Frequent Asked Questions

What is GroupWise? GroupWise Web?

Novell GroupWise is the new email server for PPS. It includes email service, calendaring, and task lists, along with other features. GroupWise Web is the Internet-based client, accessible from any internet-connected computer.

Where is Groupwise Web?

Go to http://webmail.pps.k12.or.us/ and log in with your email username and password. Type in your Email ID and password to login.

What are the differences between GroupWise and GroupWise Web?

GroupWise Web is just a different interface to the email server. All Mailbox, Sent Items, Trash, Cabinet Items, and other items that you see in GroupWise Web is the same as your GroupWise on your workstation.
Starting GroupWise WebAccess

Launch Groupwise WebAccess

Open your internet browser and go to http://webmail.pps.k12.or.us/

From the WebAccess login page, enter your email Username and Password. Click Login.
Understanding the GroupWise WebAccess Main Window

When you open GroupWise WebAccess, you see the main window, shown below. The main window is the starting point for many of the tasks you can accomplish with GroupWise WebAccess.

The main window has different components to help you accomplish your daily tasks. The following sections describe the various components you can use from the main window:

Understanding the Toolbar

The toolbar displays options to view your Mailbox, compose an item, search the Address Book, view your Calendar, find items in your Mailbox, search for documents in a GroupWise library, proxy to another user, open Help, change your GroupWise WebAccess options, and exit GroupWise WebAccess.
Understanding the Folder List

The Folder List displays the folders used to organize the items you've sent and received. You can add additional folders to further help you organize your items. The Mailbox folder is the default folder that is opened when you first log in. The following folders are displayed in the Folder List. You can open a folder by clicking the icon.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📜 Mailbox</td>
<td>Lists items you've received. The Mailbox is a system folder.</td>
</tr>
<tr>
<td>📜 Unopened Items</td>
<td>Lists received items you have not yet opened.</td>
</tr>
<tr>
<td>📜 Sent Items</td>
<td>Lists items you've sent from the Mailbox and Calendar. The Sent Items folder is a system folder. After you move a sent item from the Sent Items folder to another folder, it no longer displays in the Sent Items folder. (In the previous version of GroupWise WebAccess, the Sent Items folder was a query folder that listed sent items from all folders.)</td>
</tr>
<tr>
<td>📜 Calendar</td>
<td>Lists all appointments, tasks, and notes in your Calendar. The Calendar is a system folder.</td>
</tr>
<tr>
<td>📜 Checklist</td>
<td>Lists items you have moved to this folder. Use the Checklist folder to create a task list. The Checklist folder is a system folder. (In the previous version of GroupWise WebAccess, a Task List folder listed all the task items in your Mailbox and Calendar. The Task List folder was a query folder.) For more information, see Using the Checklist Folder.</td>
</tr>
<tr>
<td>📜 Cabinet</td>
<td>Lists folders you've created. The Cabinet is a system folder.</td>
</tr>
<tr>
<td>📜 Trash</td>
<td>Lists deleted items that have not yet been purged. The Trash is a system folder.</td>
</tr>
</tbody>
</table>

*System folders cannot be deleted.*
Personal Folders

You can add additional folders to further organize your items. All of the additional folders appear in the Cabinet (see right). For example, you could add a folder to your Cabinet to store all messages you receive regarding a specific project you're working on.

Understanding the Item List

The Item List displays the contents of the folder that is currently open. By default, the most recent 25 items in the folder are displayed. If the folder contains more than 25 messages, a Display Next button appears at the bottom of the list. You can use it to display the next 25 messages, or you can choose to select more or less than 25 messages.

The icon next to each item indicates the item type, status, and priority. You click an item to open it. When you open an item, all actions you can perform on that item type are displayed at the top of the item view. For easy access, actions that you commonly perform on items are also displayed at the top of the Item List. You can select multiple items by clicking the boxes to the left of the items.

<table>
<thead>
<tr>
<th>Mailbox - 9 messages displayed</th>
<th>Delete</th>
<th>Move</th>
<th>Read Later</th>
<th>Accept</th>
<th>Decline</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>💌 New Message</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>💌 Web mail documentation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>💌 RE. web mail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>💌 vcf</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>💌 Contacts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following icons are the ones most commonly displayed in the Item List:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Message Type, Status, and Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>💌</td>
<td>Unopened mail message (high, normal, low priority)</td>
</tr>
<tr>
<td>💌</td>
<td>Opened mail message (high, normal, low priority)</td>
</tr>
<tr>
<td>📅</td>
<td>Unopened appointment (high, normal, low priority)</td>
</tr>
<tr>
<td>📅</td>
<td>Opened appointment (high, normal, low priority)</td>
</tr>
<tr>
<td>📅</td>
<td>Unopened task (high, normal, low priority)</td>
</tr>
<tr>
<td>📅</td>
<td>Opened task (high, normal, low priority)</td>
</tr>
<tr>
<td>📝</td>
<td>One or more attachments included with the item</td>
</tr>
<tr>
<td>💌</td>
<td>Sent item</td>
</tr>
</tbody>
</table>

Understanding Timing Out from GroupWise WebAccess
Specific actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you leave GroupWise WebAccess alone or perform actions that don’t generate a call, WebAccess logs you out. The time-out period is determined by your GroupWise system administrator. If you try to perform an action after you’ve been logged out, you will be prompted to log in again.

GroupWise WebAccess Basics

This section of the GroupWise® WebAccess User’s Guide provides basic information to get you started using GroupWise WebAccess.

Composing Items

GroupWise WebAccess has several different item types: mail message, appointment, note, and task. You address all item types in the same way, using the Address Book to add recipients’ addresses to the To, CC, and BC boxes. You can also attach files to each item type and include Web site locations (URLs) in the Subject and Message box of each item type. You can further group these five item types into two categories: unscheduled items and scheduled items.

- **Unscheduled Item**: No set delivery time.
  - **Mail Message**: Lets you specify a subject and message.

- **Scheduled Items**: Appointments, tasks, and notes are scheduled items, meaning that they appear in the recipient’s Calendar as well as the Mailbox. The recipient of an appointment, task, or note has the option of accepting or declining it. Accepted items are removed from the recipient’s Mailbox and stored in the recipient’s Calendar. Declined items are removed from both the recipient’s Mailbox and the Calendar. If you are the sender, you can see what action recipients have taken by checking the status information for the scheduled item.

  - **Appointment**: Lets you include the time, date, and place of the appointment. You can use Busy Search to find times when all recipients are free.

  - **Task**: Lets you indicate which day you want the task to appear in the recipient’s Calendar and which day you want the task completed. You can also assign a priority to the task.

  - **Note**: Lets you indicate which day you want the note to appear on the recipient’s Calendar. Because notes are posted in the recipient’s Calendar, they are frequently used as reminders of specific events, such as days off, project deadlines, or birthdays.
Sending a Mail Message

1. From the GroupWise WebAccess main window, click from your menu on the left hand side of the window.

1. Type email address(es) in the TO:, CC: or BC: boxes.

   OR

   Click Address Book to add recipients.

2. Search for the name in your Address Book. Click To or CC, then click the Mail button to return to your message.

1. Type the recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma, or
3. Subject and message. You can include Web site locations or addresses (URLs).

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

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

6. Click Send Options to select a security setting (classification), assign a priority (high, standard, low), request a reply, or select to receive return notification.

7. Click Send.

Scheduling an Appointment

1. From the GroupWise WebAccess main window, click  to display a mail message, then click Appointment to change the mail message to an appointment.

2. Search for the name in your Address Book. Click To or CC, then click the Mail button to return to your message, or

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 e-mail address. Separate each address with a comma.

3. Type a location for the meeting.

If you added a resource to the To box, the location may be filled in automatically. To schedule a resource, such as a conference room, that is available in the address book, add the resource to the To box.

4. Specify the month, day, year, and beginning time for the appointment. Skip to Step 5, or
Click Busy Search to find and insert an appointment time when all the recipients are available.

When you use Busy Search, GroupWise lists times when the users whose schedules were checked are available for an appointment. The time blocks listed might be longer than the duration specified. For example, 8am through 1pm might be listed as an available time. If your meeting has a duration of two hours, you could select from a number of available times, including 8am-10am, 9am-11am, and 11am-1pm. You can decide on an appointment time from the available times listed or use the first available time, which GroupWise selects for you.

To schedule the appointment for one of the times listed, click the time. Skip to Step 6.

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

6. Type a subject and message.
   You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.

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

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

9. Click Send Options to select a security setting (classification), assign a priority (high, standard, low), request a reply, or select to receive return notification.

10. Click Send.
Assigning a Task

1. From the GroupWise WebAccess main window, click to display a mail message, then click Task to change the mail message to a task.

2. Click Address Book to add recipients in the To, CC, and BC boxes, or

   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 e-mail address. Separate each address with a comma.

   To create a personal task that displays only in your Calendar, add your name only.

3. For the start date, specify the month, day, and year you want the task to first appear on the recipient's Calendar.

4. Type a priority.

   You can type a letter (such as A), a number (such as 1), or a letter-number combination with the letter first (such as A1).

5. For the due date, specify the month, day, and year when you want the task to be completed.

6. Type a subject and message.

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

7. (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.
8. (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.

9. Click Send Options to select a security setting (classification), assign a priority (high, standard, low), request a reply, or select to receive return notification.

10. Click Send.

### Managing Items You Receive

#### Opening an Item in Your Mailbox

In WebAccess, all GroupWise items are opened the same way.

- From the Item List, click the subject of the item.

The available buttons vary depending on the item type you have open. Appointments, tasks, and notes can be accepted, declined, or delegated. Click Accept, Decline, or Delegate next to the item in the Item List or in the message view itself.

#### Replying to an Item You Receive

You can reply to an item you’ve received. You can reply to the item’s author or to everybody who originally received the item.

1. Click the Mailbox icon in the Folder List, or

   Click the Calendar icon in the Folder List, then go to the date of the appointment, task, or note.

2. Click the message, appointment, task, or note to open it.

3. Click Reply to Sender or Reply All to open a Reply form.

   Reply to Sender sends a reply to the sender only. Reply All sends a reply to the sender and all recipients of the original item.

4. Type your message.

5. Click Send.

#### Deleting an Item You Receive

You can delete an Item you receive and place it in the Trash.
1. Locate the item in the Item List.
2. Select the item, then click Delete at the top of the Item List, or
   Click the item to open it, then click Delete.

The item is removed from your Mailbox or Calendar. The status of the item is also updated in the sender's Mailbox or Calendar to show you've deleted the item. As long as the item remains in your Trash, you can undelete it.

**Undeleting an Item**

You can undelete an item you deleted unless you have emptied the Trash. An item emptied from the Trash cannot be undeleted.

1. Click the Trash icon in the Folder List.
2. Select the item, then click Undelete at the top of the Item List, or
   Click the item to open it, then click Undelete.

The item is moved from your Trash to the folder from which it was originally deleted.

**Forwarding a Mail Message**

1. Click the Mailbox in the Folder List.
2. Click the mail message to open it.
3. Click Forward to open a new message.

   The original message is included as an attachment to the new message.

4. Click Address Book to add recipients in the To, CC, and BC boxes, or
   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 e-mail address. Separate each address with a comma.

5. Type a message.

   You can include web site locations or addresses (URLs) in the Message box.

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

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

8. Click Send.

**Accepting an Appointment, Note, or Task**
1. Click the Mailbox icon in the Folder List, or

   Click the Calendar icon in the Folder List, then go to the date of the appointment, task, or note.

2. Click the appointment, task, or note to open it, then click Accept.

3. If you want, type a message in the Comments to Sender box.
4. Click Accept.

   The appointment, task, or note is removed from the Item List in your Mailbox and appears in your Calendar only. The sender can tell you’ve accepted the item by checking its status information.

**Declining an Appointment, Note, or Task**

1. Click the Mailbox icon in the Folder List, or

   If you have already accepted the appointment, task, or note, click the Calendar icon in the Folder List to open the Calendar, then go to the date of the appointment, task, or note.

2. Click the appointment, task, or note to open it.

3. Click Decline.

4. If you want, type a message in the Comments to Sender box.
5. Click Decline.
The appointment, task, or note is removed from your Calendar and Mailbox. The status of the item is updated in the sender's Mailbox to show that you have declined the item. If you commented when you declined the item, the sender can read your comments by checking the status information.

**Marking a Task Complete**

1. Click the Calendar icon in the Folder List to open the Calendar, then go to the date of the task, or

If you have not yet accepted the task, click the Mailbox icon in the Folder List.

2. Click the task to open it.

3. Click Complete to display the Complete form.
4. Click Complete.

The sender of the task can see that you completed the task by checking its status information.

**Moving an Item to a Folder**

1. To move an item you received, click the Mailbox icon in the Folder List, or

To move an appointment, task, or note you've already accepted, click the Calendar icon in the Folder List.

2. Locate the item in the Item List.
3. Select the item, then click Move at the top of the Item List, or

Click the item to open it, then click Move.

4. Click the folder where you want to move the item. If you are moving the item to a folder in the Cabinet, you may first need to click the arrow next to the Cabinet to display the Cabinet folders.