Messaging Architects™

Your One Stop Email Shop

Messaging - (n.) A verbal, written, or recorded communication sent by one person to another. (v.) Send a message to, especially by email.

Architects - (n.) People responsible for the invention or realization of something. (v.) Design and make a program or system.

One Stop Email Shop - Applications that enable organizations of all sizes to truly leverage the power of their messaging infrastructure.

www.gwtools.com

# Novell GroupWise 6.5 Quick Reference Card

GroupWise Main Window:

GroupWise 6.5 Main Window is your primary work area and consists of five different sections: Toolbar, Folder and Item List Headers, Folder List Box, Item List Box, and the QuickViewer.

Toolbar - Provides quick access to frequently used tools. To include the tools you need most, right-click the Toolbar and choose **Customize Toolbar**...

Folder List Box Header - Choose your desired access mode, open your Archive or Backup mailboxes, or gain Proxy access to other users mailboxes.

Item List Box Header - Specifies the folder to which the items displayed belong. Specifically categorized items can be selected using the **Show** drop down selector.
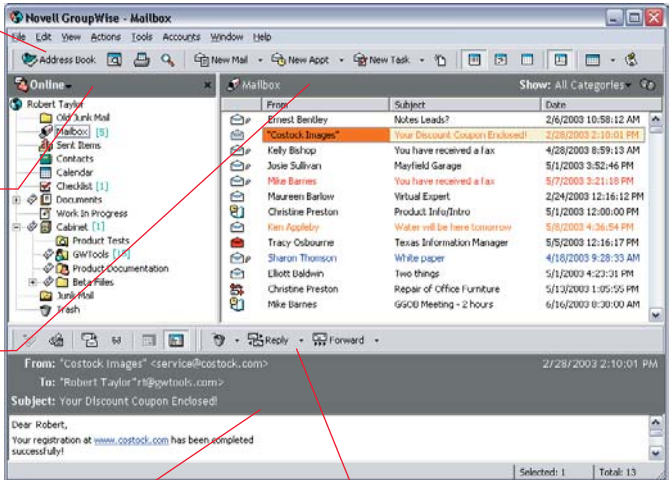
QuickViewer - Displays the contents of a selected item.

Context Sensitive Toolbar - Direct access to actions commonly associated with the selected message.

Folder List Box:

**Mailbox -** All incoming items are placed in your Mailbox as they are received.

Sent Items - Copies of all sent items are kept in this folder.

Contacts - Gives you direct access to one of your Address Books.

Calendar - Opens your calendar to display all calendar items for the specified day, week, or month.

Checklist - Items moved into this folder can be prioritized and checked off once completed.

Documents - Contains both personal and shared documents that have been stored within GroupWise.
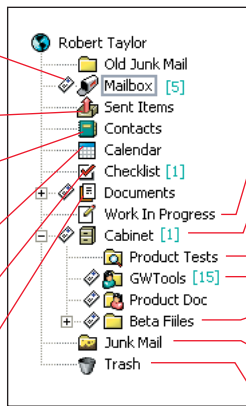
Work In Progress - Place items in this folder that you have begun work on, but want to finish later.

Cabinet - Default location for creating personal or shared folders.

Find Results Folder - Created using pre-defined or custom search criteria.

Shared Folder - Place items that need to be shared with other GroupWise users.
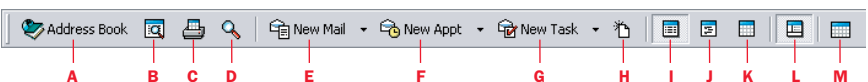
Personal Folder - Folders created to store and organize personal content and messages.

Junk Mail - Items that are marked as Junk Mail are automatically placed here upon receipt.

Trash - By default, deleted items are stored in your Trash for 7 days.

Primary Toolbar:

Quick and easy access to the most frequently used tools.

A - Open the **Address Book**
B - Display the **Properties** of the selected item or folder
C - Print your GroupWise **Calendar**
D - Find any item in GroupWise (Ctrl + F)
E - Create and send a **New Mail** message (Ctrl + M)
F - Schedule a new group **Appointment** (Ctrl + Shift + A)
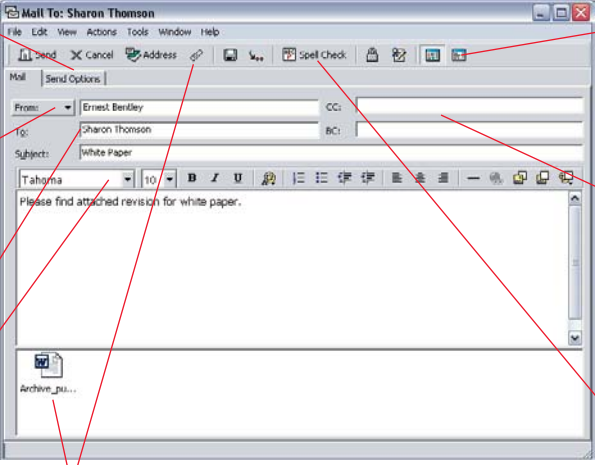**G** - Assign a **Task** to another GroupWise user (Ctrl + Shift + T)

H - Create a new GroupWise **Document** (Ctrl + D).
I - View Main Window as Details
J - View **Discussion Thread**
K - View Main Window as **Calendar**
L - Toggle the **QuickViewer** on/off (Ctrl +Q).
M - Open a GroupWise **Calendar** view.

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Sending email:

Creating a new email message:

1) Click the ⊕New Mail icon on the Toolbar or choose **File > New > Mail** (Ctrl + M).
Note: You can choose the view by clicking the down-arrow on the right side of the **New Mail** button.

Advanced control of the **Send Options** for this message.

Send the message from your account or from a user's account to which you have **Proxy** access.

Recipient names are entered in the **To** field.

Message text Toolbar allows you to improve the appearance of your message (HTML only).

Compose messages using HTML or Plain Text. HTML allows graphics and more design capabilities.

Send a carbon copy (**CC**), or a blind copy (**BC**), of the message to another user. Other recipients cannot see that a **BC** was sent.

Spell check your message.

To attach files, click the **Attach** icon (✏) on the Toolbar and select the file to be attached; click **OK.** Repeat until all files have been attached. Attached files or messages appear in the Attachment Window.

2) Enter the recipients name in the **To** field. You can also open the **Address Selector** by clicking the 📖Address Book button on the toolbar.
3) Move to the **Subject** field by pressing the **Tab** key on your keyboard and type a descriptive subject for the new message.
4) Move to the **Message** area and type the details of your message.
5) Click the 🔺Send button on the Toolbar.

Advanced Send Options:

1) While creating a new message, click on the **Send Options** tab.
2) Select desired **Send Option**(s).
3) Finish composing your message and click 🔺Send .

Category - Categorize your items as you send them out.

Priority - In the recipients' mailboxes, High priority items appear **red**, Standard priority items appear **black**, and Low priority items appear **gray**.
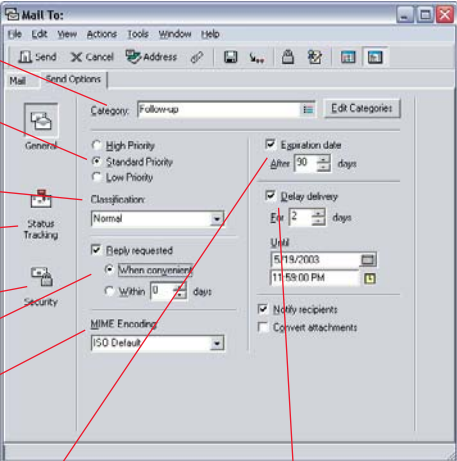
Classification - Inform recipients of the nature of the message.

Status Tracking - Define how much information is reported on this item in the **Sent Items** folder.

Security - Enable Encryption and/or Digital Signatures for this message.

Reply Requested - When enabled, requests a reply before the recipient can delete the item.

MIME Encoding - Only modify if recipients outside of your GroupWise system have problems seeing/accessing attachments you have sent.

Expiration Date - Removes message from the recipients' mailboxes after a defined period of time.
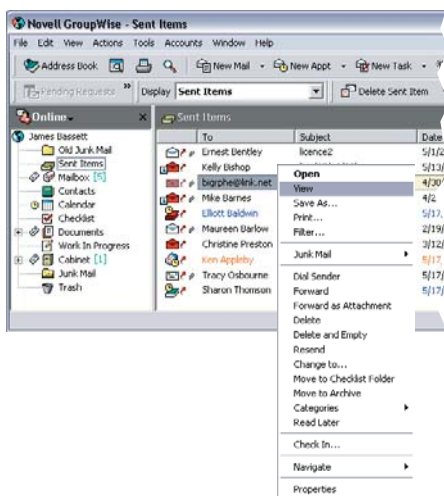
Delay Delivery - Delays message delivery for a specified number of days or **Until** a defined date and time.

Managing Messages:

Sent Items Folder:

Keeps a copy of every item you send out. You can perform various actions on your sent items.

1) Click on the **Sent Items** folder in the **Folder List Box** and perform the desired action.

Open: Displays the sent item properties or content.

View: Opens the GroupWise viewer to display the sent item.

Save As: Saves the message and/or attachments outside of GroupWise.

Print: Prints the message and/or attachments.

Filter: Enables the **Filter** to see only items similar to the one highlighted (e.g., same name, subject and/or date).

Junk Mail: Enables **Junk Mail Handling**.

Forward/Forward as Attachment: Forwards the highlighted item to another recipient.

Delete/Delete and Empty: Moves the highlighted item to the **Trash** or deletes it from the system altogether.

Resend: Resends the item with the necessary changes, including forgotten attachments, corrected spelling, etc.

Change to: Changes the type and resends the item.

Move to Checklist Folder: Moves the item to the **Checklist** folder.

Move to Archive: Archives the item.

Categorize: Classifies the item in a pre-defined or a custom created Category.

Read Later: Marks the item as unread.

Personalizing GroupWise Items:

With GroupWise 6.5 you can personalize the subject of received items so that it is displayed in all folders.

1) Open the item you wish to personalize by double-clicking it.
2) Select the **Personalize** tab.
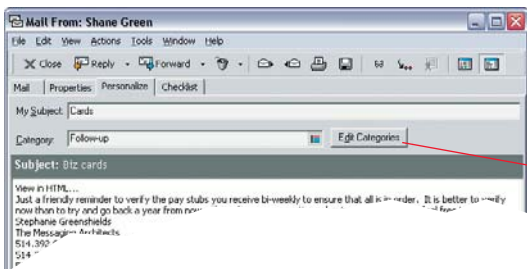
You can categorize items from within this window. (*See Categorizing GroupWise Items below*).

3) Type a new subject in the **My Subject** field.
4) Click ✕ Close to save the personalized changes on the item.

Categorizing GroupWise Items:

Categorize your items to improve how your information is organized.
You can assign a category to any item type, including documents and contacts.
In addition to the pre-defined categories, you can create other categories to fit your own specific needs.

To Categorize an item in any folder:
1) Right-click the item and choose **Categories**.
2) From the cascading menu, select the desired category.

To create your own categories:
1) Right-click the item and choose **Categories**.
2) From the cascading menu, select **More**.
3) Enter the new category name.
4) Click the **Add** button.
5) Select **Edit Color** to choose a color for your new category.
6) Click **OK** to save, and begin using the new category.

Finding Items in your GroupWise Mailbox:
The **Find** feature lets you quickly locate items in your Mailbox, a folder, or a library using the search criteria you have specified.

Using the Find option:
1) Click the 🔍 button on the Toolbar.
2) Specify the criteria you want to use for your search. For specific text, select the **Full Text** field; select Subject field for **Subject** searches. For specific names, use the **From** or **To** fields. Search for items based on Item type or source. Optionally, specify a **Date range** to search. Specify search areas: your mailbox, a Proxy's mailbox, and/or a GroupWise Library.
3) Click **OK**. GroupWise places results of the search in the **GroupWise Find Results** folder and opens it.
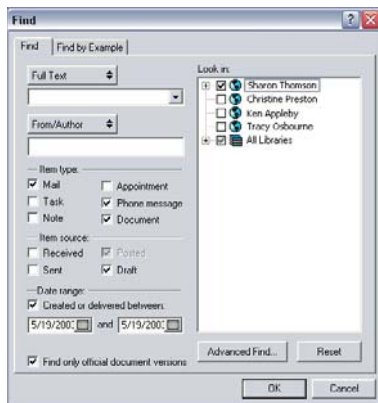
Address Book:

The GroupWise 6.5 Address Book can be used to manage your business and personal contacts. In addition to the automatically created address books (Novell GroupWise Address Book, Frequent Contacts, and your own named book), you can create as many personal address books as you need.

1) To open the GroupWise Address Book, click the 🌐 Address Book icon on the Toolbar.
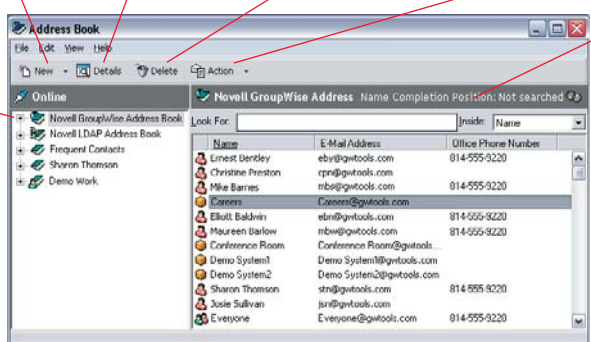
Creates **New** contacts in the active Address Book.

Shows **Details** about the selected contact.

Deletes the contact from your Personal Address Book(s).

Performs **Actions** (Email, Appointment, Task, Note) on a selected contact.

Name Completion indicator: Shows the status of the name completion settings for this address book.

GroupWise Address Books: (System, Frequent Contacts, Personal, and Shared).

You can use the Address Book applet as your Personal Information Manager by keeping it active on your desktop.

Creating a Personal Address Book:
1) Open the **Address Book**.
2) Select **File > New Book**.
3) Define a name for the new address book.
4) Click **OK**.

Sharing a Personal Address Book:
1) Open the **Address Book**.
2) Follow the steps for Creating a Personal Address Book.
3) Right-click the new/existing address book.
4) Select the **Sharing** tab, and choose **Shared with**.
5) To change the access rights, highlight the user and select desired rights.
6) Click **OK** to accept the sharing of this address book.
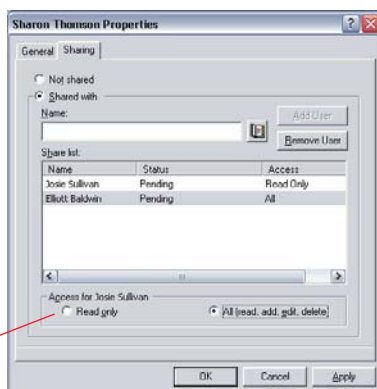
Select the desired rights you wish to grant the user.

Updating Personal Contact Information:

1) Open the **Address Book**.
2) Select a personal address book.
3) Double-click the **Contact** you wish to modify.
4) Select the specific tab you wish to update.
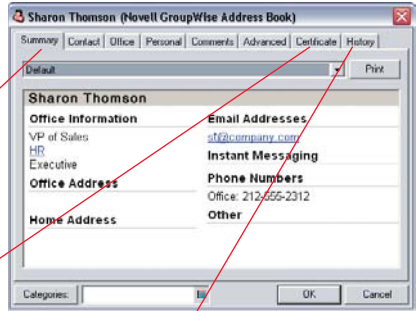5) Click **OK** to accept the updated information

Select the tab you wish to update.

The **Certificate** tab displays all associated security certificates for this contact.

The **History** tab displays your interactions with the selected contact (only available from the **Contacts** tab in the Main Window).

Calendaring & Task Management:

Calendar:

1) To display your GroupWise Calendar, click the 🗓 Calendar icon in the **Folder List Box**.

Print Calendar (🖨) to get a hard-copy of your calendar.

Right-click any item to perform actions on it.

Select the **Calendar** view you want: Day, Week, Month, Year, or Multi-User.

Use the **Navigation Toolbar** to find and display specific dates.

Click on any date to display the calendar for that day.
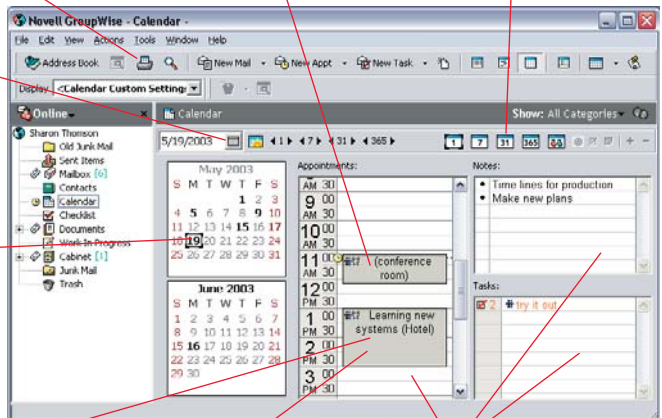
To reschedule an appointment, just drag it to the updated date or time.

Double-click any existing item to open it and view details.

Double-click any item area to create a new Appointment, Task, or Note.

Schedule Group Appointments:

1) Click on the 🔲 New Appt button on the Toolbar.
2) Enter the recipient name(s) in the **To** field.
3) Type the meeting location in the **Place** field.
4) Enter the **Start date** and time.
5) Enter the **Duration** for the meeting.
6) Type a **Subject** and message for the appointment, then click 🔲 Send .

Recurring Appointments, Tasks & Notes:

Use Auto-Date to schedule recurring appointments, tasks, and reminder notes. Auto-Dates can occur on the same day every week (e.g., every Monday), the same day(s) of the month (e.g., the 14th and last day), or any other defined series of dates. You can also use Auto-Date to schedule irregular or infrequent events, such as holidays.

1) Select **New Mail,
   New Appointment,** or **New Task**
   button on the Toolbar.
2) Select the start date icon 📅
   in the **Start Date** field.
3) Click on **Select Recurring** at
   the bottom of the window.

   Formula - Define a formula that
   produces the desired dates.

   Dates - Select the desired
   dates of the recurring item
   in the display calendar.

Performing a Busy Search:

When scheduling group appointments, GroupWise gives you the ability to search other users' calendars to find time blocks available for all desired attendees.
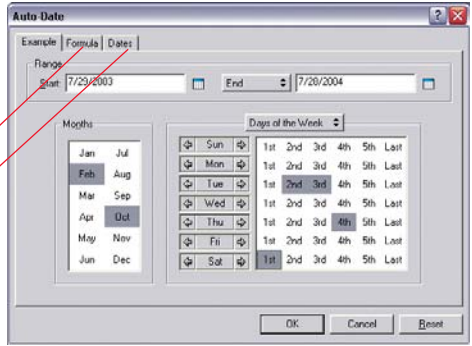
1) Schedule a group appointment by clicking the 🗓 New Appt button on the Toolbar.
2) Enter the recipients name(s) in the **To** field.
3) Type the location where the meeting will be held in the **Place** field.
4) Enter the target Start date and time

Time slots that users
have already booked in
their calendars.

Appointment time selector:
drag to select desired time
for your appointment.

5) Click the 🗓 Busy Search button on the
   Toolbar. When the **Choose
   Appointment Time** dialog box
   displays, you can:
   Manually find a time when everyone
   is available by dragging the time
   selector to the desired time.
or
   Click the **Auto Select** button
   to select the time automatically.
6) Click **OK** to have the selected
   time updated in the
   Appointment To dialog box.
7) Complete your appointment
   and click 🖂 Send .

If you have **Proxy** access
rights to the user's calendar,
user's appointment details
are displayed here.

Auto Select chooses the
earliest time slot that all
users are available.

Shared Folders:

Items placed in a GroupWise Shared Folder are instantly available to everyone with access to that folder: users can share messages, appointments, notes, tasks, files/documents, and participate in Discussions.

Creating a Shared Folder:

1) Right-click on 🗄 Cabinet and select **New Folder**.
2) Select Shared Folder and click **Next**.
3) Give your new folder a **Name** and, if desired, a **Description**, then click **Next**.
4) In the **Name** field, enter the name(s) of the person you wish to share the folder with and click **Add User**. Repeat until all users have been added to the **Share list**.
5) By default, all users are granted **Read** and **Add** rights. To grant or take away rights for a particular user, highlight the user and select/deselect the specific rights for that user.

Enter the name of each user who will have access to the shared folder.

To grant additional rights or take away rights for a user, highlight the user and select/deselect the specific rights for that user.

Add rights allows the user to place new items into the shared folder.

To Remove a user from the Share list, highlight that user and click **Remove User**.

Edit rights allows the user to modify an item placed in the shared folder.

Delete rights allows the user to delete an item from the shared folder.

Create Shared Folder

Enter the names of people to share this folder

Name:
Ken Appleby   Add User
                     Remove User

Share list:

Name	Status	Access
Christine Preston	Pending	Read, Add
Ken Appleby	Pending	Read, Add
Tracy Osbourne	Pending	Read, Add

Additional access for Ken Appleby
☑ Add   ☑ Edit   ☑ Delete

< Back   Next >   Cancel

6) Define the default view settings for the shared folder. After the folder is created in their mailboxes, individual users can modify their own view rights.

Setting name is automatically selected.

Type a **Description** for the display setting (optional).

Select Item types to be displayed.

Turn QuickViewer on or off.

Define the criteria for sorting the item list.

Choose the columns and the order in which they will be displayed.

Select desired **View by** settings:

Calendar - Folder contents display in calendar format.

Checklist - Items display in a checklist format with checklist features enabled.

Discussion Thread - Items are sorted by topic and date.

Details - Standard item list display.

Create Shared Folder

Define the settings for the folder. These can be viewed and modified in the folder's properties dialog.

Setting name:
Discussion Threads   Save As...   Delete

Description:
Display items in the selected folder in a discussion format.

View by:
Discussion Thread

Sort by:
Date

Sort order:
Ascending

Item source
☑ Received   ☑ Posted
☑ Sent   ☑ Draft

Item type
☑ Mail   ☑ Reminder notes
☑ Appointments ☑ Phone messages
☑ Tasks   ☑ Documents

Columns:
Name, Subject, Date, Posted By

☐ Hide non checklist items
☑ Show QuickViewer

Edit Columns...

< Back   Finish   Cancel

7) Click **Finish** to complete the creation of the new shared folder.
8) GroupWise sends a **Shared Folder Notification** item to the recipients and automates the creation of the folder in their respective mailboxes.

Proxy:

The Proxy feature allows you to access another user's GroupWise account or enables others to access your GroupWise account.

Establishing an Access List to give users access to your mailbox:

1) Select **Tools > Options** from the **Menu Bar**.
2) Double-click the **Security** (🔲) icon.
3) Select the **Proxy Access** tab.
4) In the **Name** field type the name of the person you want to have Proxy rights and click to add user to the **Access List**.
5) Select the users and check the boxes that correspond to the access rights you want to give to the selected user. Repeat Steps 4-5 until you have added all users and granted them the respective rights.
6) To remove proxy rights from a particular user and click **Remove User**.
7) When finished modifying rights, click **OK**.
8) To remove all proxy rights from a particular user, select that user and choose **Remove User**.
9) When Finished modifying rights, click **OK**.

Security Options

Password | Notify | Proxy Access | Send Options

Name:
                      Add User
                      Remove User

Access list:

Name	Address
<All User Access>	
Ernest Bentley	eby@gwtools.com
Christine Preston	cpn@gwtools.com

Access rights for <All User Access>

	Read	Write
Mail/phone:	☐ Read	☐ Write
Appointments:	☑ Read	☐ Write
Reminder notes:	☐ Read	☐ Write
Tasks:	☐ Read	☑ Write

☑ Subscribe to my alarms
☑ Subscribe to my notifications
☐ Modify options/rules/folders
☑ Read items marked private

OK   Cancel

NOTE: Rights granted to the **All User Access** entry in the **Access List** will give the marked rights to all users in your entire GroupWise system.

Accessing another user's account through Proxy:

Before you can act as a proxy for another user, you must be added to that individual's **Access List** that grants you Proxy rights to his/her mailbox.

To proxy into another user's account:

1) Select **File > Proxy**.
2) Enter the person's name that you want to access.
3) Click **OK**.

or

4) Click the **Folder List** header drop down list and select the name of the person whose **Mailbox** you want to access.

Header drop down list.
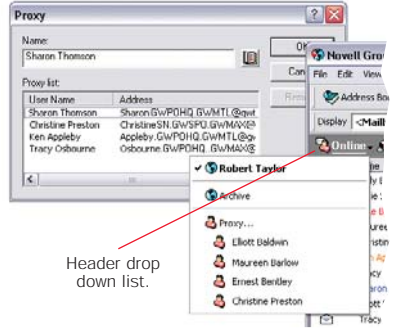
Sending a new item from a Proxy account:

In GroupWise 6.5, you can send a new item from your mailbox either from your account or from a proxy account without having to change the view. In the **From** field of the item, select the name that will display as the sender of the item.

To order additional GroupWise™ 6.5 Quick Reference Cards or if you need more information, please call: 1-866-GWS-0101 (288)

Essential GroupWise Productivity Tools

GWGuardian⁺AV™
ANTI-SPAM & ANTI-VIRUS MESSAGING FIREWALL
www.gwtools.com/nospam

GWFax™
INTELLIGENT FAX GATEWAY
www.gwtools.com/smartfax

GWArchive™
EMAIL STORAGE MANAGEMENT
www.gwtools.com/backup

GWExtranet™
REAL-TIME WEB PUBLISHING
www.gwtools.com/goweb

GWAnywhere™
MOBILE MESSAGING
www.gwtools.com/gomobile

GWPerform™
LEARNING & SUPPORT SYSTEM
www.gwtools.com/learn

Messaging Architects™
Your One Stop Email Shop™