

An Introduction to

# Groupwise

## *Groupwise Messaging*

*Presented by Mark Leach, Dan Lind, and Pavel Dovgalyuk*  
*Charlottesville City Schools*  
[Mark.Leach@ccs.k12.va.us](mailto:Mark.Leach@ccs.k12.va.us)  
[Dan.Lind@ccs.k12.va.us](mailto:Dan.Lind@ccs.k12.va.us)  
[Pavel.Dovgalyuk@ccs.k12.va.us](mailto:Pavel.Dovgalyuk@ccs.k12.va.us)

Groupwise is a collaboration and messaging solution from Novell. It allows users to send electronic messages, schedule their time, organize their tasks, and share and manage documents. The implementation of this software will allow you to communicate more efficiently with others both inside and outside our school system. This introduction acquaints you with one of the two major components of Groupwise, electronic mail (email). It will also give you a glimpse into some of the other features of Groupwise.

Groupwise is closely integrated with the software that runs on the servers located at each school. It shares common data with these servers. You can access Groupwise in one of two ways. If you are using a PC you will most likely sign on to the server and if you are allowed access to Groupwise you will automatically be able to access your Groupwise data. If you are on a Macintosh or are not logged in to a server you will launch the Groupwise server and identify yourself. Your login consists of a UserID and a password. Your UserID is usually the first six letters of your last name, your first initial, and a number e.g. WinstoG1 for George Winston. Once you are logged in properly you can access all of your Groupwise information. All of the Groupwise information is stored in a database on a server located at Charlottesville High School.

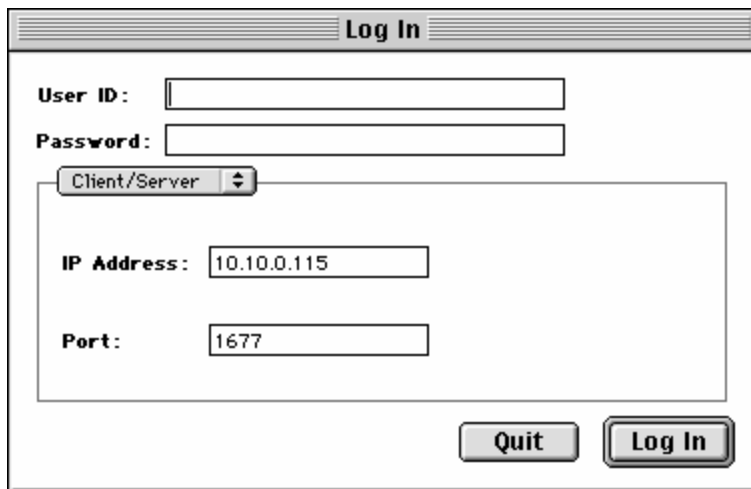
**\* A note about privacy.** The school division will provide access to technology resources. Users should be aware that use of these resources may be monitored in order to provide an acceptable level of service to all users. Users should also be aware that data that resides on, or passes through, the school division's technology infrastructure (computers, network file servers, and network wiring) is subject to review. In order to maintain system integrity and to ensure users are using the system responsibly, network administrators may review files and communications without prior notice or permission of the user. Users should not expect that files stored on district resources will always be private. (Excerpted from Acceptable Use of Technology)

# Getting Started

## Logging in

On a Windows PC log in to Novell as you normally would do. Double-click the *Groupwise* icon to start Groupwise. If someone else is already logged in on that machine and you want to access your personal Groupwise information you will need to log them out first. You can do this by choosing **Start->Log off**

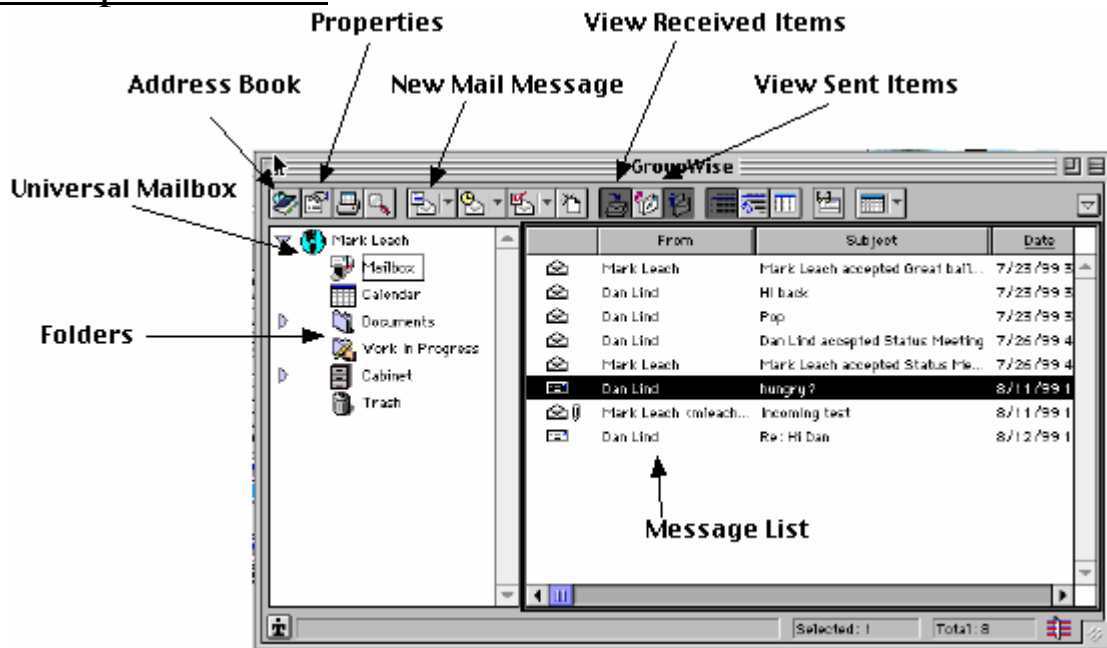
On a Macintosh double-click the *Groupwise* icon. Type your UserID and password. Make sure that the information in the login box matches the information displayed below.



The image shows a Macintosh-style dialog box titled "Log In". It contains the following fields and controls:

- User ID:** A text input field.
- Password:** A text input field.
- Client/Server:** A dropdown menu.
- IP Address:** A text input field containing the value "10.10.0.115".
- Port:** A text input field containing the value "1677".
- Buttons:** "Quit" and "Log In" buttons located at the bottom right.

# The Groupwise View










## Groupwise terms

- ❖ Universal Mailbox – this is the location of all of your Groupwise items. Everyone has a unique universal mailbox.
- ❖ Folders – these are items inside of your universal mailbox. Everyone starts with a default set of folders which appear underneath your universal mailbox. You can add and delete folders to help you organize your information.
- ❖ Address Book – this is where all of your contact information is stored. Each Groupwise user is granted access to the System Address Book which contains information on all of the users in our Groupwise system. You also have the ability to maintain a personal address book.
- ❖ Mailbox Folder – this folder is where all of your incoming messages are displayed.
- ❖ Cabinet Folder – this folder is the usually the most logical and convenient place to create new folders to organize your documents
- ❖ Properties – this shows the status of an item. This is where you can get information about whether or not a message has been delivered, received, or opened.
- ❖ User – this is someone within the Groupwise system. Users can be actual persons, representations of roles, or “dummy” users. Jackie Robinson , Technical Support, and Greenbrier are all examples of possible users.
- ❖ Mail Message – An electronic message from one user to another.

## Your Message List

You can see the status of any message in your message list.

	Unopened Mail Message
	Opened Mail Message
	Mail Message With Attachment
	Sent Mail Messages
	Unopened Phone Messages
	Opened Phone Messages
	Sent Phone Messages

To view items you have sent on a PC choose the *Sent Items* folder in your universal mailbox. To view sent items on a Macintosh click the **Sent Items** button on the toolbar or choose **Sent Items** from the *View* menu.

To view the properties of a message click on the message and click the **Properties** button on the toolbar or choose **Properties** from the *File* menu. The properties of a message let you see the status of a message (when it was delivered, when it was received, and when it was opened).

## Managing Your Universal Mailbox

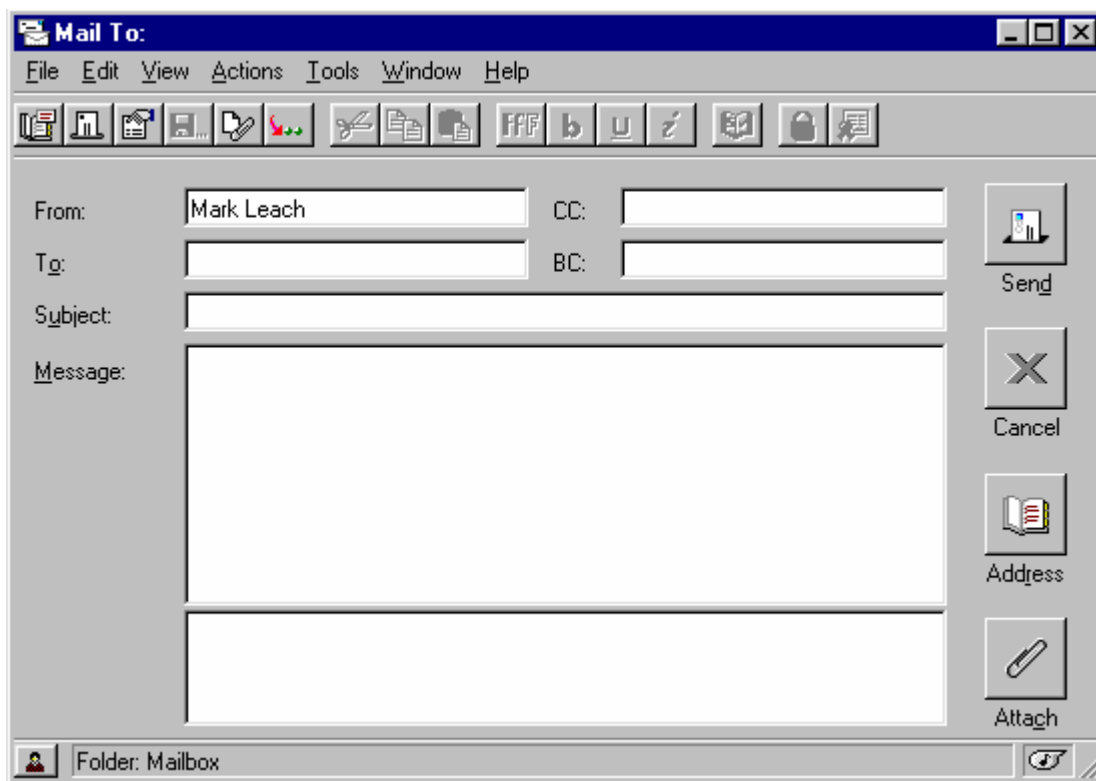
- You can organize your messages by dragging them to a folder in your universal mailbox.
- You can create new folders to organize your messages.
  - 1) Click on your *Cabinet* folder.
  - 2) Choose **New Folder** from the *File* menu.
  - 3) Name your folder.
- You can delete messages by dragging them to the *Trash* folder or clicking on them and pressing the **Delete** key. If you delete a sent message that has not been opened by the recipient you have the option of deleting (retracting) it from their mailbox.

# Email

## Introduction

Electronic mail (email) is simply a way to send someone a message across a network. That network may be one that includes just your school (A Local Area Network or LAN), one that includes just our school division (A Wide Area Network or WAN), or one that includes the world (The Internet). Groupwise email gives you the ability to send email to, and receive email from, another user on any of these networks.

An email message has two major parts, the header and the body. These parts are common to any email message, not just to Groupwise email. You will actually find that Groupwise email is almost identical to most other types of email. The header consists of three fields – the *From* field, the *To* field, and the *Subject* field. Additionally you can have a *CC:* field and a *BC:* (or *BCC:*) field. These additional fields allow you to send a carbon copy or blind carbon copy of your message to other recipients. The *From* field contains your name. Groupwise automatically fills in this field for you. The *To:* field contains the names or addresses of the people you want to send the message to. The *Subject:* field is the place to provide a brief summary of the content of your message. Additionally you can attach any file to an email message and that file will be delivered along with your message.



A new mail message (PC version)

## Sending a Basic Email

Sending a simple email is easy.

- 1) Initiate a new mail message by either choosing **New** and then **Mail** from the *File* menu, pressing **Ctrl-M** (**Command-1** on Macintosh), or clicking the **Create New Mail** button on the toolbar.
- 2) Fill in the *To:* field by either typing the full name, UserID, or internet address of the recipient(s).
- 3) Press **Tab** or click in the *Subject:* field to move the cursor. Enter a brief subject.
- 4) Press **Tab** or click in the *Message:* field to move the cursor. Type your message.
- 5) Press the **Send** button or choose **Send** from the *Actions* menu.

### **Recipients**

In the *To:*, *CC:*, and *BC:* fields information can be entered in a variety of ways. One way is to type in the recipient's whole name if they are within our system. This can be either first name first or last name first followed by a comma (i.e. either Mark Leach or Leach, Mark). Groupwise should start filling in the name automatically as you type. If it fills in the name automatically, you don't have to type the whole name just press **Tab** to go to the next field. The limitation here is that you must use the name that Groupwise knows them by (i.e. Robert not Rob or Bob). You can also type their login name (i.e. LeachM1). The limitation here is that you might not know if there is another person with the same letters, but a different number (i.e. SmithJ1 for Joan Smith and SmithJ2 for James Smith). You can also click on the **Address** button to get a listing for all of the users in our system. When you get into the address book make sure that you have chosen Users where it says List: (Macintosh users) or clicked on the Novell Groupwise Address Book tab (PC users). Then just double click the name(s) that you want to appear in the *To:* field so that they appear in the right hand window underneath the *To:* heading and click **OK**. If you are sending your message to someone outside our system then remember to type their whole address including the @ sign.

## Responding to email

### Replying

You can easily reply to an email you have received without typing the address.

- 1) Select the message from the message list and choose **Reply** from the *Actions* menu or open the message and click the **Reply** button.
- 2) Choose whether you want to reply to only the sender or all of the people that received the original message.
- 3) Select whether or not you want to include a copy of the message text in your response. \*Notice that the *To:* and *Subject:* fields are automatically filled in for you. The *Subject:* field is defaulted to the original message's subject with the abbreviation *Re:* included in front of it.
- 4) Type your message and edit the original message so that only the parts you want are included in your response.
- 5) Press the **Send** button or choose **Send** from the *Actions* menu.

### Forwarding

You can also forward a copy of a message you have received.

- 1) Select the message from the message list and choose **Forward** from the *Actions* menu or open the message and click the **Forward** button.
- 2) Fill in the *To:* field. \*Notice that the *Subject:* field is automatically filled in for you. It is defaulted to the original message's subject with the abbreviation *Fwd:* included in front of it.
- 3) In the *Message* field you can add any text that you want the recipient to read in addition to the forwarded message. Notice that the original email is shown at the bottom of your new message as an attachment. We will discuss attachments in more detail later.
- 4) Press the **Send** button or choose **Send** from the *Actions* menu.

For more descriptive information about composing email messages and for guides to making your messages more effective visit these web pages:

<http://www.iwillfollow.com/email.htm>

[http://everythingemail.net/email\\_help\\_tips.html](http://everythingemail.net/email_help_tips.html)

<http://www.webfoot.com/advice/email.top.html>

## Getting More Sophisticated

### Attaching files

Sometimes you have a document you want to share with your recipients, or you want to be able to format your message using a word processor. In these cases you can attach a file to your email message and your recipient can open that file on their computer. A note: your recipient must have access to the program that created the file in order to be able to open it. If you send a ClarisWorks document and your recipient does not have ClarisWorks they won't be able to open the file, so be careful what you send as an attachment. This is especially important if you are sending a Macintosh file to someone using a PC or vice versa. Groupwise automatically attaches the file Message and sometimes shows it in your attachment window – this is the body of your email message. To attach a file:

- 1) Press the **Attach** button while you are composing your message.
- 2) This will bring up a dialog box that allows you to find and select the file to attach. This dialog box usually starts in the Groupwise folder on your hard drive, so you will have to navigate to the location where the file was saved to select it.
- 3) If you want to attach multiple files you can repeat steps 1 & 2 for each additional file. (Macintosh users can use the **Add** button in the dialog box to attach multiple files.

To read an attachment you have received click on it once to select it and choose Open from the Actions menu (Macintosh users) or right click on it and choose Open With.. from the popup menu (PC Users). If you have the program necessary to open the file it should launch automatically (Macintosh users) or you will need to choose the appropriate application to view the file (PC users).

\*\*\* **MacAdmin users.** If you are working on a Mac you will have to select the attachment by clicking once on it and then choose Save As from the file menu to save it to a location that you can then access. The best location is your user folder on the network.

\*\*\* **A warning about attachments.** Some attachments can be harmful to your computer. Many viruses and malicious programs are distributed through email attachments. You should only open attachments from sources you know to be reputable. If you have the ability to do a virus scan on attachments before you open them you should take this extra precaution. If in doubt don't open it.

### Formatting

You can adjust the style of your message text by highlighting the text you want to change and choosing **Font** from the *Edit* menu (Macintosh users use the *Font* and *Style* menus). A note of caution on changing text style. Groupwise will preserve style changes for messages delivered to other Groupwise users IF the recipient has the particular font installed on their computer. Messages delivered to recipients on other networks (i.e. The Internet) may have difficulty reading your email messages if you alter the style of your text. If you're not sure what capabilities your recipient has keep the text style basic.

## Spell-Checking

You can check the spelling in your messages before you send them out. Just select **Spell Check** from the *Tools* menu.

## Address Books

Sometimes you might find it easier not to have to type the recipient's address in the To: field. Maybe you don't remember the name or UserID of your recipient, or you have several people to send the same message to. These are examples of when an address book would be helpful. Groupwise has several different address books to help you. There is the System Address Book (Users, Resources, and Public Groups lists on the Macintosh) which contains information for all of the users, resources, and public groups in our Groupwise system. The people in this address book cannot be changed by users, it can only be changed by the mail administrator. There is a Frequent Contacts address book which monitors the To: field of your messages and automatically stores those addresses you've used recently or frequently. You can also create a personal address book that can be customized to suit your needs. You can access your address books by clicking the Address Book icon on the toolbar, choosing Address Book from the Tools menu, or by clicking the Address button after starting a mail message.

- You can use the address books to address your messages without having to fill in the *To:*, *CC:*, or *BC:* fields.
- On a PC you can move between address books by simply clicking on the tabs that represent the different address books. On a Macintosh you can choose from the *List:* dropdown menu.
- You can search for a particular item by typing in the white search box that appears above the column heading.
- You can view more information about a person by clicking on their name and then clicking the **Information** button.
- You can change the way that the information appears in your address books.
  - ✓ To remove fields simply drag the column heading down into the list of names and release it.
  - ✓ To add fields right click (Option-click on the Macintosh) on the field list and choose the field that you want to include. The fields in black can be added and the fields in grey are already displayed.
  - ✓ 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 field list and choose **Sort**. Select the field you want to sort by. To sort by a field on a Macintosh click on the column heading for the field you want to sort by. The field you are currently sorting by is shown with a line underneath of it.
  - ✓ On a Macintosh you can choose how the Name field is displayed by clicking the appropriate radio button. On a PC you can choose **Name Format** from the *View* menu.

- Personal address books allow you to control the content of your address list. They are a great way to store contact information for people not in our Groupwise system, people you use frequently, or particular groups of users. You can create as many personal address books as you would like. If you don't have a personal address book listed (it will have your full name as the name) or want additional personal address books, you can create them yourself.
  - 1) On a PC choose **New Book** from the *File* menu. On a Macintosh choose **Personal Address Book ->Add Book** from the *Tools* menu.
  - 2) Give your book a name.
  - 3) Add entries to your new book. On a PC you can move entries from one address book to another by dragging the entry to the tab of the address book you would like the entry to appear in. On a Macintosh you can move entries into another address by selecting the entry you want and clicking the **Copy To...** button.
- You can create your own groups to supplement the system wide groups.
  - 1) Go to the address book that contains the names that you want to put in the group.
  - 2) Double click the entries that you would like to appear in your group so that they appear in the window on the right hand side.
  - 3) Click the **Save Group** button. Then choose the address book you want to save the group into (usually your personal address book) and give the group a name.
- You can add people to your personal address book.
  - If it is someone from the system address book then:
    - 1) Go to the system address book.
    - 2) Click once on the name and click the **Copy To** button (Macintosh users) or right click on the name and choose **Copy To** from the popup menu (PC users).
    - 3) Double-click on the address book you would like to put the entry in to.
  - If it is someone from outside the system then:
    - 1) Go to the address book you would like to add the entry to.
    - 2) Click the **Add New** (Macintosh users) or **Add** (PC users) button.
    - 3) Choose the entry type (usually *Person*).
    - 4) Fill in the information (Name and email address are the only necessary fields).
    - 5) Click **OK**.

# Managing your email

## Accessing Your Email

### Through the Web

You can access your email securely from any computer connected to the Internet at:

<https://webmail.ccs.k12.va.us/servlet/webacc>

There is also a link to this server from the school division's web site.

### Through an E-mail Client

You can also check your Groupwise email from any POP3 compliant client (Netscape Mail, Outlook Express, Eudora etc.). This allows you to send and receive mail from home or on the road. You will need the following information

- Incoming Mail Server = gwia.ccs.k12.va.us
- Outgoing Mail Server = Your ISP's outgoing mail server
- User ID = Your UserID (usually the first six letters of your last name, your first initial, and a number e.g. WinstoG1)
- Password = Your Groupwise password

Remember to select the option that leaves your mail on the server.

# Security

You should take care to protect your password. With it anyone can access your Groupwise account, read your messages, and impersonate you. Always change your password from the initial password given to you. Take care to choose a good password that cannot be easily guessed or “hacked”. If you feel like your password may have been compromised choose a new one. These guidelines should be helpful in choosing a password.

- ✓ It should be 5 characters or longer (many Novell passwords are required to be at least 5 characters).
- ✓ It cannot contain spaces.
- ✓ It should be a mix of alphabetic, numeric, or special (!@#\$\$%&\*?) characters. I would recommend at least two non-alphabetic characters.
- ✓ It can have both upper and lowercase letters, but passwords ARE case sensitive, so be careful to remember it exactly as you created it.
- ✓ It should not be a word found in an English dictionary.
- ✓ It should not be a word easily associated with you (your first name, your last name, your birthday, etc.)

Never write your password down somewhere near your computer.

## Changing your password (PC Directions)

- 1) Choose **Options** from the *Tools* menu.
- 2) Double-click on the *Security* icon.
- 3) Type your old password.
- 4) Tab to the next field and type your new password.
- 5) Tab to the next field and type your new password again.
- 6) Click **OK**.
- 7) Click **Close**.

## Changing your password (Mac Directions)

- 1) Choose **Preferences** from the *Edit* menu.
- 2) Click on the *Security* icon.
- 3) Type your old password.
- 4) Tab to the next field and type your new password.
- 5) Tab to the next field and type your new password again.
- 6) Click **OK**
- 7) Click **Done**