

*User's Guide*

 **NOVELL**®

for WINDOWS

VERSION 4.1

TIPS

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# GroupWise™

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CE LOGICIEL VOUS EST CONCÉDÉ EN LICENCE EN L'ÉTAT ; SI POUR UNE RAISON QUELCONQUE, VOUS N'ÊTES PAS SATISFAIT, VOUS DISPOSEZ D'UN DÉLAI DE 90 JOURS, À COMPTER DE LA DATE D'ACHAT, POUR RETOURNER LE LOGICIEL, Y COMPRIS TOUS COMPOSANTS RELATIFS, ACCOMPAGNÉ DU FORMULAIRE DE PREUVE D'ACHAT À VOTRE REVENDEUR, ET VOUS SEREZ INTÉGRALEMENT REMBOURSÉ. En outre, Novell s'engage à remplacer gratuitement toute disquette ou élément défectueux contenu dans l'emballage qui sera retourné dans un délai de 90 jours, à compter de la date d'achat.

TOUTE AUTRE GARANTIE, EXPRESSE OU IMPLICITE, Y COMPRIS TOUTE GARANTIE IMPLICITE D'APTITUDE À LA COMMERCIALISATION OU D'APTITUDE À UNE UTILISATION PARTICULIÈRE, EST EXPRESSÉMENT EXCLUE. EN AUCUN CAS, NOVELL NE SAURAIT ÊTRE RESPONSABLE DES DOMMAGES DIRECTS OU INDIRECTS, Y COMPRIS TOUTE PERTE DE PROFIT OU DE BÉNÉFICE OU AUTRES DOMMAGES INDIRECTS OU ACCESSOIRES CAUSÉS PAR L'UTILISATION OU L'IMPOSSIBILITÉ D'UTILISATION DU LOGICIEL ET CE, MÊME SI NOVELL OU L'UN DE SES REPRÉSENTANTS AGRÉÉS A ÉTÉ AVERTI DE LA POSSIBILITÉ DE TELS DOMMAGES.

Certaines juridictions ne permettent pas l'exclusion ou la limitation de garantie implicite ou la limitation de responsabilité pour des dommages indirects ou accessoires. En outre, certaines juridictions prévoient des dispositions particulières relatives à la protection du consommateur, lesquelles pourraient remplacer les dispositions qui précèdent. En conséquence, la limitation de responsabilité peut, conformément à la loi en vigueur dans votre juridiction, ne pas vous être applicable.

## ASSISTANCE TECHNIQUE

Dans le cadre de sa politique d'assistance technique, Novell s'efforcera de répondre aux questions d'ordre technique concernant le Logiciel. Cependant, il est convenu que ce service ne constitue qu'une obligation de moyen et que Novell ne saurait satisfaire toute demande d'assistance. Novell ne supportera le Logiciel que dans la mesure où celui-ci est utilisé dans les conditions et selon les configurations matérielle et logicielle pour lesquelles il a été conçu. Les services offerts par l'Assistance technique peuvent être altérés sans préavis.

## GÉNÉRAL

Au cas où une disposition quelconque de ce contrat serait illégale, nulle ou non exécutoire, pour quelque raison que ce soit, cette disposition sera réputée non écrite, et la validité et le caractère exécutoire des autres dispositions de ce contrat n'en seront pas affectés.

## RÉPONSES À VOS QUESTIONS

Si vous avez des questions à propos de ce Contrat, ou à propos des conditions spéciales accordées aux établissements scolaires et aux organisations caritatives, veuillez contacter la filiale dont vous dépendez, ou votre distributeur agréé, ou écrire à WordPerfect, Applications Division of Novell, Inc., Attn. Sales Center, 1555 N. Technology Way, Orem, Utah 84057-2399 U.S.A., ou appelez le (800) 321-2318.

## Questions and Answers

Q. How do I license for the use of workstations located on my network? Can I license based on concurrent access to the system?

A. Each defined user on the GroupWise messaging system is assigned a mailbox for persistent storage of calendar and electronic messaging data. Each mailbox must be licensed and is considered "in use" after it has been defined. Regardless of whether the user is actually logged into the post office, the mailbox is actively available for delivery of messages, processing of server-based rules, and other messaging services.

Q. If I have three users who share a workstation (they work on rotating shifts), do I need one license or three to cover their use of the software?

A. If each of the three users has an individual mailbox, then three licenses are required. If all three users share the same mailbox (defined by job function, perhaps, rather than individual user), then only one license would be required.

Q. Do I need to worry about which user runs the various Client versions of the GroupWise software? If I'm migrating my users from DOS to Windows, do I need to modify my license for the software?

A. No. Because the licensing of Client software is done on a per-mailbox basis, any platform version of the GroupWise network Client software can be used to access a licensed mailbox.

Q. If I have a user who runs the Client software on more than one workstation, do I need more than one license?

A. No. Only one license is needed to cover access to the licensed mailbox from one or more workstations.

Q. Am I required to license resources?

A. No. The resources defined on the GroupWise system do not need to be licensed.

Q. How can I tell how many licenses I need?

A. The Administration program provides a count of all mailboxes installed on the post office, domain, and system. The number of licenses for which you are responsible equals the number of mailboxes installed on the part of the system that is under your jurisdiction.

Q. How do I license my users who use the Remote Client versions of the software?

A. The Remote Client software is licensed by the same mailbox license mechanism used by Network Clients. Any platform version of the Remote Client software can be used without additional licensing to access any licensed mailbox.

Q. Can my users have a copy of the software loaded on their home computer and laptop computer as well as on their network computer?

A. Yes. As long as all of these workstations where the software is stored are used to access the same licensed mailbox, they can all operate under a single mailbox license.

Q. How is the Administration software licensed?

A. There is no license tied specifically to the Administration software. It is provided in the Client package and can be used on any system that contains licensed mailboxes.

Q. How are the multiple Message Server programs licensed?

A. The GroupWise Message Server software is licensed on a domain basis by Message Server platform. Any and all Message Server programs required for the operation of the GroupWise system on a supported platform are licensed for use on a single domain. Additional Message Server licenses are required for each additional domain serviced.

Q. Can I run the Message Server programs licensed under the domain license on separate workstations or file servers?

A. Yes. As long as these programs are run to support the messaging services of a single domain, they can run on one or more workstations or file servers.

Q. If I want to run different platform versions of the Message Server programs on the same domain (such as MS and ADS OS/2, and OFS NLMs), do I need one license or two?

A. In this case, even though the servers are supporting a single domain, you would need two Message Server licenses because the Message Server is licensed by platform and two platforms of Message Servers programs would be in use.

Q. How are the GroupWise gateways licensed?

A. The GroupWise gateway software is licensed on a per-installation basis using the "loaded" and "stored" conditions previously described. Each occurrence of each gateway installed must be licensed.

Q. Do I need multiple gateway licenses of any single gateway to service the post offices and domains on my system?

A. Generally, one gateway per system will be sufficient to service the needs of the entire system. If only one gateway is installed, it only needs a single license and any user on the system can use its services.

Q. We tunnel through the Internet using the SMTP gateway. How many SMTP gateway licenses are required?

A. One license is required for each installation of that gateway. To connect two sites via gateway tunneling, two installed and licensed gateways must be used.

Q. 4.1 versions of the GroupWise gateways now allow me to run multiple gateway processes on a single defined gateway service. How many licenses do I need to support this configuration?

A. Where two or more gateway processes are "loaded" and executing as separate processes, each must be licensed.



# Getting Started

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# Starting GroupWise

Before you begin using GroupWise 4.1 for Windows, formerly known as WordPerfect Office, you will need to run the GroupWise Setup Program. You must first be in the Windows Program Manager. The way GroupWise is installed depends on whether you are updating from WP Office 4.0 or installing GroupWise for the first time.

---

## Upgrading from WP Office 4.0

If you are currently running WP Office 4.0 or 4.0a, you will get an upgrade message when your system administrator upgrades to GroupWise on the network. The upgrade message prompts you to install GroupWise 4.1.

If you are running WP Office from the network, GroupWise updates your Button Bars and preferences. It also installs WPCSET.BIF in place of the WP Office .INI files and the TrueType fonts necessary for WP Characters.

If you are running WP Office from your hard drive, GroupWise opens the GroupWise Install program so you can choose a standard or custom installation. Go to *Running the Setup Program* below and start at step 3 for instructions. The GroupWise Install program updates your Button Bars and preferences. It also installs WPCSET.BIF in place of the WP Office .INI files.

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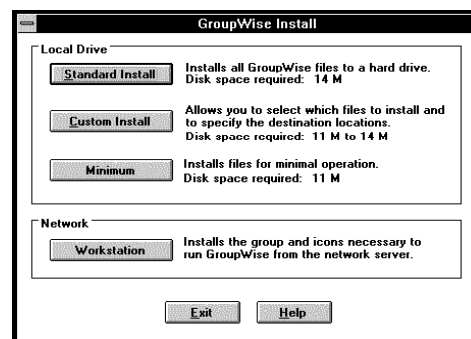
## Running the Setup Program

Your system administrator should already have told you the location of the setup program (SETUPWIN.EXE). You need to know the location of the program before continuing.

- 1 Make sure you are logged in as yourself at your computer.
- 2 From the Program Manager window, choose the **File** menu, choose **Run**, then type the path to SETUPWIN.EXE in the Command Line box.

The path will look similar to this: N:\OFFICE\OFWIN40\SETUPWIN.EXE.

- 3 Choose **OK** to start the setup program.
- 4 Select the type of install you want in the GroupWise Install dialog box.



When the installation is complete, select the **GroupWise** program group for the GroupWise program icons. If you want to place the GroupWise 4.1 item icons in a different group, select the group from the pull-down list.

- 5 Choose **OK**.

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## Starting GroupWise 4.1 for Windows

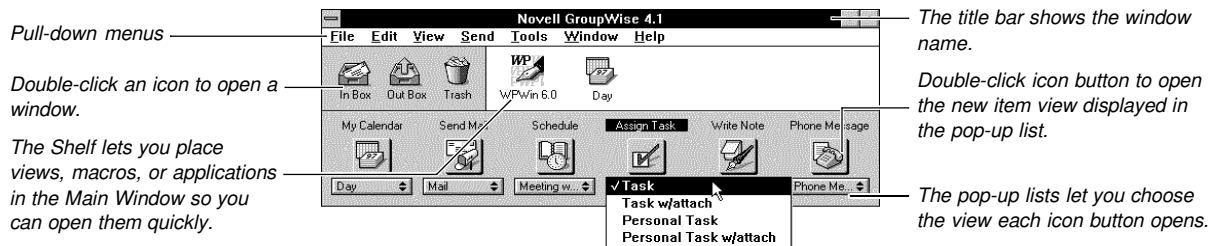
To start GroupWise,

- 1 Double-click the **GroupWise** program item icon in the GroupWise group.
- 2 When the Password dialog box appears, type your password if one has been assigned to you, then choose **OK**.

or

If you don't know your password, see your system administrator.

The GroupWise Main Window should now be displayed on your monitor. The Main Window lets you open other windows to view incoming and outgoing items, open calendar views for managing your schedule, and open views for sending mail, appointments, tasks, notes, and phone messages. See *A Brief Tour* below.



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## A Brief Tour

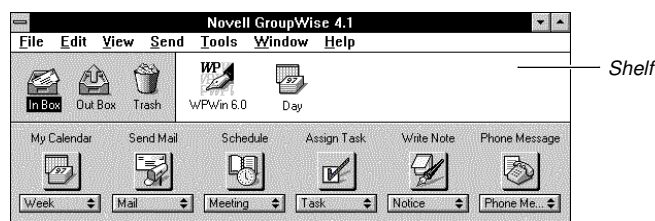
Welcome to GroupWise 4.1 for Windows! This section provides you with a quick overview of GroupWise 4.1 and helps you get acquainted with this guide.

---


### The Main Window


With the intelligence of GroupWise, you now have the tools you need for electronic messaging, as well as time and task management.


The Main Window is where you can access all the following tools:




Main Window


 The **In Box** displays all incoming messages and requests. When your In Box icon displays an envelope, that means there are new items to read and act on.


 The **Out Box** displays all messages and requests you send. You can use the Out Box to retract items you have sent, or to find out if an item has been delivered, opened, accepted, declined, deleted, and so forth.


 When your **Trash** icon appears full, it means you have deleted items from your Calendar, In Box, or Out Box. Until it is emptied, the Trash stores all your deleted items, allowing you to recover an item if you change your mind.





 The **Calendar** is a personal planner and time management tool. There are several predesigned calendar formats you can select from to manage your appointments, tasks, and notes.

 **Send Mail** is your basic messaging tool. However, you can also attach text files, graphics, applications, sounds, movies, OLE objects, and GroupWise views to mail messages and other item types.

 **Schedule** is your personal and group appointment tool. People and resources (such as conference rooms, company vehicles, and overhead projectors) can all be scheduled for an event quickly and easily.

 **Assign Task** can be used as a project management tool which makes organizing a group effort as easy as identifying the tasks, people, and time frame needed to accomplish the goal. You can also create a personal task list with this tool.

 **Write Note** lets you post reminders, announcements, or requests for other users, as well as create personal reminders for yourself. Use notes as reminders about upcoming deadlines, holidays, and so forth.

 Use **Phone Message** to send paperless phone or “While You Were Out” messages.

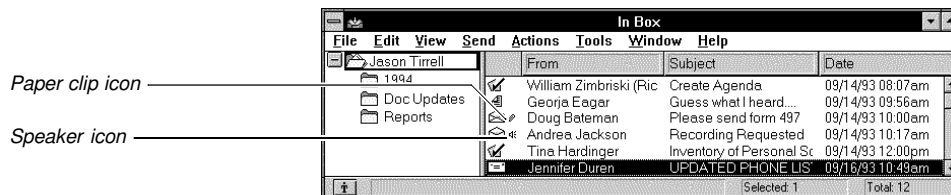
**Shelf:** Use the Shelf to customize GroupWise to your needs. For example, you can place an icon from the Main Window or an application icon on the Shelf. The Shelf icons let you open views, macros, filtered boxes, and launch applications quickly. See *Shelf* in the *GroupWise 4.1 for Windows Reference*.

## In Box and Out Box Icons

The messages, appointments, or requests you send are called *items*. The following table helps you identify and understand the icons associated with each item.

Items	Unopened Item Icon	Opened Item Icon
Mail	[Icon not shown]	[Icon not shown]
Appointment	[Icon not shown]	[Icon not shown]
Task	[Icon not shown]	[Icon not shown]
Note	[Icon not shown]	[Icon not shown]
Phone Message	[Icon not shown]	[Icon not shown]

Items with accompanying attachments such as files or graphic documents are marked with a paper clip icon in the In Box. An item with a sound attachment is marked with a speaker icon.



## GroupWise Views

A view lets you display information. GroupWise includes three types of views.

*Group views* let you send mail messages, appointments, tasks, notes, or phone messages to one or more users, including yourself if you want.

*Personal views* let you place appointments, tasks, or notes which involve only you, into your Calendar.

---

## Using This Guide

The User's Guide is divided into two clear and simple sections to help you quickly learn the tools of GroupWise:

*Using GroupWise Basics:* Refer to this section when you need quick, how-to information on basic tasks. The tasks are grouped according to the icons in the Main Window.

*Using GroupWise Remote:* Explore this section for information on how to use GroupWise Remote to communicate and manage your time and business tasks when you are away from the office.

---

## Mouse Actions You Should Know

The table below lists some basic mouse actions you should know. If you use a left-handed mouse, reverse the left or right instructions.

Action	Mouse
Point	Move the mouse until the tip of the pointer is positioned on the item you want.
Release	Lift your finger from the mouse button.
Click	Press and release the <i>left</i> mouse button.
Right-click	Press and release the <i>right</i> mouse button.
Shift-click	Hold down the <b>Shift</b> key and click the left mouse button.
Ctrl-click	Hold down the <b>Ctrl</b> key and click the left mouse button.
Double-click	Rapidly click the left mouse button twice.
Drag	Hold down the left mouse button, move the mouse, then release the button.

---

## Reference Manual


Because of the power and flexibility of GroupWise, not all features or applications of the program can be covered in this guide. By using the *GroupWise 4.1 for Windows Reference* (subsequently referred to as the reference manual), you can find the answers you will need about the specific features and functions of GroupWise.

---

## Conventions

### *Icons*

Some of the icons in GroupWise are unnamed in the interface. An icon within a step guides you to the interface icon you need to choose to perform the task. The following step shows what you might see in the manual.

- 1 Choose **Proxy** , then choose the name of the user you want to proxy.

### *Bolded Words*

Bolded words in steps or explanations indicate what you choose or select in the step. The following step shows what you might see.

- 1 Choose the **File** menu, then choose **Preferences**.

---

# Getting Help

If you encounter problems using GroupWise, you can get help from several sources:

- Online Help
- Coaches
- QuickTour
- The Manuals
- Your System Administrator or Help Desk
- Customer Support

---

## Using Online Help

Online Help gives you quick access to documentation without reaching for a manual. You can access Help from wherever you are in GroupWise.

To access Help, simply choose the **Help** menu, or choose the **Help** buttons found in dialog boxes, or right-click, then choose **Quick Help**.

### *Using the Help Menu*

You can access any of the Help features below from the Help menu.

<b>Menu Options</b>	<b>Purpose</b>
Contents	Displays and explains a list of Help features. You can select any underlined term to display the topic.
Search for Help On	Use to open the Search dialog box and find Help topics by keywords or phrases
What Is	Switches the mouse and keyboard into a context-sensitive mode which lets you click screen regions or press keystroke combinations to get help.
How Do I	Explains how to perform common tasks.
Coach	Steps you through many common tasks.
Macros	Explains macro basics, programming and product commands, and user-defined dialog boxes.
About GroupWise	Displays your network and program information.

---

## Using QuickTour

QuickTour is a short demonstration of GroupWise for Windows. As part of the installation process, Setup asks if you want to view QuickTour. If you decide not to view it at that time, or want to review it later, you can double-click the QuickTour icon on the Shelf.

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## Other Assistance

If you need assistance beyond what the Help features and the GroupWise manuals can provide, contact your Help Desk or your system administrator. If they cannot solve your problem, these individuals can contact Customer Support.

# Using Group Wise

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# In Box


Reading Items .....	22
Reading Attachments .....	22
Printing Items and Attachments .....	24
Accepting or Declining Appointments, Tasks, and Notes .....	25
Replying to Mail and Phone Messages .....	26
Forwarding Items .....	27
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Creating Folders .....	29

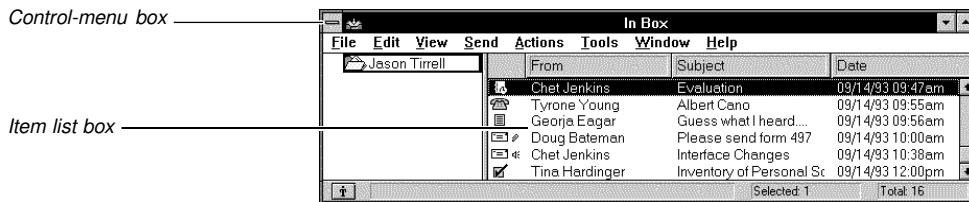
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## Reading Items


All incoming items appear in your In Box. Item types include mail messages, appointments, task, notes, and phone messages.

From the Main Window,

- 1 Double-click **In Box** .
- 2 Double-click the item you want to read in the Item list box.



If you are reading all your items, choose the **Actions** menu, then choose **Read Next** to read the next item or **Read Previous** to read the previous item.

- 3 Choose **Close**  to return to the In Box.
- 4 Double-click the Control-menu box shown above to return to the Main Window.


---

## Tips and Hints

### *Deleting Items Immediately*

You can also delete items immediately after reading them. Choose the **Actions** menu, then choose **Delete** while you're in the item view.

or

Choose **Delete**  if you're in a mail or phone message view. See *Deleting Incoming Items* under *In Box*.

### *Access and Proxy Lists*

You don't have to leave your items unattended if you expect to be away from your office for an extended period. You can selectively grant rights to a proxy who can answer your mail or other items on your behalf. See *Letting a Proxy Manage Your Mailbox* under *Sharing Mailboxes*.

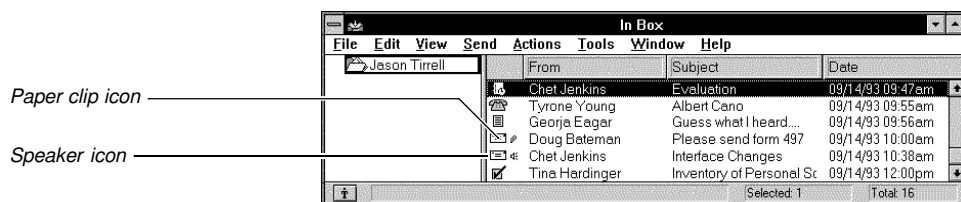
If you don't want to give someone access to your In Box, you can create a rule that forwards items to another user. See *Rules* in the reference manual.

---

## Reading Attachments

An attachment is a file or OLE object which may contain text, graphics, applications, sounds, or movies and is sent with an item.


In the In Box or Out Box, items with attachments are marked with a paper clip icon. Items with sound annotations are marked with a speaker icon.

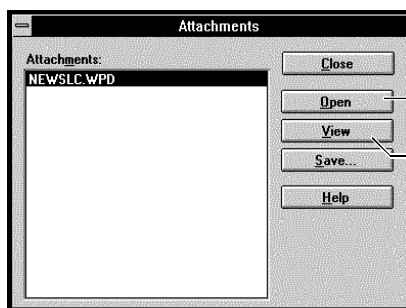


From your In Box or Out Box,

- 1 Right-click the item with attachments, then choose **Read** from the QuickMenu.
- 2 If you want to read an attached file, right-click the attachment in the Attach box, then choose **View Attachment** from the QuickMenu.

or

If the item has no Attach box, choose  to open the Attachments dialog box, select the attachment you want to read, then choose **View**.

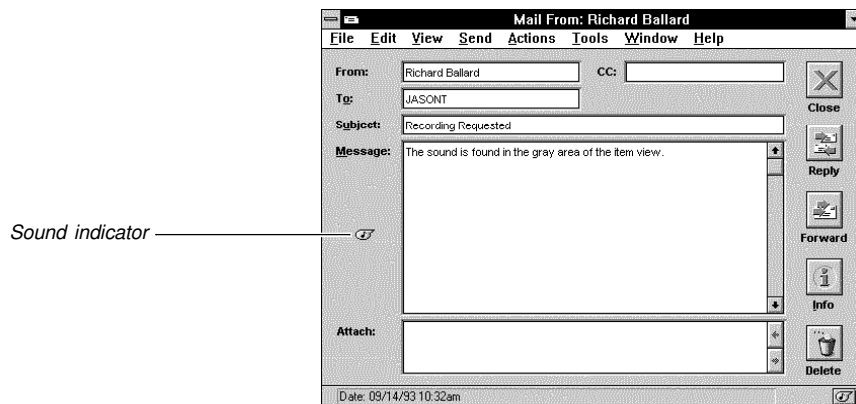


Lets you open the attachment in another application, such as WordPerfect for Windows

Lets you view the attachment within GroupWise

Attachments dialog box

- 3 If you want to listen to a sound annotation, double-click the sound indicator.



If there is no sound indicator on the view, click the sound button to list the attached sound files.

- 4 Double-click the Control-menu box to return to the In Box or Out Box.

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## Tips and Hints

### *OLE Attachments*

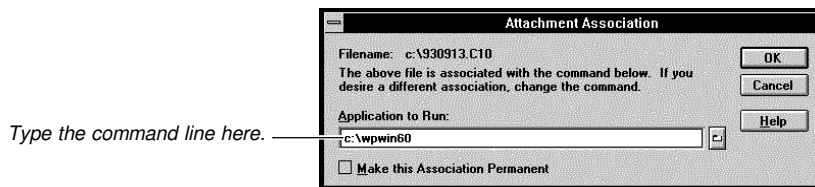
The Object Linking and Embedding (OLE) feature lets you include charts, graphics, spreadsheets, sound clips and many other types of information created in other applications as attachments that can be linked or embedded.

To open an OLE attachment, right-click the OLE object in the **Attach** box, then choose **Open**. See *OLE* in the reference manual.

### *Running Other Applications*

If you can't view an attachment, you can open the attachment in another application such as WordPerfect for Windows.

To open the attachment from the item view, right-click the attachment in the **Attach** box, choose **Open**. If there is no application associated with the file, type the command line in the **Application to Run** box. The command line consists of the path or directory of the application, and the executable program filename. If you select **Make this Association Permanent**, GroupWise will use the application you specify the next time you open a file similar to the current file.



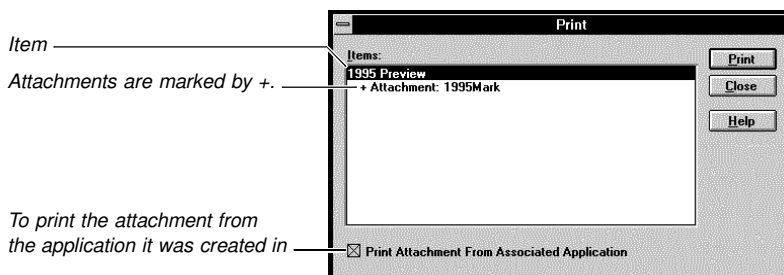
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## Printing Items and Attachments

Use Print to print an item or its attachments. You can also print the items in a calendar format. See *Tips and Hints* below.

From any item view,

- 1 Choose the **File** menu, then choose **Print**.



Your item is already highlighted in the **Items** box.

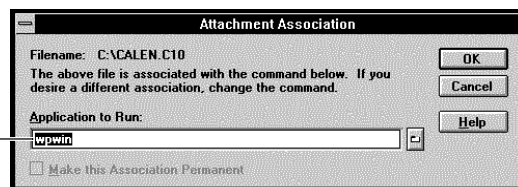
- 2 If you want to print the item, choose **Print**.
- 3 If you want to print the attachment, select the attachment in the **Items** box, then choose **Print**.

When you are printing the attachment, the **Attachment Association** dialog box opens if the **Print Attachment From Associated Application** check box is selected. The



application that GroupWise will run to print the attachment is displayed in the **Application to Run** text box. Printing from the application will retain all formatting codes.

Type a different path and application filename here, if desired.



If you select the **Make this Association Permanent** check box, attachments with the same extension (such as .wpg) can be printed from the same application in the future without bringing up the **Attachment Association** dialog box again. A Preference setting also affects the display. See *Tips and Hints* below.

Choose **OK** to run the application and print the attachment.

4 When you are done with printing, choose **Close** to return to the In Box.

---

## Tips and Hints

### *Selecting Multiple Items*

You can select several items and their attachments to print from the In Box, Out Box, and the Print dialog box.

To select a continuous range of items, click the first item in the range, then **Shift**-click the last item in the range.

To select non-continuous multiple items, **Ctrl**-click the items you want.

After selecting the items, proceed with the steps above.

### *Disabling the Attachment Association Prompt*

From the **Main Window**, choose the **File** menu, choose **Preferences**, then double-click **Associations**. Deselect the **Prompt Before Running Associated Application** check box.

### *Printing Troubleshooting*

If nothing prints, make sure your printer is selected and set up correctly. Choose **File**, then choose **Print Setup** to select your printer, specify margins, paper source, paper size, font orientation, and the number of copies you want to print. See *Print Setup* in the reference manual.

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# Accepting or Declining Appointments, Tasks, and Notes

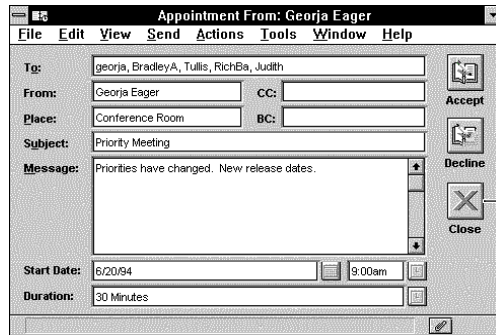
Accept or Decline lets you inform the sender of an appointment, task, or note whether you are available or not. Opened and unopened items are distinguished by icons. See *A Brief Tour* under *Getting Started*.

The text descriptions of these items remain italicized in your Calendar until you have accepted or declined the items.

From the In Box,

1 Double-click the item in the Item list box.

- 2 Choose **Accept**  or **Decline** .



Close allows you to respond later.

Appointment view

- 3 If you decline, you may want to type a comment in the Comment box, then choose **OK**.

GroupWise sends an accept or decline status to the sender's Information window. See *Tracking Item Information* under *Out Box*.

---

## Tips and Hints

### *Accepting with a Comment*

If you want to type a comment to the sender when you accept an item, choose the **Actions** menu, choose **Accept with Comment**, type a comment in the Comment box, then choose **OK**.

### *Accepting or Declining from the Calendar*

You can also accept or decline appointments, tasks, or notes from your Calendar. See *Accepting or Declining Appointments, Tasks, and Notes* under *My Calendar*.

### *Deleting from the In Box*

If you delete an item from your In Box, the sender's Information window will display an opened and a deleted status. If you want the sender of an appointment, task, or note to receive an accepted or declined status, you should choose either Accept or Decline before deleting the item.

### *Where Items are Moved to*

When you accept an appointment, task, or note in your In Box, the item disappears from your In Box. You can view the item in your Calendar. If you decline the item, it is moved to your Trash. You can adjust the In Box Filter if you would like to see your accepted items in the In Box. See *Filter* in the reference manual.

### *Undeleting*

If you declined and deleted an item, but have now changed your mind, you can still undelete and accept the item if you have not emptied the Trash. See *Undeleting Items* under *Trash*.

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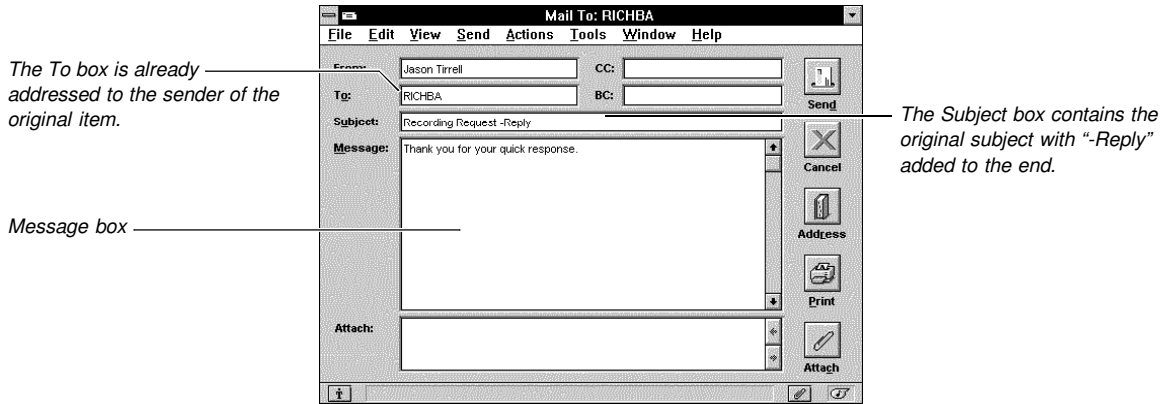
## Replying to Mail and Phone Messages


After reading a mail or phone message, the Reply feature lets you respond to the sender immediately without having to select the sender's name from the Address Book. You can also reply to an appointment, task, or note. See *Tips and Hints* below.

After reading the message,

- 1 Choose **Reply** .

- 2 Select **Reply to Sender** to send a reply to the sender only.  
or  
Select **Reply to All** to reply to the sender as well as all the recipients.
- 3 If you want to include the item's text, select the **Include Message Received from Sender** check box.
- 4 Choose **OK**, then type a message in the Message box.



- 5 Choose **Send**  to send your reply.
- 6 Choose **Close** to return to the Main Window.

---

## Tips and Hints

### *Replying to Appointments, Tasks, and Notes*

While accepting or declining an appointment, task, or note, you'll be prompted to type in a comment. To reply without accepting or declining, choose the **Send** menu, then choose **Reply**. Continue with step 2 above.

If you want to add a comment when you accept an item, choose the **Actions** menu, then choose **Accept with Comment**. The comment is not sent as a Reply. Instead, it appears in the sender's Information window.

### *Resending a Message*

If you want to resend basically the same message with minor changes, see *Resending and Rescheduling Items* under *Out Box*.

---

## Forwarding Items

When you want someone else to read the item you have just received, use Forward. When you forward an item, it is sent as an attachment to a mail message.

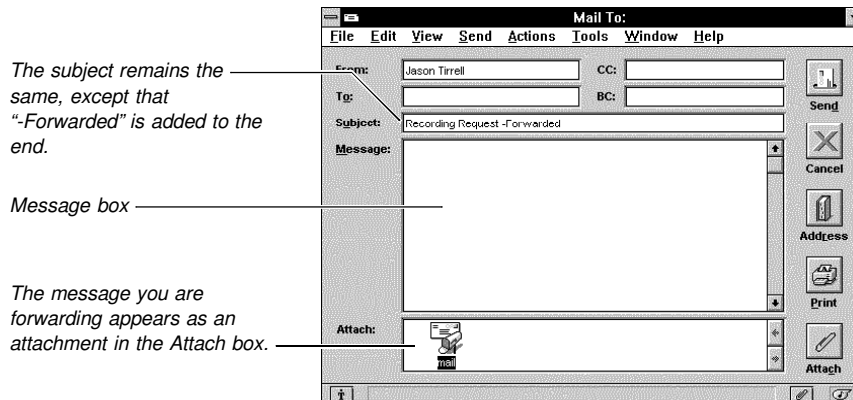
From the In Box,

- 1 Double-click the item you want to forward.

2 Choose the **Send** menu, then choose **Forward**.

or

If you are in an opened *mail* view, choose **Forward** .



3 Choose **Address**  to open the Address Book.

4 Select recipients for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

5 Choose **OK**.

6 Type a message in the Message box.

7 Choose **Send**  to forward the item.

---

## Tips and Hints

### *Delegate*

If you are unable to accept an appointment, task, or note, you can delegate the request instead of forwarding the item. Delegating will send a delegated status to the sender’s Information window. This way, the sender will know that you have transferred the responsibility to another person. See *Delegate* in the reference manual.

### *Attachments and Object Linking and Embedding*

If there are other files or objects you want to send with the item you’re forwarding, use the Attach feature. See *Attaching Files* under *Send Mail*.

You can also embed or link an object or file in an item you are sending. See *OLE* in the reference manual.

---

## Deleting Incoming Items

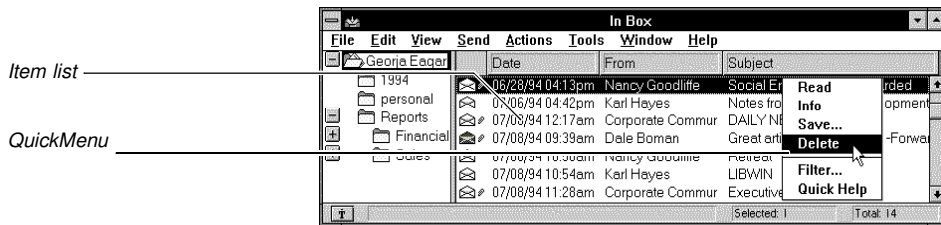
You can delete any item from the In Box at any time. However, if you cannot accept a scheduled item, you should consider using Decline rather than deleting the item from the In Box. Deleting will only send a deleted status to the sender, and he or she will not know if you’ve accepted or declined the request.

From the Main Window,

1 Double-click **In Box** .

2 Right-click the item you want to delete.

### 3 Choose **Delete** from the QuickMenu.



### 4 Double-click the Control-menu box to return to the Main Window.

---

## Tips and Hints

### *Selecting Multiple Items*

You can also select multiple items to delete.


To select a continuous range of items, click the first item, then Shift-click the last item in the range.

To select non-continuous multiple items, Ctrl-click the items.

### *Deleting an Opened Item*

After reading an opened item, you can delete it immediately. To delete the opened item, choose the **Actions** menu, then choose **Delete**.

or

Choose **Delete**  if it is available in the item view.

### *Undeleting*

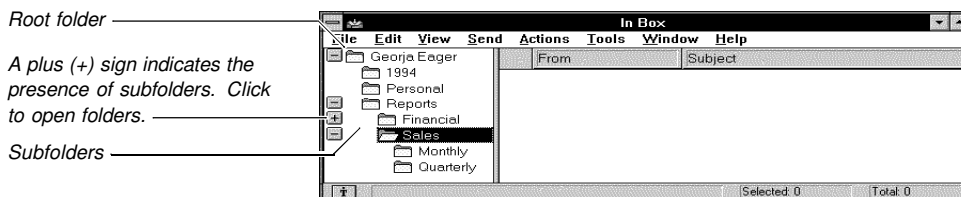
If an item has been deleted by mistake, it can still be recovered if you haven't emptied the Trash. See *Undeleting Items* under *Trash*.

---

## Creating Folders

Folders help you to organize and store your In Box and Out Box items. You can use folders to group items by a specific task, project, person, or any other subject.

All the folders that you create are subfolders of the root folder. The Folder list contains the same folders regardless of which view you are in, and any folder can contain subfolders.



From your In Box or Out Box,

- 1 Choose the **File** menu, then choose **Folders** to open the Folders dialog box.
- 2 Select a parent folder in the Folder List box. The new folder you are creating will be the subfolder of this parent folder.

- 3 Choose **Create** to open the Folder Name dialog box.
- 4 Type the name of the new folder, then choose **OK** to add the folder to the Folder List box.
- 5 Choose **OK** to return to your In Box or Out Box.

## Tips and Hints

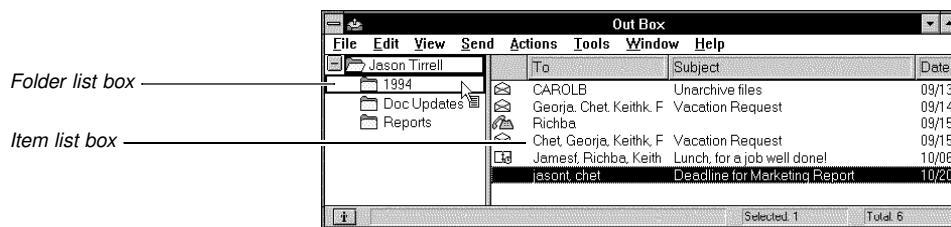
### *Deleting Folders*

To delete an unwanted folder and its contents, from the In Box or Out Box, right-click the folder you want to delete. Choose **Delete** from the QuickMenu, select **Folder(s) and Contents**, then choose **OK**.

### *Drag and Drop*

You can use drag and drop to manipulate your folders. Drag and drop folders onto another folder to make them subfolders.

To move an item in your In Box or Out Box from one folder to another, drag and drop the item from the Item list box to the Folder.



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# Out Box

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## Resending and Rescheduling Items

You can resend mail or phone messages, or reschedule appointments, tasks, and notes if they are still in your Out Box. You may also want to retract the original item *before* resending it. See *Retracting Unopened Items* under *Out Box*.

- 1 Double-click **Out Box** .
- 2 Select the item to resend or reschedule from the Item list box.
- 3 Choose the **Send** menu, choose **Resend**, then edit the old message or reschedule the item.
- 4 Choose **Send** .

You will be prompted to retract the original item. Mail and phone messages cannot be retracted if they have already been opened by the recipient(s). Appointments, tasks, and notes can be retracted any time, even after they have been accepted.

- 5 Choose **Yes** if you want to retract the original item.

---

### Tips and Hints

#### *Items in the Trash*

Items in the Trash need to be undeleted before you can resend or reschedule them. See *Undeleting Items* under *Trash*.

#### *Calendar*

To reschedule items from your Calendar, including personal items, see *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

#### *Finding an Item*

If you have a long list of items in your Out Box, use the Find feature to search for the items you want to reschedule.

Select the first item in the Item list box, choose the **Edit** menu, then choose **Find**. In the appropriate box, type the string of words or characters that matches the text in your item. Choose **Find Next** to start the Find process. See *Find* in the reference manual.



---

## Retracting Unopened Items

If the information in a mail or phone message has become outdated or is incorrect, you can still retract the item if the recipient has not opened the item. You can also retract appointments, tasks, or notes whether they have been opened or not.



From the Out Box,

- 1 Right-click the item to open the QuickMenu, choose **Delete**.



- 2 Select **All In Boxes** to delete from the recipient's In Box only.  
or  
Select **All Mailboxes** to delete from your Out Box and the recipient's In Box.
- 3 Choose **OK** to retract the item.
- 4 Double-click the Control-menu box to return to the Main Window.

---

## Tips and Hints

### *Before Retracting*

Before retracting, you may want to check the item's status to see if it is still unopened. See *Tracking Item Information* under *Out Box*. A mail or phone message can be retracted only if it is unopened.

### *Resending or Rescheduling*


If you plan to resend or reschedule an item, you don't have to retract the item as a separate step. While resending or rescheduling, you will be prompted to retract your original item. See *Resending and Rescheduling Items* under *Out Box*.

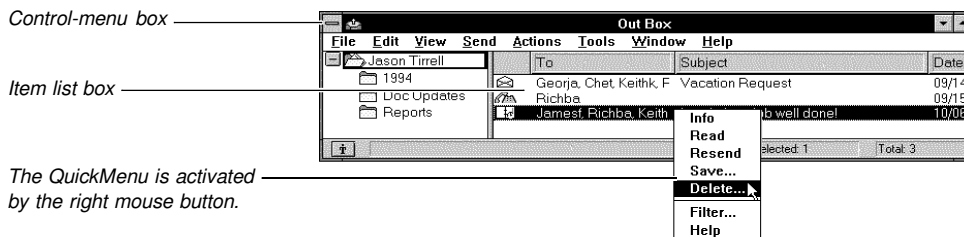
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## Deleting Outgoing Items

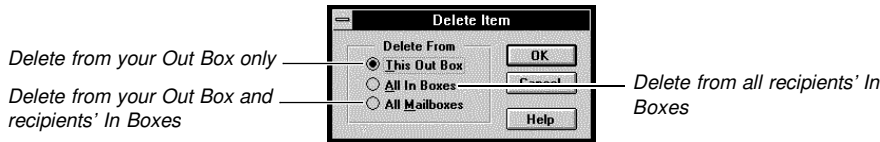
You should periodically delete any obsolete or unwanted items from your Out Box.

From the Main Window,

- 1 Double-click **Out Box** .
- 2 Right-click the item you want to delete.
- 3 Choose **Delete** from the QuickMenu.



- 4 Choose **OK** to delete the item from **This Out Box**.



- 5 Double-click the Control-menu box to return to the Main Window.

---

## Tips and Hints

### *Cleanup Options*

If you want GroupWise to periodically delete items from your In Box, Out Box, and Calendar, choose the **File** menu from the Main Window, choose **Preferences**, then double-click **Cleanup**. Select **Auto-Delete After** from the Mail and Phone, and Appointment, Task, and Note group boxes, then type in the number of days for the periodic cleanup.

[Illustration not shown]

### *Selecting Multiple Items*

You can also select multiple items to delete from the In Box or Out Box.

To select a continuous range of items, click the first item in the range, then Shift-click the last item in the range.

To select non-continuous multiple items, Ctrl-click the items.

### *Undeleting*

If an item has been deleted by mistake, you can still recover it if you haven't emptied the Trash. See *Undeleting Items* under *Trash*.

---

## Tracking Item Information

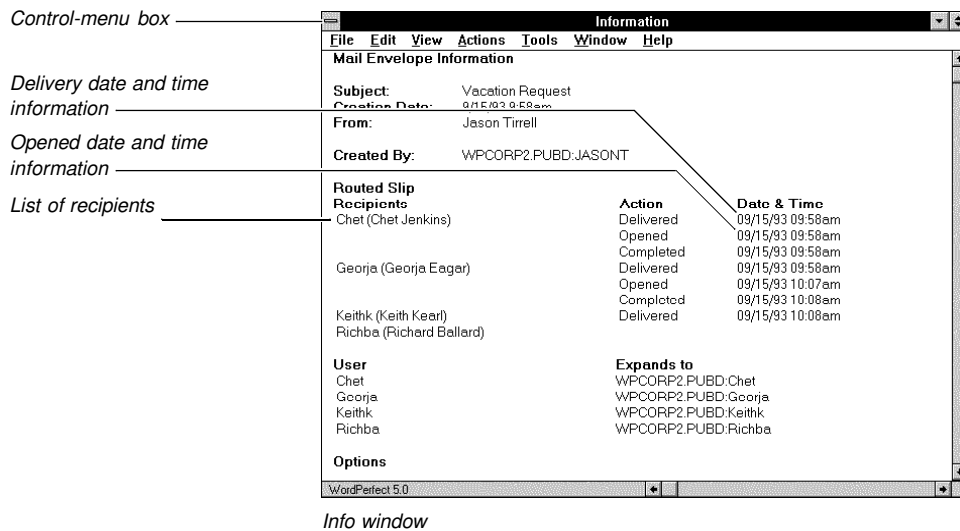
From the Out Box, you can find out what actions have been performed on the items you've sent.

For example, when a recipient *opens* an item from you, *forwards* the item to a GroupWise user, then *delegates* the item to another user, GroupWise will inform you of these three actions and when they occurred.

From the Main Window,

- 1 Double-click **Out Box** .

## 2 Double-click the item you want information on.



## 3 Double-click the Control-menu box to return to the Out Box.

## 4 Double-click the Control-menu box to return to the Main Window.

## Tips and Hints

### *Information You Can Access*

The Information window for an item you have sent includes the following information about the current item.

- Item name, post office, and the sender's user ID
- Date and time the item was sent
- Subject of the item
- List of all recipients by post office
- List of attached files including the MESSAGE file (The size of each file and the date and time it was last saved are also included.)
- Status information about the recipient's post office (including date and time the message was delivered to the recipient's post office and the route used)
- Status information about the item in the recipient's In Box, including the date and time the item was delivered, opened, accepted, completed, delegated, deleted, forwarded, or emptied from the Trash

### *Accessing the Information Window Elsewhere*

You can also access the Information window from your Calendar or within an item. After selecting an accepted item, choose the **Actions** menu, then choose **Info**.

### *In Box Information Window*

The In Box Information window provides information about the sender, the item that was received, and any options that were selected for a specific item when the item was created.

### *Resending*

If you need an answer to an item, but the recipient has deleted the item without replying, you can resend it. See *Resending and Rescheduling Items* under *Out Box*.

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# Trash


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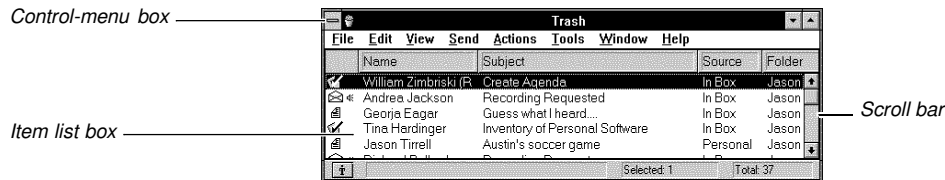
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## Undeleting Items

You can still recover items you have deleted from your Calendar, In Box, and Out Box if they have not been emptied from the Trash.

From the Main Window,

- 1 Double-click **Trash** .



- 2 Select the item to undelete from the Item list box.
- 3 Choose the **Edit** menu, then choose **Undelete** to recover the item.
- 4 Double-click the Control-menu box to return to the Main Window.

---

### Tips and Hints

#### *Where Undeleted Items Appear*


An undeleted item will reappear in the Calendar or in the In Box or Out Box folder it was deleted from. If the folder the item was deleted from no longer exists, the undeleted items will reappear in the root folder.

---

## Emptying Your Trash

Emptying your Trash lets you permanently delete *all* the items currently in the Trash. Once you have emptied the Trash, you will *not* be able to recover any items. To discard only selected items, see *Selecting Multiple Items* under *Tips and Hints* below.

From the Main Window,

- 1 Double-click **Trash** .
- 2 Choose the **Edit** menu, then choose **Empty Trash** to delete all items from your Trash.
- 3 Choose **Yes** if you are sure that *all* items in the Trash should be deleted.

All the items in the Trash will be deleted. This process may take some time.

---

### Tips and Hints

#### *Selecting Multiple Items*

You can empty selected item(s) from the Trash.

To select a continuous range of items, click the first item in the range, then Shift-click the last item in the range.

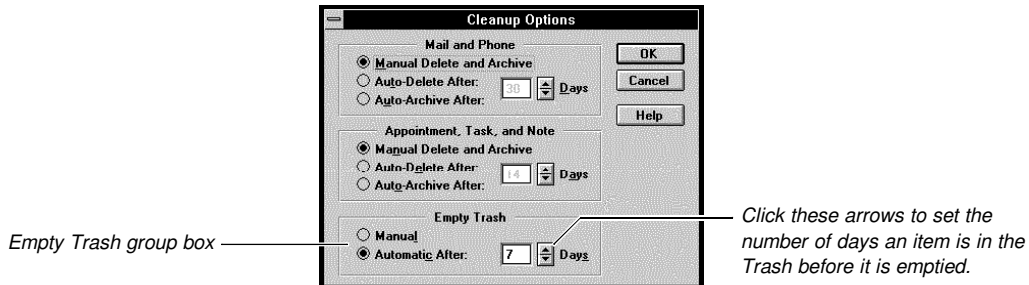
To select non-continuous multiple items, Ctrl-click the items.

After selecting your items, right-click the selected range to display the QuickMenu, then choose **Empty Selected Items**.

### *Emptying Your Trash Automatically*

You can specify the number of days that items should stay in the Trash before they are automatically emptied.

From the Main Window, choose the **File** menu, choose **Preferences**, then double-click **Cleanup**. Select **Automatic After** from the Empty Trash group box, specify the number of days, then choose **OK**. Be aware that your system administrator can set and lock this option.



You can recover an item you have placed in the Trash if the Trash has not been emptied. See *Undeleting Items* under *Trash*.

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# My Calendar

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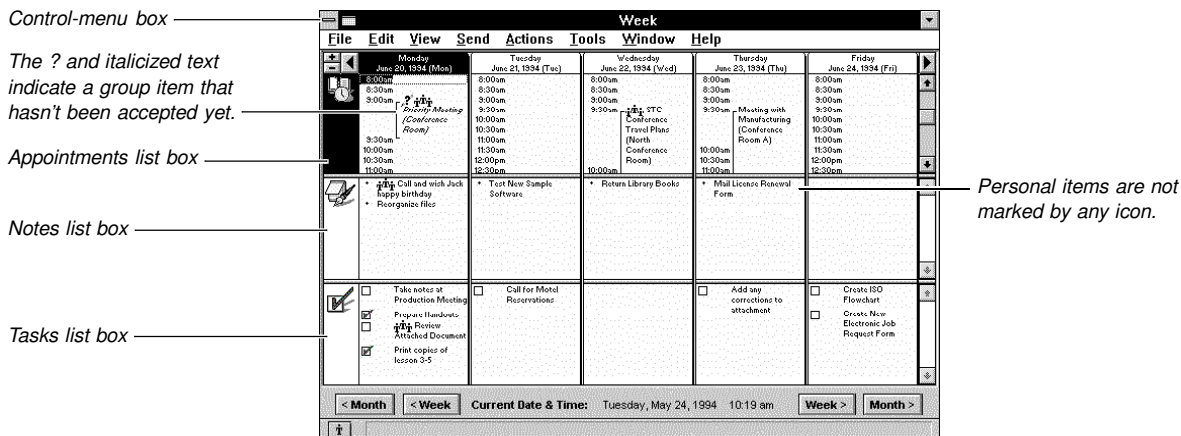
# Accepting or Declining Appointments, Tasks, and Notes

Use Calendar to manage your personal schedule and business tasks. You can read and respond to any incoming requests from your Calendar. There are several pre-designed calendar views. The Week View is especially useful, because it allows you to look at all three types of items on a weekly basis.



You can accept or decline appointments, tasks, and notes from either the In Box or the Calendar.

From the Main Window,

- 1 Choose the **My Calendar** pop-up list, then choose a calendar view.



Week view

- 2 Double-click the text of a group item in the **Appointments**, **Tasks**, or **Notes** list box to open the item view.
  - 3 Choose **Accept**  or **Decline** .
  - 4 If you decline, you may want to type a comment in the Comments box, then choose **OK**.
- GroupWise sends an accept or decline status along with any comments to the sender's Information window. See *Tracking Item Information* under *Out Box*.
- 5 Double-click the Control-menu box to return to the Main Window.

## Tips and Hints

### Accepting with a Comment