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Instructors

Amy Berryhill
berryhill@its.msstate.edu

Joey Womack
joeyw@its.msstate.edu
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Introduction

GroupWise 7 has a new look. This new look is called the **Home View** and is comprised of several areas. At the top is the **Navigation Bar**. The left side contains the **Folder List** and the right side contains the **Panels**. Each one of these areas is customizeable by the end user to fit individual needs.
Navigation Bar

The Navigation Bar at the top of the GroupWise window contains the items used most frequently. The Navigation Bar can also be customized by adding items.

1. To add items to the Navigation Bar, click on the down arrow to the left of the Home tab and choose Customize Nav Bar.

2. The Customize Nav Bar dialog box appears. In the box, is the list of the folders you have in your Folder List located on the left of the GroupWise window. The boxes you check will now be seen in the Navigation Bar.

3. If I check the Checklist and Work in Progress folders and click OK, these items now appear in the Navigation Bar.
Panels

The Panels in the Home View can be changed in several different ways.

1. The first way to change the Panels is to Right Click on the Home tab and choose Properties. In the Home Properties dialog box, select the Display tab.

2. Click the button named Customize Panels. The Customize Panels dialog appears. In this dialog box is the current layout of our Home View.

3. To make modifications to any of the columns, select an item you want to remove. In this example, Unread Items was chosen. With the item selected, click Delete.

4. To Add an item to a column, select an item from Available Panels, and click the Add button that corresponds to the column you wish the item to appear. Click OK.
5. After clicking **OK**, the **Customize Panels** dialog box disappears and a dialog box, **Display Settings Save As** dialog box appears. Leave the default settings and click **OK**.

6. In the **Home Properties** dialog box, click **OK** and the customized settings are seen in the **Home View**.

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### Folder List

The **Folder List** within our GroupWise main window will allow access to many of the things we need to use during our workday. The **Folder List** can be removed from view by clicking the X at the top of the **Folder List**. To have the **Folder List** re-appear, click the first icon in the top right in the **Home View**.
Email

1. To create a new email within GroupWise, go to your Main Toolbar and select the New Mail button.

2. The New Email Window appears. In the From: section, you will see your name.

3. In the To: section, you will type the name of the individual, individuals, or group that the message will be sent.

4. In the Subject: section, type in the subject of the message making it short and meaningful.

5. Write your message in the body portion of the window, then click Send.
Customizing Email

1. To customize the message before sending it, click on the Send Options tab to reveal the available options for your message in the General Format. In this tab, you can select Categories, set Priority Levels, ask for a Reply, have it deleted from the recipients mailbox after a certain number of days by placing an Expiration date on the message, and Delay delivery of the message.

2. To track the status of your sent message, click on the Status Tracking icon. These options allow you to track your message in a variety of ways with a pop-up window with a message telling you when your message was received, opened, and/or deleted.

3. After clicking the New Mail icon and within the New Message window, additional customization of type can be done by clicking the Plain Text icon.
4. The **Main Toolbar** in the **New Message** window expands. Click on the **Font** icon represented by the two letters, AA. A **Font** dialog box appears. Within this dialog box, you can select a font, style, size, and color. Select the font you prefer and the characteristics to accompany it, then click **OK**.

![Font dialog box](image)

**Email Spell Check**

1. In GroupWise, you can run the **Spell Check** on an email - by email basis or enable the option to have your GroupWise to perform a **Spell Check** automatically with each email.

2. If you would like to enable the default function for it to run each time you send an email, click on the **Tools** pulldown menu and choose **Options**. The **Options** dialog box appears. Double click on the **Environment** icon.

![Options dialog box](image)
3. The Environment dialog box appears. Select the General tab. On the right side of the dialog box, check the box next to Check spelling before send. Click OK.

4. In the Options dialog box, click Close. Now each time you send an email, GroupWise will run Spell Check by default.

Address Book

1. To access the GroupWise Address Book, select Address Book from the Toolbar. Your main Address Book will open in the Address Book window. Within this window, there will be several different Address Books.

2. The available Address Books will be visible within the Address Book window.

3. The Novell GroupWise Address Book contains the contact information for everyone with a GroupWise Account at MSU.
4. Within this listing, there are icons representing a single contact.

5. The icon with two images represents a group or a distribution list.

6. The icon that is shaped like a cube is a resource such as a meeting or conference room that people will schedule to use.

**Personal Address Book**

1. In your **Personal Address Book**, you add the entries yourself.

2. To create a new entry, open the **Address Book** you would like to put the new entry.

3. Click the **New** drop down button and then choose **Contact** (or the suitable description of the contact you are adding e.g., Group).
4. The **New Contact** dialog box appears. In the **Name section**, put in the person’s First and Last Name. In the **Email section**, add the person’s email address, then click **Add**. After clicking the **Add** button, the email address appears with a check box next to it indicating that it has been added to your **Address Book**. In the **Display** section, the first and last name you typed appears. When you type that name in the **To:** section of an email (e.g., Bully Bulldog), it is populated by the email address associated with that particular name. The **Phone section** is where you can add any additional contact information you may need. Click **OK** when completed. The person you added should appear in your **Address Book** with the icon representing a single contact.

5. The entry appears in the designated **Address Book** with the single contact icon, the name, and email address.
6. To use the contact for an email message, click **New Mail** to bring up the email window.

7. Click on the **Address** icon in the menu. The **Address Selector** appears showing all the names of contacts you have entered.

8. Find the name of the contact you wish to send a message to and double click on the name. That name now appears in the right **To:** section and is grayed out in the **Address List** section.

9. You may need to send the same message to several people. If so, scroll through the **Address Book** and double click on the name of each person who needs to receive the message.
10. If this is a group of people that you will regularly send the same message to at the same time, then you can create a Group.

11. Click on the Save Group icon and select which Address Book you would like the group to be in.

12. The New Group dialog box appears. In the Details tab, give the group a Name, and add Comments. Click OK.

13. In the Address Selector, the Group you created has the icon representing a Group along with the name you gave it.

   Next time you need to send out a message to this group, double click on the Group Name and the message will be sent to everyone in the group.
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Setting an Appointment

1. Go to the date where you would like to set an appointment and click on the beginning time. Hold and drag down to the time you would like the meeting or appointment to end.

2. In the top of the Appointment, there is a blank field. This is where you type the subject of the Appointment. After you type the subject of the meeting, press the Enter key.

3. The Appointment shows up as a grey block within the designated time.
4. If you need to put additional information in the Appointment, double click on the Appointment in the Calendar. A Posted Appointment dialog box appears. Within this dialog box you can enter where the meeting or appointment will be in the Place field and make any additional comments, time, and date changes.

Click Post in the upper left section of the dialog box. The Appointment will now reflect the changes and additions you made.

5. Another way to change the Appointment Time, is to click on the Clock icon. A Time Input dialog box appears. In the box is a green and red triangle representing the beginning (green) and the ending (red) times for the Appointment. When you hover your mouse over either of these triangles, you can move them up or down by clicking, holding, and dragging the triangle to a time in the dialog box.

6. Click OK when you have the time set.

7. The changed time is reflected on your calendar.
8. To change the Date of the Appointment, click and hold the mouse down on the Appointment, then drag the Appointment onto the new date in the month. When you release, the Appointment will have moved from the original date to the new date. You will see that the new date is bold indicating that there is an Appointment on that date.

9. If you need to change the time of the Appointment, GroupWise 7 has another way to do that. Click, hold and drag the Appointment Box up or down to place it in the new time.
Calendar Views

1. There are five different Calendar Views available in GroupWise.

2. Click on the Week icon to view the week calendar. It shows appointments and meetings for the entire 5-day work week.

3. Other views include the Month view, Year view, and Multi-User view.
4. In the Week view, you can also see your tasks and reminder notes for each day. Click on the Task and Notes icons to have these in the Week view. To remove these from the field of view, click on the icons again and they disappear.

5. The Multi-User function will allow you to view your calendar along side other individual calendars simultaneously.
5. To add users to the Multi-User calendar view, click the drop down menu on the Multi-User icon and select Add or Remove User....

6. In order for you to view someone else’s calendar, that person has to give you permission to do so. To share your calendar with someone, you also have to give that person permission. This is done in the Multi-User dialog box. In the Name section, you will type the name of the person’s calendar you would like to view. If that person has given you permission to view their calendar, you will see what your permissions are, meaning if you have the permission to read, add, edit, and delete appointments on that person’s calendar. The owner of the calendar decides which of these permissions to give.

7. After you had added other users into your Multi-User calendar, and they have given you permission to view their calendar, you will see those users simultaneously in the 1 Day calendar view.
Proxy Access

1. **Proxy Access** allows you to grant others access to your account, such as viewing your calendar and sharing folders.

2. To grant someone access, go to the **Tools** pulldown menu and choose **Options**.

3. The **Options** selection box appears. Double click on the **Security** icon.

4. The **Security Options** dialog box and select the **Proxy Access** tab. This is where you give others access to your calendar, notes, and tasks.

5. In the **Name** section, either type the person’s name you would like to give access to your account or click on the **Address Book** icon. This displays all the names in the selected **Address Book**.

6. When the person’s name is in the **Name** field, click **Add Now**. If you do not have permission to access this person’s account, you will get a message denying you access. If this happens, contact that person and ask them to grant you access.
Reminder Notes

1. To create a Posted Reminder Note, go to the date that you would like the note to appear. Right click inside the Reminder Note section and choose New and Posted Reminder Note.

2. The Posted Reminder Note dialog box appears. In the Subject field, put what the reminder is. If you need more information, such as a phone number, a contact name, or company address, you can put that additional information in the Body section of the dialog box.

3. When you have the information typed in, click the Post icon.

4. The subject that you entered appears in the Reminder Notes panel on the date you selected.
5. Group Reminder Notes can also be posted and sent to others. In the Reminder Note section, right click and select New, then Reminder Note.

6. The Reminder Note To: dialog box appears. Enter the names of the people you would like to send it to in the To: field.

7. In the Subject: field, type in the reminder. If you would like to add details, you can do type that information in the body section. Click Send when you have all the information.
8. When you select **Send**, the note is sent to your inbox and all the others you sent the note to.

9. The message that appears in the inbox has a **Note** icon next to the name of the person sending the **Note**, along with the **Subject**.

10. Select **Accept** and the **Reminder Note** appears in your calendar. When the other recipients **Accept**, the **Reminder Note** appears in their **Reminder Note Section** as well.

11. If you select **Decline**, the sender receives a message that you have **Declined** the **Reminder Note**. It does not appear in their **Reminder Note section** of their calendar.
User Services

Notify

1. **Notify** is the program within GroupWise that gives you a pop up window and sound when you have received a new email. Also, **Notify** will inform you of an appointment you have posted on your calendar if you have set the **alarm** function. The alarm will be a pop up window and audible sound.

2. To make adjustments to **Notify**, locate the **Notify icon** which should be located in the lower right part of your **Task Bar**.

3. **Right click** on the icon and choose **Options**.

4. The **GroupWise Notify Options** dialog box appears. There are four tabs within the dialog box. Under the **General** tab, the default settings are OK. However, if you would like to make changes you can alter when **Notify** checks for incoming mail and how long the **Notify** popup stays on your screen. You can also select which folders you would like **Notify** to scan. The default is **Mailbox**.

5. The other default settings in the remaining three tabs do not need adjustments.
Message Security

When you send an email through GroupWise, and you want to ensure that only you and the intended recipient can read the contents of the message, you can use encryption.

1. Click on the Padlock icon in your message toolbar. This will encrypt all the information that is contained within your email.

2. This is done by using special software. One is called the Private Key. This is software that you will have on your computer. The other is called a Public Key. This is software that you have given to an individual who you want to be able to read the contents of your email.

Messenger

1. GroupWise has a component built in called Messenger. To access Messenger, double click on the Messenger icon.

2. The Messenger login popup appears. This is where you will enter your NetID and NetPassword.

3. After you enter your NetID and NetPassword, click OK. This launches the GroupWise Messenger window.
User Services

4. You will need to add contacts to your **Contact List** in order to send an **Instant Message**. Click on the inside of the **Messenger** window or in the **Actions**: section of the **Messenger** window to add a new contact.

5. **GroupWise Messenger** has two ways of adding **contacts**. You can search for a user by entering all or part of their name. You can also search using the person’s NetID. Enter either a name or NetID in the **Find Wizard**. Click **Next**. The **Find Wizard** reveals all possible matches.

6. When the list of possible matches appears, choose the one you would like to add by clicking on it. This selects that person. Click **Add**.

7. That person’s name appears in your **GroupWise Messenger Contact List**.
8. To send an **Instant Message** to a person, double click on their name. A person is **online** if their icon appears in color. Grayed out icons indicate **away** or **idle**. An X indicates that person is **offline**.

9. A **Conversation** dialog box appears. Within this dialog box, you can choose the font and size of the text. Other elements are also customizeable.

10. After you type the message, press **Enter**. This send the message to that person.

11. If you receive a message, you will hear a beep and you will see the person name sending the message flashing at the bottom of your screen. Click on the name to open the **Conversation** dialog box.

12. You may have many conversations going on at the same time.
User Services

13. In the **Tools** drop down menu, choose **Organize Contacts...** The **Organize Contacts** window appears.

14. In this window, you may **Add Contact**, **Add Folder**, **Rename**, **Remove**, **Properties**, **Move Up**, **Move Down**. Folders can be used to group people from departments, colleges, division, etc... together.

Trash

1. To manually empty your **Trash**, right click on the **Trash** icon and choose **Empty Trash**.

2. Another option is to have your **Trash** automatically emptied for you. This is done by right clicking on the **Trash** icon and choosing **Properties**.

3. In the **Trash Properties** window, under the **Cleanup** tab, you can set your **Trash** to empty manually or auto-delete after a set number of days.
GroupWise Web Access

One of the nice features of GroupWise is the ability to access your account via the Web.

1. Broadband, dial, or wireless up can be used to log into GroupWise via the Web. Go to groupwise.msstate.edu and enter your NetID and NetPassword to authenticate into your account.

2. The mailbox is the default panel that appears after authentication. The incoming email messages are displayed chronologically, twenty at a time.

3. Web access allows you to see appointments, send and receive email, address book, and many other commonly used features. Messenger is also available. You can be anywhere there is an Internet connection and have your email account, appointments, messages, and other information within GroupWise available to you.
User Services

Customizing the Look

1. The panels in your home view of your GroupWise display can be edited in several different ways. One way is to go to your Home tab, right click and select Properties.

2. The Properties window appears. Choose the Display tab. In the Display tab, click on the Customize Panels button.

3. The Customize Panels window appears. This shows the current layout of our Home View.

4. In Column One is the Calendar. In Column Two is the Checklist and Unread Items.

5. To modify a column, select an element in it and click Add, to make that element appear in the column, or Delete, to remove that element from the column.
6. **Panels** can also be customized by clicking on the drop down arrow in the top right of each panel. In the drop down menu, you can choose a **One Column** or **Two Column** layout. You can also choose **Add Pane** to add another pane to the column.
Controlling SPAM

MSU’s SPAM control system, StopSPAM, is a flexible web based application that allows you to manage SPAM. It is important to understand that no SPAM solution is perfect. Some SPAM may not be detected and get through, while some legitimate email may be falsely identified as SPAM and either tagged or discarded, depending upon individual preferences. StopSPAM can protect many of your MSU email addresses. You must tell the system which email addresses to protect and then set your preferred SPAM protection level.

StopSPAM has two interfaces, Simple and Expert. It is STRONGLY recommended that you use the Simple Interface. The Simple Interface is designed to allow users an easy method of filtering SPAM. The Expert Interface is designed for those who are very familiar with the complexities of Internet email systems. Making changes here without fully understanding their implications can result in irretrievable loss of some or all of your email messages.

What is Spam?

Spam is commonly defined as unwanted junk e-mail, usually sent in bulk. Some bulk electronic messaging is useful, even necessary, as when the university uses it to send important information. But bulk messaging that is widespread, annoying and/or offensive is referred to as spam. Most people don’t like to receive it and e-mail domains want to protect their users from the repercussions of spam mail sent to or through their system.

Types of Spam

Junk mail - mass mailings from legitimate businesses that is unwanted.
Non-commercial spam - mass mailings of unsolicited messages without an apparent commercial motive including chain letters, urban legends and joke collections.
Offensive and Pornographic spam - mass mailings of “adult” advertisements or pornographic pictures.
Spam scams - mass mailings of fraudulent messages or those designed to con people out of personal information for the purpose of identity theft and other criminal acts.
Virus spam - mass mailings that contain viruses, Trojans, malicious scripts, etc.
Spam-tagging

Spam-tagging works by assigning a score for different parts of your e-mail. Each message is graded and tagged through the scanning of information included in the message’s header and body text. As an e-mail message proceeds through each check, the spam-filter system keeps a running total of the message’s “spam score”.

On completion of the check, a header is added to the message that identifies the version of spam checker that was used, and the level and status of the score accumulated. Depending on the level of sensitivity set in your spam configuration, the filter then determines if the score is high enough to move the message to your Junk folder. A few of the checks used to identify a message as spam include:

**Header analysis:** Spammers use a number of tricks to mask their identities, fool you into thinking they’ve sent a valid mail, or fool you into thinking you must have subscribed at some stage.

**Text analysis:** Spam emails often have a characteristic style (to put it politely), and some characteristic disclaimers and CYA text.

Dealing with Spam

Sooner or later, no matter how cautious you are with your e-mail address, you will receive at least some spam, but you have a number of options for dealing with it. The easiest method is to simply delete the offending message. If you don’t get much unwanted e-mail, this is likely the quickest method. If you do get a lot of spam you might want to take one of these steps.

- Never reply to a piece of spam or request to be unsubscribed unless the message comes from a company or organization you recognize and know. Your reply confirms that your address is active. This helps facilitate more spam. It is recommended to simply delete the offending message.

- Never buy anything offered in Spam. Spammers’ sole purpose is to make money. If people do not buy from them, the companies will quit using this form of advertising.

- Review all pre-selected options for any products you may register on-line. The default settings will continue to market you with updated product info. The original company may sell their mailing list to other marketers.
Using the Simple Interface

1. Go to the MSU StopSPAM login page at https://stopspam.msstate.edu and click on the Enter the Simple Interface link.

2. Enter your NetID and NetPassword and click the Log In button.

3. The Simple Interface is divided into three sections: Addresses to be Protected, Level of Protection, and Safe Senders. In the first section, Addresses to be Protected, requires you to add all of your MSU email addresses that you want protected, such as your official MSU email address (NetID@msstate.edu), your department email address (bully@athletics.msstate.edu), and any others you may have through MSU.
4. After adding your email address, you will get a confirmation screen. If the information is correct, click Return to main menu.

5. You should immediately receive an email with a link. This is a security measure. Read the short message and click the confirmation link within the message if the information is correct.

6. The next section, Level of Protection, allows you to set the level of protection that you need in regards to controlling SPAM messages. By default, 7 - Don’t scan my email for SPAM, is the setting. Choose the level of protection you want by selecting the radio button next to the protection description. Then click the Set Protection Level button.
7. It is suggested that you first start with either option 1, 2, or 3 to see what messages are being considered as SPAM. When one of these options is chosen, messages considered to be SPAM will appear in your mailbox with [Possible Spam] in the subject line. Once you are comfortable with your level of protection and would rather not have identified SPAM messages appear in your mailbox, change your personal settings to options 4, 5, or 6. This setting Rejects messages which cannot be recovered.

8. The final section, Safe Senders, allows you to add email addresses which will not be scanned for SPAM and allowed to pass through to your mailbox. Within the section, type an email address and click Add Address.

9. When you have entered all the safe addresses, click the Log Out button located in the top right section of the window.