GroupWise 6.5 - Introduction

**Description:**
Participants will become familiar with GroupWise 6.5 client interface. The GroupWise Client is the name of the software you use to communicate with a main GroupWise system. An interface is the end-user’s view of a program. It’s what you use to manipulate and control the program.

**Objectives:**
Participants will be able to:
- Identify and use basic screen features, menu commands, and buttons of GroupWise;
- Learn to send and receive e-mail;
- Attach a file to a message;
- Organize documents by creating folders;
- Copy and move documents to folders;
- Learn to set up an address book.

**Standards:**
The following Educator Technology Standards are covered in the Novell GroupWise© class and will be met by the participants as they continue to utilize this email and calendar program in their professional communication and organizational practices.

**Demonstrate introductory knowledge, skills and understanding of concepts related to technology as described in the performance indicators**
I A 8 Use file management tools to create, organize, copy, move, rename, delete, search files and folders, and create shortcuts (Navigator)

**Demonstrate skills and continued growth to stay abreast of current and emerging technologies**
I B 1 Keep abreast of current and emerging technologies that support the curriculum (Navigator)
I B 2 Use technology to locate and collect information from a variety of resources that are aligned with state and district standards (Navigator)
I B 3 Display an understanding of the importance of virus protection (New-to-Two)

**Use technology to enhance productivity and professional practice**
V 1 Use technology resources to enrich professional knowledge (Navigator)
V 2 Use appropriate technology resources for learning and productivity (Navigator)
V 3 Use technology to effectively and appropriately communicate information (Navigator)
V 5 Use technology resources for staff and student collaboration (Navigator)
V 6 Use electronic resources to gather information to enhance productivity (Navigator)

Compiled by Pam Hanfland and Susie Neal   September  2003
GroupWise Installation Directions

1. Log into the computer using your user name and password.

2. If you have any programs open, please close them. (i.e. –Mail Notifier)

3. In the Task Bar, click on Novell-delivered Applications. (If not on the Task Bar, right-click Start and move cursor to the top of the list. Click Application Launcher. You will see the GroupWise logo; then a dialog box will open with folders in two windows.)

4. On the left side of the dialog box, click on the yellow folder in front of Utilities.

5. On the right side, double-click on the Install GroupWise icon. Novell GroupWise installation – will take about 5 minutes. (When installation is complete you may receive a “Restart Windows” dialog box. If you do, make sure the dot remains in the “Yes, I want to reset my computer;” click OK. After your computer restarts, log in again.)

6. You should see the icon appear on the desktop. Double click to open the program.
Getting Started With GroupWise  (Always open GroupWise and Integrate Pro to fill the screen in order to see all the possibilities!)

The GroupWise Environment:

- **Menu Bar** – Contains drop-down lists for you to access to perform certain tasks
- **Toolbar** – Contains the display settings, drop-down list and buttons that enable you to quickly perform common tasks, such as creating a new item or opening the Address Book.

- **Folder List Box**
  - Includes folders to help you organize the items you send and receive. You can also create folders to help you group items related to a particular task.

- **Item List Box**
  - Displays appointments, notes, tasks, mail and phone messages, and documents in the selected folder.

- **Resizing Panes**
  - You can resize the Folder List and Item List by dragging the border between the two list boxes. When you place the mouse pointer on the border, it changes to a double-headed arrow. You can then drag the border until the list boxes are the desired size.
Default Folders are always listed and cannot be deleted. These are system folders.

<table>
<thead>
<tr>
<th>Folder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox</td>
<td>Contains incoming messages, appointments, tasks, etc.</td>
</tr>
<tr>
<td>Sent Items</td>
<td>The Sent Items folder displays all the items you have sent. Use this folder to find items you want to resend, reschedule, retract, and so forth. When you send items in Remote or Caching mode, the number of pending items displays in square brackets to the right of the Sent Items folder. This number displays until the items have been sent. The Sent Items folder is a system folder.</td>
</tr>
<tr>
<td>Calendar</td>
<td>Contains your calendar, which stores information about your Appointments, Notes and Tasks</td>
</tr>
<tr>
<td>Documents</td>
<td>Contains references to documents you have created or opened</td>
</tr>
<tr>
<td>Contacts</td>
<td>The Contacts folder, by default, represents the Frequent Contacts address book in the Address Book. (You can change the folder properties so that it represents a different address book in the Address Book.) Any modification you make in the Contacts Folder will also be made in the Frequent Contacts address book. From this folder, you can view, create, and modify contacts, resources, organizations, and groups.</td>
</tr>
<tr>
<td>Appointments</td>
<td>Use the Checklist 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. Each item is marked with a check box so that you can check off items as you complete them. After you have moved an item to the Checklist folder, you can open it, click the Checklist tab, and assign it a due date. You can also mark it Completed and set its position in the list from the Checklist tab. If you want another folder to work the way the Checklist folder does, right-click the folder &gt; click Properties &gt; click the Display tab &gt; select Checklist from the Setting Name drop-down list. The Checklist folder replaces the Task List folder.</td>
</tr>
<tr>
<td>Check List</td>
<td>Keep drafts of unsent messages until you are ready to send them</td>
</tr>
<tr>
<td>Junk Mail</td>
<td>Use Junk Mail Handling to decide what to do with unwanted Internet e-mail that is sent to your GroupWise e-mail address. This includes all e-mail where the sender’s address is in the form of <a href="mailto:name@domain.com">name@domain.com</a>, <a href="mailto:name@domain.org">name@domain.org</a>, and so forth. Junk Mail Handling does not apply to internal e-mail. Internal e-mail is e-mail where the sender is part of your GroupWise system and the From field shows only the name of the sender, not an Internet address as explained above.</td>
</tr>
<tr>
<td>Cabinet</td>
<td>Holds messages you file for storage</td>
</tr>
<tr>
<td>Trash</td>
<td>Contains items you delete</td>
</tr>
</tbody>
</table>

Compiled by Pam Hanfland and Susie Neal   September 2003
QuickViewer  The QuickViewer displays the contents of the item that’s selected in the item box.

1. **View/QuickViewer** toggles this view on and off or
2. **Ctrl Q** or
3. **Click** on the QuickViewer button.

By using QuickViewer to view an item, you can view all three panes at once. The QuickViewer pane is now displayed at the bottom of the GroupWise main window, displaying a **preview** of the selected document. The document itself is **not open**. You can view the document contents. To actually **open** the document and/or attachment, **select it, right-click** and choose **Open**, or **click** if you are opening an attachment, you will be able to edit that attachment by opening the document in this way.

Creating and Addressing Email

On the Toolbar, **click** or depress your keyboard **control key**, the letter “m”, and then release.

**Creating Mail Using Address Books:**

**Scenario One** You wish to send an email to someone who is not included in the GroupWise Address Book—a new contact, such as a parent of a student or a business contact.

- **Click** on the Address Book
- **Select** the address book to which you want to add the New Contact. You may add only to “Contacts,” “Frequent Contacts” or “XXXX” (Your Name).
At the bottom of the box, click **New Contact**.

You will see the following to create this new contact. Type the information into the appropriate areas.

**Name:** You will notice that as you type the first and last names into those boxes, the name will automatically appear in the “Display” area, last name, first. If you would rather have the name display on the email beginning with the first name, simply click on the drop-down arrow at the end of the Display box and click on the name as you would like to see it.

**Email Address:** Type it here, or copy it from some other source (Ctrl C) and paste it (Ctrl V). Be sure to click **Add**.

The place for Instant Messaging may be left blank for now.

**Phone:** This is the place to add this data. It will show up in your address book list.

**Categories:** You can label this contact according to the categories listed by clicking . Notice that you can also choose to create a new category for this contact. Click **OK**. You will automatically see the new contact in your chosen Address Book. **Double-click or Drag-n-Drop** the contact name into the right-hand window pane. Click **OK**. The contact name is automatically dropped into the “To” box of the email.

**Scenario Two** You wish to create mail to send to someone already in the GroupWise Address Book. After creating the new mail, this may be done several ways:

1. **Type** the contact’s name in the **To** box. You will need to type it Last Name first, unless you sort the GroupWise Address book by First Name. or

2. **File/New** on the Tool Bar and select **Mail**. or

3. **Click Address Book**, either located on the new email Tool Bar or located on the right side of your new email. Select the GroupWise Address book. **Type the name** or select from the list by using the scroll bar. Once you have found the name, **double-click** the name. You may also **“Drag-n-Drop” the name.” It will move to the right-
side of the screen. Notice that “To” is selected. If you wish to carbon-copy another contact, click the “CC” button, and then either search for the individual by typing the name in the search box, or select from the list. Follow the same procedure for blind-carbon copying. (TIP: If you wish to e-mail a group of people but you prefer to keep the list private, even from the recipients, send the email to yourself and blind-copy the other recipients.) Click OK when you have finished.

Scenario 4: You want to email a group of people several times over a long period of time. (ex., all the members of your department, club, committee, etc.)

Working with Mail Groups: Public and Personal. A public group is a list of users that is created by the system administrator and is available for everyone to use. The public group is the Novell GroupWise Address Book. A personal group is a group that you create. Only you have access to personal groups that you create.

- Click the Address Book containing individuals you wish to add to the group, whether inside your new email or on the General GroupWise Tool Bar. (Or go to File/New/Group/Members.)
- Double-click on the individual group members. Their names will move to the right window pane.
- Select the drop-down arrow next to the Save Group button. This drop-down arrow shows you the Address Books available, and you can select the book for storage of names.
- Click “Save Group.”
- In the next dialog box, you need to Name your group. (ex., SACS Committee; Communication committee, etc.) You may also type in a description.
- Click on the Summary tab. You will see the group name with the members listed.
- Click OK. (Your first email to the members will show the individuals; your subsequent email will be addressed to the name of the group, i.e., SACS committee. All members will receive the email.)

Types of Recipients
You can send e-mail to more than one person and designate each as a primary or secondary recipient.

<table>
<thead>
<tr>
<th>To:</th>
<th>Primary recipients of your message.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cc:</td>
<td>Carbon Copy, for secondary recipients. (A carbon copy of the message sent to people who might need to know about the information in the message but do not have to act directly on it.)</td>
</tr>
<tr>
<td>Bcc:</td>
<td>Blind Carbon Copy, for secondary recipients not identified to the other recipients, including those in the CC list. (If you send a blind carbon copy, no one else will know that this person has received a copy of the message.)</td>
</tr>
</tbody>
</table>
Editing A Group
You can modify a personal group by adding or deleting users. Click Address Book. Select the Address Book where the group is stored. You will see the name of the group in the right side window pane. Double click on the name of the group. The Group Summary screen will open first. Click on the Details Tab.

Click on Members.

All of the names will then be displayed for you to remove or add additional names. Click OK.

Filling Your Personal Address Book
Highlight the book with your name. Click the Down-Arrow to the right of New on the Tool Bar.

Select Contact and click. Fill in the necessary information. Click OK. If you wish to create another kind of address book, go to File/New Book on the Menu Bar. Name the book; Click OK, and proceed.

Moving Addresses From One Address Book To Another
If another user has created a personal address book that would be useful to you, he or she can export a copy and send you the copy. You can then import the copy of the other user’s personal address book instead of having to re-create the book from scratch.

Exporting Addresses From The Address Book
1. Open the address book from which you want to export names.
2. If you wish to export the entire book, click File Export. Name the File, Select where you want the file saved, and click Save.
3. To export specific addresses, select the names by depressing the Ctrl key, holding it down, and highlighting the names.
4. Click File Export. The dialog box will ask if you want to export the whole book or selected names.
5. Click Selected Items if you want to export the addresses you have selected
6. Name the File, Select where you want the file saved, and click Save.
Importing Addresses From Another Novell Personal Address Book
1. Open the receiving Address Book.
2. Click File, Import.
4. Click Open.

Creating and Sending Messages

![Create New Mail button](image)

When you click on the Create New Mail button the mail dialog box is displayed.

- **Send button**

  The text in the From box will automatically contain your user Id. The cursor will be positioned in the To box ready to begin. Use your tab key to move from box to box. When you create a mail message, the To and From fields must be completed in order for the message to be deliverable. After you have typed the necessary information, you are ready to format and spell check your message.

- **Spell Check**

![Spell Check](image)

Formatting A Message And Using The Spelling Checker
To emphasize text in a message, you can apply bold, underline and italics by using the buttons on the toolbar. You can change the font, font size, and text color by using the Font dialog box. You can select a format and then type the text or select the text and then format it.
Creating A Signature For Your Messages
1. Click on **Tools, Options**.
2. Double Click on **Environment**.
3. Click on the **Signature** tab.
4. Click in the signature box to place a check mark.
5. Type the information you would like to appear at the bottom of your message in the box.
6. Click **OK**
7. Click **Close**

Assigning Send Options to Messages

Operations on this screen:
1. To give the message a **High Priority**, click on **High**. It shows up in the recipient's mailbox with a red flag.
2. To limit the time it can sit in the recipient's mailbox, click **Expiration date** and select the number of days you will allow.
3. To delay the delivery of this message, click on the calendar box to select a date. You can also specify a time.
4. You give the email a classification by clicking on the down-arrow beside “**Normal**.”
5. “**Reply requested**” offers a time period for the recipient to reply.

Working With Mail Properties
All items created in GroupWise have properties, or a set of attributes associated with them, such as author's name, document, type, and send options. Send options are levels of priority that you can set mail and phone messages. You can assign a high, standard or low priority to a message before you send it. The default is standard priority.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Delivered before other messages</td>
<td>Red icon</td>
</tr>
<tr>
<td>Standard</td>
<td>Normal delivery</td>
<td>Standard (white) icon</td>
</tr>
<tr>
<td>Low</td>
<td>Delivered after standard messages</td>
<td>Gray icon</td>
</tr>
</tbody>
</table>

6. Click “**Status Tracking**.”
To track the status of an email, click your preferences. Clicking “All Information” covers delivery and opening of an email. To track the status of all the email you send, go to Tools/Options/Send/Send Options/Mail. You can select the same options for all email you send.

Our System Administrator has disabled the “Return Notification” option.

Phone Messages
You can use a phone message to send information about a phone call or an office visit. Choose File, New, Phone Message.

Creating Attachments
GroupWise enables you to bring information from other documents into a mail message. One way is to copy and paste information from another message. You can also include, or attach, files from other programs into your message. Attaching a file is useful because you can send users information for programs other than GroupWise.

Attaching A File To A Message
To add an attachment, create a message as described earlier. Click on the Attach Button and locate the file that you would like to attach. Once you click Ok, the attachment will be stored in the attachment box. Double-click on the attachment to see its contents if you are nervous! You can also attach files with pictures—as long as the file size is not too big.

We are now ready to send our message. Click Send!

Working with Sent Items
The sent Items folder stores a copy of all messages that you have sent.

Sent Items
You can display your sent messages by clicking on the Sent items folder.

This will display all of your sent messages in the item List box.
Working With Mail Folders
You can create a folder to organize and store your messages. You can create a personal folder to organize your messages and documents.

Creating A New Folder
To create a folder, click on File, New, Folder. The Create Personal Folder dialog box will appear. Once you have selected the type of folder click on next. In the Name box type the name of the folder. Tab and type a short description. Click on Next, then Finish. Your new folder will then be displayed in the Folder List box.

Moving Messages into Folders
You can move a message between folders by selecting the message and dragging it to a new location. You can not move messages into the Sent Items or the Task List folders.

Copying Messages Into Folders
Copying a message enables you to add a message to a folder and leave a copy in the original folder. Press Ctrl while dragging the message to produce a copy

Deleting A Mail Message
If you have a message in your mailbox that you no longer need, you can delete it by dragging it to the Trash folder or simply select the message, and press the delete key. When you delete an item, it is placed in the Trash folder. The item remains in the Trash folder until you empty the trash manually or until the Trash is emptied automatically. If you change your mind you can drag the message back out of the trash folder to the folder you would like it placed.

The Trash
To remove all of the items from the Trash folder click on Edit, Empty Trash. The trash is automatically emptied, by default every 7 days.

Deleting A Folder
If you find you no longer need a folder, you can delete it. Once you select delete, you will have the option to delete only the items in the folder or the folder and items.

Archiving The Items In Your Mailbox
Use Archive to save mail or phone messages, appointments, reminder notes, or tasks to a designated database on a local drive. Archiving items saves network space and keeps your Mailbox uncluttered. For example, if you have important items in your Mailbox that is not currently relevant to your work, you can archive them. You can view archived items whenever you need to. Items are automatically archived by default every 14 days.

Archive And Folders
When you move an item to a folder, it is not archived. Items in folders are still affected by the default Clean Up options to archive.

Archiving An Item In Your Mailbox

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1. Items will be archived to H:\grpwise\archive
2. Select the items in your Mailbox you want to archive
3. Click Actions, Archive

When you archive an item you have sent, you cannot track the status of that item.

**Viewing Archived Items**
1. In the Main Window, click File, Open Archive.
2. To return to the Main Window, click File, Open Archive.

**Unarchiving Items**
1. Click File, Open Archive
2. Right click the item you want to unarchive
3. Click on Archive
4. Click File Open Archive to return to the Main Window

Unarchived messages are returned to the folder from which they were archived. If the folder has been deleted, GroupWise creates a new folder.

**Reading Messages**

**Refreshing Your Mailbox**
GroupWise will check for incoming messages and deliver it to your mailbox. When GroupWise is inactive it will check every 5 minutes. You can check for new mail at any time by refreshing your mailbox. Click on the word View, Refresh.

**Reading, And Replying To A Message**

The open and closed envelope shows whether the message has been read or not.

You can open a message by double clicking anywhere on the message line. The message will then be displayed. You can click on the reply button to reply.
Your cursor will then appear in the message field ready to type. Click the send button when ready. After you send your message you are back to the original message. You may use the Close button to close the message or you may use the Open Next or Previous buttons. Both of these choices will retain the message in your mailbox.

Checking The Status Of A Message
The properties button lets you open the properties of a highlighted message. The properties tab lets you track the status of an open item. The properties window displays the message subject, creation date, as well as the recipient’s information. The Recipient’s area indicates the date and time an item was delivered and opened.

Forwarding Messages
If you would like to send a mail message that you have received to another user, you can forward the message. Double click on the message to open it, then click on the Forward button.

When you forward a message, you are sending a new message, with the old message as an attachment. If you choose to Forward As an Attachment, the Attach box contains a copy of the original message as an attachment.

You can read a forwarded message by double-clicking on its icon in the Attach box.

Working With Attachments

Environment Option
The Environment dialog box is displayed the first time you attempt to open an attachment in GroupWise. You can choose either to open or to view an attachment when you double-click on it. You can change your choice later by Choosing Tools, Options, and display the Environment options.
Opening Attachments
If you have the application used to create the file, you can open the attachment, which means that you will start the application and open a copy of the file. To open and read an attachment, double click on the attachment icon and it will open. When you right click on the attachment a dialog box will appear and you can decide whether to open, view, save or print the attachment.

Viewing Attachments
If you receive a mail message that contains an attachment and you do not have the application to open it you can view it instead. To view an attachment, right click on the attachment. From the QuickMenu, choose View Attachment. The file will be displayed in the GroupWise Viewer. The GroupWise Viewer will let you print, save or delete the contents of the attachment.

Printing Items
You can print the items in your mailbox in different formats and page sizes. To print a message, select the message that you want to print and choose File, Print. The print dialog box is displayed, enabling you to specify your options.

Netiquette
- Do not type anything that you don’t want others to read. E-Mail is not private. It is as private as a postcard.
- If you can’t type something nice, don’t type anything at all.
- Never include anything that you would not mind being read aloud in a courtroom or that you wouldn’t say to the recipient’s face.
- Make sure you send the message to the correct person. Sometimes messages for one are sent to an entire list of people. You may have the wrong e-mail address for a person.
- Do not type in all capital letters. This is known as shouting and is quite rude.

Some Fun Symbols To Spice Up Your E-Mail
:)
:(
:(_
Classic smiley
Sad smiley
Tongue in cheek smiley
BTW by the way
FYI for your information
FAQ frequently asked questions
EOD end of day