VERSION 5.5

GROUPWISE WEBACCESS USER'S GUIDE

GroupWise™

Novell®

Novell, Inc.
1555 N. Technology Way • Orem, Utah 84097 U.S.A.

Contents

Getting Started

Welcome to WebAccess

GroupWise® WebAccess gives you access to your own GroupWise Master Mailbox from the Internet. You can check your Calendar, schedule appointments, send tasks, and send and receive messages just as if you were at your desk back at the office.

There are three versions of WebAccess. GroupWise WebAccess is the No-Frames version. Use this version of WebAccess for slow Internet connections (28.8 bps), or if your browser won't support frames.

Use GroupWise WebAccess with Frames if your browser doesn't support Java®. WebAccess with Frames looks similar to the Java version, but doesn't use Java.

Java-Enhanced WebAccess is the recommended version of WebAccess because you're more likely to have a browser that supports Java than you are to have one that doesn't.

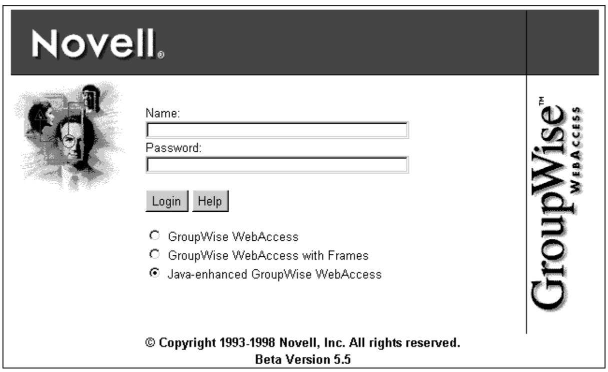
About This Manual

This manual focuses on the Java-Enhanced version of WebAccess. The other versions will be mentioned only if the steps to accomplish a task are different. However, all three versions are similar enough that most steps will be the same.

Starting WebAccess

Start GroupWise WebAccess as you would any other home page on the Internet. Use your web browser to go to the URL your administrator gives you, for example www.gmail.com, or an IP address, for example, 155.155.11.22.

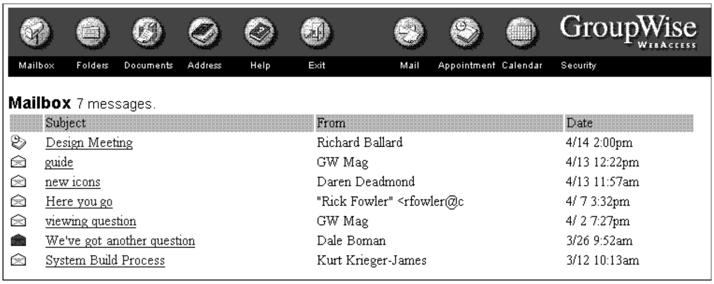
From the WebAccess login page, enter your username and password just as you would for your GroupWise user account.



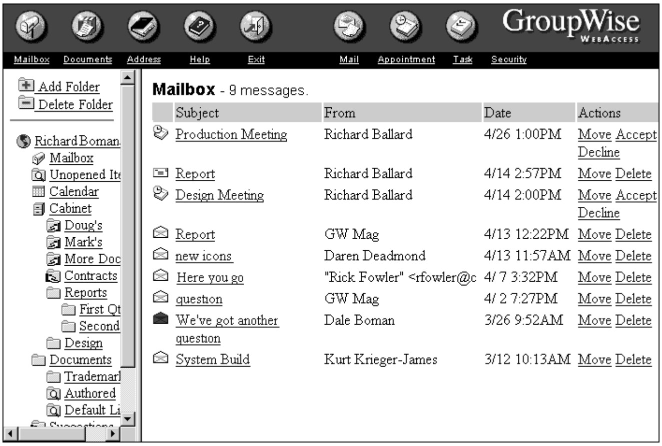
This is a sample login screen. Yours might look slightly different.

After you enter your username and password, choose which version of WebAccess you want to use.

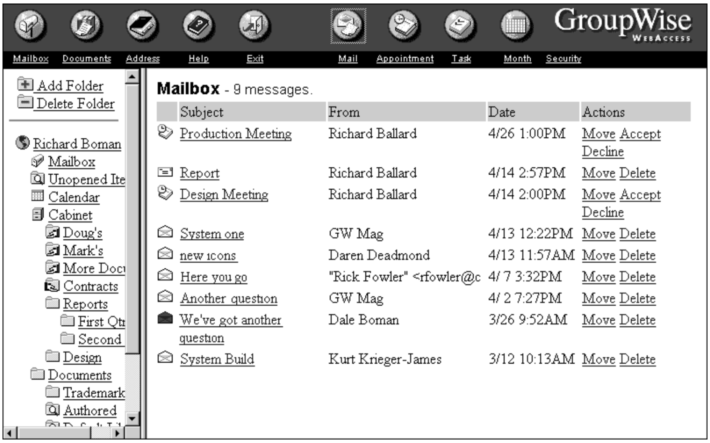
Once you've entered your username and password and selected a version, click **Login**, and your Mailbox appears. The following are examples of how the three different versions of WebAccess look.



The No-Frames version of WebAccess.



The WebAccess with Frames version. Notice that the Folder List appears in its own frame on the left side.



The Java-Enhanced WebAccess version looks similar to the Frames version.

Getting Help

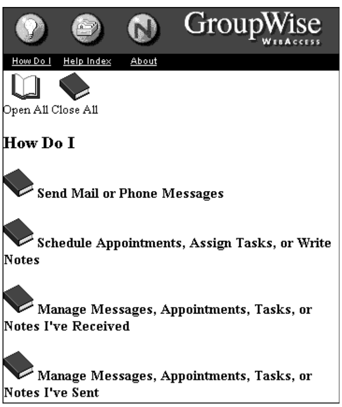
If you have trouble using WebAccess, you can get help from several sources. Online Help is available from wherever you are in WebAccess. In addition to online Help, you can find answers to your questions at the Cool Solutions Web Community, which is available on the Web at www.gwmag.com.

Using Online Help

WebAccess documentation is available online. A variety of access methods into online Help are provided so you can pick which method suits your needs. When you click the **Help** button, a second browser window opens to display Help so that the task you are performing is not disturbed.

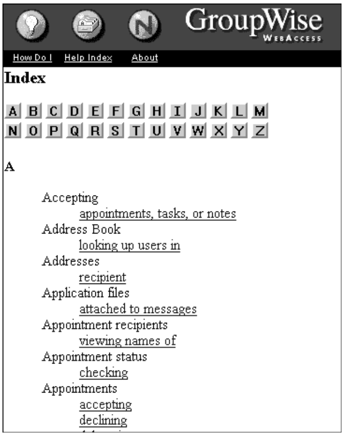
How Do I ◆ Lists help topics organized by related tasks.

1 Click Help ▸ **How Do I**.



Index ◆ Displays key words to help you find information, much like an index in a book.

1 Click **Help** ▸ **Help Index**.



Printing Help ◆ If your browser supports printing and your computer is connected to a printer, you can print individual Help topics. You can open a list of Help topics by clicking **How Do I** or **Help Index**.

To print a Help topic,

1 Click the topic to open it.

2 Use your browser's Print feature to print the topic.

Exiting Help ◆

1 Use your browser-specific method to close the Help window.

For example, in Netscape® for Windows 95™, you would click the **Close** box in the upper-right corner of the window.

Using Cool Solutions

Cool Solutions is a web site devoted to helping you learn all about GroupWise. In Cool Solutions you'll find helpful tips and regular feature articles that give you all the details about using GroupWise. In addition, you'll find resources such as downloadable Quick Start Cards and demos that will help you get started. The following are samples of what you'll find.

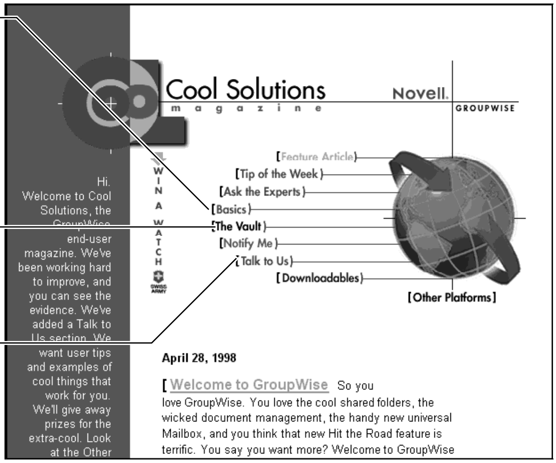
Opening Cool Solutions ◆

1 In your web browser, type **www.gwmag.com**.

*Click **Basics** to learn the fundamentals of GroupWise.*

*Click **The Vault** to read archived content.*

*Click **Talk to Us** and send your feedback about GroupWise.*



Sending Your Questions to the GroupWise Experts ◆ Ask the Experts is your forum to ask questions about GroupWise in general and WebAccess in particular. If you're wondering how to do something in GroupWise, such as create folders, use the Calendar, and so on, and you can't find it in the documentation, send your question to the experts.

1 In your web browser, type **www.gwmag.com**.

2 Click **Ask the Experts** ▸ **Ask Us**.

3 Click **Ask the Cool Solutions Experts**.

Depending on the size of your monitor, you may need to scroll to find the Ask the Cool Solutions Experts link.

4 Type your information and your question.

5 Click **Send**.

Downloading Resources from Cool Solutions ◆ On the Downloadables page, you'll find lots of resources that you can download and use in your organization. There are demos that show you how to use GroupWise, feature articles from the web site, User's Guides, Quick Start Cards, and more.

1 In your web browser, type **www.gwmag.com**.

2 Click **Downloadables**.

3 Click the item you want to download, then follow the instructions.

GroupWise WebAccess Basics

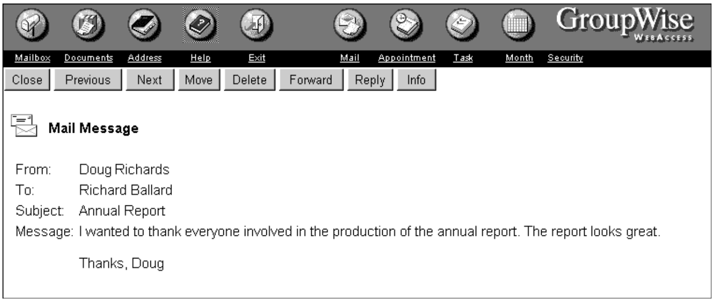
Reading Messages

Reading mail messages, appointments, tasks, or notes in WebAccess is as simple as clicking your mouse to open the item.

Opening Items in Your Mailbox

In WebAccess, all GroupWise® items are opened the same way.

1 From the Item List, click the subject of the item.



The available buttons vary depending on the item type you have open.

Tips

- If you're using the No-Frames version of WebAccess, you'll have to click **Mailbox** on the toolbar to open your Item List.
- Appointments, tasks, and notes can be accepted, declined, or delegated. Click **Accept**, **Decline**, or **Delegate** next to the item in the Item List, or in the message view itself.

Accepting, Declining, or Deleting Items You Receive

When you accept an appointment, task, or note, WebAccess removes it from your Item List and places it on your Calendar. When you decline an item, WebAccess deletes it. WebAccess places deleted items in your Trash folder.

Accepting or Declining Appointments, Tasks, or Notes

1 Click the item in your Item List to open it.

2 Click **Accept** or **Decline**.

3 Type a comment to the sender ▸ click **Accept** or **Decline**.

Tips

- If you're using the No-Frames version of WebAccess, you'll have to click **Mailbox** on the toolbar to open your Item List.
- You can also click **Accept** or **Decline** directly from the Actions column in the Item List.

Deleting Messages

1 Make sure the Item List is open.

2 Locate the item you want to delete ▸ click **Delete** in the Actions column on the right side of the Item List.

Sending Messages

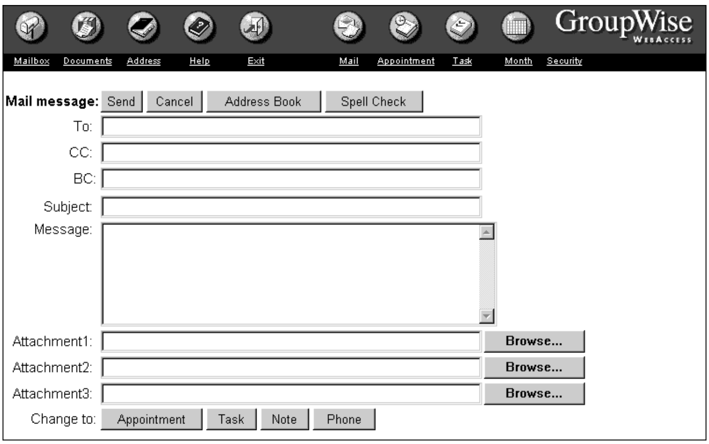
You can send many different kinds of messages, such as mail messages, appointments, tasks, notes, and even phone messages. This section describes how to send each of these types of messages. Other sections later in the manual describe related tasks, such as using the Address Book, checking your spelling, and working with attachments.

Tips

- You should always specify attachments last before sending a message. If you specify your attachments first, then perform an action that requires WebAccess to communicate with the server, you'll probably have to specify your attachments again.
- Before you specify attachments, you can change the item view you're currently filling out into another item view, without losing any of the text you've typed. Click one of the **Change To** buttons at the bottom of the item, and WebAccess changes the message you're creating into the type you specify.

Sending Mail Messages

1 Click **Mail** on the toolbar.



2 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

3 Type a subject in the Subject box.

4 Type a message in the Message box.

5 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.

6 Specify any attachments in the Attachment boxes. Click **Browse** if you're unsure of the name or location.

7 Click **Send**.

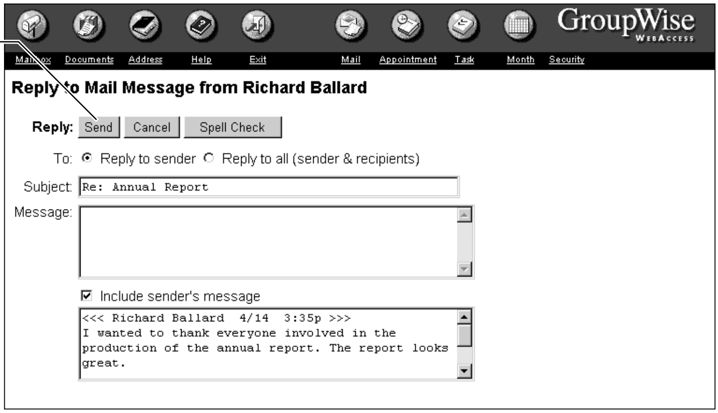
Replying to Messages You Receive

When you reply to a message you've received, WebAccess opens a new mail message already addressed to the sender of the original message. If you want, you can also send your reply to all other recipients of the original message.

1 Click the message you want to reply to in the Item List.

2 Click **Reply**.

After you type your message, click ***Send****.*



3 Click **Reply to Sender**.
or
Click **Reply to All** (**Sender & Recipients**).

4 Type your message.

5 If you want to include the sender's original message in your reply, select **Include Sender's Message**.

6 Click **Send**.

Tips

- If you're using the No-Frames version of WebAccess, you'll have to click **Mailbox** on the toolbar to open your Item List.

Forwarding Messages You Receive

You can send a message you've received to other users. When you forward a message, WebAccess opens a new message and includes a copy of the original message as an attachment to the new message. The original message remains in your Mailbox.

1 In the Item List, click the message you want to forward.

2 Click **Forward** to open a new message.

3 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

4 Type a subject and message.

5 Click **Send**.

Tips

- If you're using the No-Frames version of WebAccess, you'll have to click **Mailbox** on the toolbar to open your Item List.

Delegating Appointments, Tasks, and Notes

You can assign another user to attend an appointment, complete a task, or own a note you've received. When you delegate an appointment, task, or note, GroupWise sends it to the recipient you select. The original sender can see that you've delegated the appointment, task, or note by checking the item's status information.

1 Click the item you want to delegate in your Item List.

2 Click **Delegate**.

3 Type an address in the To box. You can also use the Address Book to find addresses.

4 If you want, modify the Subject and Comments boxes.

5 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.

6 Click **Send**.

Tips

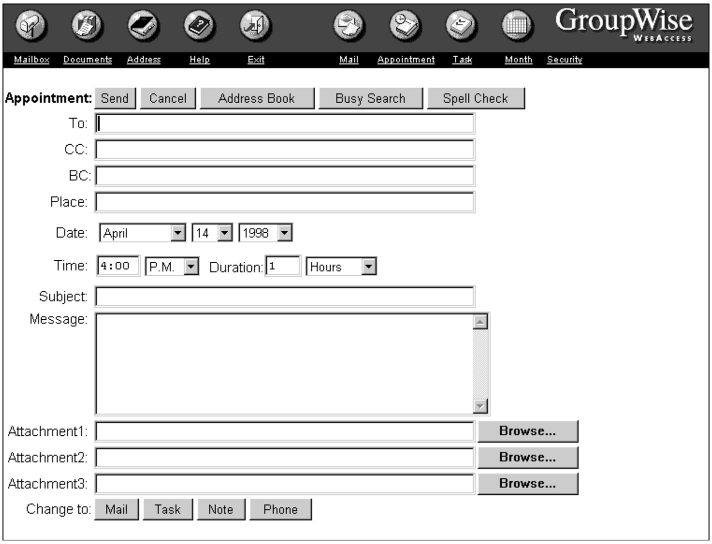
- You can also delegate appointments, tasks, and notes that you've already accepted. Find the item in your Calendar ▸ click it to open it.

Scheduling Appointments

You can schedule appointments without checking other people's schedules first, or you can use Busy Search to find out when people are free.

Scheduling Appointments without Busy Search

1 Click **Appointment** on the toolbar.



2 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

3 Type a location in the Place box.

4 Specify a date, time, and duration.

5 Type a subject in the Subject box.

6 Type a message in the Message box.

7 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.

8 Specify any attachments in the Attachment boxes. Click **Browse** if you're unsure of the name or location.

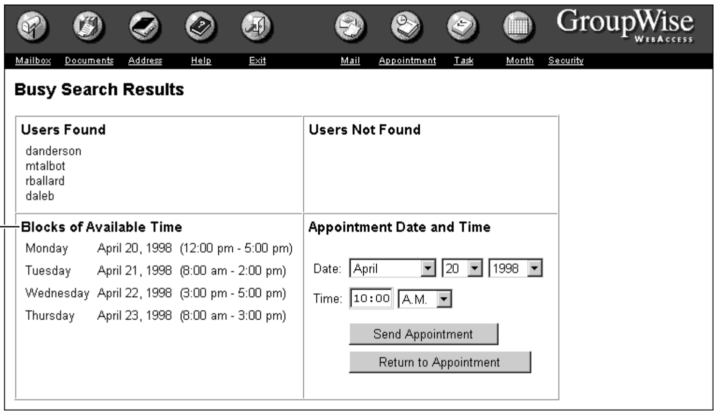
9 Click **Send**.

Tips

•If you want to be scheduled for a meeting you're sending, make sure to include your name in the To box.

Scheduling Appointments Using Busy Search

1. Click **Appointment** on the toolbar.
2. Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.
3. Type a location in the Place box.
4. Specify a date, time, and duration.
5. Type a subject in the Subject box.
6. Type a message in the Message box.
7. If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.
8. Click **Busy Search**.
9. Specify the maximum number up minutes you want to wait while WebAccess searches all recipients' schedules for available times ▸ click **Start Busy Search**.



Busy Search lists the blocks of time when all of the specified users are available.

10. Specify a date and time based on the available times shown.
11. Click **Send Appointment**.

    or

    Click **Return to Appointment** ▸ specify any attachments in the Attachment boxes ▸ click **Send**.

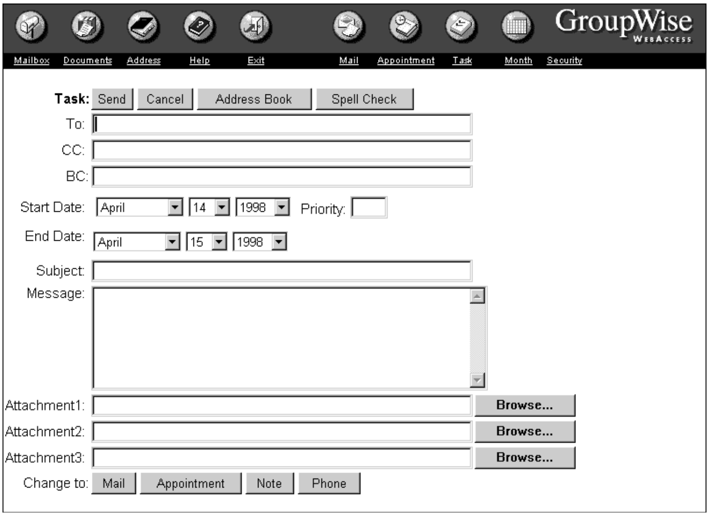
Tips

•If you want to be scheduled for a meeting you're sending, make sure to include your name in the To box.

Assigning Tasks

Tasks work better than mail messages for assignments because you can set a priority, a start date, and a due date. Tasks also let the recipient accept, decline, or delegate the task. You can find out what the recipient did with your task by checking the task's status information.

1 Click **Task** on the toolbar.



2 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

3 Specify a start date and a priority.

4 Specify an end date.

5 Type a subject in the Subject box.

6 Type a message in the Message box.

7 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.

8 Specify any attachments in the Attachment boxes. Click **Browse** if you're unsure of the name or location.

9 Click **Send**.

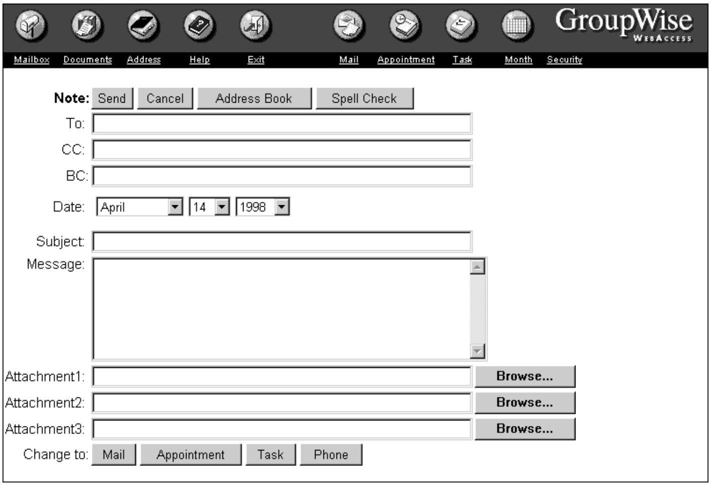
Tips

- To create a personal task, assign the task to yourself.
- In the No-Frames version of WebAccess, create a mail message, then click **Change To** to create a task.

Sending Notes to Other Users

A note is a message that, if accepted, appears in the recipient's Calendar on the day you specify in the note. Because a note appears in the recipient's Calendar on the day you specify, it is useful as a reminder of a specific event. For example, you could send a note to your boss asking for a day off. If your boss accepts the note, it appears in his or her Calendar on the day you specified. You can see if a note you sent has been accepted, declined, or delegated by checking the note's status information.

1 Click **Mail** on the toolbar ▸ click **Note** at the bottom to change the message to a note.



2 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

3 Specify the date you want the note to appear in the recipient's calendar.

4 Type a subject in the Subject box.

5 Type a message in the Message box.

6 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell-check your message.

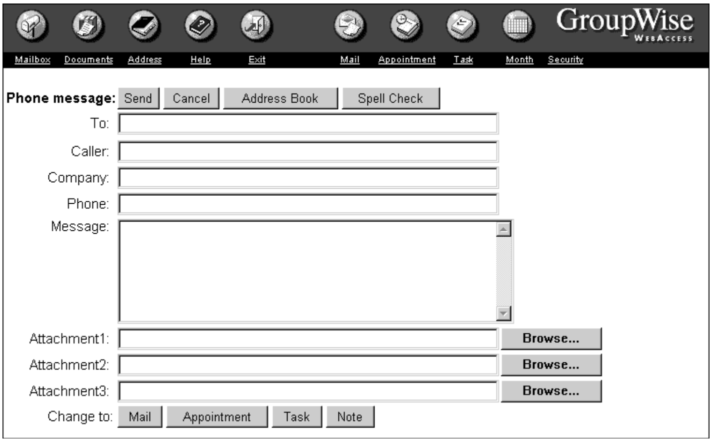
7 Specify any attachments in the Attachment boxes. Click **Browse** if you're unsure of the name or location.

8 Click **Send**.

Sending Phone Messages

When you receive a phone call or visit for another user, you can send the user a phone message (rather than a mail message) to let him or her know about the call or visit. A phone message includes boxes for the caller's name, company, and phone number.

1 Click **Mail** on the toolbar ▸ click **Phone** at the bottom to change the message to a phone message.



2 Type addresses in the To box. Separate each address with a comma. You can also use the Address Book to find addresses.

3 Type a name in the Caller box.

4 Type a company in the Company box.

5 Type a number in the Phone box.

6 Type a message in the Message box.

7 If you're using the Java-Enhanced version of WebAccess, you can click **Spell Check** to spell check your message.

8 Specify any attachments in the Attachment boxes. Click **Browse** if you're unsure of the name or location.

9 Click **Send**.

Sending or Receiving an Internet Location

WebAccess allows you to send a web site location, or URL (Uniform Resource Locator), to another user. WebAccess interprets any URL in the Message box into a shortcut to the web site. The recipient who opens your message in WebAccess can click the shortcut displayed in the Attachments box to open a second browser window that shows the web site.

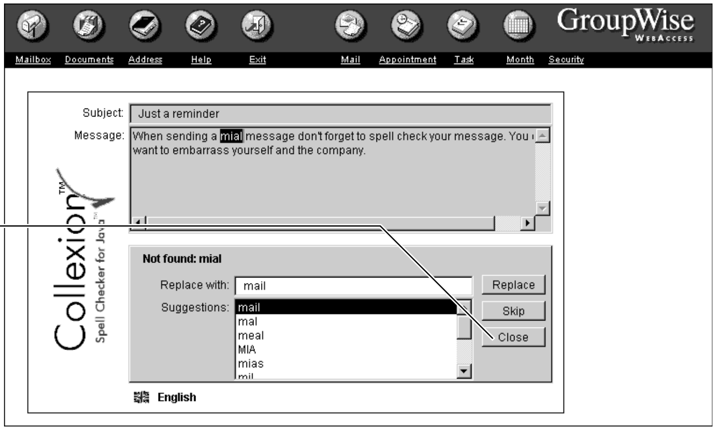
Beyond the Basics

Using Spell Checker

Spell Checker lets you check messages you create for misspelled words. The WebAccess Spell Checker is a Java® Applet. That means that to use the Spell Checker, you must be using the Java-Enhanced version of WebAccess.

1 From a message you are creating, click **Spell Check**.

Click ***Close*** *when there are no more words to check.*



2 When Spell Checker stops on a word and suggests replacements, click the word you want in the Suggestions box ▸ click **Replace**.

or

Edit the word in the Replace With box ▸ click **Replace**.

or

If you don't want to change the word, click **Skip**.

3 When there are no more words to check, click **Close**.

Tips

- Sometimes Spell Checker offers no replacement words. If this happens, click **Skip**, or edit the text manually in the Replace With box.
- Make sure you spell-check items before you specify any attachments. If you specify attachments first, then check spelling, you'll probably have to specify your attachments again.
- The WebAccess dictionary and word lists cannot be modified.

Using the Address Book

The Java-Enhanced version of WebAccess has an Address Book that's easier to use than the Frames and No-Frames versions. All the versions, however, let you look up addresses, and add and delete names in your address books.

Using the Java-Enhanced WebAccess Address Book

The Java-Enhanced Address Book provides easy access to the System Address Book as well as to all your personal address books.

Looking Up Names in the Address Book

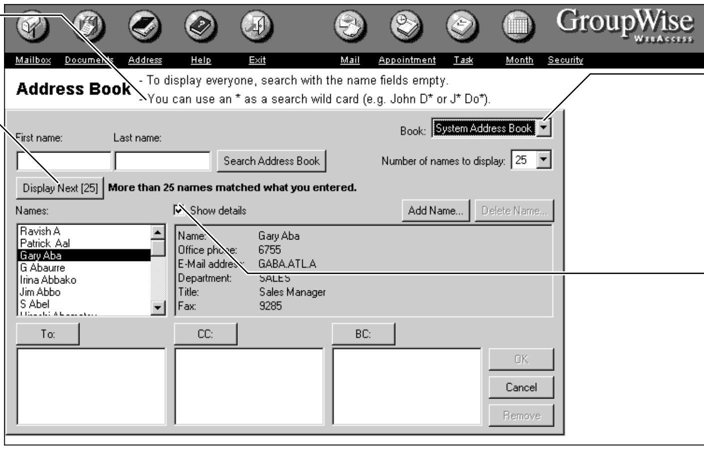
1 Click **Address** on the toolbar.

or

If you are looking up names from an item you are sending, click **Address Book** at the top of the item.

You can use wildcards if you're not sure how to spell the name you want.

The fewer names you display, the faster the Address Book works.



You can search the System Address Book or any of your personal address books.

Select to see all information about each entry you find.

2 To display all users in the Address Book, leave the name boxes empty.

or

To search for a specific name, type the user's name in the name boxes.

3 Click **Search Address Books**.

4 If you are adding a name in the list to a message you are sending, click the name in the Names list ▸ click **To**, **CC**, or **BC** ▸ click **Mail**.

Adding Names to an Address Book

1 Click **Address** on the toolbar.

2 Click **Add Name**.

3 Select an address book in the Book drop-down list.

4 Type the information for the person you are adding.

5 Click **Add**.

Deleting Names from an Address Book

1 Look up a name in a personal address book.

2 Click the name in the Names list ▸ click **Delete Name**.

3 Click **Yes** to confirm the deletion.

Using the WebAccess Frames and No-Frames Address Books

As with the Java-Enhanced Address Book, you can look up users, and add and delete names from your personal address books.

Looking Up Names in the Address Book

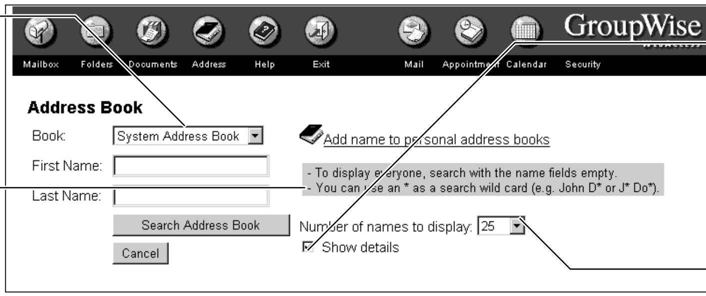
1 Click **Address** on the toolbar.

or

If you are looking up names from an item you are sending, click **Address Book** next to the To, CC, or BC boxes.

You can search the System Address Book or any of your personal address books.

You can use wildcards if you're not sure how to spell the name you want.



Select to see all information about each entry you find.

The fewer names you display, the faster the Address Book works.

2 To display all users in the Address Book, leave the name boxes empty.

or

To search for a specific name, type the user's name in the name boxes.

Adding Names to an Address Book

1. Click **Address** on the toolbar.
2. Click **Add Name to Personal Address Books**.
3. Select an address book in the Book drop-down list.
4. Type the information for the person you are adding.
5. Click **Add**.

Deleting Names from an Address Book

1. Look up a name in a personal address book.
2. Click **Delete** next to the entry in the Actions column.
3. Click **Yes** to confirm the deletion.

Working with Attachments

You can attach any file type (for example, text, audio, image, video, and application) to GroupWise® WebAccess messages. However, you can send attachments only if your browser supports them. Also, specifying attachments should always be the last thing you do before sending any message. If you specify attachments, then perform an action that requires WebAccess to communicate with the server (such as using Spell Checker, or the Address Book), your attachments will be lost, and you'll have to specify them again.

Attaching a File to a Message

You can attach up to three files to any WebAccess message. Attachments are listed after the message text.

1. Open and complete any type of message (such as mail message, appointment, task, or note).
2. Click the **Browse** button next to an Attachment box near the bottom of the window to find the file you want to attach.

   or

   Type a filename in the box if you already know it.
3. Click **Send**.

> **Tips**
> - If you have difficulty finding the file you want, you may be viewing HTML files only. To view all types of files, click **All Files** in the Files of Type box in the browser dialog box.
> - If you include a URL in the message text, WebAccess creates a shortcut in the Attachments box that a recipient can click to open the location in a second browser window.

Modifying Your Browser's Attachment Defaults

You may want to alter which files your browser displays automatically. If your browser displays a file by default when you attempt to save text or HTML attachments, you can change your configuration so that your browser will save automatically or prompt you for instructions. For example, to change the Netscape® browser configuration, perform the following steps.

1. Click **Options** ▸ **General Preferences**.
2. Click the **Helpers** tab ▸ click the text/plain file type.
3. Select **Save to Disk** to have the browser automatically save the attachment.

   or

   Select **Unknown: Prompt User** to have the browser prompt you for instructions.
4. Click **OK**.

See your browser documentation for additional information or information specific to your browser.

Viewing Attachments

Your browser can display some file types automatically, including text, HTML, and GIF image files. Place the mouse pointer on each attachment in the Attach box to see the options available for attachments of that file type. Available options may include View File for viewing the attachment, Save As to save the attachment so you can view it later in a compatible application, or Play File to play an audio file.

Other file types require helper applications to open them. When you click an attachment that your browser cannot open directly, you are either prompted to save the file or to select a helper application that can open it (depending on the default action specified in your browser for that file type). See your browser documentation for information about selecting helper applications.

GroupWise converts some files to text. When you receive a file that GroupWise has converted to text, click **View** to view it in your browser. To save the file in its original format, or to launch a helper application, click **Save**.

Saving Attachments

Use your browser to save attachments. For example, in Netscape you could save an attachment using the following steps.

1. Place the mouse pointer over an attachment ▸ click **Save As**.
2. Click **Save File** if you have specified Prompt User in General Options for this file type.
3. Select a folder to save to ▸ type a file name in the File Name box ▸ select a file type ▸ click **Save**.

Using the WebAccess Calendar

The calendar in the Java-Enhanced version of WebAccess offers an easier-to-use interface, and a Month-View calendar.

While the No-Frames and Frames versions of WebAccess don't have the look and feel of the Java-Enhanced version, they still offer calendar options that let you keep track of appointments, tasks, and notes while you're away from your main 32-bit or 16-bit Client.

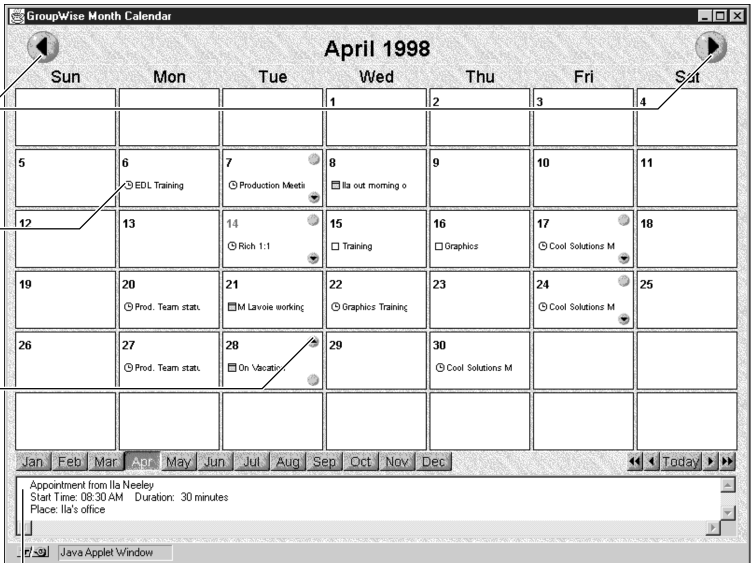
Using the Java-Enhanced WebAccess Calendar

When you use the Java-Enhanced version of WebAccess you get two calendars: the Month View calendar and the Day View calendar.

Using the Month View Calendar

The Month View calendar opens in a separate browser window and can be manipulated independent of your main window.

1 Click **Month** on the toolbar.



Click these arrows to move forward or backward one month.

Double-click any calendar item to open it.

Click to see other calendar items on this date.

Click a calendar item to see its information in this window.

Using the Day View Calendar

The Java-Enhanced Day view calendar is a Java applet. You can't resize each section, but you can hide or display them, and you can scroll within each section.

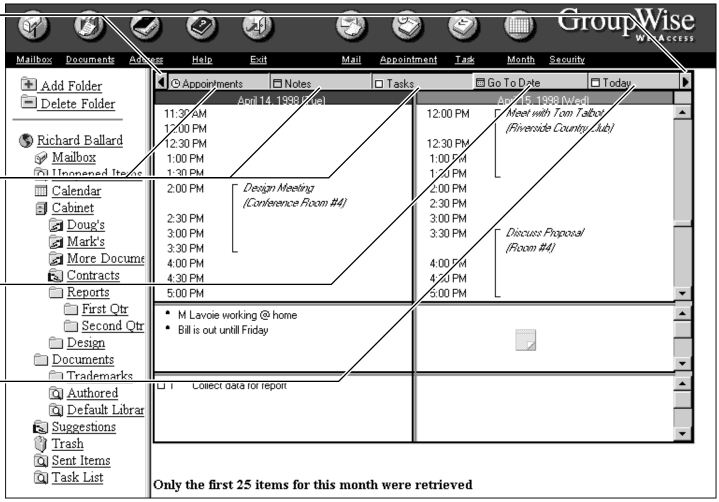
1 Click **Calendar** in the Folder List.

Click the arrows to move forward or backward one day.

*Click **Appointments**, **Notes**, or **Tasks** to hide or display each item type.*

*Click **Go to Date** to open a small calendar and select a specific date.*

Click to move to today's date.



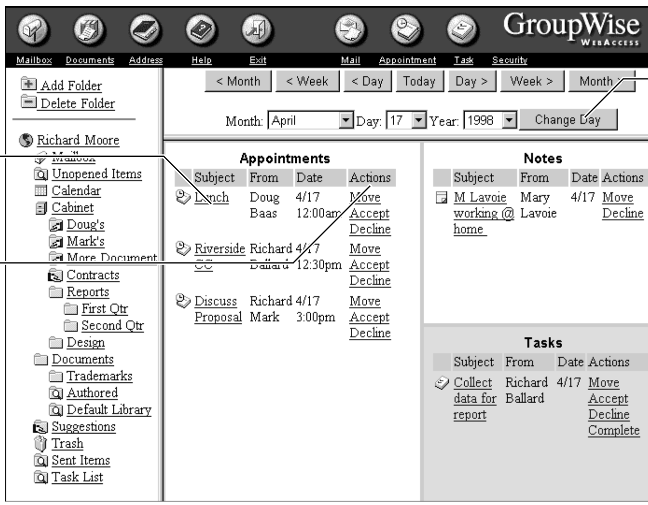
Using the WebAccess Frames Calendar

The Frames calendar is divided into frames, and you can resize each section by dragging any frame border.

1 Click **Calendar** in the Folder List.

Click the subject of an item to open it.

You can use the Actions column to accept, decline, complete, or move your calendar items.



*Once you've specified a date, click **Change Day**.*

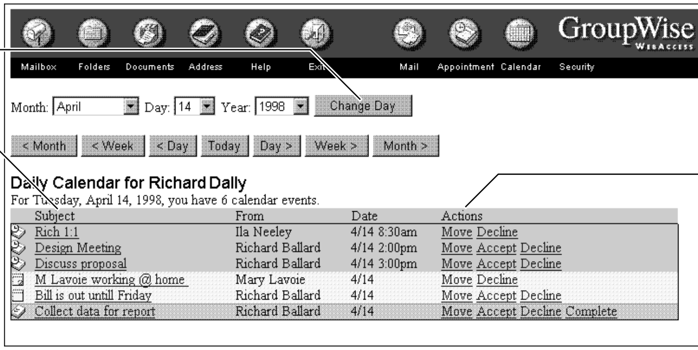
Each of your calendar events for the specified date appear in a list.

Using the WebAccess No-Frames Calendar

1 Click **Folders** on the toolbar ▸ click **Calendar**.

Specify the day you want to see, then click ***Change Day*** *to move to that day.*

Click the subject of an item to open it.



You can use the Actions column to accept, decline, complete, or move your calendar items.

Each of your calendar events for the specified date appear in a list.

Working with Folders

All folders in your Folder List are subfolders of the user folder. The user folder represents your user database, and contains all of your GroupWise information. Under the user folder there is the Mailbox, an Unopened Items folder, a Sent Items folder, the Calendar, a Documents folder, a Task List folder, the Cabinet (which contains all of your personal folders), and the Trash.

The Mailbox is your main folder. Unless you have rules that indicate otherwise, everything people send you arrives in your Mailbox.

The Unopened Items folder is a find results folder. It has a pre-defined filter that searches for and displays all unopened items in your Mailbox. The Sent Items, Documents, and Task List folders are also find results folders that filter for specific types of items. Using the 32-bit Client, you can create as many find results folders as you want.

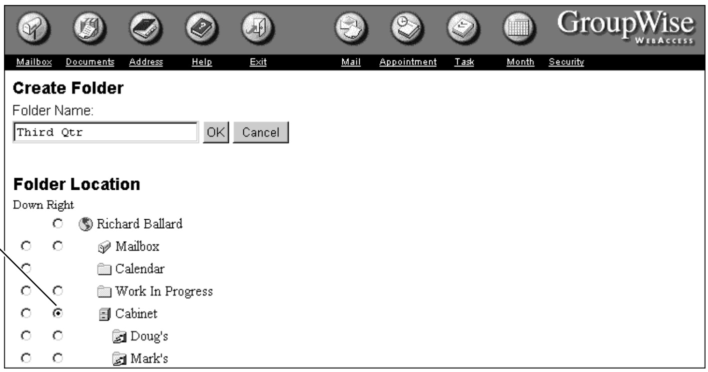
The Calendar folder contains items that appear on your calendar. Click the folder to see your schedule.

The Cabinet contains all folders you create. You can create and delete personal folders using WebAccess, but you can't move existing folders without the 32-bit or 16-bit Clients.

The Trash contains all deleted items. You can click the **Trash** to see its contents; you can open items in the Trash; and you can undelete Items in the Trash.

Creating Folders

1 In the Folder List, click **Add Folder**.



After typing a name, click a position for your new folder.

2 Type a name for your new folder.

3 Click a position for the new folder.

If you want the folder directly under another folder, click the radio button in the Down column next to the folder. If you want the new folder to be a subfolder of another folder, click the radio button in the Right column next to the folder.

4 Click OK.

Deleting Folders

You cannot delete your user folder, the Mailbox, the Cabinet, or the Trash. Be careful deleting folders. Some pre-defined folders, for example, the Sent Items folder, can be difficult to recreate.

1. In the Folder List, click **Delete Folder**.
2. Click the folder you want to delete ▸ click **Yes** to confirm that you want to delete the folder and all its contents.

Moving an Item to Another Folder

You cannot drag items from folder to folder. Also, because of most Web browsers' limitations, you cannot select more than one item at a time.

1. Click **Move** in the Actions column of the item you want to move.
2. Click the folder you want to move the item to.

Viewing Items in a Find Results Folder

While you cannot create new find results folders using WebAccess, you can use folders you created using the GroupWise Client for Windows 95™. However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click **Reload** in your browser before opening a find results folder.

1. Click your browser's **Reload** button.
2. Click the find results folder to open it.

Using Shared Folders in WebAccess

While shared folders are not fully supported in WebAccess, you can view the contents of shared folders you have previously accepted using the 32-bit Windows® Client. The messages are not displayed by discussion thread, and if you reply to a shared folder item, you can send a reply to the message sender only, and not to the shared folder. Also, to ensure that you are viewing the most recent information in a shared folder and not a cached copy, you should click your browser's **Reload** button before opening the shared folder.

1. Click your browser's **Reload** button.
2. Click the shared folder to open it.

Undeleting Items in the Trash

1. Click **Trash** in the Folder List.

   If you're using the No-Frames version, click **Folders** on the toolbar first.

2. Find the item you want to undelete.
3. Click **Undelete** in the Actions column of the item.

Using the Sent Items Folder

The Sent Items folder is a find results folder that displays everything you've sent from GroupWise. You can open the folder and view the list of items you've sent; you can check the status of sent items to see if recipients have acted on the item; and you can retract messages you have sent.

Checking the Status of Sent Items

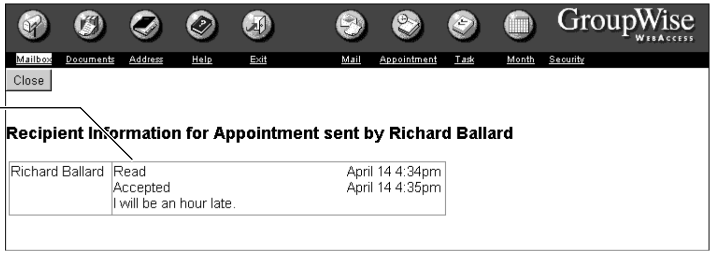
1 Click the **Sent Items** folder in the Folder List.

If you're using the No-Frames version, click **Folders** on the toolbar first.

2 Click any item to open it.

3 Click **Info**.

You can see what the recipient has done with your message.



> **Tips**
> •You can use Options in a full network version of the Client to determine the level of information displayed in the Status window. If you don't have access to a full network Client, your system administrator can change the status information level for you.

Retracting a Message You Have Sent

When you retract a message, GroupWise removes it from the recipient's Mailbox. You can retract a mail or phone message as long as the recipient has not yet opened the message. You can retract an appointment, task, or note at any time.

1 Click the **Sent Items** folder in the Folder List.

If you're using the No-Frames version, click **Folders** on the toolbar first.

2 Click any item to open it.

3 Click **Delete**.

4 Click **Delete from All Mailboxes**.

Printing from WebAccess

Printing from WebAccess depends on the printing capabilities of your web browser.

1 Click any message in the Item List to open it.

2 Click in the message text.

3 Use your browser's print feature to print the message.

For example, to print using Netscape Communicator, click **File** ▸ **Print**.

Index

Index