WebAccess User Guide
GroupWise 2012

September 20, 2012
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About This Guide

This Novell GroupWise 2012 WebAccess User Guide explains how to use GroupWise WebAccess. It is divided into the following sections:

- Chapter 1, “Getting Started,” on page 11
- Chapter 2, “Getting Organized,” on page 21
- Chapter 3, “Email,” on page 27
- Chapter 4, “Calendar,” on page 51
- Chapter 5, “Tasks and the Tasklist,” on page 67
- Chapter 6, “Contacts and Address Books,” on page 73
- Chapter 7, “Finding Items,” on page 87
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- Chapter 10, “RSS Feeds,” on page 101
- Chapter 11, “Document Management,” on page 103
- Chapter 12, “Maintaining GroupWise,” on page 105
- Appendix B, “GroupWise Frequently Asked Questions,” on page 113
- Appendix C, “Using Shortcut Keys,” on page 115
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Audience

This guide is intended for GroupWise WebAccess users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to Novell Documentation Feedback (http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

For additional GroupWise documentation, see the following guides at the Novell GroupWise 2012 Documentation Web site (http://www.novell.com/documentation/groupwise2012):

- GroupWise Windows Client User Guide
- GroupWise WebAccess User Guide
- GroupWise WebAccess Mobile User Guide
• GroupWise Mac/Linux User Guide
• GroupWise User Quick Starts
GroupWise is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere. This section gives you an overview of how to start using GroupWise quickly and easily.

- Section 1.1, “Prerequisites,” on page 11
- Section 1.2, “Starting GroupWise WebAccess,” on page 11
- Section 1.3, “Understanding Timing Out from GroupWise WebAccess,” on page 12
- Section 1.4, “Changing Your Password,” on page 13
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- Section 1.7, “Understanding GroupWise Item Types,” on page 18
- Section 1.8, “Identifying the Icons Appearing Next to Items,” on page 19
- Section 1.9, “Learning More,” on page 20

## 1.1 Prerequisites

- Any of the following Web browsers:
  - Linux: Mozilla Firefox; Chrome
  - Windows: Microsoft Internet Explorer 8.0 or later; Mozilla Firefox; Chrome
  - Macintosh: The latest version of Safari for your version of Mac OS; Mozilla Firefox; Chrome
- Any mobile device that supports Wireless Access Protocol (WAP) and has a microbrowser that supports Hypertext Markup Language (HTML) 4.0 or later, or Wireless Markup Language (WML) 1.1 or later

For more information about using GroupWise WebAccess on a table device, see the *GroupWise 2012 WebAccess Mobile User Guide.*

## 1.2 Starting GroupWise WebAccess

You start GroupWise WebAccess as you would any other home page on the Internet.

1. Use your Web browser to go to the URL your administrator gives you, such as `http://server/gw/webacc`, or an IP address such as 155.155.11.22.
2 On the GroupWise WebAccess login page, enter your user name and password.

3 Click either *This is a public or shared computer* or *This is a private computer*.

The option you choose affects the timeout interval that is used. To help keep your information secure, a shorter timeout interval is used if you are using WebAccess from a public or shared computer. For more information on timeout interval, see Section 1.3, “Understanding Timing Out from GroupWise WebAccess,” on page 12.

4 (Conditional) If you’re using a small mobile device such as a mobile phone, click *Options*, then select *Use the basic interface*.

The basic interface has limited functionality and graphics. It is designed to perform the most basic tasks in GroupWise WebAccess. To close the basic interface, close all Web browsers and launch WebAccess again, then deselect *Use the basic interface*.

For information on how to use the basic interface, see the GroupWise 2012 WebAccess Basic Quick Start (http://www.novell.com/documentation/groupwise2012/gw2012_qs_webaccbasic/data/gw2012_qs_webaccbasic.html).

5 Click *Login*.

Your GroupWise mailbox opens.

If you are unable to log in, click the *Can’t log in?* link on the login page for more information about how to get your password reset in your organization.

### 1.3 Understanding Timing Out from GroupWise WebAccess

Specific actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you leave GroupWise WebAccess alone or perform actions that do not generate a call, WebAccess logs you out. Doing so provides security for your email and ensures that the Web server and GroupWise WebAccess run efficiently.

The default timeout period is 20 minutes if you are using WebAccess on a public or shared computer. If you are using WebAccess on a private computer the default timeout period is 480 minutes (8 hours). However, your GroupWise administrator can change the timeout period for your
organization’s GroupWise system. You specify whether you are using WebAccess on a public or private computer during login, as described in Section 1.2, “Starting GroupWise WebAccess,” on page 11.

If you try to perform an action after you have been logged out, you are prompted to log in again. To ensure that you have the latest information in your Mailbox and to prevent frequent timeouts, click the Update icon.

NOTE: You must authenticate correctly to be returned to your work after a timeout. If you haven’t logged in correctly, the message you were composing might appear to be lost. Use the keyboard to return to your saved message window (for example, Alt+Left-arrow key in Windows).

1.4 Changing Your Password

In order to access your GroupWise mailbox from WebAccess, your mailbox must have a password. Your GroupWise administrator might have assigned the password when he or she set up your GroupWise account. If you have access to the GroupWise Windows client, you can set your initial mailbox password yourself, as described in “Assigning a Password to Your Mailbox” in “Getting Started” in the GroupWise 2012 Windows Client User Guide.

To change your mailbox password in WebAccess:

1. Click the Options icon then click Options.
2. Click the Password tab.
3. Type your old password, then type your new password twice for confirmation.
4. Click Save, then click Close.

Depending on the security level that your GroupWise administrator has established for your post office, you might need to know more about passwords. For more information, see Section 12.1, “Managing Mailbox Passwords,” on page 105.

1.5 Getting to Know the GroupWise WebAccess Interface

Your main work area in GroupWise is called the Main Window. From the Main Window of GroupWise, you can read your messages, schedule appointments, view your Calendar, manage contacts, open folders, and much more.

- Section 1.5.1, “Understanding the Nav Bar,” on page 13
- Section 1.5.2, “Understanding the Toolbar,” on page 14

1.5.1 Understanding the Nav Bar

The Nav Bar is located at the top of the WebAccess page. It is designed for quick access to the folders you use the most. By default the Nav Bar contains the Mailbox, Calendar, Contacts, and Documents folders.
1.5.2 Understanding the Toolbar

Use the toolbar to access many of the features and options found in WebAccess. 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.

There are two different toolbars you can display:

- **Main**: The Main toolbar contains most of your commonly used functions, such as New Appointment and New Mail. The Main toolbar is located at the top of the main page.
- **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 page.
1.6 Exploring the 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. The Mailbox folder is the default folder that is opened when you first log in. For information about the different GroupWise folders, see Section 2.2, “Using Folders to Organize Your Mailbox,” on page 22.

The following folders are displayed in the Folder List:

- Section 1.6.1, “Home Folder,” on page 16
- Section 1.6.2, “Mailbox Folder,” on page 16
- Section 1.6.3, “Unopened Items,” on page 16
- Section 1.6.4, “Sent Items Folder,” on page 16
- Section 1.6.5, “Calendar Folder,” on page 16
- Section 1.6.6, “Contacts Folder,” on page 16
- Section 1.6.7, “Tasklist Folder,” on page 16
- Section 1.6.8, “Work in Progress Folder,” on page 16
- Section 1.6.9, “Cabinet Folder,” on page 17
- Section 1.6.10, “Junk Mail Folder,” on page 17
- Section 1.6.11, “Trash Folder,” on page 17
- Section 1.6.12, “Shared Folders,” on page 17
- Section 1.6.13, “GroupWise Feeds Folder,” on page 17
1.6.1 **Home Folder**

Your Home folder (indicated by your name) represents your GroupWise database. All folders in your Folder List are subfolders of your Home folder.

1.6.2 **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. By default, scheduled items and tasks are moved to the Calendar when you accept them.

Your received items are stored in your GroupWise Mailbox.

You can organize your messages by moving them into folders within your Cabinet, and you can create new folders as necessary.

1.6.3 **Unopened Items**

The Unopened Items folder lists received items you have not yet opened. It is a query folder that cannot be deleted.

1.6.4 **Sent Items Folder**

The Sent Items folder displays all the items you have sent. By checking the properties of your sent items, you can determine their status (Delivered, Opened, and so on).

1.6.5 **Calendar Folder**

The Calendar folder is a link that takes you to the Calendar view, where you can choose several Calendar view options. You can use the Folder List to choose which calendars to display. The selected calendars are displayed in the calendar view.

1.6.6 **Contacts Folder**

The Contacts folder, by default, represents the Frequent Contacts 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.

1.6.7 **Tasklist Folder**

Use the Tasklist 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.

1.6.8 **Work in Progress Folder**

The Work In Progress folder is a folder where you can save messages you have started but want to finish later. This is also where all Auto Save messages are automatically saved.
1.6.9 Cabinet Folder

The Cabinet contains all of your personal folders. You can rearrange and nest folders by clicking the Folders on the Main Toolbar.

1.6.10 Junk Mail Folder

All email 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 GroupWise administrator.

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

For more information about Junk Mail Handling, see Section 3.6, “Handling Unwanted Email (Spam),” on page 49.

1.6.11 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. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

1.6.12 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. 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.

If you place a document in a shared folder, people with rights to the shared folder don’t automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights by clicking Folders, then clicking the Share Folder tab.

1.6.13 GroupWise Feeds Folder

When you subscribe to RSS feeds, the GroupWise Feeds folder is created. A list of subscribed feeds is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds under the subfolder.

Although you cannot subscribe to new RSS feeds in WebAccess, you can view the feeds you subscribed to and downloaded in the GroupWise Windows client.

For additional information on RSS feeds, see Section 10, “RSS Feeds,” on page 101.
1.7 Understanding GroupWise Item Types

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

- Section 1.7.1, “Mail,” on page 18
- Section 1.7.2, “Appointment,” on page 18
- Section 1.7.3, “Task,” on page 18
- Section 1.7.4, “Note,” on page 18
- Section 1.7.5, “Phone Message,” on page 18

1.7.1 Mail

A mail message is for basic correspondence, such as a memorandum or letter. See Section 3.3, “Receiving Email,” on page 43 and Section 3.1, “Sending Email,” on page 27.

1.7.2 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 4.3.2, “Scheduling Appointments,” on page 56.

1.7.3 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 5.3.1, “Assigning a Task,” on page 68.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of Tasklist, any item type (mail, appointment, task, reminder note, phone message) can be used.

1.7.4 Note

A note is posted on a specific date on your own or another person’s Calendar. You can use notes to remind yourself or others of deadlines, holidays, days off, and so forth. Posted notes are useful as reminders for birthdays, vacations, paydays, and so forth. See Section 4.3.3, “Sending Reminder Notes,” on page 60.

1.7.5 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 Section 3.1.11, “Sending a Phone Message,” on page 38.
1.8 Identifying the Icons Appearing Next to Items

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="attachment_icon.png" alt="Attachment Icon" /></td>
<td>One or more attachments are included with the item.</td>
</tr>
<tr>
<td><img src="draft_icon.png" alt="Draft Icon" /></td>
<td>Draft item.</td>
</tr>
<tr>
<td><img src="sent_item_icon.png" alt="Sent Item Icon" /></td>
<td>An item you have sent.</td>
</tr>
<tr>
<td><img src="reply_icon.png" alt="Reply Icon" /></td>
<td>An item you have replied to.</td>
</tr>
<tr>
<td><img src="forward_icon.png" alt="Forward Icon" /></td>
<td>An item you have forwarded.</td>
</tr>
<tr>
<td><img src="delegate_icon.png" alt="Delegate Icon" /></td>
<td>An item you have delegated.</td>
</tr>
<tr>
<td><img src="reply_and_forward_icon.png" alt="Reply and Forward Icon" /></td>
<td>An item you have replied to and forwarded.</td>
</tr>
<tr>
<td><img src="reply_and_delegate_icon.png" alt="Reply and Delegate Icon" /></td>
<td>An item you have replied to and delegated.</td>
</tr>
<tr>
<td><img src="forward_and_delegate_icon.png" alt="Forward and Delegate Icon" /></td>
<td>An item you have forwarded and delegated.</td>
</tr>
<tr>
<td><img src="reply_forward_delegate_icon.png" alt="Reply, Forward, and Delegate Icon" /></td>
<td>An item you have replied to, forwarded, and delegated.</td>
</tr>
<tr>
<td><img src="posted_item_icon.png" alt="Posted Item Icon" /></td>
<td>A posted item.</td>
</tr>
<tr>
<td><img src="low_priority_icon.png" alt="Low Priority Mail Icon" /></td>
<td>Unopened mail message with a low, standard, or high priority.</td>
</tr>
<tr>
<td><img src="standard_priority_icon.png" alt="Standard Priority Mail Icon" /></td>
<td>Opened mail message with a low, standard, or high priority.</td>
</tr>
<tr>
<td><img src="high_priority_icon.png" alt="High Priority Mail Icon" /></td>
<td>Unopened and opened appointment with a low, standard, or high priority.</td>
</tr>
<tr>
<td><img src="low_priority_task_icon.png" alt="Low Priority Task Icon" /></td>
<td>Unopened and opened task with a low, standard, or high priority.</td>
</tr>
<tr>
<td><img src="standard_priority_task_icon.png" alt="Standard Priority Task Icon" /></td>
<td>Unopened reminder note with a low, standard, or high priority.</td>
</tr>
<tr>
<td><img src="high_priority_task_icon.png" alt="High Priority Task Icon" /></td>
<td>Opened reminder note with a low, standard, or high priority.</td>
</tr>
</tbody>
</table>
1.9 Learning More

You can learn more about GroupWise from the following resources:

- Section 1.9.1, “Online Help,” on page 20
- Section 1.9.2, “GroupWise Documentation Web Page,” on page 20
- Section 1.9.3, “GroupWise Cool Solutions Web Community,” on page 20

1.9.1 Online Help

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

1.9.2 GroupWise Documentation Web Page


1.9.3 GroupWise Cool Solutions Web Community

At the Cool Solutions Web site (http://www.novell.com/communities/coolsolutions/gwmag), you find tips, tricks, feature articles, and answers to frequent questions.
In *Getting Started*, you learned the basics of the GroupWise Web environment. This section describes how to transform the basic GroupWise Web environment into an efficient, customized collaboration environment that suits your personal work style.

- Section 2.1, “Using Categories to Organize Items,” on page 21
- Section 2.2, “Using Folders to Organize Your Mailbox,” on page 22

### 2.1 Using Categories to Organize Items

Categories are used to help define and prioritize items in your mailbox. Categories apply a color pattern of your choice to the specified email messages, so you can classify them at a glance. You can assign more than one category to an item, but one category is always primary and displays the primary color scheme. Categories also apply to calendar items and can be added to calendar items the same way they are added to mail items.

- Section 2.1.1, “Assigning a Category,” on page 21
- Section 2.1.2, “Adding a New Category,” on page 21
- Section 2.1.3, “Removing a Category from an Item,” on page 22
- Section 2.1.4, “Renaming a Category,” on page 22
- Section 2.1.5, “Deleting a Category,” on page 22

#### 2.1.1 Assigning a Category

1. Select the message you want to add a category to.
2. Right-click, then click *Categories*.
3. Select the category you want to use.
4. Click *OK*.

#### 2.1.2 Adding a New Category

1. In your mailbox, click *Categories*.
2. In the *New Category* field, specify a name for the new category, then click *Add*.
3. Select the new category in the *Categories* section, then specify the text and background colors.
4. Click *OK*. 
2.1.3 Removing a Category from an Item

1. Select the item you want to remove the category from.
2. Right-click and select Categories.
3. Deselect the check box in the Categories section.
4. Click OK.

2.1.4 Renaming a Category

1. In your mailbox, click Categories.
2. Select the category you want to rename.
3. Click Rename.
4. Specify the new name, then click OK.

2.1.5 Deleting a Category

1. In your mailbox, click Categories.
2. Select the category you want to remove.
3. Click Delete.

2.2 Using Folders to Organize Your Mailbox

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

- Section 2.2.1, “Understanding Folders,” on page 22
- Section 2.2.2, “Modifying the Folder List,” on page 23
- Section 2.2.3, “Deleting Folders,” on page 23
- Section 2.2.4, “Creating a Personal Folder,” on page 23
- Section 2.2.5, “Renaming a Folder,” on page 24
- Section 2.2.6, “Moving an Item to Another Folder,” on page 24
- Section 2.2.7, “Understanding Find Results Folders,” on page 24
- Section 2.2.8, “Using Shared Folders,” on page 24

2.2.1 Understanding Folders

The Folder List displays the folders that are relative to the folder you are currently in. The following are context-sensitive Folder Lists:

- **Calendar**: Displays a list of all calendars. From here you can select to display the contents of a calendar in the main calendar. In addition, you can change the color of a calendar.
- **Contacts**: Displays a list of all personal address books. By default, the main Contacts folder is the Frequent Contacts address book.
- **Documents**: Displays a list of your document libraries. By default, the main Documents folder is your default document library.
Click the Expand ⬤ and Collapse ⬦ arrows to expand and collapse folders.

For information about the individual folders you might have in your Folder List, see Section 1.6, “Exploring the Folder List,” on page 15.

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 store unfinished items in a predefined folder called Work In Progress (see “Saving an Unfinished Email” on page 34). You can also make folders public by sharing them (see “Using Shared Folders” on page 24). You can create rules to automatically sort items to different folders (see Section 8.3, “Creating a Rule,” on page 92).

2.2.2 Modifying the Folder List

1. On the main WebAccess page, click Folders on the toolbar.

In the Manage Folders window, you can create, delete, and share folders.

2.2.3 Deleting Folders

1. Right-click the folder you want to delete, then click Delete Folder.

2. Click OK.

You cannot delete the Calendar, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders. You can delete the Junk Mail folder only if Junk Mail Handling has been disabled.

2.2.4 Creating a Personal Folder

1. On the main WebAccess page, click Folders on the toolbar.

2. Select the place in the Folder List where you want to add the folder. By default, a new folder is added as the first folder in the Cabinet.

   For example, to add a folder at the same level as the Mailbox folder, click the Down button next to the Mailbox folder. To add a folder to the Mailbox folder, click the Right button next to the Mailbox folder.

3. Type a name for your new folder in the Folder Name field.

4. Click Add Folder.
2.2.5 Renaming a Folder

In some cases you might want to rename a folder to more accurately reflect the contents of a folder or to correct a spelling error. In WebAccess new folders can be created but names of existing folders cannot be changed. You can change folder names in the GroupWise Windows client.

For more information on managing folders, see Section 2.2.1, “Understanding Folders,” on page 22.

2.2.6 Moving an Item to Another Folder

1. Locate the item in the Item List.
2. Double-click the item to open it, then click Move.
3. Click the folder where you want to move the item.

If you are moving the item to a folder in the Cabinet, you might need to click the Expand icon next to the Cabinet to display the Cabinet folders.

2.2.7 Understanding Find Results Folders

A Find Results folder is a folder that displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, printing, copying, moving, or deleting them, but the original item remains stored in the folder where the search found it. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, but not from the original location. The next time you open the Find Results folder, the search is performed again and the item is once again displayed.

Although you cannot create new Find Results folders in WebAccess, you can use folders you created in the GroupWise Windows client. However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click Update in the toolbar before opening a Find Results folder.

2.2.8 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 cannot share system folders, which include the Mailbox, Unopened Items, Sent Items, Calendar, Task List, Checklist, Cabinet, Work In Progress, Junk Mail, and Trash folders.

If you place a document in a shared folder, people with rights to the shared folder can read the document, but they don’t automatically have rights to edit. Before they can edit the document, you must give them Edit rights on the Share Folder tab.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

- “Sharing an Existing Folder with Other Users” on page 25
- “Accepting a Shared Folder” on page 25
“Posting an Item to a Shared Folder” on page 25
“Deleting a Shared Folder” on page 26

Sharing an Existing Folder with Other Users

1 On the main WebAccess page, click Folders on the toolbar, then click the Share Folder tab.
2 Select the folder you want to share. Folders available for sharing are underlined.

3 In the Name field, start typing the name of a user.
   or
   Click Address Selector to search for a user. For more information about the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.
4 Select the access options you want for the user.
5 Repeat Step 3 through Step 4 for each user you want to share the folder with.
6 Click Save.

Accepting a Shared Folder

1 Click the Shared Folder notification in your Mailbox.
2 Click Accept Folder.
3 The name of the folder is filled in by default. Make any desired changes to the name of the folder.
4 Select the folder’s location.
5 Click Add Folder.

Posting an Item to a Shared Folder

1 In the Folder List, open the shared folder you want to post the item to.
2 At the top of the Item List, click Post to display a Message form.
3 Type a subject and message.
   You can include Web site locations or addresses (URLs) in both the Subject field and the message body.

4 (Optional) Click Check Spelling to spell check the message.

5 (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.

6 Click Post to add the message to the shared folder.

Deleting a Shared Folder

To delete a folder that is shared with you:

1 Right-click the folder.
2 Click Delete Folder.
3 Click OK.

Deleting a folder that is shared with you just deletes the folder from your GroupWise Mailbox. All other users are unaffected. However, if you are the one who shared the folder with others, then deleting that folder also removes it from all other users.
An email message is basically a text message sent to a recipient. You can write messages in plain text or HTML, and you can add attachments to them. All incoming messages are delivered to your Mailbox folder.

An email message is basically a text message sent electronically to a recipient. You can write messages in plain text or HTML, and you can add attachments to them. All incoming messages are delivered to your Mailbox folder.

- Section 3.1, “Sending Email,” on page 27
- Section 3.2, “Managing Sent Email,” on page 39
- Section 3.3, “Receiving Email,” on page 43
- Section 3.4, “Managing Received Email,” on page 47
- Section 3.5, “Printing Email,” on page 48
- Section 3.6, “Handling Unwanted Email (Spam),” on page 49

### 3.1 Sending Email

When you send an email message from GroupWise WebAccess, you can send the message either as text or HTML. Additionally, you can choose to attach a file, add a signature to the message, and spell check the message before it is sent.

The address book and name completion help you to quickly and easily find the contacts you need when sending an email message.

- Section 3.1.1, “Composing Email,” on page 28
- Section 3.1.2, “Formatting Messages,” on page 28
- Section 3.1.3, “Spell-Checking Messages,” on page 29
- Section 3.1.4, “Attaching Files,” on page 30
- Section 3.1.5, “Adding a Signature,” on page 30
- Section 3.1.6, “Saving Unfinished Email,” on page 31
- Section 3.1.7, “Selecting the Default Compose View,” on page 34
- Section 3.1.8, “Addressing Mail Messages,” on page 34
- Section 3.1.9, “Selecting Send Options,” on page 35
- Section 3.1.10, “Posting a Note,” on page 38
- Section 3.1.11, “Sending a Phone Message,” on page 38
3.1.1 Composing Email

1 Click Mail on the toolbar.
2 In the To box, type a user name, then press Enter. As you begin to type, the system automatically tries to match the name and complete it for you. Repeat for additional users. If necessary, type user names in the CC and BC boxes.

or

To select user names from a list, click Address on the toolbar, search for and select each user, click To, CC, or BC for each user, then click OK.
3 Type a subject.
4 Type a message.

You can specify many options, such as making this message a high priority, requesting a reply from the recipients, and more, by clicking the Send Options tab.
5 Include any attachments by clicking the Attach.
6 Click Send on the toolbar.

3.1.2 Formatting Messages

When you send a message, you can select from several format options. You can select to send the message as a text or HTML message, and you can change the fonts, colors, and layout of the message.

- “Changing the Font in the HTML View” on page 28
- “Formatting Bulleted and Numbered Lists” on page 29
- “Undoing the Last Text Action” on page 29

Changing the Font in the HTML View

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.

1 In an open item you are composing, make sure the HTML toolbar is displayed.

2 Use the HTML toolbar to change the font, add background colors, add images, and more.
You might need to resize the item view horizontally to see all the buttons on the HTML toolbar.

**Formatting Bulleted and Numbered Lists**

You can easily include bulleted and numbered lists in messages.

1. In an open item you are composing in the HTML view, use the HTML toolbar to insert a bulleted or numbered list.
2. Type the list item, then press Enter to create the next item in the list.
3. Press Enter twice after the last item to turn off the list formatting.

**Undoing the Last Text Action**

You can undo the last text action in the *Subject* or *Message* field of a message you are composing.

1. Press Ctrl+Z.
   For information about other shortcut keys, see Appendix C, “Using Shortcut Keys,” on page 115.

3.1.3 **Spell-Checking Messages**

Spell Checker lets you check for misspelled words in the messages you create. It checks for misspelled words, duplicate words, and irregular capitalization in items you are creating.

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 the compose options to set up Spell Checker to automatically spell check your messages before you send them.

* “Spell-Checking an Item with Spell Checker” on page 29
* “Spell-Checking Items Automatically with Spell Checker” on page 30
* “Selecting the Spell Checker Language” on page 30

**Spell-Checking an Item with Spell Checker**

1. Click the *Subject* or *Message* field.
2. Click *Check Spelling*.
   WebAccess highlights any misspelled words.
3. Click any highlighted word.
4. Select one of the words Spell Checker suggests to replace the misspelled word.
   or
   Click *Edit* to make your own corrections.
5. Click *Resume Editing* when spell-checking is complete.
Spell-Checking Items Automatically with Spell Checker

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

1 On the main WebAccess page, click the Options icon, then click Options.
2 Click the Compose tab.
3 Select Check spelling before send.
4 Click Save, then click Close.

Selecting the Spell Checker Language

1 In an open item you are composing, click the Subject field or the Message field.
2 Click the drop-down menu next to Check Spelling.
3 Select the language to use.

3.1.4 Attaching Files

You can send files to other users. You can attach files that exist on your hard disk, diskette, or network drive to an item you are sending. The recipients can open an attached file, save it, view it, or print it. If you change an 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.

1 Open a new item.
2 Fill in the To, Subject, and Message fields.
3 Click Attach, then browse to and select the file or files you want to send.

To remove an attached file, click the Remove icon.

4 Click Send on the toolbar.

Moving or deleting a file on a disk or network drive does not affect a file you 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.

3.1.5 Adding a Signature

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 email address at the bottom of every item you send.

In addition to personal signatures, your GroupWise administrator can create a global signature for everyone to use. If the GroupWise administrator requires the global signature, it is automatically appended to all items that are sent. When you resend an item, the global signature is not automatically added to the message.
Signatures that you create or modify in the GroupWise Windows client are automatically displayed in GroupWise WebAccess. Likewise, signatures that you create or modify in GroupWise WebAccess are automatically displayed in the GroupWise Windows client.

1. On the main page, click the Options icon, then click Options.
2. Click Compose.
3. Select Enable signature.
4. Click New, specify a name for the new signature, then click OK.
5. (Optional) Create additional signatures. In the Signature drop-down list, select the signature that you want to make your default signature, then select Set as default.
6. Type your signature text in the box.

7. Click Automatically add signature to automatically add your signature when you send the item.
   or
   Click Prompt before adding signature to have WebAccess prompt you to add the signature when you send the item.
8. Click Save, then click Close.

3.1.6 Saving Unfinished Email

- “Understanding Auto-Save” on page 32
- “Enabling or Disabling Auto-Save” on page 33
- “Saving an Unfinished Email” on page 34
Understanding Auto-Save

When you compose a new message in GroupWise WebAccess, items are automatically saved for you. This prevents the loss of any messages you are authoring if WebAccess unexpectedly shuts down. When you restart WebAccess, you have the option to recover these messages to finish composing them.

If you stop using GroupWise WebAccess for 10 seconds (the default non-use value) and have unsent messages, or if you have been actively composing messages for 60 seconds (the default continuous use value), WebAccess automatically saves your messages to your Work In Progress folder. WebAccess adds two characters to the title of all auto-saved messages to distinguish them from other items you might have manually saved to your Work In Progress folder.

Your administrator can disable the auto-save feature and change the non-use and continuous values.

If there are auto-saved messages when you start WebAccess a message is displayed. The type of message that is displayed differs depending on the number of messages that were auto-saved.

- "When One Auto-Saved Message is Recovered" on page 32
- "When Two to Five Auto-Saved Messages Are Recovered" on page 32
- "When 6 or More Auto-Saved Messages Are Recovered" on page 33

When One Auto-Saved Message is Recovered

When you start WebAccess and only one auto-saved message is recovered, you see the following message:

You have the following options to deal with the auto-saved messages:

**Open:** Opens the auto-saved messages so that you can finish composing them.

**Save:** Saves the messages as regular Work In Progress items so that you can finish composing the messages later.

**Delete:** Deletes the auto-saved messages. The information in them is permanently lost.

**Skip:** Retains the saved messages on disk but does not recover them in WebAccess. The next time you start WebAccess, the Auto-Save window reappears.

When Two to Five Auto-Saved Messages Are Recovered

When you start WebAccess and two to five auto-saved message are recovered, you see the following message:
You have the following options to deal with the auto-saved messages. Select one of these options for each auto-saved message, then click OK.

**Open:** Opens the auto-saved messages so that you can finish composing them.

**Save:** Saves the messages as regular Work In Progress items so that you can finish composing the messages later.

**Delete:** Deletes the auto-saved messages. The information in them is permanently lost.

Click *Skip* to retain the saved messages on disk but to not recover them in WebAccess. The next time you start WebAccess, the Auto-Save window reappears.

### When 6 or More Auto-Saved Messages Are Recovered

When you start WebAccess and six or more auto-saved message are recovered, you see the following message:

Click *OK* to save the messages as regular Work In Progress items so that you can finish composing the messages later.

### Enabling or Disabling Auto-Save

By default, Auto-Save is enabled if you use a high-speed connection to access your GroupWise system. It is disabled by default if you use a low connection speed. For more information on your login options for connecting, see [Section 1.2, “Starting GroupWise WebAccess,” on page 11](#).

1. On the main WebAccess page, click the *Options* icon 
2. Click the *Compose* tab.
3. Select *Enable auto-save* to enable Auto-Save.
   
   or

   Deselect *Enable auto-save* to disable Auto-Save.

4. Click *Save*, then click *Close*. 
Saving an Unfinished Email

1. In an open item, click the Save icon.
2. Click the folder you want to save the item to, then click OK.

The draft message is placed in the folder you chose in Step 2. The default folder for unfinished messages is the Work In Progress folder.

3.1.7 Selecting the Default Compose View

When you are composing a message in GroupWise WebAccess, you can select to have the default compose format in either plain text or HTML.

1. On the main WebAccess page, click the Options icon, then click Options.
2. Click the Compose tab.
3. In the Default Compose View box, select Plain Text or HTML.
4. Click Save, then click Close.

To change the view in one item:

1. Open an item.
2. Click the HTML or Plain Text icon.

3.1.8 Addressing Mail Messages

A mail message has a primary recipient, a subject line, 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.

- “Using the Address Book” on page 34
- “CC (Carbon Copy)” on page 34
- “BC (Blind Copy)” on page 34
- “Adding Addresses to Mail Messages” on page 35

Using the Address Book

For information on using the Address Book, see Chapter 6, “Contacts and Address Books,” on page 73.

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.
Adding Addresses to Mail Messages

1 Click Mail on the toolbar.

2 In the To field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the CC and BC fields.

   or

   To select user names from a list, click Address on the toolbar. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

3 Type a subject.

4 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 in the HTML View” on page 28.

5 Include any attachments by clicking Attach.

6 Click Send on the toolbar.

### 3.1.9 Selecting Send Options

- “Changing the Priority of Mail You Send” on page 36
- “Changing the Security Setting (Classification) of All Items You Send” on page 36
- “Changing the MIME Encoding of a Message” on page 37
Changing the Priority of Mail You Send

- “Changing the Priority for All Items You Send” on page 36
- “Changing the Priority for One Item” on page 36

Changing the Priority for All Items You Send

1. To change the priority of all items you send, click the Options icon, then click Options.
2. Click the Send Options tab.
3. Select High, Standard, or Low.
   - 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.
4. Click Save, then click Close.

Changing the Priority for One Item

1. To change the priority of one item, open an item, then click the Send Options tab.
2. Select High, Standard, or Low.
   - 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 Send.

Changing the Security Setting (Classification) of All Items You Send

A classification is a security setting that lets the recipient know if the item is confidential, top secret, and so forth. This information appears at the top of the item. A classification does not provide any encryption or additional security. It is meant to alert the recipient to the relative sensitivity of the item.

1. On the main WebAccess page, click the Options icon, then click Options.
2. Click the Send Options tab.
3 Select a security setting from the Classification drop-down list.

4 Click Save, then click Close.

Changing the MIME Encoding of a Message

Many languages require different character encodings to display certain characters properly. In GroupWise WebAccess, you can change the encoding for items that you send and receive.

- “Changing the Encoding for All Items You Send” on page 37
- “Changing the Encoding for One Item” on page 38

Changing the Encoding for All Items You Send

1 On the main WebAccess page, click the Options icon, then click Options.
2 Click the Send Options tab.
3  Select your MIME encoding from the **MIME Encoding** drop-down list.
4  Click **Save**, then click **Close**.

**Changing the Encoding for One Item**

1  In the Mail Message window, click the **Send Options** tab.
2  Select your MIME encoding from the **MIME Encoding** drop-down list.
3  Click **Send** on the toolbar to send the message.

### 3.1.10  Posting a Note

A note is a message that is posted to your mailbox only. Notes are a way of creating personal notes for yourself.

1  In your Mailbox or Calendar, click the drop-down arrow next to **Mail**, then click **Posted Note**.
2  Type a subject.
3  Type a message.
4  Include any attachments by clicking **Attach**.
5  Click **Post** on the toolbar.

### 3.1.11  Sending a Phone Message

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.

1  In your Mailbox or Calendar, click the drop-down arrow next to **Mail**, then click **Phone**.
In the To field, type a user name, then press Enter. Repeat for additional users.

or

To select user names from a list, click Address on the toolbar. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

Type the name, company, and phone number of the caller.

Type the message in the message body.

If you want, you can change the font of the message text. For information, see “Changing the Font in the HTML View” on page 28.

Click Send on the toolbar.

### 3.2 Managing Sent Email

- Section 3.2.1, “Retracting Sent Email,” on page 39
- Section 3.2.2, “Resending Email,” on page 39
- Section 3.2.3, “Checking the Status of Sent Email,” on page 40
- Section 3.2.4, “Confirming Delivery of Email You Send,” on page 41
- Section 3.2.5, “Displaying Sent Items,” on page 43
- Section 3.2.6, “Sorting Sent Items,” on page 43

#### 3.2.1 Retracting Sent Email

Use Delete from All Mailboxes 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. However, items that have been sent across the Internet to other email systems cannot be retracted.

1. Click the Sent Items folder in the Folder List.
2. Select the item you want to retract, then click Delete From All Mailboxes.
3. (Optional) Add a comment.
4. Click OK.

To see which recipients have opened your message, right-click the item, then click Properties. Email cannot be retracted if it has already been opened.

#### 3.2.2 Resending Email

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 and select Resend.
3. Select Retract Original Item? if you want to retract the original item.
4. Make changes to the item, if necessary, then click Send on the toolbar.

You can check the properties of the original item to see if GroupWise was able to retract it. Right-click the item in the Sent Items folder, then click Properties. Mail and phone messages cannot be retracted if they have already been opened.
3.2.3 Checking the Status of Sent Email

If the receiver’s email system enables status tracking, you can receive status information about the items you send. The Properties window 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 see the comment in the Properties window. You also see if a recipient marked a task completed.

The Properties window 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.

- “Status Overview” on page 40
- “Checking the Status of an Item” on page 40
- “Saving the Status Information of an Item” on page 40
- “Printing the Status Information of an Item” on page 41

Status Overview

There are two views for the properties:

- **Basic Properties:** Displays the Properties header and a list of recipients. The list of recipients displays the recipient’s name, what actions the recipient has taken with the item, the date and time of the last action, and any comments.
- **Advanced Properties:** Displays the Properties header, recipients, post offices, files, and options for the item. The Advanced Properties page is helpful to GroupWise administrators when they need to track the item for troubleshooting purposes.

You can save and print status information for an item.

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. For more information, see Section 1.8, “Identifying the Icons Appearing Next to Items,” on page 19.

   To change to the Advanced Properties, click *Advanced Properties*.

Saving the Status Information of an Item

1. Right-click an item, then click *Properties*.
2. Click *File > Save Page As*.
   
   WebAccess gives the item a temporary file name. You can change the file name and default folder.
3. Click *Save*. 
Printing the Status Information of an Item

1. Right-click an item, then click Properties.
2. Click Print View to display a printer-friendly version of the status information, then click Print this page.
3. Select print options and print the status page as you normally would in your Web browser.

3.2.4 Confirming Delivery of Email You Send

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

- “Tracking Sent Items” on page 41
- “Receiving Notifications about Items You Send” on page 41
- “Requesting a Reply for Items You Send” on page 41

Tracking Sent Items

You can check the status in the Properties window of any item you send. For information, see “Checking the Status of Sent Email” on page 40.

Receiving Notifications about Items You Send

If the receiving email system is capable of returning notifications, you can receive notification when the recipient opens or deletes a message, declines an appointment, or completes a task.

- “Receiving Notifications about All Items You Send” on page 41
- “Receiving a Notification about a Single Item” on page 41

Receiving Notifications about All Items You Send

1. To always receive notification for items you send, click the Options icon \( \text{Options} \), then click Options.
2. Click the Send Options tab.
3. In the Return Notification section, specify the type of return receipt you want.
4. Click Save.

Receiving a Notification about a Single Item

1. To get a return receipt for one item, open an item view, then click the Send Options tab.
2. In the Return Notification section, specify the type of return receipt you want.
3. Click Send.

Requesting a Reply for Items You Send

You can inform the recipient of an item that you need a reply. GroupWise WebAccess 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.

- “Requesting a Reply for All Items You Send” on page 42
- “Requesting a Reply for a Single Item” on page 42
Requesting a Reply for All Items You Send

1. To request a reply for all items you send, click the Options icon, then click Options.
2. Click the Send Options tab.

3. 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.
4. Click Save > Close.

Requesting a Reply for a Single Item

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

3.2.5 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.

3.2.6 Sorting Sent Items

You can sort items that you have sent by any column in the Sent Items list.

1. Click the column heading to sort messages in that column in alphabetical order. Click the column heading a second time to sort messages in that column in reverse alphabetical order.

3.3 Receiving Email

GroupWise uses the Mailbox to store all the mail messages, appointments, and other items you receive.

- Section 3.3.1, “Reading Received Items,” on page 44
- Section 3.3.2, “Reading Attachments,” on page 45
3.3.1 Reading Received Items

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 Section 1.8, “Identifying the Icons Appearing Next to Items,” on page 19 for more information.

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

- “Reading Items” on page 44
- “Setting the View for One Item” on page 44
- “Marking an Item Unread” on page 45
- “Marking an Item Read” on page 45

Reading Items

Messages are automatically displayed in the format in which they were sent. Messages display in your browser’s default font and size. The date and time of messages is displayed in the same format as is selected for your individual workstation.

To read a message:

1 Double-click the message in the Message list to view the message in a new window.

**NOTE:** For security reasons, images are not displayed by default in HTML messages. To view the images, click *GroupWise has prevented images on this page from displaying. Click here to display the images.*

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 either the *Plain Text* or *HTML* button 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 Mailbox, click the item in the Item List.
2. Click Mark Unread at the top of the Item List.

If you have opened an item, marking it Unread does not change the status of the item in Properties. For example, if you have opened an item, then marked the item read later, the sender of the item still sees the item status as opened in the Properties window.

Marking an Item Read

1. In the Mailbox, click the item in the Item List.
2. Click Mark Read at the top of the Item List.

Marking an item read changes the status of the item in Properties. For example, if you have not opened an item, but you marked the item read, the sender of the item sees the item status as opened in the Properties window.

3.3.2 Reading Attachments

GroupWise WebAccess can send and receive attachments with items. When you receive an attachment with an item, the list of attachments is under the subject.

- “Viewing Attached Files” on page 45
- “Saving Attached Files” on page 45
- “Opening Attached Files” on page 46
- “Printing Attached Files” on page 46

Viewing Attached Files

When you view 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, View is not displayed.

1. Open the item containing the attachment.
2. Click View next to the attachment.

Saving Attached Files

When you have an attached file, GroupWise WebAccess allows you to save the file to another location.

1. Open the item containing the attachment.
2. Click the linked name of the attachment.
3 Select a location to save the attachment.

or

If the message contains four or more attachments, click the Attachments link located below the Subject heading to open Web browser’s download dialog box.

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NOTE: By default, the name of the zip file containing the attachments is the same as the message’s subject line.

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**Opening Attached Files**

When you open an attached file, GroupWise WebAccess determines the correct application to open the file in. You can accept the suggested application, or you can select the path and file name to another application.

1. Open the item containing the attachment.
2. Right-click the linked name of the attachment, then click Open.

**Printing Attached Files**

1. In an open message, click View or Open to see the contents of the attached file.
2. Print the file as you would any other page in your Web browser if you are viewing the file.
   - or
   - Use the native application to print the file if you opened it.

---

**3.3.3 Replying to Email**

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

- “Replying to an Email” on page 46
- “Modifying Your Compose Settings” on page 47

**Replying to an Email**

1. Open the item you want to reply to.
2. Click Reply on the toolbar to send the email just to the sender.
   - or
   - Click Reply All on the toolbar to send the email to the sender and all recipients.
3. 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.
Modifying Your Compose Settings

1. On the main WebAccess page, click the Options icon, then click Options.
2. Click the Compose tab.
3. Select Enable auto save if you want to enable the Auto Save feature.
4. Select the Spell Checking options you want, including:
   - Check spelling before send
   - Default language
5. Select the default Compose view you want, either Plain Text or HTML. Your administrator can turn off the HTML format option.
6. Select the signature options you want.
7. Click Save, then click Close.

3.3.4 Forwarding Email to Other People

Use Forward to send items you receive to other users. You can forward messages as attachments or inline. The mail message includes your name and any additional comments you have made.

1. Right-click the item you want to forward.
2. Click Forward to forward the message inline, which puts the forwarded message text in the body of the new message.
   or
   Click Forward as Attachment to forward the message as an 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.

3.4 Managing Received Email

- Section 3.4.1, “Saving an Item to Disk,” on page 47
- Section 3.4.2, “Saving Status Information,” on page 48
- Section 3.4.3, “Deleting Email,” on page 48
- Section 3.4.4, “Viewing the Source of External Messages,” on page 48
- Section 3.4.5, “Sorting Received Items,” on page 48

3.4.1 Saving an Item to Disk

Saved items remain in your Mailbox and Calendar as well as being copied to the location you specify.

1. Open the item you want to save.
2. Save the page as you would any other page in your Web browser.
### 3.4.2 Saving Status Information

1. Right-click an item, then click *Properties*.
2. Click *File > Save Page As*.
   
   GroupWise WebAccess gives the item a temporary file name. You can change the file name and default folder.
3. Click *Save*.

### 3.4.3 Deleting Email

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.

If you receive junk mail that requires frequent manual deletion, you might want to set up Junk Mail Handling. For more information, see “Handling Unwanted Email (Spam)” on page 49.

1. On the main WebAccess page, select one or more items, then click *Delete*.

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

### 3.4.4 Viewing the Source of External Messages

When you receive or send messages to and from external systems, you can view the source for a message. The source includes all the data that is contained in a message.

1. Open an item that you received from an external source.
2. Click *View* next to the Mime.822 attachment to open it.

### 3.4.5 Sorting Received Items

You can sort items that you have received by any column in the received items list.

1. Click the column heading to sort messages in that column in alphabetical order. Click the column heading a second time to sort messages in that column in reverse alphabetical order.

### 3.5 Printing Email

When you print an item, the *From, To, Date, Subject, CC*, and attachment names are displayed at the top of the page.

1. In an open item, click *Print View* to open a printer-friendly view of the item.

   **IMPORTANT:** Do not use *File > Print* in your Web browser. The graphical version of the item displayed in WebAccess cannot be printed as it displays on the screen.

2. Click *Print this page*.
3. Select print options and print as you normally would from your Web browser.
3.6 Handling Unwanted Email (Spam)

Use Junk Mail Handling to decide what to do with unwanted Internet email, also known as spam, that is sent to your GroupWise email address.

- Section 3.6.1, “Understanding Junk Mail Handling,” on page 49
- Section 3.6.2, “Blocking or Junking Email,” on page 49

3.6.1 Understanding Junk Mail Handling

Internet email includes all email where the sender’s address is in the form of name@example.com, name@example.org, and so forth. Internal email is email where the sender is part of your GroupWise system and the From field shows only the name of the sender, not an Internet address.

An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

For information about the Junk Mail folder, see “Junk Mail Folder” on page 17.

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

3.6.2 Blocking or Junking Email

If you want to block or junk internal email, you can use rules. (For more information, see Section 8.3, “Creating a Rule,” on page 92.) For example, you can create a Delete rule that moves all items from a specific email address or entire Internet domains to your Trash folder. Or you can use the following procedure to create a Move to Folder rule that moves items with a specified subject to your Junk Mail folder.

1. On the main WebAccess page, click the Options icon , then click Options.
2. Click Rules.
3. Select Move to Folder from the drop-down menu of the Type field, then click Create.
4. Type a name in the Rule name field, such as Junk Mail Rule.
5. Use Define Conditions to add specific information to your rule.
   - In the first condition field, select From.
   - In the second condition field, select Matches.
   - In the last condition field, type the name of the person or a specific Internet domain as it displays in the From: field of a mail message. For example: msmith@corporate.com or @corporate.com.
6. Select the Junk Mail folder as the destination folder.
7. Click Save.
8. Verify that the check box is selected next to the rule you just created, then click Close.
You can view your schedule in a variety of views or formats, including day, week, and month. For example, the month view lets you view a month schedule, and the tasks section allows you to see all of your posted tasks arranged by their due dates. For more information about Tasks, see Chapter 5, “Tasks and the Tasklist,” on page 67.

- Section 4.1, “Understanding the Calendar,” on page 51
- Section 4.2, “Managing Your Calendar,” on page 51
- Section 4.3, “Sending Calendar Items,” on page 56
- Section 4.4, “Receiving Calendar Items,” on page 61
- Section 4.5, “Publishing Personal Calendars on the Internet,” on page 63
- Section 4.6, “Printing a Calendar,” on page 64

4.1 Understanding the Calendar

You can have multiple calendars that display in your calendar view. You can create a unique color for each calendar, making it quickly identifiable in the calendar view. You can share each calendar or all calendars with other users.

Many types of calendar views and printouts are available to let you choose the one that displays the information you need. The view you selected for your last session is used as your default view the next time you log in to GroupWise WebAccess.

You can open the Calendar from the Nav Bar or from the Calendar folder in the Main Window.

GroupWise WebAccess automatically adjusts the time for appointments sent between people in different time zones. For example, if you are located in New York and schedule a conference call in Los Angeles for 4:00 p.m. your time, the appointment received by the Los Angeles recipients shows the conference call at 1:00 p.m. their time. GroupWise WebAccess always uses the time zone that is set on your workstation.

If you need to set how your work schedule displays the times that you are available for appointments, use the GroupWise Windows client to set your work schedule. Then you can use GroupWise WebAccess to view your work schedule.

4.2 Managing Your Calendar

- Section 4.2.1, “Viewing Your Calendar,” on page 52
- Section 4.2.2, “Reading a Calendar Entry,” on page 54
- Section 4.2.3, “Creating a Personal Calendar,” on page 54
- Section 4.2.4, “Using Shared Calendars,” on page 55
4.2.1 Viewing Your Calendar

There are several different ways to view your GroupWise calendar, including by day, week, and month.

All unaccepted items in your Calendar are italicized to help you easily identify which items you have not yet accepted.

- “Opening the Calendar Folder or a Calendar View” on page 52
- “Selecting Calendars to Display” on page 53
- “Viewing a Different Date in the Calendar” on page 53
- “Viewing All Day Events in the Calendar” on page 53
- “Navigating in the Calendar” on page 53
- “Understanding Calendar Shading” on page 53

Opening the Calendar Folder or a Calendar View

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

1 In the Nav Bar, click Calendar, then click the buttons on the Calendar toolbar to choose different views.

You can view the Calendar in various formats, including day, week, and month. To see another view, click a different button on the Calendar toolbar.
Selecting Calendars to Display

GroupWise WebAccess has the ability to display multiple calendars in the main GroupWise Calendar. You can select to view your main GroupWise Calendar, personal calendars, and shared calendars.

1 In the Calendar view, select the calendar check box next to the calendars you want to display.

Viewing a Different Date in the Calendar

1 Click a date in the date picker calendar at the bottom left corner of the Calendar view.
   Today’s date is in bold.

The arrows in the left corner move you back or ahead one month, and the arrows in the right corner move you back or ahead one year in most languages.

Viewing All Day Events in the Calendar

All day events are located at the top of the calendar in the All Day Events pane in the Day and Week views.

Figure 4-1  All Day Events Pane

Navigating in the Calendar

Use the Calendar toolbar to navigate in your calendar.

1 To select a date to view, click a date in the Calendar at the bottom left corner of your calendar view.
2 To return to today’s date, click Today.
3 To move forward or back one day, one week, or one month, depending upon what the calendar display is set to, click the Back icon  to move back and the Forward icon  to move forward.
4 To see a day view, click the Day icon on the Calendar toolbar.
5 To see a week view, click Week icon on the Calendar toolbar.
6 To see a month view, click Month icon on the Calendar toolbar.

Understanding Calendar Shading

Appointments on your calendar appear in different shades, depending on how the appointment is shown:

- **Busy**: The appointment displays as gray.
- **Free**: The appointment displays as white.
- **Out of the Office**: The appointment displays as dark gray.
• **Tentative:** The appointment displays as gray with white and gray stripes on the side.

To change an appointment’s *Show Appointment As* status:

1. Open the appointment, then click *Busy, Free, Tentative, Out of the Office, or Tentative* from the *Show As* drop-down menu.

### 4.2.2 Reading a Calendar Entry

1. In the Nav Bar, click *Calendar*.
2. Double-click the item you want to read.

In all Calendar views, you can rest your mouse pointer on most items and see more information such as Subject, Time, Place, and To.

### 4.2.3 Creating a Personal Calendar

1. In a Calendar view, click the drop-down arrow next to *Mail*, then click *Calendar*.

```
Create A Calendar

Name: Calendar Name

Description:

Color: New color

Save Close
```

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*. 

Changing Calendar Color

Each calendar has a name and a color associated with it. Although the name of the calendar cannot be edited in WebAccess, you can edit the color of the calendar.

1. Right-click the calendar you want to edit.
2. Click Properties.
3. Select the color you want.
4. Click Save.
5. Click Close.

4.2.4 Using Shared Calendars

A shared calendar is like any other calendar, but other people have access to it and it also appears in their calendar lists. You can share existing personal calendars in your calendar list. You choose whom to share the calendar with, and what rights to grant each user. Then, users can post calendar entries to the shared calendar. You can’t share your main calendar.

- “Sharing an Existing Calendar with Other Users” on page 55
- “Posting a Calendar Entry to a Shared Calendar” on page 56

Sharing an Existing Calendar with Other Users

1. In the Folder List, right-click the calendar you want to share, then click Share.

2. Select Shared with.
3. In the Name field, start typing the name of a user.
4. When the user’s name appears in the field, click Add User to move the user into the Shared list.
5. (Optional) Click Address Selector button to use the Address Selector to add users.
   For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.
6. Select the access options you want for each user.
7. Repeat Step 3 through Step 6 for each user you want to share the folder with.
8. Click Save, then click Close.
Posting a Calendar Entry to a Shared Calendar

1 Right-click the shared calendar, then click Display this calendar only.
2 In the shared calendar, select a date, then click a time in the Appointments List.
3 (Optional) Type a subject and a place if necessary.
4 Make sure the correct calendar is selected from the Calendar drop-down menu.
5 For more options, such as the Start Date, Time, Show As, Duration, or the appointment message, click More options.
6 Click Post.

4.3 Sending Calendar Items

- Section 4.3.1, “Understanding the Calendar Item Icons,” on page 56
- Section 4.3.2, “Scheduling Appointments,” on page 56
- Section 4.3.3, “Sending Reminder Notes,” on page 60

4.3.1 Understanding the Calendar Item Icons

The icons that appear in your calendar give you additional information about items. For more information, see Section 1.8, “Identifying the Icons Appearing Next to Items,” on page 19.

4.3.2 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. For more information, see “Using Busy Search to Check Availability” on page 58.

When you schedule an appointment and include yourself as a participant, GroupWise automatically accepts the appointment for you.

- “Scheduling an Appointment for Yourself” on page 57
- “Scheduling an Appointment for Multiple People” on page 57
- “Using Busy Search to Check Availability” on page 58
- “Rescheduling an Appointment” on page 59
- “Canceling an Appointment” on page 59
- “Scheduling a Recurring Appointment” on page 60
- “Canceling a Recurring Appointment” on page 60
Scheduling an Appointment for Yourself

If you are not available for meetings, you can schedule a posted appointment for those times. When another user includes you in an appointment and does a busy search, the user can see that 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. Similarly, all posted appointments are saved to your main GroupWise Calendar. To move them to a personal calendar, drag and drop them to the personal calendar after they are created.

1. On the toolbar, click the drop-down arrow next to Mail, then click Posted Appointment.
   
or
   In your Calendar, select a date, then click a time in that day.

2. (Optional) Type a subject and a location.
3. Specify the start date.
4. Specify a start time and duration. Duration can be in minutes, hours, or days.
5. Specify how you want the appointment to appear with the Show As drop-down menu. Appointments can appear as Busy, Free, Out of the Office, or Tentative.
6. (Optional) Type a message.
7. Click Post on the toolbar.

Scheduling an Appointment for Multiple People

1. On the toolbar, click Appointment.
2 In the To field, type a user name, then press Enter. Repeat for additional users. Include any resource IDs (such as conference rooms) in the To field. If necessary, type user names in the CC and BC fields.

or

To select user names or resources from a list, click Address on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

Your name is automatically added to the To field of the appointment. When you send the appointment, it is automatically added to your calendar. If you do not want to be included in the message, delete your name from the To field.

3 Type the location description in the Location field.

4 Specify the start date.

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

6 Specify how you want the appointment to appear as from the Show As drop-down menu. Appointments can appear as Busy, Free, Out of the Office, or Tentative.

7 Type a subject and message.

   If you want, change the font of the message text. For information, see “Changing the Font in the HTML View” on page 28.

8 If you want to make sure the people and resources for the appointment are available, you can do a busy search by clicking the Busy Search tab. For more information, see “Using Busy Search to Check Availability” on page 58.

   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.

9 Click Send on the toolbar.

Using Busy Search to Check Availability

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 user names 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 the Busy Search tab. You can accomplish the following tasks on the Busy Search tab:

**View which attendees have conflicting appointments:** Attendees who have a conflict with the selected time are displayed with their names crossed out in the To section.

**Change the time of the appointment:** Click a new time in the calendar to schedule the appointment for a different time.

**Highlight the appointments for a specific user:** Click the name of the user in the To section whose appointments you want to highlight.

**Hide a user’s appointments from being displayed:** Click the icon next to the user whose appointments you want to hide.

**Display all users’ appointments:** Click Show Appointment to display all the appointments for each user in the To section.

**Update the calendar with current appointments:** Click Update to display the current appointments for each user in the To section.

5 To remove a user or resource from the list, click the Appointment tab. In the To field, click the user name or resource to remove, then press Delete.

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 the appointment, then click Send.

### Rescheduling an Appointment

If you want to make changes to the people and resources for the appointment, you can reschedule an appointment.

1 Click the Sent Items folder in the Folder List.

2 Select the appointment you want to reschedule and open it.

3 In the Appointment window, click Resend on the toolbar.

4 Select Retract Original Item? to delete your original appointment.

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

### 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 In your calendar, right-click the appointment you want to cancel, then click Delete.

2 Select Delete From All Mailboxes to remove it from other users’ mailboxes. Leave this option deselected if you only want to delete it from your own mailbox.

3 (Optional) Type a message explaining the cancellation.

4 Click OK.
Scheduling a Recurring Appointment

You can schedule daily, weekly, monthly, or yearly recurring appointments.

1. On the toolbar, click Appointment.
2. Specify your meeting information, then select Recurrence.
3. In the dialog box that appears, specify the following information:
   - **When**: Select Daily, Weekly, Monthly, or Yearly.
   - **Frequency Settings**: Select the frequency settings for the recurring appointment. The options in this section differ depending on how often the appointment recurs.
   - **Date Range**: Specify when the appointment starts and when the appointment ends. You can specify the number of occurrences or an end date.
4. Click OK.
5. Click Send on the toolbar to send the appointment.

Canceling a Recurring Appointment

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

1. In your calendar, right-click the recurring appointment you want to cancel, then click Delete.
2. Select one of the following options: Delete From All Mailboxes to remove the appointment from the mailboxes you sent it to. Leave this option deselected if you only want to delete the message from your own mailbox.
   - **Delete From This Mailbox**: Removes the appointment from your mailbox.
   - **Delete From Recipients Mailboxes**: Removes the appointment from the mailboxes of all recipients.
   - **Delete From All Mailboxes**: Removes the appointment from your mailbox and from the mailboxes of all recipients.
3. (Optional) In the Retract Comment field, specify a message explaining the cancellation.
4. Click All Instances to delete all instances of the recurring appointment, click This Instance Forward to delete the current instance and all future instances of the appointment, or click This Instance to delete only the current instance of the recurring appointment.

4.3.3 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.

- “Scheduling a Reminder Note for Yourself” on page 61
- “Scheduling a Reminder Note for Other Users” on page 61
Scheduling a Reminder Note for Yourself

A reminder note to yourself is called a posted reminder note. 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 In the Day view of your Calendar, type the reminder note message in the Add a note field of the Notes section, then press Enter.
   or
   On the toolbar, click Reminder Note.
2 Select a date.
3 Type a subject and the reminder note message.
4 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.

Scheduling a Reminder Note for Other Users

1 On the toolbar, click Reminder Note.
2 In the To field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the CC and BC fields.
   or
   To select user names or resources from a list, click Address on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.
3 In the Start Date field, select the date this reminder note should appear in the recipients’ Calendars.
   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.
4 Type a subject and the reminder note message.
5 Click Send on the toolbar.

4.4 Receiving Calendar Items

- Section 4.4.1, “Accepting or Declining Calendar Items,” on page 62
- Section 4.4.2, “Delegating Calendar Items,” on page 62
- Section 4.4.3, “Saving Calendar Items,” on page 62
- Section 4.4.4, “Moving an Appointment to a Different Calendar,” on page 63
4.4.1 Accepting or Declining Calendar Items

When you receive an appointment, task, or reminder note, you might not be able to accept it. 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.

If you decline an appointment after its start time, the sender sees the appointment as deleted rather than declined in the appointment’s properties.

1. Open the appointment, task, or reminder note.
2. Click Accept or Decline on the toolbar.
3. (Optional) Type a message in the Comments to sender field.
   By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for a more noticeable indication when someone declines an item, the sender can select to receive a notification, as described in “Receiving Notifications about All Items You Send” on page 41.
4. (Optional) Select the calendar where you want the message displayed.
5. Click Accept (or Decline) to close the window
6. If the calendar item is set as a recurring event, you are prompted to accept/decline all events or just this event.

4.4.2 Delegating Calendar 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.

1. Double-click an appointment, task, or note to open it.
2. Click Delegate to open a Delegate form.
3. In the To field, type a user name, then press Enter.
   or
   To select user names or resources from a list, click Address on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.
4. Type any additional comments to the recipient.
5. Click Send on the toolbar.

4.4.3 Saving Calendar Items

Saved items remain in your Calendar as well as being copied to the location you specify. Items are saved in HTML format with a .html extension so that they can also be opened in your Web browser. Attachments are saved in their original format.

1. Open the item you want to save, then click File > Save Page As.
2. Type a name for the file in the Name field.
3. Select the location from the Save in folder drop-down menu.
   or
Select *Browse for other folders* for a different location.

4. Click *Save*.

### 4.4.4 Moving an Appointment to a Different Calendar

Items on the calendar can be moved to other calendars.

1. Select the calendar item to move.
2. Click and drag the item to the new calendar.
   
   The icon with the item changes from red to green when it is in a valid location.

### 4.5 Publishing Personal Calendars on the Internet

You can select to publish personal calendars or your free/busy schedule to the Internet. When you publish a personal calendar to the Internet, that calendar can then be viewed by anyone on the Internet. When you publish your personal calendar, it is published to your system’s Calendar Publishing Host. For additional information about your Calendar Publishing Host, see your GroupWise administrator.

The ability to publish your personal calendar can be enabled and disabled by your GroupWise administrator. If your GroupWise administrator has disabled the ability to publish personal calendars, this option is not displayed in the GroupWise client.

- Section 4.5.1, “Publishing a Personal Calendar,” on page 63
- Section 4.5.2, “Modifying a Published Calendar’s Settings,” on page 64
- Section 4.5.3, “Unpublishing a Calendar,” on page 64
- Section 4.5.4, “Publishing Your Free/Busy Schedule,” on page 64

### 4.5.1 Publishing a Personal Calendar

You cannot publish the main GroupWise Calendar; you can only publish a personal or shared calendar.

**NOTE:** Published calendars display as part of a Web address for identification. Special characters like `!`, `@`, `#`, `{`, should not be used as part of the calendar name, because it might cause the calendar to display incorrectly in the Calendar Publishing Host.

1. In the Calendar Folder List, right-click the calendar you want to publish, then click *Publish*.
2. Select *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 *Include Private Items* to include private items.
5. Select *Include Attachments* to include attachments.
6. To send someone a link to your published calendar, click *Send Publish Link*.  

Calendar 63
If you click *Send Publish Link*, a new email message is opened with a link. Select who you want to send the message to, then click *Send*.

7 Click *Save*, then click *Close*.

### 4.5.2 Modifying a Published Calendar’s Settings

1 In the Folder List, right-click the published calendar, then click *Publish*.
2 Modify any publish options.
   
   For more information, see Step 3 through Step 6 of Section 4.5.1, “Publishing a Personal Calendar,” on page 63.
3 Click *Save*, then click *Close*.

### 4.5.3 Unpublishing a Calendar

When you unpublish a calendar, the published calendar no longer displays in the list of published calendars on the Calendar Publishing Host. If anyone has subscribed to your calendar, they no longer receive updates to your calendar and they might receive an error message.

1 In the Folder List, right-click the published calendar, then click *Publish*.
2 Deselect *Publish*, click *Save*, then click *Close*.

### 4.5.4 Publishing Your Free/Busy Schedule

Free/busy information in GroupWise can be published to allow access for other users. The free/busy information can be accessed by other GroupWise users or any other users who can accept a .ifb file type.

1 On the main WebAccess page, click the *Options* icon, then click *Options*.
2 Click the *Calendar* tab.
3 Select *Publish my free/busy information*.
4 Click *Send Free/Busy Publish Location*.
   
   If you click *Send Free/Busy Publish Location*, a new email message is opened with a link. Select who you want to send the message to, then click *Send*.
5 Click *Save*, then click *Close*.

### 4.6 Printing a Calendar

Printing from WebAccess depends on the printing capabilities of your Web browser.

In the Month view, you can print different calendar items by selecting the item types in the upper right corner.

1 Click *Print View* in the top right corner of a Calendar View to open a printer-friendly version of the calendar.

**IMPORTANT:** Do not use *File > Print* in your Web browser. The graphical calendar displayed in WebAccess cannot be printed as it displays on the screen.
2 Click *Print this page* to display a printable list of your appointments, notes, and tasks.

3 Select print options and print the calendar as you normally would in your Web browser.
A task is an item to be completed by a specified date and time. 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 in the user’s Tasklist and on the user’s Calendar each day.

The Tasklist folder contains any tasks that you post or accept, as well as any other item you place in it as a reminder that the item needs to be acted upon.

To view more information about a task without opening the item, mouse over the task in the Day or Week Calendar view.

- Section 5.1, “Understanding Tasks,” on page 67
- Section 5.2, “Understanding the Tasklist Folder,” on page 67
- Section 5.3, “Using Tasks,” on page 68
- Section 5.4, “Using the Tasklist Folder,” on page 70

5.1 Understanding Tasks

A task is an item that has a due date and requires a specific action. You can post a task for yourself or accept a task from another person.

After it is accepted, a task appears on the Calendar on its start date and carries over to each succeeding day. When the due date is past, the task displays in the Overdue section on the Calendar.

After you finish a task, you can mark it as complete. When you mark a task as complete, it no longer carries over to the next day on your Calendar.

As the originator of an assigned task, you can have GroupWise send you notification when the task is marked as complete. A Completed status, including the date and time the task was marked as complete, is placed in the Properties window for the task.

5.2 Understanding the Tasklist Folder

The Tasklist folder is a system folder that is used to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the Tasklist folder. In addition, any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder. For example, you can place an email in the Tasklist folder to remind yourself that you need to act on it.

NOTE: The Tasklist replaces the Checklist folder in previous versions of GroupWise. Checklist items appear in the Tasklist folder, but are not converted to tasks.
Items in the Tasklist folder do not always appear on the Calendar. Only items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign that item a due date, as explained in Section 5.4.2, “Assigning a Due Date to a Tasklist Item,” on page 71.

Figure 5-1  Mailbox Showing the Tasklist Folder

After you have placed an item in the Tasklist folder, you can:

- Change its position in the Tasklist (“Reordering the Tasklist Folder” on page 71)
- Assign it a due date (Section 5.4.2, “Assigning a Due Date to a Tasklist Item,” on page 71)
- Mark it as complete (Section 5.3.2, “Tracking Task Completion,” on page 70)

5.3 Using Tasks

A task is an item to be completed by a specified date and time. 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 in the user’s Tasklist folder and on the user’s Calendar each day.

- Section 5.3.1, “Assigning a Task,” on page 68
- Section 5.3.2, “Tracking Task Completion,” on page 70

5.3.1 Assigning a Task

When you create a task, you can assign it to yourself (a posted task) or assign it to multiple people.

- “Assigning a Task to Other Users” on page 68
- “Assigning a Task to Yourself” on page 69

Assigning a Task to Other Users

1. On the toolbar, click Task.
2. In the To field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the CC and BC fields.

   or
To select user names or resources from a list, click *Address* on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

3 Specify the date you want the task to begin and the date you want the task to be completed. You can specify the same date in both fields.

or

Click \( \square \) to specify dates for your task.

4 Type the subject.

5 (Optional) Type a priority for the task.

The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.

6 Type a description of the task.

7 (Optional) Click the *Send Options* tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.

8 Click *Send* on the toolbar.

### Assigning a Task to Yourself

1 In your Calendar, open the Day view, then select a date.

   If you try to post a task to a date earlier than today, the task is posted to today’s date.

2 In the Tasks section, click the *Add a task* field.

3 Type a subject.

4 Press Enter.

   Your task is immediately posted to the date you selected. GroupWise uses the date you selected as the starting and ending date for your task.

5 (Optional) To change the starting date, ending date, description or to add a priority to your task, double-click the task in the *Tasks* section.

6 Click *Post* on the tool bar

Posted tasks are placed in your Calendar and in your Tasklist folder. They are not placed in your Mailbox, or in any other user’s Mailbox.
5.3.2 Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete 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 the Overdue section of your Tasklist.

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

- “Marking an Item As Complete” on page 70
- “Checking the Completion Status of a Task You Sent” on page 70

Marking an Item As Complete

1. Click Calendar on the Nav Bar.

Tasks can also be marked as complete in the Tasklist folder. See Section 5.3.2, “Tracking Task Completion,” on page 70 for more information.

2. In your Tasks section, select the check box next to the task.

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

Checking the Completion Status of a Task You Sent

1. Click the Sent Items folder in the Nav Bar.

If you also assigned the task to yourself, you can find it in the Calendar or in the Tasklist folder.

2. Right-click the task you want to check, then click Properties.

5.4 Using the Tasklist Folder

The Tasklist folder is a system folder used to keep track of GroupWise tasks and other items that require action. Any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder.

- Section 5.4.1, “Moving an Item from Another Folder to the Tasklist Folder,” on page 71
- Section 5.4.2, “Assigning a Due Date to a Tasklist Item,” on page 71
- Section 5.4.3, “Reordering the Tasklist Folder,” on page 71
5.4.1 Moving an Item from Another Folder to the Tasklist Folder

A common way to place items in the Tasklist folder is to move those items from other folders. For example, you might receive an appointment for a meeting where you are expected to give a brief presentation. You can add that appointment to your Tasklist folder so it reminds you that you have a presentation coming up.

1. Open the folder containing the item you want to make into a task, then open that item.
2. Click Move.
3. Click the Tasklist folder.
   You can move the task to the top or bottom of the list by using the arrows in the right corner of your Tasklist page.
4. Open the newly moved item, then click Tasklist.
5. Select Activate Tasklist due date and select a due date.
6. Click Save.

In the Calendar, the items display with a check box to the left of them. When you complete an item in the Tasklist, you can mark it complete by selecting the check box.

5.4.2 Assigning a Due Date to a Tasklist Item

1. Open an item in the Tasklist folder.
2. Click Tasklist.
3. Select Activate Tasklist due date, then select a date.
4. Click Save.

5.4.3 Reordering the Tasklist Folder

There are multiple ways to change the order of items in the Tasklist folder:

- “Moving Items Up or Down in the Tasklist” on page 71
- “Moving an Item to the Top or Bottom of the Tasklist” on page 71

Moving Items Up or Down in the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3. (Conditional) To move the item up in the list, click the up-arrow located above the Folder List until the item is in the desired position.
4. (Conditional) To move the item down in the list, click the down-arrow located above the Folder List until the item is in the desired position.

Moving an Item to the Top or Bottom of the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3  (Conditional) To move the item to the top of the list, click the *Move to top* arrow located above the Folder List.

4  (Conditional) To move the item to the bottom of the list, click the *Move to bottom* arrow located above the Folder List.
Contacts and Address Books

You can 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, email addresses, phone numbers, and much more. Contacts folders display address book information in convenient address card format. Entries in an address book can be a contact, group, resource, or organization.

- Section 6.1, “Understanding Address Books,” on page 73
- Section 6.2, “Using the Address Selector,” on page 74
- Section 6.3, “Using the Contacts Folder,” on page 75
- Section 6.4, “Working with Address Books,” on page 83

6.1 Understanding Address Books

GroupWise uses the following types of address books:

- Section 6.1.1, “GroupWise Address Book,” on page 73
- Section 6.1.2, “Frequent Contacts Address Book,” on page 73
- Section 6.1.3, “Personal Address Books,” on page 74

6.1.1 GroupWise Address Book

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

The GroupWise Address Book is marked with a icon.

Because the GroupWise Address Book is generally quite large, you might want to search for names or use predefined Finds to find the name you are looking for, rather than scrolling through the entire address book. For more information, see “Narrowing Your Search” on page 86.

You can view information about contacts in the GroupWise Address Book, but you cannot edit this information.

6.1.2 Frequent Contacts Address Book

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. Addresses added by the GroupWise Windows client also appear in the GroupWise WebAccess Frequent Contacts address book.

The Frequent Contacts address book is marked with a icon.
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.

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

### 6.1.3 Personal Address Books

You can create, edit, save, and rename multiple address books for your personal use. For information on creating a personal address book, see Section 6.4.2, “Creating a Personal Address Book,” on page 83.

Personal address books are marked with a □ icon.

You can add and delete names and address information for any contact (person, organization, or resource) you want in your personal address books.

When you create multiple address books, you can include the same name and address in several 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 box to send the entire group a message. See “Organizing Addresses in Groups” on page 78.

### 6.2 Using the Address Selector

- Section 6.2.1, “Understanding the Address Selector,” on page 74
- Section 6.2.2, “Addressing an Item with the Address Selector,” on page 75

### 6.2.1 Understanding the Address Selector

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

Select 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 groups, people, organization, and resources by using the Entry Type drop-down list. You can also search the list by name, first name, last name, or a variety of other options by using the drop-down lists.

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’s name.

You can add contacts to the right pane and then create a group by clicking Save Group. If you click the Save 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 cannot save a group to the main GroupWise address book unless you are an administrator with the proper rights.

For information on how to create a contact, see “Adding a Contact” on page 76.
6.2.2 Addressing an Item with the Address Selector

Use the Address Selector to address items you are composing. By default, the Address Selector simultaneously searches all address books and all types of entries (groups, contacts, and resources). You can refine your search to include only specific address books and specific types of entries.

For more information about the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

1. In an item you are composing, click Address on the toolbar. The Address Selector is displayed.

2. In the provided field, specify the group, contact, or resource that you want to send the item to. or
   
   Click the Plus icon to refine your search by Name, First Name, Last Name, Department and Email Address; by begins with, equals, not equal; and by the address book and the type of entry.
   
   For example, you can use the begins with filter to display only entries with last names that begin with “D.”

3. Click Find.

4. Select the group, contact, or resource when it appears in the search result, then click To, CC, or BC. or
   
   Select To, CC, or BC, then double-click each user that you want add as a message recipient in the way that is currently selected.

5. (Optional) If you want to save the list of addressees as a group, click Save Group, specify the address book, group name, and description, then click Save.

6. Click OK.

6.3 Using the Contacts Folder

Use the Contacts folder to view, update, delete, and add information to the contacts in your address book.

The Contacts folder in the GroupWise Folder List, by default, represents the 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).

The Folder List displays a list of all personal address books under the Contacts folder. You can quickly select a different personal address book by clicking the address book in the Folder List.

Clicking the QuickViewer icon on the toolbar allows you to quickly view and edit details for a contact, group, resource, or organization.

For more information, see Section 6.3.1, “Managing Contacts,” on page 76, Section 6.3.2, “Managing Groups,” on page 78, Section 6.3.3, “Managing Resources,” on page 80, and Section 6.3.4, “Managing Organizations,” on page 81.

- Section 6.3.1, “Managing Contacts,” on page 76
- Section 6.3.2, “Managing Groups,” on page 78
6.3.1 Managing Contacts

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

- “Adding a Contact” on page 76
- “Modifying a Contact” on page 77
- “Deleting a Contact” on page 77
- “Changing the Display Name of a Contact” on page 77
- “Viewing All Correspondence with a Contact” on page 77
- “Journaling Interactions with Contacts” on page 78

Adding a Contact

You can add a contact to either the Frequent Contacts address book or a personal address book.

1. On the main WebAccess page, click Contacts on the Nav Bar.
2. Select the address book you want to add the contact to.
3. Click the drop-down arrow next to Contact on the toolbar, then click Contact.
4. In the name fields, specify the contact’s First, Middle, and Last names.
5. In the Display Name field, specify the name you want to use for the contact.
   Information in the Display Name field displays in the contact list.
6. Specify any other information you want to record about the contact by clicking the following tabs:
   - Summary: (This tab is available only when you modify a contact) Displays a summary of the information contained in the other pages.
   - Contact: Use this page to specify the contact’s name, photo, email address, multiple phone numbers, and instant messaging ID.
   - Details: Use this page to specify the contact’s profession, department, assistant, birthday, anniversary, spouse, children, hobbies, and any Internet addresses associated with the contact.
   To specify an Internet address for the contact’s office, personal, or Free/Busy information, specify the address in the appropriate fields.
   - Address: Use this page to specify the contact’s office, home, and any other addresses.
   - Notes: Use this page to view information about your interaction with this contact that you entered in the GroupWise Windows client. This page can function like a contact journal.
   History: (This tab is available only when modifying a contact) Displays all the items you have sent to or received from this contact.
7. Click Save & Close.
Modifying a Contact

You can modify a contact’s information in either the Frequent Contacts address book or a personal address book. In order to modify a contact from your corporate address book, you must first copy the contact to either your Frequent Contacts address book or a personal address book.

1 Click the Contacts tab on the Nav Bar.
2 Select the address book you want to modify the contact in.
3 In the contact list, double-click the contact you want to modify.
4 Make any needed modifications to the contact.
   For information about the contact details you can enter on each tab, see Step 6 in “Adding a Contact” on page 76.
5 Click Save & Close.

Deleting a Contact

You can delete a contact in either the Frequent Contacts address book or a personal address book. You cannot delete a contact from your corporate address book.

1 Click the Contacts tab on the Nav Bar.
2 Select the address book you want to delete the contact in.
3 In the contact list, click the contact, then click Delete.

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 tab on the Nav Bar.
2 Click the address book you want to modify the contact in.
3 Double-click a contact.
4 Type a new name in the Display Name field.
5 Click Save & Close.

Viewing All Correspondence with a Contact

1 Click the Contacts tab on the Nav Bar.
2 Click the address book you want to use.
3 Double-click a contact.
4 Click the History tab.
   All items you have received from or sent to this contact are displayed.
Journaling Interactions with Contacts

Like a journal, the notes feature has the ability to log your various interactions with your contacts.

1. Click the Contacts tab on the Nav Bar.
2. Click the address book you want to use.
3. Double-click a contact.
4. Click the Notes tab.
5. Add the information pertaining to the contact in the Comments field.
6. Click Save & Close.

6.3.2 Managing Groups

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

- “Organizing Addresses in Groups” on page 78
- “Creating and Saving a Personal Group” on page 78
- “Modifying a Group” on page 79
- “Adding Contacts to a Group” on page 79
- “Deleting a Contact from a Group” on page 79
- “Addressing Items to a Group” on page 79
- “Viewing Group Information” on page 80

Organizing Addresses in Groups

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 GroupWise administrator, and it 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.

Creating and Saving a Personal Group

1. On the main WebAccess page, click the Contacts tab.
2. Click the personal address book you want to add the group to.
3. Click Group.
4. Specify the following information:
   - Select Address Book: Click the drop-down list if you want to add the group to a different address book than the one that is already selected.
   - Group Name: Specify a name for the group.
**Members:** Begin typing the name of a member that you want to add to the group, then click Add (or press Enter) when the name appears. Repeat for each user you want to add to the group.

You can click *Address Selector* to search for and select each user, as described in Section 6.2, “Using the Address Selector,” on page 74.

**Comments:** Specify any comments concerning the group, such as a description of the group.

5 Click *Save & Close* to save the group in the personal address book.

---

## Modifying a Group

You can modify the group name, membership, and comments after the group is already created.

1 On the main WebAccess page, click the *Contacts* tab.
2 Click the personal address book that contains the group that you want to modify.
3 Double-click the group that you want to modify.
   - Groups are marked with .
4 Make the desired modifications, then click *Save & Close*.

## Adding Contacts to a Group

If you are adding contacts to a group, such as a corporate distribution list, you must have the proper rights granted to you by the GroupWise administrator.

1 On the main WebAccess page, click the *Contacts* tab.
2 Click the personal address book that contains the group that you want to add contacts to.
3 Double-click the group that you want to add contacts to.
   - Groups are marked with .
4 In the *Members* section, begin typing the name of a member that you want to add to the group, then click Add (or press Enter) when the name appears.
   - Repeat this step for each user you want to add to the group.
5 Click *Save & Close*.

## Deleting a Contact from a Group

1 On the main WebAccess page, click the *Contacts* tab.
2 Click the personal address book that contains the group that you want to remove contacts from.
3 Double-click the group that you want to remove contacts from.
   - Groups are marked with .
4 In the *Members* section, select the users you want to remove from the group, then click *Remove*.
5 Click *Save & Close*.

## Addressing Items to a Group

1 In an item view, click *Address* on the toolbar.
   - The Address Selector is displayed.
2 Specify the group name that you want to send the item to, then click *Find*. 
3 (Optional) Click the Plus icon to refine your search by Name, First Name, Last Name, and Department; by begins with, equals, not equal; and by the address book and the type of entry.
4  Select a group, then click To, CC, or BC.
5  Click OK to return to the item view.

**Viewing Group Information**

1  On the main WebAccess page, click the Contacts tab.
2  Click the address book that contains the group whose information you want to view.
3  Double-click the group whose information you want to view.
4  Click Cancel when you are finished viewing the information.

### 6.3.3 Managing Resources

Resources are items that can be scheduled for meetings or other uses. Resources can include rooms, computer projectors, cars, and more. The GroupWise 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 for accepting and declining appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. As a resource owner, you can select to receive notification of appointments for the resource.

- “Accepting and Declining Resource Requests” on page 80
- “Adding a Personal Resource” on page 81
- “Modifying a Personal Resource” on page 81
- “Deleting a Personal Resource” on page 81

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

**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  On the main WebAccess page, click Proxy on the toolbar.
2  Click the resource you own.
   If the resource you own isn’t listed, type the name of the resource you own, then click Login.
3  Click the item you need to accept or decline.
4  Click Accept or Decline on the toolbar.
Adding a Personal Resource

You can add a personal resource to either the Frequent Contacts address book or a personal address book.

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Select the personal address book you want to add the resource to.
3. Click the drop-down arrow next to Contact, then click Resource.
4. In the Name field, specify the name for the resource.
5. Specify any other information you want to record for the resource.
6. In the Comments field, specify any comments you might have for the resource.
   For example, you might want to specify how big a conference room is or what type of equipment is in the room.
7. Click Save & Close.

Modifying a Personal Resource

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Select the personal address book that contains the resource that you want to modify.
3. Double-click the resource. Resources are marked with 📚.
4. Modify any information as needed.
5. Click Save & Close.

Deleting a Personal Resource

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Select the personal address book where the resource is located, then search for the resource. Resources are marked with 📚.
3. Select the resource, then click Delete.

6.3.4 Managing Organizations

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

- “Adding a Personal Organization” on page 81
- “Modifying a Personal Organization” on page 82
- “Deleting a Personal Organization” on page 82

Adding a Personal Organization

You can add an organization to your Frequent Contacts address book or a personal address book.

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Select the personal address book you want to add the organization to.
3 Click the drop-down arrow next to Contact, then click Organization.
4 In the Organization field, specify the name of the organization.
5 Specify any other information you want to record for the organization.
6 Click Save & Close.

### Modifying a Personal Organization

1 On the main WebAccess page, click the Contacts tab in the Nav Bar.
2 Select the address book where the organization that you want to modify is located.
3 Search for the organization.
   Organizations are marked by the icon.
4 Double-click the organization
5 Modify any information as needed.
6 Click Save & Close.

### Deleting a Personal Organization

1 On the main WebAccess page, click the Contacts tab in the Nav Bar.
2 Select the address book where the organization that you want to delete is located.
3 Select the organization, then click Delete.
   Organizations are marked by the icon.
4 Click OK.

### 6.3.5 Using Frequent Contacts to Address an Item

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.

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

1 Click Address in an item you are composing.
   The Address Selector is displayed.
2 Click the Plus icon next to the Find field.
3 In the All Address Books drop-down list, select Frequent Contacts.
4 Search for and select the users you want.
5 Click To, CC, or BC for the selected users.
6 Click OK.

The Frequent Contacts address book can be closed, but it cannot be deleted.
6.3.6 Sending Mail to a Contact from the Contacts Folder

1. Click Contacts on the Nav Bar.
2. Click the address book that contains the contact that you want email.
3. Select the contact that you want to email, then click Send Mail in the toolbar.
4. Finish composing the email, then click Send.

6.4 Working with Address Books

- Section 6.4.1, “Opening an Address Book,” on page 83
- Section 6.4.2, “Creating a Personal Address Book,” on page 83
- Section 6.4.3, “Editing a Personal or Frequent Contacts Address Book,” on page 83
- Section 6.4.4, “Deleting a Personal Address Book,” on page 84
- Section 6.4.5, “Accepting a Shared Address Book,” on page 85
- Section 6.4.6, “Viewing People, Groups, Organizations, or Resources in an Address Book,” on page 85
- Section 6.4.7, “Searching for Address Book Entries,” on page 85

6.4.1 Opening an 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 options, such as creating and modifying personal address books and changing your Name Completion search order.

1. Click the Contacts tab on the Nav Bar to display the Groupwise Address Book, Frequent Contacts address book, and any personal address books you have created.
2. Click the address book that you are interested in.

6.4.2 Creating a Personal Address Book

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Click the drop-down arrow next to Contact, then click Address Book.
3. Type a name for the new book and a description (optional), then click Save & Close.

6.4.3 Editing a Personal or Frequent Contacts Address Book

In a personal address book, including the Frequent Contacts address book, you can add or delete entries, edit existing information, copy names from one book to another, or rename a book.

- “Copying a Personal Address Book” on page 84
- “Copying Entries to Another Personal Address Book” on page 84
- “Renaming a Personal Address Book” on page 84
- “Deleting Entries from a Personal Address Book” on page 84
Copying a Personal Address Book

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Right-click the address book that you want to copy, then click Save As.
3. Type a name for the new book and a description (optional), then click Save & Close.

Copying Entries to Another Personal Address Book

You cannot copy names to the GroupWise address book.

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Click an address book, then search for the entries you want to copy.
3. Select each entry you want to copy.
4. Click Copy.
5. Select the personal address book you want to copy the names to, then click OK.

Renaming a Personal Address Book

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Click Address Book Options.
3. Right-click the personal address book you want to rename, then click Modify.

   You cannot rename the Frequent Contacts address book.
4. Type the new name, then click Save & Close.

Deleting Entries from a Personal Address Book

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Click an address book, then search for the names you want to delete.
3. Select each name you want to delete.
4. Click Delete.

6.4.4 Deleting a Personal Address Book

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Right-click the personal address book that you want to delete, then click Delete.
3. Click OK.

After it is deleted, a personal address book cannot be recovered.
6.4.5 Accepting a Shared Address Book

In the GroupWise Windows client, users can share address books with other users. In GroupWise WebAccess, you cannot share an address book with other users, but you can receive shared address books. When you accept a shared address book, it appears in your Address Book list along with the GroupWise Address Book, Frequent Contacts address book, and personal address books.

1. On the main WebAccess page, click the Mailbox tab in the Nav Bar.
2. Click the shared address book notification to open it, or right-click it, then click Open.
3. Click Accept Address Book to add the address book to the Address Book list.

You can now use the shared address book to address items or look up user information, just as you would in other address books.

6.4.6 Viewing People, Groups, Organizations, or Resources in an Address Book

Use the predefined filters on the View menu to display only groups, people, organizations, or resources in an address book.

By default, address books display all entries. Although all groups, organizations, and resources are marked by icons, finding specific entries in large address books can be difficult. A predefined filter displays only the type of entry you are looking for.

To view groups, organizations, or resources in an address book:

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Click an address book.
3. Click the Filter icon to filter the list by people, groups, resources, or organizations.
4. In the search field, begin typing the name of the person, group, resource, or organization that you are searching for. The list is filtered as you type.

The Address Book uses the following icons to identify contacts, resources, groups, and organizations:

- Contacts
- Resources
- Groups
- Organizations

6.4.7 Searching for Address Book Entries

You can specify search criteria by using the predefined filters. For example, you can use the begins with filter to display only entries with last names that begin with “D.”

- “Narrowing Your Search” on page 86
- “Defining the Name Completion Search Order” on page 86
Narrowing Your Search

- “Searching in an Address Book” on page 86
- “Searching in an Item You Are Composing” on page 86

Searching in an Address Book

You can filter your search in an address book by user, group, organization, or resource.

1. On the main WebAccess page, click the Contacts tab in the Nav Bar.
2. Select the address book you want to search.
3. In the search field, begin typing what you are searching for.
   Name Completion completes the name.

Searching in an Item You Are Composing

You can filter your search by user, group, or resource, as well as begins with, equals, or does not equal. For example, you can use the begins with filter to display only entries with last names that begin with “D.”

1. In an item you are composing, click Address in the toolbar.
   The Address Selector is displayed. For information on how to use the Address Selector, see Section 6.2, “Using the Address Selector,” on page 74.

Defining the Name Completion Search Order

1. On the main WebAccess page, click Options in the upper right corner.
2. Click the General tab.
3. In the Available books box, click or Ctrl-click the books you want Name Completion to search, then click Add.
4. To change the search order of an address book, select the address book in the Selected Books list, then click Move Down or Move Up.
5. To disable Name Completion, deselect the Enable Name Completion check box.
6. Click Save, then click Close.

NOTE: The default sort order is by First, Last name. Selecting Enable Last, First name sort order in the WebAccess options will override the default settings and change the appearance of your search results.
Finding Items

GroupWise WebAccess includes two features to help you search your email, appointments, and other GroupWise items.

- **Find:** The Find tool is displayed in the upper right corner of a folder and finds items within a folder.

- **Advanced Find:** Advanced Find (*Find* on the tool bar) enables you to specify a number of criteria to help you locate the item you need.

- **Section 7.1, “Understanding GroupWise Searches,” on page 87**
- **Section 7.2, “Searching for a Word or Phrase Using Basic Find,” on page 88**
- **Section 7.3, “Searching with Criteria,” on page 88**
- **Section 7.4, “Narrowing a Search,” on page 88**
- **Section 7.5, “Viewing the Results of a Search,” on page 89**
- **Section 7.6, “Finding Text in Items,” on page 89**

### 7.1 Understanding GroupWise Searches

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. When you use Advanced Find, GroupWise uses your search criteria and attempts to match them with the words in the search index. Because Advanced Find searches for whole words, it does not locate partial words or punctuation.

Basic Find, on the other hand, recognizes consecutive characters, even if they are not whole words, as long as the characters exist in exactly the same order you enter them in the Find search box.

For example, if you are looking for an email with “Project status meeting next Tuesday” as the subject, you can search for any or all of the words in the subject in either the Find or the Advanced Find tool.

You use different search criteria to find that email in each search tool:

<table>
<thead>
<tr>
<th>Tool</th>
<th>Example</th>
<th>Finds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Find (by subject)</td>
<td>meeting tuesday</td>
<td>All items with either “meeting” or “tuesday” in the subject.</td>
</tr>
<tr>
<td>Find</td>
<td>meeting tuesday</td>
<td>All items with the phrase “meeting tuesday” together in exactly that order in the subject.</td>
</tr>
<tr>
<td>Find</td>
<td>meeting *day</td>
<td>All items with “meeting” followed immediately by a day of the week in the subject.</td>
</tr>
</tbody>
</table>
More information to help you make your searches successful is found throughout this section. For details about options, operators, and wildcards that can be used to compose a search query, see Section 7.3, “Searching with Criteria,” on page 88.

### 7.2 Searching for a Word or Phrase Using Basic Find

Basic Find lets you display items that contain specific subjects, recipients, or words. Find searches all files and folders to look for exact matches.

When you use Find, all items that do not match the criteria you select are hidden from view. Find does not actually move or delete items; it displays certain items based on the criteria you specify. When you clear the Find criteria, the hidden items are displayed.

1. Open the folder you want to search.
2. Type a word or phrase in the Search field the upper right corner of the page.
   - The word or phrase can be any set of consecutive characters contained in the item you are trying to find.
3. Choose the item you want from the list of items.

To clear the Find criteria, click the name of the folder in the folder list.

### 7.3 Searching with Criteria

1. On the main WebAccess page, click Find on the toolbar
2. To search for specific text, select Full Text or Subject, then type what you are looking for in the field.
3. To search for a name, select From or To/CC, then type the name in the field.
4. Select each item type you are looking for, then select each item source you are looking for.
5. To search for items based on the date they were created or delivered, in the Date range section, select Created or delivered between, then select the appropriate dates.
6. To search for items that are marked with a certain category, select the category in the Item Categories section.
7. In the Search in list box, click the folders or libraries you want to search in.
   - You might need to click the plus sign (+) next to your user folder to expand the folder structure.
   - All of your folders are searched by default. To speed up your search, select only the folders you want to search.
8. Click Find.

### 7.4 Narrowing a Search

You can use Advanced Find to narrow your search.

- In the first field of the Search window, type the uncommon words you notice in the item. If you search for common words, the results of your search are probably too large to be very helpful.
To increase the speed of your search, select the folders that probably contain the item you are looking for.

If you cannot find the document or message, check your search criteria for misspelled words. Also, check the syntax of your search to make sure you are telling Search to search for exactly what you want.

7.5 Viewing the Results of a Search

Although you cannot create new Find Results folders in WebAccess, you can use folders that you created in the GroupWise Windows client. However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click the **Update** icon in the toolbar before opening a Find Results folder.

To see your search results at any time, select the folder.

7.6 Finding Text in Items

In an open item, press Ctrl+F to use your browser's Find utility. If you need help, consult your browser's help, which is usually accessed by pressing F1.
8 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.

- Section 8.1, “Understanding Rules,” on page 91
- Section 8.2, “Actions a Rule Can Perform,” on page 91
- Section 8.3, “Creating a Rule,” on page 92
- Section 8.4, “Editing a Rule,” on page 95
- Section 8.5, “Deleting a Rule,” on page 96
- Section 8.6, “Enabling or Disabling a Rule,” on page 96

8.1 Understanding Rules

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 that will 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 that the rule is enabled.

Rules are stored in your GroupWise Mailbox at your post office. Because of this, rules you define in other GroupWise clients also appear in the Rules list and apply when you use GroupWise WebAccess.

You can edit any rules you create in GroupWise WebAccess. If you create rules in another GroupWise client, you can edit those rules if they do not contain more capabilities than GroupWise WebAccess allows you to set. For example, the GroupWise Windows client lets you create rules to apply to items you are sending. Because the Rules feature in GroupWise WebAccess does not include this capability, you cannot edit that rule.

8.2 Actions a Rule Can Perform

The following table shows the actions you can perform by setting up rules:
8.3 Creating a Rule

Rules can help you sort your messages, inform others that you’re on vacation, or forward your messages to another email account.

- Section 8.3.1, “Creating a Basic Rule,” on page 92
- Section 8.3.2, “Creating a Vacation Rule or Auto Reply,” on page 93
- Section 8.3.3, “Creating a Rule to Forward All Mail to Another Account,” on page 93
- Section 8.3.4, “Limiting Items Affected by a Rule,” on page 94
- Section 8.3.5, “Using Rule Conditions,” on page 94

8.3.1 Creating a Basic Rule

1. On the main WebAccess page, click the Options icon, then click Options.
2. Click Rules.

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation</td>
<td>Sends an automatic reply to the sender of any new items. For example, if you need to be out of the office for several days, your rule could send a reply indicating when you’ll be back. Replies are sent only once per sender.</td>
</tr>
<tr>
<td>Delete</td>
<td>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.</td>
</tr>
<tr>
<td>Forward</td>
<td>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.</td>
</tr>
<tr>
<td>Move to Folder</td>
<td>Moves items to a folder when the rule conditions are met. For example, you might want all items with certain words in the Subject box moved to a common folder.</td>
</tr>
<tr>
<td>Reply</td>
<td>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 Define Conditions to prevent replies going to mail list servers and other large groups.</td>
</tr>
</tbody>
</table>

3. Select the type of rule you want to create.
4. Click Create to display the Create Rule form.
5. Type a name in the Rule name field.
If you want to further restrict the items affected by the rule, select the appropriate options in the Define Optional Conditions section. For more information, see “Understanding Rule Fields” on page 94.

Define the actions you want the rule to perform. Some actions, such as Move to Folder and Reply, require you to fill in additional information.

Click Save.

For a rule to function, it must be enabled. See “Enabling or Disabling a Rule” on page 96.

8.3.2 Creating a Vacation Rule or Auto Reply

1. On the main WebAccess page, click the Options icon , then click Options.
2. Click Rules.
3. Select Vacation from the drop-down menu of the Type field, then click Create.
4. Type a name in the Rule name field, such as Vacation Rule.
5. Type a subject, such as:
   Janet is out of the office.
6. Type a message, such as:
   I am out of the office from September 3-September 10. If you need assistance during this time, please contact Martha Robbins at extension 1234.
7. Click Save, verify that the rule has a check mark next to it indicating that it is enabled, then click Close.

8.3.3 Creating a Rule to Forward All Mail to Another Account

1. On the main WebAccess page, click the Options icon , then click Options.
2. Click Rules.
3. Select Forward from the drop-down menu of the Type field, then click Create.
4. Type a name in the Rule name field, such as Forward Rule.
5. Use Define Optional Conditions to add specific information to your rule.
   - In the first condition field, select To. This tells the rule to check the To: line in each incoming item.
   - In the second condition field, select Matches. This tells the rule that the text in the incoming item’s To: line must match the text you type in the next condition field.
   - In the last condition field, type your name as it displays in the To: field of a mail message. For example: msmith@corporate.com.
6. Type the address that you want the items forwarded to in the To field.
7. Type a subject you want to use for forwarded items, for example Fwd:.
8. (Optional) Type a message for all forwarded items.
9. Click Save, verify that the rule has a check mark next to it indicating that it is enabled, then click Close.
8.3.4 Limiting Items Affected by a Rule

Use Define Optional Condition options to further limit the items affected by a rule.

1. On the Rules page, click the first drop-down list, then click a field.  
   To learn about what the fields represent, see “Understanding Rule Fields” on page 94.
2. Click the operator drop-down list, then click an operator.  
   To learn how to use operators, see “Using Rule Operators” on page 94.
3. Type the criteria for the rule.  
   If you type criteria, such as a person’s name or a subject, you can include wildcard characters such as an asterisk (*) or a question mark (?). Text you type is not case-sensitive.  
   To learn more about wildcard characters and switches, see “Using Rule Wildcard Characters and Switches” on page 95.
4. Click Save, verify that the rule has a check mark next to it indicating that it is enabled, then click Close.

8.3.5 Using Rule Conditions

There are different conditions you can use in the Define Optional Condition section:

- “Understanding Rule Fields” on page 94
- “Using Rule Operators” on page 94
- “Using Rule Wildcard Characters and Switches” on page 95

Understanding Rule Fields

The following table explains the fields that are available to you when you create a rule:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>This Field Refers to:</th>
<th>Field Criteria Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>The name of a person in the From field of an item.</td>
<td>Specify the From field.</td>
</tr>
<tr>
<td>Message</td>
<td>Text appearing in the Message field of an item.</td>
<td>Type part or all of the Message field.</td>
</tr>
<tr>
<td>Subject</td>
<td>Text appearing in the Subject field of an item.</td>
<td>Specify part or all of the Subject field.</td>
</tr>
<tr>
<td>To</td>
<td>A person’s name appearing in the To field of an item.</td>
<td>Specify a To field name.</td>
</tr>
</tbody>
</table>

Using Rule Operators

The available operators include the following:
These wildcard characters and switches are available in the Define Optional Condition section only when you select certain fields that require you to type additional text.

### Table 8-3 Find and Rule Wildcard Characters and Switches

<table>
<thead>
<tr>
<th>Wildcard Characters and Switches</th>
<th>What the Find or Rule Will Match</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AND, &amp;,</strong> or a space</td>
<td>All items that meet two or more conditions. For example, mountain &amp; goat, mountain AND goat, and mountain goat all find items containing the words “mountain” and “goat.”</td>
</tr>
<tr>
<td>**OR or</td>
<td>**</td>
</tr>
<tr>
<td><strong>NOT or !</strong></td>
<td>All items containing one condition but not the other. For example, mountain ! goat and mountain NOT goat both find items containing the word “mountain” but not the word “goat.” Items that contain both are not included.</td>
</tr>
<tr>
<td>**</td>
<td>**</td>
</tr>
<tr>
<td><strong>?</strong></td>
<td>Matches any one character. For example, jo?n finds all items containing the word “john,” “joan,” “join,” and so on.</td>
</tr>
<tr>
<td>**</td>
<td>**</td>
</tr>
<tr>
<td><strong>/NOCASE (default)</strong></td>
<td>Items containing a specific word, regardless of case. For example, /NOCASE ZOO finds both “Zoo” and “zoo.”</td>
</tr>
<tr>
<td><strong>/WILDCARD (default)</strong></td>
<td>Items containing the search terms where * and ? are treated as wildcard characters. For example, /WILDCARD jo?n finds “john”, “joan”, and “join.”</td>
</tr>
</tbody>
</table>

### 8.4 Editing a Rule

1. On the main WebAccess page, click the Options icon 🗼, then click Options.
2. Click Rules.
3 Click the name of the rule you want to edit.
4 Make changes to the rule.
5 Click Save.

8.5 Deleting a Rule

1 On the main WebAccess page, click the Options icon, then click Options.
2 Click Rules.
3 Click Delete next to the name of the rule you want to delete.

8.6 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 page so you can enable it when you need it again.

1 On the main WebAccess page, click the Options icon, then click Options.
2 Click Rules.
3 In the list of active rules, select a rule to activate it or deactivate it.
   An enabled rule has a check mark in the box.
4 Click Save to save the changes.
9 Mailbox/Calendar Access for Proxies

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.

**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.

- Section 9.1, “Receiving Proxy Rights,” on page 97
- Section 9.2, “Accessing a Mailbox or Calendar as a Proxy,” on page 99

9.1 Receiving Proxy Rights

Two steps must be completed before you can act as someone’s proxy.

- Section 9.1.1, “Adding and Removing Proxy Names and Rights in the Mailbox Owner’s Access List,” on page 97

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.

9.1.1 Adding and Removing Proxy Names and Rights in the Mailbox Owner’s Access List

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List. As a mailbox owner, you can assign each user different rights to your calendaring and messaging information. For example, 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.

1. On the main WebAccess page, click the Options icon, then click Options.
2. Click Proxy Access.
3. To add a user to the list, click Add Entry.
4. Type a user in the Name field or use the Address Selector to select a user.
5 Select the rights you want to give to the user.

**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). Assign categories to items, change the subject of items, and perform tasklist 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 as you.

**Subscribe to my notifications:** Receive notification when you receive items. Receiving notifications is supported only if the proxy is on the same post office as you.

**Modify options/rules/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 Click **Save**.

7 Repeat Step 3 through Step 6 to add each user.

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.

8 To delete a user from the Access List, click **Delete User** next to the user’s name.

9 Click **Close**.

### 9.1.2 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 Proxy 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 are given.

1 On the main WebAccess page, click **Proxy** on the toolbar.

2 To remove a user, select the name, then click **Remove**.

3 To add a user, type the name, then click **Login**.

   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.

4 To return to your own Mailbox, click **Logout**.

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 Proxy Access List.
9.2 Accessing a Mailbox or Calendar as a Proxy

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

1. If you haven’t already done so, add the user name of the person to your Proxy List.
   For more information, see “Adding and Removing Users in Your Proxy List” on page 98.
2. On the main WebAccess page or Calendar page, click Proxy on the toolbar.
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 Logout.
RSS is a Web format used to publish frequently updated content such as blog entries, news headlines, or podcasts. An RSS document, which is often called a feed, Web feed, or channel, contains either a summary of content from an associated Web site or the full text. RSS makes it possible for people to keep up with their favorite Web sites in an automated manner that’s easier than checking them manually.

- Section 10.1, “Subscribing to RSS Feeds,” on page 101
- Section 10.2, “Reading RSS Feeds,” on page 101
- Section 10.3, “Deleting an Individual RSS Entry,” on page 101
- Section 10.4, “Deleting a Subscribed RSS Feed,” on page 101

## 10.1 Subscribing to RSS Feeds

When you subscribe to RSS feeds in the GroupWise Windows client, the GroupWise Feeds folder is created. A list of the feeds that you are currently subscribed to is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds in the subfolder.

Although you cannot subscribe to new RSS feeds in WebAccess, you can view the feeds you subscribed to and downloaded in the GroupWise Windows client.

## 10.2 Reading RSS Feeds

1. In the GroupWise Feeds folder in the Folder List, click the RSS feed you want to read.
2. Double-click the feed in the Message list to view the feed in a new window.
3. Click **View** next to the source attachment to see the original URL for the feed.
4. Click the URL to see the original feed.

## 10.3 Deleting an Individual RSS Entry

1. In the GroupWise Feeds folder in the Folder list, click the RSS feed entry you want to delete.
2. Click the **Delete** icon on the toolbar

## 10.4 Deleting a Subscribed RSS Feed

1. In the GroupWise Feeds folder in the Folder List, click the RSS feed you want to delete.
2. Right-click the feed to delete, then click **Delete > Folder.**
You can use the Documents tab to search GroupWise Library documents.

In each library, the documents are compressed and encrypted. This saves disk space and maintains the security of documents because it makes it impossible to view the contents of documents outside of GroupWise.

Before you can access any of the documents in a library, you must first have rights to the library. Your GroupWise administrator determines which people have access to each library.

- Section 11.1, “Searching for Documents,” on page 103
- Section 11.2, “Viewing a Document,” on page 103
- Section 11.3, “Opening a Document,” on page 103
- Section 11.4, “Saving a Document,” on page 104
- Section 11.5, “Viewing the Properties of a Document,” on page 104

11.1 Searching for Documents

1. Click the Documents tab on the Nav Bar.
2. Type the words you want to search for.
3. Select the field to search.
4. Select the libraries to search.
5. Click Search.

11.2 Viewing a Document

1. Click the Documents tab on the Nav Bar.
2. Search for the document you want to view.
   
   For information on how to search for a document, see Section 11.1, “Searching for Documents,” on page 103.
3. Click the document’s name to view the document.

11.3 Opening a Document

1. Click the Documents tab on the Nav Bar.
2. Search for and select the document you want to open.
For information on how to search for a document, see Section 11.1, “Searching for Documents,” on page 103.

3 In the Documents list, click Open in the Actions column.

### 11.4 Saving a Document

1 Click the Documents tab on the Nav Bar.
2 Search for the document you want to save.
   For information on how to search for a document, see Section 11.1, “Searching for Documents,” on page 103.
3 In the Documents list, click Save As next to the document.
   GroupWise WebAccess gives the item a temporary file name. You can change the file name and default folder.
4 Click Save to save the document in its native format.

### 11.5 Viewing the Properties of a Document

1 Click the Documents tab on the Nav Bar.
2 Search for the document whose properties you want to view.
   For information on how to search for a document, see Section 11.1, “Searching for Documents,” on page 103.
3 In the Documents list, click Properties next to the document.
12 Maintaining GroupWise

- Section 12.1, “Managing Mailbox Passwords,” on page 105
- Section 12.2, “Managing Your Trash,” on page 106

12.1 Managing Mailbox Passwords

- Section 12.1.1, “Getting Help When You Have Forgotten Your Password,” on page 105
- Section 12.1.2, “Using LDAP Authentication,” on page 105
- Section 12.1.3, “Changing Your LDAP Password,” on page 105
- Section 12.1.4, “Remembering Your GroupWise or LDAP Password,” on page 106
- Section 12.1.5, “Using Mailbox Passwords with Proxies,” on page 106

12.1.1 Getting Help When You Have Forgotten Your Password

If you have forgotten your password and are unable to log in, click the Can’t log in? link on the Login page for more information about how to get your password reset in your organization.

12.1.2 Using LDAP Authentication

If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password. With LDAP authentication, you are required to have a password and you cannot remove your password.

12.1.3 Changing Your LDAP Password

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise WebAccess, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

1. On the main WebAccess page, click the Options icon ☰, then click Options.
2. Click the Password tab.
3. In the old password field, type the password you want to change.
4. In the new password field, type the new password.
5. In the Confirm field, type the new password again, then click Save.

When you change your password in GroupWise WebAccess, you change it for your GroupWise Mailbox. That means that you always use the same password to log in to your GroupWise Mailbox whether you are using GroupWise WebAccess or another GroupWise client.
12.1.4 Remembering Your GroupWise or LDAP Password

If you have a password but do not want to be prompted for it every time you start GroupWise WebAccess, you can rely on your Web browser to remember your password for you. However, for security reasons, we don’t recommend having your browser store both your GroupWise user name and password.

12.1.5 Using Mailbox Passwords with Proxies

Setting a password for your Mailbox does not affect a proxy’s ability to access your Mailbox. A proxy’s ability to access your Mailbox is determined by the rights you assign him or her in your Access List.

12.2 Managing Your 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 way your GroupWise administrator specifies, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

- Section 12.2.1, “Displaying Items in Your Trash,” on page 106
- Section 12.2.2, “Undeleting an Item in Your Trash,” on page 106
- Section 12.2.3, “Saving an Item In Your Trash,” on page 107
- Section 12.2.4, “Emptying the Trash,” on page 107

12.2.1 Displaying Items in Your Trash

1 In your Mailbox, click the Trash folder.

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

12.2.2 Undeleting an Item in Your Trash

The GroupWise Windows client includes an option for automatically emptying the Trash after a specified number of days. If this option has been set, either by you or by the GroupWise administrator, items in the Trash are automatically purged after the specified number of days and you won’t see them in GroupWise WebAccess.

To undelete items from your Trash folder:

1 Click the Trash folder.

2 Select the item, then click Undelete at the top of the Item List.
   or
   Double-click the item to open it, then click 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.

12.2.3 Saving an Item In Your Trash

You can save items that are in the Trash the same way you would save any other item. For more information, see Section 3.4.1, “Saving an Item to Disk,” on page 47.

12.2.4 Emptying the Trash

To empty all the items from the Trash:

1. In your Mailbox, right-click the Trash folder, then click Empty Trash.

To empty specific items from the Trash:

1. In your Mailbox, click the Trash folder.
2. Select one or more items.
3. Click Purge.

12.3 Checking Your WebAccess Version

You view WebAccess system information by clicking Novell GroupWise on the upper left of the page. This provides version information, the user ID, and browser information. This information is necessary when contacting Support for help.
Welcome to GroupWise 2012 WebAccess. You’ll find new features, a fresh user interface, and significant updates. The following list is an overview of the new features in GroupWise 2012:

- Section A.1, “Recurring Appointments,” on page 109
- Section A.2, “HTML Signatures,” on page 109
- Section A.3, “Consolidated Signatures with the Windows Client,” on page 110
- Section A.4, “Message Sorting by Column,” on page 110
- Section A.5, “Simplified Address Selector,” on page 110
- Section A.6, “Add Pictures to Contacts,” on page 110
- Section A.7, “Group Management Enhancements,” on page 110
- Section A.8, “Busy Search Functionality,” on page 111
- Section A.9, “Inline Message Forwarding,” on page 111
- Section A.10, “Tablet Support,” on page 111

A.1 Recurring Appointments

You can schedule recurring appointments in GroupWise 2012 WebAccess.

For more information, see “Scheduling a Recurring Appointment” on page 60.

To see a video demonstration of this feature, see WebAccess Recurring Appointments.

A.2 HTML Signatures

You can add either a plain text or an HTML signature on the items that you send from GroupWise 2012 WebAccess.

For more information, see Section 3.1.5, “Adding a Signature,” on page 30.

To see a video demonstration of this feature, see WebAccess HTML Signatures.
A.3 Consolidated Signatures with the Windows Client

Signatures that you have already set up in the GroupWise Windows client are automatically displayed in GroupWise WebAccess. Likewise, signatures that you create in GroupWise WebAccess are automatically displayed in the GroupWise Windows client.

For more information, see Section 3.1.5, “Adding a Signature,” on page 30.

To see a video demonstration of this feature, see WebAccess HTML Signatures.

A.4 Message Sorting by Column

In GroupWise 2012 WebAccess, you can sort messages by any column in the main content area.

For more information, see Section 3.2.6, “Sorting Sent Items,” on page 43 and Section 3.4.5, “Sorting Received Items,” on page 48.

To see a video demonstration of this feature, see WebAccess General Enhancements.

A.5 Simplified Address Selector

The Address Selector presents a simplified address book view that simultaneously searches all address books and all types of entries (groups, contacts, and resources). You can refine your search to include only specific address books and specific types of entries, as described in “Addressing an Item with the Address Selector” on page 75.

A.6 Add Pictures to Contacts

You can add photos to your personal address book in GroupWise 2012 WebAccess. Standard graphic formats such as .png, .jpg, .gif, and .bmp are supported.

For more information, see Section 6.3.1, “Managing Contacts,” on page 76.

To see a video demonstration of this feature, see WebAccess Contact Enhancements.

A.7 Group Management Enhancements

An improved user interface makes it easier to create and modify groups and distribution lists in GroupWise 2012 WebAccess.

For more information, see Section 6.3.2, “Managing Groups,” on page 78.

To see a video demonstration of this feature, see WebAccess Contact Enhancements.
A.8 **Busy Search Functionality**

You can use Busy Search functionality to check the availability of meeting participants in GroupWise 2012 WebAccess. You can see a graphical view of appointments for all recipients, or all appointments for a specific recipient.

For more information see “Using Busy Search to Check Availability” on page 58.

To see a video demonstration of this feature, see GroupWise WebAccess Graphical Busy Search.

A.9 **Inline Message Forwarding**

GroupWise 2012 enables you to forward messages inline, in addition to forwarding messages as attachments.

Forwarding inline means that the forwarded message text is displayed in the body of the new message.

For more information, see Section 3.3.4, “Forwarding Email to Other People,” on page 47.

A.10 **Tablet Support**

You can access GroupWise directly from the browser on your tablet device with GroupWise 2012 WebAccess. You can log in and perform all the basic operations directly from your tablet, including: Mail (read, compose, reply, and forward), Calendar (accept, decline, personal, and group), Find, and Name Completion.

For more information, see the GroupWise 2012 WebAccess Mobile User Guide.

To see a video demonstration of this feature, see WebAccess Mobile (Tablet) Interface.

The Apple iPad is also supported by GroupWise through the Data Synchronizer product. Messages, contacts, and appointments can be synchronized between the GroupWise post office and the iPad.
If you have not found the information you are looking for in this documentation, we recommend that you check the GroupWise 2012 Client Frequently Asked Questions (FAQ) (http://www.novell.com/documentation/groupwise2012/gw2012_guide_userfaq/data/gw2012_guide_userfaq.html).
Using Shortcut Keys

You can use a number of shortcut keys in GroupWise WebAccess 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>
<thead>
<tr>
<th>Keystroke</th>
<th>Action</th>
<th>Where It Works</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ctrl+A</td>
<td>Select all items; select all text</td>
<td>Item List; text</td>
</tr>
<tr>
<td>Ctrl+B</td>
<td>Bold selected text</td>
<td>Message body in HTML view</td>
</tr>
<tr>
<td>Ctrl+C</td>
<td>Copy selected text</td>
<td>In text</td>
</tr>
<tr>
<td>Ctrl+F</td>
<td>Open the Find window</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
<tr>
<td>Ctrl+I</td>
<td>Italicize selected text</td>
<td>Message body in HTML view</td>
</tr>
<tr>
<td>Ctrl+M</td>
<td>Open a new mail message</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
<tr>
<td>Ctrl+P</td>
<td>Open the Print dialog box</td>
<td>Main WebAccess page, item</td>
</tr>
<tr>
<td>Ctrl+U</td>
<td>Underline selected text</td>
<td>Message body in HTML view</td>
</tr>
<tr>
<td>Ctrl+V</td>
<td>Paste selected text</td>
<td>In text</td>
</tr>
<tr>
<td>Ctrl+X</td>
<td>Cut selected text</td>
<td>In text</td>
</tr>
<tr>
<td>Ctrl+Z</td>
<td>Undo the last action</td>
<td>In text</td>
</tr>
<tr>
<td>Enter</td>
<td>Open the selected item</td>
<td>Item List</td>
</tr>
<tr>
<td>Del</td>
<td>Delete an item</td>
<td>In an item</td>
</tr>
<tr>
<td>Ctrl+Up-arrow</td>
<td>Scroll to the previous or next item</td>
<td>Main WebAccess page</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ctrl+Down-arrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ctrl+Shift+Left-arrow</td>
<td>Select text one word at a time</td>
<td>In text</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ctrl+Shift+Right-arrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alt+F4</td>
<td>On the main WebAccess page or Calendar page, exit GroupWise WebAccess.</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
<tr>
<td></td>
<td>In an item, exit the item.</td>
<td></td>
</tr>
<tr>
<td>Keystroke</td>
<td>Action</td>
<td>Where It Works</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Alt + [letter]</td>
<td>Activate the menu bar (Use the underlined letters in the menu names)</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
<tr>
<td>Shift+Left-arrow</td>
<td>Select text one character at a time</td>
<td>In text</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift+Right-arrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift+End</td>
<td>Select text to the end or beginning of a line</td>
<td>In text</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift+Home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tab</td>
<td>Cycle through fields, buttons, and areas</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
<tr>
<td>Shift+Tab</td>
<td>Reverse the order of cycling through fields, buttons, and areas</td>
<td>Main WebAccess page, Calendar, item</td>
</tr>
</tbody>
</table>
This section lists updates to the *GroupWise 2012 WebAccess User Guide* that have been made since the initial release of GroupWise 2012. This information helps you 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 2012 WebAccess User Guide* was republished.

The *GroupWise 2012 WebAccess User Guide* has been updated on the following dates:

- Section D.1, “September 20, 2012 (GroupWise 2012 Support Pack 1),” on page 117

### D.1 September 20, 2012 (GroupWise 2012 Support Pack 1)

<table>
<thead>
<tr>
<th>Location</th>
<th>Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 4.1, “Understanding the Calendar,” on page 51</td>
<td>Explained that time zones are determined by workstation time zone settings.</td>
</tr>
</tbody>
</table>