

Lucky No. 8

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Getting GroupWise WebAccess To Work Overtime for You

Eight *Days a Week* was a #1 hit for the Beatles. On August 8, 2008 (8/8/08) China held the Opening Ceremonies for the XXIX Olympiad; the number 8 is considered lucky in Chinese culture.

The number 8 also holds good fortune for those beyond the pale of pop music and world-class athletics. In fact, it's only fitting that in 2008, Novell releases its highly anticipated GroupWise 8, the newest and best GroupWise to date. This GroupWise—whether you use the Windows, Linux, Mac or WebAccess client—has been retooled to keep even the busiest users more organized and productive.

Perhaps you've already read about the wide variety of improvements included in the GroupWise 8 Windows, Linux and Mac clients, but this article is all about how the WebAccess client has utilized the capabilities of Web 2.0, bringing the simplicity and power of the Web to anyone within reach of an Internet connection.

Do you have a personal calendar you think everyone could benefit from? Now, in addition to sharing calendars, users can publish their personal calendars with the GroupWise 8 WebAccess client.

> Calendar like a pro

The most obvious improvements in the GroupWise 8 WebAccess client surround the calendar feature. The new WebAccess calendar is not only more aesthetically pleasing and convenient, but it also helps users keep even better organized. In GroupWise 8, WebAccess users can take advantage of the multiple (and graphical) calendars that revolutionized productivity for many users in the GroupWise 7 Windows client. These personal calendars make it much easier to draw clear boundaries between work, personal, community, family and other activities. You might have one calendar to hold appointments related to the upcoming technical conference you're hosting, another for company holidays, and yet another with the game schedule for the soccer team you coach. (See Figure 1.)

To create a personal calendar:

1. In a Calendar view, click the arrow next to *New* on the toolbar, then click *Calendar*.
2. Type a name for the new calendar.
3. (Optional) Type a description for the calendar.

4. (Optional) Select a color for the calendar by clicking a colored square.
5. Click *Save*, then click *Close*.

Thereafter, whenever you create a new calendar item, you'll get the option to place the appointment in a specific calendar.

Do you have a personal calendar you think everyone could benefit from? Now, in addition to sharing calendars, users can publish their personal calendars with the GroupWise 8 WebAccess client. When a user chooses to publish a personal calendar to the Internet, it is copied to the Calendar Publishing Host server. Published calendars can then be picked up by other users, helping them save time by simply importing events relevant to their work or interests.

To publish a calendar:

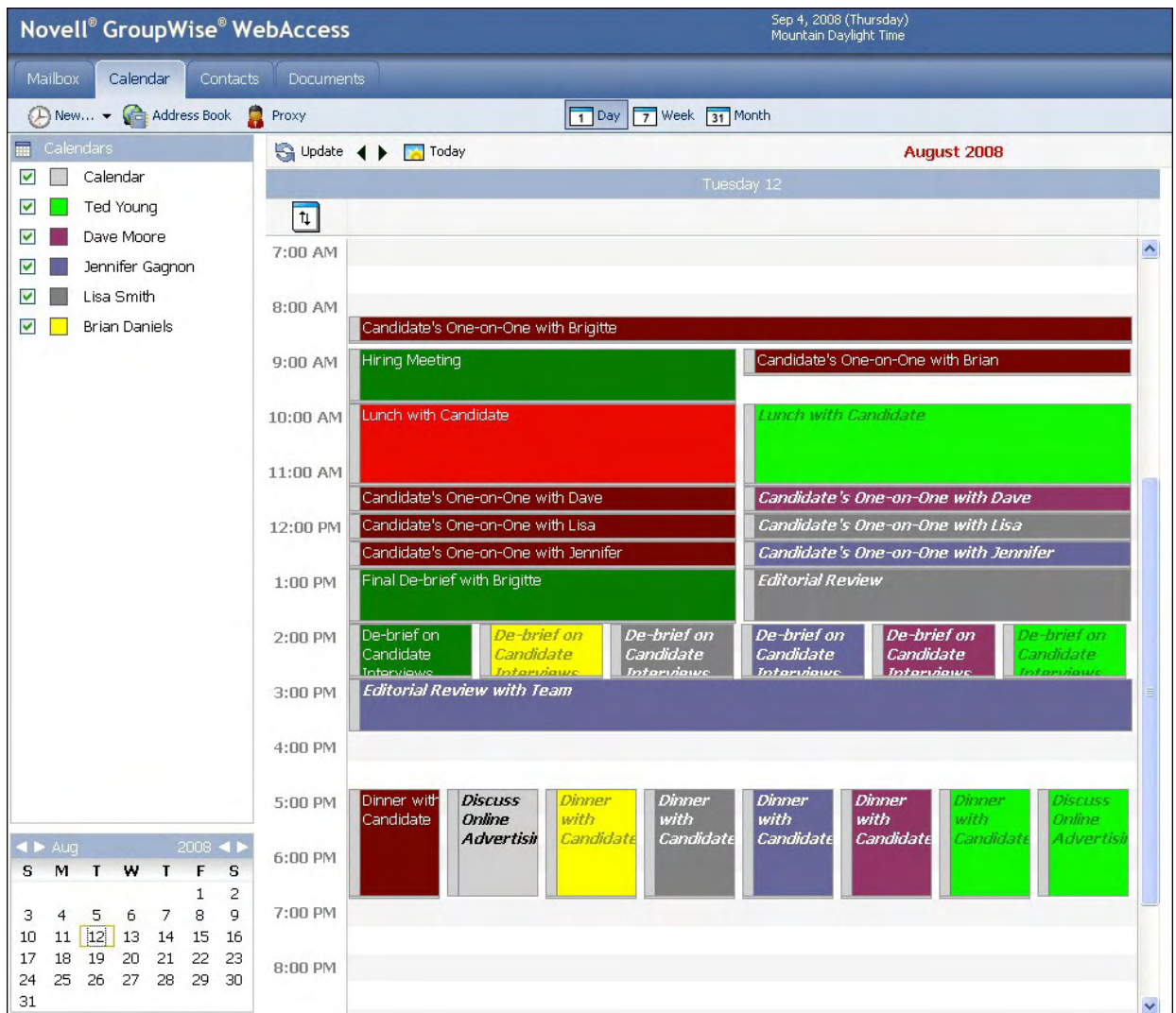
1. In the Calendar Folder List, right click the calendar you want to publish, and click *Publish*.
2. Select the box next to *Publish*.
3. Select the time period. Select *Entire Calendar* to send your entire calendar, or select *Previous* to send part of your calendar. If you select *Previous*, you must specify a range of days to send.
4. Select *Private Items* to include private items.
5. To send someone a link to your published calendar, click *Send Publish Link*. If you click *Send Publish Link*, a new e-mail message is opened with a link. Select who you want to send the message to, then click *Send*.
6. Click *Save*, then click *Close*.

After creating as many calendars as you need, you can manipulate the appointments much more easily. To begin with, drag and drop capabilities—previously only available in the WebAccess message list—have been added to the WebAccess calendar. If you want to make changes to any appointment you've scheduled or posted yourself, simply click and drag the appointment to another day. You can also change the time or duration of an appointment by simply dragging the start or end time as needed. Notes, tasks and other item types can also be dragged from one calendar and dropped into another, helping you better align your to do list with the task or project calendars you're using.

> Conquer your in-box

The calendar isn't the only improved feature in the GroupWise 8 WebAccess client. Your web-based e-mail inbox can now hold an unlimited number of messages all

Figure 1: *GroupWise 8 WebAccess takes calendaring to a whole new level with color-coding, multiple calendars and much more.*



on one page. Before, only a fixed number of e-mails would appear in the inbox at any one time, causing the user to move from page to page to view them. With GroupWise 8, there's no need to continuously press the "Next 20" button. All the e-mails in your inbox remain in one window, giving you a simple virtual message list that makes it easy to find any e-mail you're looking for.

This new message list leaves the world of item check boxes behind, letting you highlight multiple messages by Ctrl or Shift clicking and selecting all the items you want. When you drag multiple items, the "ghost" outline used in previous releases has been replaced by a small box showing the number of items being dragged. (See Figure 2.)

Not only will your inbox hold all you need, but GroupWise 8 WebAccess (like the other clients in this release) includes an auto-save option. As you're

composing e-mail, GroupWise 8 will ensure that no power outage or accidental click causes your message to be lost.

Name completion has been retooled to leverage all your address books (not just your frequent contacts). If you want more control, you can specify which address books to use, and whether you want name completion to work on a last name/first name or first name/last name basis. Finally, GroupWise 8 offers on-the-fly name completion. Because it no longer downloads the frequent contacts address book during login, it's much faster to launch GroupWise—using any client—and get to work.

Other e-mail enhancements in the WebAccess client include the ability to size the various columns in your inbox (e.g., subject, from, date), or move columns to a new location by dragging and dropping the column header, context-sensitive right-click menus, and a new lightweight spell checker that's faster and easier to use.

Several new contact fields help you better remember everyone, from old college roommates to the new client you picked up yesterday. There are fields for birthdays, anniversaries, spouse's name, children's names, hobbies and more.

GroupWise 8 WebAccess also includes new features designed to make it easier than ever to create compelling e-mails and flag your own in a way that helps you stay organized. You can now compose e-mails in HTML format and switch between plain text and HTML as needed when you view them. If connection speed is an issue, you can disable the viewing of graphics in HTML items. And to help you process e-mails more efficiently, GroupWise 8 lets you assign items in your mailbox to any of four default color-coded categories (followup, low priority, personal and urgent) or any custom category you create yourself.

> Turn contacts into valuable business relationships

Finally, there is a new "Contacts" tab in GroupWise 8 WebAccess. After clicking on the tab, contacts are listed

in a scrollable list similar to the virtual message list described above. You also have the option to import V-cards in order to add or edit contacts, and you can add notes to contact profiles. Once you've created a contact, you can view (or search) the correspondence history with that person at any time. The contact quickviewer also allows you to see an overview of a contact's information, as well as any photo that you have imported in the Windows client.

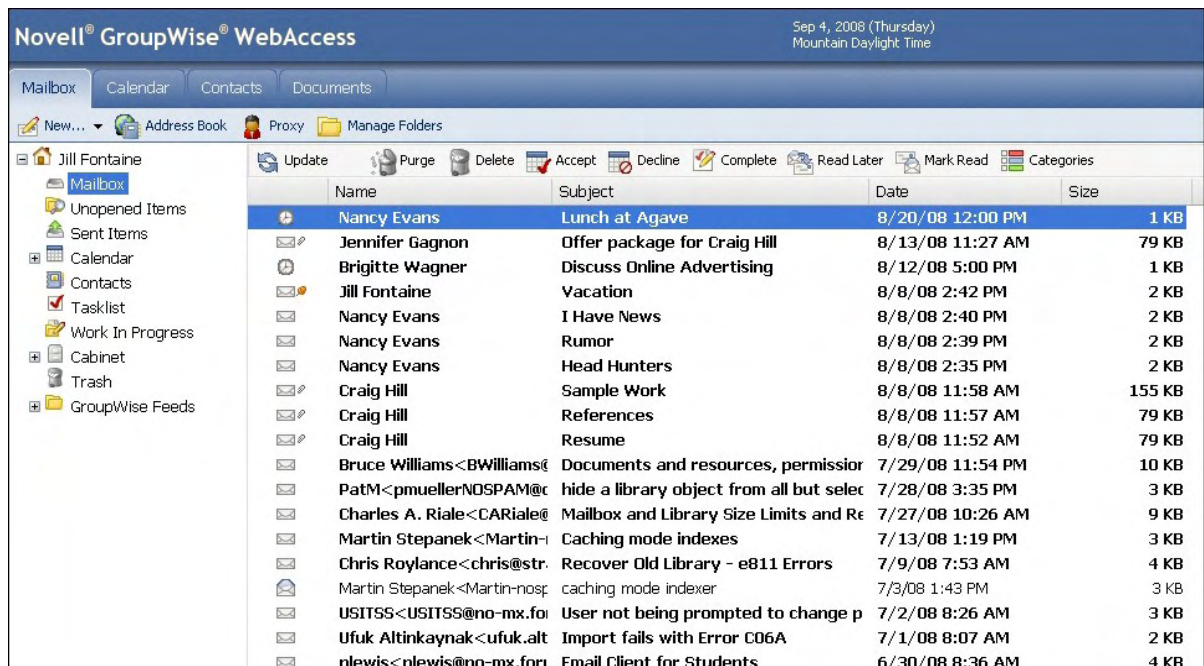
Several new contact fields help you better remember everyone, from old college roommates to the new client you picked up yesterday. There are fields for birthdays, anniversaries, spouse's name, children's names, hobbies and more. When you add a birthday or anniversary to a contact profile, that information appears in your main calendar. Fields for phone numbers, e-mail addresses, postal addresses and Internet addresses also keep you in touch. And if the contact isn't on the same GroupWise system (or is using another messaging system such as Microsoft Exchange or Lotus Notes), you can even enter a Free/Busy URL address into the contact profile so you can easily check their schedule and book appointments.

> Eliminate time zone trouble for road warriors

In the past, GroupWise has made scheduling cross-time zone meetings quick and painless. And in GroupWise 8 WebAccess, we build on this strength by giving you the ability to automatically adapt appointments to the time zone you're currently in.

The beauty of this feature is that if you're based in Boston, currently in London, and need to schedule a

Figure 2: A new, virtual message list holds an unlimited number of messages in the GroupWise 8 WebAccess client. Messages can be viewed and manipulated easily using drag-and drop and standard keyboard shortcuts.



series of meetings while you're there, you simply set the time zone for your workstation, select the option in WebAccess to "use my workstation's time zone," and all of your appointments will adapt accordingly.

By default, GroupWise WebAccess uses the time zone established for your GroupWise post office. But if you're using GroupWise WebAccess in a time zone other than your post office's time zone, you can change the time zone associated with your workstation and then set WebAccess to use it.

To do this:

1. In the Main Window, click *Options* in the upper right corner.
2. Click the *Time Zone* tab.
3. Select to use either your workstation's time zone or select the time zone you want to use from

4. the drop-down menu.
5. Click *Save*, then click *Close*.

Turn the number 8 sideways and it becomes the mathematical symbol for infinity. Users will find that the GroupWise 8 WebAccess client literally offers innumerable ways to streamline appointments, manage e-mails, organize contacts and otherwise keep them working smoothly and efficiently. And while we know that the most important numbers associated with the product will be the increased efficiency, revenue and competitive advantage you'll see by deploying it, let 2008 be the year you bring your organization a WebAccess option that keeps them fully connected and operating at peak productivity. **N**

Figure 3: *Contact management in GroupWise 8 WebAccess has been significantly enhanced with a new business card format, the ability to view photos, import vCards, add notes and search correspondence histories.*

