# Train the Trainer

## Novell GroupWise Training

### Presented By

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# Train the Trainer

- Management has selected a "Train the Trainer" approach for GroupWise deployment

- We hope that you will help bring GroupWise to your co-workers by serving as a resource after it is deployed

- The Helpdesk is your second-level support

# What is GroupWise?

Electronic Mail

Electronic Calendar

Internet E-Mail

Contact Manager

Resource Scheduler (*e.g.* conference rooms)

All-In-One/NC MAIL Replacement

# Electronic Mail

- Send E-Mail to other Department employees, singly or in groups

- E-Mail may have files attached

- E-Mail can be set for future delivery, return-receipt, have different priorities, and have different confidentiality levels

# Electronic Calendar

- Schedule your personal appointments
- Schedule appointments with others
- Search for times that everyone in a group is available for a meeting (Busy Search)
- Schedule resources (*e.g.* conference rooms, data projectors, laptops)

# Internet E-Mail

- Department management policy restricts to approved users
- Internet E-Mail address is <firstname>.<lastname>@domain.com
- Virus-scanned, SPAM blockage
- Request access via user form
- NCMAIL users are pre-approved for access
- Other users should contact supervisor for access

# Contact Manager

- Contact information for employees is in the Address Book

- Contact information for others can be manually added to your "Personal Address Book"

- "Frequent Contacts" address book populates as you correspond with others

- You can create your own Address Books

# Resource Scheduler

- Resources can be places (*e.g.* conference rooms) or things (*e.g.* data projectors, laptops, cars)

- Multiple people can "own" a resource

- Resource owners approve requests to use a resource

- Anyone can make a request to reserve a resource

# All-In-One/NC MAIL Replacement

- All-In-One is to be decommissioned at the end of January – NO AUTOMATED MIGRATION OF ALL-IN-ONE DATA to GroupWise

- Users may cut and paste All-In-One information into documents or files (*e.g.* Notepad) on their PC

- Users with only All-In-One access will <u>not</u> automatically get Internet E-Mail access

# All-In-One/NC MAIL Replacement

- NC Mail users will be able to directly migrate their own E-Mail to their new GroupWise account

- Contacts will need to be re-entered, or converted to **.VCF** files and imported

- Calendar items will not translate – you will have to manually re-enter calendar items

# GroupWise System Design

- E-Mail and Calendar items over 180 days old will be automatically put in the **Trash**

- After 7 days, items in the **Trash** folder are automatically deleted

- E-Mail and Calendar items may be <u>permanently</u> preserved in a user's Archive

- The creator of an E-Mail or Appointment is the "owner" of that item – not the receiver(s) – there is only one copy of anything

# GroupWise vs. All-In-One

## Important Differences

- Moving items to a folder does <u>not</u> prevent deletion after 180 days

- There will be <u>no</u> notification of deleted items

- Attachments can be any sort of file – not limited to things created in GroupWise

# GroupWise vs. NC Mail

Features of GroupWise not found in NC Mail

- Busy Search and group calendaring
- Proxy access to other user's mailboxes
- Message retraction
- Server-based rules
- Shared folders and address books

# Mailbox Security

- Mailboxes have passwords, <u>separate</u> from your eDirectory password

- If you have already logged into the network, you will <u>not</u> need to enter your GroupWise password (*i.e.* single sign-on)

- If you access GroupWise via the Web interface, you must use your GroupWise password, not your eDirectory password

- Repeated login failures will lock your account; call Help Desk to unlock

# The Address Book

- The Address book is the main repository of information for GroupWise users

- You can search the Address Book for other users – default searches by **Last Name**

- You can enter your business Contacts into your Personal Address Book

- You can create additional Address Books and share your Address Books with other GroupWise users

# Exercise – Address Books

- Open the GroupWise Address Book and find the presenter

- Create an Address Book and name it "Training#" where "#" is number assigned to your workstation

- Create a Contact in the "Training#" Address Book

- Add an Organization to the "Training#" Address Book

- Share the "Training#" Address Book with your classmate

# Electronic Mail

- You can send E-Mail to other GroupWise users; E-Mail can have attachments

- If you have Internet E-Mail access, you can send E-Mail to people outside our Department (note that Internet access for Web browsing is different than Internet access for E-Mail)

- E-Mail has a variety of sending options, including delayed delivery, different priorities, return receipts, expiration, and security options

# Exercise – Electronic Mail

- Send an E-Mail to your classmate
- Verify they have read it by looking in the **Sent Mail** folder
- Send another E-Mail, configured for **Return Receipt** – examine the receipt
- Send another E-Mail and attach a file
- Send an E-Mail to the presenter, then **Retract** it
- Explore other sending options

# Basic Calendaring

- Calendaring only really works if <u>everyone</u> uses the calendar system

- You can schedule appointments just for yourself (Posted Appointment) or with others (Meeting)

- Busy Search allows users to see who (and what) is available when

# Exercise – Basic Calendaring

- Open the Calendar and schedule a **Posted Appointment** for yourself

- Create a new Meeting, put several names in the "To:" field, select **Busy Search** – find a time everyone can meet next week

- **Accept** or **Decline** a Meeting invitation sent to you by your classmate

# Advanced Calendaring

- Calendar events can be recurring
- Events can be made recurring based on manually-selected dates, a pattern, or a formula (formulas are outside the class scope)
- Reminder Notes can be for you or you can send them to others
- Tasks can be shared with others and checked off when completed

# Exercise – Advanced Calendaring

- Schedule a recurring **Posted Appointment**
- Create a task for yourself
- Create a reminder note sent to your classmate
- Reschedule an appointment sent to your classmate
- Delete a **Meeting** invitation sent to your classmate

# Automating Mail Handling

- Rules allow you to automate the handling of E-Mail; for example, an automated reply when you are on vacation

- Rules execute regardless of if you are logged into GroupWise

- Rules can reply, forward, or move E-Mail to folders. They can also accept or decline Meeting invitations for you.

# Exercise - Rules

- Create a new **Rule** to send an automatic reply saying that you are on vacation

- Test the rule by having your classmate send you an E-Mail

- Add other conditions to the rule (for example, only effective on certain days)

- Add other actions to the rule (for example, forwarding E-Mail to someone else)

- Turn off the rule

# Organizing E-Mail

- Folders allow you to organize your E-Mail
- Folders can be "nested"
- Folders can be shared with other GroupWise users
- Rules can be used to automatically sort E-Mail into Folders

# Exercise – Folders

- Create a folder in your cabinet
- Share the folder with your classmate
- Create a rule to automatically move incoming E-Mail with the Subject of "TEST" to the folder you created
- Test your rule by asking your classmate to send an E-Mail to you with the proper Subject
- Change the display parameters of a folder

# Mailbox Proxy

- You may allow other users to Proxy into your mailbox

- You may assign other users varying levels of access to your mailbox

- Proxy rights remain until they are taken away

- Any GroupWise user can be given Proxy rights

- Proxy rights affect information displayed in Busy Searches

# Exercise - Proxy

- Grant your classmate Proxy access to your mailbox

- Use the Proxy access your classmate has granted you to access your classmate's mailbox

- Send an E-Mail to your account while Proxied into your classmate's mailbox

- Switch back to your mailbox to see the E-Mail

# Notify

- Notify is a separate GroupWise component that pops up when new E-Mail arrives

- Notify is optional

- Notify may be placed in the Windows Startup folder or may configured to load as part of the GroupWise setup

- When started separately, Notify may be closed without closing GroupWise (and vice-versa)

# Exercise – Notify

- Turn Notify on or off within the GroupWise configuration
- Exit and restart GroupWise to observe the change (be sure to also exit Notify if it is running)

# Signatures

- Signatures are added to the end of messages you send

- You can create your own signatures, or use one generated by GroupWise

- Signatures can be automatically or manually added

# Exercise - Signatures

- Create a signature and set it to automatically be added to your messages
- Send a message to your classmate
- Change your signature to be automatically generated by GroupWise
- Send a message to your classmate
- Look at the messages in your classmate's mailbox

# Dates and Times

- You can change the way GroupWise handles date and time information, this includes:
  - How dates and times are displayed
  - Busy Search parameters
  - How the Calendar is displayed
  - Your work schedule
  - Default options for appointments

# Exercise – Dates and Times

- Change the First Day of the Week for Calendar display to Monday
- Change Default Appointment Length to 2 hours
- Change your Work Schedule to 10am to 2pm
- Change Busy Search range to 14 days
- Change date formats

# Filters

- Filters allow you to refine the way you sort and view the E-Mail in your mailbox

- Filters can be applied to your mailbox or any folders

- Filters are effective until cleared

- Filters may be saved and recalled

# Exercise – Filters

- Create a filter based on who a message is from (a classmate who has sent you mail)

- View your mailbox

- View your Sent Items

- Edit the filter and save it – then clear and re-apply it

# Other Features

- Discussion Threads allow you to view messages in sequence

- Date Difference is a tool that calculates the number of days between two dates

- Marking a message in your Mailbox as Private prevents Proxy users from being able to read it

- Notify will pop up a window and even play a sound when you get new mail, or to remind you of an appointment

# Summary

- GroupWise is a powerful collaboration system that you can leverage not only for yourself, but for your co-workers

- The Electronic Calendar is most effective when <u>everyone</u> uses it

- As a trainer, we hope you will "evangelize" GroupWise features that will help your co-workers, and serve as a first-line resource

- If you encounter a problem you can't solve, call the Help Desk

# Additional Resources

- The "QuickStart" card handed out today will also be available to all Department employees

- GroupWise online documentation at http://www.novell.com/documentation/lg/gw65/index.html

- The Helpdesk

- GroupWise books are available at Borders and other bookstores, either local or online

# Conclusion

- Thank you for being a GroupWise Trainer
- This room will remain configured for GroupWise through the end of the year for you to use
- Trainers will get early access to GroupWise