

Lesson 4

Objectives:

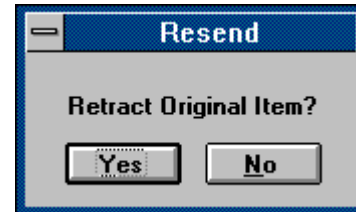
Upon completion of this lesson you will be able to:

- Resend and retract mail messages
- Read, Reply to and Forward Messages
- Utilize file attachments
- Print mail messages and attachments
- Save and Archive Mail Messages
- Use the GroupWise Trash Feature

Resending Messages

Have you ever sent a message out and later wished you could make changes to the message or add someone to the recipient list? A message may be resent with changes by first locating the message in your Out-Box, highlighting the message item, and then choosing either the Resend button on the Button Bar or Resend from the **Send** menu. Make the necessary changes and choose send to resend the item. A Resend Dialog box will appear on your screen asking you to confirm that you wish to retract the original item. If you click on “Yes” the original item will be replaced by the new item.

You may wish to occasionally resend an item not because of edits, but to save entering redundant information on a new message. In this instance you would NOT want to retract the original item.



Retracting Messages

In a fit of rage you have sent a resignation e-mail to your boss. Several hours later, you cool down and wish you had never resigned. Can you get the message back? If the message has not been opened by the recipient, the answer is “yes.” Highlight the item in your Out-Box and press your **Delete** key.

If you click on OK, you are only deleting the item from your Out-Box. Either select All In Boxes or All Mailboxes to retract the item.



Reading Your Messages

As you know by now, all incoming messages can be located in your In-Box. To quickly read a message just double-click on the item. If you have received multiple items you may press **CTRL**↑ to read the next item or **CTRL**↓ to read the previous item. Pressing your **DELETE** key on a highlighted item in the In-Box will cause the message to be placed in the Trash.

QuickMenus

A *QuickMenu* is pop-up menu that lists a specific set of items that apply to a particular feature. You can open a QuickMenu by placing the mouse pointer over the object and pressing the right mouse button. You then select the option you want by clicking it with the left mouse button.

Place the mouse pointer over an item object in your In-Box and click the right mouse button. Choose Read from the menu. Spend a few moments trying the different features on the QuickMenu.

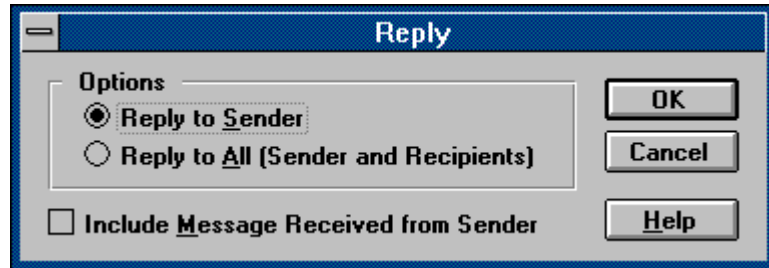


Replying to and Forwarding Messages

In addition to reading, resending, retracting, and deleting messages, you can also reply to and forward messages. To reply to a message from the Mail From: view select the Reply button.

You may respond to the sender alone, or let your reply be made to both sender and all recipients of the message.

A dialog box will appear:



⇒ Hint: It is usually most helpful to the sender to include the original message. If you reply “Yes” for example your sender may be confused and not telling what you may have just committed yourself to!



Mail may be forwarded in a similar way by clicking on the forward button. A new Mail To: view will appear. You will be the new sender. You may forward the mail to multiple recipients and add your own message. The forwarded message will become an attachment. Choose the send icon to complete the forward action.

File Attachments

File attachments can be used with any of the five message types and provide a way of transferring data files from one user to another across the network. You can transmit spreadsheets, letters, reports, memos, chart presentations or any combination of multiple files to others using GroupWise. You may even wish to route an attachment and let the recipients edit the attachment in turn.



Attaching a File

From the Mail To: view click on the Attach icon. The Attachments Dialog box will appear. You may select Attach File or Object. Access the Attach File Dialog box by selecting Attach File.... The QuickList feature allows you to set up paths to frequently accessed directories to save you time when attaching files. It even allows you to name a path with something meaningful, like Excel Expense Reports, instead of looking at an often complex path name. You may select sequential files from the list by clicking on the first one and holding down the Shift key to select the last one in the list or non-sequential files by using a **CTRL**-click. After you have selected the files to be attached, click on **OK**. This will return you to the Attachments Dialog box so that you may verify your selection. Select **Close**. Attached files will appear in the Send view as icons in the attachment view area.

Reading File Attachments

When you are the recipient of a message with a file attachment, how do you look at that attachment? There are essentially two different ways to look at an attachment depending on whether you want to make changes to the file or not.

Viewing an Attached File

To *view* a file attachment means to look at it using the GroupWise *viewer*. This program detects most common file formats and will display the file in a way that you can see its contents regardless of whether it's a database, spreadsheet, or word-processing file. Although you will be able to view the file you will not be allowed to make any edits or view any formatting.

There are 4 ways to view an attached file:

1. Double-click on the attachment icon in the Attach box.
2. Choose View Attachment from the **File** menu
3. Right click on the icon and choose **View Attachment** from the QuickMenu
4. Click on the ViewAtch button on the Button Bar.



Remember to select an option from a QuickMenu you must click on the option with your left mouse button.

Opening an Attached File

If you want to edit the attachment file or see all of the file formatting, you will need to *open* the file. This will launch the application that created the file and opens the file within the application assuming it resides on the your system. This will allow editing, commenting, and even saving of the attachment in a different format. How does GroupWise know what program created the file? Remember in Lesson 3 when you learned how to customize Preferences. Association of Files in Preferences allows you to associate different file extensions with different applications. The more common ones are established for you by GroupWise. If there is no association for the file GroupWise will try to determine the file type. Occasionally a file open conversion will fail and you either have to know and have access to the application that created it or have access to another application that can read the file.

There are three ways to open an attached file:

1. Choose Attachments... from the File menu and then select Open
2. Choose Open from the **File** menu
3. Right click on the icon and choose **Open** from the QuickMenu

An Attachment Association dialog box will appear. If GroupWise can associate the file with an application you will be asked for confirmation. If no association exists, you may supply the name of application and even make the association to that application permanent in the event you need to open that type of file again.

In addition to viewing and opening attachments you may print attachments from the File menu or the QuickMenu and you may save the attachment as a file and leave the original intact.

Printing Attachments and Mail Messages

To print a mail message, be sure the message to be printed is in the active window and choose Print from the **File** menu or click on the Print icon on the Button Bar. A Print dialog box will appear. If the message has a file attachment, you may choose to print the message and the attachment, or either one by itself. Simply highlight the item or to select both and click on the attachment(s) while holding down the **CTRL** key. To print the selected attachment(s) from the associated application, select Print Attachment From Associated Application, then choose OK. The attachment is opened in the application that was used to create it. If the option is deselected, GroupWise will print the attachment using a Windows printer driver.

Saving and Archiving Messages

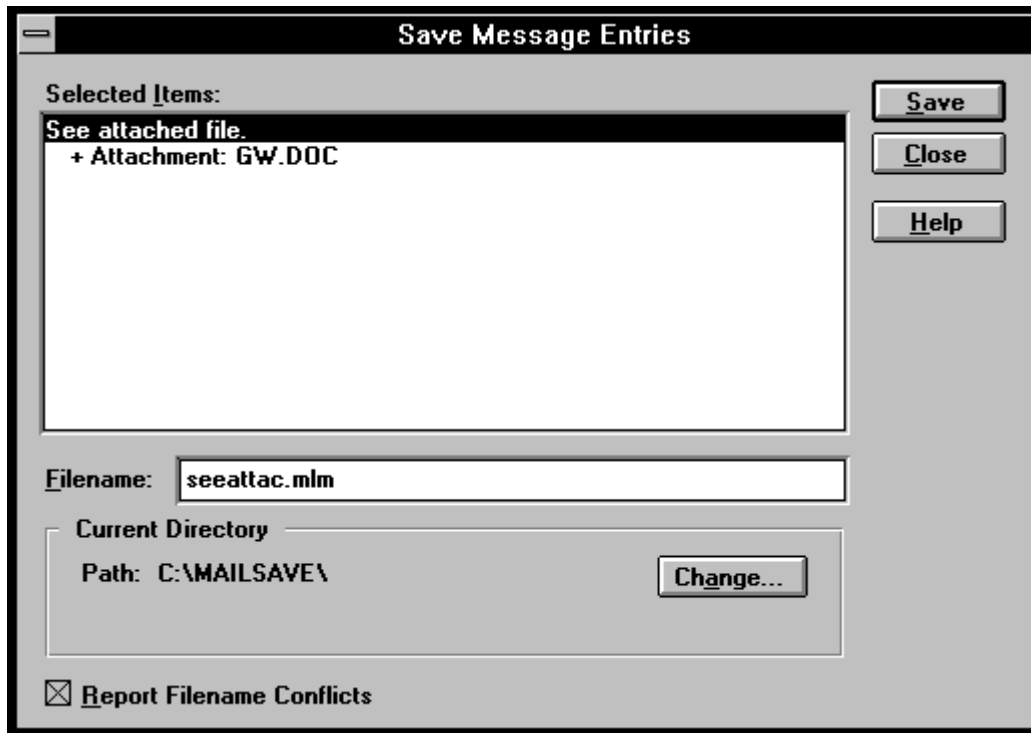
Saving a Message Item

Saving a message allows you to place it in an area of which you control the destiny. Your messages normally reside on the network and their fate is somewhat controlled by your system administrator. If the network drive becomes full and more space is needed, mail messages may be deleted!

To save a message:

Choose Save from the **File** menu.

A Save Message Entries Dialog box will appear:



If more than one item appears, as in the figure below, highlight the ones you wish to save. A message and its attachment may be saved independently of one another and will be assigned different filenames automatically by GroupWise. Messages will be assigned an MLM extension. The default directory is established through Preferences-Location of Files and may be changed here by clicking on the Change... button. Finally, choose Save.

Archiving Messages

So, we have learned how to save our mail. What does archive mean?

Archiving messages essentially ensures security for your messages. Archived messages are removed from the GroupWise database so that if the file server storage space should become full and the system administrator decides to delete mail messages, your messages will be safe.

To archive a message:

1. Select the items you wish to archive from either the In-Box or the Out-Box.
2. Choose Archive from the **Actions** menu.

Restoring Archived Messages

Items may be restored to the GroupWise database at any time from your archived database by following the steps below:

1. Choose Open Archive from the **File** menu.

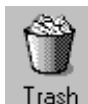
2. Select the items you wish to unarchive and then choose Archive from the Actions menu. The check mark will disappear.

How is Archiving Different From Saving?

Saving messages copies them in a text format to a location that you specify and leaves them in the GroupWise database. Archiving an item removes it from the GroupWise database and saves it to a specified location in a GroupWise mail format. Once you archive an item it becomes confidential and cannot be accessed by even a proxy.

Using the GroupWise Trash Feature

As you know, deleted items are placed in the Trash. Remember, how often the trash is emptied is set in Preferences. The default is for GroupWise to empty trash every 7 days. Once the trash has been emptied the items are unrecoverable.



Looking in the Trash

To examine the contents of the trash simply double click on the Trash icon in the Main GroupWise window.

Recovering Items From the Trash

To recover an item from the Trash:

Select the item(s) to be recovered and drag to the appropriate source (In-Box or Out-Box) in the Main GroupWise window. You may recover multiple items at one time if they have the same source.

Emptying the Trash

You may manually empty the trash by selecting Empty Trash from the **Edit** menu on the Main GroupWise window.

Exercises

Sending and Resending a Mail Message

1. Send a mail message to someone in the class.
⇒ Note: Do not open the message in your In-Box for this exercise.
2. Choose the message that you just sent in your Out-Box by highlighting the item.
3. Click on the resend button on the Button Bar.
4. Edit the original message and double-click on the Send icon.
5. Choose **Yes** from the “Retract Original Item?” dialog box.

Reading and Replying to a Mail Message

Let’s assume that you have several items in your In-Box that need to be read. What’s a quick way to read all of the messages?

2. Double-click on the first message in your In-Box to read the message.
3. Press **CTRL↑** to read the next item.
4. Now, press **CTRL↓** to read the previous item.
5. Choose one of the messages to reply to.
6. Click on the Reply icon on the right side of the window and send a new message.
⇒ Hint: Make sure and include the message received from the sender.
⇒ Tip: Remember, a **QuickMenu** can be accessed by a right click of the mouse on a GroupWise object. Try this method for reading one of your messages.

Attaching a File

You have created a memo that needs to be sent to several recipients. Knowing that all recipients have NotePad, create a file using the NotePad accessory.

Remember, to quickly change to NotePad without exiting GroupWise, simply use one of the multitasking methods, such as, **ALT-TAB**.

Create a memo in NotePad and save it to the hard drive as MEMO.TXT.

To attach the file:

1. Select any Send view.
2. Complete the necessary components, including a message and click on the Attach icon in the lower right corner of the Mail To: dialog box.
3. Choose **Attach File...**
4. Locate MEMO.TXT and double-click on the filename.

5. Close the **Attachments** dialog box.
6. Click on the Send icon.

Viewing a File Attachment

When you receive the item from the above exercise in your In-Box, select one of the methods for reading the message. To view the attachment:

1. Click on the attachment icon with your right mouse button
2. Select View from the QuickMenu with your left mouse button



message



qwattach.txt

You may note that there is a message icon under the Button Bar and an attachment icon. These allow you to easily toggle back and forth between the message text and the attachment file.

⇒ Note: You will not be able to make any edits to the memo.

Opening a File Attachment

After viewing the attachment click on the Close button on the Button Bar. Now, let's open the attachment so that we can make changes to it.

1. Choose **Open** from the QuickMenu
2. You will be prompted to confirm that NotePad is the associated application for the file extension .TXT. Click on **OK** to confirm.
3. The file will be opened in NotePad where you can make changes. After you have edited the file in some way, exit NotePad and save your changes.
4. Click on the Close button to close the **Mail From:** window.

Saving an Item

Suppose we would like to save the message about the memo **and** the attached file, MEMO.TXT.

Once again, select the item in the In-Box.

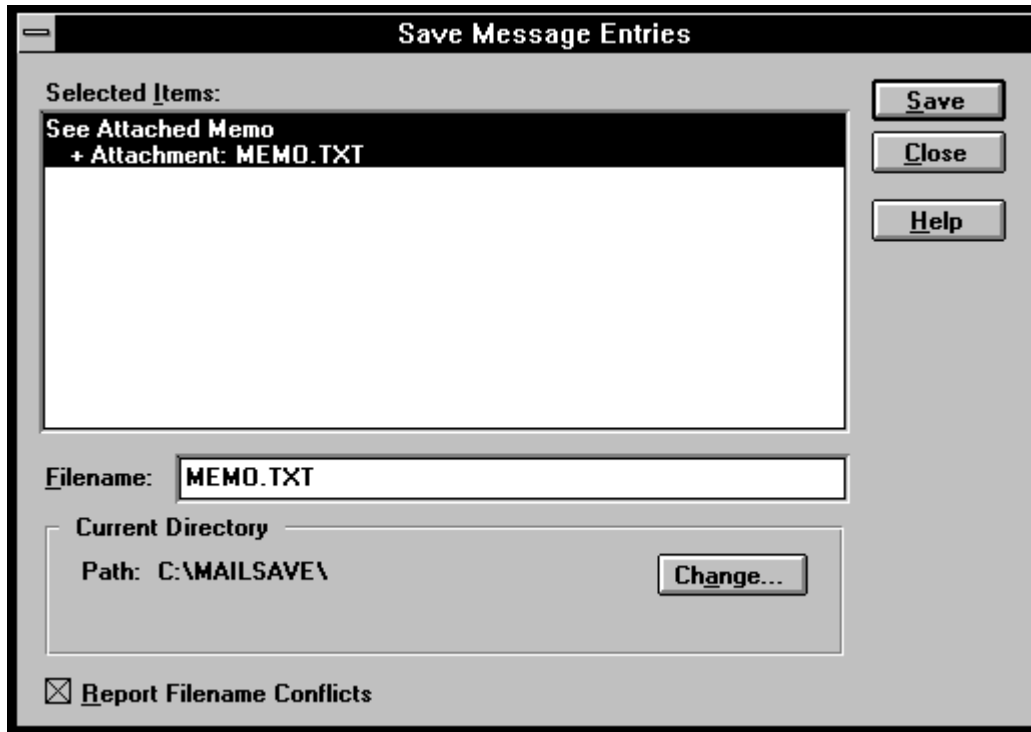
Choose Save from the **File** menu.

1. Select both the message and the attachment.

⇒ Hint: Hold down the **SHIFT** or **CTRL** key while clicking on the attachment.

2. Click on **Save** and then **Close**.

Remember, the message and the attachment will be saved to separate files in your C:\MAILSAVE directory.



Deleting an Item

Now that we have saved our message and its attachment we can safely delete the item from our In-Box.

Highlight the item in the In-Box and press the **DELETE** key.

Where is the item now? Can we retrieve it?

Recovering an Item from the Trash

Double click on the Trash icon in the Main GroupWise window.

Locate the item you want to recover and click and drag on the item to place it in your In-Box.

Empty the Trash

Practice deleting and recovering items. When you are finished Empty the Trash by selecting Empty Trash from the Edit menu of the Main GroupWise window.

