

## *Lesson 2*

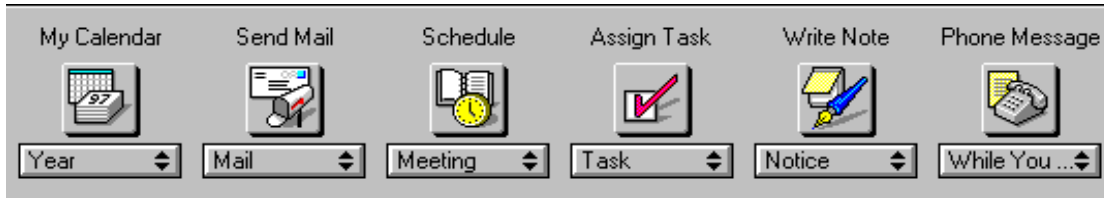
Objective:

Upon completion of this lesson you will be able to:

- Select an appropriate message type
- Use the In and Out Boxes
- Send, read, and track mail/phone messages
- Address mail using the Address Book
- Use Public Groups
- Create Personal Groups
- Customize Send options
- Create a Routing Slip

## Selecting a Message Type

Novell GroupWise provides 5 types of messages:



*Mail messages* are typically for basic correspondence. *Appointments* are for scheduling personal meetings, for example, a doctor's appointment, or scheduling group meetings between other resources and people. To do items can be scheduled as *tasks*, either for yourself or someone else. Just like in real life, *tasks* will carry forward from one day to the next until the item is marked completed. A *note* is simply a reminder. You may want to use a *personal note* to remind yourself of a meeting. Finally, *phone messages* can be used to inform people of calls or visitors when they are unavailable. *Appointments*, *tasks*, and *notes* will appear on GroupWise calendars. All five items, when sent, will appear as incoming mail in the In-Box.

## In and Out Boxes

Just like when you are at your desk, incoming items are placed in your In-Box and a copy of outgoing items to be delivered are filed in your Out-Box. The items in the Out-Box have attached information, much like a post-it note, which indicates who the item was delivered to and when it was opened. The In-Box is divided into two sections. The left section lists file folders that hold your items and the right section lists the items in the currently selected folder. Folders are discussed in a later section. You can tell the type of message sent to you by the look of the indicator. For example, an unopened phone message will look like a telephone. An unopened mail item will resemble an envelope. If you see a paper clip to the right of an envelope, the message has a file attachment. Your Out-Box is useful not only for tracking the status of a sent item, but for retracting and resending an item. It is also your on-line filing cabinet for the items that you have sent.

You can change the appearance of the text in your In and Out Boxes by using the font option. Select a folder in either box and choose Font... from the **Edit** menu. Select a font style and size. When you click on **OK** the changes will appear.



## Sending a Mail Message

Select the **Send Mail** drop down list at the bottom of the Main GroupWise window and select a send view. Mail is the default view. Other choices include expanded mail and small mail. A mail message consists of the following parts:

**From:** the sender

**To:** the primary recipient(s) of the message

**CC:** the carbon copy recipients

**BC:** the blind copy recipients

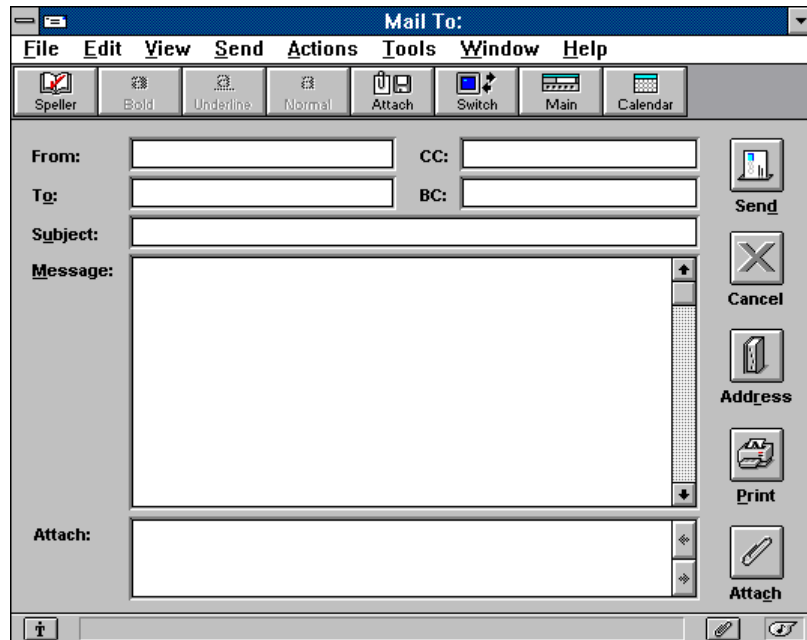
Blind copy recipients are not known by any **To:**, **CC:** or any other **BC:** recipient. However, **BC:** recipients will know **To:** and **CC:** recipients.

**Subject:** Description of message that will appear attached to item in recipient's In-Box

**Message:** Mail message text

**Attach:** Area that may display file attachment to message

Remember, if you do not see a Button Bar visible, you may select **Button Bar** from the **View** menu.



## Using the Address Book

The most dependable way to address your mail is to use the *Address Book*. The Address Book will contain an electronic address for most of the users that you wish to send mail to. To access the Address Book click on the Address icon on the right side of the Mail window. Users will be listed alphabetically by user id.

To find a recipient quickly begin typing the first few characters of the user's last name. This will quickly position the cursor on the user closest to the one you are requesting. The more characters you type in the closer you narrow the search. Once you have located a user, clicking on **Info...** will give you more information about the recipient. To move the name over to the **Send To:** box double click on the name. If you wish to make someone a **CC:** or **BC:** recipient simply click and drag the name to the appropriate box, or select the name by clicking on it and then click on **BC:** or **CC:** button.

In addition to choosing individual users from the Address Book, you may select groups of people and resources.

⇒ Note: Individual user ids must be separated with commas.

## Sending Mail to Groups of People

In addition to sending mail to individual users, GroupWise allows you to address mail to a group of users. A system administrator can set up *Public Groups* that everyone may access. Select Public Groups from the Address Book window. Since these Public Groups are typically setup by someone else, you may need to click on **Info...** to view the members of the group. Selecting a group can be accomplished the same way that you would select an individual user. You may also click on **Retrieve/Edit Group** to move the members in a group over to the **Send To:** box. You may not, however, edit a public group. If you wish to create a group for people that you often send mail to this can be accomplished by the use of *Personal Groups*.

## Establishing Personal Groups

To create a personal group first select the recipients that you wish to include in the group. Use the same procedure as selecting individual users to accomplish this. Some of the members may fall into each of the different categories, such as, **To:**, **BC:**, and **CC:**. Once you have created the group, click on **Save Group** at the bottom right hand corner of the window. You will be prompted to supply a name for the group at this time or you may opt to cancel the request. Personal Groups that you establish will not be available to other GroupWise users. Remember, you may also view the members of a Public or Personal Group by highlighting the group name and choosing **View....** To delete a Personal Group, simply select the group and press the **Delete** key on the keyboard.

## Sending Internet Mail

If you know someone's Internet address you may use GroupWise to send your message. A machine, called a *gateway*, provides a transport system for your message by translating different messaging protocols into SMTP (Simple Mail Transfer Protocol). The SMTP gateway allows you to send and receive mail messages with anyone else connected to the Internet.

Everyone's Internet address consists of two parts. The mailbox name and the mail host are separated by an at sign (@). A common mailbox name is made up of the first initial of the user and is concatenated with their last name. The mail host is a computer connected to the Internet that receives the message and routes it to the designated mailbox. An example would be oac.johnson@gw.utk.edu. To use GroupWise to transport your Internet mail, simply preface the Internet address with **IN:** and enclose the address in quotation marks. If you often send mail to an external address you can create an alias for the address by creating a Personal Group. "John" might be easier to remember and select than IN:"johndavis@utkvx.utk.edu". Choose **External Address...** in the upper right hand corner of the Address Book window and fill in the appropriate address. Then choose **Save Group** from the lower right hand corner. Some of the tracking features are only applicable to mail sent within your Domain. So, once the message has been sent, you will lose some your abilities to track the status of the message.

## Sending Items to Resources

Finally, *resources* may be established by a system administrator to allow scheduling of facilities such as conference rooms and shared equipment.

## Completing the Mail Message

Once you have established the recipients of your message then you are ready to fill in the subject matter. The Subject text will appear in the recipients In-Box when they receive the message. Therefore, an appropriate subject is important and will allow a recipient of your mail to prioritize their incoming mail.

Next, begin typing the main body of the Message.

## Formatting and Editing

Basic editing techniques including bold and underline formatting are available, as well as Spell Checker and Thesaurus. These utilities can be accessed from the **Tools** menu.

To change the font style of existing text in an item you are sending, select the text you wish to bold or underline and select the appropriate button on the Button Bar. Normal will undo the font style changes to the text.



If you would like to italicize or change the font, select the text to be formatted and choose Font... from the **Edit** menu and then make the appropriate choice. Any font change will affect previously written text and any new text you type in the message box.



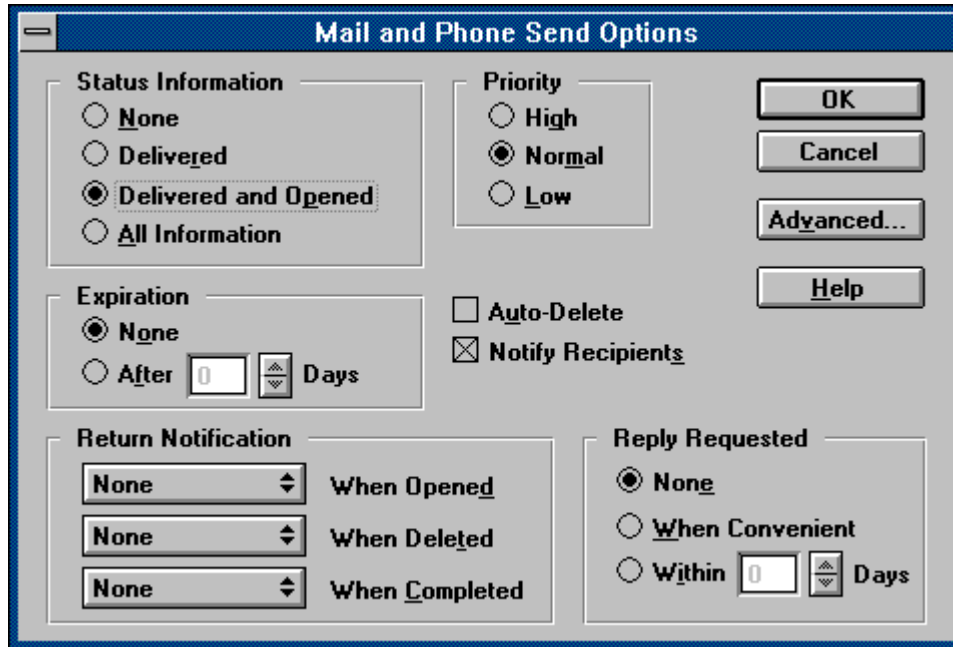
## Sending the Message

Once you have completed typing the Message, simply select the **Send** button and the message is on its way.

## Send Options

Before sending your message on its way, you may wish to implement a *send option*. Send options on a single message basis can be accessed through the Send Options... selection under the **Send** menu.

A dialog box like the one below will appear on your screen:



It is often helpful to track the status of a particular item. This allows you to access an item from your Out-Box and see when the item was delivered and opened. Remember, this feature is only available on mail sent within your Domain. If the priority of a send item is changed to “High” for example, the icon in your recipient’s In-Box will be in red.

Occasionally, you may wish to receive a return notification to your incoming box that will alert you that an important message has been opened. If you wish a reply from the recipient choose Reply Requested “When convenient” or “Within” a specified number of days.

The Mail and Phone Send Options are described below:

### Status Information

This feature allows you to track the status of an outgoing message. Outgoing messages are located in your Out-Box.

### Priority

Items with a Normal priority will appear in gray, where items with a Low priority will appear in white and those with a High Priority in red. Changing the priority of an item only affects the look of the message icon.

### Expiration Date

A message with a specified expiration date will be removed from your Out-Box and the recipient’s In-Box if it has not been opened by the expiration date. For example, if you send a message that requires a week’s response time and the message has not been opened within the time period, this is a way of automatically deleting a message that would be outdated.

## Auto Delete

If you would like for items to automatically be moved from your Out-Box to the Trash after the recipient of your item has deleted it and emptied their trash then toggle this option **ON**. This will help to eliminate an accumulation of old items in your Out-Box.

## Notify Recipients

This option when selected will Notify recipients of an incoming message, assuming Notify is loaded on their system.

## Return Notification

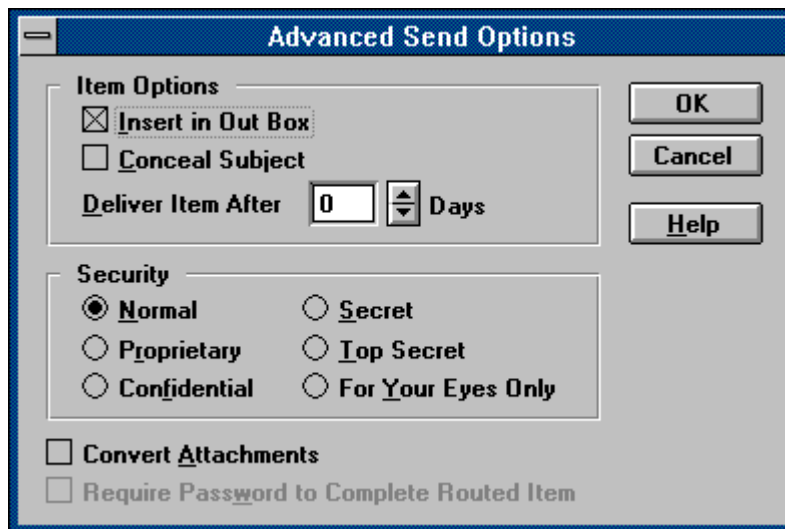
Selecting a return notification option will let you know when a recipient has acted upon your message.

## Reply Requested

If you would like the recipient to reply to your request within a specific number of days or reply at their convenience then you may select the appropriate option to place a label on the message.

## Advanced Send Options

There are additional send options available by clicking on the **Advanced...** button.



### Item Options

By default any outgoing messages will be placed in your Out-Box. If you wish to conceal the subject in a recipient's In-Box then select Conceal Subject. Delaying the delivery of a message can be accomplished by requesting GroupWise to deliver an item after a specified number of days. The message will be sent out at midnight, not 24 hours later.

## Security

Selecting a security level will simply place a label on the item when the read window is opened.

## Convert Attachments

Selecting Convert Attachments will cause an attachment to be converted to another file format other than the original when it passes through the gateway. This may cause some of the original formatting to be lost, but will enable a user that does not have the application that the attachment was created in to read it. Without selecting this option, the recipient will need the original application to open the attachment.

## Require Password to Complete Routed Item

This option requires that a recipient type in a password after an item has been marked completed so that it will be routed to the next recipient on the routing list. This option is only available for messages that have been marked as routing slips through the Send menu.

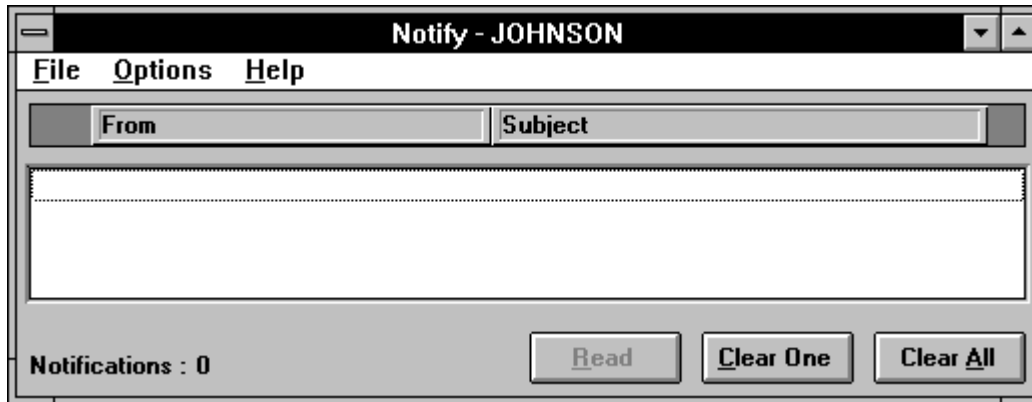
## Creating a Route Slip

Routing slips allow you to send a mail message to several users in an ordered sequence. To create a routing slip, choose Routing Slip from the **Send** menu. This will change the Send View so that the **To:** portion indicates **Route:**. Instead of sending the message simultaneously to all users, the message will be sent to each user in the order in which they are indicated in the list. The message will not be forwarded to the next recipient until the prior person has marked the item completed. Keep in mind that you cannot bypass an unresponsive recipient. All you can do is resend the item and reroute the item. Recipients are not able to edit your original message, but may add their own comments as an attachment to be forwarded to the next recipient. You can only send routing slips to individual users, not groups. Routing slips are helpful when you want mail distributed in an ordered manner.

- ⇒ Hint: You may want to always include yourself as the last recipient in the route order. This is an easy way to determine when the item has been routed and marked completed by the last recipient. You can always find out where the message is by tracking its status from your Out-Box.

## Receiving Mail






Now that you know how to send mail, you may wonder how you receive mail items? You should have Notify automatically loaded when you start Windows because you have stored it in your Start-Up Group. (see Lesson 1 for details) The Notify Program is a terminate-and-stay resident program that causes a window to pop-up on your screen when you have an incoming message. You will see the sender of the item and the subject matter. There are three choices in the Notify window.



You can read the currently selected message, clear the currently selected message from the Notify window or clear all of the messages in the Notify window. You are only removing them from the Notify window. They are still stored in you In-Box.

- ⇒ Note: Be careful not to close the Notify window by double-clicking in the upper left corner on the control menu or you will stop the Notify program for the remainder of that Windows session. To clear the window from the screen, click on the minimize button in the upper right hand corner of the window. This will minimize the window to an icon and place it on your Windows desktop.

To read incoming items at your convenience, you will need to access your In-Box. Either **double-click** on an item or select it and press **Enter**. When you have finished reading a message you have several choices.

- |   |   |
|---|---|
| <br><b>Close</b>   | <p>Closing the message window will mark the message as opened. The indicator icon will change from a sealed envelope to an open envelope.</p>   |
| <br><b>Reply</b>   | <p>You may send a reply back to the sender, sender and all recipients or forward the message to other users. Reply and Forward are covered in a later lesson.</p>   |
| <br><b>Forward</b> | <p>The information button will display the status of the incoming message in more detail. For example, this option will display other recipients' full names and their post-offices. Sometimes if there are multiple recipients these are difficult to see in the <b>To:</b> area of the message itself without scrolling back and forth.</p> |
| <br><b>Info</b>    | <p>Finally, you may choose to click on the Trash icon and delete the message. Deleted items will go into the Trash, where they will remain, by default, for seven days.</p>   |
| <br><b>Delete</b>  | <p>Items in the Trash may be undeleted until the Trash has been either automatically or manually emptied.</p>   |

## Tracking the Status of a Sent Item

One of the most useful features of GroupWise is its ability to track outgoing messages. You learned how to track the status of incoming items in the previous section. If you are sending e-mail it makes it most helpful, particularly on routed items, to see whom your message was delivered and when it was opened. To check the status of a particular item, double-click on the Out-box icon in the Main GroupWise window. Then, select the item you wish to see information about and either click on the Info button on the Button Bar or click with your right mouse button and select Info from the QuickMenu. Information includes a list of the recipients and whether they have received your mail, opened it, and/or deleted it. You will also see who created the message as well as the Domain and Post Office of the recipients. Any Send Options, such as Reply Requested, will be displayed at the bottom of the Information window.

The Tracking ability is most useful when troubleshooting items that have not solicited a response.

## Exercises



### Creating a Mail Message

1. To create a message select New Mail from the **Send** menu, or double click on the Send Mail icon, or select a view option from the drop down list box.
2. Fill in the **To:** portion of the message. If you need to access a list of addresses click on the Address Book icon on the right side of the Mail To window.
3. Enter the subject of your message in the **Subject:** box.
4. Type the body of your text message.
5. Choose Speller... from the **Tools** menu to spell check your message.
6. Select the Send icon to send your message on its way.



### Tracking your message in the Out-Box

1. Open the Out-Box window by double-clicking on the Out-Box icon in the Main GroupWise window.
2. To see status information on the item you just sent, double click on the item.
3. Close the Out-Box.



### Sending a Phone Message

1. To create a phone message select a phone message view and enter the requested information.
2. Click on the Send icon to have the message delivered.



### Creating a Personal Group

1. Open any send view to access the Address Book.
2. Click on the Address Book icon.
3. Select the **To:**, **CC:** and **BC:** recipients for your personal group. Then click on the **Save Group...** button in the lower right hand corner of the Address Book window.
4. Enter an appropriate name for the new group and click on **OK**.
5. Select **OK** again to exit the Address Book window.

## Viewing your Personal Group

Did it work?

1. Open the Address Book by selecting the AddrBook icon on the main GroupWise window Button Bar.
2. Select Personal Group

## Creating a Mail Message with Custom Send Option

Let's suppose we would like to create a high priority mail message that requires a reply within 1 day. The message is confidential so we wish to conceal the subject and place the security label "For Your Eyes Only" on the message. Because of the urgency of the message we wish to be notified when the recipient has opened the message.

1. Create a mail message by double clicking on the Send Mail icon on the Main GroupWise window.



Enter the appropriate information in the **To:**, **Subject:**, and **Message:** areas.

1. Choose Send Options from the **Send** menu. Change the priority of the message to High, Return notification to Notify and Mail when Opened, and Reply Requested Within 1 Day.
2. Select the **Advanced...** button from the Send Options window. Make the necessary changes to Conceal the Subject and place the requested security label on the message.
3. Close each of the send dialog boxes by choosing **OK**.
4. Click on Send to send the message on its way.



## Routing a Mail Message

Routing Slips are for sending mail to multiple persons in a given order. Routing a mail item means that instead of sending the message to all recipients simultaneously that message will not be forwarded to the next recipient on the list until the previous person has marked the item completed. Items will be routed in the order they appear in the **To:** portion of the Send window.

1. Route a message to at least 3 different persons in class.
2. Select any send view.
3. Choose Routing Slip from the **Send** menu.
4. Complete the message and click on the Send button

Remember, when you are reading a routed message you will need to mark the item completed so that it will be routed to the next user.

