GroupWise WebAccess 7 is Loyola's Web interface for the GroupWise e-mail system. GroupWise WebAccess enables you to access your GroupWise Mailbox through a Web browser. GroupWise WebAccess 7 looks much more similar to the version on your work computer. Though most of the functions that you will use remain the same, there are differences in the WebAccess and Client Version.

You can log into GroupWise WebAcess using the same ID and password you use to log into GroupWise on your desktop.

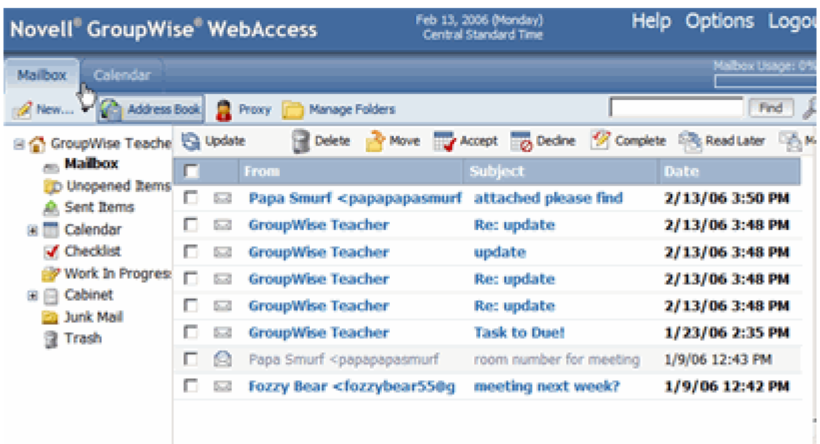
Logging In to GroupWise WebAccess

1. Type **webaccess.luc.edu**
2. Type your Loyola username into the "Username" field. Press **Tab**.
3. Type your GroupWise password into the "Password" field.
4. Click **Login** or press **Enter**.

Note: After 10 minutes of inactivity, GroupWise WebAccess automatically logs you out of your e-mail session. You will need to log in again to resume your session.

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.



Toolbar

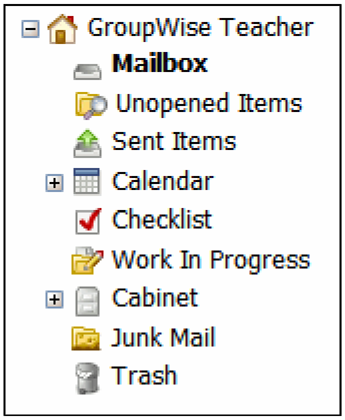
The GroupWise WebAccess toolbar consists of three buttons along the top of the WebAccess screen:

- **Help:** click the book and question mark to get help using GroupWise. See Using GroupWise Help for more information.
- **Options:** click the check list to manage your GroupWise options, including proxy access, rules, and your GroupWise WebAccess password. See Options for more detailed instructions.

Logout: Close your GroupWise WebAccess session.

The Folder List

The Folder List displays the folders used to organize the items you send and receive. You can add additional folders to further help you organize your items.



Mailbox: contains all new messages you receive, unless you create a rule to route some new messages to a different folder.

Unopened Items: displays all new messages you have received, regardless of what folder they are stored in.

Sent Items: stores copies of messages you have sent from your GroupWise account, whether you send them from GroupWise WebAccess or from the GroupWise network client.

Calendar: displays the appointments, tasks, and notes on your GroupWise calendar.

Checklist: Lists items you have moved to this folder. Use the Checklist folder to create a task list.

Cabinet: by default, houses all subfolders you create to hold your GroupWise messages.

Trash: holds all messages you delete from other folders.

Click the red arrow next to any folder to view its subfolders. Click any folder to view its contents. Messages residing in the selected folder appear on the right frame of the GroupWise WebAccess main screen.

Mail Messages, Appointments, and Tasks

The GroupWise mail system divides messages into three main types:

- **Mail messages** deliver basic text messages, with optional attachment.
- **Appointments** set meetings with message recipients, including meeting date, time, and location.
- **Tasks** assign work to recipients, complete with due date.

Both Appointments and Tasks also include the basic capabilities of the Mail message. For example, you may send an Appointment to another GroupWise user that includes a meeting date and time along with a message and an attachment. Posted Appointments and Tasks are items that appear in your calendar only.

Addressing a Message

Regardless of the type of message you compose, you must address the message in order for GroupWise to send it. Here are some basic instructions about addressing a GroupWise message, as well as an explanation of the different address fields **To**, **CC**, and **BC**.

Typing in an E-mail Address using the Address Book

GroupWise WebAccess accepts full Loyola addresses (e.g., *jsmith7@luc.edu*), Loyola usernames (e.g., *jsmith7*), and full external e-mail addresses (e.g., *johnny@hotmail.com* or *janesmith@aol.com*). The Address Book consists of the GroupWise system address book which includes all Loyola addresses, the Frequent Contacts address book, and any shared addresses you have on the system.

Inserting an E-mail Address from the GroupWise Address Book

1. From the GroupWise WebAccess main window, click **Compose**.
2. Click **Address Book**.
3. Enter the recipient's first and/or last name and click **Search**.
   a. Click the check box next to the intended recipient's name and click **To**, **CC**, or **BC**.
   b. Repeat steps a and b until you have included all intended recipients' names.
   c. Click the red **X** next to any recipient you wish to delete from the list.
   d. Click **OK**

Address Fields

- **TO:** address a message **to** someone if they are the primary recipient(s) of your message.
- **CC: carbon copy** recipients who need to receive the message, but need not respond to it.
- **BC: blind copy** recipients who would like to receive the message, but prefer to remain anonymous.

Composing a Message

Mail Message

1. From the GroupWise WebAccess main window, click **Compose**.
2. In the "To" field, type the e-mail address(es) of the message recipient(s).
   Separate each e-mail address with a comma. **OR**
   Insert the e-mail address(es) from a GroupWise address book (see Addressing a Message).
3. Type a subject line that describes your message.
4. Type a message.
5. Click the **Attach** button to attach a file to your message (see Adding an Attachment).
6. Click **Spell Check** to correct the spelling of your message.
7. Click **Send** to send the message to the recipient. **OR**
   Click **Cancel** to cancel the message without sending it.

Appointment

1. From the GroupWise WebAccess main window, click **Compose**.
2. Click **Appointment** in the "Change to" list.
3. In the "To" field, type the e-mail address(es) of the message recipient or recipients.
   Separate each e-mail address with a comma. **OR**
   Insert the e-mail address(es) from a GroupWise address books (see Addressing a Message).
4. Define the location of the meeting.
5. Select the date, time, and duration of the meeting.
6. Click **Busy Search** to check the recipients' GroupWise calendars for availability (see Busy Search).
7. Follow steps 3-7 under "Mail" above to complete the appointment.

Task

1. From the GroupWise WebAccess main window, click **Compose**.

2. Click **Task** in the "Change to" list.

3. In the "To" field, type the e-mail address(es) of the message recipient or recipients.
   Separate each e-mail address with a comma. **OR**
   Insert the e-mail address(es) from a GroupWise address books (see Addressing a Message).

4. Select start and end dates to indicate the expected duration of the task.

5. Type a priority code to indicate the importance of the task.

   Note: There is no official system of coding priority at Loyola. You may want to code tasks with high priority "1" or "A," tasks with less priority "2" or "B," and so on. You may also indicate the tasks priority in the message field, and leave the priority field blank.

6. Follow steps 3-7 under "Mail" above to complete the task.

Busy Searches

Busy search results appear at the bottom of the message screen, beneath your e-mail signature; you may need to scroll down to view them.

Available times	Users not searched	Users searched
Monday - July 22, 2002	jwayne@hotmail.com	DKONDAL
3:00 PM - 5:00 PM		SBARRIG
Tuesday - July 23, 2002		THEIL
8:00 AM - 2:00 PM		
3:30 PM - 5:00 PM		
Wednesday - July 24, 2002		
8:00 AM - 10:00 AM		
12:15 PM - 5:00 PM		
Thursday - July 25, 2002		
8:00 AM - 10:30 AM		
11:30 AM - 5:00 PM		
Friday - July 26, 2002		
8:00 AM - 11:30 AM		
12:30 PM - 5:00 PM		

GroupWise WebAccess lists available meeting times for all GroupWise appointment recipients in the left column. Non-GroupWise users will not be searched.

Click an available time to change the appointment to that time.

Adding an Attachment

An attachment is any file you send or receive with an e-mail message. The file could be a Word document, a Web page, an image, or any other file on your computer or disk. When you send an attachment, the recipient can open it just like any other file, edit it, print it, and save it to their computer or disk.

1. From the GroupWise WebAccess main window, click **Compose**.

2. Click **Attach**.

3. From the Attachments screen, click **Browse**.

4. Click the down arrow next to the "Look in" field.

5. Click the drive where the file resides, and double-click folders to open them.

6. Double-click the file you wish to attach.

7. From the Attachments screen, click **Add**.

8. Repeat steps 3 through 8 until you have attached all desired files.

9. To remove an undesired file, click the check box next to the file name, then click

Remove.

10. Click **OK**.

Retracting a Message

If you have sent a message in error, you may retract it in a few simple steps. Remember, if the recipient has already opened the message, there is no point in retracting it. Instead, you may want to send a second message explaining the error. For instructions on how to tell if a sent message has been opened yet, read Checking the Status of a Message.

1. Click **Sent Items** in the GroupWise WebAccess folder list.
2. Click the check box next to the message(s) you want to retract.
3. Click **Delete From All Mailboxes**.

NOTE: You can not retract appointments in GroupWise WebAccess.

Receiving a Message

When you log into GroupWise WebAccess, the program automatically opens your GroupWise Mailbox. All the messages currently in your Mailbox folder appear in the right frame of the screen. The message type is indicated by an icon on the left of each message.

- unread mail message
- opened mail message
- appointment
- task
- Reminder Note

Each of these icons may appear in red, white, or gray, indicating the message priority.

Red - high priority
White - normal priority (most common)
Gray- low priority

Messages containing attachments include a paper clip icon next to their usual icon.

Opening a Message

Open a message by clicking its subject line. The message will open in a new window. Close the message by clicking the Close button at top of the message screen, or by clicking the red X at the right hand corner of the message window.

Opening an Attachment

When you open a message which includes an attachment, you will notice a paper clip icon beneath the subject line of the message. The file's name and size appear to the right of the paper clip.

To view the attachment in HTML:

Click **[View]**. If the attached file was not originally coded in HTML, it will not format correctly. You will be able to read the content, however.

To open the attachment in its native application:

Click **[Save As]**. When you are asked "Would you like to open the file or save it to your computer?" click **Open**. If you would like to save the file at this point, click the **Save** as button in the file's native application. Direct the file to the proper drive and folder, then click **Save**.

Click *Save As* to open the attachment in its original application - in this case WordPerfect.

To save the attachment:

1. Click **[Save As]**.
2. When you are asked "Would you like to open the file or save it to your computer?" click **Save**.
3. Click the down arrow next to the "Save in" field.
4. Click the drive where you want to save the file.
5. Double-click folders to open them.
6. If you wish, rename the file in the "File name" field.
7. Click **Save**.
8. When the file has finished downloading, click **Open** to view the file in its native application.

Responding to a Message

Mail Message

Once you have opened a mail message, you may want to reply to the sender or share the message with another recipient. To do so, simply click one of the reply options at the top of the message screen.

Reply to Sender - sends a reply to the sender of the original message; includes the original message text.

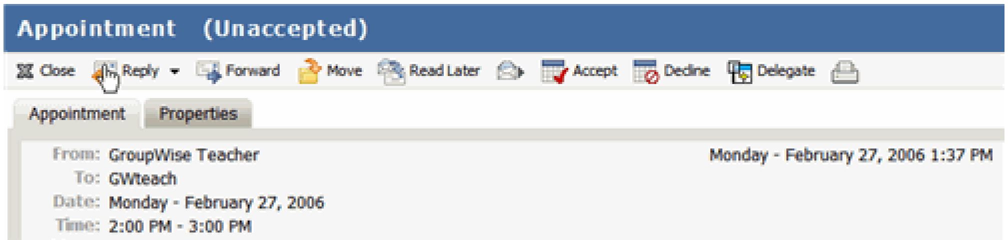
Reply All - sends a reply to the sender and all recipients of the original message; includes the original message text.

Forward - sends the original message to the recipient(s) of your choice.

Type your own message in the Message field, and add an attachment if desired (see Adding an Attachment). You may also add additional recipients (see Addressing a Message), or delete existing recipients. To delete a recipient, highlight their e-mail address in the address field, then click **Delete**.

Appointment

Appointment senders expect recipients to accept or decline the proposed appointment. To do so, simply click the appropriate reply button at the top of the message screen. You may also delegate the appointment to another recipient.



Accept

1. From the message window, click **Accept**.
2. Type any comments you have to the sender.
3. Click **Accept**.

Note: Accepting an appointment moves the message to your GroupWise calendar.

Decline

1. From the message window, click **Decline**.
2. Type any comments you have to the sender.
3. Click **Decline**.

Note: Declining an appointment deletes the message from your GroupWise Mailbox.

Task

Accept, decline, and delegate a task in the same way you would an appointment (see above). When you have finished the assigned task, you may mark it complete.

Complete

1. From the GroupWise WebAccess main window, click **Calendar**.
2. Select the date on which the task was posted .
3. Click the check box next to the completed task.
4. Click **Complete**.

Managing Messages

Deleting a Message

Once you have read and responded to a message, you may want to delete it. Deleting a message sends it to your Trash folder.

If the message is open:

1. Click the **Delete** button at the top of the message window.

2. The message window closes. To remove the deleted item from your Mailbox, you may need to click **Update**.

If the message is not open:

1. From the GroupWise WebAccess main window, click the check box next to the message.
2. Click the **Delete** button.

Undeleting a Message

If you have deleted a message in error, or subsequently find you still need it, you may move it from the Trash folder back to its original folder by undeleting it.

If the message is open:

1. Click **Undelete**.
2. In the GroupWise WebAccess folder list, click the message's original folder.

If the message is not open:

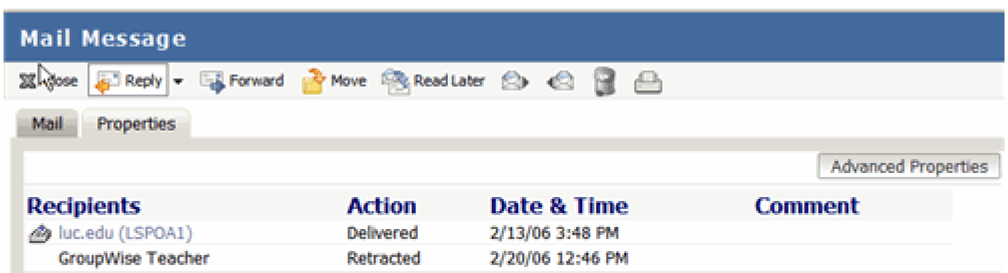
1. In the GroupWise WebAccess folder list, click the **Trash** folder.
2. Click the check box next to the message you want to undelete.
3. Click **Undelete**.
4. In the folder list, click the message's original folder.

Checking the Status of a Message

GroupWise WebAccess records which recipients have opened the messages you sent them, and whether those recipients have accepted, declined, or completed an appointment or task. This also enables you to read comments that individuals may have written to you when they have accepted or declined appointments.

To check the status of the messages you have sent:

1. Click **Sent Items** in the GroupWise WebAccess folder list.
2. Click the subject of the message you want to check.
3. Click **Properties**.



Folders

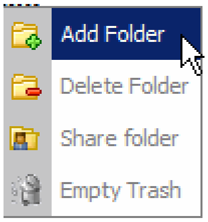
GroupWise WebAccess provides you with default folders to hold your received and sent messages. However, those folders can become crowded very quickly, making it difficult to find the message you want to read or respond to.

For that reason, GroupWise allows you to create your own folders in which to store messages. By moving messages into specific personal folders, you can organize your messages by topic (e.g., new car), by sender (e.g., Henry), or even by date (e.g., 7/19/02). Your Mailbox and Sent Items folders will become more manageable and your messages will be easier to locate.

Creating a Folder

1. Right-click on the Cabinet or on a folder (to create a sub-folder) and click **Add**

Folder.



1. Type the name of the new folder.
2. Select the place in the folder list where you want to add the folder.
3. Click **OK**.

Moving a Message into a Folder

1. Click the check box(es) next to the message(s) you want to move.
2. Click **Move**.
3. Click the name of the folder to which you want to move the messages.

Deleting a Folder

1. In the GroupWise WebAccess folder list, click **Delete Folder**.
2. To view subfolders, click the red arrow next to their parent folder.
3. Click the name of the folder you want to delete.
4. Click **Delete**.

Shared Folders

Shared folders allow you to share messages and files with a group of GroupWise users without having to e-mail the group. Simply post a message to the group's shared folder, and each group member can access it from their copy of the folder.

Creating a Shared Folder

1. In the folder list, open the folder you want to share.
2. At the top of the right frame, click **Share folder**.
3. In the "Name" field, type the e-mail address of the GroupWise user with who you want to share the folder. Click **Add** to add them to the Shared list. **OR**
   Click **Address Book** to insert names using the Address Book.
4. Repeat step 3 for each intended GroupWise user.
5. Next to each user, select the rights you want them to have.
   Read: by default, each user can read the messages in the shared folder.
   Add: allows users to add messages to the shared folder.
   Edit: grants users rights to edit messages in the shared folder.
   Delete: allows users to delete messages in the shared folder.

6. Click **Save**, then click **Close**.

Once you have added a shared folder recipient, the Status column displays Pending until the recipient accepts or declines the shared folder. To check the recipient's status, click the shared folder in the folder list, then click
Share folder.

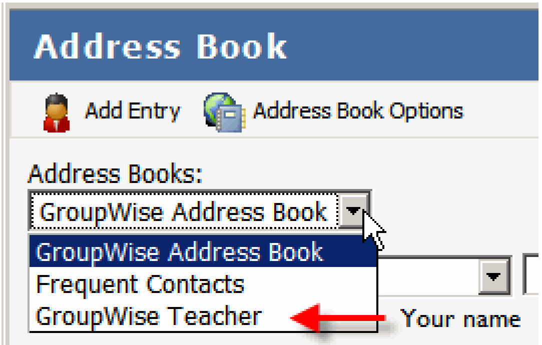
Posting to a Shared Folder

1. Click the shared folder in the folder list.
2. At the top of the right frame, click **Post item to this folder**.

Archiving Messages (only available for faculty and staff)

Address Books

Loyola GroupWise WebAccess provides 3 distinct address books:



- **GroupWise Address Book**: contains the e-mail address of every GroupWise user at Loyola.
- **Frequent Contacts**: contains all e-mail addresses of messages you send and receive.
- **Personal Address Book**: contains addresses you add to your address book; this bears your name.

All addresses and address books appear in both GroupWise WebAccess and the GroupWise network client.

Searching an Address Book

From the GroupWise WebAccess main window, click **Address Book**.

1. In the "Address Book" field, select the address book you wish to search. To search for a Loyola address, click "GroupWise Address Book."
2. Enter the first and/or last name of the entry you want to find.
3. Click **Search** or **Search Address Book**.
4. To list the entire contents of an address book, leave the name fields blank and click **Search** or **Search Address Book**.

Adding an E-Mail Address

You may add an e-mail address, and other contact information, to Frequent Contacts or to your personal address book.

1. From the GroupWise WebAccess main window, click **Address Book**.
2. In the Address Book, click **Add** (or **Add Entry**) to display the Add Address Book Entry form.
3. Select the personal address book where you want to add the entry.
4. Fill in the information fields, including at least one of the asterisked fields.
5. Click **OK**.

Copying an E-Mail Address

Some e-mail addresses you want to add may exist already in the GroupWise Address Book. Instead of adding that existing information by hand, simply search for that address entry and copy it from the GroupWise Address Book to Frequent Contacts or to your personal address book.

1. From the GroupWise WebAccess main window, click **Address Book**.
2. In the "Address Book" field, select **GroupWise Address Book**.
3. Enter the first and/or last name of the entry you want to find.
4. Click **Search** or **Search Address Book**.
5. Click the check box next to the entry you want to copy.
6. Click **Copy**.
7. In the "Copy to Address Book," select an address book to copy the entry to.
8. Click **OK**.

Creating a Personal Group

If you e-mail the same group of e-mail users on a regular basis, creating a personal group will make that task easier and more efficient. A personal group allows you to address messages to a single group address, instead of multiple individual addresses. Each member of the group receives the same message. You can create a personal group using addresses from any GroupWise address book, or from a combination of address books.

1. From the GroupWise WebAccess main window, click **Address Book**.
2. In the "Address Books" list, select the address book that contains the entries you want to add to the group.
3. Click **Search** or **Search Address Book**.
4. Enter the first and/or last name of the entry you want to add. Double-click the user icon to add it to the To list.
5. Repeat steps 2 through 4 for every entry you want to add to the personal group.
6. Click **Save Group**.
7. From the "Personal Address Books" list, select the address book in which you want the personal group to reside.
8. Name the personal group and include a brief description if desired.
9. Click **Save**.

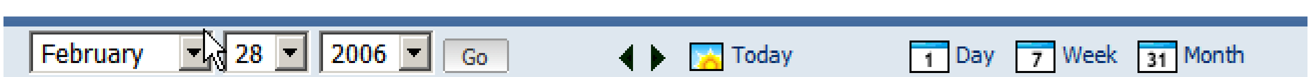
Calendar

The Calendar lets you view appointments, tasks, or notes you receive from others or created for yourself. You can view one day, one week, or one month at a time. The easiest way to the Calendar is by clicking on the Calendar tab in the main GroupWise window.

The Calendar displays any appointments, tasks, and notes you received whether you have accepted them or not. You can also schedule appointments, assign tasks, post items, and write notes to other users.

Viewing Calendar Appointments

1. From the GroupWise WebAccess main window, click on the **Calendar** tab. The calendar opens to the current day.

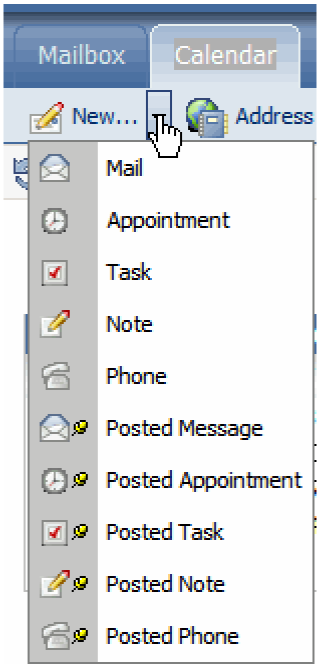


1. To view another day, click that day. To view another month, click the left or right arrow next to the current month.

2. To view the entire week, click **Week**.
   To view the entire month, click **Month**.

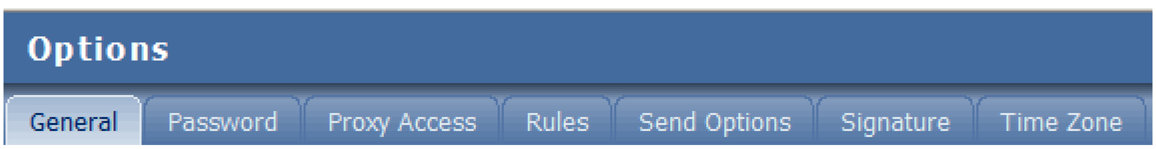
Creating Appointments, Tasks, or Notes

1. From the GroupWise WebAccess main window, click on the **Calendar** tab.
2. Click on the drop-down arrow next to New button. This will bring up a menu of all of the GroupWise items you can create in the calendar.



Options

Many of the new features in GroupWise WebAccess can be found on the Options screen. From Options, you may change your GroupWise WebAccess password, designate proxies to your account, create rules for managing mail, add or edit your e-mail signature, and choose your time zone.



Changing Your GroupWise Password

1. From the GroupWise WebAccess main window, click **Options**.
2. Type your old password.
3. Type a new password, and retype the new password to confirm it.
   Remember that your password is case-sensitive.
4. Click **OK**.

Note: Once you create a new password in GroupWise WebAccess, you must use that password every time you access GroupWise, on theWeb or on Loyola's network.

Proxy Access

You may want another GroupWise user to access your GroupWise account while you are away on vacation, or even on a regular basis. To give them access to your account, you must first designate them as a proxy by adding them to your proxy list.

Designating a GroupWise Proxy

1. From the GroupWise WebAccess main window, click **Options**.
2. Click **Proxy Access**.
3. Click **Add Entry** to display the Add Proxy Access page.
4. Click **Address Book** to open the GroupWise Address Book.
5. Enter the proxy user's first and/or last name and click **Search**.
6. Click the radio button next to the desired user's name, then click **Select**.
7. Click **OK** to close the Address Book and display the user in the "Name" field.
8. Select the rights you want to give the proxy:

   Select **Read** next to message types you want the proxy user to read.
   Select **Write** next to message types you want the proxy user to create and send.
9. Most proxy users are granted rights to read and write messages. This proxy user (in the figure above) has been granted rights to read all message types, but only write mail messages.

   You may also grant more advanced rights to your proxy. Be aware that your proxy will only receive your alarms and notifications if he/she uses the GroupWise network client.

   Click **Save** to add the proxy to the proxy list, then click **Close**.

Deleting a GroupWise Proxy

1. Click **Options | Proxy Access**.
2. Click the red **X** next to the proxy's name.

Proxying into a GroupWise Account

Once you designate a proxy, that user can login to your account by following these instructions. If you are proxying into another user's account, remember: they must designate you as a proxy user before you can view their account.

1. From the GroupWise WebAccess main window, click the **Proxy** icon.
2. If the user whose Mailbox you want to proxy is listed in the proxy list, click the radio button next to their name now and skip to step 6. **OR**
   If you know the full GroupWise address (*username@luc.edu*) of the person whose Mailbox you want to proxy, enter the address in the "Name" field now and skip to step 6.
3. Click Address Book to open the GroupWise Address Book.
4. Enter the proxy user's first and/or last name and click **Search**.
5. Click the radio button next to the desired user's name, then click **Select**.
6. Click **Login** to close the Address Book and view the user's Mailbox.

GroupWise Rules

Creating a rule in GroupWise WebAccess involves fewer steps than creating that same rule in the GroupWise network client. GroupWise has also eliminated the most complex steps, so there is less chance of making mistakes with vacation rules. Rules you create in GroupWise WebAccess will also appear in the GroupWise network client.

Creating a Rule

1. From the GroupWise WebAccess main window, click **Options**.

2. Click **Rules**.

3. Select the type of rule you want to create:

   Delete: moves specified messages to the Trash folder.
   Forward: forwards specified messages to the recipients you choose.
   Move to Folder: moves specified messages to the folder of your choice.
   Reply: generates a reply to specified messages.
   Vacation: generates a reply to all new messages you receive.

   Important: The Reply option gives you the choice of replying to the sender only, or to the sender and all other recipients. The Vacation option, on the other hand, can only reply to the sender of the original message. If you go on vacation, be sure to create a Vacation rule, not a Reply rule.

4. Click **Create** to display the Create Rule form.

5. Type the name you want to use for the rule.

6. Define the condition under which messages should be affected by the rule.

   Note: If you are creating a Vacation rule, you cannot define a condition. The vacation rule will affect all new messages.

7. Define the actions that you want performed when the rule is applied.

8. Click **Save**.

   Note: By default, rules are automatically activated. If you do not want your new rule activated immediately, click the check box next to the rule and then click **Save**. Remember to activate your rule when you want it to go into affect.

   Click **Close**.

Adding an E-Mail Signature

The e-mail signature you create in GroupWise WebAccess will also be appended to messages you send from the GroupWise network client. You can enable GroupWise to automatically add your signature to every message you send, or to prompt you before it adds the signature.

1. From the GroupWise WebAccess main window, click **Options**.

2. Click **Signature**.

3. Click **Activate Signature**.

4. Type your signature text in the box.

   For example:

   Mary Nguyen
   Associate Professor, Sociology
   Loyola University Chicago
   6525 N. Sheridan Rd. 60626
   mnguyen@luc.edu

5. Click **Automatically Add Signature** to add the signature each time you send a message. **OR**
   Click **Prompt Before Adding Signature** to get prompted by GroupWise to add the signature when you send a message.

6. Click **Save**.

Changing Your Time Zone

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. For example, GroupWise WebAccess automatically adjusts the time for appointments sent between people in different time zones. If you are located in San Francisco and schedule a conference call with people in Chicago for 1:00 p.m. your time, the appointment received by the Chicago recipients will show the conference call at 3:00 p.m. their time.

By default, GroupWise WebAccess uses the time zone established for your GroupWise post office. However, if you are using GroupWise WebAccess in a time zone other than your post office's time zone, you should change your time zone setting. For example, if your post office is located in Chicago but you are working in Los Angeles, you need to change your time zone setting from Central Time to Pacific Time.

1. From the GroupWise WebAccess main window, click **Options**.
2. Click **Time Zone**.
3. Select the time zone of your current location.
4. Click **Save**.

Using GroupWise Help

The GroupWise Help feature lists topics to help you use GroupWise WebAccess and the GroupWise network client. To use help, follow these simple instructions:

1. From the GroupWise WebAccess main window, click **Help**.
2. Click a topic heading to view its contents.
3. Click a specific topic to view GroupWise instructions. GroupWise WebAccess displays the instructions on the right frame of the Help screen.

Using the Help Index

1. From the GroupWise WebAccess main window, click **Help**.
2. Click **Index**.
3. Click the letter which corresponds to the topic heading you want to view. **For example:** to read about Folders, click **F**.
4. Click a specific topic to view GroupWise instructions.

Exiting GroupWise WebAccess

From the GroupWise WebAccess main window, click **Exit**.