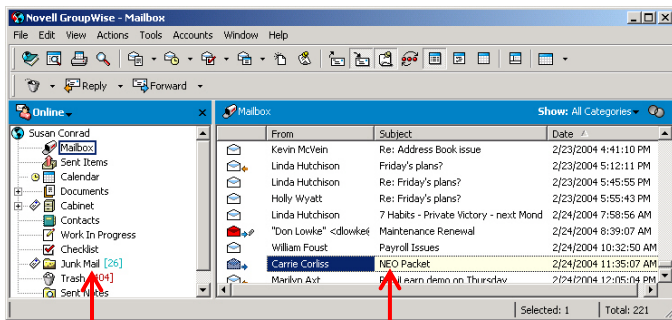



Main GroupWise Window



Folder List Window

Mailbox Window

Logging into GroupWise

1. From the Desktop, double-click .
2. Enter your user name and press **Tab**.
3. Enter your password and click **OK**.






Note: Passwords are case sensitive

Changing your Password


1. Select **Tools > Options...**
2. Double-click on the **Security** icon.
3. From the Password tab, enter your old or temporary password and press **Tab**.
4. Enter your new password and press **Tab**.
5. Re-enter your new password and click on **OK**.

Note: New passwords must be at least 6 characters long and must contain both letters and numbers. Passwords are case sensitive.

E-mail Icon Legend

- Indicates a reply is requested
- (red) Indicates a high priority message
- Indicates a standard, unopened, message
- Indicates an opened (viewed) message
- Indicates a message containing an attachment


Sending a Message

1. Click the New Mail icon .
2. In the **To:** box, type a recipient's name (first, last), press Enter. Repeat for additional recipients. If necessary, type names in the **CC:** and **BC:** boxes.
OR
Click **Address** on the toolbar, double-click each recipient and click **OK**.
3. Press **Tab** to the **Subject:** box and type a subject.
4. Press **Tab** to the **Message:** box and type a message.
5. Click **Send** on the toolbar.

Note: To specify send options, click on the **Send Options** tab before sending the message.

Using the Mailbox Folder

Reading Messages


1. Single-click on  in the Folder list to select it, if necessary.
2. Double-click on message you wish to read.
3. After reading the message, the toolbar gives you several follow-up choices: close, reply, forward, print or delete are the most common choices.

Note: From the main GroupWise window, you can click on




QuickViewer to scan the contents of your message. Click on a message and read the contents of the message through the QuickViewer window.

Replying to Messages


1. If necessary, open the message you wish to reply to.
2. Click **Reply**  on the toolbar.
3. Select reply option; e.g., reply to sender, reply to all.
4. To include the message text in your reply, make sure "Include Message Received From Sender" is selected.
5. Click **OK**.
6. Type a message in the Message box and click on **Send** on the toolbar.

Forwarding Messages

1. If necessary, open the message you wish to forward.
2. Click **Forward**  on the toolbar.
Note: By clicking the Forward down-arrow button, you can choose to forward the message text in your reply, make sure "Include Message Received From Sender" is selected.
3. Type recipient's name (first, last)
4. Type message in Message box, and click on **Send**.

Deleting Messages

You can delete message either from the mailbox or when the message is open.

1. To delete a message in the mailbox:
 - Select the message, and press **Del** on the keyboard; or
 - Right-click the message, and select **Delete**.
2. To delete an open message, select **Delete**  from the toolbar.

Note: Deleted messages are moved to the Trash folder. After an item has been in the Trash folder for seven days, it is automatically purged from the GroupWise system and unrecoverable.

Printing Messages

1. Open the message you wish to print.
2. Select **File > Print... > Print** or click on the printer icon on the toolbar.

Using the Address Book


Name	E-Mail Address	Office Phone...	Title
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Changing Column Display

- To *add* a new column, right-click a column heading and select a new column name
- To *remove* a column, drag the column heading off the column bar
- To change the order of columns, drag a column heading to another position

Creating a Personal Address Book

1. Open the Address Book by selecting **Tools >**

Address Book OR by clicking **Address Book**  on the toolbar.

2. Select **File > New Book...**
3. Name the book and click **OK**.

Creating Internet Aliases

Internet aliases are short-cuts to external (outside OHSU) e-mail addresses.

1. Open the address book you wish to add the internet alias to.

Note: You cannot add internet aliases to the Novell GroupWise Address Book.

2. Select **New** on the toolbar > **Contact > OK**.
3. You must, at least, enter **First Name, Last Name** and **full E-mail Address**; e.g., name@wsu.edu
4. Click **OK** when done.
5. To send an internet alias an e-mail, type their first and last name in the **To:** box, type a subject and message, and send.

Creating Personal Groups

1. Open the personal address book you want to add a group to.
2. Select **New** on the toolbar > **Contact > OK**.
3. Type a name for the group.
4. Type comments, such as a description of the group.
5. Click **Add**
6. Click **To, CC, or BC >** double-click and drag users for your group.

Note: If the users you want to add are in a different address book, click the address book on the "Look in" drop-down list.

7. Click **OK** twice when done adding users.


Changing Name Format (first name, last name to last name, first name)

1. Open the **Address Book** from the main window.
2. Select **View > Name Format...**

Note: Show name as first name, then last name is the default.


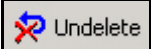
3. Under Display Name Format, click on "Show name as last name, then first name" to change the name format.

Spell Checking Messages

1. After typing a message, click  to spell check your message text.
2. Once spell check has checked the message, click **Yes** to close.

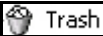
Using the Trash Folder

Recovering Deleted Messages from the Trash

1. Select  from the Folder list in the main window.
2. Right-click on the message to be recovered and select **Undelete** or click  on the toolbar.

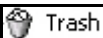
Note: Make a note of the originating folder in order to locate the recovered message, if necessary.

Deleting Selected Items from the Trash

1. Select  from the Folder list in the main window.
2. Select the item or items to empty and press **Del** on the keyboard.
3. Confirm the deletion by clicking **Yes**.

Note: Deleted Trash items cannot be recovered.

Empty All Trash

1. Select  from the Folder list in the main window.
2. Click  on the toolbar. All trash will be emptied.

Note: Emptied Trash cannot be recovered.

Junk Mail Handling

Note: Junk Mail Handling does not apply to internal OHSU mail.

1. Select **Tools > Junk Mail Handling...**
2. Customize the Settings as desired.
3. Click on the **Trust List** tab.
4. Click on **New...**
5. Type **ohsu.edu** in the "New Address or Domain" window and click **OK** – external addresses with the ohsu.edu domain will never be handled as junk mail.

To Junk or Block E-mail

1. Right-click a message and select **Junk Mail > Junk Sender...** OR **Block Sender...**
2. Choose whether to junk or block the e-mail address or the entire domain.

Note: All future **Junk** e-mails from this address (or domain) will be delivered to the Junk Mail folder.

Note: All future **Block** e-mails from this address (or domain) will NOT be delivered to your Mailbox.

To Trust E-mail

1. If you notice a message in your Junk Mail folder that you do not want junked, right-click the message and select **Junk Mail > Trust Sender...**
2. Choose whether to trust the e-mail address or the entire domain.

Note: All future e-mails from this address (or domain) will be delivered to your Mailbox.

Help and Resources

ITG HelpDesk Knowledgebase

<http://helpdesk/Default.aspx>

ITG HelpDesk: 4-2222

Edu-Tech Resources

<http://www.ohsu.edu/etc/support/groupwise.shtml>

GroupWise Support Knowledge Base

http://support.novell.com/search/kb_index.jsp