MICRO FOCUS GROUPWISE

COLLABORATION

WebAccess Guide

https://webacc.tncourts.gov/gw/webacc

For More Information, please contact:
Administrative Office of the Courts
Technology Help Desk
(615) 532 – 9503 or (800) 448 – 7980

Table of Contents

Logging into GroupWise WebAccess

First, we recommend that you use Chrome when logging into GroupWise. To log into GroupWise you must have a tncourts.gov email address. You may use most browsers like Edge, Firefox or Chrome. However, adjustments may need to be made as newer versions of a browser are released.

Proceed to the following website:

https://webacc.tncourts.gov/gw/webacc

From this login you will gain access to your emails and be able to perform GroupWise functions.

Navigating to this website will take you to the following screen:

1. In the User name field type your "IB..." or "TN..." number (i.e. IB276aXXX) or your name EXACTLY as it appears in your e-mail (ex: Judge.Amy Pond (Judge, dot, first name, space, last name).

2. In the Password field type your GroupWise password.

3. Last, click the **Login** button.

Note: If you forget or misplace your GroupWise password, contact the technology Help Desk to recover or reset your password. Remember that your password protects your account, so please do not share this information with others.

Once you have successfully logged into your account, the window that appears should be **similar** to the example below.
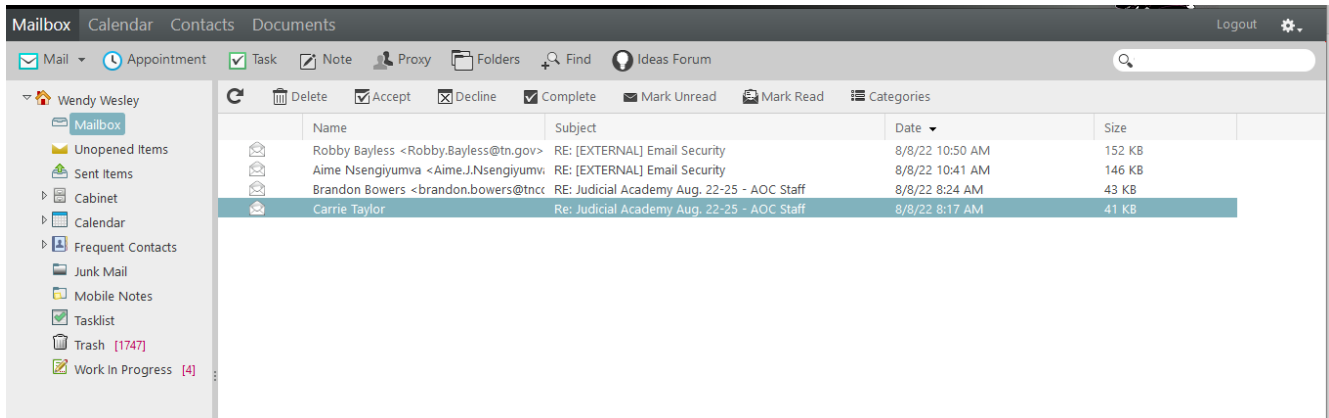
Please note that the folder list is available on the far left of the window. This folder list allows you to view not only the mailbox items, but your account's *Sent Items, Calendar, Frequent Contacts, Tasklist, Work in Progress, Cabinet*, and *Trash*. To navigate to any of the objects in the folder list, merely click on the desired folder and the screen will update to that location.

As with the previous versions you will find file folder tabs located towards the top portion of the screen. These are labeled: **Mailbox**, **Calendar, Contacts and Documents**. You may navigate to your **Mailbox**, **Calendar** or **Contacts** by clicking the corresponding name in the folder list, or by clicking on the corresponding file tab. Please do not use **Document**s, it is not enabled.

Logging out of your Account

To log out of your account click on the **Logout** option at the top right-hand side of the window. This will close the session. It is strongly advised to always logout before closing the window. This is for security purposes.

Mailbox

To view messages in your inbox, select either the **Mailbox** tab or **Mailbox** from the folder list. Your inbox will be shown. Some of the messages may be read, and others may be new and unread.

Checking Your Mail

- To check for new messages, click the **Check for new messages** option.
- New messages will show the envelope icon as sealed and the message will be in **bold.**
- To view (open) a message, double click on the sender's name.

Once the email is open, you are able to close, read the previous email, read the next email, reply, replay all, forward, move, mark unread, delete, print, or change the view of the email to HTML or plain text.

   Use this button if you would like to close the currently open email.

◄ ► Use these buttons to read the previous email or to read the next email.

↩ Reply Use this button to reply to the sender of the email.

↩ Reply All Use this button to reply to all of the people copied on the email (in the From, CC and BC sections.

➔ Forward Use this button to forward the message to someone.

⊞ Move Use this button to move the message from the current folder to another folder.

✉ Mark Unread Use this button to mark the message as unread.

🗑 Delete Use this button to delete the message from the current folder to the trash folder.

🖳 Print View Use this button to open a print view and to print the email.

▦ ▦ Use these buttons to toggle between view the message in HTML or Plain Text.

Note: To view messages in a different folder, select that folder. For example, if you have a folder in your cabinet that you would like to view: Click on the ▼ sign next to Cabinet. This will expand your selection to allow you to view the folders in your cabinet. Next, double click on the message to open and read.

SPAM Email

If you receive an item that you perceive is spam, please do the following:
1. **DO NOT OPEN IT**.
2. Right-click on the email and choose **Forward as Attachment**.
3. In the To: field type spam@tncourts.gov. Click **Send**.
4. Next, **Delete** the email.

Received Attachments

If a received message contains an attached file, proceed with caution. Attached files can contain viruses that execute upon opening the file. For this reason, if you do not expect an attachment, or do not know the person who has sent the attachment, **do not open it**. However, if the message and attachment are trusted, then perform the following steps.

Attachments: 2 Attachments
  ☐ WebExDirectionsDivisionAdmin.docx (304 KB) View
  ☐ ChancellorListingOct2019.xlsx (14 KB)   View
  Download
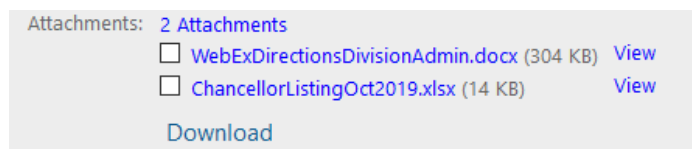
1. Open the message. At the top of the message, under the Subject line, the attachments line will list the attachments by name and size.

2. Decide on whether to view, open, or save (download) the attachment. For each attachment a decision will need to be made.

    a. Clicking the **View** button allows you to see the information in the attachment by opening the attachment as a webpage. The downside to this is that formatting and some features may be 'off'.

    b. Clicking the attachment name will download the file. Clicking on the download will open the attachment in the default program (i.e. Word (.docx), Excel (.xls), Adobe (.pdf)).
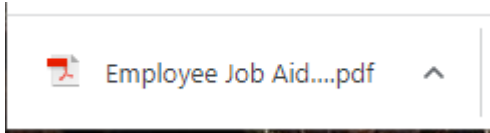
    c. Selecting the box(es) next to the attachment name and then clicking **Download** will save the file(s) as a zip file. Clicking on the downloaded zip file will open a window where the documents have been saved.
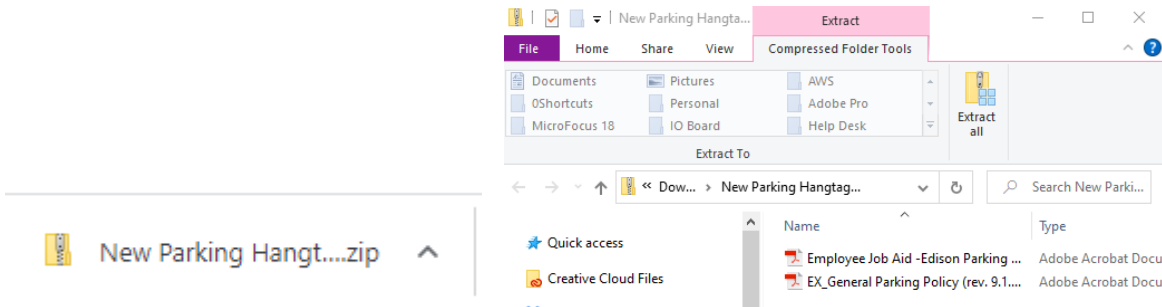
Deleting Messages 🗑 Delete
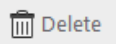
If messages are deleted from either the main **Mailbox** window, a folder or in the message window, they are moved to the Trash folder. Clicking on the **Trash** folder in the folder list will display a list of deleted messages.

1) To trash an item, click the item to highlight it and then press the **Delete button** on your keyboard or click on the **Delete button** found within the opened message.
2) This will remove that item from the folder it was located in and place it in the "trash".
3) When items are deleted from the Trash folder they are deleted permanently.
4) Items in the **Trash** folder will be purged seven (7) days from the date they were deleted.

Mark an Item Unread or Read ✉ Mark Unread   📭 Mark Read
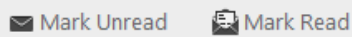
To mark an item that has already been opened as unread, go to the Mailbox window and click the **Mark Unread** button. To mark an item that has not been opened as read click the **Mark Read** button.

Creating and Sending Messages
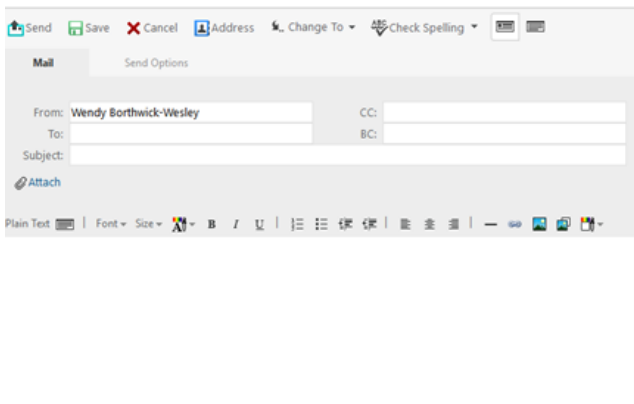
To compose an email message, navigate to the **Mailbox** tab, or click on the **Mailbox** folder in the **Folder** list, then click on the **Mail icon**. This will open the compose message form.

You must type the email address into the **To** field, and then additional addresses in the **CC**, or **BC** fields. You may also click on the **Address** book button to look up email addresses that are stored in your GroupWise Account.

Note: Typing the email address within the To, CC, or BC fields will trigger the auto-fill feature. The auto-fill feature accesses the Frequent Contacts address book and will suggest an email address from the list.

Address Book

Once you have clicked the **Address** book button, while in the compose email form, the **Address Selector** window will appear. To search for a contact name, do one of the following:

1) Type the contact name in the search field. Then hit the **Enter** key. OR...
2) Click the + sign to allow you to search by **First Name**, **Last Name**, or **Email Address**. Just type the information in the **Type value to find** field. You may also change which **Address Book** you search by:
   a. Click the drop-down arrow next to **<All Address Books>.**
   b. Then click on a different address book.
   c. Then hit the **Enter** key.
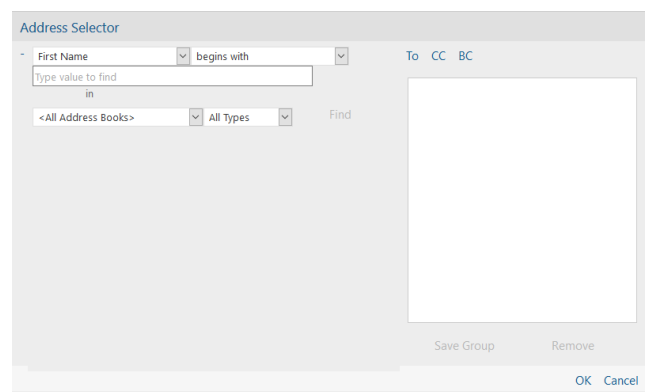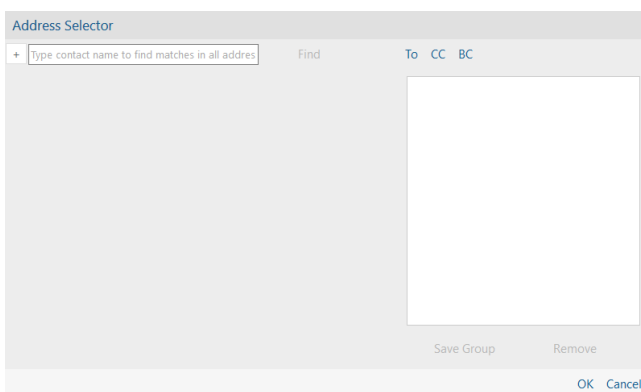
The list of entries that match the search criteria will appear below the search field. Click the appropriate field for it to appear in (To, CC or BC) then double click the desired name. Each entry will appear in the appropriate list to the right side of the window.

Click the box next to the entry name and click the **Remove** button to delete the entry from the email. Once the recipients' lists is complete, click the **OK** button, and return to the Compose Email window.

Tip: To access the Address Books without opening an email message, click on the Contacts tab. An Address Books button will be visible.

Save a Group

A group is a list of users or resources you can send messages to. Use groups to send a message to several users or resources by typing the group name in the **To**, **BC**, or **CC** fields. There are two types of groups: public and personal.

- A **public group** is a list of users created and edited by the GroupWise administrator, and it is available for use by each GroupWise user. For example, there might be a public group for the All Appellate Court & Staff. Each employee in the Appellate Court System including judges and judicial assistants can be found in this group. Public groups are listed in the GroupWise Address Book.
- A **personal group** is a group created by you. For example, if you often send an appointment to your work group, you can include each co-worker's address or name and a meeting place (a resource) in a personal group.

Creating and Saving a Personal Group

To create and save a group within a message by:

1. Clicking on the **Address** icon within the message.
2. Add names to the **To**, **CC** and **BC** sections.
3. Clicking on **Save Group**.
   - **Select Address Book:** Click the drop-down list and select your name.
   - **Group Name:** Specify a name for the group.
   - **New Description:** Specify any comments concerning the group, such as a description of the group.
4. Click **Save** to save the group.

In addition to creating a **personal group** through the **Address Book** within a message, a **personal group** can be created through the **Contacts** tab.

1. Click the **Contacts** tab.
2. Click the down arrow next to **Contact**. Next, select **Group**.
3. Specify the following information:
   - **Select Address Book:** Click the drop-down list and select your name.
   - **Group Name:** Specify a name for the group.
   - **Members:** Begin typing the name of a person that you would like to add to the group, then click **Add** (or press Enter) when the name appears. Repeat for each user you want to add to the group. You can also click **Address Selector** to search for and select each user.
   - **Comments:** Specify any comments concerning the group, such as a description of the group.
4. Click **Save & Close** to save the group.

Modifying a Personal Group

You can modify the group name, membership, and comments after the group is already created.

1. Click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to modify.
3. Double-click the group that you want to modify.
4. Make the desired modifications (rename group, add contact, remove contact, add comments), then click **Save & Close**.

Adding Contacts to a Personal Group

1. Click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to add the contact to. Next, double-click the group that you want to add contacts to.
3. In the **Members** section, begin typing the name of the contact that you want to add to the group. Then click **Add** (or press Enter) when the name appears. Repeat this step for each user you want to add to the group.
4. Click **Save & Close**.

Deleting a Contact from a Personal Group

1. Click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to remove contacts from.
3. Next, Double-click the group that you want to remove contacts from.
4. In the **Members** section, select the users you want to remove from the group by clicking on their name. Then click **Remove**.
5. Click **Save & Close**.

Addressing Items to a Group

1. In a Mail or Appointment item, in the To: (or CC: or BC:) field, start typing the name of the group.
2. Once the group name appears, click Enter.

Multiple Recipients

Addressing multiple mail recipients can be done by typing the address of the first recipient and then by pressing either the semi-colon (;) or comma (,) and then typing the next recipient's address. If there are more than a couple of recipients' that need to be added consider using the "CC" field. Adding a large amount of addresses to the **To** field may bog down and slow the entire email server.

Compose a Message

In the email message window, click within the **Subject** line and type the subject of the email. Next, click within the body area and type the email message.
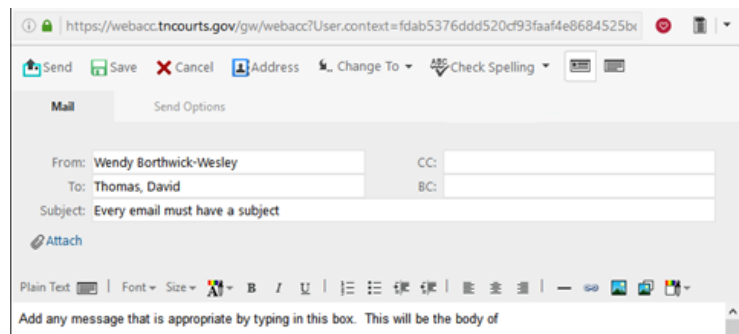
A **Formatting Toolbar** appears above the message area. The formatting toolbar allows for simple formatting; such as a change in font, font size, font color, text highlighting, numbering, text alignment, and inserting a picture.

Note: Not all e-mail systems, such as Gmail or Hotmail, will translate some formatting in the manner that it displays on screen in GroupWise.

Adding an Attachment

To attach a file, or files, to an email, first compose the email. Within the compose email window click on the **Attach** option. This will open the **File Upload** dialog box.

From this box, navigate to the file that you want to attach. Click the file one time to select it, and then click the **Open** button at the bottom of the dialog box.
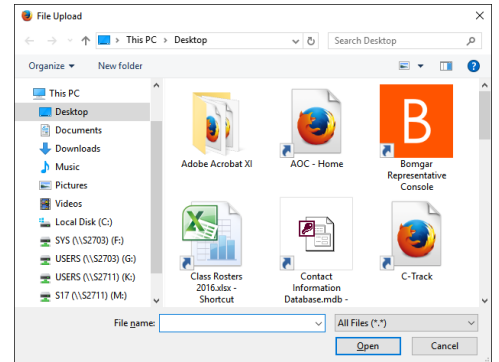
This will return you to the message. Continue with the process if additional attachments need to be added. Attachments will be listed under the Subject line.

Tip: Double clicking the file will also add the file as an attachment to the message.

Note: A recipient will be limited by the size of their mailbox to how much, or how big, a message can be.

Send Options

The **Send Options** tab gives you additional flexibility and lets you classify, prioritize, schedule and track when an item is sent. These options are available for e-mail messages, calendar appointments and tasks.

➢ A **Classification** is a setting that lets the recipient know if the item is confidential, top secret, proprietary, etc. Standard is the default setting. This information appears

above your e-mail message. A **Classification** does not provide any encryption or additional security.

➢ **Priority Status** messages can be flagged as **High, Standard or Low Priority**. **High Priority** messages will appear red, **Standard Priority** will appear black and **Low priority** will appear as gray.

➢ **Reply Requested** notifies the recipient that a reply to this item is expected within a specified time frame and appears above your e-mail message.

➢ **Return notification**, if enabled, can automatically generate a receipt or notice to the sender when the item has been opened or deleted.

Sending a Message

Once your message is complete click the Send button. The following options will appear:
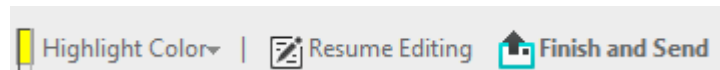
If the message is complete, click **Finish and Send**. You will then be prompted to add a signature. If your signature has been set up you may add it, otherwise you will need to go to **Options** to set it up.

Categories

In the Mailbox window you will find a button named **Categories.** **Categories** are used to help define and prioritize items in your mailbox.

Adding a New Category
1. In the Mailbox window, click **Categories**.
2. Next, in the **New Category** field, specify a name for the new category, then click **Add**.
3. Click **OK**.

Note: Currently, with this version of web access you are unable to assign an identifying color.
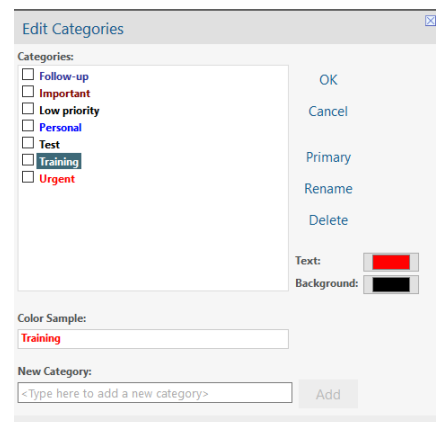
Assigning a Category
1. Select the message you want to add a category to.
2. Right-click, then click Categories.
3. Select the category you want to use.
4. Click OK.

Account Options ⚙️

To view the account options, click on the **Options** link to the right of the **Logout** option and choose **Options**. Within the options window you will see several tabs.

Password	Rules	Compose	General	Calendar	Send Options	Proxy Access
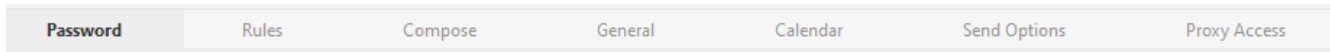
Password

The **Password** tab allows you to change your GroupWise password. To change your password, you must have your old password. If you have forgotten your password please contact the AOC Help Desk.

Rules

You can automate many GroupWise actions, such as replying when you're out of the office, deleting items, or sorting items into folders, by using rules to define a set of conditions and actions to be performed when an item meets those conditions. When you create a rule, you must know the following:

1. Choose the type of Rule: **Delete, Forward, Move to Folder, or Reply**.
2. Name of the rule.
3. Define the Optional Condition – if a condition is not defined, the rule will apply to all new messages.
4. Define the Action – define the action you want to occur when this rule is run.
5. Save the rule.
6. Make sure that the rule is enabled.

Rules are stored in your GroupWise Mailbox at your post office. You can edit any rules you create in GroupWise WebAccess.

Some of the actions that a rule can perform are the following:

Delete – deletes or declines any item when the rule conditions are met. For example, your rule could decline any appointment scheduled for a certain day of the week if you are always unavailable for meetings on that day.

Forward – forwards items to one or more users when the rule conditions are met. For example, if you are on a core team, you can have a rule forward meeting minutes to extended team members.

Move to Folder – moves any item to an identified folder. For example, if you receive an email about a case, you can have it automatically moved to a folder with the case's name.

Reply – an automatic reply can be sent to the sender of any new items. For example, if you need to be out of the office for several days, your rule could send a reply indicating when you will be back. Replies are sent only once per sender.

To Create a Basic Rule:

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click on the **Rules** tab.
3. Select the type of rule you want to create.
4. Click **Create** to display the **Create Rule** form.
5. Type a name in the rule name field.

6. If your further want to restrict the items affected by the rule, select the appropriate options in the **Define Optional Conditions** section.
7. Define the actions you want the rule to perform. Some actions, such as Move to Folder and Reply, require you to fill in additional information.
8. Click **Save**.

Example:

1. **Type:** Reply
2. Click **Create**.
3. **Rule Name:** Out of Office
4. Condition not defined, rule will apply to all new messages
5. then, do the action defined below
6. **Define Action:** Reply to Sender
7. **Subject:** Out of Office
8. **Message:** I will be out of the office on the week of Sept. 5th. I will have limited access to email. Please contact my assistant Amy Pond if immediate assistance is needed.

Rule name:	Out of Office

Define Optional Condition - If a condition is not defined, this rule will apply to all new messages.

If [ ] [ ] [ ]

then, do the action defined below

Define Action - Define the action you want to occur when this rule is run.

☑ Reply to sender
☐ Include message received from sender
Subject: Out of Office
Message: I will be out of the office the week of Sept. 5th. I will have limited access to email. Please contact my assistant Amy Pond at Amy.Pond@tncourts.gov if immediate assistance is needed.

Save   Cancel

This rule will send a reply message to all newly received email.

To Enable or Disable a Rule:

A rule must be enabled before it can be triggered. When you disable a rule, the rule cannot be triggered. However, the rule is still listed in the Rules page so you can enable it when you need it again.
1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. In the list of active rules, select the checkbox next to a rule to activate it or deactivate it. An enabled rule has a check mark in the box.
4. Click **Save** to save the changes.

To Edit a Rule:

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Click on the name of the rule you want to edit.
4. Make changes to the rule.
5. Click **Save**.

To Delete a Rule:

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Click **Delete** next to the name of the rule you want to delete.

Compose

In the **Compose** tab you will be able to check spelling before sending, choose your compose view, and create and enable a signature.

Adding a Signature

To insert a signature or tag line at the end of items you send.

1. On the main page, click the **Options** icon, then click **Options**.
2. Click the **Compose** tab.
3. Select **Enable signature**.
4. Click **New**, specify a name for the new signature, then click **OK**.
5. (Optional) Create additional signatures. In the **Signature** drop-down list, select the signature that you want to make your default signature, then select **Set as default**.
6. Type your signature text in the box.
7. Click **Automatically add signature** to automatically add your signature when you send the item. Or
8. Click **Prompt before adding a signature** to have WebAccess prompt to add the signature when you send the item.
9. Click **Save**, then click **Close**.

General

In the **General** tab you will be able to choose the way to display the sort order of the name while you search (last, first or first, last), which address books are searched, and whether or not you are warned about HTML external images.

Calendar

In the **Calendar** tab you are able to publish your free/busy information from your calendar so that other users are able to conduct a busy search when creating appointments. Leave this checked.

Send Options

The **Send Options** tab is where you can change your email send options. Included are classification of an email, priority of the message, reply requested, and return notification. Changing any item will change your send option for **every e-mail** that is sent.

Proxy Access

Proxy Access allows you to grant various levels of access to your email account to other GroupWise users.

Note: Proxy access can only be granted to someone with a tncourts.gov email address.

As the mailbox owner, you can assign each user different rights to your messages and calendar.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Proxy Access.**
3. To add a user to the list, click **Add Entry**.
4. Type a user in the **Name** field or use the **Address Selector** to select a user.
5. Select the rights you want to give to the user.

- **Read** – read items you receive. Proxies cannot see your Contacts folder with this or any other proxy right.
- **Write** – create and send items in your name, including applying your signature. Assign categories to items, change the subject of items, and perform tasklist options on items.

Tip: If you give **Write** access, the **Read** box must be checked as well for it to be activated.

- **Subscribe to my alarms** – receive the same alarms you receive.
- **Subscribe to my notifications** – receive notification when you receive items.
- **Modify options/rules/folders** – change the options in your Mailbox. The proxy can edit any of your Options settings, including the access given to other users. If the proxy also has Mail rights, he or she can create or modify folders.
- **Read items marked Private** – read the items you marked Private. If you don't give a proxy Private rights, all items marked Private in your Mailbox are hidden from that proxy.

6. Click **Save**.

Calendar Tab

There are several different ways to view your GroupWise calendar, including by day, week, and month. All unaccepted items in your Calendar are italicized to help you easily identify which items you have not yet accepted.

Opening the Calendar Folder or Calendar View

The Calendar tab has a toolbar that provides access to several view options. Click Calendar, then click the buttons on the Calendar toolbar to choose different views. You can view the calendar by day, week or month.

Navigating in the Calendar

Use the Calendar toolbar to navigate in your calendar.
1. To select a date to view, click a date in the calendar at the bottom left corner of your calendar view.
2. To return to today's date, click **Today**.
3. To move forward or back one day, one week, or one month, depending upon what the calendar display is set to, click the **Back** icon to move back and the **Forward** icon to move forward.
4. To see a day view, click the **Day** icon on the calendar toolbar.
5. To see a week view, click **Week** icon on the calendar toolbar.
6. To see a month view, click **Month** icon on the calendar toolbar.

Understanding Calendar Shading

Appointments on your calendar appear in different shades, depending on how the appointment is shown:
- **Busy:** The appointment displays as gray.
- **Free:** The appointment displays as white.
- **Out of the Office:** The appointment displays as dark gray.
- **Tentative:** The appointment displays as gray with white and gray stripes on the side.

17

To change an appointment's **Show Appointment As** status:

- Open the appointment, then click Busy, Free, Tentative, Out of the Office or Tentative from the Show As drop-down menu.

Reading a Calendar Entry

1. Click the Calendar tab.
2. Double-click the item you want to read.
3. In all calendar views, you can rest your mouse pointer on most items and see more information such as Subject, Time, Place, and To.

Scheduling Appointments

Use appointments to schedule blocks of time on a specific date or range of dates. You can use Busy Search to check for a time when all the users and resources you want for an appointment are available. When you schedule an appointment and include yourself as a participant, GroupWise automatically accepts the appointment for you.

Scheduling an Appointment for Yourself

If you are not available for meetings, you can schedule a personal appointment for those times. When another user includes you in an appointment and does a busy search, the user can see that you are not available at those times, but can still schedule over your appointment.

1. On the toolbar, click the drop-down arrow next to **Mail**, then click **Personal Appointment**.
2. Type a subject and a place.
3. Specify the start date.
4. Specify a start time and duration. Duration can be in minutes, hours, or days.
5. Specify how you want the appointment to appear with the **Show As** drop-down menu.
6. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.
7. (Optional) Type a message.
8. Click **Post** on the toolbar.

Scheduling an Appointment for Multiple People

1. Click the **Appointment** button.
2. In the **To** field, type a user name, then press Enter. Repeat for additional users. Include any resource IDs (such as conference rooms) in the **To** field. If necessary, type user names in the **CC** and **BC** fields. OR
3. Select user names or resources from a list, click **Address** on the toolbar to use the **Address Selector** to add users.
4. Your name is automatically added to the **To** field of the appointment. When you send the appointment, it is automatically added to your calendar. If you do not want to be included in the message, delete your name from the **To** field.
5. Type the place description in the **Place** field. If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** field.
6. Specify the start date.
7. Specify a start time and duration. Duration can be in minutes, hours, or days.
8. Specify how you want the appointment to appear as from the **Show As** drop-down menu. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.

9. Type a subject and message.
10. If you want to make sure the people and resources for the appointment are available, you can do a busy search by clicking the **Busy Search** tab.
11. You can specify many options, such as making this appointment a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.
12. Click **Send** on the toolbar.

Using Busy Search to Check Availability

Use Busy Search to find a time when all the people and resources you want to schedule for a meeting are available.

1. In an appointment you are creating, specify user names and resource IDs in the **To** field.
2. Specify the first possible day for the meeting in the **Start Date** field.
3. Specify the meeting's duration.
4. Click the **Busy Search** tab.

You can accomplish the following tasks on the **Busy Search** tab:

- **View which attendees have conflicting appointments:** Attendees who have a conflict with the selected time are displayed with their names crossed out in the **To** section.
- **Change the time of the appointment:** Click a new time in the calendar to schedule the appointment for a different time.
- **Highlight the appointments for a specific user:** Click the name of the user in the **To** section whose appointments you want to highlight.
- **Hide a user's appointments from being displayed:** Click the icon next to the user whose appointments you want to hide.
- **Display all users' appointments:** Click **Show Appointment** to display all the appointments for each user in the **To** section.
- **Update the calendar with current appointments:** Click **Update** to display the current appointments for each user in the **To** section.
- **Move to a different date on the calendar:** Click the left-arrow and right-arrow icons to move to a different date on the calendar.

5. To remove a user or resource from the list, click the **Appointment** tab. In the **To** field, click the user name or resource to remove, then press **Delete**. This is useful if you want to include several conference rooms in the search to find one that is available, then eliminate those you do not want.
6. Complete the appointment, then click **Send**.

Scheduling a Recurring Appointment

You can schedule daily, weekly, monthly, or yearly recurring appointments.
1. On the toolbar, click **Appointment**.
2. Specify your meeting information, then select **Recurrence**.
3. In the dialog box that appears, specify the following information:
   - **When:** Select **Daily**, **Weekly**, **Monthly**, or **Yearly**.

- **Frequency Settings:** Select the frequency settings for the recurring appointment. The options in this section differ depending on how often the appointment recurs.
- **Date Range:** Specify when the appointment starts and when the appointment ends. You can specify the number of occurrences or an end date.

4. Click **OK**.
5. Click **Send** on the toolbar to send the appointment.

Canceling a Recurring Appointment

You can cancel a recurring appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1. In your calendar, right-click the recurring appointment you want to cancel, then click **Delete**.
2. Select one of the following options:
   - **Delete From All Mailboxes** to remove the appointment from the mailboxes that you sent it to. Leave this option deselected if you only want to delete the message from your own mailbox.
   - **Delete From This Mailbox:** Removes the appointment from your mailbox.
   - **Delete From Recipients Mailboxes:** Removes the appointment from the mailboxes of all recipients.
   - **Delete From All Mailboxes:** Removes the appointment from your mailbox and from the mailboxes of all recipients.
3. (Optional) In the **Retract Comment** field, specify a message explaining the cancellation.
4. Click **All Instances** to delete all instances of the recurring appointment, click **This Instance Forward** to delete the current instance and all future instances of the appointment, or click **This Instance** to delete only the current instance of the recurring appointment.

Rescheduling an Appointment

If you want to make changes to the people and resources for an appointment you created, you can reschedule an appointment.

1. Click the **Sent Items** folder in the Folder List.
2. Select the appointment you want to reschedule and open it.
3. In the Appointment window, click **Resend** on the toolbar.
4. Select **Retract Original Item?** to delete your original appointment.
5. Make your changes, then click **Send** on the toolbar.

Accepting or Declining Calendar Items
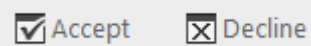
When you receive an appointment, task, or reminder note, you might not be able to accept it. In GroupWise, you can let the sender know if you accept or decline, specify a level of acceptance or availability, and add additional comments. The sender can find your response by checking the item's properties. If you decline an appointment after its start time, the sender sees the appointment as deleted rather than declined in the appointment's properties.

1. Open the appointment, task, or reminder note.
2. Click **Accept** or **Decline** on the toolbar.

3. (Optional) Type a message in the **Comments to sender** field.
4. By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for a more noticeable indication when someone declines an item, the sender can select to receive a notification.
5. Click **Accept** (or **Decline**) to close the window
6. If the calendar item is set as a recurring event, you are prompted to accept/decline all events or just this event.

Canceling an Appointment

You can cancel an appointment if you have scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1. In your calendar, right-click the appointment you want to cancel, then click **Delete**.
2. Select **Delete From All Mailboxes** to remove it from other users' mailboxes. Leave this option deselected if you only want to delete it from your own mailbox.
3. (Optional) Type a message explaining the cancellation.
4. Click **OK**.

Printing a Calendar

Printing from WebAccess depends on the printing capabilities of your Web browser. In the Month view, you can print different calendar items by selecting the item types in the upper right corner.

1. Click **Print View** in the top right corner of a Calendar View to open a printer-friendly version of the calendar.

Important: Do not use **File > Print** in your Web browser. The graphical calendar displayed in WebAccess cannot be printed as it displays on the screen.

2. Click **Print this page** to display a printable list of your appointments, notes, and tasks.
3. Select print options and print the calendar as you normally would in your Web browser.

Tasklist

A task is an item that has a due date and requires a specific action. You can post a task for yourself or accept a task from another person. After it is accepted, a task appears on the calendar on its start date and carries over to each succeeding day. When the due date is past, the task displays in the **Overdue** section on the Calendar.
After you finish a task, you can mark it as complete. When you mark a task as complete, it no longer carries over to the next day on your Calendar.

As the originator of an assigned task, you can have GroupWise send you notification when the task is marked as complete. A completed status, including the date and time the task was marked as complete, is placed in the Properties window for the task.

Understanding the Tasklist Folder

The **Tasklist** folder is a system folder that is used to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the **Tasklist** folder. In addition, any item type (mail, appointment, task, reminder note, phone message) can be placed in the **Tasklist** folder.

Note: Items in the **Tasklist** folder do not always appear on the calendar. Only items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign that item a due date.

Assigning a Task to Yourself

1. On the toolbar, click **New Task**.
2. Next to the To field, click the single user button.
3. Specify the date you want the task to begin and the date and time you want the task to be completed.
4. Type a subject.
5. (Optional) Type a priority for the task. The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
6. Type a description of the task.
7. (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
8. Click **Post** on the tool bar.

Assign a Task to Other Users

1. On the toolbar, click **New Task**.
2. In the **To** field, type a user name, then press **Enter**. Repeat for additional users. If necessary, type user names in the **CC** and **BC** fields. OR to select user names or resources from a list, click **Address** on the toolbar to use the Address Selector to add users.
3. Specify the date you want the task to begin and the date and time you want the task to be completed.
4. Type the subject.
5. (Optional) Type a priority for the task. The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
6. Type a description of the task.
7. (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
8. Click **Send** on the toolbar.

Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete are not carried over to the next day on your calendar. Completed tasks are distinguished by a check mark in your calendar. Overdue tasks display in the **Overdue** section of your Tasklist. If you mark a task as complete, then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

Marking an Item as Complete

1. Click the Tasklist folder.
2. In your **Tasks** section, select the check box next to the task.

3. To unmark a task that has been marked as complete, deselect the marked check box next to the task.

Assigning a Due Date and Time to a Tasklist Item
1. Open an item in the Tasklist folder.
2. Select **due on**, then select a date and time.
3. Click **Save**.

Notes
Reminder notes are like mail messages, except they are scheduled for a particular day and appear on the Calendar for that date. You can use reminder notes to show vacations, holidays, paydays, birthdays, and so forth.

Scheduling a Reminder Note
A reminder note to yourself is called a personal reminder note. Personal reminder notes are placed in your calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.
1. On the toolbar, click **Reminder Note**.
2. Select a date.
3. Type a subject and the reminder note message.
4. Click **Post** on the toolbar.
5. To access the information later, open your calendar and select the date the information appears on. Then double-click the reminder note in the Reminder Notes List.

Cabinet
The Cabinet contains all of your personal folders. You can rearrange and nest folders by clicking the **Folders** on the Main Toolbar.

Using Folders to Organize Your Mailbox
Use folders to store and organize your items. For example, you can group all items related to a particular task or subject together. Click the **Expand** and **Collapse** arrows to expand and collapse folders.

Creating a Personal Folder
1. On the main WebAccess page, click **Folders** on the toolbar.
2. Select the **Add Folder** tab.
3. Type the name of the folder in the **New Folder** field.
4. Click **Add Folder**.

Note: By default, a new folder is added as the first folder in the cabinet.

Deleting Folders
1. In the **Delete Folder** tab, click on the folder you want to delete.
2. Click **Yes**.

Sharing a Folder

Please contact the AOC Help Desk to help with sharing of folders.

Renaming a Folder

1. Select the **Rename Folder** tab**.**
2. Click on the folder you want to rename.
3. Rename the folder. Click **OK**.

Sent Items

Within the **Sent Items** folder will be items that you have sent out: **Mail, Tasks, and Appointments.** Right clicking on any items within the **Sent Items** folder will provide a list of options: **Open, Reply, Forward, Delete, Resend, and more.**

Cabinet

Within the **Cabinet** folder will be folders that have been created and items (mail, appointments, etc...) that have been moved to those folders.

Calendar

Clicking on the **Calendar** folder is another way to access the items found in the **Calendar** tab.

Frequent Contacts

Clicking on the **Frequent Contacts** folder is another way to access the items found in the **Contacts** tab.

Junk Mail Folder

All email items from addresses and Internet domains that are junked through Junk Mail Handling are placed in the Junk Mail folder. This folder is not created in the folder list unless a Junk Mail option is enabled. While Junk Mail options are enabled, this folder cannot be deleted. You can delete any items that may appear in this folder, select the item, then right click and choose **Delete**.

Tasklist Folder

Within the **Tasklist** folder will be all of the tasks that have been created.

Trash Folder

All deleted mail, appointments, tasks, and reminder notes are stored in the Trash folder. Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied (emptying the Trash removes items in the Trash from the system permanently). You can empty your entire Trash, or empty only selected items.

Important: The default for trash to be deleted is 7 days.

Work in Progress Folder

The **Work In Progress** folder is a folder where you can save messages you have started but want to finish later.   This is also where all **Auto Save** messages are automatically saved.

Finding Items

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. You use different search criteria to find that email in each search tool:

Searching for a Word or Phrase Using Basic Find

Basic Find lets you display items that contain specific subjects, recipients, or words. Find searches all files and folders to look for exact matches. Find does not actually move or delete items; it displays certain items based on the criteria you specify. When you clear the Find criteria, the hidden items are displayed.

1. Open the folder you want to search.
2. Type a word or phrase in the **Search** field the upper right corner of the page. The word or phrase can be any set of consecutive characters contained in the item you are trying to find.
3. Select your search scope:
   - **This Folder**
   - **In All Folders**
   - **In All Folders (others have shared with me)**
4. Press Enter on your keyboard.
5. Choose the item you want from the list of items.
6. To clear the Find criteria, click the small X found in the search field.

Searching with Criteria

1. On the main WebAccess page, click **Find** on the toolbar.
2. To search for specific text, select **Full Text** or **Subject**, then type what you are looking for in the field.
3. To search for a name, select **From** or **To/CC**, then type the name in the field.
4. Select each item type you are looking for, then select each item source you are looking for.
5. To search for items based on the date they were created or delivered, in the **Date range** section, select **Created or delivered between**, then select the appropriate dates.
6. To search for items that are marked with a certain category, select the category in the **Item Categories** section.
7. In the **Search in** list box, click the folders you want to search in.
8. You might need to click the plus sign next to your user folder to expand the folder structure.
9. All of your folders are searched by default. To speed up your search, select only the folders you want to search.

Please contact the ITSD Help Desk if you need further assistance with GroupWise WebAccess at (800) 448-7980.