

Information Services



GroupWise 6.5 WebAccess

Please note that this document is
currently for staff use only

**By M Alder-Woolf & E C Savage
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Introduction

The GroupWise WebAccess client gives you easy access to your mail and calendar items over the Internet. ***It is the recommended route for Apple Mac users to access their mail at Cardiff, and for GroupWise client users access to their GroupWise account whilst away from Cardiff.***

You are advised to read the GroupWise Code of Conduct and GroupWise Policies and Recommendations documents listed in the Appendix. These detail important guidelines on the use of GroupWise by Cardiff users.

GroupWise WebAccess features are available in both HTML and Java formats. What you can see will therefore depend on the browser that you are using. You need to use a Java-enabled web browser in order to make use of the Java features.

Please note that your WebAccess connection will be closed after a period of 2 hours of inactivity. If you then attempt to perform a GroupWise action, you will be prompted to login again.

Features Unavailable or Not Supported

INFOS is unable to support the full range of functions available in GroupWise, these unsupported functions are as follows:-

- Discussion Threads
- News Groups
- Document handling
- Remote Mode

Starting GroupWise WebAccess

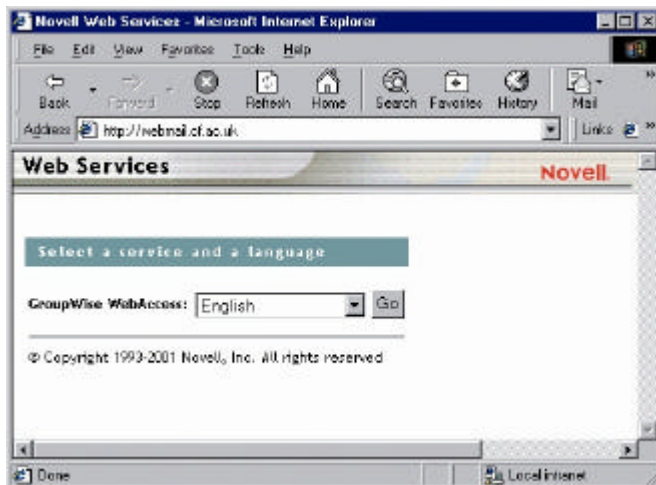
In order to use WebAccess you must have first set up a password to allow to you authenticate to your GroupWise account from the Web. The password you select ***should not*** be the same as the password you use to gain access to the University network, and will not expire.

To start WebAccess, from any web browser open the site:-

<http://webmail.cardiff.ac.uk/>

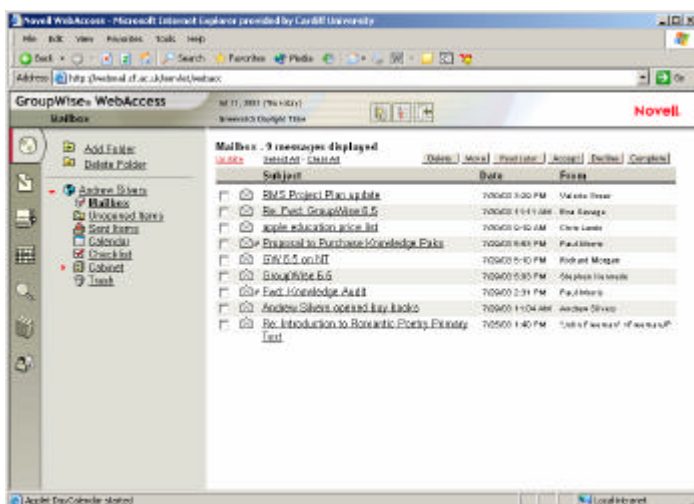
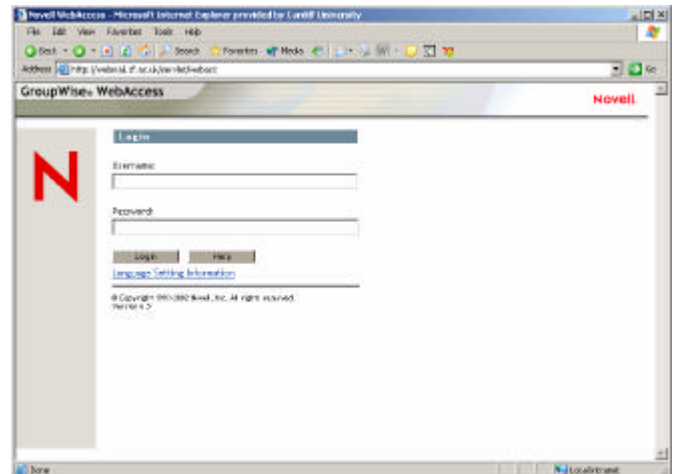
*Existing users of the GroupWise client who have not yet set a password should do so in the GroupWise client (via **Tools, Options, Security, Password**). Most other users will have been informed of a password that has been automatically set for them. You can change a password in WebAccess that has already been set up, by selecting **Options**. Type in your old password, then your new password. Type in your new password again in the **Confirm** box, then click on **Save**.*


You will then be presented with the following screen:-




Click the **Go** button next to GroupWise WebAccess. The next window displays a login and password screen.

Enter your username and password details and then click **Login**. This will open the main window and will display the mailbox by default.



You will see that the view mailbox icon:  is already selected








Exiting GroupWise WebAccess

It is important that you exit GroupWise WebAccess correctly this prevents unauthorised access to your GroupWise account. The Exit  button is located at the top of the general screen.

When you have finished using GroupWise WebAccess click on the Exit button and you will be returned to the secure log-on screen.


Toolbar icons

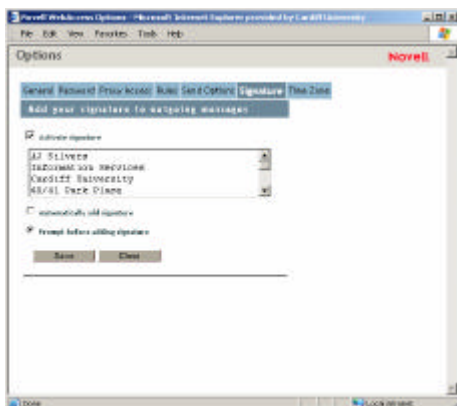
The following toolbar icons, and their meanings, are visible in GroupWise WebAccess:-

	View mailbox		View calendar
	Compose message, appointment, task or note		Search for documents (Currently unsupported at Cardiff)
	Search mailbox for items		Proxy to user's account
	Search address books		

Using a signature

You can create a signature for automatically sending with your electronic mail messages. GroupWise WebAccess stores it in your GroupWise mailbox at your post office. Whether you log in to your mailbox through GroupWise WebAccess or another version of the GroupWise client, you always have the same signature. Add, or change an existing signature, as follows:-

From the GroupWise WebAccess main window click on the options icon,  click **Signature**.



Click **Activate Signature** box, and type your signature text in the box.

Click **Automatically add signature** to have GroupWise WebAccess add the signature when you send the item, or click **Prompt before adding signature** to have GroupWise WebAccess prompt you before adding the signature when you send the item.

Click **Save**.

Note that GroupWise only allows one signature at the present time. If you wish to use more than one signature, use the work around of adding all the required signatures in the signature file. When sending mail, remove the signatures you do not require by highlighting the unwanted text with your mouse and then use the Delete key on your keyboard. Use the **prompt before adding signature** method of adding a signature to make use of this work around.


Using WebAccess for Electronic Mail

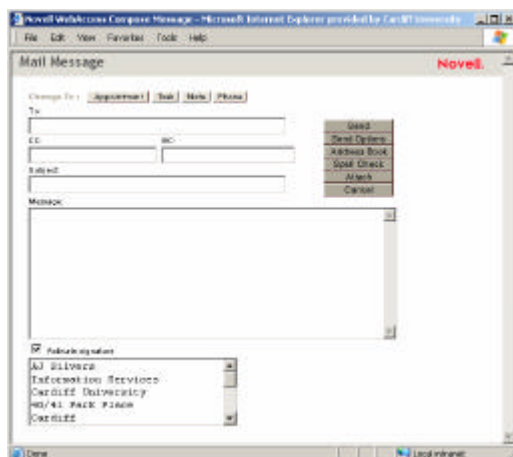
Archiving of a GroupWise item is not possible via WebAccess, but is a feature of other GroupWise clients (e.g. the GroupWise client for XP users at Cardiff). Note that if a message has been archived it is not possible to view the item via WebAccess.

Opening messages

To open messages in GroupWise WebAccess click the subject part of the message.

Sending new messages

To create a new mail message click on the compose message icon . This will open a new *Compose Message* window.




Fill in the *To*, *Subject* and *Message* fields. Use the Novell GroupWise address book or if addresses are not in the address book type in the email address, separating each address with a comma.

Attachments

If you need to attach a document then you should specify this last, before you send the message. If you add an attachment and then perform an action which requires WebAccess to communicate with the server (e.g. using the spellchecker) your attachment will be lost and you will have to add it again. You may add up to three files to any WebAccess message. If you would like to add your signature then ensure that you have ticked the *Activate signature* box. When you have added all the information required, click **Send**.

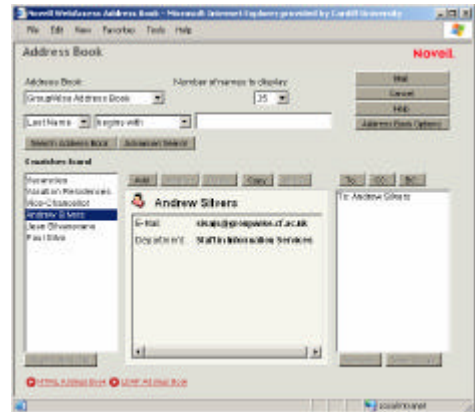
Please note that it is a design feature of GroupWise that attachments cannot be deleted from the message with which it was sent.

Address book


To access your address book from GroupWise WebAccess, click on the **search address book** icon .

You can choose which address book you want to search by clicking the down arrow next to the **GroupWise Address Book**.

If you want to search the address book you can specify which field you want to search by: Name, First name, Last Name or Department. You can specify how many names are displayed at once by clicking the down arrow next to the *Number of names to display*.



To display all names in the address book leave the name boxes empty and click search address book.

You can add names to the address book by pressing the **Add** button and filling in the new details. Fields with an asterix must be filled in. Once you have chosen all the required addresses from the *Address Book*, press the **Mail** button  to return to your mail message.

Replying to messages

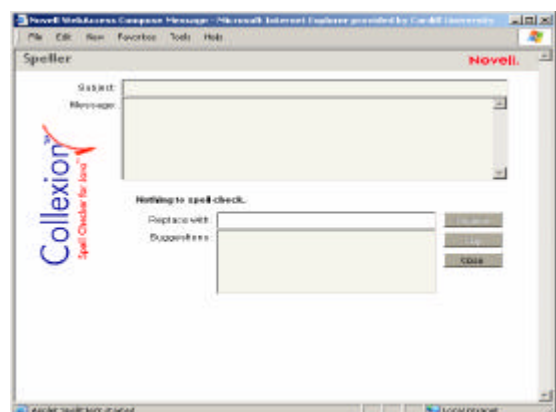
Open the message you want to reply to and either choose **Reply to sender** or **Reply to all**.

Forwarding mail

Open the message you want to forward and click the **Forward** button. The message will be forwarded as an attachment to the new message.

Check spelling



If you have the Java-Enhanced version of WebAccess you can click **spell check** to open up the *Speller* window. This will highlight misspelled words and give you the option to replace them with suggestions, or skip them. When you have finished click **Close** to return to the message. The WebAccess dictionary and word lists cannot be modified.



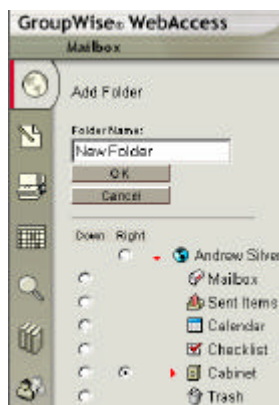
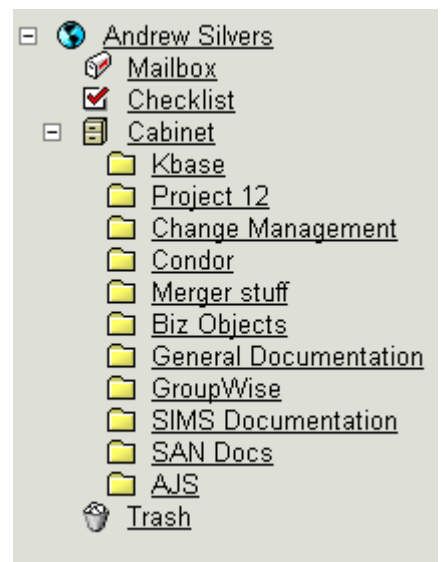
Saving messages

Open the message you want to save, under the subject heading you will see the option to **Save As** for the message and for any attachments that are present. Browse to the location where you would like to save the file. If you want the file to open up in a particular application then remember to save it with the correct suffix, e.g. *.doc for a Word document.

Moving messages

Locate the item you want to move and click in the tick box to the left of the message. Click on **move**. This will show you a list of your folders. If you want to move the message to a subfolder of the *Cabinet*,   Cabinet expand the *Cabinet* by clicking on the '+' sign next to the icon.

This will expand the *Cabinet*. Click on the required destination of the message. Note that you cannot drag items from folder to folder nor move more than one item at a time.



Creating new folders

In the folder list click **add folder**. Click a position for the new folder. If you want the new folder to be directly under another folder click in the *Down* column. If you want the new folder to be a sub folder of another folder click the *Right* column next to the folder.



Deleting messages

Locate the item you want to delete and click in the tick box on the left of the message. Then select **delete**. This will place the item in the *Trash* folder. You cannot delete your user folder, the *Mailbox*, the *Cabinet* or the *Trash*.

Rules

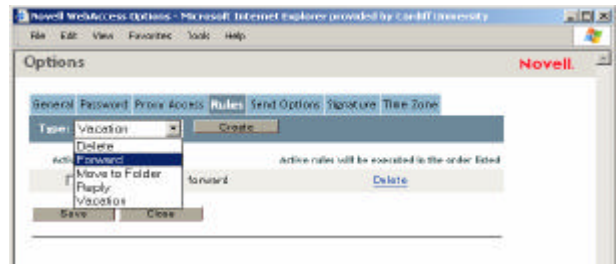
Please note that any rules created using the GroupWise Windows NT client cannot be edited in WebAccess.

Rules are automated actions determined by a set of conditions which you define. When those conditions are fulfilled the action is performed. **Rules** in GroupWise are similar to mail filters in Pegasus Mail. An example of a simple rule is shown.

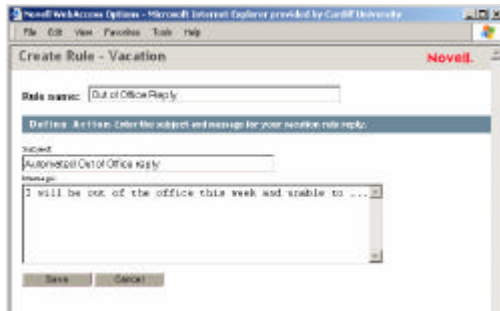
To create a rule in GroupWise WebAccess, go to Options  then click on **Rules** .

Choose from the drop down list which type of **Rule** you would like to create.

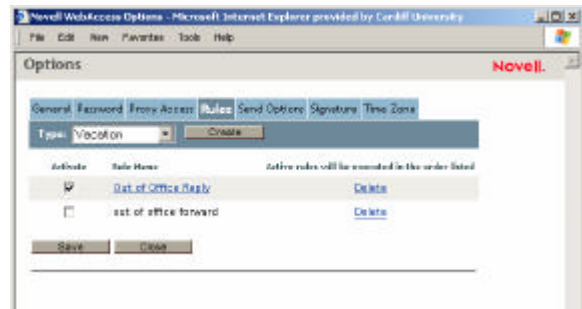
Then click **Create**.



The following example is for a **Vacation Rule** which sends an automated response to items sent to you while you are away from your office.



When you have finished, click **Save**. This will return you to the **Options** page.




Here you will see your new **Rule**. This is where you enable/disable your rules by checking the appropriate boxes.

When creating an Out of Office reply please follow these guidelines:

- Never say that you are away on holiday, out of the country, or that you are away from the office between certain dates.
- Never put alternative personal contact details on an 'away from office' message.
- Never put home address details, home phone numbers or personal mobile phone numbers on messages.
- Never put a colleague's personal contact details on a message.
- Never set 'away' messages on home or personal email accounts.


To Send a Phone Message


From the GroupWise WebAccess main window, click , then click **Phone** to change the mail message to a phone message.

Click **Address Book** to add recipients, or type a recipient's address in the *To* box. The address can be a GroupWise user ID, GroupWise full name, or external email

address. Separate each address with a comma. Type the caller, company, and phone information.

Type a message (you can include Web site locations or URL addresses in the Message box.)

Click  to spell check the message. ***For this feature to work, your browser must be enabled for Java.***

Click  to attach files to the message. ***For this feature to work, your browser must support attachments.***

Click .

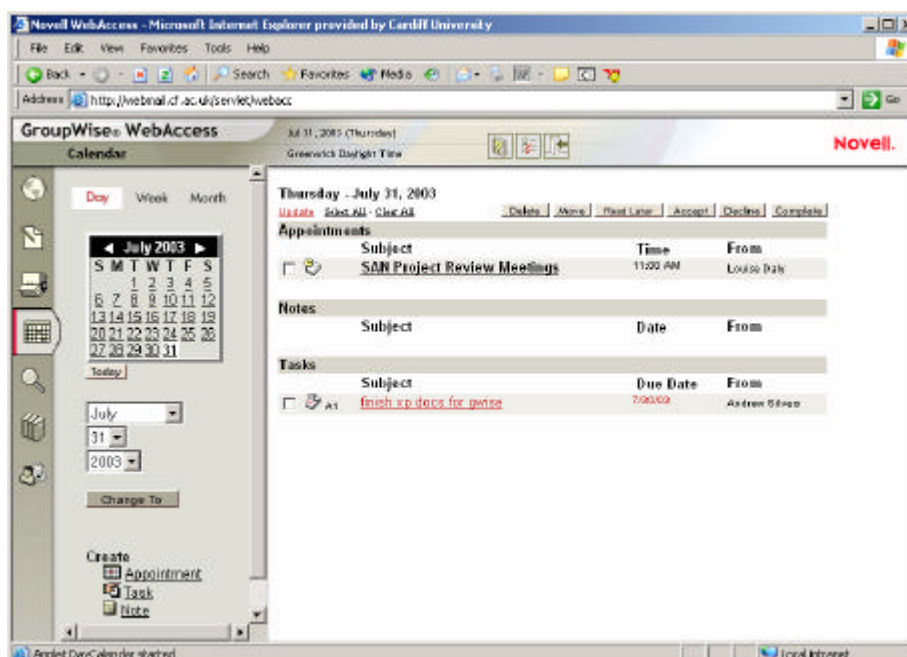
Using WebAccess for Calendaring



The Calendar lets you view appointments, tasks, or notes you've received from others or created for yourself. You can view one day, one week, or one month at a time.

The Calendar displays any appointments, tasks, and notes you've received whether you've accepted them or not. You can perform the same actions on an item in the Calendar that you can on an item in the Mailbox, such as accepting, declining, delegating, or moving the item. While you have the Calendar open, you can also schedule appointments, assign tasks, and write notes to other users.


Your Calendar can be viewed in **HTML format**, or if you use a Java enabled web browser, a functionally improved **Java Calendar** is available for you to use.

Opening the default Calendar



You can open your Calendar by clicking on  **Calendar** in the folders list, or click on the View Calendar icon  on the GroupWise WebAccess Tool Bar.

By default, the first time you run WebAccess you will see the HTML Calendar showing appointments, notes and tasks for the current date.

Click on  at the top of the folders list on the left of the main window, to change your Calendar view period.


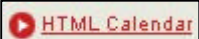
You can also view any particular date by selecting a month, day and year in the boxes, then click the **Change To** button to view that date.



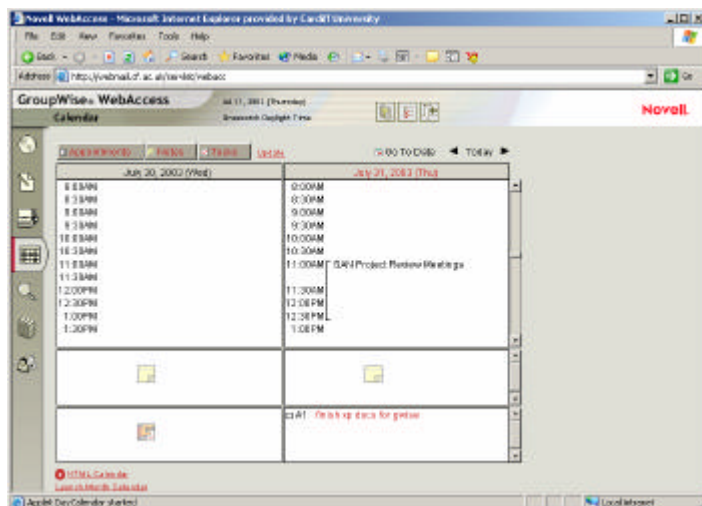
You can also click on the left and right white coloured arrow buttons to change current month in the monthly calendar box (shown left), or click on any date to view items for that date.

To get back to the current date, click on .

Opening the Java Calendar

If your browser supports Java, you can select to view a Java Calendar by clicking on the  located on the bottom of the folders list. You may have to scroll down to see the button. If your browser is not Java enabled you will see the error message 'This browser does not support Java or Java support has been disabled', to continue you should select .


The Java Calendar:-



You can control what you view by clicking on



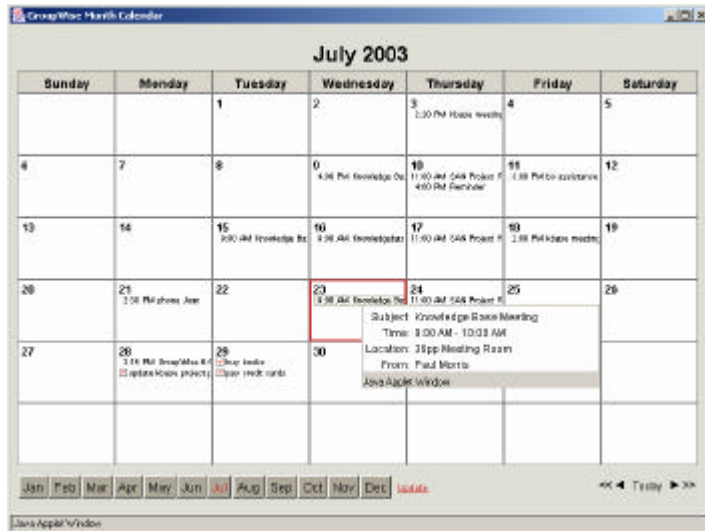
Use the scroll down buttons to show all the times of the Calendar.

To access other dates, use the black coloured left and right arrows to scroll through different dates, or click on the **Go To Date** icon .

Click on **Today** to get back to the current date.

Note that with a Java enabled browser you also have the option to view a monthly calendar by clicking on [Launch Month Calendar](#) while viewing the Java Calendar. This is located below the HTML Calendar option at the bottom of the screen.

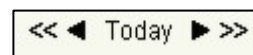
The Java Month Calendar:-



Moving your mouse pointer across an item will show you some extra details (such as the location of an appointment).

To close this calendar view, click on the X in the top right hand corner of the window.


To move to other dates click on the black filled arrows in the bottom right of the window:

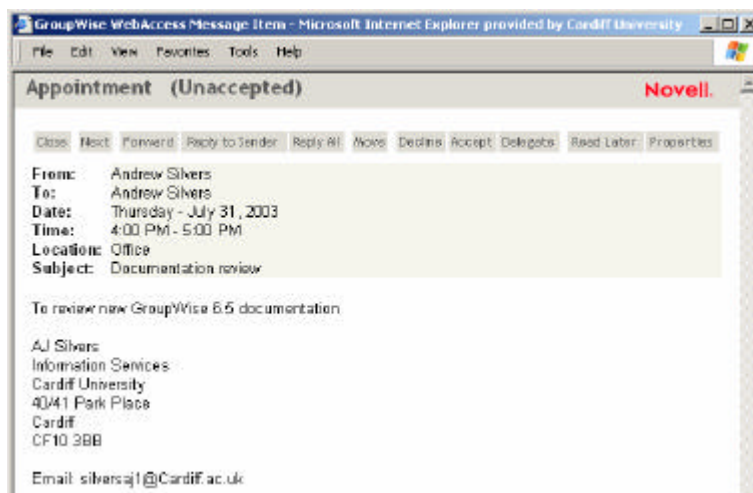


You can also move to other dates by selecting the month buttons located on the bottom of the window [Jan](#) [Feb](#) [Mar](#) [Apr](#) [May](#) [Jun](#) [Jul](#) [Aug](#) [Sep](#) [Oct](#) [Nov](#) [Dec](#).

To get back to the current date, click on the **Today** button. Click on the double chevrons to move forward or backwards in years.

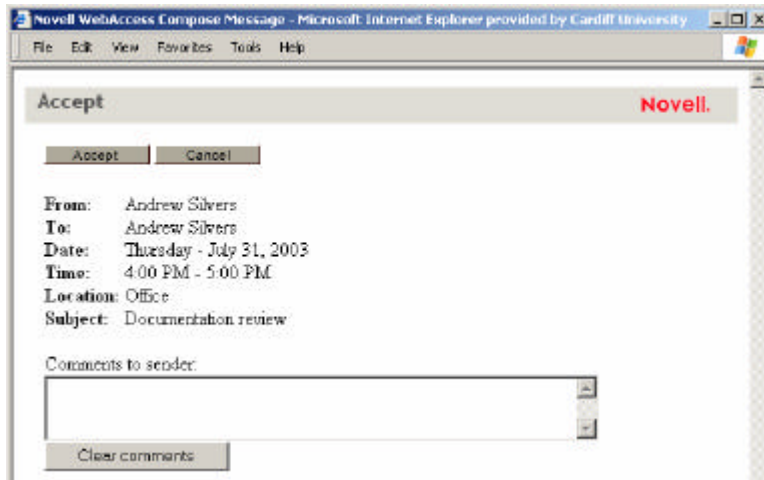
Accepting Calendar Items


Click on the **Mailbox** icon  in the Folder List, or click on the Calendar icon [Calendar](#) and go the date of the appointment, note or task. Click the Calendar item to open it, it will appear in a separate window (below).



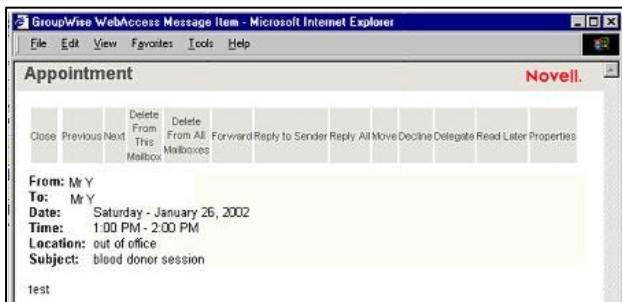
Click on [Accept](#).


This opens the *Compose Message* window, in which you can type a message in the *Comments to Sender* box. Then click on **Accept**.



The Calendar item (appointment, task or note) is then removed from the item list in your Mailbox and appears only in the Calendar. A sender will know if you have accepted the item by checking its status information. To do this click on  **Sent Items** in the folder list.


Click on the item in the item list to open it.




Click on  **Properties**.



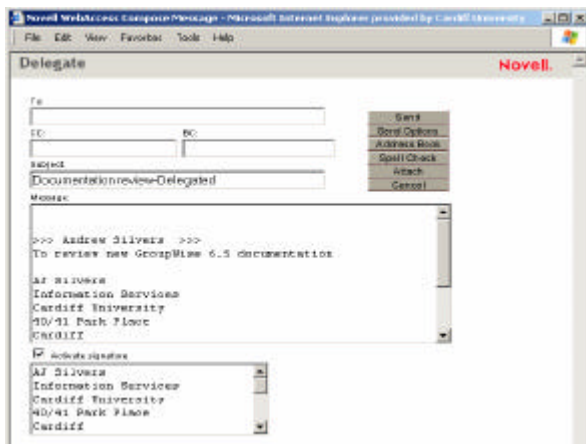
Declining Calendar items


Click on the **Mailbox** icon  in the folder list, or if you have already accepted the item, click on the Calendar icon to open the Calendar and go to the date of the item.


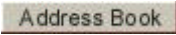
Click on the item to open it and click on  to decline it. Type a message in the *Comments to sender* box, then click **Decline**.

The item will then be removed from your Calendar and Mailbox, and the status information updated in the sender's mailbox to show you have declined the item.


Delegating Calendar items




To delegate a Calendar item for action by another person, click on the Mailbox  in the Folder List. Alternatively, if you have already accepted the appointment, task, or note, click on to open the Calendar, then go to the date of the appointment, task, or note.

Click the appointment, task, or note to open it and click on  to open a Delegate form. Click  to add recipients in the *To* box or type a recipient's address in the *To* box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

Type a message; you can include Web site locations or addresses (URLs) in the Message box.

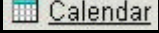

Click  to spell check the message. For this feature to work, your browser must be enabled for Java.

Click  to attach files to the appointment, task, or note. For this feature to work, your browser must support attachments.

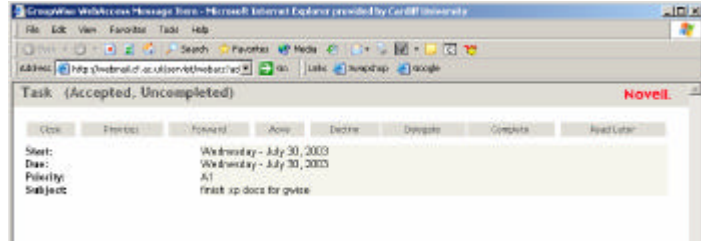
Click .


The original sender can see that you've delegated the appointment, task, or note by checking the status information for the item. You can also check whether the delegated item was accepted or declined by opening your Sent Items folder and checking the status information (see section above in this document) for the delegated item.

Completing a Task


You can mark a Task as completed by clicking on the Calendar icon  in the Folder List to open the Calendar and then go to the date of the Task. If you have not already accepted the task then click on the Mailbox icon .

Click on the task to open it.



Click on  to open a Complete form window.

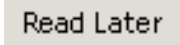


Click on . This will place a tick against the item, and show it as completed in the status information for this item.

Marking an item as Unread (Read Later)

You are able to mark an already opened and read item as unread. When you do this, you then change the item's icon as it appears in the item list back to that of an unopened item. For example, you may do this if the item requires further action.


Click on the Mailbox icon  in the Folders List.

Select the item in the Item List, then click on  from the top of the Item list.

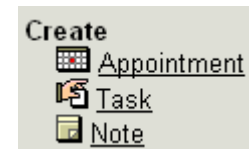
Using **Read Later** does not change the status of the item in Properties. For example, if you have opened an item, then marked the item unread, the sender of the item still sees the item status as opened in Properties.

Creating Calendar items


You can create a new appointment from GroupWise WebAccess main window in a number of ways:

By clicking on the icon to display a mail message , then click **Appointment** to change the mail message to an appointment;

From the HTML Calendar, click **Create Appointment**. (You may have to scroll down top see this area on your screen);



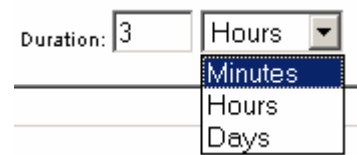
From within the Java Calendar, double-click anywhere in the **Appointment** list. Then click on **Address Book** to add recipients in the *To*, *CC*, and *BC* boxes. If you want to create a personal appointment that displays only in your Calendar, do not add additional names;

Please note that if you use the address book you will then have to click the mail button  in order to get back to the item creation window, which resets the item as a mail. You should therefore make use of the address book before specifying which type of item you want to send or else you will have to redo this after using the address book.

Type a recipient's address in the *To*, *CC*, or *BC* box. The address can be a GroupWise user ID, GroupWise full name, or external email address. Separate each address with a comma. To schedule a resource, such as a meeting room, that is available in the address book, add the resource to the *To* box. Type a location for the meeting. If you added a resource to the *To* box, the location may be filled in automatically. Specify the month, day, year, and beginning time for the appointment;

Click **Busy Search** to find and insert an appointment time when all the recipients are available.

To set the duration, type a number, select **Hours**, **Minutes**, or **Days**. You can use whole numbers or decimal numbers, such as 90 minutes or 1.5 hours.



Type a subject and message.

You can include Web site locations or addresses (URLs) in both the *Subject* and *Message* boxes.

Click **Spell Check** to spell check the message. ***For this feature to work, your browser must be enabled for Java.***

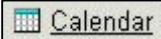
Click **Attach** to attach files to the appointment. ***For this feature to work, your browser must support attachments.***


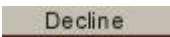
Click **Send**.


Note that a Calendar item created in this way in WebAccess has a status of "Busy" only, it cannot be marked Private, so that anyone with Proxy read access to your Calendar items will be able to read the contents of the item.

You can create both Calendar Notes and Tasks in the same fashion as shown above, by selecting Notes and Tasks as appropriate.

Deleting Calendar Items


To delete a Calendar item that you have previously accepted or created yourself, click on the Calendar icon  in the Folder List. In the HTML Calendar view, locate the item you want to delete and click in the tick box on the left of the message. Then select **delete**. You can recover this item as long as it remains in your Trash.

If you use the Java Calendar view, you should locate the item and double click on it to open it. Click on . In the next pop up window, select  again. This will remove your item and place it in your Trash until you delete it from there.


After deleting a Calendar item, you may need to refresh your screen to see the change. To do this click on the **View Mailbox** icon . Then click on **Update** located on the top menu bar area.

Retracting a Sent Item


Note that a mail message or phone message is retracted only if the recipient has not yet opened it. An appointment, note, or task is retracted even if the recipient has already opened and accepted it.

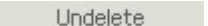
Click  in the Folder List and locate the item in the item list. Click the item to open it.

To delete the item from your Mailbox only, click .

To retract the item from your Mailbox and from all recipients' Mailboxes, click .

The Trash

All deleted items end up in the Trash. To open the Trash, click on  **Trash** on the Folders List. An item emptied from the Trash cannot be undeleted.

To undelete an item in your Trash, select the item from the list then click Undelete at the top of the Item list. You can also click on the item to open it, then select .

Undeleted items are moved to the folder from which it was originally deleted.


Time Zones

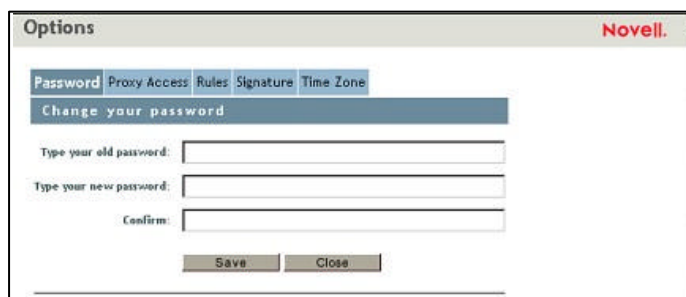
To ensure that dates and times are correct in messages, appointments, and other time-relevant information, GroupWise WebAccess must know the time zone in which you are located.

By default, Cardiff GroupWise users have a default time zone set to:-

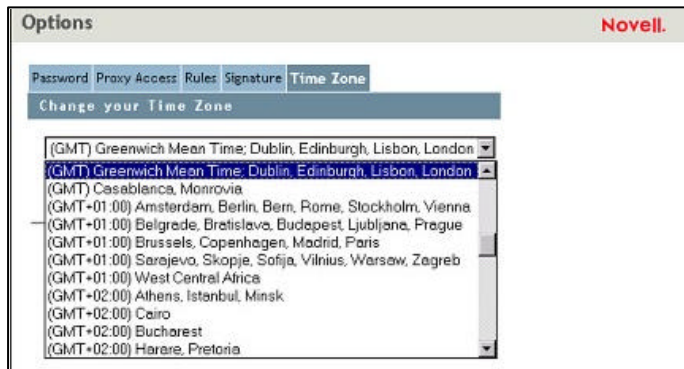
(GMT) Greenwich Mean Time; Dublin, Edinburgh, London, Lisbon.

You should change this in your time zone setting if using GroupWise WebAccess in another time zone.

The GroupWise WebAccess time zone setting applies only to GroupWise WebAccess. If you have access to the Windows version of the GroupWise client, that client will use the time zone configured through the Windows operating system, not the time zone you set in GroupWise WebAccess. To change your WebAccess time zone, click on the options icon  to run up an Options window:-




Click on **Time Zone** to change your time zone setting from the drop down list:-

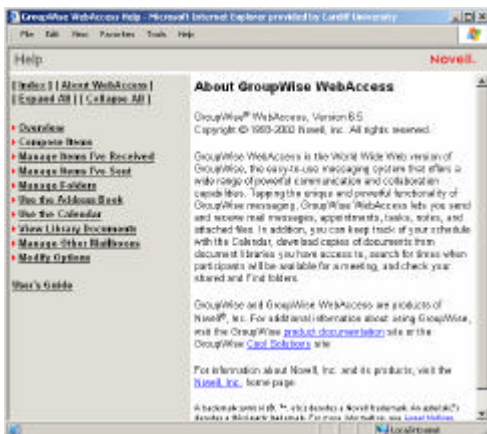



Click **Save**.

Icons in Items List

GroupWise uses icons to indicate the type of message, its status and also its priority. Priority, for example, is shown as colour coded icons, where red is the highest priority, grey a medium priority and white a low priority item. To see the full list of icons, look in the online help by clicking on . Select Index, then click on **I** in the alphabetical listing. This will take you to a section where you can select **Icons**, in item list.

Online Help



To access online help, press the **Help** icon  on the top tool bar of the WebAccess screen.

This will open a window, in which you can select Help topics.

Cross-Platform GroupWise functionality differences in WebAccess

This section attempts to highlight some differences that a user may experience when switching from the Windows NT GroupWise client to the Windows or Mac-based WebAccess version of GroupWise.

- No Auto-completion of addresses.
- When using Address Book, if you want to search for Last Name first, Mac users will have to set this each time (Windows users do not).
- No Posted Appointments calendar type (you will need to send yourself an appointment type).

- (d) No Work in Progress folder to save Draft messages.
- (e) Dates in Mail folders are shown in American format as <month><date><year>
- (f) There is no Delete option to remove items in the Java Calendar view – you have to select *Decline*, which will result in another message for yourself.
- (g) In creating a Calendar item, the default date will always be Today, regardless of the date you may be viewing on the Calendar.
- (h) Mac users lose authentication to WebAccess if the current browser session is used to visit another website (for example, to find a URL that you wish to include in a new message).
- (i) There is no archiving function; cannot view archived information if done so via GroupWise Windows client.
- (j) Rules created in the GroupWise Windows client cannot be edited in WebAccess.
- (k) Cannot view IMAP folders created using the GroupWise Windows client.

APPENDIX

GroupWise Code of Practice

A Code of Practice is required for the operation of shared diaries that meets organisational needs without violating the privacy of individuals or contravening the Data Protection Act. Schools, departments and divisions that wish to make full use of the capabilities of GroupWise are recommended:

- a) That from the time a department is migrated to GroupWise, all staff should be asked to keep their calendars up-to-date.
- b) To only use Proxy Access within Research Groups and other Workgroups for consensual collaboration. It should not be used to give senior staff full access to the calendars of junior staff. Particular care must be taken not to contravene the Data Protection Act by the unwitting disclosure of personal information.
- c) Notwithstanding the previous recommendation, groups are encouraged to make full use of the comprehensive facilities within GroupWise to operate calendars and Email on behalf of others. The degree of delegation and access should be decided on a case-by-case basis.
- d) Normal courtesy to senior staff should continue to apply. For example, although GroupWise allows Tasks to be sent to any user, inappropriate use of such functions should be avoided.

GroupWise Policies and Recommendations

The following GroupWise functions will be fully supported:

- Mail (including mail client, address books and Web access)
 - Calendar (including Appointments, Reminders and Task Lists)
- a) GroupWise will be rolled out with a minimum set of functions initially, with the rest to follow as required later. Document management will be turned off and not available. Upon request document management will be enabled on a departmental basis but its use will be unsupported.
 - b) The GroupWise News Reader client and server will not be installed. This is because a News Reader is already available.
 - c) Conversation Place is also not installed because we have no plans to integrate GroupWise with our telephone system.
 - d) As market leader, the Palm Pilot will be the only Personal Digital Assistant/Palm-top computer supported. This decision will be reviewed annually.
 - e) Users will be able to continue to use Pegasus Mail as their Email client or move to using GroupWise. They will need to use the GroupWise client to initiate or respond to meeting requests and other calendar functions.
 - f) GroupWise users should always find recipients addresses from the GroupWise address books.
 - g) All staff and research postgraduates with NDS usernames will have GroupWise accounts created and will be able to operate most functions via the Web client.
 - h) For security reasons we plan to restrict access to the GroupWise system from outside the Cardiff domain to Web HTTPS and secure IMAP. However as few Email clients currently support secure IMAP, full IMAP access will be allowed until further notice.
 - i) POP access will be supported until September 2002 (next session).

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