

An Introduction to

Groupwise

Email – Beyond the Basics

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Tidbits

Here are a few tidbits for making Groupwise easier to use:

- In the Mac version you can automatically launch your web browser and have it go to a link contained in an email by holding down the **Command** key and clicking on the URL. PC version users need only click on the URL.
- You can start a mail message and save it for later editing. These messages are stored in the *Work in Progress* folder. You do this by choosing **Save Draft** from the *File* menu.
- You can add a signature to your messages. This allows you to automatically place predetermined text at the end of each email message. In the Mac version this setting is machine-specific, so if you go to another machine to do your email, your signature will not be available on that machine automatically. This also means that anyone sitting at your machine will get your signature. To add a signature:
 1. Choose **Options** from the *Tools* menu (PC version) or **Preferences** from the *Edit* menu (Mac version)
 2. Click on the *Signature* tab (PC version) or choose *Signature* from the drop-down menu (Mac version)
 3. Select the appropriate options and type the text that you would like appended to the end of the message.

Organizing Folders

Choosing How Items are Displayed

You can change the way that the information appears in your folders (including the mailbox folder). On the Mac you are limited to the same fields for all of your folders. (*Tip: On the Mac use the **Name** field instead of the **From** field – this automatically adjusts the display for sent and received items*) On the PC you can customize each folder with it's own set of fields.


- To remove fields simply drag the column heading down into the list of messages and release it.
- To add fields on the PC right click on the column headings and choose the field that you want to include. To add fields on the Mac hold down the **Option** key and click on the column headings and choose **Edit Fields**
- To move fields drag them to a new location on the column heading bar where all of the fields are.
- To resize fields drag the line that separates one field from another.
- To sort by a field on a PC right click on the column heading you want to sort by and choose **Sort Ascending** or **Sort Descending**. To sort by a field on a Macintosh hold down the **Option** key and click on the column heading for the field you want to sort by and choose **Ascending** or **Descending**. The field you are currently sorting by is shown with a line underneath of it.

Filters

You can filter the display of messages by certain criteria. This can be helpful if you are trying to track down a specific message. When you set up a filter you are telling Groupwise to only show the messages in your folders that match the criteria you specify.


1. Choose **Filter** → **Edit/Create** from the *View* menu (PC version) or **Filters** from the *View* menu (Mac version).
2. Define your conditions.
3. Click OK.
4. Be sure to clear your filter when you are finished by choosing **Filter** → **Clear** from the *View* menu (PC version) or **Filters** from the *View* menu and then click **Clear** (Mac version).

Message Properties


A Groupwise message has certain hidden values called properties. These values are considered hidden because they don't show up when you are creating or viewing a message. This is done so that you aren't overwhelmed with settings and information when you are just sending and receiving mail. You can access these hidden values at any time, and they often are very helpful in keeping you informed. Most of these values are accessed through a message's properties page (**Properties** under the *File* menu or the  button).


Properties of Sent Items

If you choose to view the properties of items that you have sent you can find out some very useful information. This includes: whether or not the recipient(s) have opened your message, when the recipient(s) opened the message, whether or not they have deleted, replied to, or forwarded the message, and any message properties assigned while composing the message (these are discussed below). To check the properties of a sent item:

1. Select a message you have sent.
2. Choose **Properties** under the *File* menu or click the  button. You can also right click on the message and choose Properties (PC version).
3. View the properties for that message.

Properties of Items You Are Composing

There are certain message properties that are set at the time of composition. These properties are usually left at their default settings (the next section discusses how to modify your default settings), but can be changed. All of these properties can be accessed by choosing **Properties** under the *File* menu or by clicking the  button.

- The Priority option allows you to specify the priority of the item. High priority items show up in the recipient's mailbox with a red icon and play a special chime if they have notification running.
- The Reply Requested option allows you to request that the recipient reply to your message. You can either choose When Convenient or specify a date for them to reply by. The item shows up with a special icon  and is stamped with the reply

requested date. (Note: *The Mac version does not display the reply requested date when the message originated from the PC version.*)

- The Expiration Date option allows you to specify a date for the expiration of a message. After the specified date the message will be automatically deleted from the recipient's mailbox.
- The Delay Delivery option allows you to specify a date for the message to be delivered. Groupwise will hold the message and deliver it on the specified date at the specified time.
- The Return Notification option allows you to be notified when the recipient of a message opens or deletes your message. This notice can be in the form of a notification message (if you have Groupwise Notification running), an email, or both.


Changing Default Settings

All of the options mentioned above can be set to happen automatically. If there is a particular setting that you want all of your messages to have without having to change it each time you compose a message you can set it as your default setting.

1. Choose **Options** from the *Tools* menu (PC version) or **Preferences** from the *Edit* menu (Mac version).
2. Choose the *Send* option.
3. Modify the appropriate settings for the desired type of message.
4. Click **OK**.
5. Click **Close**.

Retracting Messages

If you send out a message that you later decide had a mistake or no longer applies, you can retract (delete) that message. If the recipient has not opened the message, it will be deleted from their mailbox leaving no trace. If they have opened the message, then a copy of the message will remain in their mailbox. This is useful for messages sent to multiple recipients as well as individual recipients. To retract a message:

1. Select a message you have sent that you would like to retract.
2. Check the properties of the message to see if it has been opened. (Choose **Properties** under the *File* menu or click the  button.)
3. Make sure the message is still selected.
4. Choose **Delete** from the *Edit* menu (PC version) or Delete from the Actions menu (Mac version). You can also press the **Delete** key on your keyboard (PC & Mac versions).
5. Decide whether you want to delete the message from just your mailbox, just the recipient's mailbox, or both and select the appropriate choice.
6. Click **OK**.

Address Book Features

Editing Groups

You can edit groups in your address book to correct them or to adjust your recipient list once for a particular message. If you need to make a change to a personal group that you created you can edit it instead of having to create it all over again. If you want to use one of the large public groups available but don't want the message to go to some of the people you can edit the group for that one message.

To permanently edit a group:

1. Select the group you want to edit.
2. Choose **Edit Group** from the *Edit* menu (PC version) or click the **Retrieve/Edit Group** button (Mac version).
3. Add or remove any names in the list on the right.
4. Click the **Save Group** button.
5. You can leave the name and address book the same and click **OK** (PC version) or choose an address book, click **Save**, give the group a name [it can be the same name], and the click **OK** (Mac version).

To modify a group for one message:

1. Select the group you want to modify.
2. Choose **Edit Group** from the *Edit* menu (PC version) or click the **Retrieve/Edit Group** button (Mac version).
3. Add or remove any names in the list on the right.
4. Click either **OK** or **Mail**.

This creates a new mail message with the modified recipient list. This does not make any changes to the group other than for this one message. If you want to save the group for future mailings follow the steps outlined above.

Address Books & Name Completion

The process whereby Groupwise automatically fills in the rest of the name in the *To:* field of a new message is called name completion. Groupwise goes to your address book and looks for a match. By default, it first checks your *Frequent Contacts* address book, the most recently used address book (usually your personal address book), and then the system address book (*Novell Groupwise Address Book* on the PC and *Users* on the Mac).

In the Mac version you do not have control over the order of this search and only one personal address book (the one most recently used) will be searched. Addresses for people outside the school system should have their *Display Name* field match the way your address book is sorted. If your address book is sorted *Last Name, First Name*, then you should modify the *Display Name* field under *Information* to display the name Last Name, First Name.

In the PC version you can reorder the name completion search order and add multiple personal address books to the name completion search.

1. Double click on the words *Name Completion Position* which appear in the top right corner of the address book page of any address book.
2. Add/remove any address books to/from the list on the right by highlighting an address book and clicking either **Add** or **Remove**.
3. Change the search order of a particular book by selecting it and clicking either **Down** or **Up**.
4. Click **OK**.

Filters

If you use the PC version you can apply filters to your address book. This allows you to display only certain entries. There are five predefined filters you can use. These are accessed from the *View* menu. You can also create a custom filter.

1. Choose **Define Custom Filter** from the *View* menu.
2. Define the conditions of the filter.
3. Click **OK**.
4. Remember to turn the filter off when you are finished by choosing **Filter Off** from the *View* menu.

Sharing Address Books

If you use the PC version you can share any of your address books with another PC version user. To share an address book:

1. Select the address book you would like to share.
2. Choose **Sharing** from the File menu.
3. Choose **Shared With**.
4. Type the name of the person with whom you want to share the address book.
5. Click **Add User**.
6. Assign access rights.
7. Click **OK**.

Setting Up Rules

Rules allow you to automate a number of your daily tasks in Groupwise. This can make you more efficient and more organized. When you define a rule you are telling Groupwise that when X happens do Y. For example you can tell Groupwise to automatically delete messages from a particular sender as soon as they come in, or have Groupwise automatically empty the trash when you close the program. Listed below are two examples of rules that might be helpful to you. One note about rules; they are acted upon in a specific order, so make sure you don't have conflicting rules in the incorrect order.

Automatically File New Messages

The following example creates a rule to automatically file messages from a particular user into a folder in the cabinet. You can substitute the user's name for the word *User*.

1. Create a new folder in the cabinet called *User*.
2. Choose **Rules** from the *Tools* menu.
3. Click **New**.
4. Give the rule a name (be descriptive).
5. Leave *When event is New Item* and *items are Received* selected.
6. Put a check next to *Mail*.
7. Click the **Define Conditions** button.
8. Select *From* in the first box.
9. Leave *[] Contains* selected.
10. Type the *User's* name in the second box .
11. Leave *End* selected.
12. Click **OK**.
13. Click the **Add Action** button.
14. Select *Move to Folder*.
15. Select the *User* folder.
16. Click **Move** (PC version) or **OK** (Mac version).
17. Click **Save** (PC version) or choose **Save As** from the *File* menu (Mac version).

Vacation Message

The following example creates a rule to automatically send a reply to anyone who sends you a message letting them know you are on a school break and are not checking your email. Their message will still be sitting in your mailbox for you to read when you get back from vacation.


1. Choose **Rules** from the *Tools* menu.
2. Click **New**.
3. Give the rule a name (be descriptive).
4. Leave *When event is New Item* and *items are Received* selected.
5. Put a check next to *Mail*.
6. Click the **Define Conditions** button.
7. Select *From* in the first box.
8. Leave *[] Contains* selected.
9. Leave the second box blank. (This means it will act on a message from anybody)
10. Leave *End* selected.
11. Click **OK**.
12. Click the **Add Action** button.
13. Select *Reply*.
14. Leave *Reply to Sender* selected.
15. Click **OK**.
16. Type a message that you would like the person to see (the *To:* and *Subject:* lines will automatically be filled in).
17. Click **OK**.
18. Click **Save** (PC version) or choose **Save As** from the *File* menu (Mac version).

Archiving Mail

Archiving mail allows you to move messages off of the mail server and on to your local machine or removable media. Space on the server is finite and will eventually run out. Users should delete messages they no longer need (especially sent items). If there are messages you feel you might need at some time, but do not need immediate access to, you can archive them. This takes them off of the server and frees up that space.

Setting up an Archive Location

Before you can archive messages you must tell Groupwise where it is that you are going to store those messages. This should be one of three places: a storage place elsewhere on the network, your local hard drive, or removable media (i.e. floppy disks or zip disks). To set this location:

1. Choose **Options** from the *Tools* menu (PC version) or **Preferences** from the *Edit* menu (Mac version).
2. Select **Environment**.
3. Select the *File Location* tab (PC version) or the *File Location* drop-down menu (Mac version).
4. Click the  button (PC version) or the **Find** button (Mac version).
5. Navigate to and select the appropriate location.
6. Click **OK** (PC version) or “**Select _____**” (Mac version).
7. Click **OK**.
8. Click **Close**.

Archiving & Restoring Archived Messages

You can now choose the messages you would like to archive.

1. Move to the folder where the messages you want to archive are stored.
2. Select the message(s) you would like to archive. You can select multiple messages by holding down the **Ctrl** key (PC version) or the **Shift** key (Mac version).
3. Choose **Archive** from the *Tools* menu.

To read archived messages:

1. Choose **Open Archive** from the *File* menu.
2. Choose the folder where the message resided.
3. Double click on the message.

To restore archived messages to their original folders:

1. Choose **Open Archive** from the *File* menu.
2. Select the message(s) you would like to restore. You can select multiple messages by holding down the **Ctrl** key (PC version) or the **Shift** key (Mac version).
3. Choose **Archive** (PC version) or **Unarchive** (Mac version) from the *Tools* menu.