

GroupWise Web User Guide

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About This Guide

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

Intended Audience

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

Additional Documentation

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

Contact Information

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

For specific product issues, contact OpenText Customer Care at <https://www.microfocus.com/support/GroupWise>.

Getting Started

This Getting Started information can help you get a quick start to using GroupWise Web. GroupWise Web is the online platform for managing the email for your GroupWise account. When you use the GroupWise Client for managing your GroupWise email, you are required to log in to a computer that has the client installed. However, you can log in to in GroupWise Web from any computer that has a supported browser and a connection to the Internet. Logging in from mobile devices and tablets is also supported when so provisioned by your GroupWise Administrator.

For information, see “[GroupWise User Requirements](#)” in the *GroupWise Administration Guide*.

While the GroupWise Client has more robust capabilities, the flexibility to log in to your GroupWise account from almost anywhere on GroupWise Web can give you great advantages for increased productivity on-the-go. GroupWise Web is also continuously adding new features and capabilities multiple times a year.

- ♦ [Chapter 1, “Logging In,” on page 11](#)
- ♦ [Chapter 2, “Viewing and Reading Items,” on page 13](#)
- ♦ [Chapter 3, “Searching for Items,” on page 17](#)
- ♦ [Chapter 4, “Multi-Selecting List Items,” on page 19](#)
- ♦ [Chapter 5, “Forwarding Items as an Attachment,” on page 21](#)
- ♦ [Chapter 6, “Deleting Items and Emptying Trash,” on page 23](#)
- ♦ [Chapter 7, “Configuring GroupWise Web,” on page 25](#)

1 Logging In

To log in to your GroupWise Web account:

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

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

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

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

2 Viewing and Reading Items

There may be several different reasons for accessing a Mail or Calendar item beyond the first read. You may want to reply to or forward an email, invite someone to a meeting that you originally missed, view who has accepted an appointment, and many more reasons. This section contains information for the different ways you can access and view items and their properties.

- ♦ [“Item Lists Versus Preview Pane” on page 13](#)
- ♦ [“Viewing Item Properties” on page 13](#)
- ♦ [“Changing Item Types” on page 14](#)

Item Lists Versus Preview Pane

When viewing Mailbox items, you can have the Preview Pane toggled On or Off. When it is Off, all items in the Mailbox are shown in a list view that includes the name of the sender, the subject title, and the date the item was received. The list view might be a preference for you if you want to quickly screen items by the Subject line, as this will expose more information with items that have long Subject titles.

Double-click the item, with or without the Preview Pane enabled, to open the item and read it. You can have multiple items in view using this option. However, the contextual options in the main toolbar are only active for one or more selected items in the list. Whereas, you can take actions on any individual opened item by using its own toolbar. For example, **Reply**, **Delete**, view **Properties** and so forth.

If you have the Preview Pane enabled via Settings, you can single-click an item to display the contents of the item in this pane without opening an independent item window. This enables quick viewing of item contents. All of the contextual options when right-clicking an item in the list are the same with or without the Preview Pane open.


Viewing Item Properties

There are multiple ways you can access an item’s properties, whether for Mailbox items or Calendar items. To see more property details once Properties are opened, click **Advanced Properties**. To see less property details with Advanced Properties open, click **Basic Properties**.


- ♦ [“Accessing Mailbox Item Properties” on page 14](#)
- ♦ [“Accessing Calendar Item Properties” on page 14](#)

Accessing Mailbox Item Properties

There are two ways to access a Mailbox item's properties if the Preview Pane is toggled off:

- ♦ Right-click an item in the Mailbox list and select **Properties**. This will open the item with Basic Properties exposed and the Advanced Properties button visible.
- ♦ Double-click an item in the Mailbox list, and click the Properties icon .



There are also two ways to access a Mailbox item's properties when the Preview Pane is toggled on:

- ♦ Right-click an item in the Mailbox list and select **Properties**.
- ♦ Select an item in the Mailbox list and click the Properties icon  in the preview pane toolbar.

NOTE: When you click the Properties icon with the Preview Pane on, this becomes a global setting for every item in the mailbox list for the current login session. Properties will still be exposed for each successive item that you select in the list until you click the Properties icon again to hide them. The same is true for Advanced Properties.

Accessing Calendar Item Properties

Accessing Calendar item properties works much the same as viewing Mailbox items with the Preview Pane toggled off with one additional way to open properties.

- ♦ Right-click an item in the Calendar and select **Properties**. This will open the item with Basic Properties exposed and the Advanced Properties button visible.
- ♦ Double-click an item in the Calendar, and click the Properties icon .
- ♦ Single-click an item in the Calendar, click the 3-dot menu  in the pop-out box, and select **Properties**.

Changing Item Types

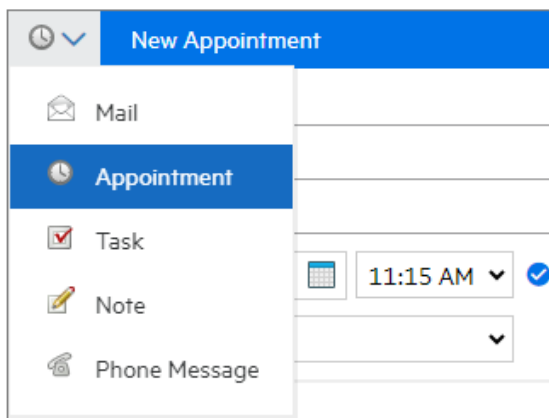
In GroupWise Web you can change a mail, appointment, note, task, or phone item to one of the other types as long as it does not reside in a shared folder.

- ♦ [“Changing New Items in the Compose View” on page 14](#)
- ♦ [“Changing Existing Items” on page 15](#)

Changing New Items in the Compose View

To change the item type for a **New Message**, **New Appointment**, **New Task**, **New Note**, or **New Phone** item:


With the Compose window open for one of the items above, click the item type drop-down arrow with its associated icon and select a different item type from the menu. The example below shows the drop-down menu for a **New Appointment**:



Changing Existing Items

You can change an item selected in a list from the toolbar in the Preview Pane, from the right-click menu, and from the item itself when it is opened.


Toolbar change. To change a selected item in the Preview Pane:

- 1 Click the 3-dot menu  in the toolbar and select **Change To**.
- 2 Select the item type you want to change to.

Right-click change. To change an item from the context-menu:

- 1 Right-click the item in an item list or in the Calendar view, and select **Change To**.
- 2 Select the item type you want to change to.

Open item change. To change an existing item when opened:

- 1 Click the 3-dot menu  in the item toolbar and select **Change To**.
- 2 Select the item type you want to change to.

3 Searching for Items

To search for items:

- ☐ Click in the **Search** box and type in your search criteria. All of your folders are searched.
- ☐ You can filter your search using the filter button.
- ☐ To exit the search, click a folder in the folder list.

4 Multi-Selecting List Items

There are several different options available using the keyboard, mouse, or a combination of the two to multi-select items in GroupWise Web lists, to include items in Contacts and Mailbox folders. The toolbar presents different options for selected items depending on the type of folder in view. Several more options are available in the right-click menus for Mailbox folders. Right-click context menus for Contacts are not currently supported.

Right-click menu and toolbar options only support common actions that you can take on multi-selected items. For example, if you select multiple Mailbox items, you can execute the **Mark Unread** option for the selected items; however, you can only **Reply** or **Reply To All** for one message at a time. Also, some of the selection options shown below may not be supported in all lists.

Since actions you can take on selected items from the context menu or toolbar are covered in other sections of this guide, only the multi-select behavior is provided here.

Mouse and/or mouse and keyboard supported behavior:

- ☐ *Left-click*: Start a new selection list or remove all but the selected item from the selection list.
- ☐ *Left-click + Ctrl key*: Add or remove an item to or from the selection list, respectively.
- ☐ *Left-click + Shift key*: Add or remove a whole block of items to or from the selection list from top to bottom of selected items, respectively, or vice versa.

Keyboard supported behavior:

- ☐ *Home or End*: Change the selected item to the one at the top or bottom of the scrollable list, respectively.
- ☐ *Arrow up or Arrow down*: Change the selected item to the next in the list (up or down).
- ☐ *Arrow up or Arrow down + Shift*: Add or remove an item to or from the selected list.
- ☐ *Arrow up or Arrow down + Ctrl*: Set the next entry, up or down, as the focus item. If you want to select or unselect an item in focus, press the *Space* bar. This feature is particularly useful for accessibility.
- ☐ *Shift + Home or End*: Select items in bulk to the top or bottom of the scrollable list, respectively, starting with the selected item.
- ☐ *Shift + Page up or Page down*: Select items in bulk to the top or bottom of the page in view, respectively, starting with the selected item.
- ☐ *Ctrl + A key*: Select all items in the current scrollable list.
If there are more than a 100 items in the folder in view and you want to select them all, continue scrolling to the bottom of the list until all desired items are loaded and then press *Ctrl + A* again.
- ☐ *Space bar*: Select or unselect the current item in focus.

NOTE: For keyboard options using *Shift + End* and *Ctrl + A* keys it is useful to understand that the default list size is 100 items, assuming there are that many items in the Mailbox or Contacts folder you are viewing. Anytime you move the scrollbar to the end of the list, it will expand to the next 100 items if applicable.

Filter supported behavior:

- ❑ *Filtered items:* If you already have multiple items selected in the list, you can search for and select items using the list Filter and *Left-click + Ctrl* key and they will be added to the selection list. To return to the previous list in view, delete the Filter entry (X). You can continue to add to the selection list in aggregate using the Filter in this manner.

5 Forwarding Items as an Attachment

When needed, you can forward Mailbox and Calendar items as attachments. This is typically useful for forwarding items that need to be replied to directly.

To forward a Mailbox or Calendar item as an attachment:

- 1 Right-click the item in the Mailbox list or on the Calendar and select **Forward As Attachment**.

When the message opens, you will see the selected item as an attachment at the bottom of the message window. You can currently only forward one item at a time.

- 2 Add recipients and any desired message content to the email.
- 3 Click **Send**.

NOTE: If a forwarded Mailbox item has attachments, those attachments will also be included when you forward it.


6 Deleting Items and Emptying Trash


These sections explain the options for deleting items and undeleting or emptying items from the Trash.

- ♦ [“Deleting Items” on page 23](#)
- ♦ [“Undeleting Items and Emptying Trash” on page 24](#)

Deleting Items

You can initiate a **Delete** or **Delete and Empty** operation in variety of ways depending on the item type. For example:

- ♦ Right-click menu
- ♦ Toolbar **Delete** icon  (including a calendar item toolbar)
- ♦ Toolbar **Delete** pull-down menu

In most cases, when you initiate a **Delete** operation, a prompt opens that presents you with options based on the type and status of the item. Exceptions to this prompt are tasks that only belong to you, in which case, those tasks are simply deleted without a prompt when clicking  or a delete option in a pull-down or right-click menu.

Behavior for the different Delete and options you may see are described below:

Delete

The simple **Delete** option, once executed, removes the item(s) from the applicable list (Mailbox, Calendar, Personal Contacts) and places it in the Trash where it can be recovered if needed.

Delete and Empty

The **Delete and Empty** option, once executed, removes the item(s) from the applicable list and permanently deletes the item(s) from GroupWise.

Purge

Depending on the type and state of the items selected, a **Purge** prompt may appear when you choose **Delete and Empty** for more than one item. The intent is prevent accidental, permanent deletion of many items.

Delete from

Delete from is a dialog box menu that provides a Retract feature when one or more “sent” items selected for deletion are in multiple mailboxes, meaning both the sender (owner) and one or more recipients. For example:

- ♦ *My Mailbox*: Deletes the item only from your Mailbox.
- ♦ *Recipient’s Mailbox*: Deletes the item only from the recipient’s Mailbox.

- ♦ *All Mailboxes*: Deletes the item from both your Mailbox and all recipient mailboxes.
- ♦ *Retract comment*: This option is enabled for all Calendar items, so you can inform any recipients of the cancellation on their calendars.

Retract behavior

You can only retract Mail and Phone items if they are unopened when you delete them. The opened state is irrelevant for Calendar items (task, appointment, and note) when retracting.

If a calendar item is recurring, you will be prompted to choose from existing recurrence options when deleting and retracting: **This Instance**, **All Instances**, and **This Instance Forward**.

NOTE: The Retract feature is only for Sent items and is not currently supported for Personal Folder items.


Undeleting Items and Emptying Trash

When you delete items in GroupWise Web, those items are removed from their respective folders and are added to the Trash folder. Items emptied from Trash are permanently deleted from GroupWise Web. You can also undelete items from Trash to restore them to their original folders.

NOTE: There may also be a setting enabled that automatically purges items from the Trash folder that exceed a set duration in days. Check with your GroupWise Administrator for more information.

The methods for undeleting or emptying items from Trash are described below:

Undelete

You can execute an **Undelete** from the Trash to restore one or more items that you select in the Trash list via the toolbar option  or the right-click option.

Empty Trash

To empty all items from the Trash, right-click the Trash folder and click **Empty Trash**.

Empty Selected Items

To empty specific items from the Trash, select one or more items in the Trash list and either right-click the items and select **Empty Selected Items** or select **Empty Item** from the ellipsis menu on the toolbar.


7 Configuring GroupWise Web

This section has information for setting a proxy and modifying other options located in the Settings menu.

- ♦ [“Changing Your Password” on page 25](#)
- ♦ [“Changing Compose Views” on page 25](#)
- ♦ [“Using Rules” on page 26](#)
- ♦ [“Setting Your Out of Office Rule” on page 26](#)
- ♦ [“Managing Categories” on page 27](#)
- ♦ [“Managing User Proxy Access to Your Account” on page 27](#)

Changing Your Password

To change your password:

- 1 Log in to your GroupWise Web account.
- 2 Click the Settings icon  and select **Password**.
- 3 Type your old and new passwords as indicated in the fields provided and press Enter.

NOTE: You can continue your existing session after changing your password, but the login screen will require your new password the next time you log-in.

Changing Compose Views


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

The HTML editor supports:

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

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

- ☐ To set your default Compose View, click the  icon, select **Plain Text** or **HTML**, then click **Save**.

- ❑ To switch between HTML and plain-text modes, use the  icon in the bottom bar.



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

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

Using Rules

GroupWise Web enables you to manage your current rules and create Delete, Reply, Forward, and Move rules.


To manage or create a rule:

- 1 Click the Settings  icon and select **Rules**.
In the Rules menu, you can Create, Edit, Enable, Run, or Delete a rule.
- 2 Select the Rule you want to edit, or click  and select the rule you want to create.
- 3 Make the changes you want to the rule or specify the settings for the new rule and click okay.

Setting Your Out of Office Rule

An out of office rule is a type of auto-reply rule. When you create and activate an Out of Office rule, GroupWise blocks out your calendar with All Day Events for the dates that you specify and shows you with an “Out of Office ”status. You can also configure it for a partial day by disabling **Create all day event** and make the rule apply to both internal and external recipients.

To create an Out of Office rule:

- 1 Click the Settings  icon, and select **Out of Office Rule**.
- 2 Do one of the following:
 - ♦ If the rule is for one or more entire days, select **Set a date range** and use the calendar widgets to set the **Start** and End dates.
 - ♦ If the rule is for a time block within a day, select **Set a date range** and deselect **Create all day event**. The latter action will open up the time selection boxes.
Configure a time range from the selection boxes.
- 3 Enter a subject and any message text in the Subject and Message fields, respectively.
- 4 If required, configure the options in the **External Users** tab.
- 5 Click **Save**.

NOTE: The Out of Office rule is enabled by default when you create it. You can disable it at any time. Also, the **Include message received from sender** selection box is also enabled by default. This option helps you to identify the context of the email exchange in the replies.


For more information about the Out of Office Rule, see “[Creating an Out of Office Rule](#)” in the *GroupWise Client User Guide*.

Managing Categories

Categories provide you with a way to organize your items. You can assign a category to any item Calendar or Mailbox item. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

A list of categories is provided by default for you to use as appendages to items in GroupWise Web. While most default categories have a “priority” context, you can create custom categories to use in any context that is helpful to you.

To manage your category list:

- 1 Click the Settings  icon, and select **Manage Categories**.

Note that you can also access this option by clicking **Manage** from the Categorize drop-down menu on the toolbar.


- 2 Click **Add** to create a new category or the Delete  icon to remove a category from the list.

If you add a new category, click the colored circle icon to open the color selection box, and then click the check mark to save the new category.

NOTE: Editing the name and or color of an existing category is not currently supported. If you need to change a category, delete it, and create a new one in its place with your intended changes.

Managing User Proxy Access to Your Account

To manage user proxy access to your account:

- 1 Click the Settings icon  in the top right of the menu bar.
- 2 Select **Manage Proxy Access**.
- 3 Enter a user’s name and give them the rights you want them to have in your mailbox
or

Click on a user’s name to change their proxy rights. You can also delete the user so they do not have proxy rights to your mailbox.



Mailbox

This section has information for executing tasks general to the Mailbox, working with mail items, and managing Mailbox folders.

- ♦ [Chapter 8, “Working with Mailbox Items,” on page 31](#)
- ♦ [Chapter 9, “Configuring Signatures or Out of Office Rules,” on page 35](#)
- ♦ [Chapter 10, “Composing and Sending Items,” on page 37](#)
- ♦ [Chapter 11, “Replying to Items,” on page 41](#)
- ♦ [Chapter 12, “Accepting Appointments,” on page 43](#)
- ♦ [Chapter 13, “Managing Folders,” on page 45](#)
- ♦ [Chapter 14, “Managing Mailbox Storage,” on page 47](#)
- ♦ [Chapter 15, “Using a Proxy,” on page 51](#)


8 Working with Mailbox Items

These sections provide information specific to viewing and working with Mailbox items.


- ♦ [“Using the Preview Pane” on page 31](#)
- ♦ [“Viewing Message Details” on page 31](#)
- ♦ [“Marking Mailbox Items” on page 32](#)
- ♦ [“Using Categories” on page 32](#)
- ♦ [“Viewing Multiple Messages” on page 32](#)
- ♦ [“Printing Email Messages” on page 33](#)

Using the Preview Pane

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



- ♦ Delete, Reply, Reply All, Forward, Accept, Decline, Select Categories, Mark Read or Unread, Mark Private, and Move options on the item in the top menu bar.
- ♦ Click the **Properties** icon  on an item to view its properties.
- ♦ Write a one line reply to an item and send it.

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

- 1 Click the Settings button .
- 2 Select **Toggle Preview Pane**.

Viewing Message Details

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

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


Marking Mailbox Items

You can mark items Read, Unread, Private, Complete, or Incomplete by right-clicking on the item in the Item List, or from the Preview Pane.

To mark an item in the Item List:

- 1 Right-click the item.
- 2 Select the option in the context menu.


To mark an item in the Preview Pane:

- ❑ In the toolbar, click the 3-dot menu  and select the option.
- ❑ To mark a task Complete or Incomplete, click the **Completed** check box next to the date in the message at the top right.

To mark an open item, click the 3-dot menu  in the item toolbar, and select the option.

Using Categories

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

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

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

Viewing Multiple Messages


You can have multiple messages open at one time, as described below.

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

Clicking a message's associated tab will display the message.

Printing Email Messages

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

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

GroupWise Web supports printing items, attachments, embedded items, and call data.



9 Configuring Signatures or Out of Office Rules

You can create one or more default signatures to automate signatures in your messages. You can also configure a rule to send an Out of Office message when needed.

- ♦ “Managing Signatures” on page 35
- ♦ “Managing Your Out of Office Rule” on page 36

Managing Signatures

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

- ❑ Click the Settings icon at the top of the app window  and select **Signatures**.
- ❑ To enable your default signature for use, select the **Turn on my signature** option.
 - ♦ To have your default signature added to new messages, select **Automatically add**.
 - ♦ To choose whether to add your default signature to a new message, select **Click to add**.
- ❑ To create a new signature, click , specify a signature name, use the HTML editor to create the signature, and then click **Save**.
- ❑ To modify a signature, click it in the Signature List, make the desired changes, and then click **Save**.
- ❑ To set a signature as your default signature, open the signature for editing, enable the **Make Default Signature** option, and then click **Save**.


To change the default to another signature in the **Signatures** list, repeat the process on a different signature. This will remove the designation from the other signature.

NOTE: The default signature has an asterisk (*) appended to its name in the Signatures list.

- ❑ To add one of your signatures to an email, you must have enabled the **Turn on my signature** option and created one or more signatures.

If you have selected the **Automatically add** option, your default signature is immediately added when you start to create a new email.

If you have selected the **Click to add** option, you can add the signature anytime while creating a new email.
- ❑ Switching between the plain text and HTML compose views does not cause the signature to lose its HTML formatting. The signature simply switches back and forth between plain text and HTML formatting.

- ❑ To remove a signature from the Signatures list and delete it from GroupWise, click the **Delete** icon  for that signature.
- ❑ If your organization provides organizational “Global” signatures, you can add them when sending messages.

NOTE: If your administrator has Secure Messaging Gateway (SMG), your signature is scanned to make sure that your signature complies with your company’s policies.

Managing Your Out of Office Rule

To edit your Out of Office Rule:

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

10 Composing and Sending Items

With the Mailbox or Calendar masthead selected in GroupWise Web, you can create and send the following items:


- ♦ Emails
- ♦ Appointments
- ♦ Tasks
- ♦ Notes
- ♦ Phone messages

You can also resend and retract items that meet a specified criteria. See the sections below for more information.

- ♦ [“Creating and Sending Items” on page 37](#)
- ♦ [“Resending Items” on page 38](#)
- ♦ [“Retracting Original Items When Resending” on page 39](#)
- ♦ [“Sending and Receiving Attachments” on page 39](#)

Creating and Sending Items

To create and send an item:


- 1 Mouse-over the **Compose** button and select the type of item you would like to send: **Mail**, **Task**, **Phone**, **Appointment**, or **Note**.
or
Click **Compose** to send an email.
- 2 Use name completion to add recipients to the item, if applicable.
- 3 Fill out the fields for the item type you have selected.
- 4 If you want to send the item with a **High** or **Low** priority, click the Item Priority icon  to open the menu and change the priority.
For information, see [About Item Priorities](#).
- 5 When you are ready to send the item, click **Send**.


If Secure Messaging Gateway (SMG) is enabled by your administrator, your message is scanned to make sure that it complies with your company policies.

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

About Item Priorities

The default setting when composing and sending any of the item types in GroupWise Web is **Standard**. Items sent with the Standard priority have no graphical distinction from each other. However, when you change the priority to High or Low, the icon for email items change to indicate the applicable priority. Also, when viewing items with one of these priorities from an open item or in the Preview Pane, the applicable banner (see below) displays at the top of the message area.

 This item is high priority.

 This item is low priority.

Resending Items

Occasionally you may have a desire to resend or even retract mail items, which may include some of the reasons below:

- ♦ Information is missing or inaccurate in the subject line or body of the message
- ♦ You need to add or omit an addressee in the To, CC, or BC lines
- ♦ You need to add, change, or remove an attachment

In GroupWise Web, you can edit and resend original mail and telephone messages, and even retract those type of messages when they are unread.

If you would like to remove the original item as part of the Resend, see the [next section](#) about retracting the original item.

To resend an original mail or phone message:

- 1 Select the sent mail item in the Sent Item folder or, if you are also a recipient of the message, you can select it in the Mailbox folder.
- 2 Choose **Resend** from the ellipsis drop-down menu on the toolbar.

NOTE: The Resend option is also in the menu if you right-click an item.

- 3 Make any desired changes in the message body or in the Addressee or Subject lines.
- 4 Click **Send**.

Retracting Original Items When Resending

You can retract phone and mail items when resending them. The original items are only retracted from recipients' mailboxes who have not read the items. Unread mail messages are replaced by the new message, but Read mail messages are not retracted and those recipients mailboxes will include both the original and resent message.

To retract an original mail or phone message from recipients who have not read it:

- 1 Select the sent mail item in the Sent Item folder or, if you are also a recipient of the message, you can select it in the Mailbox folder.
- 2 Choose **Resend** from the ellipsis drop-down menu on the toolbar.
- 3 Make any desired changes in the message body, Addressee or Subject lines, and attachments.
- 4 Ensure the **Retract original item?** slider switch is enabled, and click **Send**.


Sending and Receiving Attachments

Both attaching files and viewing or downloading files in mail items are made simple in GroupWise Web.

- ♦ [“Attaching Files to Mailbox Items” on page 39](#)
- ♦ [“Viewing or Downloading Attachments” on page 40](#)

Attaching Files to Mailbox Items

When sending an item, do one of the following to attach a file in the compose view:

- ♦ Click the attachment icon  in the bottom toolbar to select a file to attach.
- or
- ♦ Drag and drop a file directly above the bottom toolbar, where it reads in subdued text, “Drop attachments here”.

TIP: In both instances you can multi-select files to attach, either from the attach window or when dragging and dropping files.

Attachment scanning. If enabled by your organization, files that you attach to a compose item will be scanned by Secure Messaging Gateway (SMG) for potential security issues. If one or more attachments fail a scan, you will be notified with a pop-up message.

Attachments that fail a scan cannot be sent. Unless you can determine and fix the cause of the issue, you will have to send the message without the attachment or save the message for a later time.

NOTE: Depending on system settings, you may be able to send attachments temporarily without a scan if the connection to SMG is interrupted.

Viewing or Downloading Attachments


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

Viewing attachments. To view the attachment:


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

NOTE: PowerPoint files will not render if the Document Viewer Agent (DVA) is on Linux. Contact your administrator if you have questions.

Downloading attachments. To download the attachment:

- ♦ Click the download button .
- ♦ If there are multiple attachments, you can view them individually, download them individually, or click **Download all (x items)**, to download them collectively as a zipped file.

NOTE: Files are downloaded according to the settings you have configured in your browser.

- ♦ If you receive a message with `Mime . 822` formatting, you can download the `Mime . 822` message by doing the following:
 1. Select the item in with the Preview Pane in view or open it.
 2. Go to **Properties**  > **Advanced Properties**.
 3. Click the **Mime.822** link in the Files section of Advanced Properties.

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Replying to Items

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

- ♦ **One-line Quick Replies:** To send a one-line quick reply to all:

1. In the **Preview Pane**, click **Reply to all**.
2. Write your reply using the available HTML formatting as needed.
3. Click **Send**.

The sent status of the message displays left of the **Send** button:

- ♦ **Sending** while the message is being processed
- ♦ **Sent** when the process completes

- ♦ **Full Replies:** To send a full reply to an item:

1. Click **Reply** or **Reply All** in the **Preview Pane**.

or

Double-click the item.

2. Write your response to the item.

The compose view of the original message determines which view you use for your response.

3. Click **Send**.

- ♦ **Reply to Embedded Items:** If you receive an email that has one or more embedded items (attached emails), you can reply directly to an embedded item by selecting it in the Attachments drop-down list before you reply to the email. Once the attached item is selected, the **From**, **To**, and **Subject** lines change to the attached email.

This feature works in the Preview Pane, for quick replies, and in an open message window that has one or more embedded items.

NOTE: The top item in the Attachments list is always the received item, not an embedded item. If you already selected an attachment, you can revert to the received item for an unsent reply by changing your selection to the first item in the list.

12 Accepting Appointments

To accept appointments:

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

or

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

13 Managing Folders

This section contains information about the actions you can take when the Mailbox masthead is in focus.

- ♦ [“Creating a Folder” on page 45](#)
- ♦ [“Renaming a Folder” on page 45](#)
- ♦ [“Moving a Folder” on page 45](#)
- ♦ [“Sharing a Folder” on page 46](#)
- ♦ [“Deleting a Folder” on page 46](#)

Creating a Folder

You can create folders in your Mailbox to organize your mail messages.

To create a folder:

- 1 Right-click the intended parent folder and select **New Folder**.
- 2 Type the name of the new folder and press **Enter**.

Renaming a Folder

To rename a folder:

- 1 Right-click the sub-folder in the folder list and select **Rename**.
- 2 Type a different name over the existing name and press Enter or click the check mark.

Moving a Folder

You can move sub-folders that are created in the Mailbox and Home folders.

To move a folder:

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

Sharing a Folder

You can share sub-folders that are created in the Mailbox and Home folders.

To share a folder:

- 1 Right-click the folder that you want to share and select **Sharing**.
- 2 Type in the names of the people you want to share the folder with and select them as they auto-fill.
- 3 Select which permissions you want to grant to each individual (Add, Edit, Delete), and then click **Save**.

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

Deleting a Folder

You can delete sub-folders that are created in the Mailbox and Home folders.

To delete a folder:

- 1 Right-click the folder that you want to delete and select **Delete**.
- 2 Click **Delete** in the confirmation prompt.

14 Managing Mailbox Storage

Many organizations typically have controls implemented to manage data storage on their system servers to enhance efficiency and to reduce costs. Mailbox data is one type of storage that customarily occupies a lot of disk space. For this reason, GroupWise has administrator controls available to manage mailbox size. How these controls are used by administrators will vary for each organization. This section contains information about what you as a user may and will see when you are logged into GroupWise Web as a result of these controls, as well as the actions you can take to do your part to help manage mailbox storage.

Some of the options that you see to check your mailbox size are conditional to the controls implemented by your administrator. Where this is the case, it is called-out in the sections below.


- ♦ [“Checking Mailbox Size” on page 47](#)
- ♦ [“Reducing Mailbox Size” on page 49](#)

Checking Mailbox Size

You can regularly check the size or amount of storage that your mailbox has, and self-govern that storage, or you may have some limitations imposed that prohibit you from taking certain actions until you reduce the size of your mailbox.

- ♦ [“Settings Option” on page 47](#)
- ♦ [“Mailbox Size Icon and Limit Notifications” on page 48](#)

Settings Option

The Settings  drop-down menu has an option labeled **Check Mailbox Size**. This option is always available and independent of administrator mailbox storage controls. If you open this option, you can view **Mailbox Storage Size**. If storage limits are set by the administrator, this dialog box states how much storage, by percent, you have currently used in your mailbox. If no controls are implemented, it will always show 0% regardless of how many items are in your mailbox.

NOTE: Proxy behavior for viewing mailbox size is currently different from the GroupWise Client. The proxy user must have Read and Write access on all item types in order to see the **Check Mailbox Size** option in the Settings menu.

If a limit is set for your mailbox (or even if it is not), there are actions you can take directly from **Mailbox Storage Size** to [reduce the size](#) of your mailbox. The information is presented by four item-type buttons: **Trash**, **Sent**, **Received**, and **Personal/Draft**.

No items are displayed the first time you open **Mailbox Storage Size** for each new login session, but once you open the feature and click an item button, the data is cached for that item type and for any other types that you select. Subsequent openings of the dialog box in the same login session will show the same cached list or lists. In order to refresh a list, delete at least one item in that list or refresh your browser.

MAILBOX STORAGE SIZE ×

You have exceeded the storage limit of your mailbox. Before you can send new items, you must delete some of your existing items.

Mailbox information
Current size: 571 MB
Max space limit: 551 MB

TRASH SENT RECEIVED PERSONAL/DRAFT

TYPE	SIZE ↓	DATE	SUBJECT	FROM
	24.98 MB	Dec 13	att test	sam 3
	16.48 MB	Sep 11	Fwd: Att test	Sam 1
	14.03 MB	Jan 25	Android fire fox	Alec Burgess

The list is sorted by the largest items in your mailbox, descending by size. If you want to change the sort to ascending, simply click the **Size** header in the data table.

For information about reducing your mailbox storage size directly from the Mailbox Storage Size dialog box or in general, see [Reducing Mailbox Size](#).

Mailbox Size Icon and Limit Notifications

If mailbox storage limits are implemented by the GroupWise Administrator, you will see a gauge-type icon between the Settings and Logout icons on the top-right corner of the web-app that represents the current storage level of your mailbox. If you mouse over the icon, the current percent of storage in relation to the limit set, is shown.



Three different colors are possible in this gauge: gray, yellow, and red. These colors represent the following:

- **Gray** - Mailbox size is within acceptable limits with room for more storage.
- **Yellow** - Mailbox size has exceeded a caution threshold set by the administrator.

This setting is designed to give you time for mailbox cleanup before limitations are imposed.

- ♦ **Red** - Mailbox size has exceeded the storage limit and you will not be able to send mail until you take actions to reduce the mailbox size.

In addition to the visual indicators, you can open **Mailbox Storage Size** directly from the gauge icon if you click it. If incoming mail causes a “red” storage status while you are logged out, this dialog box will open automatically when you log in. The information at the top of the dialog box will inform you that you have exceeded the limit, and you will not be able to send mail until you purge enough items in your mailbox to be under the limit.

If you try to send an email item that causes you to exceed the storage limit, you will be notified with a prompt. For information about reducing the size of your mailbox, see [Reducing Mailbox Size](#).

Reducing Mailbox Size

To reduce Mailbox size, you have to empty or purge items in your mailbox. Simply deleting items does not remove them from the storage database. These items are moved to Trash, where you can recover them if needed. Once an item is “emptied” or “purged”, it is unrecoverable by you as a user.

Options available to you to reduce Mailbox size are explained below:

- ♦ **Empty Trash:** This is an option directly from the navigation pane. Simply right-click the Trash icon and click **Empty Trash**.
- ♦ **Delete and Empty:** This is a right-click or toolbar option when selecting one or more items in the item list. Instead of sending these items to Trash, they are deleted and purged at the same time.

For more information about deleting, emptying, and purging Mailbox items, see [Deleting Items and Emptying Trash](#).

- ♦ **Delete from Mailbox Storage Size:** The **Delete** option is available when items are selected in **Mailbox Storage Size**. When Delete is executed here, it is a “delete and empty” action, meaning those items are no longer recoverable.

To delete items in Mailbox Storage Size:

1. Click an item-type button: **Trash**, **Sent**, **Received**, or **Personal/Draft**.
2. (Optional) Click the **Size** header if you want to reverse the sorting of items.
3. Select one or more items in the data table and click **Delete** at the bottom of the dialog box.


NOTE: Mailbox Storage Size sorts differently than a folder list, so you may not be able to see all items that you want to delete. In this scenario, you may need to look for, and/or filter, items in the folder list and purge some items from there.

15 Using a Proxy

The Proxy enables you to view and manage other mailboxes whose users have given you access. GroupWise Web enables you to manage proxy access to your mailbox, add new users to your proxy list, and view proxy mailboxes in another window. For information, see “[Understanding Proxy Access](#)” in the *GroupWise Client User Guide*.

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

To proxy to another mailbox:

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



Calendar

This section has information for executing Calendar centric tasks and for managing your GroupWise Web calendars.

- ♦ [Chapter 16, “Sending Calendar Items,” on page 55](#)
- ♦ [Chapter 17, “Editing Calendar Items,” on page 59](#)
- ♦ [Chapter 18, “Managing Calendars,” on page 61](#)

16 Sending Calendar Items



In GroupWise Web, appointments, tasks, and notes are all displayed in the Calendar. Appointments are generally used for meetings or personal appointments. Notes can be used to notify others when you will be out of office or otherwise unavailable. Creating tasks in the Calendar enable you and others, if so tasked, to stay on track by displaying the tasks on one or multiple users' calendars and by updating a Completion percentage or checking a box.


- ♦ [“Scheduling an Appointment” on page 55](#)
- ♦ [“Inviting Others to Appointments” on page 56](#)
- ♦ [“Calendaring Tasks” on page 56](#)
- ♦ [“Sending Notes” on page 56](#)

Scheduling an Appointment

You schedule appointments using the **Compose** button. If you have the Calendar in view, clicking the Compose button defaults to opening a New Appointment window. If you have the Mailbox page in view, you need to mouse-over the Compose button to display the drop-down options and then select **Appointment**.

To schedule an appointment:

- 1 Mouse-over the **Compose** button and select **Appointment**. Your address name will automatically populate in the To field.
- 2 If the appointment is for multiple people such as a meeting, add other GroupWise users in the applicable fields (To, Cc, Bc). As you begin to type a name, the GroupWise Address book will filter addresses based on the entered string (partial or full).
- 3 Specify the details of the appointment and add click  next to the start date to check if users are busy. Busy Search will change the icon to  if one or more users are not available.

If any recipients are not available, click  to open the Busy Search results where you can see who is busy and also view and select a time that does not conflict.

- 4 When you have filled out the appointment, click **Send**.

NOTE: For information about setting a priority for the appointment, see [Creating and Sending Items](#) and [About Item Priorities](#).

Inviting Others to Appointments

If an appointment is already on your Calendar, whether scheduled by you or another user, and you need to invite additional people, you can use the **Invite** option.

To invite other users to appointments:


- 1 In the Calendar view, right-click the appointment and select **Invite**.
- 2 Begin typing a name, select it in the list, type another name, and so on until all invitees are listed.
- 3 (Optional) If needed, you can add an attachment or information in the message body.
- 4 Click **Send**.

Calendar Tasks

You can schedule a task for yourself, someone else, or for multiple people. The task will display on all recipients' calendars after receipt as a visual reminder of the due date. The **Due On** option defaults to the current day setting, but you can also specify a Due Time, a Priority, and if needed make it a recurring Daily or Weekly task. When progress is made on the task, you can update the Completion status using a digital entry for percent complete, by selecting the check box in the Calendar view, or by using the **Mark Complete** option when right-clicking the item. This Complete status is not synced to others' calendars when updated on a different user's calendar.

To create and send a new task:

- 1 Mouse-over the **Compose** button and select **Task**.
- 2 Enter one or more task recipients in the applicable fields (To, Cc, Bc).

NOTE: You can click the person icon  to hide the recipient fields if you want the task to only go on your calendar when you post it.

- 3 Specify the other details of the task as desired. A task Subject is the minimum required.
- 4 Click **Send** if you have one or more recipients, or otherwise click **Post**.


Tasks are only shown at the top of the Calendar grid when the Day or Week views are in focus, so as not to block out appointment times.

Sending Notes

Notes can have multiple uses, but are generally used to display on recipients calendars as reminders of events or out-of-office days of the sender. Notes do not impact Busy time on the recipients' (or senders') calendars, like an appointment would.

To create and send a new note:

- 1 Mouse-over the **Compose** button and select **Note**.
- 2 Enter one or more note recipients in the applicable fields (To, Cc, Bc).

NOTE: You can click the person icon  to hide the recipient fields if you want the note to only go on your calendar when you post it.

- 3 Specify the other details of the note as desired. A note Subject is the minimum required.
- 4 Click **Send** if you have one or more recipients, or otherwise click **Post**.

Notes are only shown at the top of the Calendar grid when the Day or Week views are in focus, so as not to block out appointment times. They also show as a bulleted item.



17 Editing Calendar Items

You can initiate an editing sequence of a calendar item from a folder list in the Mailbox view or from an entry in the Calendar view. When the item opens, you will be able to change any of the fields or options that were modifiable as a new item.


- ❑ **Editing items from the Mailbox list:** To edit a calendar item from a Mailbox list, such as Sent Items or the Tasklist, do one of the following:
 - ◆ Right-click the item in the list and select **Edit** from the context menu.
 - ◆ Select the item in the list and choose **Edit** from the ellipsis menu on the toolbar.
- ❑ **Editing items from the Calendar view:** To edit a calendar item from the Calendar, do one of the following:
 - ◆ Right-click the item in the Calendar, and select **Edit** from the context menu.
 - ◆ Click the item in the Calendar to open the item pop-up window, and select **Edit** from the 3-dot menu on the item toolbar.

If the item was sent to or accepted by other people, they will be notified of any changes to the item by the item being marked unread. If the date and time or the place of the appointment are changed they will have the opportunity to accept the changes.
- ❑ **Modifying the Show/Busy status:** You can choose from four options when modifying an appointment's status: Free, Tentative, Busy, or Out Of Office. When composing a new appointment, the default is set to **Busy**.



To modify the status of an appointment in your Calendar, do one of the following:

- ◆ Right-click the item in the Calendar, click **Show As**, and select the desired option from the context menu.
- ◆ Double-click the item to open it, click the Status menu arrow  , and select the desired option.


To modify the status of an appointment in your Mailbox, do one of the following:

- ◆ Open a received appointment in your Mailbox, click the **Accept** menu , choose the desired status from the **Show as** options, and click **Accept**.

NOTE: This option is only available for appointments you have not yet accepted. It is also the only status option that enables you to add a comment for the Sender.

- ◆ Right-click the appointment in the Mailbox list, click **Show As**, and select the desired option from the context menu.
- ◆ With the Mailbox item opened or in the Preview Pane, click the Status menu arrow  , and select the desired option.

18 Managing Calendars

Many of the features that you see in the GroupWise Web calendar correspond to how the calendar is configured in the Windows GroupWise Client, whether by the administrator or the user. For example, beginning in GroupWise 18.4.1, if you change the Calendar Display Options in the Client (Tools > Options > Calendar) to show a customized week in the Month calendar, these changes will reflect both in the Web calendar itself and also in the date selector if you click the calendar icon  when composing an appointment, task, note, or Out-of-Office notice.

You can create, rename, and delete sub-calendars to the GroupWise Calendar.

- ♦ [“Viewing Your Calendars” on page 61](#)
- ♦ [“Creating a New Calendar” on page 61](#)
- ♦ [“Renaming a Calendar” on page 61](#)
- ♦ [“Sharing a Calendar” on page 62](#)
- ♦ [“Deleting a Calendar” on page 62](#)

Viewing Your Calendars

To view your calendars:

- 1 Click the **Calendar** tab in the menu bar.
- 2 (Optional) In the calendar list, select the sub-calendars you want visible when you view your main calendar.

Creating a New Calendar

To create a new calendar:

- 1 Right-click **Calendar** in the calendar list and select **New Calendar**.
- 2 Type a name for the calendar and press Enter or click the check mark.

Renaming a Calendar

To rename a calendar:

- 1 Right-click the sub-calendar in the calendar list and select **Rename**.
- 2 Type a different name over the existing name and press Enter or click the check mark.

Sharing a Calendar

You can share sub-calendars that are created under the GroupWise Calendar.

To share a calendar:

- 1 Right-click the calendar that you want to share and select **Sharing**.
- 2 Type in the names of the people you want to share the calendar with and select them as they auto-fill.
- 3 Select which permissions you want to grant to each individual (Add, Edit, Delete), and then click **Save**.

NOTE: The option to share sub-folders is enabled by default, but you can deselect this option before saving if desired.

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

Deleting a Calendar

To delete a calendar:

- 1 Right-click the sub-calendar in the calendar list and select **Delete**.
- 2 Click **Delete** in the confirmation prompt.

IV Contacts

This section has information for managing contacts, groups, and Contacts folders.

- ♦ [Chapter 19, “Viewing and Managing Contacts,” on page 65](#)
- ♦ [Chapter 20, “Managing Personal Address Books,” on page 67](#)
- ♦ [Chapter 21, “Understanding Name Completion,” on page 69](#)





19 Viewing and Managing Contacts

You can do the following in GroupWise Web:

- ♦ View the System Address Book and the contacts it contains.
and
- ♦ View, create, edit, copy, move, and delete the Frequent Contacts and Personal Address Book items.
- ❑ Click the **Contacts** tab in the menu bar.
- ❑ In the Address Book list select **GroupWise Address Book**, **Frequent Contacts**, or your own address book.

Clicking an Address Book name refreshes the list of contacts.

Contacts are listed on the right, and you can distinguish contact types by their associated icons, as shown below:

Icon	Contact Type
	Contact (person)
	Group
	Resource
	Organization

- ❑ Filter to find the contact you are looking for by using the **Filter** box at the top of the contact list. **Loading** displays while the filter request is processed. **No Items to display** means that filtering yielded nothing to report.
- ❑ Click a contact or group to display its basic information.
- ❑ Double-click a contact or group in Frequent Contacts or your personal folder.




In this mode you can add and edit contact information which varies according to contact type. For example, for a person contact, you can left-click the picture box under the Contact tab and add, change, or remove an avatar image (not applicable to contacts that are shared to you).

NOTE: Contacts in the GroupWise Address Book and all proxy-sessions are read-only, but you can modify contact information within Frequent Contacts, your personal address books, and address books that are shared with you that have editing enabled by the owner.

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

- ❑ Mouse-over the **Create** button in Contacts and click **Contact** or **Group**, to create a new contact or new group, respectively. Fill-in the required information and click **Save** to create the new contact or group.

If you click **Create** without using the mouse-over option, the default creation window will be for a new contact.

- ❑ Do any of the following to any Personal Address Book contact (person contact, group, resource, or organization), by using the icons in the toolbar:
 - ◆ Remove a contact from Frequent Contacts or your personal address book by selecting the item and clicking the **Delete** icon .
 - ◆ Copy a contact from Frequent Contacts to your personal address book, or vice versa, by selecting the item and clicking the **Copy** icon .
 - ◆ Move a contact from Frequent Contacts to your personal address book, or vice versa, by selecting the item and clicking the **Move** icon .

For information about how selecting multiple items works with the actions above, see [Multi-Selecting List Items](#).

20 Managing Personal Address Books

From your Frequent Contacts address book, you can create additional personal address books. You populate contacts in these from the GroupWise or Frequent Contacts address books or from other personal address books as follows:

- ♦ *GroupWise Address Book:* Copy contacts to Frequent Contacts or other personal address books.
- ♦ *Frequent Contacts:* Copy or move contacts to other personal address books.
- ♦ *Other personal address books:* Copy or move contacts to Frequent Contacts or other personal address books.

You can also rename or delete any personal address book except Frequent Contacts.

- ♦ [“Creating Personal Address Books” on page 67](#)
- ♦ [“Renaming Personal Address Books” on page 67](#)
- ♦ [“Deleting Personal Address Books” on page 68](#)

Creating Personal Address Books

You can only create a new address book (Contacts folder) from Frequent Contacts. You cannot create a new address book from another Contacts folder. After creating a new address book you can add contacts to it by copying them from the GroupWise Address Book, from Frequent Contacts, or from another personal address book. You can also move contacts from Frequent Contacts or other personal address books that you create from Frequent Contacts.

Once created and populated with contacts, these personal address books give you the capability to quickly find contacts based on how you organize and label them. For example, if you work with different teams you could create an address book for each team.

To create a personal address book:

- 1 With Mailbox or Contacts in focus, right-click **Frequent Contacts** and select **New Contacts Folder**.
- 2 Type a name for the new Contacts folder and press Enter or click the check mark.

You can now start populating the address book by moving or copying contacts into it.

Renaming Personal Address Books

You can only rename personal address books created from Frequent Contacts. You cannot rename the Frequent Contacts address book.

To rename a personal address book:

- 1 Right-click the personal address book under Frequent Contacts and select **Rename**.
- 2 Type a different name over the existing name and press Enter or click the check mark.

Deleting Personal Address Books

You can only delete personal address books created from Frequent Contacts. You cannot delete the Frequent Contacts address book. Also, when you delete a personal address book, the contacts in that folder are removed with it. Deleting a personal address book folder does not remove any of the contacts in the folder from the GroupWise Address Book.

To delete a personal address book:

- 1 Navigate to Frequent Contacts.
- 2 Right-click the personal address book folder in the Frequent Contacts list, and select **Delete**.
- 3 Click **Delete** at the Delete Folder prompt, which confirms your consent that the contacts will also be removed with the Contacts folder.

21 Understanding Name Completion

Name completion is designed to help you improve efficiency for many of the actions you take in GroupWise Web to quickly find contacts or to filter listed items. For example, when you begin typing a name (first, last, or display name) or an email address in the To, Cc, or Bc field of an item that you are composing, Name Completion tries to complete the name or email address for you by displaying a list of recipients whose names or email addresses contain the letters you typed. The more letters you type, the smaller the list becomes, making it easy for you to spot and select the desired contact in the list.

Client Settings That Affect Name Completion

It is important that you understand how Client settings that sync with GroupWise Web can help you be more efficient. Name Completion is one of those features where you can tailor the Client settings to help you in both applications.

Name Completion is always enabled in the System Address Book and cannot be changed. It is also enabled by default in the GroupWise Client for Frequent Contacts, but the default setting for new personal address books that you create in the Client or in GroupWise Web is disabled. You can change the settings for both of these personal address books via Properties when you are logged into the Client. Once changed, those settings sync with GroupWise Web.

These property settings, in combination with Frequent Contacts auto-save options, enable you to limit the scope of Name Completion returns for names that are not in the System Address Book. For information about modifying address book properties that affect Name Completion and auto-save options in Frequent Contacts, see [“Setting Address Book Properties”](#) in the *GroupWise Client User Guide*.

Where You Can Use Name Completion

These are all the places in GroupWise Web where Name Completion helps you:

- ♦ Recipient fields in a Compose window (Mail, Appointment, Task, and so forth)
- ♦ **Share With** field when sharing a folder
- ♦ **Add User** field for the following actions:
 - ♦ Create Group
 - ♦ Proxy Login
 - ♦ Manage Proxy Access

NOTE: Beginning in GroupWise 18.5, Contact entries that are filled out for Job Title and Department fields are displayed for those contacts in the Name Completion list. This can help minimize the risk of sending messages to the wrong person for same-named contacts.

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A Accessibility for People with Disabilities

The GroupWise Desktop Client is the solution for those needing accessibility features in GroupWise. For more information about accessibility features in the GroupWise Client, see “[Accessibility for People with Disabilities](#)” in the *GroupWise Client User Guide*.

The GroupWise Desktop Client requires full licensing. If you are a Limited License customer who needs the desktop solution, a discount per seat is available for accessibility users who have limited licenses until GroupWise Web reaches full support. Contact your sales representative for information and pricing.

