

- 2 To remove a user, click the name, then click *Remove*.
- 3 To add a user, type the name in the *Name* field, then click *OK*.

The user's Mailbox is opened. The name of the person for whom you are acting as proxy is displayed at the top of the Folder List.

If the user has not yet given you proxy rights in his or her Access List, the name is added to the Proxy List but the user's Mailbox is not opened.

- 4 To return to your own Mailbox, click the folder list header drop-down list, then click your name.

You can work with several Mailboxes open at one time by opening a new Main Window for each Mailbox (click *Window > New Main Window*, then switch to the Mailbox you want.) You can tell the Mailboxes apart by looking for the Mailbox owner's name, which appears as the root folder label for each Mailbox.

Removing a user from your Proxy List does not remove your rights to act as proxy for that user. The user whose Mailbox you access must change your rights in his or her Access List.

## 6.8 Saving Items in Your Mailbox

- 1 Select an item.
- 2 Click *File > Save As*.

GroupWise gives the item a default filename of the subject with no spaces. You can change the filename and default folder to save the file.

- 3 Click *Save*.

## 6.9 Owning Resources

Resources are items that can be scheduled for meetings or other uses. Resources can include rooms, overhead projectors, cars, and more. The system administrator defines a resource by giving it an identifying name and assigning it to a user. Resources can be included in a busy search, just as users can. Resource IDs are entered in the To box. A user assigned to manage a resource is the owner of that resource.

The owner of a resource is responsible to accept and decline appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. You can also create a rule to automatically accept or decline appointments for a resource. To do so, proxy to the resource, then create a rule to accept all appointments if no appointment conflict exists. See [Section 6.6, “Creating Rules,”](#) on page 82 for information on creating and enabling rules.

This section contains the following items:

- ♦ [Section 6.9.1, “Accepting and Declining Resource Requests,”](#) on page 97
- ♦ [Section 6.9.2, “Creating a Rule for a Resource,”](#) on page 97

### 6.9.1 Accepting and Declining Resource Requests

You can accept or decline requests for a resource only if you are the owner and have been granted Read and Write rights.

- 1 In the Main Window or Calendar, click *File > Proxy*.

or

Click the folder list header drop-down list (above the Folder List; probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Proxy*.

- 2 Click the resource you own.

If the resource you own isn't listed in the Proxy pop-up list, click *Proxy*, type the name of the resource you own in the *Name* field, then click *OK*.

- 3 Double-click the item you need to accept or decline.
- 4 Click *Accept* or *Decline* on the toolbar.

### 6.9.2 Creating a Rule for a Resource

As the owner of a resource, you have full Proxy rights to that resource, including the ability to create rules for it. The following steps show you how to create a rule that accepts all requests for an available resource. This is an example of one rule that is useful for a resource. You can create other rules that perform different actions. For example, you might create a rule that declines requests for a resource that is already scheduled.

- 1 Click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching), then click *Proxy*.

or

Click *File > Proxy*.

- 2 Click the resource you own.

If the resource you own isn't listed in the Proxy dialog box, type the name of the resource you own in the *Name* field, then click *OK*.

- 3 Click *Tools > Rules*, then click *New*.
- 4 Type a name for the rule.
- 5 Click *Appointment*. Make sure the other item types are deselected.
- 6 Click the *Appointment conflict exists* drop-down list, then click *No*.
- 7 Click *Add Action*, click *Accept*, type a comment if desired, then click *OK*.

Steps 6 and 7 instruct the rule to accept the appointment for the resource only if the resource is available.

- 8 Click *Save*, then click *Close*.

## 6.10 Opening and Emptying the Trash

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash. Items in the Trash can be viewed, opened, or returned to your Mailbox until the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. Items in the Trash are emptied according to the days entered in the *Cleanup* tab in Environment Options, or you can empty the Trash manually. The system administrator can specify that your Trash is emptied automatically on a regular basis

This section contains the following topics:

- ◆ [Section 6.10.1, “Opening Your Trash,” on page 98](#)
- ◆ [Section 6.10.2, “Undeleting an Item in the Trash,” on page 98](#)
- ◆ [Section 6.10.3, “Saving an Item That Is in Your Trash,” on page 99](#)
- ◆ [Section 6.10.4, “Emptying the Trash,” on page 99](#)
- ◆ [Section 6.10.5, “Emptying Selected Items from the Trash,” on page 99](#)
- ◆ [Section 6.10.6, “Emptying the Trash Automatically,” on page 99](#)

### 6.10.1 Opening Your Trash

- 1 In your Folder List, click .

You can open and save items in the Trash. You can also permanently remove items, return them to the Mailbox, or view information for items. Right-click an item in the Trash to see more options.

### 6.10.2 Undeleting an Item in the Trash

- 1 In your Folder List, click .
- 2 Select the items you want to undelete.
- 3 Click *Edit > Undelete*.

The undeleted item is placed in the folder from which it was originally deleted. If the original folder no longer exists, the item is placed in your Mailbox.

You can also restore an item by dragging it from the Trash folder to any other folder.

### 6.10.3 Saving an Item That Is in Your Trash

You can save items that are in the Trash the same way you would save any other item.

### 6.10.4 Emptying the Trash

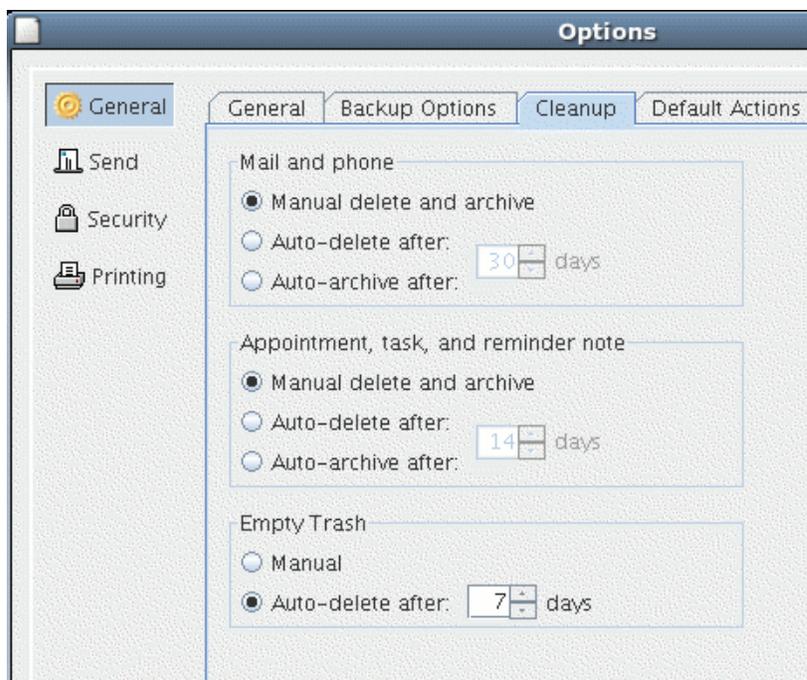
- 1 Right-click , then click *Empty Trash*.

### 6.10.5 Emptying Selected Items from the Trash

- 1 In your Folder List, click .
- 2 Select one or more items.
- 3 Click *Edit > Delete*, then click *Yes*.

### 6.10.6 Emptying the Trash Automatically

- 1 Click *Tools > Options*.  
or  
On a Macintosh, click *GroupWise > Preferences*.
- 2 Click *General*, then click the *Cleanup* tab.



- 3 Select *Auto-delete after* in the *Empty Trash* group box, then specify the number of days between automatic deletions.
- 4 Click *OK*.

If your system administrator has specified that your Trash is automatically emptied on a regular basis, you might not be able to change this option.

## 6.11 Deleting Items from Your Mailbox

Use Delete to remove selected items from your Mailbox. You can also use Delete to retract items you have sent. You can retract mail and phone messages if the recipients have not read them or if they have not been sent to the Internet. You can retract appointments, reminder notes, and tasks at any time.

- ♦ [Section 6.11.1, “Deleting an Item from Your Mailbox,” on page 100](#)
- ♦ [Section 6.11.2, “Deleting and Emptying Items from Your Mailbox,” on page 100](#)

### 6.11.1 Deleting an Item from Your Mailbox

- 1 In the Main Window, select one or more items, then press the Delete key.
- 2 If you delete a sent item, the Delete Item dialog box displays. Select the appropriate *Delete From* option, then click *OK*.

If you delete a document reference from your Mailbox, only the reference is deleted. The document remains in the library.

Deleted items are moved to your Trash and remain there until the Trash is emptied.

### 6.11.2 Deleting and Emptying Items from Your Mailbox

- 1 In the Main Window, select one or more items, then click *Edit > Delete and Empty*.

Deleted items are not moved to your Trash if you select this option; they are unrecoverable.

## 6.12 Backing Up Your Mailbox

Your system administrator typically backs up your network mailbox on a regular basis. You can back up your local mailbox if you want to have an additional copy of your mailbox, or if you want to back up information that is no longer in your network mailbox.

If the system administrator has created a restore area and has backed up the entire GroupWise system, or if you have backed up your local mailbox in Remote or Caching mode, you can open a backup copy of your mailbox to view and restore items. You need Read and Write access to the restore area if it is on the network.

This section contains the following topics:

- ♦ [Section 6.12.1, “Backing Up Your Mailbox,” on page 100](#)
- ♦ [Section 6.12.2, “Restoring Items from Backup,” on page 101](#)

### 6.12.1 Backing Up Your Mailbox

- 1 To manually back up your local mailbox in Remote or Caching mode, click *Tools > Backup Mailbox*.
- 2 Specify the location for the backup, if prompted, then click *OK*.

You can also set up an automatic backup:

1 In Remote or Caching mode, click *Tools > Options*, then click *General*.

or

On a Macintosh, click *GroupWise > Preferences*, then click *General*.

2 Click the *Backup Options* tab, then select *Backup caching mailbox*.

3 Specify the location for the backup. The default location is  
c:\novell\groupwise\backup.

4 Specify how often you want to back up your mailbox.

5 If you want, select *Do not prompt before performing backup*.

## 6.12.2 Restoring Items from Backup

1 Click *File > Open Backup*.



2 Type the full path or browse to the path of the backed-up mailbox, then type your password if required.

3 Select the item you want to restore, click *Actions > Restore*.

4 To exit your backed-up mailbox, click *File > Open Backup*.

## 6.13 Repairing Your Mailbox

The GWCheck program performs Mailbox database maintenance. If the GWCheck program is available to you, you can perform database maintenance on your Caching, and archive mailboxes. The GWCheck program is typically installed in the /opt/novell/groupwise/gwcheck directory for Linux and ~/Desktop/GroupWise.app/Contents/Resources/gwcheck directory for a Macintosh.

By default, GWCheck is installed with the client when using the GroupWise installation program. If you installed the GroupWise Cross-Platform client manually from the RPM on Linux, you must install GWCheck manually.

For additional information on how to use GWCheck, see “[Standalone Database Maintenance Programs](#)” in the *GroupWise 7 Administration Guide*.

## 6.14 Finding Items

Use Find to look for items that match the criteria you specify.

- ◆ [Section 6.14.1, “Finding an Item Using Search Criteria,” on page 102](#)

- ♦ [Section 6.14.2, “Narrowing a Find,” on page 102](#)

## 6.14.1 Finding an Item Using Search Criteria

- 1 Click  on the toolbar.
- 2 To search for specific text, type what you are looking for in the *Message* or *Subject* fields.
- 3 To search for a name, type the name in the *From* or *To/CC* field.
- 4 Click *Search* to begin the Find.

## 6.14.2 Narrowing a Find

- ♦ In the *Subject* and *Message* fields of the Find dialog box, type the uncommon words you have noticed in the item. If you search using common words, the results of your search are likely to find too many items to be very helpful.
- ♦ If you cannot find the document or message, check your search criteria for misspelled words. In addition, check the syntax of your search to make sure you are telling Find to search for exactly what you want.

## 6.15 Filtering Items

If your Mailbox or Calendar contains many items, you might have a difficult time finding just one of them. Filter  lets you display items according to specific criteria: received items, sent items, and/or posted items. Filter does not actually move or delete items; it displays certain items based on the criteria you specify.

## 6.16 Using the Columns in Your Mailbox

The Item List in the Main Window is divided into columns. Each column displays information about the items in the list. For example, different columns display the subject of items, the date they were sent, and so forth. You can sort the items in your mailbox by column.

- 1 Click the folder containing the items you want to sort.
- 2 Click a column heading. To reverse the sort order, click the column heading a second time.

# Using the Address Book

# 7

Use an address book like a contact management tool, phone directory, and information center for your addressing needs. Address books can store names and addresses, e-mail addresses, phone numbers, and much more.

Entries in an address book can be a contact, group, resource, or organization. For information about the information you can store in each type of entry, see [“Managing Contacts” on page 77](#), [“Managing Groups” on page 77](#), [“Managing Resources” on page 78](#) and [“Managing Organizations” on page 78](#).

This section contains the following topics:

- ◆ [Section 7.1, “Understanding Address Books,” on page 103](#)
- ◆ [Section 7.2, “Searching for Users and Resources,” on page 106](#)
- ◆ [Section 7.3, “Using Groups to Address Items,” on page 107](#)
- ◆ [Section 7.4, “Printing Lists from the Address Book,” on page 110](#)
- ◆ [Section 7.5, “Using the Address Selector and Address Book to Send Messages,” on page 110](#)
- ◆ [Section 7.6, “Using Frequent Contacts,” on page 111](#)
- ◆ [Section 7.7, “Managing Personal Address Books,” on page 111](#)
- ◆ [Section 7.8, “Sharing an Address Book with Another User,” on page 113](#)

## 7.1 Understanding Address Books

Click a link below to learn about different types of address books.

- ◆ [Section 7.1.1, “Using the Address Book, the Address Selector, and the Contacts Folder,” on page 103](#)
- ◆ [Section 7.1.2, “System Address Book,” on page 105](#)
- ◆ [Section 7.1.3, “Frequent Contacts Address Book,” on page 105](#)
- ◆ [Section 7.1.4, “Personal Address Books,” on page 106](#)
- ◆ [Section 7.1.5, “Shared Address Books,” on page 106](#)

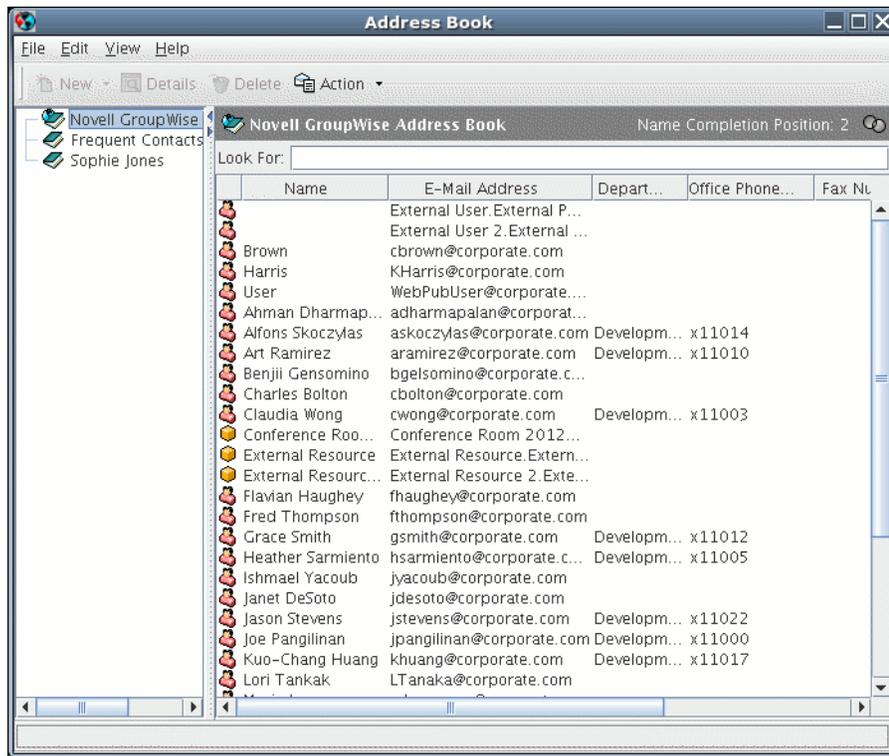
### 7.1.1 Using the Address Book, the Address Selector, and the Contacts Folder

There are three ways to access address book information: the [Address Book](#), the [Address Selector](#), and the [Contacts Folder](#).

#### Address Book

To open the GroupWise® Address Book, click the *Address Book* button  on the Main Window toolbar. The Address Book opens, displaying a left pane that lists the system address book, Frequent Contacts address book, and any personal address books you have created.

Figure 7-1 The Address Book

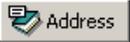


## What You Can Do in the Address Book

Using the Address Book, you can open contacts to view details, select names to send an item to, create and modify groups, and create and delete contacts.

The Address Book also provides you with advanced address book options, such as creating and modifying personal address books, changing your Name Completion search order, sharing address books, and more.

## Address Selector

When you are composing a new item and click the *Address* button  on the item view toolbar, the Address Selector displays. The Address Selector presents a simplified view of the Address Book, providing you with the options you need to select a name or create a group.

## Changing the Address Book Displayed in the Address Selector

In the Address Selector, you view one address book at a time. To choose a different address book to look at, click an address book in the Look In drop-down list.

## What You Can Do in the Address Selector

Double-click the entries you want placed in *To*, *CC*, or *BC* fields of the item you are addressing. You can filter the list of entries by contacts, groups, and resources using the  drop-down list.

You can change the column order in the list of address entries. You can change the sort order of the list based on the entries in any column. You can resize the Address Selector by dragging a corner of

the window. You can open a contact entry to view details by clicking the contact, then clicking *Details*.

You can add contacts to the right pane and then create a group by clicking *Save Group*. If you click the down-arrow on the Send Group button, you can select which address book the group is saved to. Otherwise it is saved to the address book displayed in the Address Selector.

You can create new contacts using the New Contact button. This button is not active if you are currently displaying the system address book. To create a new contact, click *New Contact*, enter the contact information in the different tabs, then click *OK*. For more information, see [Section 6.3, “Managing Contacts Through Your Mailbox,” on page 76](#).

## Where the Address Selector Displays

The Address Selector displays in other places throughout GroupWise, for example, when you are selecting members of a group, entries for a filter or find, and so forth. It might be slightly modified to show only context-appropriate options.

## Contacts Folder

The Contacts folder  in the GroupWise Folder List, by default, represents the Frequent Contacts address book in the Address Book.

If you want the Contacts folder to display entries from a different address book, right-click the *Contacts* folder, click *Properties*, click the address book name from the *Address Book* drop-down list, then click *OK*.

Any modification you make in the Contacts folder will also be made in the corresponding address book (Frequent Contacts or other address book).

## What You Can Do in the Contacts Folder

Use the Contacts folder to view, update, delete, and add information to the contacts in your address book. For more information, see [Section 6.3, “Managing Contacts Through Your Mailbox,” on page 76](#).

## 7.1.2 System Address Book

The system address book is marked with a  icon.

The system address book is the address book configured and maintained by the system administrator. Use this address book to view information about everyone in your GroupWise system.

Because the system address book is generally quite large, you might want to search for names or use predefined filters to find the name you are looking for, rather than scrolling through the entire address book. See [“Searching for User, Resource, Organization, and Group Addresses” on page 107](#).

You can view information about contacts in the system address book, but you cannot edit this information.

## 7.1.3 Frequent Contacts Address Book

The Frequent Contacts address book is marked with a  icon.

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book's options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

Although the Frequent Contacts address book is created by GroupWise, it is considered a personal address book because you can edit the information for contacts.

## 7.1.4 Personal Address Books

Personal address books are marked with a  icon. For information on creating a personal address book, see [Section 7.7.1, “Creating a Personal Address Book,” on page 112](#).

You can create, edit, save, and rename multiple address books for your personal use, and you can share these address books with other users.

You can add and delete names and address information for any contact (person, company, or resource) you want in your personal address books. You can also create your own information properties (fields). When you create a personal address book, a book icon is added to the main Address Book window. You can expand and collapse open books by clicking + and -.

When you create multiple address books, you can include the same name and address in several books. If the entry is copied from an address book and you edit the entry's information in one book, it is updated in all books.

Personal address books list addresses according to your preferences. For example, you can include Internet addresses or no address at all for the people you add to your personal address books. You can also create personal groups. If you save a list of people as a group, you only need to type the group name in the *To* field to send the entire group a message. See [Section 7.3, “Using Groups to Address Items,” on page 107](#).

## 7.1.5 Shared Address Books

Shared address books are marked with a  icon. This icon might be slightly different, depending on whether or not you created the address book.

You can share personal address books with other users. You can give users read only rights, or you can give them rights to read, add, edit, and delete information in the address book. When you share an address book, the users receive a notification that they can accept or decline. See [Section 7.8, “Sharing an Address Book with Another User,” on page 113](#).

## 7.2 Searching for Users and Resources

You can quickly find entries in an address book by using the Search List. You can also specify search criteria by defining one or more filters.

When you begin typing a name in the *To*, *CC*, or *BC* fields of an item you are creating, Name Completion tries to complete the name for you. It searches the address books in the order you specify in the Name Completion Search Order dialog box for entries that match what you're typing.

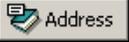
If Name Completion finds the name you are looking for, you can stop typing. If Name Completion doesn't find it, continue typing: Name Completion searches again after each new character you type. If Name Completion finds a name that is close to but doesn't exactly match the one you are looking for, you can use the Up or Down arrows to scroll to adjacent names in the Address Book.

You can tell Name Completion to search your address books in a specific order. However, Name Completion always searches the system address book last.

This section contains the following topics:

- ♦ [Section 7.2.1, “Searching for User, Resource, Organization, and Group Addresses,” on page 107](#)

## 7.2.1 Searching for User, Resource, Organization, and Group Addresses

- 1 In the Main Window, click  on the toolbar.  
or  
Click  on the toolbar in an item you are composing.
- 2 Select the address book where you want to search for addresses.
- 3 Begin typing what you are searching for.

Name Completion fills in the rest of the name after you've typed the first few characters.

## 7.3 Using Groups to Address Items

A group is a list of users or resources you can send messages to. Use groups to send a message to several users or resources by typing the group name in the To, BC, or CC fields. There are two types of groups: public and personal.

A public group is a list of users created by the system administrator and is available for use by each GroupWise user. For example, there might be a public group for the Accounting Department. Each employee in Accounting is included in the group. Public groups are listed in the system address book.

A personal group is a group created by you. For example, if you often send an appointment to your work group, you can include each co-worker's address or name and a meeting place (a resource) in a personal group.

Groups are marked with the  icon, and are displayed in both the left and right panes of the open address book.

This section contains the following topics:

- ♦ [Section 7.3.1, “Creating and Saving a Personal Group,” on page 108](#)
- ♦ [Section 7.3.2, “Addressing Items to a Group,” on page 108](#)
- ♦ [Section 7.3.3, “Adding and Removing Contacts from a Personal Group,” on page 109](#)
- ♦ [Section 7.3.4, “Viewing Group Information,” on page 109](#)
- ♦ [Section 7.3.5, “Deleting a Group from a Personal Address Book,” on page 109](#)

### 7.3.1 Creating and Saving a Personal Group

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to add this group to.
- 3 Click *New* on the toolbar, click *Group*, then click *OK*.
- 4 Type a name for the group.
- 5 Type comments, such as a description of the group.
- 6 Click *Members* to open the Address Selector dialog box and display the address list.
- 7 Click *To*, *CC*, or *BC*, double-click or Ctrl+click and drag the users and resources for your group.

If the users you want to add are in a different address book, click the address book on the Look In drop-down list.

To filter the list of entries by contacts, groups, or resources, click an option on the  drop-down list.

- 8 To add an entry that is not in an existing address book, click *New Contact*, fill in the information, click *OK*, then double-click the entry.
- 9 Click *OK* twice to save the group in the personal address book.

You can also create and save a personal group from the Address Selector when you are addressing a message or other item:

- 1 In an item view, click  on the toolbar.
- 2 Double-click contacts to add them to the right pane.

If the users you want to add are in a different address book, click the address book on the *Look in* drop-down list.

To filter the list of entries by contacts, groups, or resources, click an option on the  drop-down list.

- 3 To add an entry that is not in an existing address book, click *New Contact*, fill in the information, click *OK*, then double-click the entry.
- 4 Click *Save Group*.

or

If you want to save the group to a different address book than the one that is displayed, click the arrow on the right of *Save Group*, then select the address book.

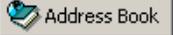
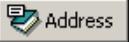
- 5 Type a name for the group.
- 6 Type comments, such as a description of the group.
- 7 Click *OK* twice.

### 7.3.2 Addressing Items to a Group

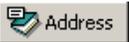
- 1 In an item view, click  on the toolbar.
- 2 Select a group, then click *To*, *CC*, or *BC*.
- 3 Repeat as necessary.
- 4 To show all the members of the group, right-click the group, then click *Expand Group*.

- 5 To see more information about the group, right-click the group, then click *Details*.
- 6 Click *OK* to return to the item view.

### 7.3.3 Adding and Removing Contacts from a Personal Group

- 1 In the Main Window, click  on the toolbar. In the left pane, click + to expand the address book the group is located in, then click the name of the address book.  
or  
Click  on the toolbar in an item you are composing.
- 2 Right-click the group, then click *Details*.  
Groups are marked by the  icon and display in the right and left panes of the Address Book.
- 3 On the *Details* tab, click *Members* to open the Address Selector dialog box and display the address list.
- 4 To add a contact, click the *Look In* drop-down list, then click the address book the contact is in.
- 5 Click the *Match* drop-down list, then click the way you want to locate the contact (by first name, last name, or full name).
- 6 In the *Look for* field, type the contact you want to add.  
The address list scrolls to the nearest match.
- 7 Double-click the contact in the list so that it is added to the *Selected* list.
- 8 To delete a contact, click the name in the *Selected* list, then click *Remove*.
- 9 Click *OK* twice to save the group.

### 7.3.4 Viewing Group Information

- 1 In the Main Window, click  on the toolbar. In the left pane, click the address book where the group is located. Click + to expand the address book.  
or  
Click  on the toolbar in an item you are composing.  
or  
Click the *Contacts* folder  in the Folder list.
- 2 Right-click the group, then click *Details*. Groups are marked with the  icon.
- 3 Click the *Details* tab.

### 7.3.5 Deleting a Group from a Personal Address Book

- 1 In the Main Window, click  on the toolbar. In the left pane, click the address book where the group is located. Click + to expand the address book.
- 2 Right-click the group, then click *Delete*. Groups are marked with the  icon.
- 3 Click *Yes* to confirm the deletion of the group.

## 7.4 Printing Lists from the Address Book

You can print addresses in lists from the Address Book.

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book that contains the entries you want to print.
- 3 Ctrl+click or Shift+click to select individual entries.  
or  
Make no selections if you want to print the entire address book.
- 4 Click *File > Print*.
- 5 Make sure the Form tab is selected.
- 6 Click *List* in the *Select items to be printed* group box.
- 7 Click what you want to print in the *Select available print forms* list box.  
You can only print information that has been entered in the address book fields. If there is no information for a particular field, nothing is printed for that field.
- 8 Click the *Content* tab.
- 9 Depending on what you selected to print in Step 7, you might be able to select and deselect the fields you want to print.
- 10 Click *Preview* to see how the list will look.
- 11 Click *Print*.

## 7.5 Using the Address Selector and Address Book to Send Messages

Use the Address Selector to address items you are composing. For more information about the Address Selector, see [“Address Selector” on page 104](#).

Use Mail to send items from an address book. If you have opened the Address Book from the Main Window, the Address Book and GroupWise are not connected. Mail lets you open an item view from the Address Book.

This section contains the following topics:

- ♦ [Section 7.5.1, “Using the Address Selector to Address an Item,” on page 110](#)
- ♦ [Section 7.5.2, “Sending Mail from the Address Book,” on page 111](#)

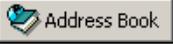
### 7.5.1 Using the Address Selector to Address an Item

- 1 In an item you are composing, click  on the toolbar.
- 2 Select an address book from the *Look in* drop-down list.
- 3 Double-click the names you want as primary (To) recipients of your message.
- 4 To address carbon copy recipients, click *CC*, then double-click the names you want.
- 5 To address blind copy recipients, click *BC*, then double-click the names you want.
- 6 Click the  drop-down list to show only contacts, groups, or resources in your list.

7 Click *OK*.

If you know the person's name, begin typing it in the *To* field of the item view. Name Completion searches the Frequent Contacts address book, the current address book, and the system address book, if they are listed in the Name Completion Search Order. When Name Completion finds the person you want to send a message to, you can stop typing. If Name Completion finds a name that is close to but doesn't exactly match the one you are looking for, use the Up or Down arrows to scroll to adjacent names in the Address Book.

## 7.5.2 Sending Mail from the Address Book

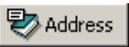
- 1 In the Main window, click  on the toolbar.
- 2 Click an address book.
- 3 Ctrl+click the users you want to send mail to.
- 4 Click *File > Send Mail*.

## 7.6 Using Frequent Contacts

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book's options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

You can use Frequent Contacts Properties to decide which addresses to capture (if any) from either received or sent items, and how long you want addresses to remain in the address book before deleting them.

- 1 Click  in an item you are composing.
- 2 Select *Frequent Contacts* from the *Look In* drop-down list.
- 3 Double-click the names you want, then click *OK*.

The Frequent Contacts address book can be closed, but it cannot be deleted.

## 7.7 Managing Personal Address Books

You can create, edit, save, and rename multiple address books for your personal use, and you can share these address books with other users.

You can add and delete names and address information for any contact (person, company, or resource) you want in your personal address books. You can also create your own information properties (fields). When you create a personal address book, a book icon is added to the main Address Book window. You can expand and collapse open books by clicking + and -.

When you create multiple address books, you can include the same name and address in several books. If the entry is copied from an address book and you edit the entry's information in one book, it is updated in all books.

Personal address books list addresses according to your preferences. For example, you can include Internet addresses or no address at all for the people you add to your personal address books. You can also create personal groups. If you save a list of people as a group, you only need to type the group name in the *To* field to send the entire group a message.

This section contains the following topics:

- ♦ [Section 7.7.1, “Creating a Personal Address Book,” on page 112](#)
- ♦ [Section 7.7.2, “Deleting a Personal Address Book,” on page 112](#)
- ♦ [Section 7.7.3, “Editing a Personal Address Book,” on page 112](#)

## 7.7.1 Creating a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > New Book*.
- 3 Type a name for the new book, then click *OK*.
- 4 To add new entries to the new address book, click the address book, then click *New* on the toolbar.
- 5 Select the entry type, then click *OK*.
- 6 Fill in the fields for the entry.

For information about the different fields, see [“Managing Contacts” on page 77](#), [“Managing Groups” on page 77](#), [“Managing Resources” on page 78](#), and [“Managing Organizations” on page 78](#).

- 7 Click *OK*.
- 8 To copy entries to the new address book from existing address books, click the existing address book, click an entry, then drag the entry to the new address book.

You can add and modify records in your personal address books. However, only the system administrator can add and modify records in the system address book.

## 7.7.2 Deleting a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > Delete Book*.
- 3 Click or Ctrl+click the books you want to delete, click *OK*, then click *Yes*.

After it is deleted, a personal address book cannot be recovered.

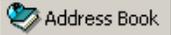
## 7.7.3 Editing a Personal Address Book

In a personal address book, you can add or delete entries, edit existing information, copy names from one book to another, or rename a book. You can also create your own custom address book fields.

- ♦ [“Deleting Entries from a Personal Address Book” on page 113](#)
- ♦ [“Editing Entries in a Personal Address Book” on page 113](#)
- ♦ [“Copying Entries Between Personal Address Books” on page 113](#)

- ♦ “Renaming a Personal Address Book” on page 113

### Deleting Entries from a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then click or Ctrl+click the names you want to remove.
- 3 Press the Delete key, then click *Yes*.

### Editing Entries in a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then double-click the name you want to edit.
- 3 Edit the information on the different tabs, then click *OK*.

### Copying Entries Between Personal Address Books

You cannot copy to a closed address book; you must open the book first. You cannot copy names to the system address book.

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then click or Ctrl+click the names you want to copy.
- 3 Click *Edit > Copy To*.
- 4 Select the address book you want to copy the names to, then click *OK*.

### Renaming a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to rename.  
You cannot rename the Frequent Contacts address book.
- 3 Click *File > Rename Book*.
- 4 Type the new name, then click *OK*.

## 7.8 Sharing an Address Book with Another User

- 1 In the Main Window, click  on the toolbar.
- 2 Right-click the address book you want to share, then click *Sharing*.  
If the address book is not visible, you must open it by clicking *File > Open Book*.
- 3 Click *Shared with*.
- 4 Type the name of the person with whom you want to share the address book, then click *Add User*.  
You cannot share address books across external domains.
- 5 Click each user’s name in the Share List, then assign him or her Access rights in the *Access* group box.
- 6 Click *OK* to save your changes and close the Properties dialog box.

When you click *OK*, the person with whom you want to share the address book receives a notification. The Status column displays as Pending until the user accepts or declines the shared address book request, then the column is updated to reflect the user's selection.

In the Address Book, shared address books are marked with the  icon.

All users of a shared address book can arrange their address book columns differently.

# Using Caching Mode

# 8

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise® whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is made automatically to retrieve and send new messages. All updates are performed in the background so your work is not interrupted.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

Several users can set up their Caching Mailboxes on a single shared computer.

Your system administrator can specify settings that do not allow you to use Caching mode or that require you to use only Caching mode.

This section contains the following topics:

- ◆ [Section 8.1, “Setting Up Your Caching Mailbox,” on page 115](#)
- ◆ [Section 8.2, “Synchronizing Your Caching Mailbox with Your Online Mailbox,” on page 116](#)
- ◆ [Section 8.3, “Deleting Items in Your Caching Mailbox,” on page 116](#)
- ◆ [Section 8.4, “Connection Status,” on page 116](#)

## 8.1 Setting Up Your Caching Mailbox

Setting up a Caching Mailbox requires enough disk space (either on your local hard drive or another network drive) to store all the data in your mailbox.

- 1** Make sure GroupWise is installed on the computer where you want to set up your Caching Mailbox.
- 2** Click *File > Mode > Caching*.

or

Click *Caching* on the drop-down list above the Folder List.

- 3** Type the path for your Caching Mailbox, then click *OK*.
- 4** Make sure you have a password on your Online Mailbox.

GroupWise automatically updates the Caching Mailbox with an image of the Online Mailbox. The initial update or “priming” should not be interrupted until it is complete. You will be prompted to restart GroupWise to change to the Caching Mode.

After the Caching Mailbox is primed, you might want to run GroupWise in Caching Mode without changing modes from Online to Caching.

To run in Caching mode,

- 5** Click *File > Mode > Caching*.

or

Click *Caching* on the drop-down list above the Folder List.

- 6** You are asked to are asked to restart GroupWise, click *Yes*.

When GroupWise restarts you are in Caching mode.

You can also open your Mailbox in any mode and select Caching from the Mode drop-down list.

## 8.2 Synchronizing Your Caching Mailbox with Your Online Mailbox

You can update or synchronize your Caching Mailbox items, addresses, documents, and settings with your Online Mailbox.

- 1 To synchronize items, click *Accounts > Send/Retrieve*.

## 8.3 Deleting Items in Your Caching Mailbox

In Caching mode, you can delete items, retract items, and empty the Trash the same way you would in Online mode.

- 1 Click the item in your Mailbox.
- 2 Click *Edit > Delete*.
- 3 If you're deleting an outgoing item, click one of the available options.
- 4 To free up disk space, click *Edit > Empty Trash*.

This permanently removes all deleted items from your Caching Mailbox.

Changes in your Caching and Online Mailboxes are automatically synchronized.

## 8.4 Connection Status

By default, the Connection Status window is not displayed in Caching mode, but you can display it by clicking *Account > Show Status Window*.

# Working with Documents

# 9

The Cross-Platform client is not fully integrated with GroupWise® Document Management Services. In the Cross-Platform client, you can perform the following tasks:

- ◆ List the documents in the Default Library folder.
- ◆ List the documents in the Authored folder.
- ◆ Attach a document reference to an outgoing e-mail message.
- ◆ Receive a document reference on an incoming e-mail message.
- ◆ Save a document associated with a document reference to disk.
- ◆ Search for text in document titles using the Find feature.
- ◆ Display limited properties of a document.

In the Cross-Platform client, you cannot perform the following tasks:

- ◆ Select or change the default library.
- ◆ Create a new document and add it to a library.
- ◆ Edit an existing document and return it to a library.
- ◆ Import documents into a library.
- ◆ Search for text in the body of a document using the Find feature.



Use Options to customize GroupWise® by setting defaults that are in effect each time you start GroupWise. You can set options that make your work more efficient, change how GroupWise looks, and accomplish specific tasks.

For example, you can use Language Options to change the interface language GroupWise uses, or you can use Send Options to specify that you get a return receipt for every message you send. You can also use Options to specify an archive folder, and so forth.

This section contains the following topics:

- ◆ Section 10.1, “Requesting a Reply for All Items You Send,” on page 119
- ◆ Section 10.2, “Setting the Key Used to Delete Items,” on page 120
- ◆ Section 10.3, “Confirming Deletion of Items,” on page 120
- ◆ Section 10.4, “Show Hidden Files,” on page 120
- ◆ Section 10.5, “Specifying Where Archived Items Are Stored,” on page 120
- ◆ Section 10.6, “Seeing Time Zones of Other Locales,” on page 121
- ◆ Section 10.7, “Calculating a Start or End Date,” on page 121
- ◆ Section 10.8, “Changing the Priority of Items You Send,” on page 121
- ◆ Section 10.9, “Setting Printing Options,” on page 122
- ◆ Section 10.10, “Changing the GroupWise Interface Language,” on page 122
- ◆ Section 10.11, “Setting Your Default Plain Text Reply Format,” on page 122
- ◆ Section 10.12, “Setting Your Default HTML Reply Format,” on page 123
- ◆ Section 10.13, “Toolbar Display/Hide Options,” on page 123
- ◆ Section 10.14, “Changing Your Display Name,” on page 124
- ◆ Section 10.15, “Using Startup Options,” on page 124

## 10.1 Requesting a Reply for All Items You Send

- 1 To request a reply for one item, open an item view, click the *Send Options* tab, then click *General*.

or

To request a reply for all items you send, click *Tools > Options*, then click *Send*.

or

On a Macintosh, to request a reply for all items you send, click *GroupWise > Preferences*, then click *Send*.

- 2 Click *Reply requested*, then specify when you want to receive the reply.

The recipient sees  next to the message. If you select When Convenient, “Reply Requested: When convenient” appears at the top of the message. If you select Within x Days, “Reply Requested: By xx/xx/xx” appears at the top of the message.

- 3 Click *Send*.

## 10.2 Setting the Key Used to Delete Items

You can specify the key used to delete items.

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*.

- 3 In the *Item deletion method* list, select the method you want to use.

For Windows and Linux, the options are:

**Del-key:** Use the Delete key to delete items (default).

**Backspace-key:** Use the Backspace key to delete items.

On a Macintosh, the options are:

**Del-key:** Use the Del key to delete items (default).

**Delete-key:** Use the Delete IIht nokey to delete items.

## 10.3 Confirming Deletion of Items

Use Item Deletion Confirmation to have GroupWise prompt you for confirmation each time you delete an item.

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*.

- 3 Select the *Item deletion confirmation* check box, then click *OK* or *Apply*.

## 10.4 Show Hidden Files

If you are using Linux, you might not be able to see hidden system files. To view the hidden system files:

- 1 Click *Tools > Options*, then click *General*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Select *Show hidden files*.

## 10.5 Specifying Where Archived Items Are Stored

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*.
- 3 Specify the location of your archive directory in the *Archive directory* field.
- 4 Click *OK*.

For information on how to archive items in your Mailbox, see [Section 6.4, “Archiving the Items in Your Mailbox,”](#) on page 79.

## 10.6 Seeing Time Zones of Other Locales

Use Time Zone Difference to see the time zone in one locale based on the time zone in another. For example, if you are in New York, you can use Time Zone Difference to see the time in London.

- 1 Click *Tools > Time Difference*.
- 2 In the *Time zone A* box, select the time zone of the originating time zone.
- 3 In the *Time zone B* box, select the time zone of the destination time zone.
- 4 When you are finished, click *Close*.

## 10.7 Calculating a Start or End Date

You can calculate a starting or ending date based on a given date and a specified number of days. For example, you might have a deadline 90 days after a certain action. Date Difference lets you calculate the date the deadline will fall on.

- 1 Click *Tools > Date Difference*.
- 2 To calculate a start date when you know the end date, click the arrow buttons to move forward or backward one month or year at a time in the *End Date* group box, then click a date.

or

To calculate an end date when you know the start date, use the arrow buttons to move forward or backward one month or one year at a time in the *Start Date* group box, then click a date.

- 3 Type a number in the *Number of days different* text box.
- 4 Click *Calculate Start Date*, then view the calculated start date in the *Start Date* text box and calendar.

or

Click *Calculate End Date*, then view the calculated end date in the *End Date* text box and calendar.

## 10.8 Changing the Priority of Items You Send

- 1 To change the priority of one item, open an item view, click the *Send Options* tab, then click *General*.

or

To change the priority of all items you send, click *Tools > Options*, then click *Send*.

or

On a Macintosh, to change the priority of all items you send, click *GroupWise > Options*, then click *Send*.

- 2 Select *High Priority*, *Standard Priority*, or *Low Priority*.

The small icon next to an item in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low.

- 3 Click *OK*.

## 10.9 Setting Printing Options

Use Print Options to set the appearance for printed messages, calendars, and address books.

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *Printing*.
- 3 Click the *General* tab, select the *Print page number* check box to print the page number of the item, and click the ... button to the right of the Header, Subheader, and Plain Text printing font boxes to modify the font selections.
- 4 Click *Page Setup* to format the printed page to your specifications.
- 5 To set Message printing options, click the *Message* tab, then select the check boxes of the message components you want to print.
- 6 To set Calendar printing options, click the *Calendar* tab, select the number of days to be printed on the calendar, then click the items and components you want to print.
- 7 To set Address Book printing options, click the *Address Book* tab, select the address book columns you want to print, then select the size of the printed area (in rows and columns).
- 8 Click *OK* or *Apply*.

## 10.10 Changing the GroupWise Interface Language

- 1 Click *Tools > Options*.

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*.
- 3 Select a language in the Interface Language drop-down list, then click *OK*.

To change the Spell Checker language, see [“Configuring Spell Checker Language” on page 37](#).

## 10.11 Setting Your Default Plain Text Reply Format

- 1 Click *Tools > Options*

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*, then click the *Default Actions* tab.
- 3 Select if you want to use the GroupWise classic format, include the headers, or use the Internet standard.  
If you select Internet Standard, you must specify a separator. The default separator is the greater-than sign (>).  
If you select Include Headers or Internet Standard, you must select if you want to type your response at the top of the original message or at the bottom of the original message.
- 4 Click *OK*.

## 10.12 Setting Your Default HTML Reply Format

- 1 Click *Tools > Options*

or

On a Macintosh, click *GroupWise > Preferences*.

- 2 Click *General*, then click the *Default Actions* tab.
- 3 Select if you want to use the GroupWise classic format or HTML enhanced format.  
If you select HTML Enhanced, you must select if you want to type your response at the top of the original message or on the bottom of the original message, and you must specify a separator. The default separator is the greater-than sign (>).
- 4 Click *OK*.

## 10.13 Toolbar Display/Hide Options

There are three different toolbars you can display in the Cross-Platform client:

- ♦ **Main:** The Main toolbar contains most of your commonly used functions, such as New Appointment and New Mail. The Main toolbar is located under the Menu bar.
- ♦ **Item Context:** The Item Context toolbar contains context-sensitive buttons that relate to the item that is displayed. The Item Context toolbar is located at the top of the QuickViewer window.
- ♦ **Folder Context:** The Folder Context toolbar contains context-sensitive buttons that relate to actions you can perform on particular folders (currently only the Trash folder and the Checklist folder). The Folder Context toolbar displays above the folder list.

To display or hide a toolbar:

- 1 Click *View > Toolbars*, then click the toolbar you want to display or hide.

When a toolbar is displayed, a check mark is displayed next to the toolbar name in the main menu.

## 10.14 Changing Your Display Name

You can change the name that is displayed in items that you send from GroupWise. You can only change your display name if the *Account* menu is displayed. The *Account* menu is displayed if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

- 1 Click *Account > Account Options*.
- 2 Click the *Mail* tab, then click *General Options*.
- 3 Type your display name in the *Display Name* field.
- 4 Click *OK*, then click *Close*.

## 10.15 Using Startup Options

GroupWise has commands that you can use when you start the Cross-Platform client on Linux. Some of them are for your convenience, and others are necessary to run GroupWise on your particular hardware.

- ◆ [Section 10.15.1, “GroupWise Startup Options on Linux,” on page 124](#)
- ◆ [Section 10.15.2, “GroupWise Language Codes,” on page 125](#)
- ◆ [Section 10.15.3, “Using GroupWise Startup Options on Linux,” on page 125](#)
- ◆ [Section 10.15.4, “Using GroupWise Startup Options on a Macintosh,” on page 126](#)

### 10.15.1 GroupWise Startup Options on Linux

*Table 10-1 Startup Options*

This Startup Option	Does This
<code>-@u=?</code>	Displays a login dialog box whenever you open GroupWise, allowing you to supply any necessary login information.
<code>-@u=user_ID</code>	Lets you use your GroupWise user ID to open GroupWise as yourself on another user’s computer. The other user remains logged on to the network.
<code>-ipa=ip_address_or_hostname</code>	Lets you specify the IP address (x.x.x.x) or the name of the IP address when you are running in client/server mode.
<code>-ipp=port_number</code>	Lets you specify the IP port when you are running in client/server mode.
<code>-l=xx</code>	Applies only if you have two or more language versions or language modules. This option instructs GroupWise to override the default environment language (under General Environment in Options) with the language specified by the language code (xx). The language codes are listed in the table below.
<code>-ph=pathname</code>	Lets you specify the path to the post office.
<code>-pc=path_to_caching_mailbox</code>	Opens GroupWise in Caching mode. GroupWise must be restarted when you change from Online to Caching.

This Startup Option	Does This
-ui=gtk	Uses the GTK look and feel for the GroupWise client. This only works on Linux using the GNOME* desktop manager.

## 10.15.2 GroupWise Language Codes

The following table lists the languages the GroupWise client has been localized into for GroupWise 5.5 and later versions. Some versions might not include all of these languages. For the most current information, see your local reseller.

**Table 10-2** *Language Codes*

Language	Language Code
Arabic	AR
Chinese Simplified	CS
Chinese Traditional	CT
Czech	CZ
Danish	DK
Dutch	NL
English	US
Finnish	SU
French	FR
German	DE
Hebrew	HE
Hungarian	MA
Italian	IT
Japanese	JP
Korean	KR
Norwegian	NO
Polish	PL
Portuguese	BR
Russian	RU
Spanish	ES
Swedish	SV

## 10.15.3 Using GroupWise Startup Options on Linux

- 1 Right-click the GroupWise icon on the desktop, then click *Properties*.

- 2 Click the *Application* tab.
- 3 In the Command field following the GroupWise executable name, type a space, type the startup options, then click *OK*.

Separate multiple startup options with a space, like this:

```
/opt/novell/groupwise/client/bin/groupwise -p pathname -@u ?
```

In this example, *-ph* is the startup option to specify the path to the post office. The *pathname* is the path to the post office. The *-@u ?* option is used to display a login dialog box a user can supply with login information whenever he or she opens GroupWise. This option is useful when two or more users share a workstation but have separate GroupWise Mailboxes.

- 4 Restart GroupWise.

## 10.15.4 Using GroupWise Startup Options on a Macintosh

- 1 Right-click the GroupWise application package, usually on the desktop.
- 2 Click *Show Package Contents*.
- 3 Browse to the `info.plist` file in the `\Contents` directory, then edit the file with a text editor.

- 4 Edit the string for the Arguments key with the startup options you want. For example:

```
<key>Argument</key>  
<string>-au=? -l=es</string>
```

This starts the Cross-Platform Macintosh client and asks for the User ID and the client is displayed in Spanish.

- 5 When you have finished editing the `info.plist` file with your changes, save the file and restart GroupWise.

# GroupWise Frequently Asked Questions

# 11

The *GroupWise 7 Client Frequently Asked Questions (FAQ)* is intended to help GroupWise client users who have not found the information they need in the GroupWise client online help or User Guides.

The *GroupWise 7 Client Frequently Asked Questions (FAQ)* contains the following sections:

- ◆ “How Do I Find What I Need in the GroupWise Client Documentation?”
- ◆ “GroupWise Windows Client FAQ”
- ◆ “GroupWise Cross-Platform Client FAQ”
- ◆ “GroupWise WebAccess Client FAQ”
- ◆ “Non-GroupWise Clients FAQ”
- ◆ “GroupWise Client Comparison”
- ◆ “Where Do I Go for More Help?”



# Documentation Updates

# A

This section lists updates to the *GroupWise 7 Cross-Platform Client User Guide* that have been made since the initial release of GroupWise® 7. The information will help you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise 7 Cross-Platform Client User Guide* was republished.

The *GroupWise 7 Cross-Platform Client User Guide* has been updated on the following dates:

- ♦ [Section A.1, “February 27, 2007 \(Support Pack 2\),” on page 129](#)
- ♦ [Section A.2, “May 31, 2006 \(Support Pack 1\),” on page 129](#)
- ♦ [Section A.3, “November 30, 2005,” on page 130](#)

## A.1 February 27, 2007 (Support Pack 2)

**Table A-1** *February 27, 2007 Updates*

Location	Update
Throughout	Minor editorial changes, fixed typos, clarifications.
<a href="#">Section 6.1, “Using the Folder List,” on page 73</a>	Clarified explanation of sorting subfolders.
<a href="#">Section 6.1.2, “Renaming Folders,” on page 74</a>	Added section about renaming folders.

## A.2 May 31, 2006 (Support Pack 1)

**Table A-2** *May 31, 2006 Updates*

Location	Update
<a href="#">Section 1.4.3, “Viewing Options in Your Mailbox,” on page 21</a>	Added section about the new view options.
<a href="#">“Configuring Spell Checker Language” on page 37</a>	Added section on how to configure the Spell Checker language.
<a href="#">“Reading Items in Your Mailbox” on page 42</a>	Added additional information on how to change the font of an item you are reading.

Location	Update
Section 5.1.3, "Understanding the Shading on Calendar Appointments," on page 70	Added section to explain why different appointments display as different shades.
Section 6.4, "Archiving the Items in Your Mailbox," on page 79	Added additional information about where items are archived from.
Section 7.3.5, "Deleting a Group from a Personal Address Book," on page 109	Added a section to explain how to delete a group from a personal address book.
Section 10.13, "Toolbar Display/Hide Options," on page 123	Added information on how to display or hide certain toolbars.
Section 10.14, "Changing Your Display Name," on page 124	Added a section explaining how to change your display name in GroupWise for items you send.

## A.3 November 30, 2005

**Table A-3** *November 30, 2005 Updates*

Location	Update
"GroupWise 7 Cross-Platform Client User Guide" on page 1	Transitioned to revised Novell® documentation standards. Along with a new look, you might find different documentation file sizes.
"Cabinet Folder" on page 17	Added information on what the cabinet folder is used for.
Section 2.1.3, "Logging in to Your Mailbox from a Shared Workstation," on page 28	Added a section on how to log in to GroupWise from a shared workstation.
Section 4.1.3, "Rescheduling Recurring Appointments," on page 60	Added a section on how to reschedule recurring appointments.
Chapter 5, "Using Your Calendar," on page 69	Added a paragraph explaining that items that are archived are no longer displayed on the calendar.
Section 6.4.4, "Archiving Items Automatically," on page 80	Added information about auto archiving with multiple computers.
Section 6.9, "Owning Resources," on page 97	Added section about owning resources.