



# GroupWise Web User Guide

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# About This Book

The *GroupWise Web User Guide* provides conceptual information about GroupWise Web. This book includes step-by-step guidance for common tasks.

## Intended Audience

This book provides information for users wanting to use GroupWise in a web browser.

## Additional Documentation

For the most recent version of this guide and other GroupWise documentation resources, visit the [GroupWise 18 Documentation website \(https://www.novell.com/documentation/groupwise18/\)](https://www.novell.com/documentation/groupwise18/). Some documentation is available shortly after general availability in national languages other than English: French, German, Japanese, Portuguese, Spanish, Chinese Simplified, and Chinese Traditional.

## Contact Information

We want to hear your comments and suggestions about this book and the other documentation included with this product. You can use the [comment on this topic](#) link at the bottom of each page of the online documentation, or send an email to [Documentation-Feedback@microfocus.com](mailto:Documentation-Feedback@microfocus.com).

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# 1 Basic Tasks

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## Logging In

- Go to your GroupWise Web server URL in a browser.
- Enter your GroupWise user name and password.
- (Optional) If you are using Advanced Authentication, use your authentication method to log in as well.

For more information about Advanced Authentication, see [Using Advanced Authentication](#) in the *GroupWise 18 Client User Guide*.

- If you want to be logged in automatically in the future, select **Keep me logged in**.

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**NOTE:** Users of the Shortcut App on iOS 12 and later are logged in automatically whether the option to stay logged in is selected or not.

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## Creating and Sending Items

To create an item:

- Hover the **Compose** button and select the type of item you would like to send: **Mail, Task, Phone, Appointment, or Note**.

or

Click **Compose** to send an email.

- Fill out the fields for the item type you have selected and click **Send**.

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**TIP:** Clicking an email address while viewing an item in GW Web opens the GW Web email compose window rather than launching the default mail handler for the OS platform.

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## About GW Web's Compose Views

GroupWise Web lets you compose new messages and signatures in either an integrated HTML editor or plain text.

The HTML editor supports:

- ◆ Character and paragraph formatting, including various fonts, and text and background colors.
- ◆ Emoticons.
- ◆ Hyperlinking.
- ◆ Image insertion and manipulation.
- ◆ Simple tables.
- ◆ Browser options, such as highlighting misspelled words and displaying right-click options for copying, pasting, and so on.

For new messages the initial editor is the one you have chosen as your default Compose View.

- To set your default Compose View, click the  icon, select **Plain Text** or **HTML**, then click **Save**.
- To switch between HTML and plain-text modes, use the  icon in the bottom bar.

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**WARNING:** When you switch from HTML to plain-text mode, all formatting is lost.

If you proceed through the warning that displays, only your text remains. GW Web discards all formatting, images, links, etc. Switching back to the HTML view does not restore them.

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## Reading Items

To read an item:

- If you have the preview pane enabled, single clicking the item displays it in the preview pane.

or

Double click the item to open the item to read it.



# Replying to Items

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**NOTE:** When replying to an item, the item's compose view (plain-text or HTML) is used for the reply.


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- ♦ **One-line Quick Replies:** To send a one-line quick reply to all:
  - In the **Preview Pane**, click **Reply to all**.
  - Write your reply using the available HTML formatting as needed.
  - Click **Send**.
    - The sent status of the message displays left of the **Send** button:
      - ♦ **Sending** while the message is being processed
      - ♦ **Sent** when the process completes
- ♦ **Full Replies:** To send a full reply to an item:
  - Click **Reply** or **Reply All** in the **Preview Pane**.
    - or
    - Double-click the item.
  - Write your response to the item.
    - The compose view of the original message determines which view you use for your response.
  - Click **Send**.

## Managing Signatures


GroupWise Web lets you create, select, modify, and delete your signatures and apply any Global Signatures that are available for your use.

- Click the  icon and select **Signatures**.
- To enable your default signature for use, select the **Turn on my signature** option.
  - ♦ To have your default signature added to new messages, select **Automatically add**.
  - ♦ To choose whether to add your default signature to a new message, select **Click to add**.
- To create a new signature, click **+ ADD**, specify a signature name, use the HTML editor to create the signature, then click **Save**.
- To modify a signature, click it in the Signature List, make the desired changes, then click **Save**.
- To set a signature as your default, open the signature for editing, enable the **Make Default Signature** option, then click **Save**.
- To add one of your signatures to an email, you must have enabled the **Turn on my signature** option and created one or more signatures.
  - If you have selected the **Automatically add** option, your default signature is immediately added when you start to create a new email.
  - If you have selected the **Click to add** option, you can add the signature anytime while creating a new email.

- ❑ Once the default signature has been added to your email, you can change from the default to any of your other signatures by clicking the pencil icon/drop-down arrow above the signature and either selecting another one or choosing to remove the signature entirely.
- ❑ Switching between the plain text and HTML compose views doesn't cause the signature to lose its HTML formatting. The signature simply switches back and forth between plain text and HTML formatting.
- ❑ To remove a signature from the Signature List and delete it from GroupWise, click the  icon to its right.
- ❑ If your organization provides organizational "Global" signatures, you can add them when sending messages.

## Printing Email Messages


You can print email messages that are fully open or displayed in the Preview Pane.

Click the Printer Icon  and use the standard print dialog that displays.

GW Web supports printing Items, Attachments, and Embedded Items.

## Using the Preview Pane

The Preview Pane lets you view your items without fully opening them. It is similar to the QuickViewer in the GroupWise client. In the Preview Pane, you can do the following:



- ◆ Delete, Reply, Reply All, Forward, Accept, Decline, Select Categories, Mark Read/Unread, Mark Private, and Move options on the item in the top menu bar.
- ◆ View the properties on an item using the menu button  .
- ◆ Write a one line reply to an item and send it.

You can enable/disable the Preview Pane by doing the following:

- ❑ Click the Settings button  .
- ❑ Select **Toggle Preview Pane**.

## Scheduling an Appointment

To schedule an appointment:

- ❑ Hover the **Compose** button and select **Appointment**.
- ❑ Specify the details of the appointment and click  next to the start date to check if users are busy. It will turn to  if one or more users are not available.
- ❑ When you have filled out the appointment, click **Send**.

# Accepting Appointments

To accept appointments:

- In the preview pane top bar, click **Accept**.

or

Open the appointment, and click **Accept** in the top bar.

# Inviting Others to Appointments

To invite other users to appointments:

- In Calendar view, right-click the appointment and select **Invite**.
- Begin typing a name, select it in the list, type another name, and so on until all invitees are listed.
- Click **Send**.

# Sending and Receiving Attachments

When sending an item:

- Click the attachment icon in the bottom bar to select a file to attach.

or

Drag and drop a file in the compose view.

When receiving an item, attachments appear at the bottom of the item with an icon representing what it is. To view the attachment:

- Click on the attachment icon to see an HTML preview of the item.

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**NOTE:** Power Point files won't render if you are using a Linux DVA.

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or

Click the download button to download the attachment.

# Managing Folders and Items

## Creating a Folder

To create a folder:

- Right click on the folder you want to be the parent folder and select **New Folder**.
- Enter the name of the new folder and click okay.

## Moving a Folder

To move a folder:

- Drag the folder where you want it to appear in the folder list. You can nest folders by dropping them on another folder. The folder will be highlighted green if you can nest the folder and red if you cannot.

## Searching for Items

To search for items:

- Click in the **Search** box and type in your search. All of your folders are searched. To exit the search, click on a folder in the folder list.

## Managing Your Calendars

### Viewing Your Calendars

To view your calendars:

- Click the **Calendar** tab in the menu bar.
- (Optional) In the calendar list, select the calendars you want visible.

### Creating a New Calendar

To create a calendar:

- Right click on **Calendar** in the calendar list and select **New Calendar**.
- Give your new calendar a name and click okay.

## Viewing and Managing Your Contacts

You can do the following in GroupWise Web

- ♦ View the System Address Book and the contacts it contains.  
and
- ♦ View and edit the Frequent Contacts and Personal Address Book items.
- Click the **Contacts** tab in the menu bar.
- In the Address Book list select **GroupWise Address Book**, **Frequent Contacts**, or your own address book.  
Contacts are listed on the right.  
Clicking an Address Book name refreshes the list of contacts
- Filter to find the contact you are looking for by using the **Filter** box at the top of the contact list. **Loading** displays while the filter request is processed. **No Items to display** means that filtering yielded nothing to report.


- Click a contact to display its basic information.
- Remove Frequent and Personal contacts by clicking the trash can icon above the basic information pane.
- Double click a contact to open its details.

The GroupWise Address Book is read-only, but you can modify information within Frequent and Personal contacts.

After modifying the information, click **Save** to modify the contact on the GroupWise server, or **Cancel** to close the details pane without saving changes.

## Managing Your Out of Office Rule

To edit your Out of Office Rule:

- Click the  icon and select **Out of Office Rule**.
- Enter the information for your Out of Office Rule and click okay.



# 2 Advanced Tasks


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## Using Rules

GroupWise Web lets you manage your current rules and create Delete, Reply, Forward, and Move rules. To manage or create a rule:

- Click the  icon and select **Rules**.

In the Rules menu, you can Create, Edit, Enable, Run, or Delete a rule.

- Select the Rule you want to edit, or click  and select the rule you want to create.
- Make the changes you want to the rule or specify the settings for the new rule and click okay.

## Sharing Folders and Calendars


To share a folder or calendar:

- Right click on the folder you want to share and select **Sharing**.
- Type in the names of the people you want to share the folder with and click okay.

Users are sent a message saying you shared a folder or calendar with them. If you are shared a folder or calendar, you can accept the share in the notification message.

## Using Categories



Categories let you manage the items in your mailbox. To use categories, you must be using the Preview Pane. To add a category to an item:

- In the Preview Pane menu bar at the top, click .
- Select the categories you want to apply to the item. The category color appears next to the item in the items list.

If you don't see a category you would like, click **Manage** at the top. You can then create and delete categories.

## Viewing Message Details

To view message details, you must be using the Preview Pane. To view the message details:

- In the Preview Pane menu bar at the top, click . The Preview Pane switches to the message details. You can click **Advanced Properties** to see advanced details.
- To switch back to the message, click .

## Viewing Multiple Messages

- Double clicking an email message opens it in a separate window.
- Opening a second message while the first is still open, displays it to the left of the first message (assuming both can fit within the browser window).  
If there isn't room in the browser window to display both messages, the latest one opened or selected appears on top.
- When the second message opens, tabs for each open message display at the bottom of the browser window.
- A new tab is added for each message opened.  
Clicking a message's associated tab causes it to display.


## Marking Items Read/Unread/Private/Complete/Incomplete

You can mark items read, unread, private, complete, or incomplete by right clicking on the item in the Item List, or using the Preview Pane.

In the Item List:

- Right click on the item.
- Select the option from the menu.

In the Preview Pane:

- In the menu bar at the top, click  and select the option.

To mark a task complete/incomplete, check the **Complete** button next to the date in the message at the top right.

## Using Proxy

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**IMPORTANT:** Proxy access requires allowing pop-ups in your browser because proxied accounts open in pop-up windows.


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## Introduced in 18.3

Proxy lets you view and manage other mailboxes whose users have given you access. GW Web lets you manage proxy access to your mailbox, add new users to your proxy list, and view proxy mailboxes in another window.

### Proxying to Another Mailbox

- Click  in top right of the menu bar.
- (Optional) Add the user you want to proxy to if they are not in the list, by specifying their name in the **Add User** field.
- Select the user whose account you want to proxy into.

### Managing User Proxy Access to your Account

- Click  in the top right of the menu bar.
- Select **Manage Proxy Access**.
- Enter a user's name and give them the rights you want them to have in your mailbox  
or  
Click on a user's name to change their proxy rights. You can also delete the user so they don't have proxy rights to your mailbox.

