

Welcome

to

Understanding GroupWise



For

New Hanover County Personnel

Fran Strauss
Tina Nelson
December 7, 2005
MIT 500

Table of Contents



Section 1	Welcome	
Section 2	Pre-assessment.....	Page 4
Section 3	Sending an e-mail.....	Page 9
Section 4	Sending an e-mail with an attachment.....	Page 19
Section 5	Opening an e-mail with an attachment.....	Page 24
Section 6	Saving an attachment.....	Page 31
Section 7	Replying to an e-mail.....	Page 37
Section 8	Forwarding an e-mail.....	Page 41
Section 9	Assessment.....	Page 49
Section 10	Assessment answer key.....	Page 50
Section 11	Quick Reference Guide.....	Page 52

Welcome!

The purpose of this self-instructional module is for the learner to obtain a better understanding of the GroupWise e-mail system.

You are on your own. You are not being evaluated or given a grade. This module was created for your own enrichment and will be available to you as a resource for your future needs. The screen shots within this module are meant to be a guide and to represent similar screens you will see on your computer.

You will need the following items:

1. This printed module 
2. A computer with the GroupWise e-mail program 
3. A pen or pencil for the assessment questions 

We're starting with the basics, so you do not need fine tuned computer skills. Please take a few minutes to answer the pre-assessment questionnaire. Don't worry if you do not know all the answers or recognize all the computer icons. We will address it within the module.

So, if you're ready to learn, let's get started!

Section 2: Pre-Assessment

Directions: Let's see what you know! Answer the following questions regarding the screen shots as shown. We'll discover the answers as we work through the module.

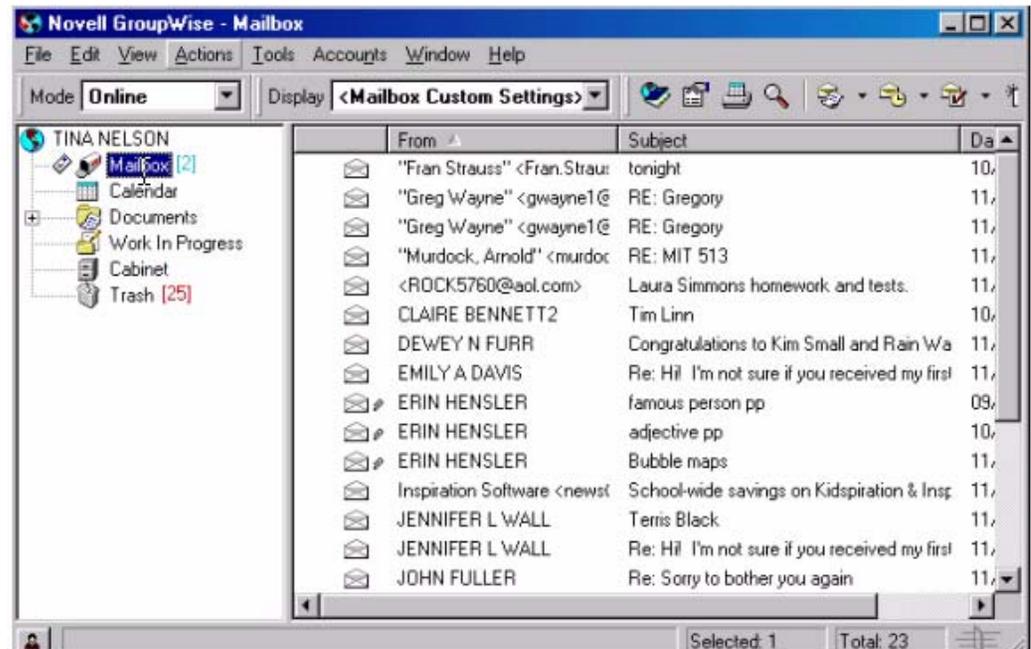
1. On the screen shot shown below, circle the desktop icon.



2. On the screen shot shown below, circle the Groupwise icon.



3. On the screen shot shown on the right, circle the subject line in an e-mail.



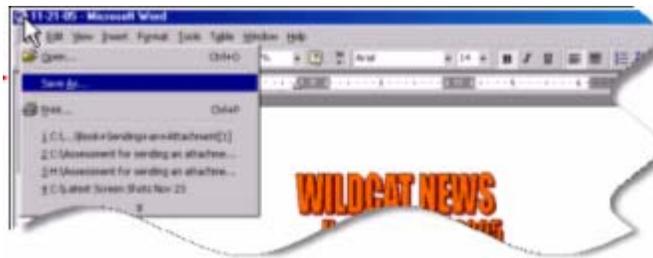
4. On the screen shot shown below, circle the attachment icon



5. On the screen shot shown below, circle the button to close a program.



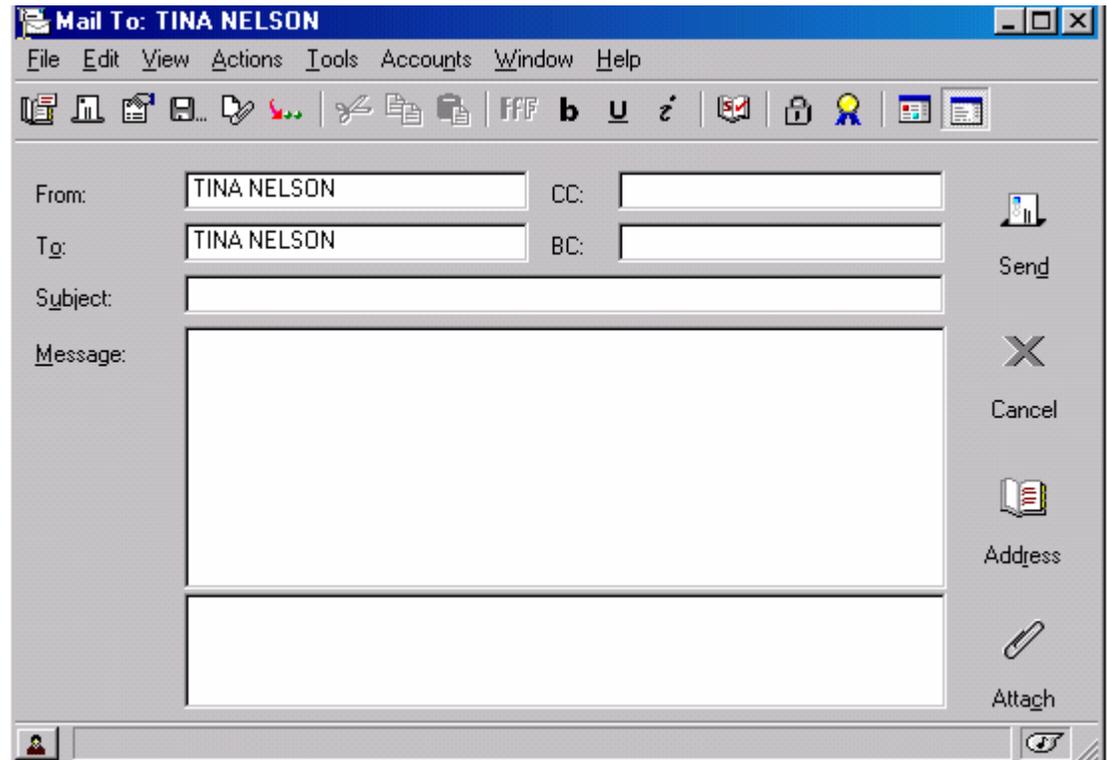
6. On the screen shot shown below, circle the button to save a program.



7. On the icons shown below, circle the "reply" button.



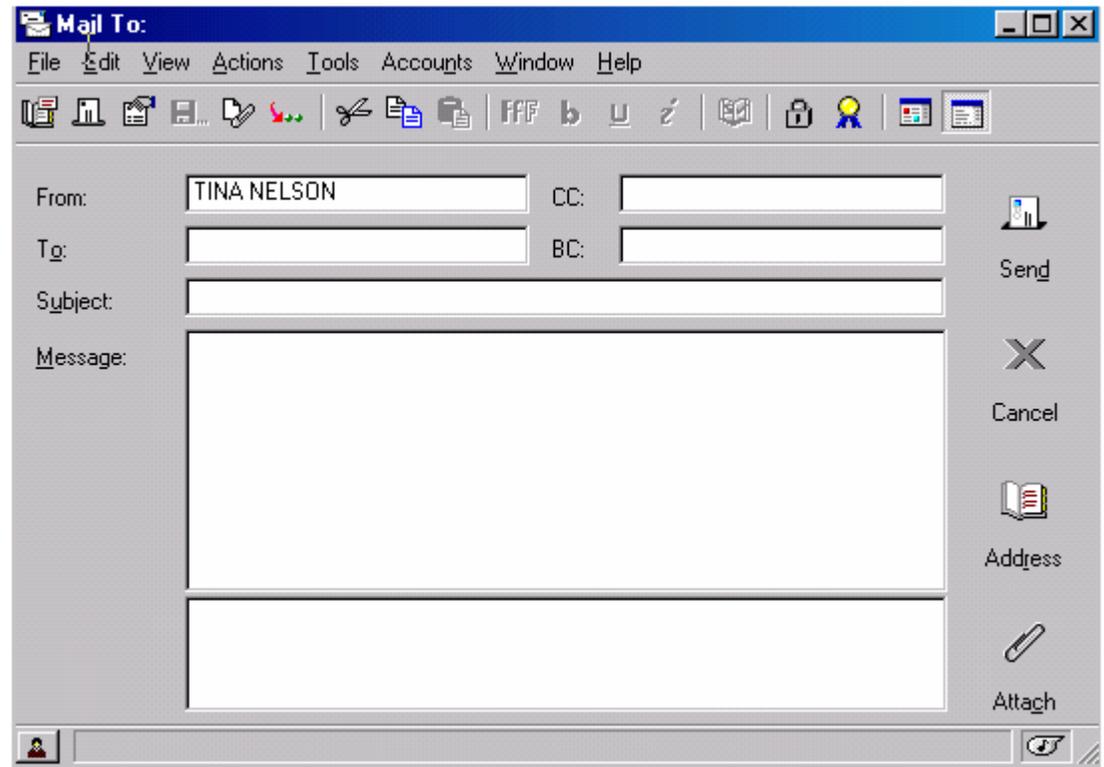
8. On the screen shot shown to the right, circle the area in which to type an e-mail message.



9. On the screen shot shown below, circle the "Forward" button.



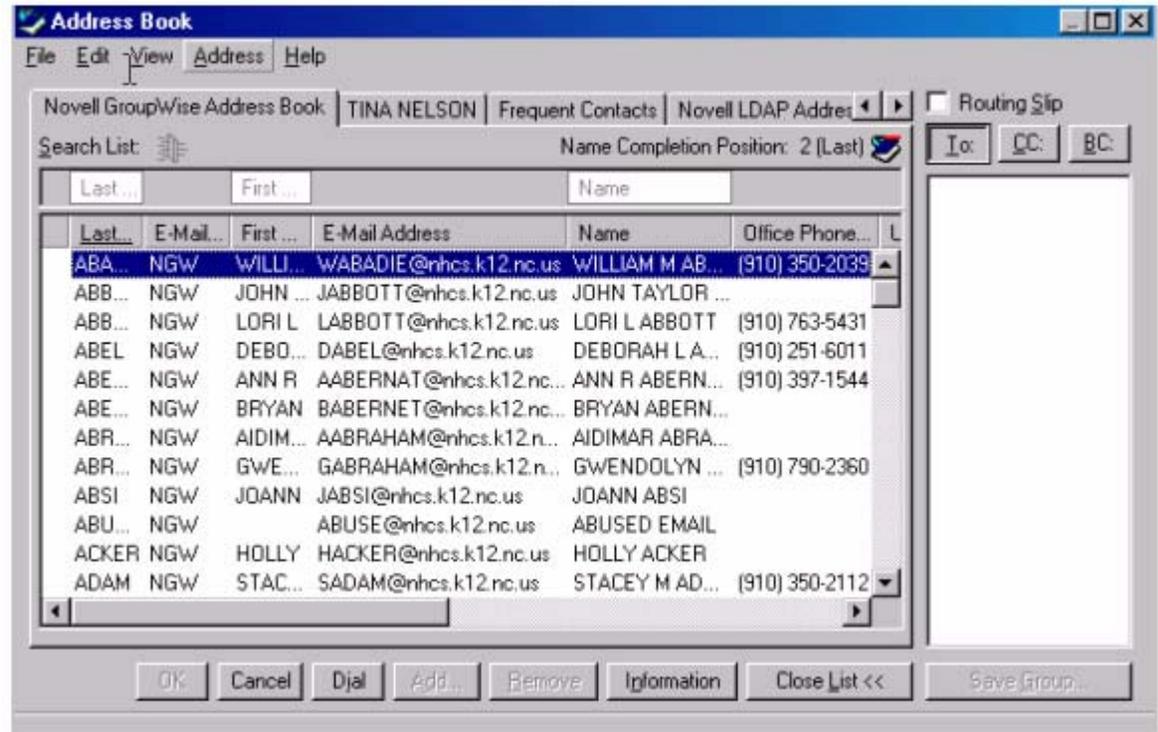
10. On the screen shot shown to the right, circle the box in which to type an e-mail address.



11. On the screen shot shown below, circle the Address Book Icon.



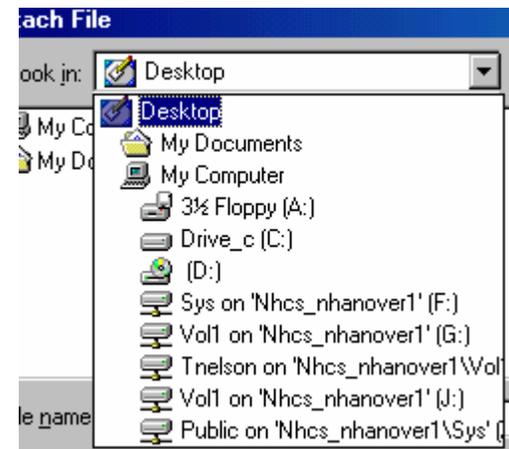
12. On the screen shot shown to the right, circle the space in which to type a name to search for an e-mail address.



13. On the screen shot below, circle the New Mail Message Icon.



14. On the screen shot shown to the right, circle the pull down arrow.



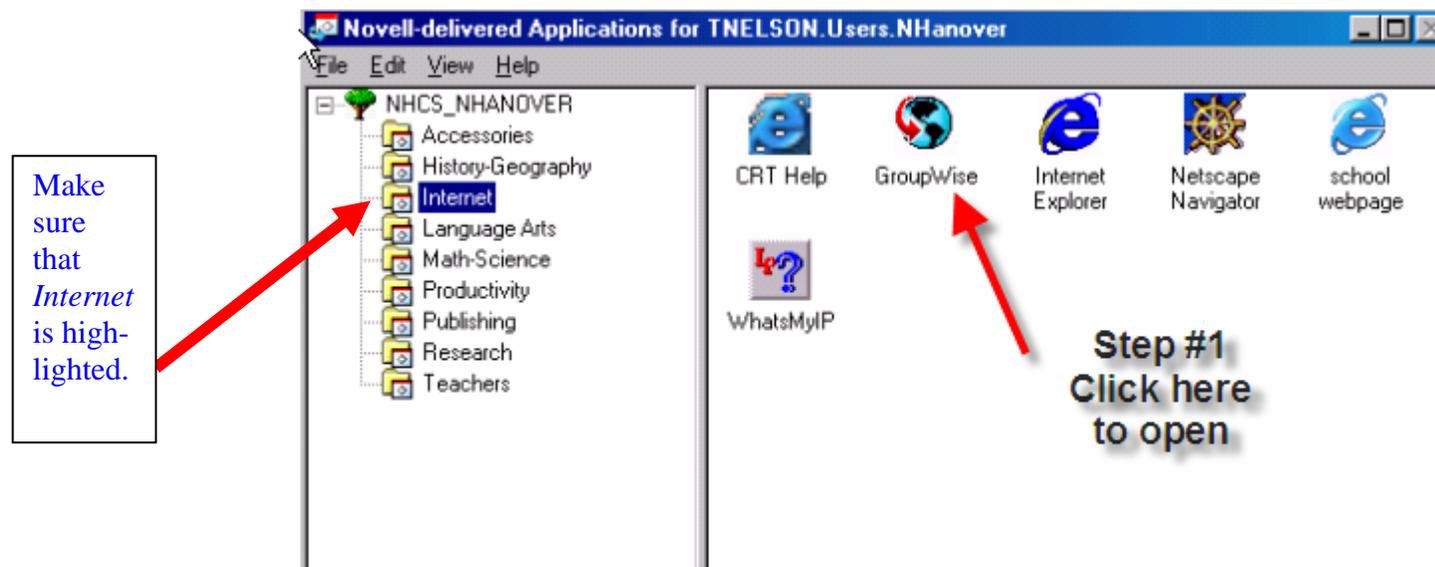
That wasn't too bad, was it? Don't forget that we will be covering all of those icons you did not recognize as we move through the module. Before long, you'll be a pro!

Let's start with the basics, sending an e-mail. By the end of Sections 3 and 4 you should be able to:

- Send an attachment using Groupwise.

Section 3: Sending an email

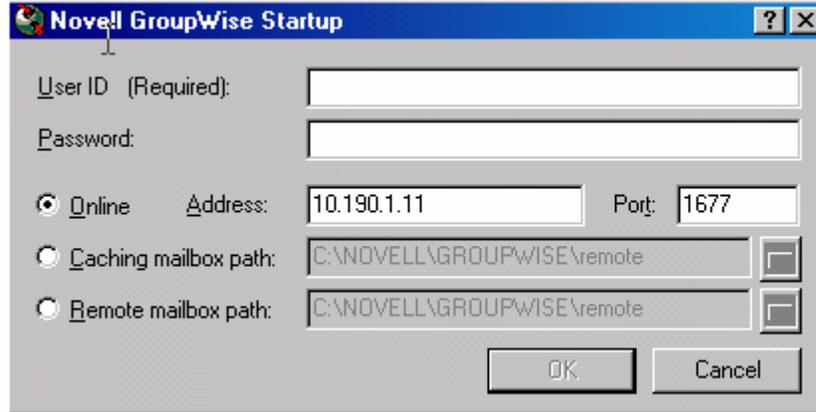
Step #1: Once you log onto your computer, this is the screen you will see. To open the GroupWise E-mail program, double left click on the GroupWise icon as indicated below:



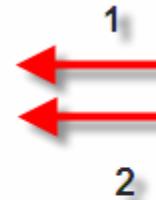
Step #2: Now you must log onto GroupWise. Enter the following:

1. Your User ID
2. Your Password

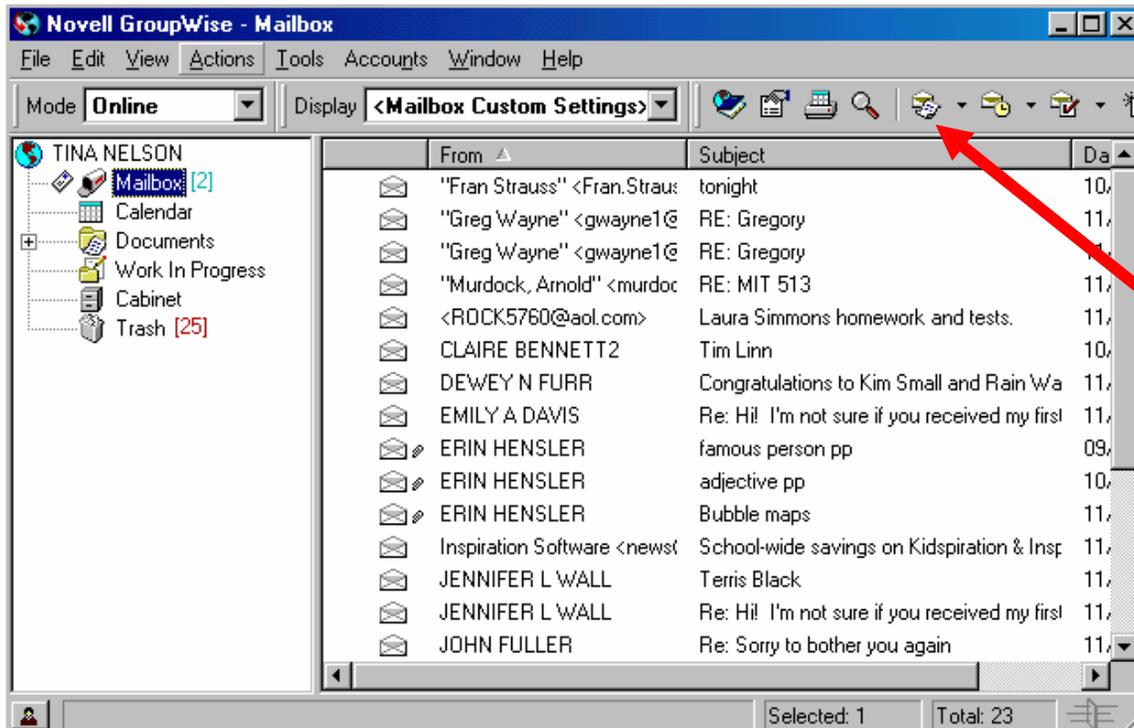
Contact computer resource teacher if you do not know your User ID and Password.



The image shows a Windows-style dialog box titled "Novell GroupWise Startup". It contains several input fields and options. The "User ID (Required):" field is the first input field. The "Password:" field is the second input field. Below these are three radio button options: "Online", "Caching mailbox path:", and "Remote mailbox path:". The "Online" option is selected. The "Address:" field contains "10.190.1.11" and the "Port:" field contains "1677". The "Caching mailbox path:" and "Remote mailbox path:" fields both contain "C:\NOVELL\GROUPWISE\remote". At the bottom are "OK" and "Cancel" buttons.

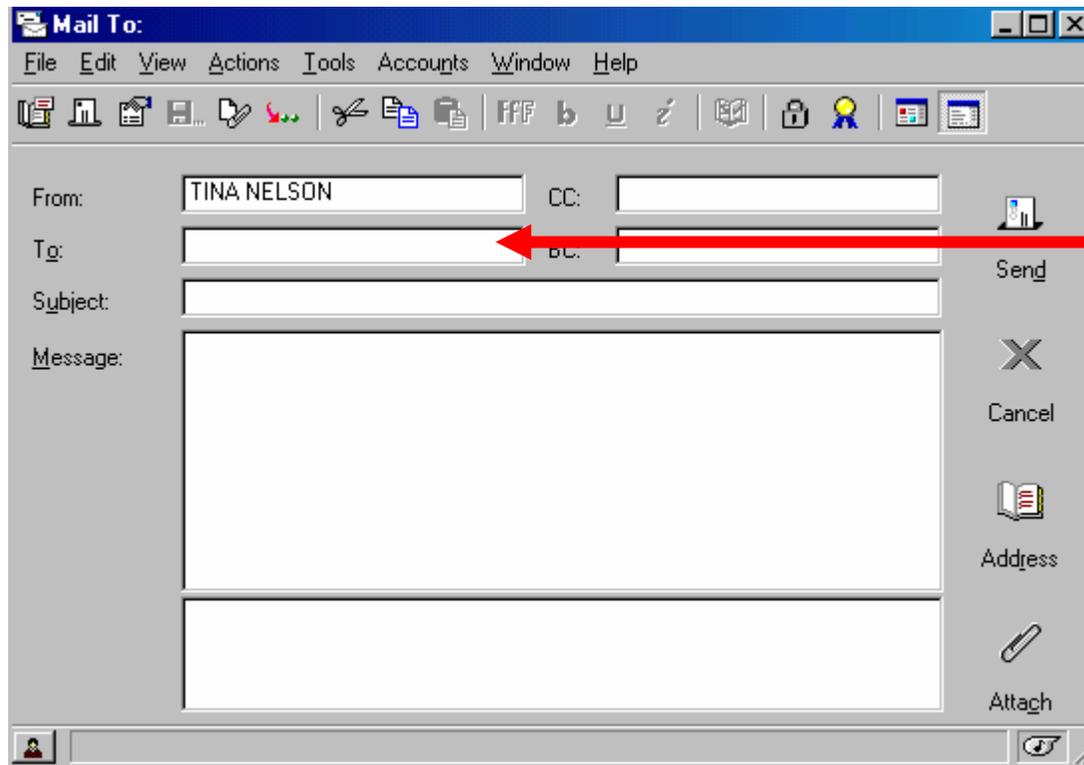


Step #3: This should be the next screen you will see. To send an email (with or without an attachment), single left click on the New Mail Message icon.



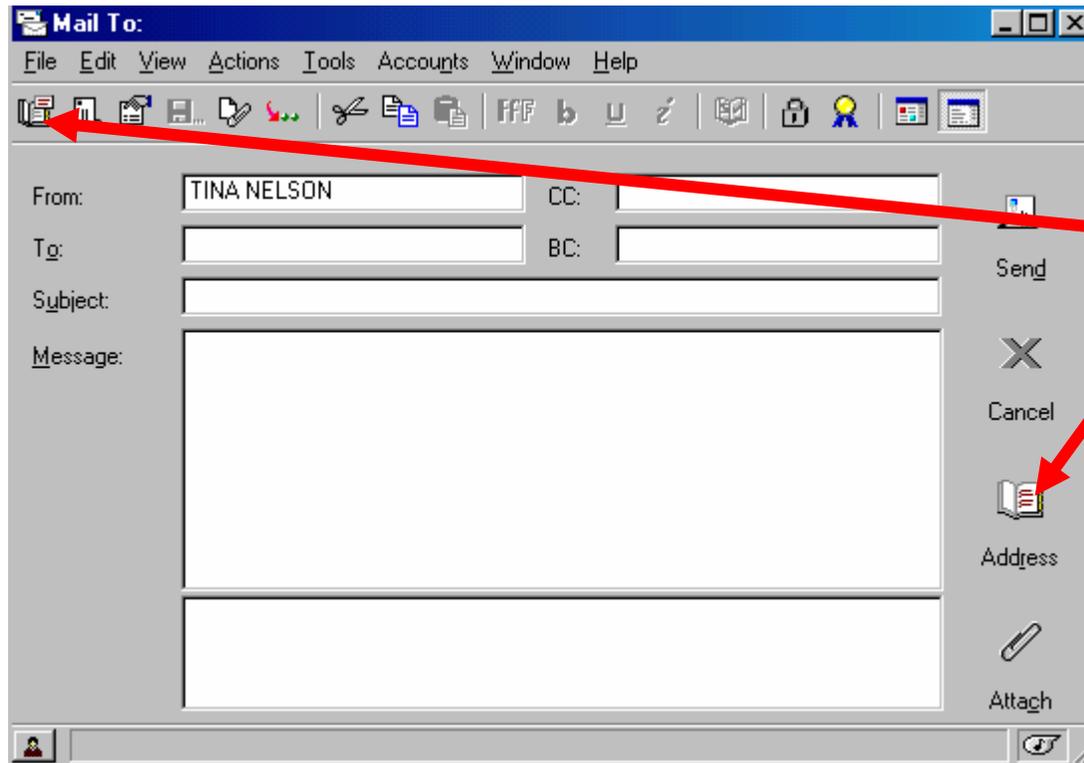
Click here to send an email (with or without an attachment)

Step #4 If you know the recipient's email address, type it in the address text box and skip to step #8.



Type recipient's email address here.

Step #5: If you do not know the recipient's email address, single left click on either address book icon.



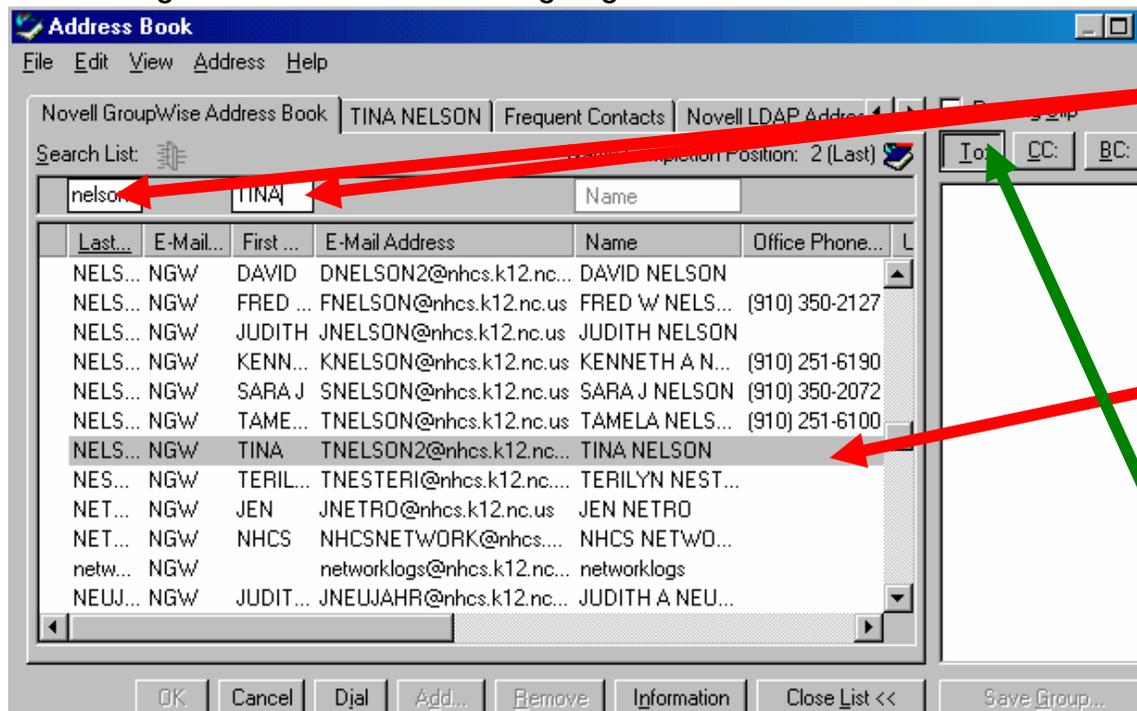
Step #5 Click here to access the address book.

Step #6: When you reach this screen, to look up an e-mail address:

- Type in the name of the individual in the Search List text boxes

or

- Single left click on the highlighted name and click on the "to" button.

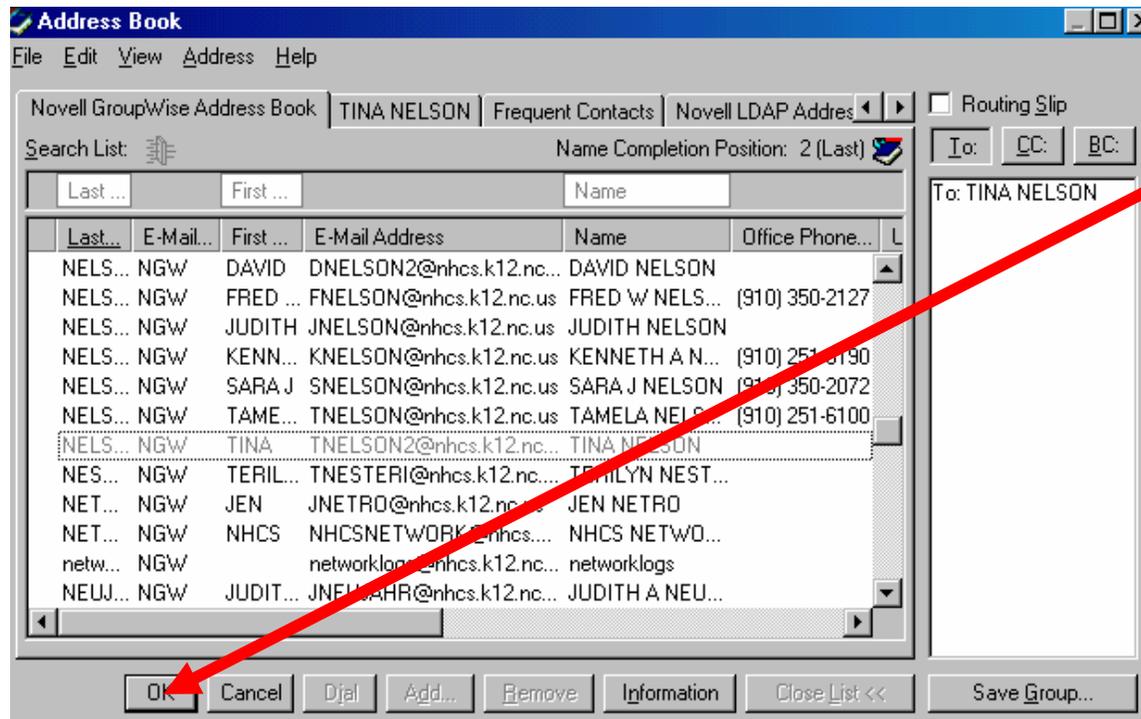


First, type in the recipients last and first name.

Then, scroll down list to find the appropriate address. Double click on the appropriate address.

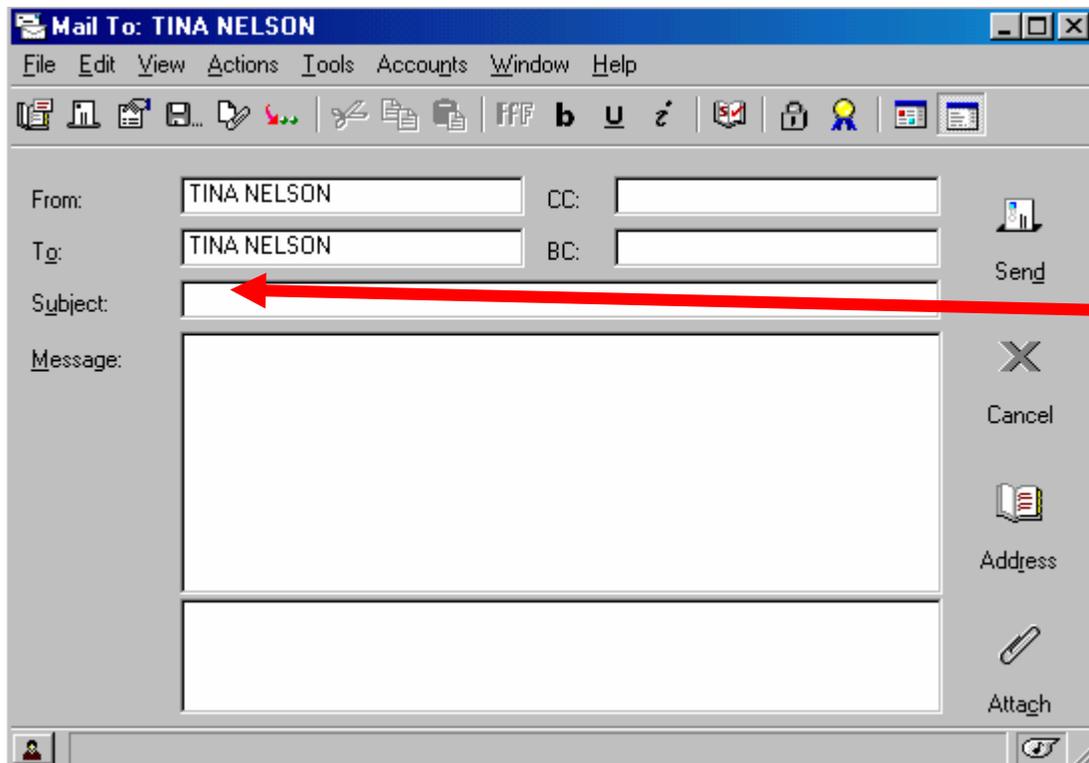
"To" button

Step #7: Click on "ok" to select the person(s).



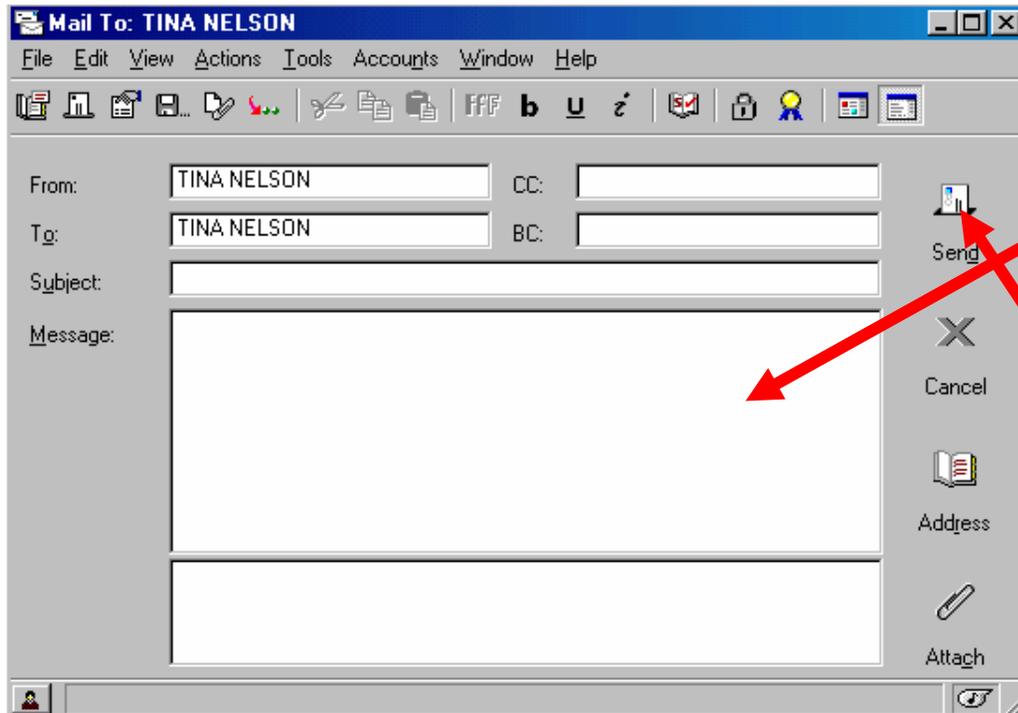
Click here to select person(s).

Step #8 Enter subject of the email message in the Subject textbox.



Enter email message subject here.

Step #9: If you wish to send an email without an attachment, type the message in the Message Text Box and press Send. If you wish to send an email WITH an attachment, skip to STEP #10.



First, type in email message here.

Then, single left click here to send.



Congratulations!! You have successfully sent an email.

Now it's your turn. Close out everything by clicking on the "x" at the top right corner of your screen and return to your desktop. Once there, open GroupWise and send an email to a teacher in your department.

How did you do?

Follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if your e-mail did not go through.



- _____ Log onto the computer
- _____ Open Groupwise
- _____ Log onto Groupwise
- _____ Single left click on the new mail message icon
- _____ Enter e-mail address in the "To" box
- _____ Single left click on Address book icon if you do not know the address
- _____ Using address book, enter individual's name into "Search" box
- _____ Click "To"
- _____ Click "OK"
- _____ Enter subject of e-mail in "Subject" area
- _____ Type message in the "Message" area
- _____ Press "Send"

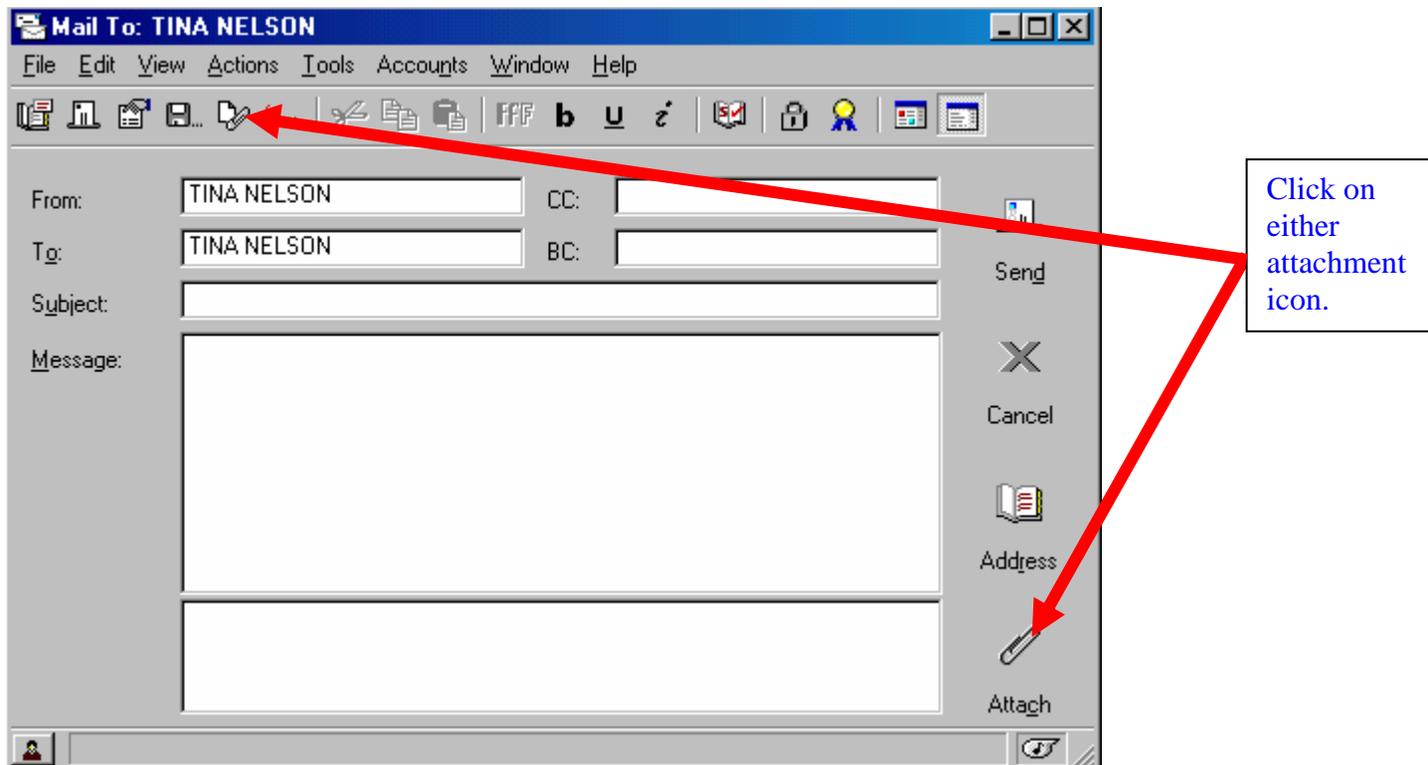
Now let's try to send an e-mail **with an attachment!**



Now we will add on another skill. Follow the instructions below and using your computer, let's try to send an e-mail with an attachment.

Section 4: Sending an e-mail with an attachment

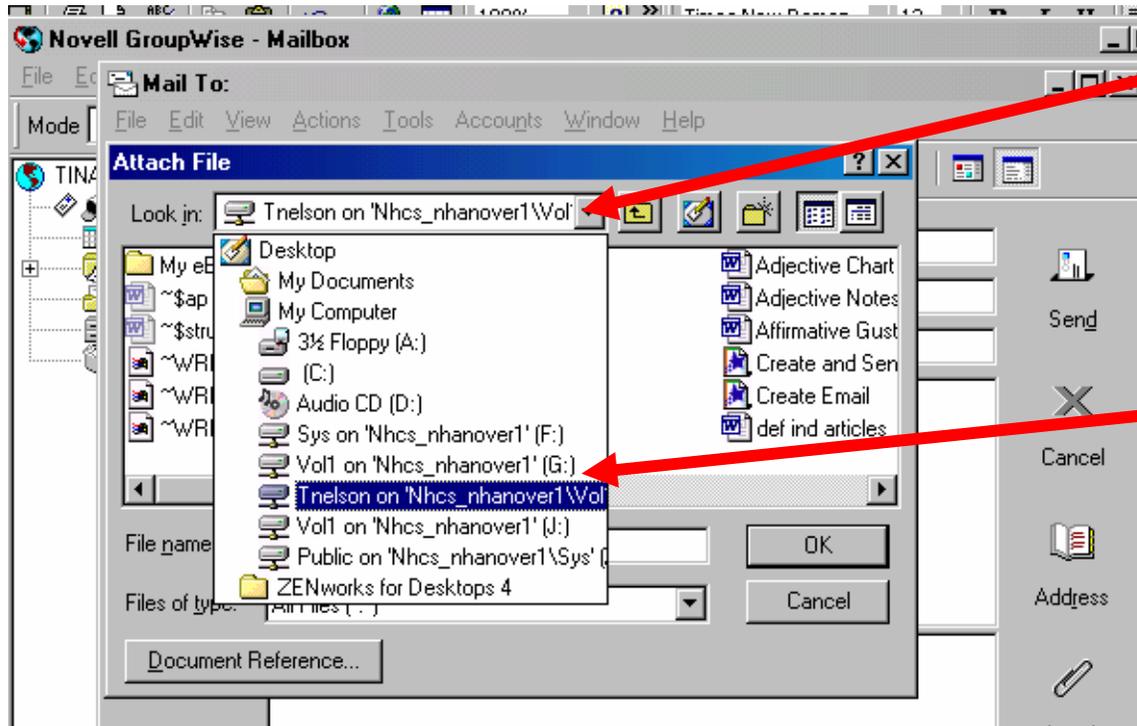
Step #10: If you wish to send an email WITH an attachment, click on either attachment icon.



Step #11 Choose the drive where your document is located by clicking on the PULL DOWN ARROW. Then double left click on the drive you need.

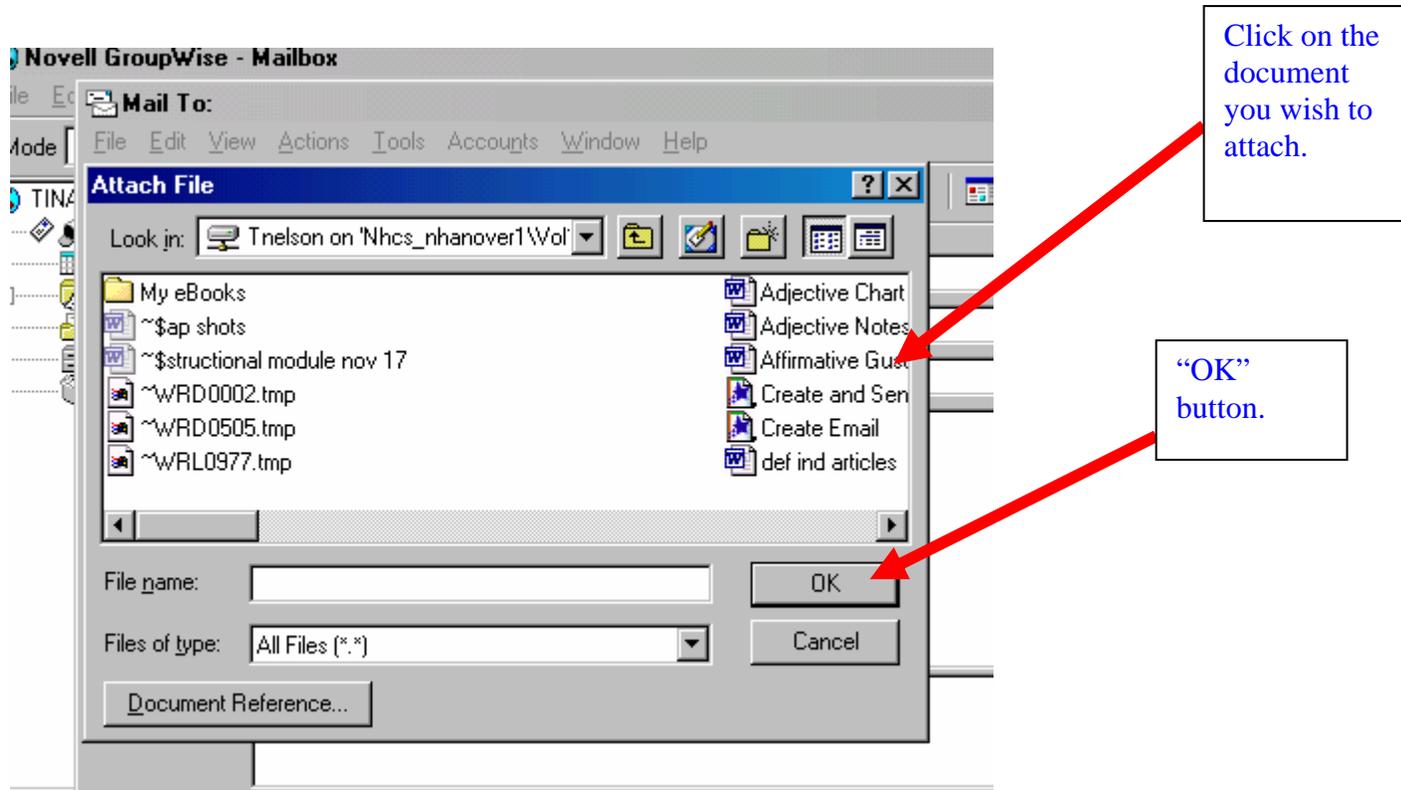
First, click here.

Then, double left click on the drive where your document is located.

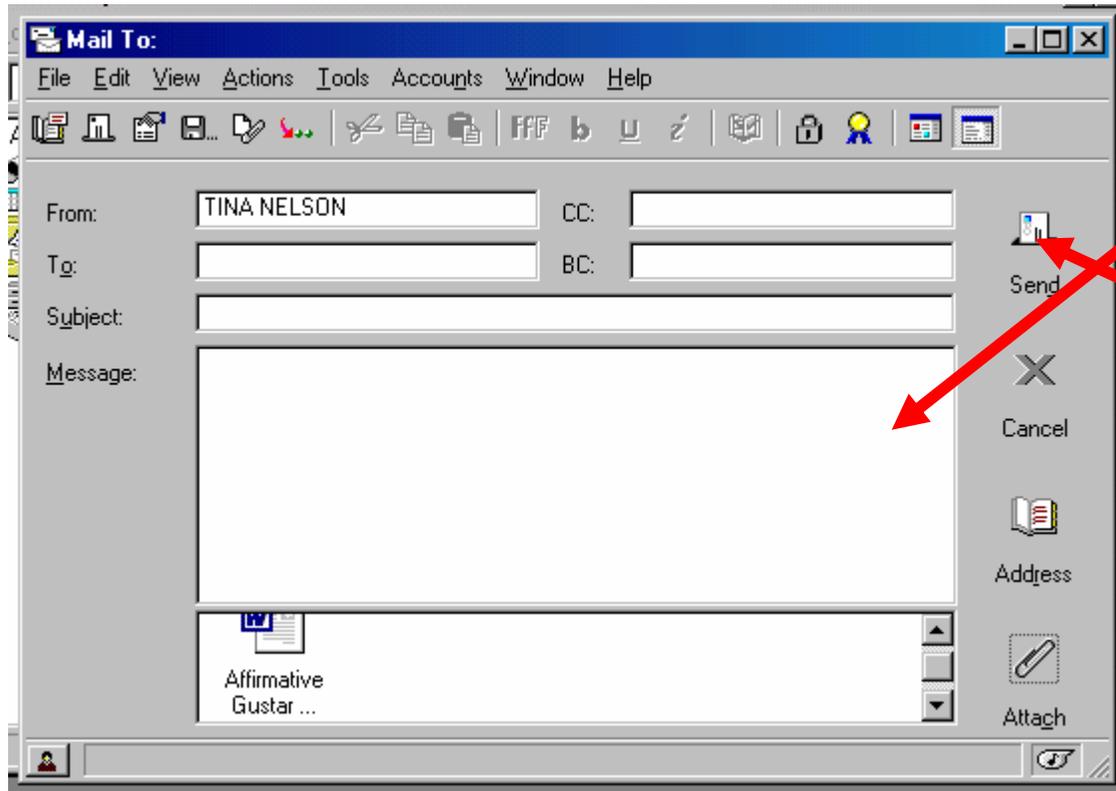


Step #12: The screen should look very similar to this. When you reach this screen, choose the document by:

- A) double left clicking on it *or*
- B) single left clicking on the document and pressing ok.



Step #13: Now you have attached a file. If there is a message, type it in the message box then click send.



First, type in message here.

Second, click here to send.



Congratulations!! You have successfully sent an email with an attachment!!

Now it's your turn. Close out everything completely by clicking on the "x" button at the top right corner of your screen. Return to your desktop. Open GroupWise email and send an email with an attachment to a teacher in your department.

How did you do?

Once again, follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if your e-mail did not go through or you were unable to attach your document.



- _____ Click on the attachment icon
- _____ Choose the drive where your document is located that you wish to attach.
- _____ Attach document by a double left click
- _____ Type message in the "Message" area
- _____ Press "Send"

Since you're doing so very well, now let's try to [open an e-mail with an attachment!](#)



You have just completed the first objective. That wasn't so hard! Let's try for another. By the end of Sections 4-8 you should be able to:

- Open, read and save an attachment using Groupwise.

Section 5: Opening an e-mail with an attachment

Step #1: Let's review. Once you log onto your computer, this is the screen you will see. To open the Groupwise E-mail program:

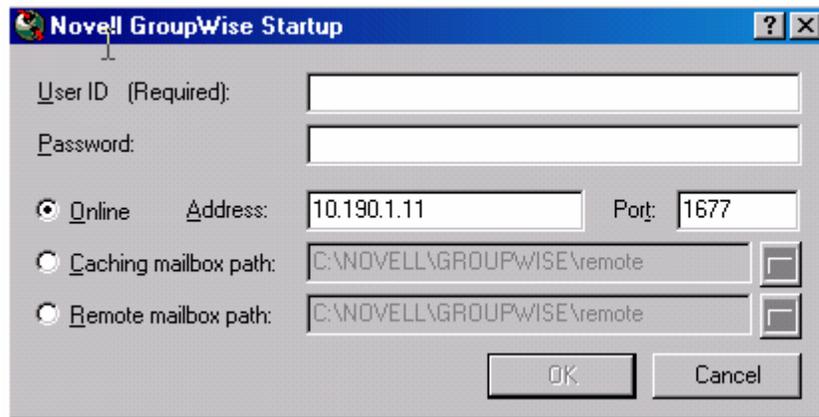
1. Left click on the "Internet"
2. Left click on the Groupwise Icon



Step #2: Now you must log onto Groupwise. Enter the following:

- 3. Your User ID
- 4. Your Password

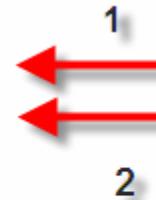
Contact your computer resource teacher if you do not know your User ID and Password.



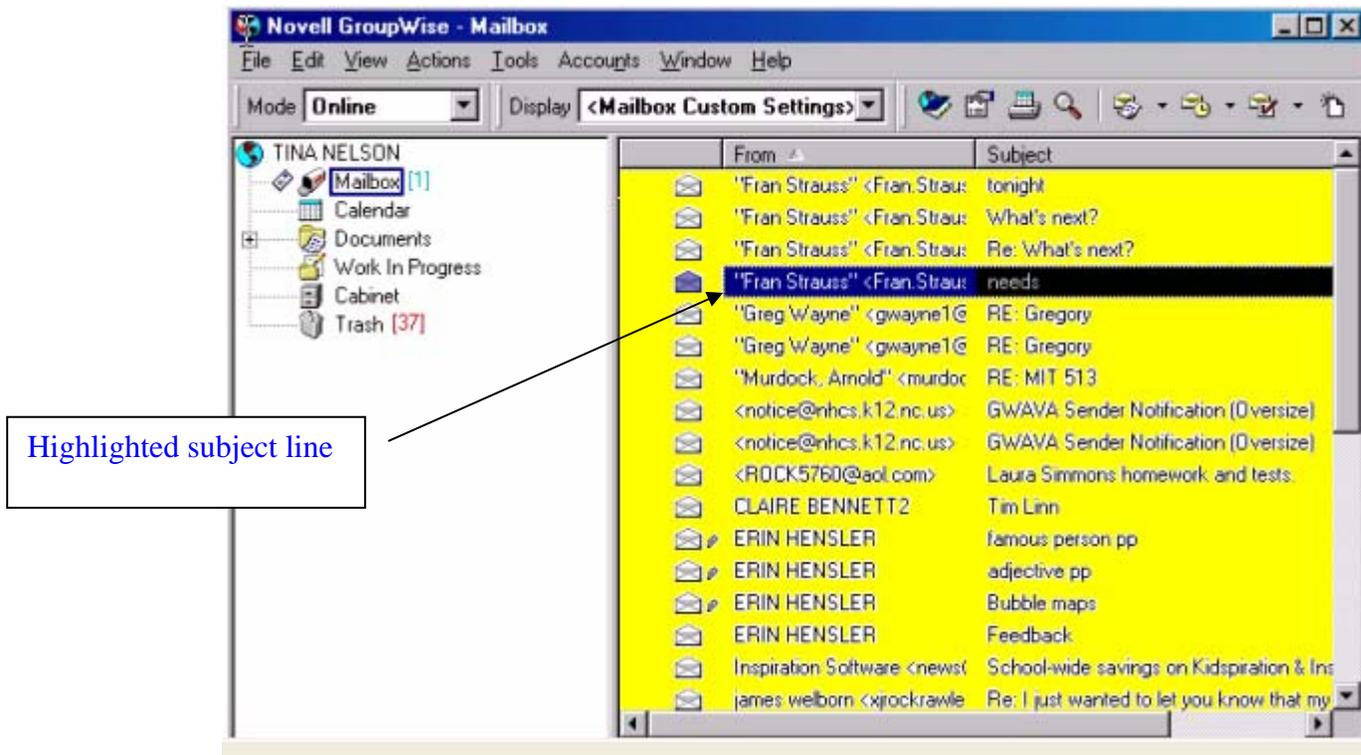
The image shows a screenshot of the 'Novell GroupWise Startup' dialog box. The title bar reads 'Novell GroupWise Startup'. The dialog contains the following fields and options:

- User ID (Required):** An empty text input field.
- Password:** An empty text input field.
- Online:** A radio button that is selected. Next to it is the **Address:** field containing '10.190.1.11' and the **Port:** field containing '1677'.
- Caching mailbox path:** A radio button that is unselected. Next to it is a text field containing 'C:\NOVELL\GROUPWISE\remote' and a browse button.
- Remote mailbox path:** A radio button that is unselected. Next to it is a text field containing 'C:\NOVELL\GROUPWISE\remote' and a browse button.

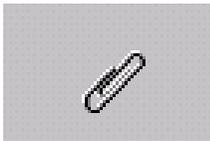
At the bottom of the dialog are 'OK' and 'Cancel' buttons.



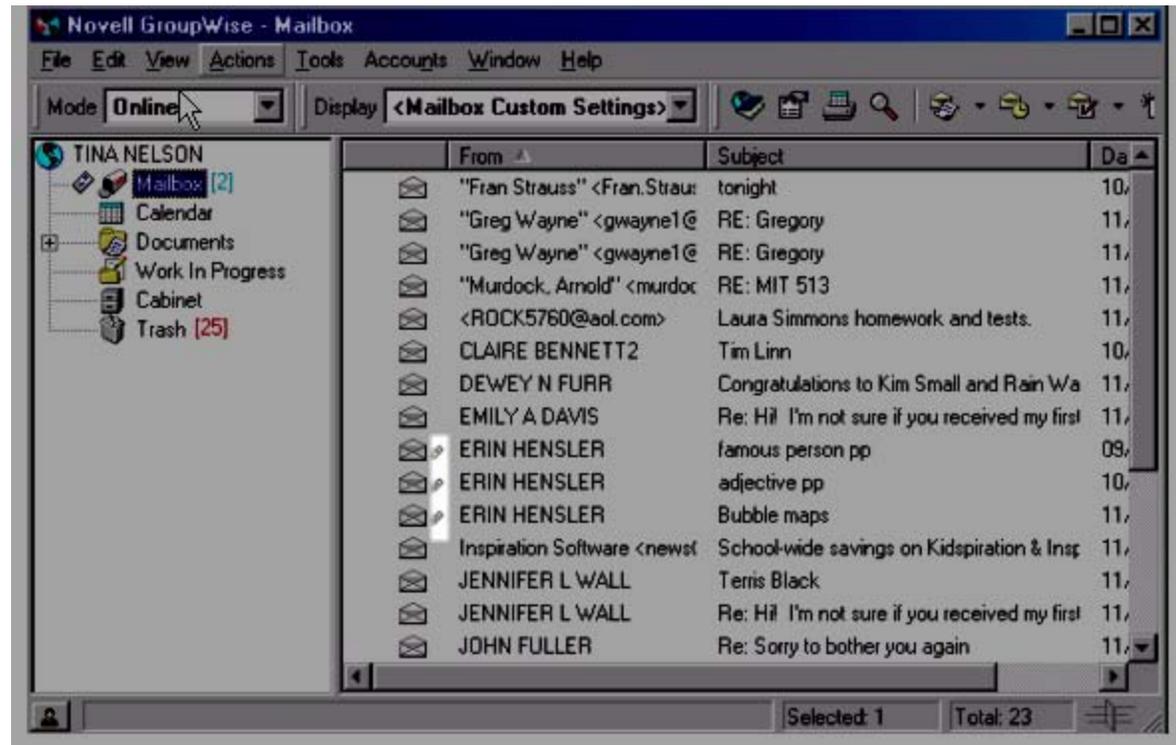
Step #3: This should be the next screen you will see. Each one of the lines in the yellow highlighted area below are called "subject lines". If you single click on a line, you can highlight it.



Step #4: Note the highlighted paperclip icons next to 3 of the subject lines below. This indicates that those particular e-mails sent to you have a document attached. Double click on a subject line that has a paperclip.

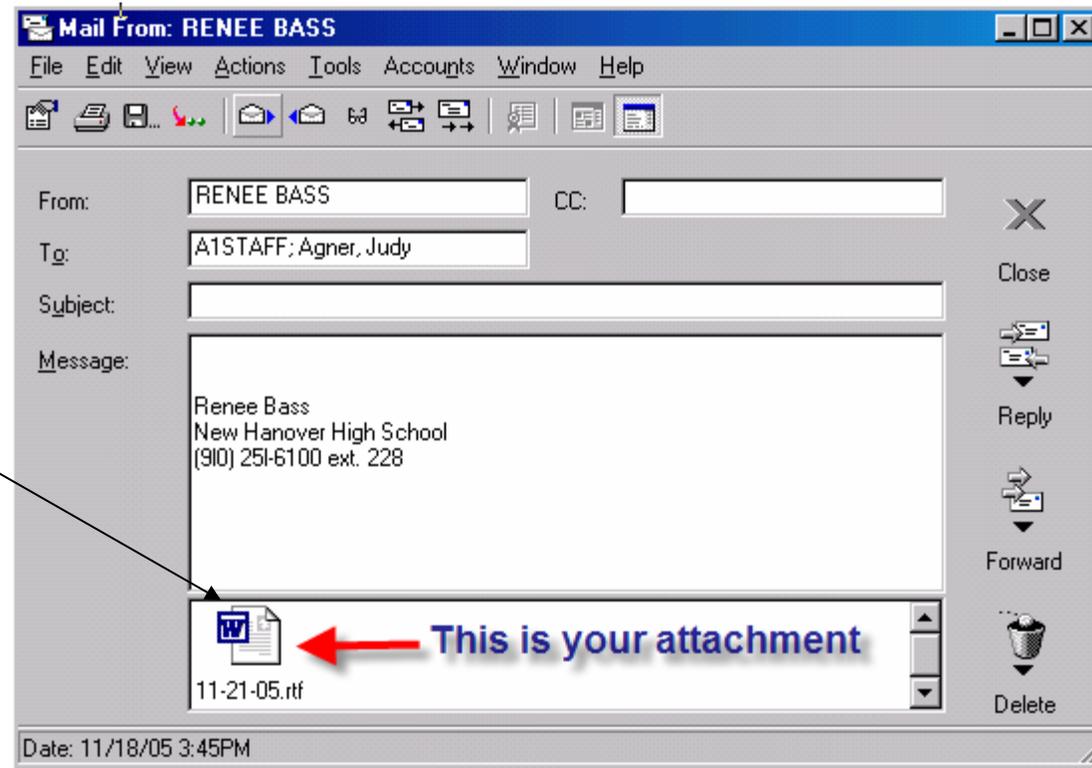


Attachment Icon

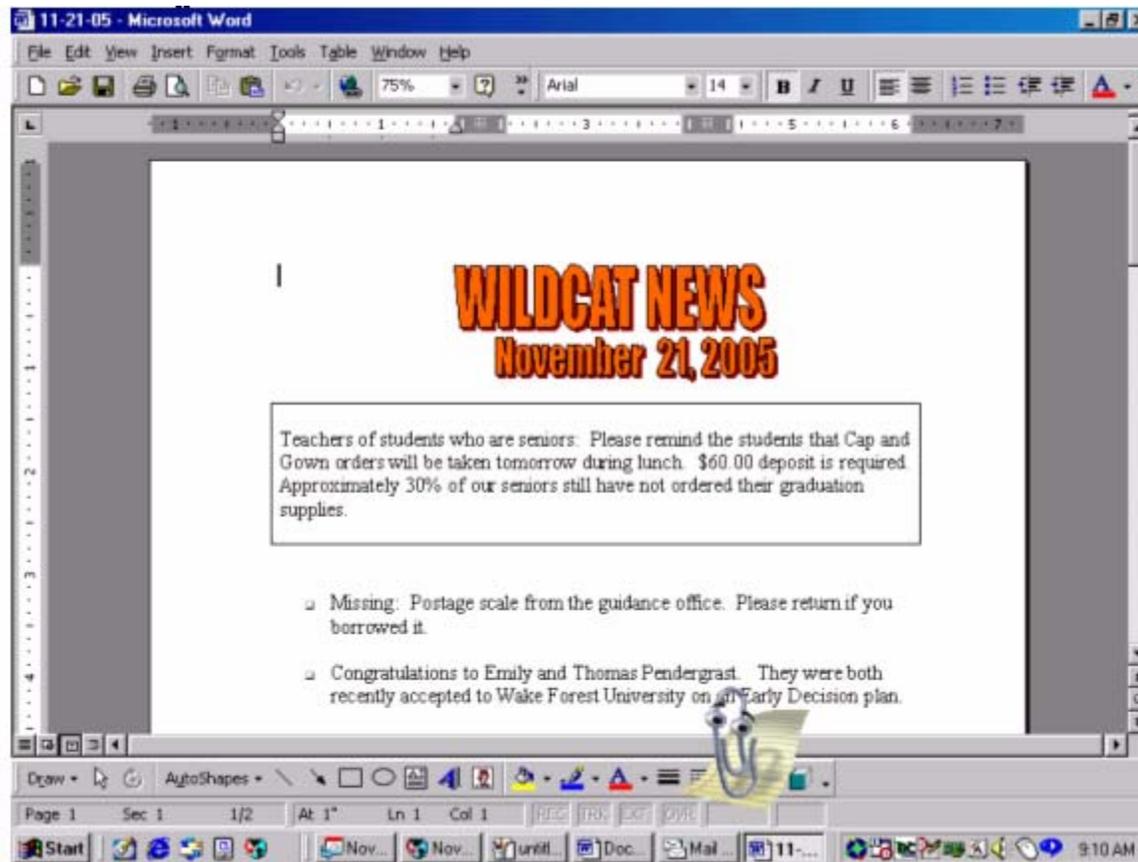


Step #5: Your attachment is now shown at the bottom of the screen. Double click on this icon to open the attachment.

Notice....this attachment has been sent in WORD. You can tell because of the icon.



Step #6: You should now see the attachment that was sent to you that is similar to the screen below.



Congratulations!! You have successfully opened an email with an attachment.

Now it's your turn. Close out everything by clicking on the "x" at the top right corner of your screen and return to your desktop. Once there, open GroupWise and open an email with an attachment that has been sent to you.

How did you do?

You should be getting pretty good at this! Again, follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if your e-mail did not open.



- _____ Log onto the computer
- _____ Open Groupwise
- _____ Log onto Groupwise
- _____ Double click on a subject line with an attachment
- _____ Double click on the attachment

Next we're going to [save that attachment!](#)

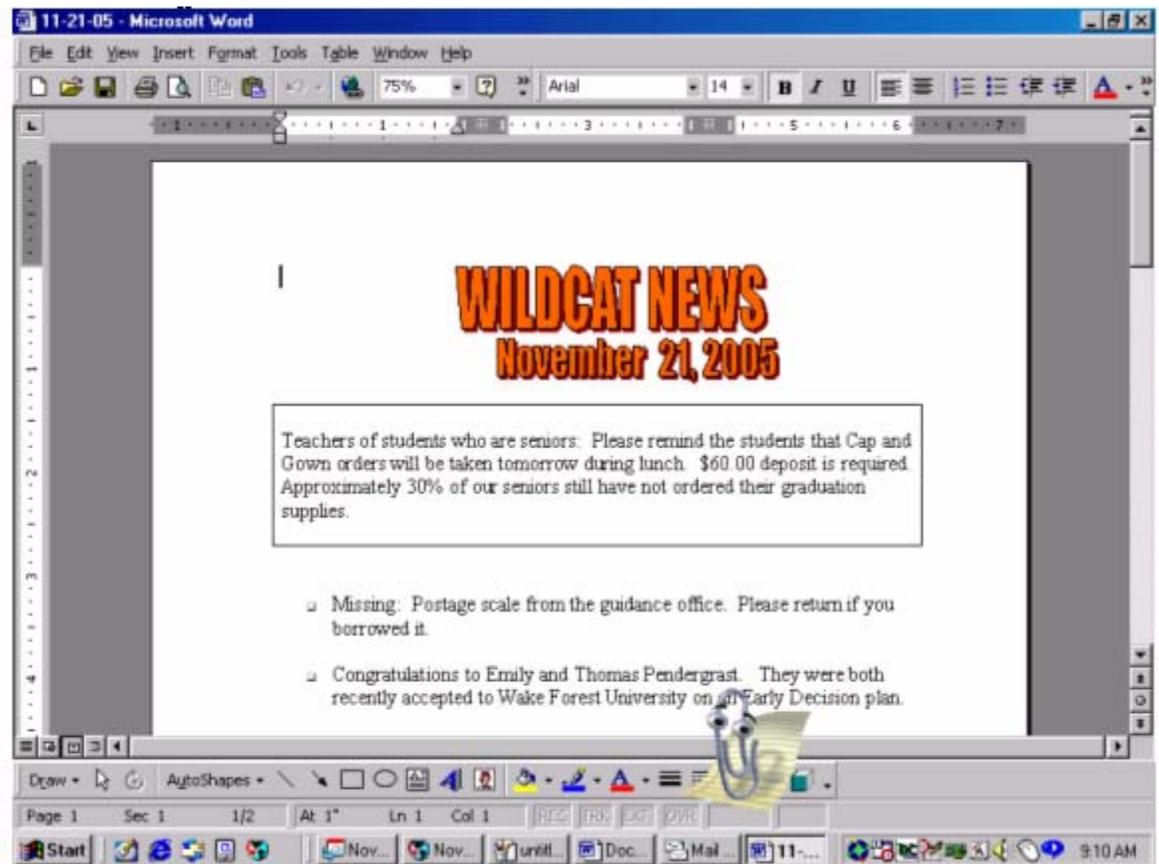


Ready for more? Can you see ways this information would be useful to you in your job?
Let's try the next one.

Section 6: Saving an attachment

You have several choices for saving this document. They include:

1. Save it to your personal drive
2. Save it on a floppy disk
3. Close it without saving it

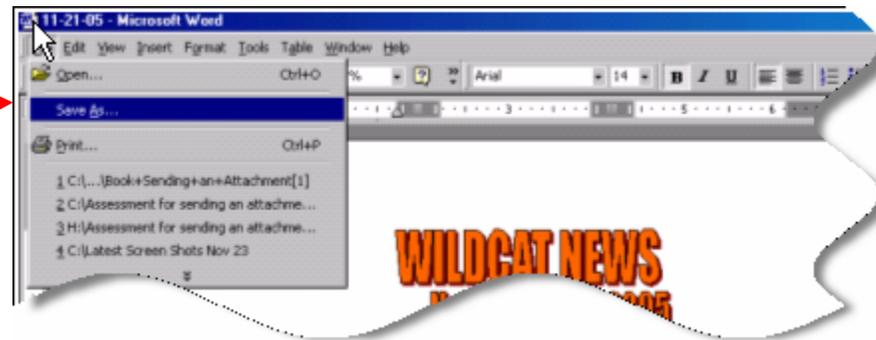


Let's address the **personal drive** and **floppy disk** first. Both options start out the same.

First, single click on **File**



This opens another window.
Now single click on **Save As**



Here is a portion of the next screen that appears on your computer. To begin saving the attachment, follow the steps as listed below.

Step #1

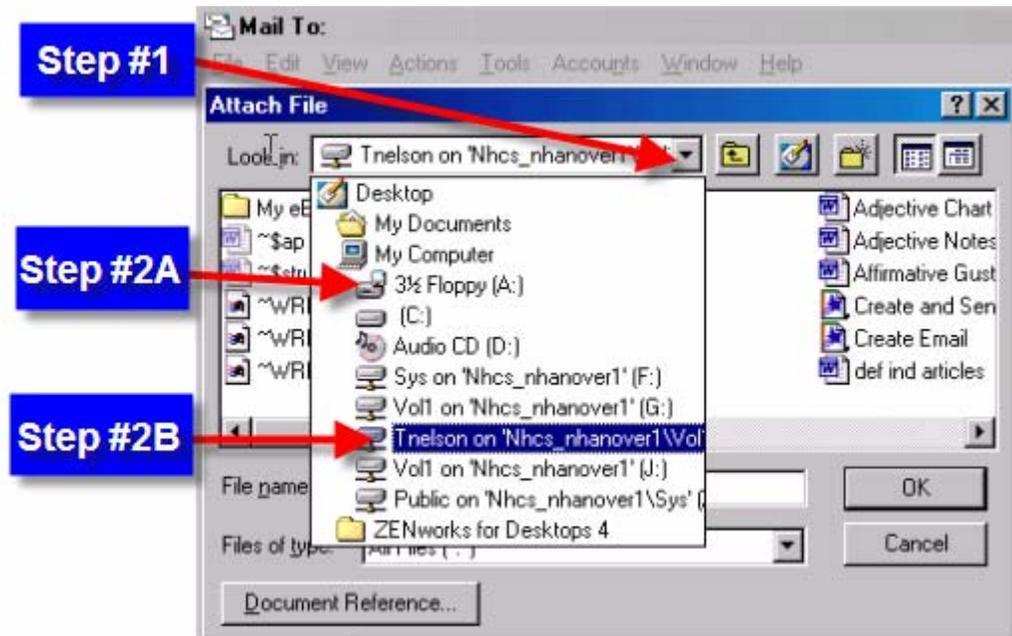
- Single click on the pull down arrow

Step #2

- This opens the window as shown to the right. Here is where you make your choice as to where to save the document.

2A. Single click on **3.5 Floppy** to save it to a floppy disk.

2B. Single click on your name to save it to your **personal drive**.

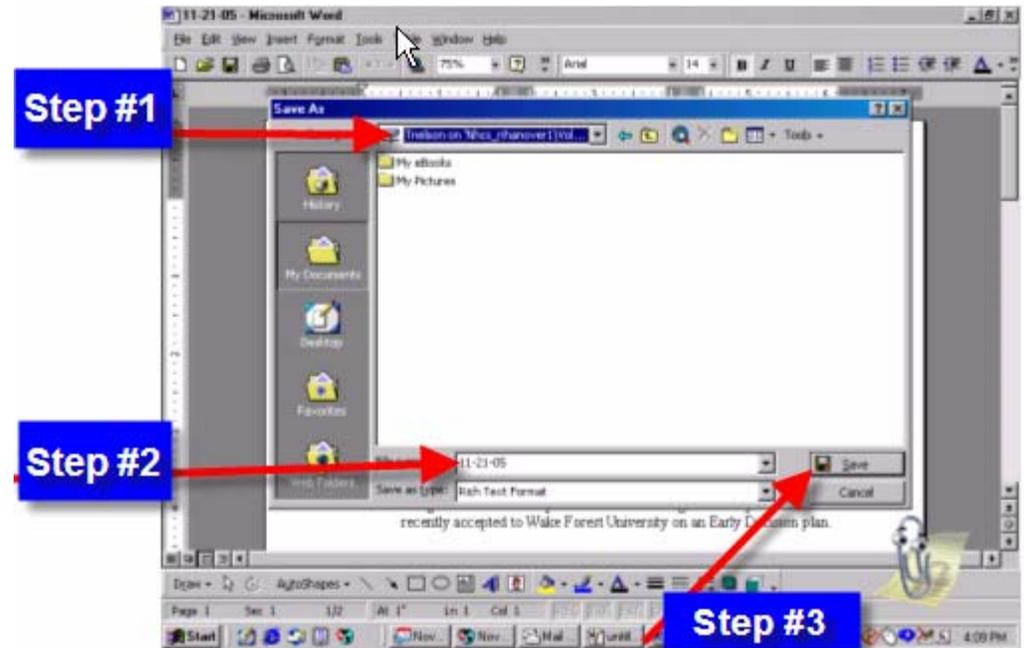


Your next screen should be very similar to this. Complete the steps as shown below:

Step #1: Where you decided to save your document should be listed here.

Step #2: Your file name is listed here. You may type over to change.

Step #3: Click Save to complete the saving of your document.

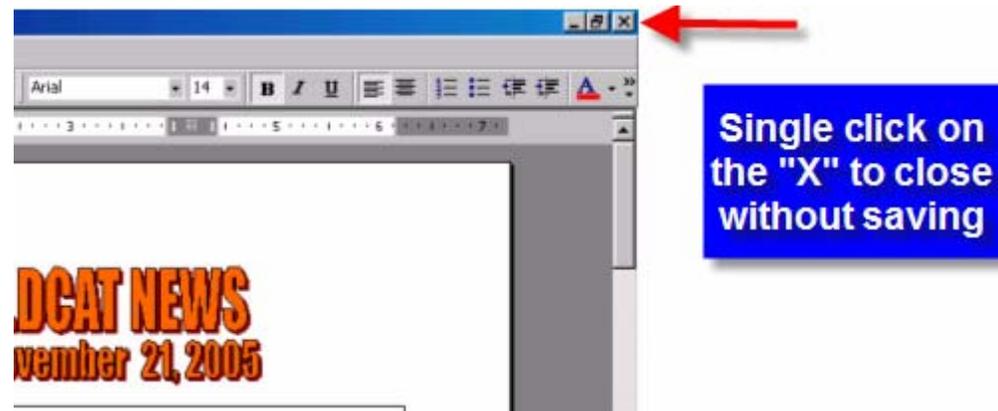


Congratulations!! You have successfully saved an attachment in an email.

Now it's your turn. Close out everything by clicking on the "x" at the top right corner of your screen and return to your desktop. Once there, open GroupWise and open an e-mail with an attachment and save it.

What if you do not wish to save the attachment?

Single clicking on the "X" will close the attachment. It is still attached to your original e-mail.



Again, how did you do?



You're almost there! Again, follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if you were unable to save your attachment.

- _____ Single click on "File"
- _____ Single click on "Save As"
- _____ Single click on "pull down arrow"
- _____ Select the drive where you wish to save your document.
- _____ Select the file name you wish to use
- _____ Click "Save"
- _____ Click "X" to close if you do not wish to save the attachment

Super Job!

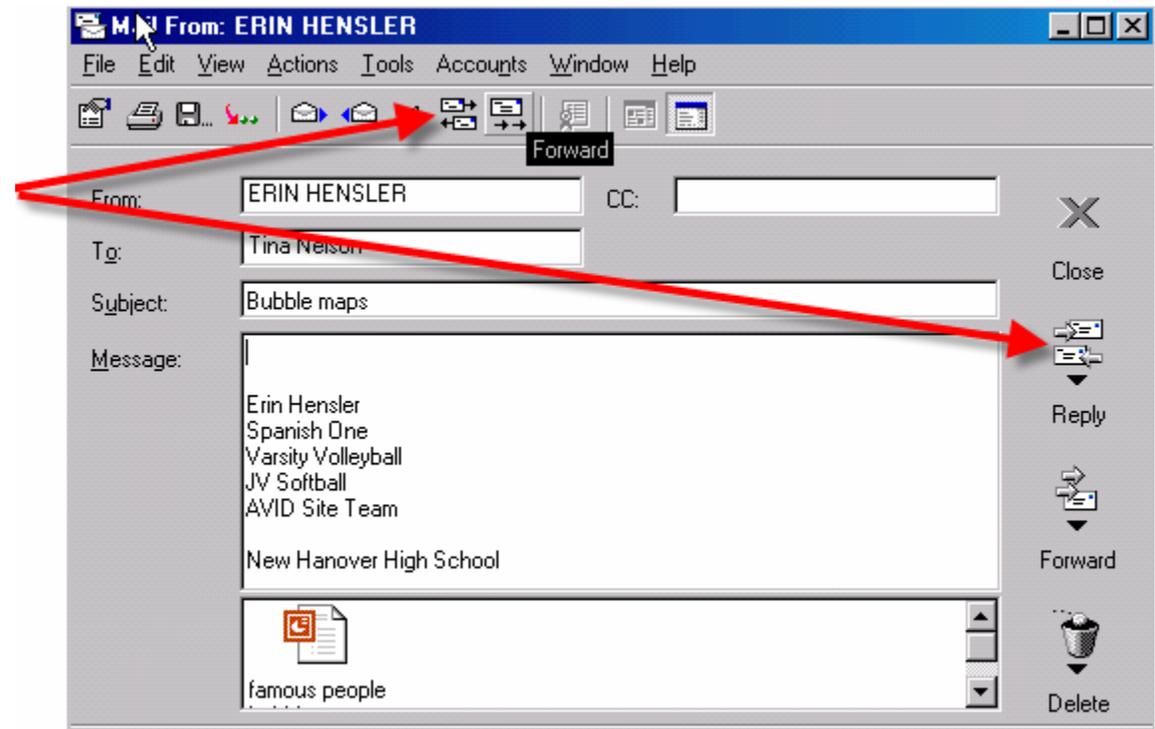
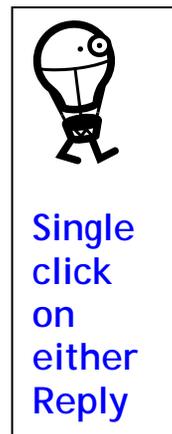


Want to try [replying to an e-mail?](#)

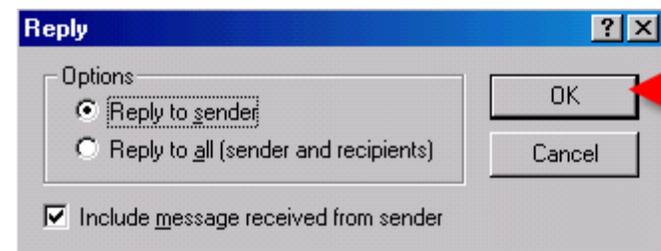
Section 7: Replying to an e-mail

How to you reply to an e-mail message sent to you?

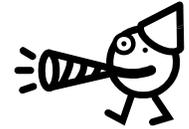
Step #1: Click on the Reply button as indicated by the red arrow.



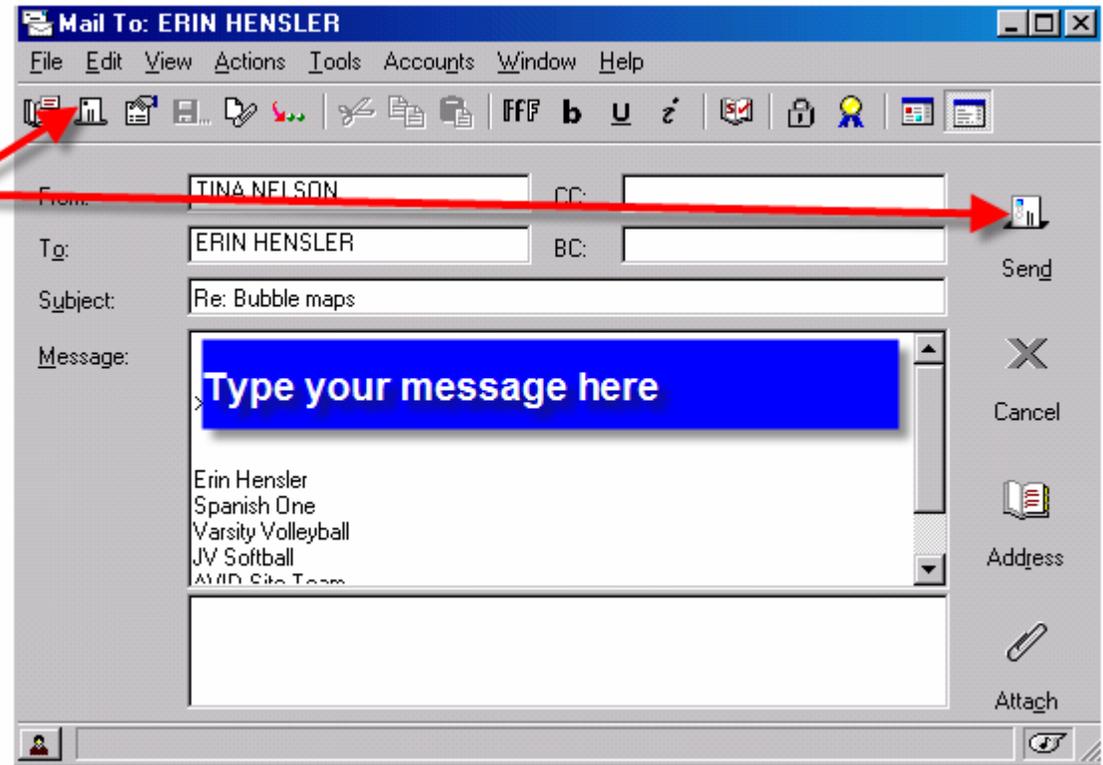
Step #2: The following message comes up once you click on the Reply button. Single click on "OK" to reply to sender.



Step #3: Type in your message as shown. Press send. You have just replied to an e-mail!

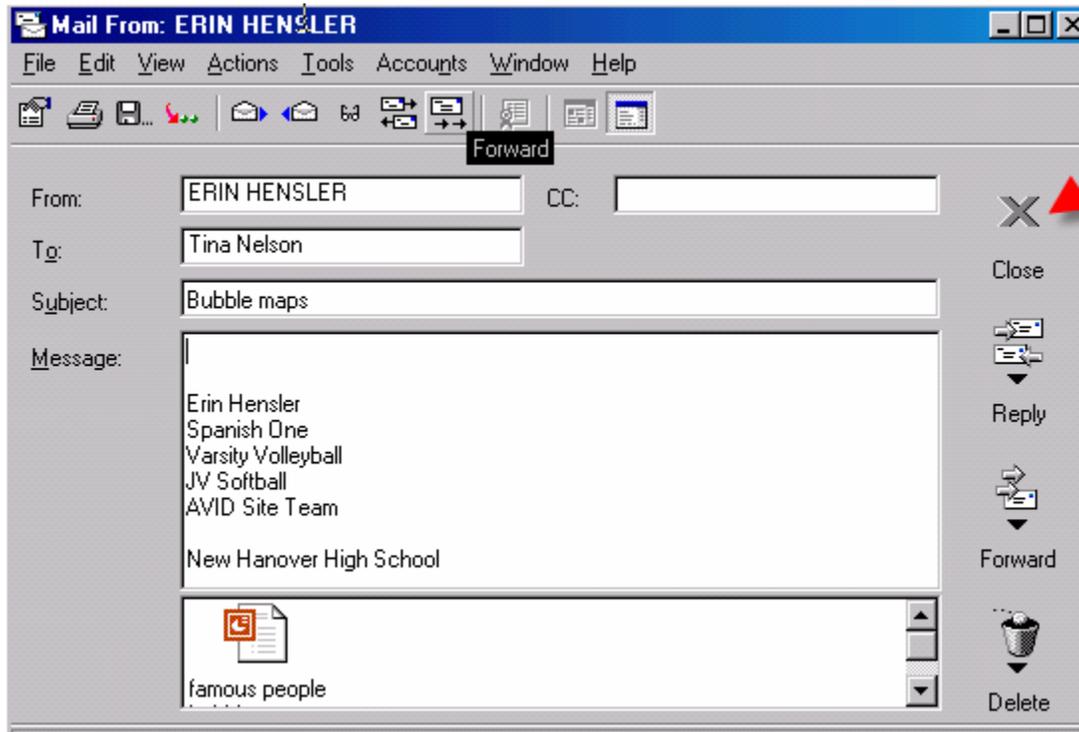


Single click on either Send icon.



Send icon noting mailing of a letter

Step #4: Don't want to reply? Simply "X" to close.



Congratulations!! You have successfully replied to an email.

Now it's your turn. Close out everything by clicking on the "x" at the top right corner of your screen and return to your desktop. Once there, open GroupWise and reply to an email that was sent to you.

Time to check on how well you did!



Just a couple of more steps! Again, follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if you were unable to reply to the e-mail

- _____ Click on the "Reply" button
- _____ Click "OK"
- _____ Type in your message in the message area
- _____ Click "Send"
- _____ Click "X" to close if you do not wish to reply.

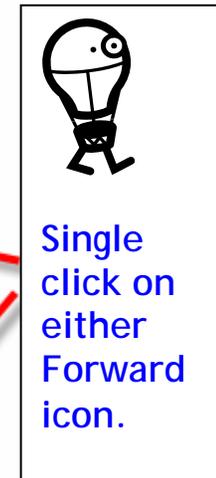
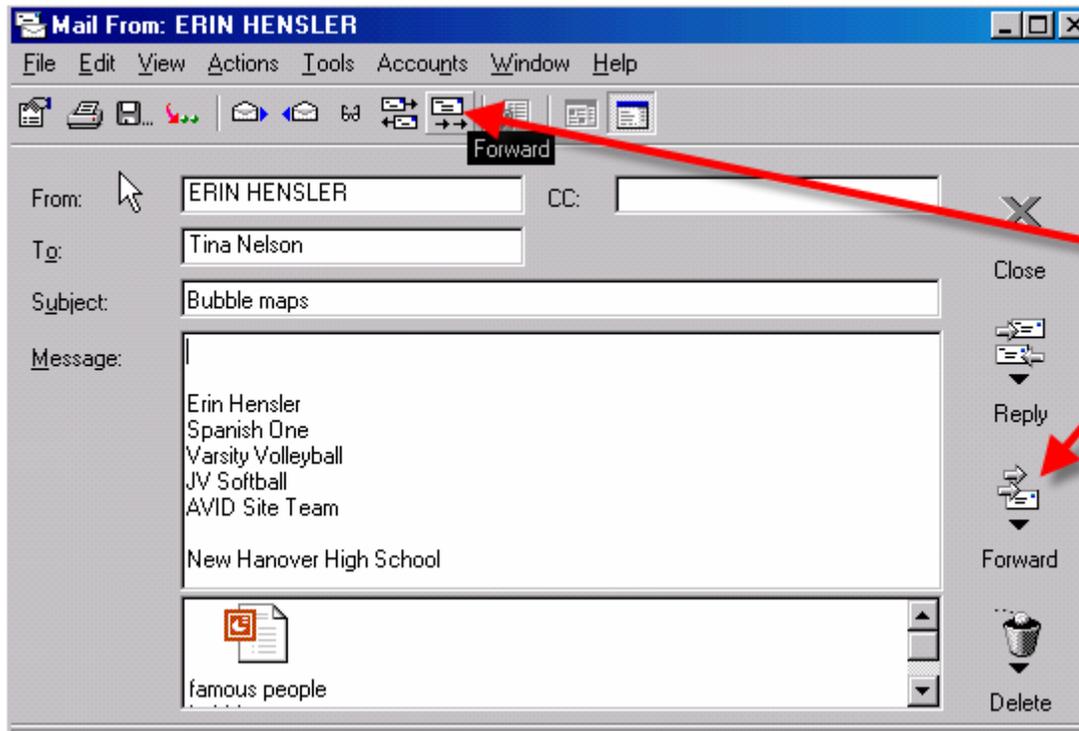
Just one more! Let's [forward an e-mail](#).



Section 8: Forwarding an e-mail

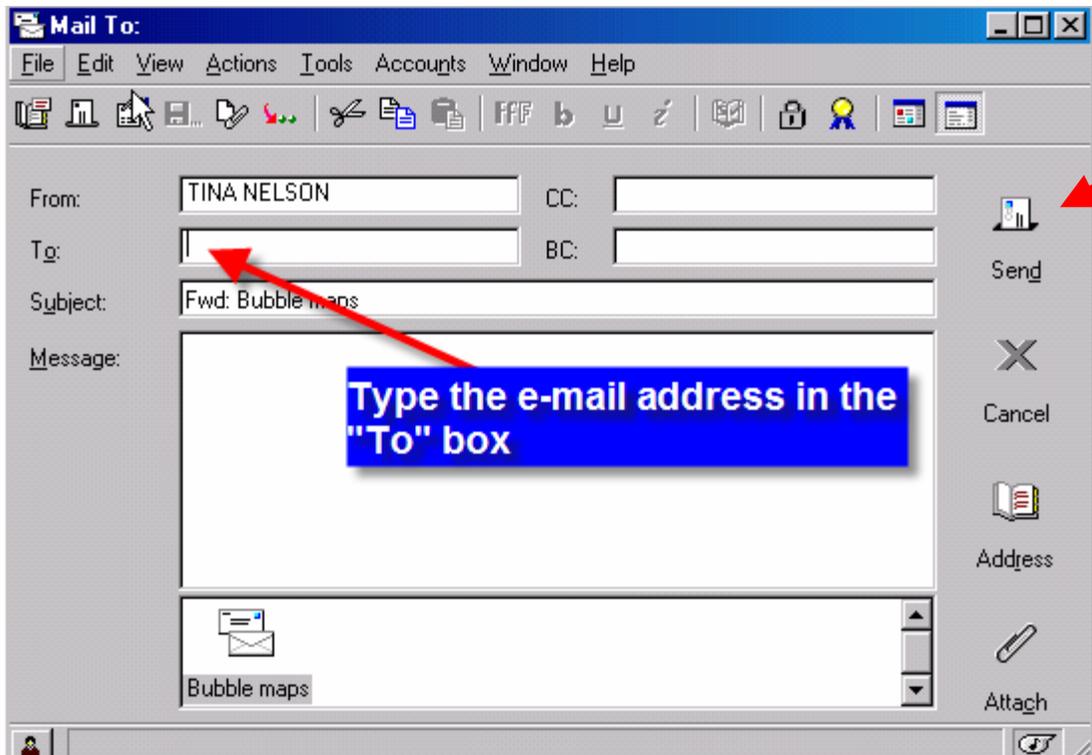
Let's say someone sent you an e-mail that you think someone else would enjoy. Follow the steps below to forward this message to them.

Step #1: Single click on the "Forward" button

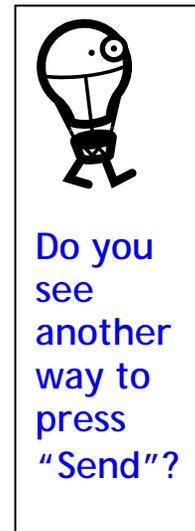


Step #2: Do you know the address of the recipient? If so, type the address in the "To" box as shown.

Step #3: Press send.



Press send when complete.

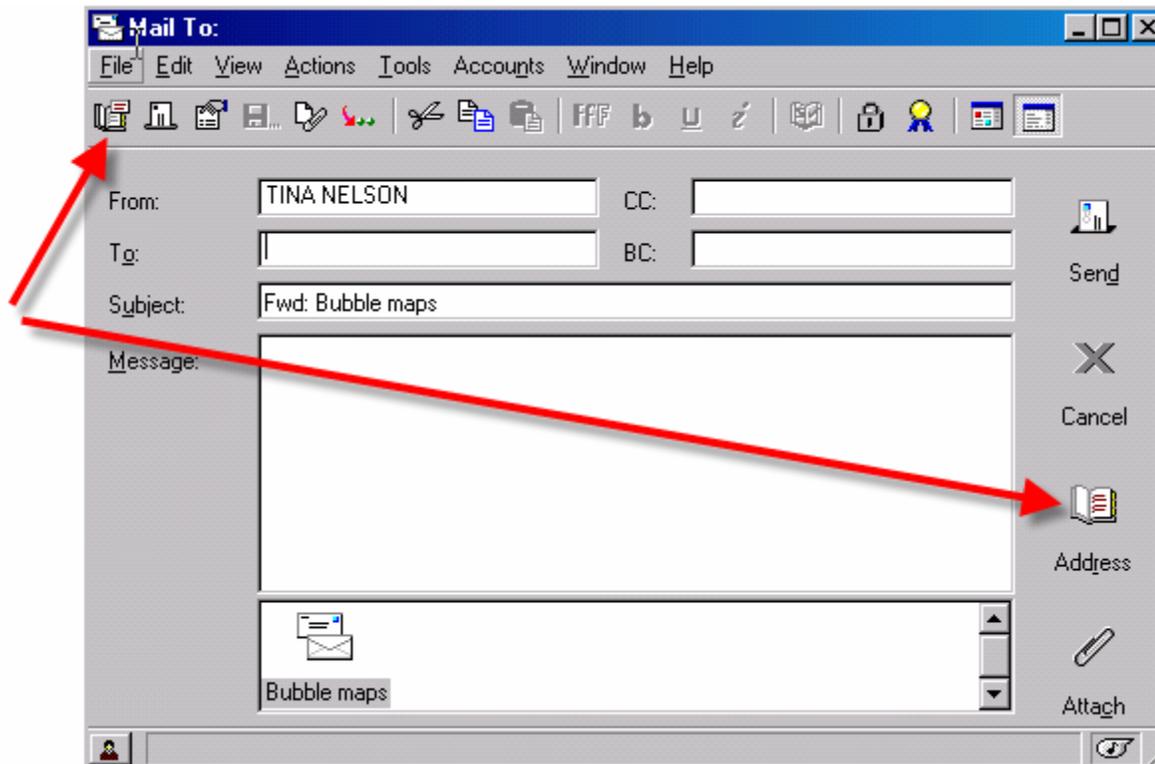
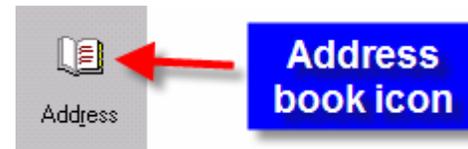


Congratulations, your mail has been sent.



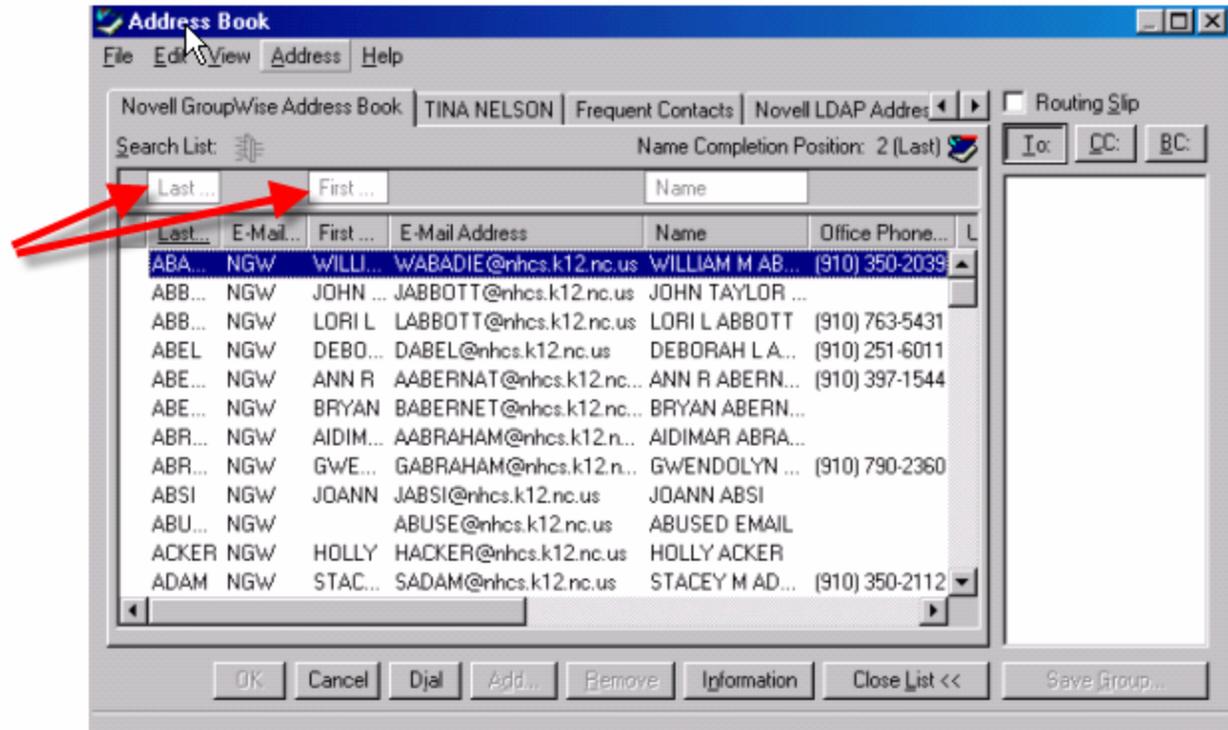
What if you do not know the address of the recipient? You can find it using the Address Book.

Step #4: Single click on the Address Book icon.



Step #5: This opens up the Address Book window.

1. Type the last name (and first name if you know it) of the person you are searching for in "Search List" boxes as indicated by the red arrows.



Step #6: If that person is listed within the directory, his or her name should now be highlighted.

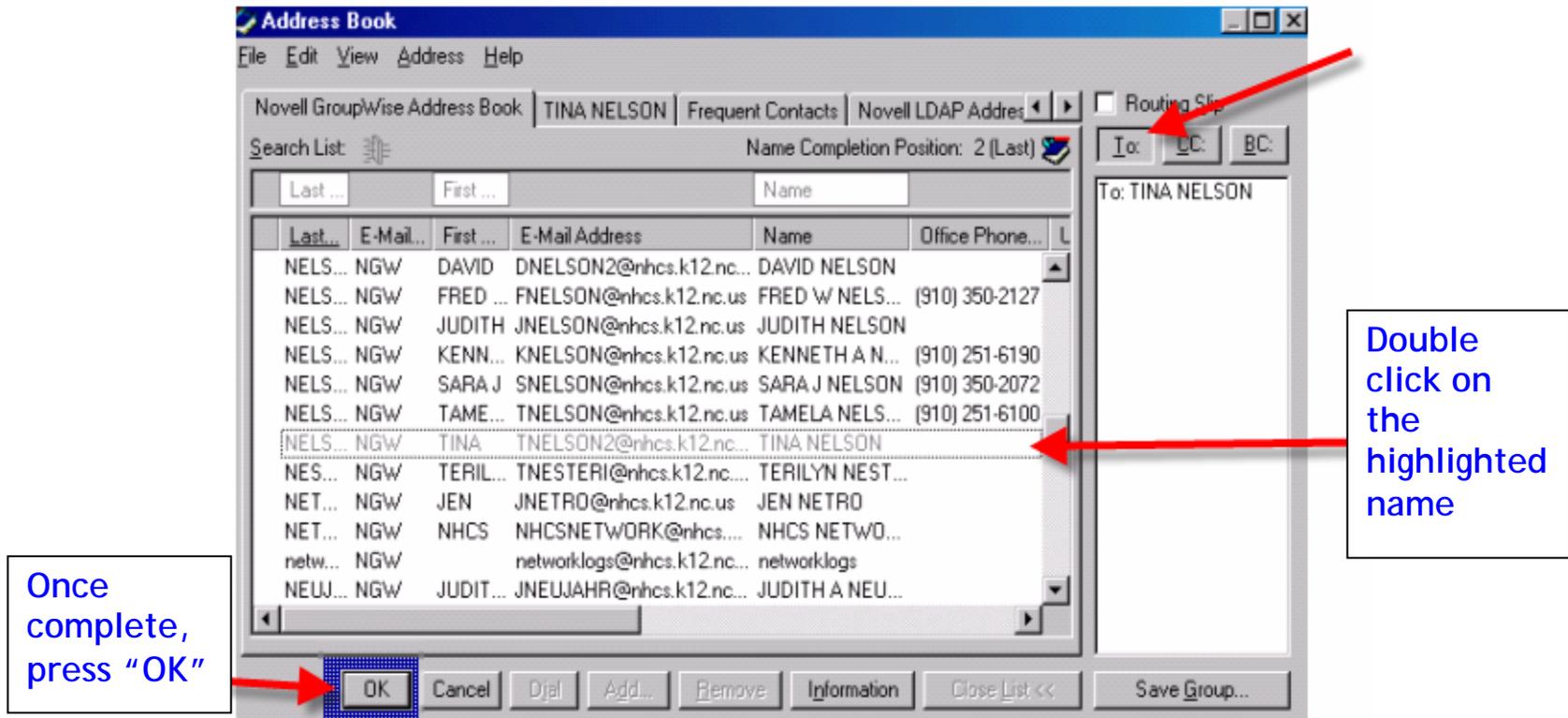
The screenshot shows the 'Novell GroupWise Address Book' window. The search list contains 'nelson' and 'TINA'. The search results table is as follows:

Last...	E-Mail...	First ...	E-Mail Address	Name	Office Phone...
NELS...	NGW	DAVID	DNELSON2@nhcs.k12.nc...	DAVID NELSON	
NELS...	NGW	FRED ...	FNELSON@nhcs.k12.nc.us	FRED W NELS...	(910) 350-2127
NELS...	NGW	JUDITH	JNELSON@nhcs.k12.nc.us	JUDITH NELSON	
NELS...	NGW	KENN...	KNELSON@nhcs.k12.nc.us	KENNETH A N...	(910) 251-6190
NELS...	NGW	SARA J	SNELSON@nhcs.k12.nc.us	SARA J NELSON	(910) 350-2072
NELS...	NGW	TAME...	TNELSON@nhcs.k12.nc.us	TAMELA NELS...	(910) 251-6100
NELS...	NGW	TINA	TNELSON2@nhcs.k12.nc...	TINA NELSON	
NES...	NGW	TERIL...	TNESTERI@nhcs.k12.nc...	TERILYN NEST...	
NET...	NGW	JEN	JNETRO@nhcs.k12.nc.us	JEN NETRO	
NET...	NGW	NHCS	NHCSNETWORK@nhcs...	NHCS NETWO...	
netw...	NGW		networklogs@nhcs.k12.nc...	networklogs	
NEUJ...	NGW	JUDIT...	JNEWAHR@nhcs.k12.nc...	JUDITH A NEU...	

Annotations:

- A box labeled "Name entered here" with a red arrow pointing to the search input field containing "nelson".
- A box labeled "Name located in Address Book" with a red arrow pointing to the highlighted entry for "TINA NELSON".

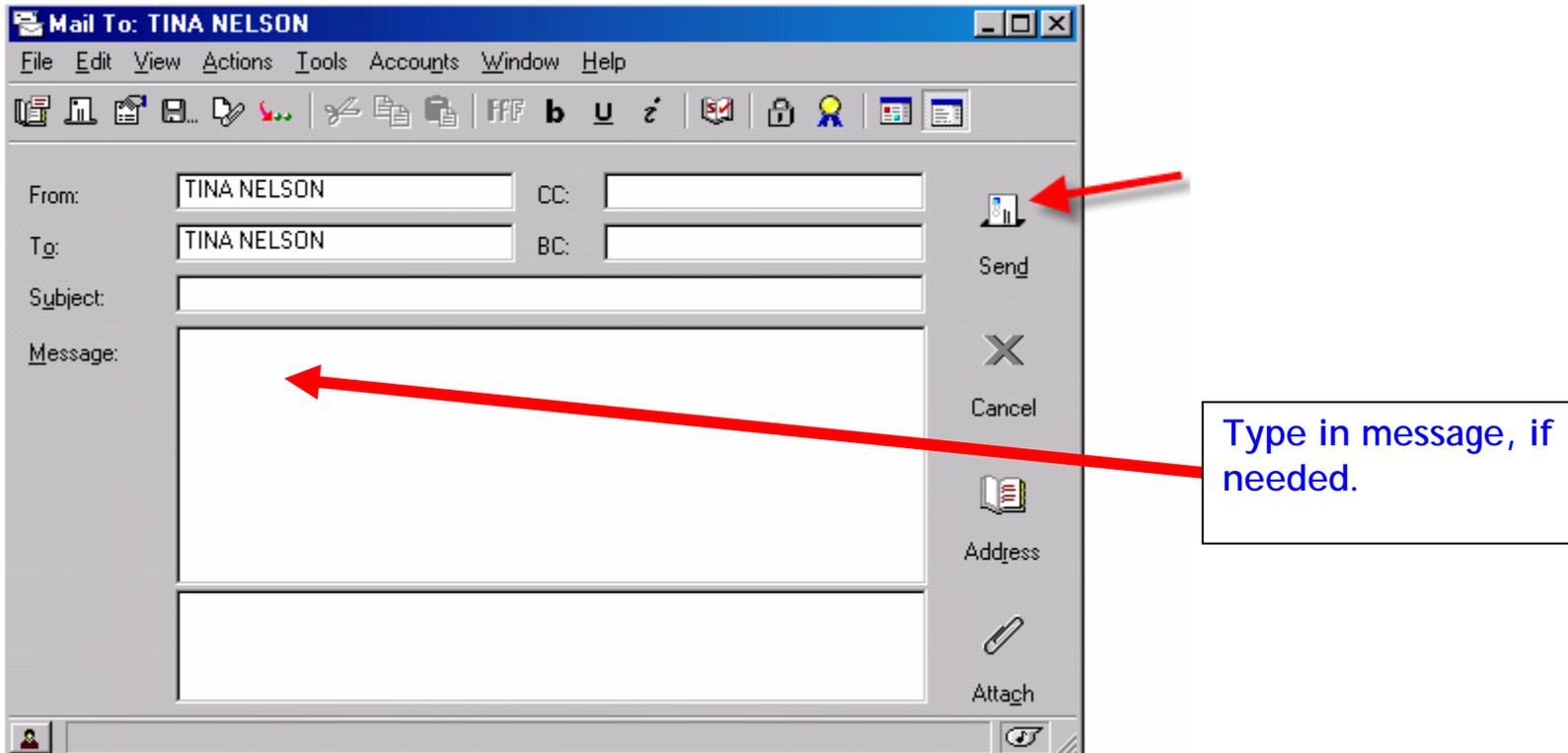
Step #7: Double left clicking on the highlighted name will move that name over to the "To" box on the right side of the screen.



An alternative way to accomplish the same task:

Step #1: Single click on highlighted name
Step #2: Single click on the "To" button

Step #8: Press Send and it's done! Super job!



Congratulations!! You have successfully forwarded an email.

Now it's your turn. Close out everything by clicking on the "x" at the top right corner of your screen and return to your desktop. Once there, open GroupWise and forward an email to a teacher in your department.

You made it! Just one last check



Here is your final check-list! Again, follow the check list below to assure that you completed each step. Also, use the check list to see where you went wrong if you were unable to forward the e-mail

- _____ Click on the "Forward" button
- _____ Type in the e-mail address if you know it.
- _____ Click "Send"
- _____ Single click on the Address book icon, if you do not know the address of the person you are forwarding the e-mail to.
- _____ Type last name of the person you are searching for in the "Search" box
- _____ Double click on the highlighted name.
- _____ Type in message if needed
- _____ Press "Send"

Congratulations, just one more thing to do before graduation. You need to complete the post test on the next page. Make sure you have a pen or pencil ready. Follow the instructions as listed on the test.



Section 9: Post Assessment of Terminal Objectives

Directions: Match the written description with the icon or screen shot.

____ 1. Subject line

A..



N.

____ 2. Desktop icon

____ 3. Groupwise icon

B.



O.

____ 4. Attachment

C.



____ 5. Close

____ 6. Save

D.



____ 7. Reply

____ 8. Forward

E..



____ 9. Address book

____ 10. New mail message icon

F.



____ 11. Pull down arrow

G.



____ 12. Message area

____ 13. Search area

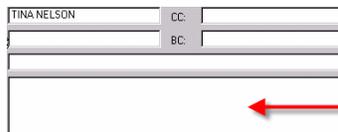
H.



____ 14. Address area

____ 15. File drive

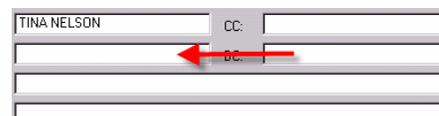
I.



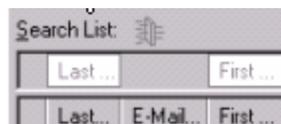
J.



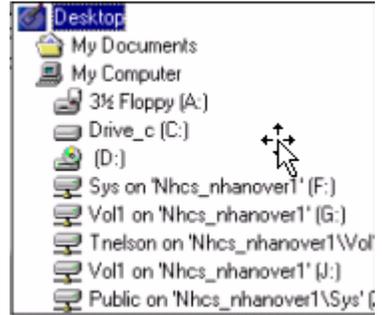
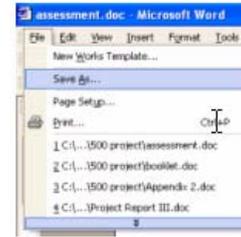
K.



L.



M.



Section 10: Post Assessment of Terminal Objectives - Answer Key

Directions: Match the written description with the icon or screen shot.

E 1. Subject line

A..



N.

M 2. Desktop icon

D 3. Groupwise icon

B.



O.

A 4. Attachment

C.



H 5. Close

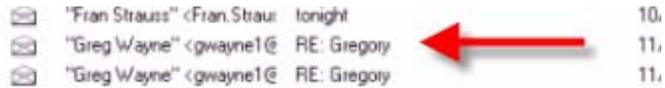
D.



N 6. Save

J 7. Reply

E..



F 8. Forward

C 9. Address book

G 10. New mail message icon

F.



B 11. Pull down arrow

G.



I 12. Message area

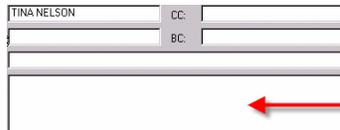
H.



L 13. Search area

K 14. Address area

I.

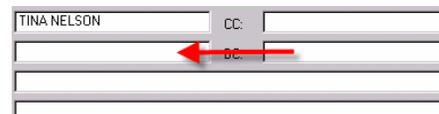


O 15. File drive

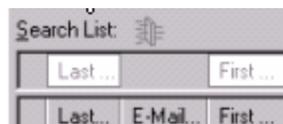
J.



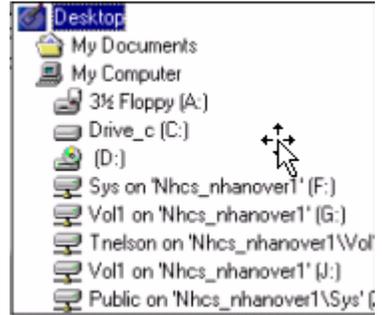
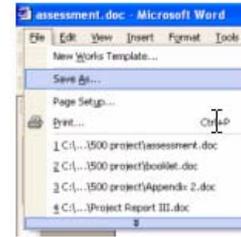
K.



L.



M.



Thank you for completing this self-instructional module. We hope you have been able to improve your computer skills using GroupWise and that this information will aid you in communicating with school personnel. This is just the beginning. Always continue to learn and grow. Thank you.



Below you will find a summary of the check lists for use as a quick reference guide.



Section 11: Quick Reference Guide

<p>Sending an e-mail:</p> <ol style="list-style-type: none"> 1. Log onto the computer 2. Open Groupwise 3. Log onto Groupwise 4. Single left click on the new mail message icon 5. Enter e-mail address in the "To" box 6. Single left click on Address book icon if you do not know the address 7. Using address book, enter individual's name into "Search" box 8. Click "To" 9. Click "OK" 10. Enter subject of e-mail in "Subject" area 11. Type message in the "Message" area 12. Press "Send" 	<p>Saving an attachment:</p> <ol style="list-style-type: none"> 1. Single click on "File" 2. Single click on "Save As" 3. Single click on "pull down arrow" 4. Select the drive where you wish to save your document. 5. Select the file name you wish to use 6. Click "Save" 7. Click "X" to close if you do not wish to save the attachment
<p>Sending an e-mail with an attachment:</p> <ol style="list-style-type: none"> 1. Click on the attachment icon 2. Choose the drive where you document is located that you wish to attach. 3. Attach document by a double left click 4. Type message in the "Message" area 5. Press "Send" 	<p>Replying to an e-mail:</p> <ol style="list-style-type: none"> 1. Click on the "Reply" button 2. Click "OK" 3. Type in your message in the message area 4. Click "Send" 5. Click "X" to close if you do not wish to reply.
<p>Opening an e-mail with an attachment:</p> <ol style="list-style-type: none"> 1. Log onto the computer 2. Open Groupwise 3. Log onto Groupwise 4. Double click on a subject line with an attachment 5. Double click on the attachment 	<p>Forwarding an e-mail:</p> <ol style="list-style-type: none"> 1. Click on the "Forward" button 2. Type in the e-mail address if you know it. 3. Click "Send" 4. Single click on the Address book icon, if you do not know the address of the person you are forwarding the e-mail to. 5. Type last name of the person you are searching for in the "Search" box 6. Double click on the highlighted name. 7. Type in message if needed 8. Press "Send"