

Messages

Message Format

For both incoming (received) and outgoing messages, you can choose whether to view in plain text or HTML format.

1. On the menu, click **Tools > Options**.
2. Double-click **Environment**.
3. Click the **Views** tab.
4. For sending messages, in the **Default Compose View** section, choose **Plain Text** or **HTML**.
5. For receiving messages, in the **Default Read View**, click to choose **Plain Text** or **HTML**.
6. Click **OK** to exit Environment.
7. Click **Close** to exit Options.

To override for an individual message (incoming or outgoing):


1. In the message window, on the menu, click **View**.
2. Click **Plain Text** or **HTML**.

Personalizing Messages or Appointments

To change the subject of an incoming (received) message:

1. Open the message.
2. Click the **Personalize** tab.
3. In the **My Subject** box, enter your subject line.

To assign a category to an incoming or outgoing message or appointment:

1. Incoming:
 - a. Open the message.
 - b. Click the **Personalize** tab.
 Outgoing: Before clicking Send, click the **Send Options** tab.
2. In the **Category** box, click the  button at the right end.
3. In the dropdown list, click to check the **categories** you want to assign. (The first category you click will be assigned as the **primary** category.)
4. Incoming: Click **Close**.
Outgoing:
 - a. To return to the message text, click the **Mail** tab.
 - b. When finished, click **Send** as usual.

Handling Junk Mail

To handle junk mail ("spam"):

1. Right-click the item.
2. Click **Junk Mail**.
 - a. Click **Block Sender** to put the item in the Trash and prevent any other items from that address (or that domain, if you so indicate) from arriving in your Mailbox.
 - b. Click **Junk Sender** to put the item in the Junk Mail folder (creating the folder if necessary) and automatically send future items from that address (or that domain, if you so indicate) automatically to that folder. **You must review and delete items in the Junk Mail folder manually.**
 - c. Click **Trust Sender** to allow future messages from that address to be received, even if you block the domain later. (**Trust Sender** makes an exception to the rule).

To view a suspicious message without opening files:

1. Right-click the message.
2. Click **View**.

Organizing Items in Folders

To create a personal folder:

1. Right-click the **Cabinet** folder (or any folder within the Cabinet),
2. Click **New Folder**.
3. In the new window, click **Personal folder**.
4. Enter folder **Name**.
5. Move it to the desired position using the **Up** and **Down** buttons.
6. Click **Next**.
7. Click **Edit Columns** to add or remove columns, and to put in order.
8. Click **OK** to return to previous window.
9. Click **Finish** to close window and return to Folder List.

To move an item to a folder:

1. Drag-and-drop the item to the desired folder.
You may use the **Shift** and **Ctrl** keys to select groups of items, then drag-and-drop the group of items at one time.


Folder List

Can't find your Folder List?

1. On the menu, click **View > Folder List** to display it.

Address Books


Name Completion Search Order

1. On the **Tool Bar**, click the **Address Book** icon  (or on the menu, click **Tools > Address Book**).
2. On the **Address Book** menu, click **File > Name Completion Search Order...**
3. Choose the address books to be searched.
In the **Name Completion Search Order** window, **Selected books** are included in the process; **Available books** are not but can be. You will want your personal address book to be among the **Selected books**. (The **Novell GroupWise Address Book** containing faculty and staff information is automatically selected and cannot be removed.)
 - a. To add a book to the **Selected books** list:
 - i. Click to highlight the book in the **Available books** list.
 - ii. Click the **>>Add>>** button.
 - b. To remove a book from the **Selected books** list:
 - i. Click to highlight the book in the **Selected books** list.
 - ii. Click the **>>Remove>>** button.
4. Choose the order in which the address books are to be searched. You will want your personal address book to be searched first. Move **Frequent Contacts** below the **Novell GroupWise Address Book**, or remove it from the **Selected books** list.
 - a. Click to highlight a book in the **Selected books** list.
 - b. Move to desired position using **Up** and **Down** buttons.
 - c. Repeat steps **4a** and **4b** as necessary until all **Selected books** are in the desired search order.
 - d. Click the **OK** button to return to the **Address Book** window.

Name Formatting within Address Books

By default, the **Novell GroupWise Address Book** (containing faculty and staff information) is formatted to show last name then first name, but other address books may be formatted differently.

To choose how you want to see names formatted when address books are displayed:

1. Be sure the **Address Book** window is open. (If it is not already open, on the GroupWise toolbar, click the **Address Book** icon  to open it (or on the menu, click **Tools > Address Book**).
2. On the **Address Book** menu, click **View > Name Format...**
3. In the **Display name format** section, click one of the radio buttons to choose which name format you would like to use.
We strongly recommend you use the same format for all address books. If you apply the format to some but not all address books, GroupWise will give you a warning message about the inconsistency.
4. Click the **OK** button to complete the process and return to the **Address Book** window.
5. As GroupWise is converting address books to the new format, you may see a popup window with a message asking whether you want the new format to apply to a particular entry. You will need to respond for each entry that is questioned.
6. Close the **Address Book** window to return to the main GroupWise window.

Account Setup

Signature

To add contact information to the end of your messages:

1. On the **menu**, click **Tools > Options**.
2. Double-click **Environment**.
3. Select the **Signature** tab.
4. Check **Signature** box.
5. In the **text box**, enter the information you want to appear in your signature.
6. Click to choose to have GroupWise **Automatically add** your signature or to **Prompt before adding** it for each message.
7. Click **OK** to exit Environment, then click **Close** to exit Options.


Password

We strongly recommend you change your password monthly.

1. On the **menu**, click **Tools > Options**.
2. Double-click **Security**.
3. Select the **Password** tab.
4. In the **Old password** box, enter your current password.
5. In the **New password** box, enter your new password.
6. In the **Confirm new password** box, enter your new password again.
7. Click **OK** to exit Security.
8. Click **Close** to exit Options.

Spell Check

To spell check an individual message:

1. In the message, before clicking Send, click the **Spell Check** icon  (or on the menu, click **Tools > Spell Check**).
When finished checking, click **Close** to return to the mail window.

To automatically spell check all messages before sending:

1. On the **menu**, click **Tools > Options**.
2. Double-click **Environment**.
3. Click the **General** tab.
4. Check **Check spelling before send**.
5. Click **OK** to exit Environment, then click **Close** to exit Options.

Conserving Disk Space

Archiving

By archiving old items (including **Sent Items**), you can preserve them without taking up disk space on your GroupWise account. **We recommend** you "clean house" at least quarterly—monthly if possible. **Note: Always archive items to the same location on the same machine.**

To move old items to your personal workstation:

1. Set up your archive directory on your workstation:
 - a. On the **menu**, click **Tools > Options**.
 - b. Double-click **Environment**.
 - c. Click the **File Location** tab.
 - d. In the **Archive Directory** box, specify a path. **We recommend** the standard path **C:\groupwise\archive** (use backslashes).
 - e. Click **OK** to exit Environment.
 - f. Click **Close** to exit Options.
2. Move items to your archive directory.
 - a. To move a single item to your archive:
 - i. Open an active folder.
 - ii. Right-click on an item.
 - iii. Click **Archive**.
 - b. To archive more than one item at a time—in a continuous block:
 - i. Open an active folder.
 - ii. Click on the first item.
 - iii. Hold the **Shift** key and click on the last item. The entire block (inclusive) will be selected.
 - iv. Right-click anywhere on the selected group.
 - v. Click **Archive**.
 - c. To select more than one item—not in a continuous block:
 - i. Click on the first item.
 - ii. Hold the **Ctrl** key and click on each additional item to be selected.
 - iii. Right-click anywhere on the selected group.
 - iv. Click **Archive**.

To open archives:

1. On the **menu**, click **File > Open Archive** to select folders to view. ("Archive" appears above your Folder List.)

To unarchive an item:

1. Right-click the item.
2. Click to uncheck **Move to Archive**.

To close archives:

1. On the **menu**, click **File**.
2. Click **Open Archive** to deselect. ("Online" appears above your Folder List.)

Trash

Items you delete stay in the **Trash** folder, taking up disk space until they are emptied. Don't forget to clean out your **Sent Items** folder too. **We recommend** you "clean house" at least quarterly—monthly if possible.

To decrease the number of days items stay in the Trash:

1. On the **menu**, click **Tools > Options**.
2. Double-click **Environment**.
3. Click on the **Cleanup** tab.
4. In the **Empty Trash** box, select the **Automatic after** button.
5. Enter how many days you want to keep deleted items before emptying (default is 7 days; **we recommend** a minimum of 3 days). **Warning! emptied items cannot be recovered.**
6. Click **OK** to close Environment.
7. Click **Close** to exit Options.

To delete and empty an item immediately:

1. Right-click the item.
2. Click **Delete and Empty**.


To retrieve an item from the Trash:

1. Click the **Trash** folder.
2. Right-click the item.
3. Click **Undelete**.

Frequent Contacts Address Book

Your **Frequent Contacts** address book collects e-mail addresses (by default from all outgoing messages) for possible future use, which may take more disk space than you realize.

To change what information is collected to be searched while addressing each new message:

1. On the **Tool Bar**, click the **Address Book** icon  (or on the **menu**, click **Tools > Address Book**).
2. Right-click **Frequent Contacts**.
3. Click **Properties**.
4. Click the **Options** tab.
5. Click to choose **Auto-saving On or Off**.
6. In **Delete addresses not referenced**, enter how long to keep addresses. Six months is the default but you may want to choose a shorter time.
7. Click **Delete Now** to remove old addresses.
8. Click **OK** to close Frequent Contacts.
9. Close the Address Book window to return to the GroupWise main window.

Automatic Options for Deleting and Archiving (once directory is set)

To set GroupWise to automatically delete or automatically archive items:

1. On the **menu**, click **Tools > Options**.
2. Double-click **Environment**.
3. Click the **Cleanup** tab.
4. In the **Mail and phone** section, and again in the **Appointment, task and reminder note** section, click the radio button to choose **Auto-delete after** or **Auto-archive after**.
5. In each section, enter the number of days after which items will be auto-deleted or auto-archived.
6. Click **OK** to exit Environment.
7. Click **Close** to exit Options.