GroupWise WebAccess

Basic Interface

November 17, 2008

Quick Start

After your system administrator installs GroupWise 8 WebAccess, you can use the GroupWise 8 WebAccess Basic interface to access your GroupWise mailbox with your mobile device enabled for HTTP or WAP. You can read and compose mail, appointments, and tasks, view the address book, search for documents, and much more, all from the convenience of your mobile device. The function of each mobile device in association with WebAccess is different and may respond differently than outlined below.

Connecting to GroupWise

1. Select *Data Mode* or *Browser Mode* on your device.
2. Enter the following URL:

   `http://`*web_server_name*`/gw/webacc.`

   You can get the name of your Web server from your system administrator.

   TIP: Follow the instructions in your phone's documentation to add this URL to your *Favorites* or *Bookmarks* so you don't have to type the URL every time you log in.

3. Type your user ID and password, then select *Login*.

Checking Your Mail

1. Connect and log in to GroupWise, or if you are already logged in, go to the main menu.
2. Select *Mailbox* or *Mail*.
3. Press the scroll keys on your phone to scroll through your list of messages.

Ten messages are displayed on your phone screen at a time.

- To see an additional ten messages, select *Display Next* or *More*.
- To see a previous set of messages, use the Back button in the browser.
- To check for new messages, select *Update* or *Refresh*.
- To return to a previous screen, use the Back button in the browser.

- To check messages in a different folder, select *Change folder*, then select the folder to change to.
- To read a message, select the subject of the message.

New messages are marked with an asterisk (*). High priority messages are marked with an exclamation point (!). The number of attachments is indicated in the message header.

Sending GroupWise Items

- "Sending a Mail Message" on page 1
- "Sending an Appointment" on page 2
- "Sending a Task" on page 2
- "Sending a Note" on page 2
- "Sending a Phone Message" on page 3
- "Retracting an Item" on page 3

SENDING A MAIL MESSAGE

Instructions may vary based on mobile device.

1. Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

   To return to a previous screen, press your phone's Back key.

2. Select *Compose*.
3. Select *To*, then type the GroupWise usernames or e-mail addresses of the recipients. Separate names with a semicolon (;). Press the left soft key or select *Accept*.

Press the right soft key to change your keypad to the uppercase letters, lowercase letters, or symbols you need.

or

To insert a name from the Address Book, see Using the Address Book below.

4 Select *Subject*, type the subject text, then press the left soft key or select *Accept*.

5 Select *Message*, type the message text, then press the left soft key or select *Accept*.

6 Press the right soft key or select *Send*.

SENDING AN APPOINTMENT

Instructions may vary based on mobile device.

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

To return to a previous screen, press your phone's Back key.

2 Select *Compose*.

3 Select *Appointment*.

4 Select *To*, then type the GroupWise usernames or e-mail addresses of the recipients. Separate names with a semicolon (;). Press the left soft key to select *OK*.

Press the right soft key to change your keypad to the uppercase letters, lowercase letters, or symbols you need.

or

To insert a name from the Address Book, see Using the Address Book below.

5 Select *Start Date*, type the date in the format shown, then press the left soft key or select *Accept*.

6 Select *Time*, type the time in the format shown, then press the left soft key or select *Accept*.

7 Select *Duration*, then select *Minutes*, *Hours*, or *Days*.

8 If you don't want the default value of 1, delete the 1 and type a number, then press the left soft key or select *Accept*.

9 Select *Location*, type the location text, then press the left soft key or select *Accept*.

10 Select *Subject*, type the subject text, then press the left soft key or select *Accept*.

11 Select *Message*, type the message text, then press the left soft key or select *Accept*.

12 Press the right soft key or select *Send*.

SENDING A TASK

Instructions may vary based on mobile device.

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

To return to a previous screen, press your phone's Back key.

2 Select *Compose*.

3 Select *Task*.

4 Select *To*, then type the GroupWise usernames or e-mail addresses of the recipients. Separate names with a semicolon (;). Press the left soft key to select *OK*.

Press the right soft key to change your keypad to the uppercase letters, lowercase letters, or symbols you need.

or

To insert a name from the Address Book, see Using the Address Book below.

5 Select *Start Date*, type the date in the format shown, then press the left soft key or select *Accept*.

6 Select *Due Date*, type the date in the format shown, then press the left soft key or select *Accept*.

7 Select *Priority*, type a priority such as 1, 2, A1, or B1, then press the left soft key or select *Accept*.

8 Select *Subject*, type the subject text, then press the left soft key or select *Accept*.

9 Select *Message*, type the message text, then press the left soft key or select *Accept*.

10 Press the right soft key or select *Send*.

SENDING A NOTE

Instructions may vary based on mobile device.

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

To return to a previous screen, press your phone's Back key.

2 Select *Compose*.

3 Select *Note*.

4 Select *To*, then type the GroupWise usernames or e-mail addresses of the recipients. Separate names with a semicolon (;). Press the left soft key or select *Accept*.

Press the right soft key to change your keypad to the uppercase letters, lowercase letters, or symbols you need.

or

To insert a name from the Address Book, see Using the Address Book below.

5 Select *Date*, type the date in the format shown, then press the left soft key or select *Accept*.

6 Select *Subject*, type the subject text, then press the left soft key or select *Accept*.

7 Select *Message*, type the message text, then press the left soft key or select *Accept*.

8 Press the right soft key or select *Send*.

Instructions may vary based on mobile device.

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

   To return to a previous screen, press your phone's Back key.

2 Select *Compose*.

3 Select *Phone*.

4 Select *To*, then type the GroupWise usernames or e-mail addresses of the recipients. Separate names with a semicolon (;), Press the left soft key or select *Accept*.

   Press the right soft key to change your keypad to the uppercase letters, lowercase letters, or symbols you need.

   or

   To insert a name from the Address Book, see Using the Address Book below.

5 Select *Caller*, type the caller's name, then press the left soft key or select *Accept*.

6 Select *Company*, type the company name, then press the left soft key or select *Accept*.

7 Select *Phone*, type the caller's phone number, then press the left soft key or select *Accept*.

8 Select *Message*, type the message text, then press the left soft key or select *Accept*.

9 Press the right soft key or select *Send*.

RETRACTING AN ITEM

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

   To return to a previous screen, press your phone's Back key.

2 Select *Mail*.

3 Press the right soft key or select *Opts*, then select *Change Folder*.

4 Select *Sent Items*, then press the message number.

5 Press the right soft key or select *Opts*, then select *Delete From All Mailboxes*.

Using the Address Book

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

   To return to a previous screen, press your phone's Back key.

2 Select *Address Book*.

3 To display an entire address book, select *Book*, press the address book number, then press the right soft key or select *Find*. Skip to Step 8.

   or

   Follow Step 4 through Step 7 to search for a particular name.

4 Select *Book*, then press the address book number.

5 Select *Last*, type the last name, then press the left soft key or select *OK*.

6 Select *First*, type the first name, then press the left soft key or select *OK*.

7 Press the right soft key or select *Find*.

8 Press the number of the name you want to select.

9 Select *Call* to switch to voice mode and call the person. Depending on your phone, you might have several other options to select from before the call is placed.

   or

   Select *E-mail* to switch to a mail message with this name inserted in the *To* field.

   or

   Select *Details* to see additional Address Book information about this user.

Managing Received Items

- "Deleting a Message" on page 3
- "Replying to a Message" on page 3
- "Forwarding a Message" on page 4

DELETING A MESSAGE

1 Open the message you want to delete.

2 Press the right soft key or select *Opts*, then select *Delete*.

   If you are deleting a message from your Sent Items folder, select *Delete From My Mailbox*.

REPLYING TO A MESSAGE

1 Open the message you want to reply to.

2 Press the right soft key or select *Opts*.

3 Select *Reply*.

   or

   Select *Reply to All*. (You cannot modify the recipient list.)

4 Follow Step 3, Step 5, and Step 6 in "Sending a Mail Message" on page 1.

FORWARDING A MESSAGE

1 Open the message you want to forward.

2 Press the right soft key or select *Opts*, then select *Forward*.

3 Follow Step 3, Step 5, and Step 6 in "Sending a Mail Message" on page 1.

Managing Appointments and Tasks

◆ "Checking Your Appointments or Task List for the Day" on page 4

◆ "Accepting or Declining Appointments and Tasks" on page 4

◆ "Delegating Appointments and Tasks" on page 4

◆ "Marking a Task Complete" on page 4

CHECKING YOUR APPOINTMENTS OR TASK LIST FOR THE DAY

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

To return to a previous screen, press your phone's Back key.

2 Select *Appointments*.

or

Select *Tasks*.

3 To check appointments or tasks for a different day, press the right soft key or select *Opts*, then select *Next* or *Previous*.

4 To check for new appointments or tasks for the selected day, press the right soft key or select *Opts*, then select *Refresh*.

5 To open the appointment or task, press the appointment or task number.

ACCEPTING OR DECLINING APPOINTMENTS AND TASKS

1 Open the appointment or task.

2 Press the right soft key or select *Opts*.

3 Select *Accept* or *Decline*.

or

If the appointment or task is an auto-dated item, select *Accept All (Instances)* or *Decline All (Instances)*.

DELEGATING APPOINTMENTS AND TASKS

1 Open the appointment or task.

2 Press the right soft key or select *Opts*, then select *Delegate*.

3 Follow Step 3, Step 5, and Step 6 in "Sending a Mail Message" on page 1.

MARKING A TASK COMPLETE

1 Open the task.

2 Press the right soft key or select *Opts*, then select *Mark Complete*.

When a task is marked Complete, it no longer carries over to the next day.

Changing Your Password

1 Connect and log in to GroupWise, or if you are already logged in, go to the main menu.

2 Select *Options > Set Password*

3 Type your old password, then press the left soft key or select *Next*.

4 Type your new password, then press the left soft key or select *Next*.

5 Type your new password again, then press the left soft key or select *Next*.

6 Press the left soft key or select *Done*.

Exiting basic Mode

To close the basic interface, close all Web browsers and launch WebAccess again, making sure to deselect *Use the basic interface*.

Troubleshooting

If you cannot connect to GroupWise, use your phone's Data Mode/Browser mode to see if you can connect to other locations.

◆ If you can connect to other locations, contact your GroupWise system administrator to see if the GroupWise WebAccess server is functioning properly.

◆ If you cannot connect to other locations, contact technical support for your phone to see if the phone is functioning properly.