

Novell
GroupWise
6.5

INSTRUCTIONAL TECHNOLOGY

Pensacola Junior College

GroupWise 6.5 Basics

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Introduction to Novell GroupWise 6.5

GroupWise 6.5 is the new version of email and calendar software supported by Pensacola Junior College. This version of GroupWise has the capabilities of the past version used on campus; however, there are some new features to GroupWise 6.5. It now offers easier proxy features, enhanced Address Book aspects, improved Calendar views, the ability to assign Categories to an email, as well as other useful features for the user.

Getting to Know Your Main Window

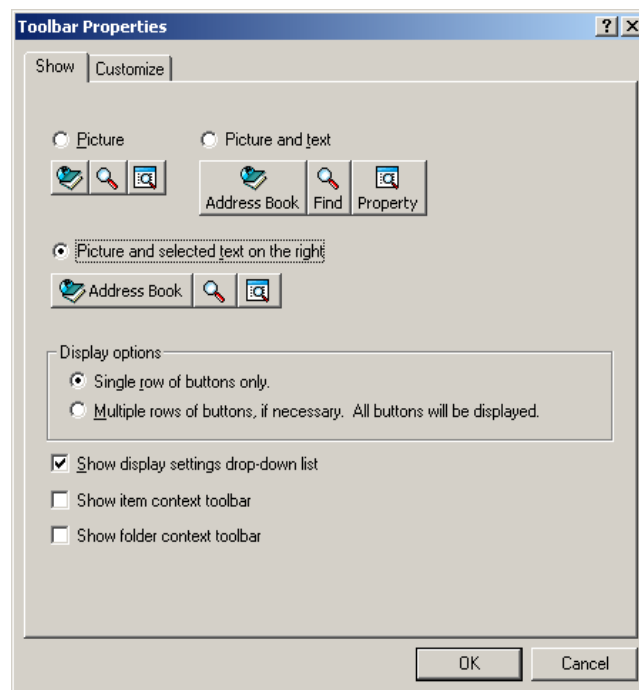
The Main Window in GroupWise is your main work area. It is in this window that you are able to read your messages, schedule appointments, manage your contacts, view your Calendar, open folders, open documents, and change the GroupWise mode you are running as well as many other tasks.

Toolbar

The GroupWise Toolbar is context-sensitive and changes to give you options according to the task you are trying to perform. It contains the Display drop-down menu and shortcut buttons, which allow you to perform common tasks quickly such as opening an Address Book or create other items. You can display the name of the button on the Toolbar by placing the pointer over the icon.

Display and Customize the Toolbar

1. Place cursor on Toolbar in the area
Containing the icons for Address Book,
New Mail, etc.
2. Right-click.
3. Click Customize Toolbar
4. Click the Show tab
5. Click the options for how
you want to display the toolbar
6. To customize the Toolbar further,
Click on the Customize tab and
select the options you want
















GroupWise 6.5 Enhancements








Function	Enhancement
Main Mailbox	Main Mailbox toolbar is now context-sensitive. The toolbar buttons change depending upon the folder you are accessing (e.g. Sent Items, Calendar, Cabinet).
Item Context	Item Context toolbar changes depending upon the item you are working with.
Message List	The Message List now contains new icons. The envelope icon will reveal whether you have replied to a message or forwarded a message without going to your Sent Items folder or without viewing details.
Folder List	<p>The Folder List contains the following items:</p> <p>Sent Items looks like an outbox.</p> <p>Contacts folder is a duplicate of your Frequent Contacts Book. You can change it to represent a different address book in the Address Book by changing the folder properties.</p> <p>Check List is a new folder that allows you to create a task list. Items such as mail, phone messages, reminder notes, tasks, or appointments can be moved into this folder. Items are marked with a check box so that items can be checked off as they are completed.</p>
Main Window	A new enhancement of GroupWise 6.5 is the capability to open more than one Main Window at a time. This allows you to view your own Main Window and the Main Window of someone you may be proxying for. You may also want to open your Calendar in one Main Window while having a folder open in another Main Window . You may open as many Main Windows as your computer memory is able to manage.

Getting to Know Your Mailbox

Your GroupWise Mailbox stores all of your Mailbox items. These items include those which have been received, sent, posted, or drafted. Different icons are used with GroupWise 6.5 to represent different types of messages and to reflect changes in the status of messages. You should be able to distinguish between the different types of messages by glancing at the icons in your mailbox. You can also tell whether a message has any file attachments or if you have opened a message already. You can manage the Mailbox by organizing messages within folders in your Cabinet and creating new folders as needed.

Mailbox Icon Table

Icon	What it Means
	Indicates one or more items are attached to the item
	Indicates an item you have sent
	Indicates this is an item you have replied to.
	Indicates a forwarded item.
Two Wavy Arrows pointing in different directions	Indicates a reply is requested
	Indicates an item you have replied to and forwarded
	Indicates a posted item.
	Indicates a Sent item opened by at least one person. This icon will remain until all recipients have: 1) opened the mail, phone message, or reminder note; 2) accepted the appointment or 3) completed the task.
	Indicates an item you have sent which could not be delivered to the destination post office or it did not transfer to the Internet.
	Appears next to an item you have sent. Next to an appointment or task, this icon indicates that at least one person has declined/deleted the item. Next to a mail message, phone message, or reminder note, this icon indicates that at least one person has deleted the item without opening it.
	Indicates an unopened mail message with a low, standard, or high priority.
	Indicates an opened mail message with a low, standard, or high priority.
	Indicates an unopened appointment with a low, standard, or high priority.
	Indicates an opened appointment with a low, standard, or high priority.

	<p>Indicates an unopened task with a low, standard, or high priority</p>
	<p>Indicates an opened task with a low, standard, or high priority.</p>
	<p>Indicates an unopened reminder note with a low, standard, or high priority.</p>
	<p>Indicates an opened reminder note with a low, standard, or high priority.</p>
	<p>Indicates an unopened phone message with a low, standard, or high priority.</p>
	

Working with GroupWise Messages

GroupWise is more than just an email system. In addition to email, it deals with several types of messages such as phone messages, appointments, tasks, reminder notes. You can send all of these message types to other users as well as use them to keep track of your own schedule.

Mail Messages

A mail message is the same as an email. It contains fields for the recipient, a subject, a date and other fields where you can specify recipients of carbon copies and blind carbon copies.

Creating a Mail Message

To create a mail message click the New Mail icon on the Toolbar.

You can also select File > New > Mail from the menu bar.

Appointments

Appointments are used to post appointments or meetings. Posted appointments are Calendar entries used to block out times in your Calendar when you are busy with other tasks or appointments.

Appointments you schedule for yourself are placed in your Calendar on the date you selected.

To create and post an appointment you can perform any one of the following procedures:

1. Click on File > New > Appointment

Or

2. Click the New Appointment button on the Toolbar

Or

3. Click on the down-arrow button next to the Appointment icon on the Toolbar > Click Posted Appointment

Meetings

Meetings are group appointments that you can use to schedule meetings with other users of GroupWise. Whenever another user sends you a request for a meeting, the meeting automatically moves to your Calendar when you accept it. If you do not accept the meeting request, the message status information returns to the sender's Sent Items folder telling the sender that you have declined the meeting.

Tasks

Tasks are to remind you about an important job you need to accomplish. When creating a task, you specify the start date for the task and the due date for the task. Tasks appear in your calendar and you must mark it complete with a check mark in the check box once you have completed it. If you do not mark it, the task will continue to remain incomplete, moving over to the next day. If the task is overdue, the status changes to red to indicate that it is overdue.

To create a task:

Click on the down-arrow button next to the New Task icon on the Toolbar > Click Posted Task.

Tip: Tasks are somewhat related to the Checklist folder. They are both used to keep track of items that need to be dealt with. A task will not display in the Checklist folder unless you place it there. Information about the Checklist folder is discussed this manual in another section.

Scheduling a Task for Yourself

Open your calendar in a view that contains a Task List.

Click a date, and then double-click anywhere there is an empty space in the Task List.

1. Type a subject for your task.
2. You may desire to type a priority for the task however this is optional. The task priority can consist of a character followed by a number. Acceptable formats would be: A1, C1, B, 3, etc.
3. You must type a date for the task to begin and a date for the completion of the task. The same date can be typed in both boxes.
4. You may click on the calendar icon to specify dates or auto-dates for your task.
5. Type a message.
6. Post the task by clicking Post on the toolbar.
7. Posted tasks are placed in your Calendar.

Marking a Task Complete

Once you have completed a task, you can mark it Completed. The completed task will no longer be carried over to the next day. You mark a task by clicking in the box which will assign a check mark to the box to signify completion. Whenever a task is overdue, it is displayed in red.

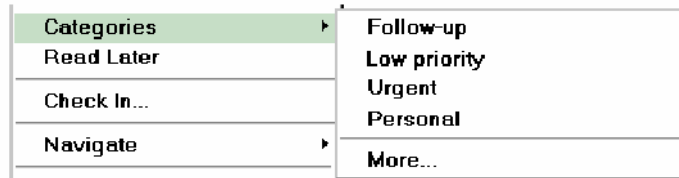
Categories

You can also organize your messages and contacts by assigning categories to them. This provides a way to organize your items. You can create and add categories as well as give each category an identifying color. The colors display in the Calendar and in the Item List.

An item can have more than one category assigned to it. You can identify which category is the primary one. The item will be identified by the color of the primary category.

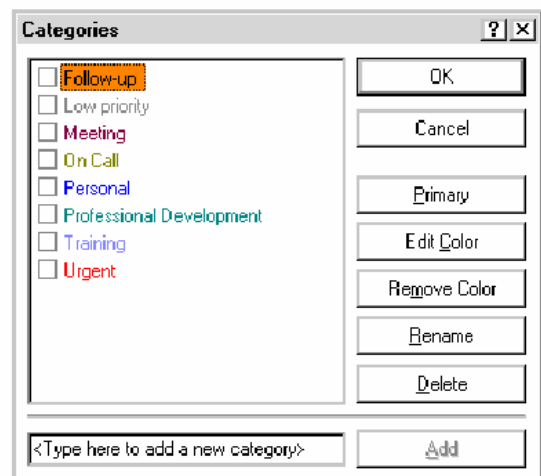
There are four default categories you can assign to items:

1. Follow-Up
2. Priority
3. Personal
4. Urgent



You can choose not to use these default categories. If you choose not to use them, you are able to modify or delete them. You may also create new categories. Other options for managing Categories are:

- Filter categories
- Add a column heading to a category
- Sort an item list by category



Placing an Item in a Category

The Category option allows you to place any items such as Mail Messages, Appointments, Reminder Notes, or Contacts into a category. You can move items in and out of categories as desired. In order to place an item in a category you must:

1. Click the folder you want to work in from the folders in the Folder List.
2. Click the item you want to place into a category.
3. On the GroupWise main menu bar, click **Actions**.
4. Choose **Categories**.
5. Click the category to which you want the item to belong.

Another way to place an item in a category is:

1. Right-click the item you will be placing in a category.
2. Choose **Categories**.
3. Click the category for which you want the item to belong.

Yet another way to place an item in a category is:

1. In any open Mail Message or Appointment, click the **Personalize** tab.
2. Click the multi-colored button which is located next to the **Category** field.
3. Click one or more of the category names.
4. You can exit the **Category** field by clicking anywhere in the message.

Creating a New Category

GroupWise offers four default categories for the types of items you may receive. You may want to create new categories beyond the default categories in order to meet your individual needs.

1. To create a new category:
2. Select an item you want to place in a new category.
3. Right-click on it.
4. Choose **Categories**
5. Click on **More....**
6. Click inside the box where you see the words **<Type here to add a new category>**.
7. Type the name of the category you want to create.
8. Click **Add**. (Notice the category name you just typed was added to the Categories list.)
9. Click **Edit Color**. A color palette appears with an array of colors from which to choose.
10. Click the color you want items in that category to appear in.
11. Click **OK**

Another way to create a new category is:

1. In any open e-mail item such as Mail Message, Appointment, click the Personalize tab.
2. Click **Edit Categories**.
3. Click inside the box where you see the words **<Type here to add a new category>**.
2. Type the name of the category you want to create.
3. Click **Add**.
4. Click **Edit Color**. A color palette appears with an array of colors from which to choose.
5. Click the color you want items in that category to appear in.
6. Click **OK**

Filtering a Folder by Category

Items placed in a category can be filtered by that category. You can add a Category column heading and sort your item list by category. Filtering hides the other items from view in the folder; it does not delete the other items. When you clear the filter, all the items that were hidden reappear. Once you have finished working with the filtered list, you can turn off the filter to view the folder's entire contents again.

1. In the **Folder List**, click the folder you want to filter.
2. At the top right of the folder's item list, click **Show:**
3. Click the category of the items you want to view.
4. To view all the items in the folder again, click **All Categories**.

Getting to Know Your Folder List

The Folders List is displayed in the left frame of your GroupWise Main Window. The Folder List contains all the folders you have created within your GroupWise account as well as all of the following default folders:

Mailbox receives all incoming email items.

Sent Items folder looks like an out tray and contains all the items sent from your GroupWise account.

Contacts Address Book is a new Address Book. It is a duplicate of your Frequent Contacts Book and provides easy access to any personal address book you have designated for the Contacts Folder.

Check List is a new folder that allows you to create and prioritize a task list.. Items such as mail, phone messages, reminder notes, tasks, or appointments can be moved into this folder. Items are marked with a check box so that items can be checked off as they are completed.

Calendar folder opens your GroupWise Calendar. It allows you to manage your schedule and track your Appointments, Tasks, and Reminder Notes. The GroupWise Calendar enables you to check other GroupWise users' availability with the Busy Search feature, create new items from your calendar and view your schedule by day, week, month, or year.

Checklist Folder is a new folder that allows you to create a task list. You can move any items (mail messages, phone messages, tasks, appointments, or reminder notes) to the Checklist folder and arrange them in any manner preferred. Items are marked with a check box so that items can be checked off as they are completed.

Task List folder collects and displays all tasks assigned to you. The tasks will continue to appear elsewhere in your account as well as appear in the Task List folder.

Work In Progress folder stores items you have not finished composing.

Cabinet folder stores personal folders you have created for organizing your mail.

Junk Mail folder must be enabled. When enabled, the Junk Mail folder holds all items from senders who have been added to your Junk Mail List.

Trash folder holds all items deleted from other folders

Creating a New Folder

You can create new folders in order to help keep the items you receive organized or to keep your Mailbox from becoming too crowded. Items can be organized according to date, topic, project, or sender.

To create a new folder:

1. Right-click the Cabinet folder.
2. Choose **New Folder**.
3. Click **Personal Folder**.
4. Click **Next**.
5. Type the name of the new folder.
6. Click **Next**.
7. Click **Finish**.
8. Your new folder now appears in the Cabinet folder as a subfolder
9. You can now move your mail into the new folder by dragging it with your mouse from the message window.

Sorting a Folder

Folder items are sorted automatically by the date they were sent or received with the earlier messages displayed first. You may sort your messages by another category.

To sort your folders:

1. Click the folder you want to sort in order to display all messages of that folder in the Main Window.
2. Click the “Name” section located at the top of your Main Window.
3. The category will be sorted in an ascending order such as A-Z or 1-9.
4. You can change the sort to a descending order by clicking the category head again.
5. You can change back to the default setting by clicking on **Date**.

Calendar

You can access your GroupWise calendar by clicking on **Calendar** in your Folder List. You may also use the **Open Calendar** button on the main button bar to open your calendar.

Navigating the Calendar

The calendar displays the Day view by default whenever you open it. Your Appointments, Reminder Notes, and Tasks for the day will be displayed. Whenever you open the calendar from the Folder List, you will see the navigation bar for the calendar. You can navigate around your calendar by using the Arrow Buttons on the navigation bar. You may click **forward** or **backward** according to the number of days you wish to move. For instance, to move ahead one day, click on the **1** button, to move ahead one week, click on the **7** button, etc. The **31** button moves you ahead one month and the **365** button moves you ahead one year. Use the same process for moving backward through the calendar.

Changing the Calendar View

You may view your GroupWise calendar schedule by day, week, month or year by clicking the corresponding button on the navigation bar.

1 – View the calendar by day

7 – View the calendar by week.

31 – View the calendar by month

365 – View the calendar by year

Filtering for Item Types

Your GroupWise calendar allows you to view individual items on your calendar such as Tasks, Appointments, or Notes. You may choose to display the item or you may choose to hide the item. To view an item, click on the item type until the corresponding button looks as if it has been depressed. To hide the item type, click the corresponding button again.

Appointment Icon – shows/hides appointments

Task Icon – shows/hides tasks

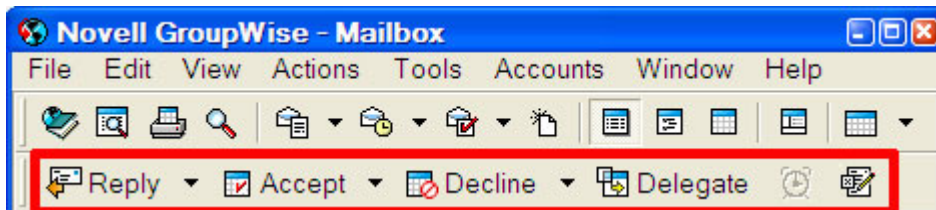
Notes Icon – shows/hides notes

Viewing Additional Days of the Week

You may choose to view more days in the Week view. In order to add more days to your calendar Week view, click on the plus sign. You can subtract days from the view by clicking on the minus sign.

Button Bars





The Button Bars within GroupWise are context sensitive. Many of the calendar options mentioned can be accessed by using the context sensitive button bar available when you click **Calendar** in the **Folder List**. Click the item you want to manage and a set of options for that particular item will display on the button bar. For example, when you highlight a new Appointment, you receive the options that would pertain to appointments such as **Reply**, **Accept**, **Decline**, and **Delegate**.



The Task button bar displays the same options as the Appointment button bar except it gives you the added option to mark the Task completed.

The options will appear grayed out if you highlight an accepted item. When opening the Calendar from the **main button bar** you will only have the option to **Delegate**, however, it adds other options such as **Create a New Task**, **Schedule a New Appointment**, and conduct a **Busy Search**.

Calendar Icon Table

Icon	What it Means
	Indicates an alarm is set for the item.
	Indicates a group appointment, task, or reminder note.
	Indicates a private item.
	Indicates you declined an item however, you did not delete it.

GroupWise Address Book

The Address Book is a management tool for your contacts. You can use it to store names and addresses, email addresses, phone numbers and other details about your contacts. The Address Book can be accessed in one of three ways: **Address Book** icon, **Address Selector**, and the **Contact Folder**.

Address Book Icon

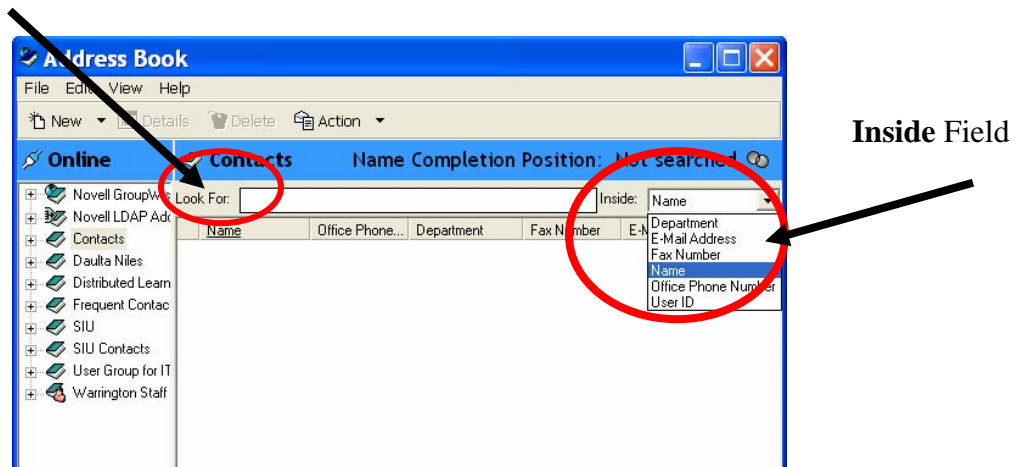
Click on the **Address Book** icon on the **Main Toolbar** to open the **Address Book**. The address books available to you are in the **Left Pane** instead of **Tabs** for each address book as in the older version of GroupWise. The **Right Pane** of the window displays the list of names and addresses within whichever book you have opened.

Note: Choose a different address book by clicking on the book located in the **Left Pane**.

Locate a Contact:

Select the field type from the **Inside** field. The following example shows the various fields available such as **Department**, **E-Mail Address**, etc. If you choose to search by **Name**, you will type the name in the **Look For** field of the contact you want to locate from the address list. The address book will locate the name by responding alphabetically to your typing.

Look For Field



Address Selector

Open the **Address Book** from a **New Mail** message by clicking on the **Address** icon on the Menu bar of the new mail message. The **Address Selector** window will open providing options to allow you to select a contact, add contacts, edit contacts, or create a group.

Note: You can change to a different Address Book by clicking on the **drop-down arrow** at the end of the **Look in address book:** field.

Add a contact in Address Selector

1. Click the drop-down arrow in the **Look in address book** field to choose an address book. (Note: You cannot add a New Contact to the Novell GroupWise Address Book, only other address books such as Frequent Contacts or others you have created.)
2. Select **New Contact** button from the menu.
3. Add as much information as desired about your contact..
4. Type the corresponding information in the field.

Edit a contact in the Address Selector

1. Select a contact from any of the address books.
2. Click the Details button located below the Address List.
3. Edit or add information about your contact.

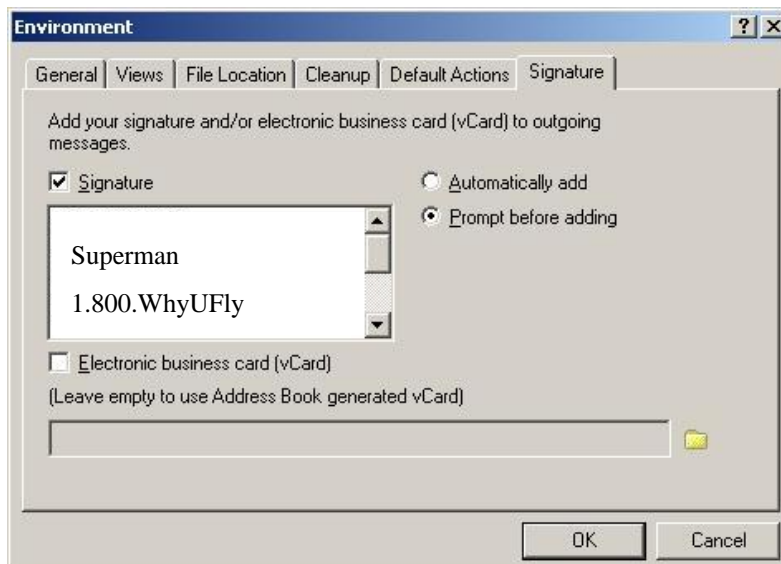
Save a Group in Address Selector

1. Double-click on a contact from any of the address books.
 2. Notice the contact is added to the Right Pane of the Address Selector window.
 3. Continue to click on any contacts you wish to add to the group.
 4. After you have added all the contacts you want for the group, you may save the group.
 5. Note: You may remove contacts by clicking on the Remove button at the bottom of the Right Pane.
 6. Name the group by clicking the Save Group.
 7. A new window will pop up with the name of the Address Book where you will be saving the new group.
 8. Type a name for your group and add any comments about the group.
-

Signature

You can insert a signature or a tag-line on items you send from your GroupWise account. The signature places itself at the end of the item you send. You can have GroupWise automatically place your name, department, phone number, email address or any other information you deem necessary on every item you send. You may choose to be prompted as to whether or not you want to add the signature to each item or you may choose to have it automatically add it to your sent item. In order to add a Signature to your items you should:

1. Click on **Tools** from the GroupWise main window
2. Choose **Options**
3. Double-click on the **Environment** icon
4. Click the **Signature** tab
5. Choose the radio button for **Automatically add** or **Prompt before adding**.
6. Type the information you want in your Signature box.
7. Click **OK**



GroupWise Item Types

Rules

You can use Rules to automate many actions within GroupWise. Rules can perform tasks such as reply when you are out of the office, sort items into folders, delete items, etc. When you create a rule, you are defining a set of conditions and actions that will be performed when an item meets those conditions. You must perform the following steps to create a rule:

1. Name the rule
2. Select an event, which will be the trigger that starts the rule.
3. Select the types of items affected by the rule.
4. Add an action, which is what you want the rule to do when triggered.
5. Save the rule
6. Enable the rule

New Rule

Rule name:

When event is And items are: Received Sent Personal Draft

If conditions are (optional)

Item types: Mail Appointment Task Note Phone message

Act on all items

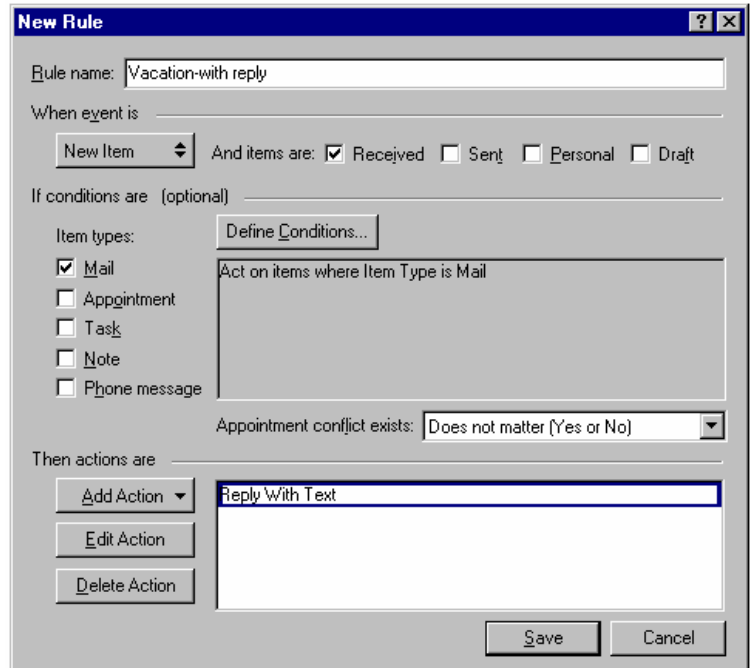
Appointment conflict exists:

Then actions are

Vacation Rule

The vacation rule allows your email account to respond to incoming mail to let the sender know that you are out of the office. In order to create a vacation rule, perform the following steps:

1. Click **Tools > Rules > New**
2. Type a name for your vacation rule in the **Rule name** box.
Vacation Rule is a good name for it.
3. Click **When Event is** list and choose **New Item**.
4. In the **And items are:** area > Click in the **Received** box.
This will place a check mark in the box. Make sure no other item sources are selected.



5. Under the **If conditions are > Item Types:** area, click in the **Mail** box. Again, this will place a check mark in the box.
6. Click on **Define Conditions...** box to define specific conditions to your rule.
7. In the “**Then actions are**” area, click the **Add Action** button click **Reply**.
8. A **Reply** box will open. > Click the radio button for **Reply to sender** .
9. Click in the box beside **Include message received from sender** if you want the original message included with the Reply > Click **OK**.
10. Another box entitled **Reply** will pop up. You may add a subject to your reply in the **Subject:** area. Type the message you want to go out with the Reply. > Click **OK > Save**
11. The **Rules** dialog box will come back up. Click in the box next to the new rule which will place a check mark in the box. This check mark enables the rule. > Click **Close**.
12. Use **Define Conditions** to add specific information to you rule.

Important Note: Vacation rules will not stop you from receiving mail messages sent to your mailbox. They will only let others know you are not in the office.

Proxy Access

One definition of the word “proxy” is the management of another person’s affairs. Proxy allows you to manage another user’s Mailbox and Calendar within the same GroupWise system. You can perform actions such as accessing another user’s Mailbox in order to read messages, viewing the user’s Calendar, scheduling appointments, posting tasks, sending notes, or accepting and declining items within the restrictions set up by the other user. The proxy is only possible if the other user has granted rights to his or her Mailbox. Managing someone else’s schedule is simplified since you have direct access to the other user’s GroupWise calendar.

Granting and Accepting Proxy Rights

There are two steps to complete in order to grant proxy rights to another user. The first step is for User A to grant User B the right to proxy into his/her account. The second step is for User B to add User A’s account to his/her proxy list. Here is how you would do this:

Step 1: Granting Proxy Access (User A to do)

You must follow these steps to allow another GroupWise user to proxy into your account:

1. From the GroupWise menu bar choose **Tools** then choose **Options**
2. Double-click on the **Security** icon.
3. Click the tab labeled **Proxy Access**
4. Type the name of the GroupWise user you want to give proxy rights. You can also click on the address book icon to find the user’s name in the GroupWise address book.
5. Click **Add User**.
6. Click the user’s name under **Access List**:
7. Here is where you will select the access rights for the user you chose. For example, if you only want to grant access to your schedule but not your Mail Messages, you would select “**Read**” and “**Write**” for **Appointments, Reminder Notes, and Tasks**.
8. Click **OK** and then click **Close**.

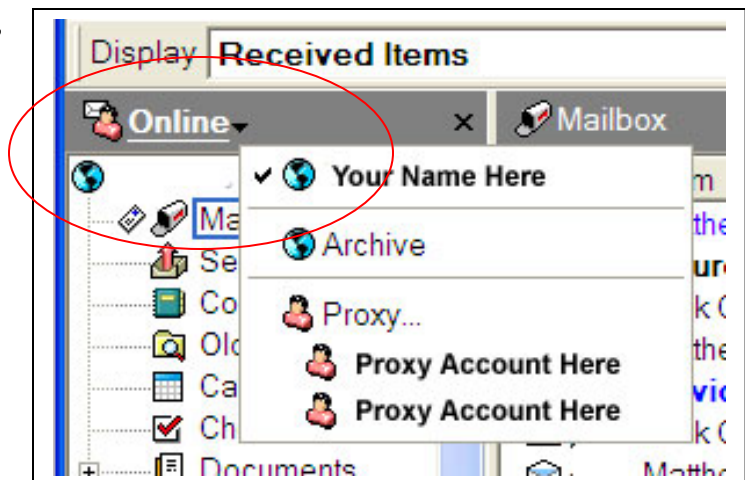
Step 2: Accepting Proxy Access (User B to do)

You must follow these steps to add another GroupWise user to your proxy list:

1. From the top of your Folder List on the left-hand side of your GroupWise window, click **Online**.
2. Click **Proxy...**
3. Click the tab labeled **Proxy Access**
4. Type the name of the GroupWise user whose account you want to proxy into. **It is important that you type the name of the user exactly as it appears in GroupWise.** You can also click on the address book icon to find the user's name in the GroupWise address book..
5. Click **OK**.

Proxying into Another Account

GroupWise 6.5 proxy features are basically the same as previous versions of GroupWise, however, its location has changed in order to make access more convenient for the user. Click on the Proxy icon at the top of the Folder List. A drop-down menu will appear. Choose the account for the user you want to proxy. You can also access the same proxy list from your calendar. Whenever you proxy into another user's account from your calendar, you will see that user's calendar.

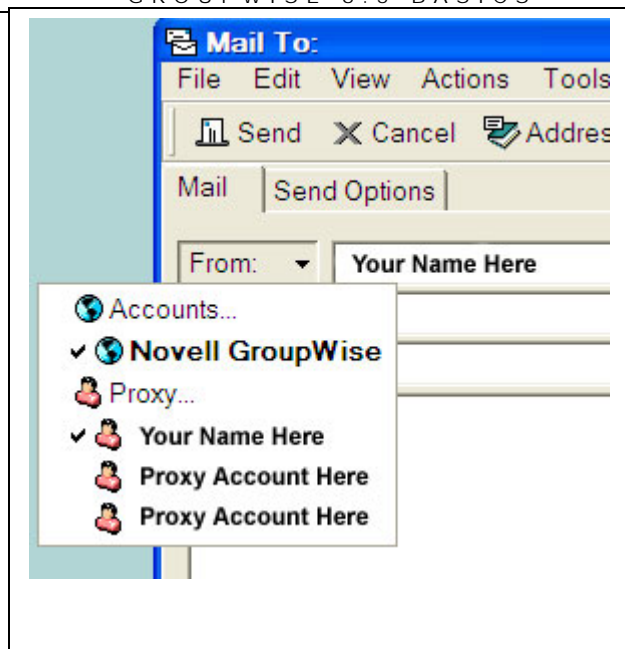


Sending Items as a Proxy

You can now send an email, appointment or a task from an account for which you have proxy by staying within your own account and sending it from your directly from there.

In order to do this, you must click the **From** button next to your name in any outgoing item.

Choose the account from which you want to send the message.



WebAccess

PJC faculty and staff can use the Internet to access their GroupWise e-mail accounts from a home computer or any computer with an Internet connection. The Web version of GroupWise is very similar to the campus network version containing most of the same features. GroupWise 6.5 allows you to access your proxy calendars from off-campus. To access your GroupWise account from an off-campus computer, type the URL <http://gw.pjc.edu>. You may now login using your username and password.

Important note: Before you can use the WebAccess version of GroupWise, you must have a password set for your mailbox. If you have not set a password for your GroupWise account, you must perform the following steps on a computer on the PJC campus:

1. Open your GroupWise account while on campus
2. Click on Tools > Options > Security
3. Type the password you would like to use.
4. You should now be able to access your account while off campus.

GroupWise 6.5 Help

GroupWise 6.5 offers a very thorough online help guide which can be accessed from within GroupWise.

1. Click on **Help** on the Main Menu.
2. Click on **User Guide**, which will open the Novell Internet site containing the **GroupWise 6.5 Windows Client User Guide**. The guide is divided into sections enabling you to choose whichever topic you need to access.