GroupWise Web Access 7.0

How to check your email via the Internet

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For More Information, please contact:

Administrative Office of the Courts

Technology Help Desk

(615) 532 – 9503 or (800) 448 - 7980

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Installing the Security Certificate

You may check your email when you are away from the office via any computer that is connected to the Internet. The web site that is used to log into the email account provides a secure environment to read, create and send mail. However, there are a couple of steps that are required by you, the user, to navigate through before the access to your mailbox is established. These steps apply to your personal laptops and not to a public computer, or someone else's computer. Novell GroupWise 7.0 requires that a certificate be installed to your computer to enable the secure access. State issued laptops will have this certificate already installed, so if you are using a State laptop (issued by the AOC) you may skip this step. Installing the certificate is a one time process which grants the AOC the rights of a trusted connection. If you are not using your computer you may skip the installation of the certificate steps. To install the security certificate, before navigating to the Web Access site and logging in perform the following steps to install the certificate:

The first step is to type the following address into the address bar of your browser window:

http://www.tncourts.gov/CertSrv

Upon navigating to this website, you will be prompted to accept a security certificate. Each time you use a different computer to access your webmail you will need to install the certificate on that computer. Not installing the certificate will result in security warnings each time you log into your webmail. The certificate website will appear similar to:
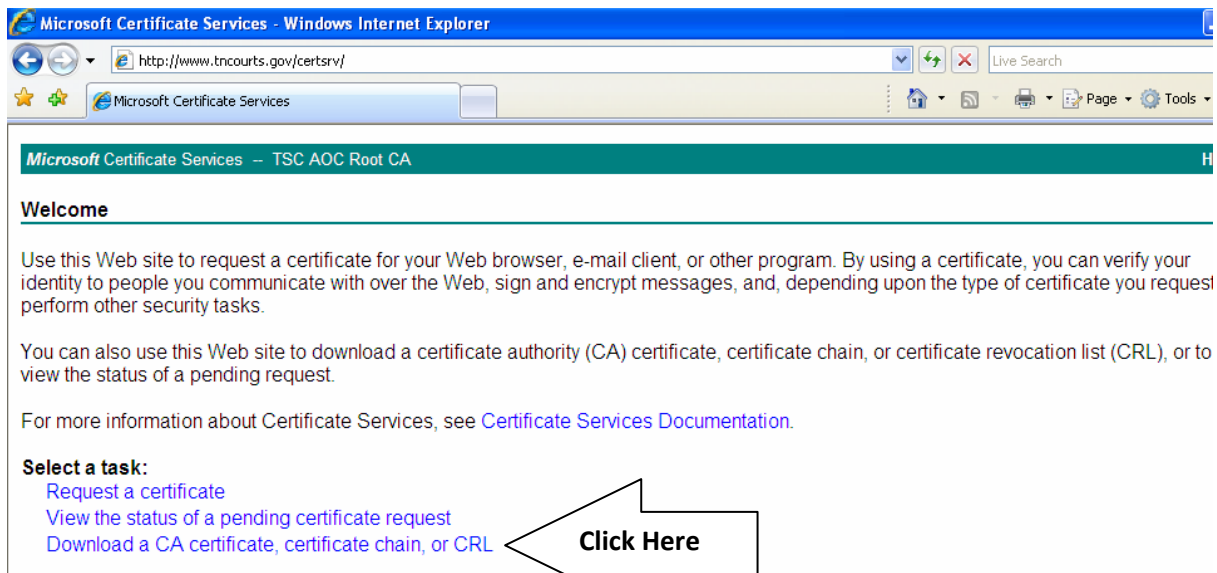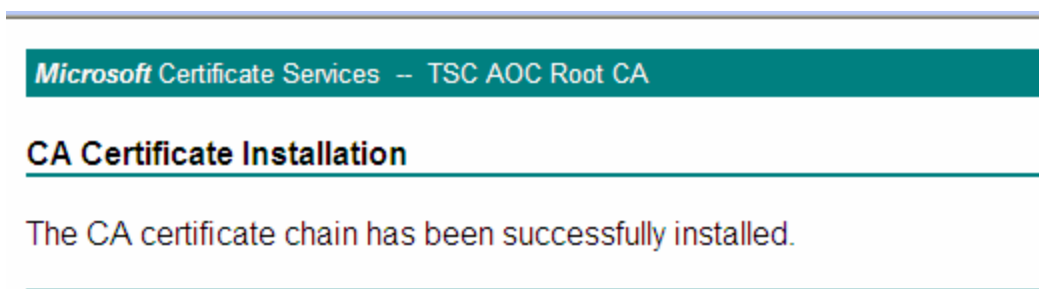
Click on the "Download a CA certificate, certificate chain, or CRL" link one time. This will open the next window:
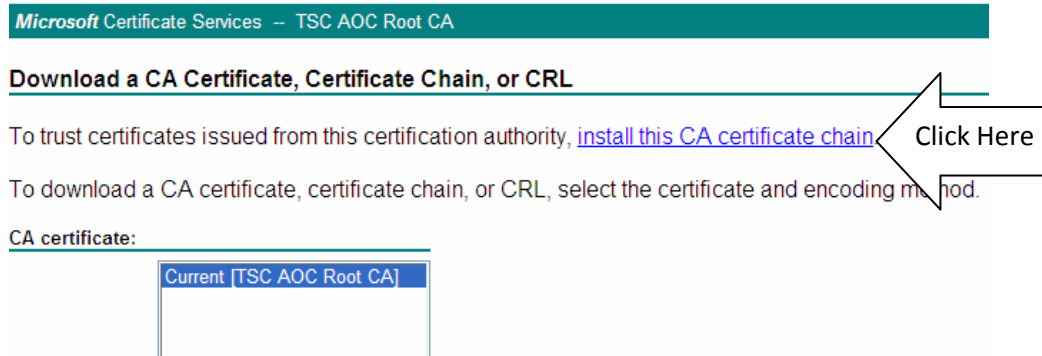
Click the "install this CA certificate chain" link. When you click on this link you may see a Warning dialog box that questions if the certificate should be installed, click the [Yes] button.
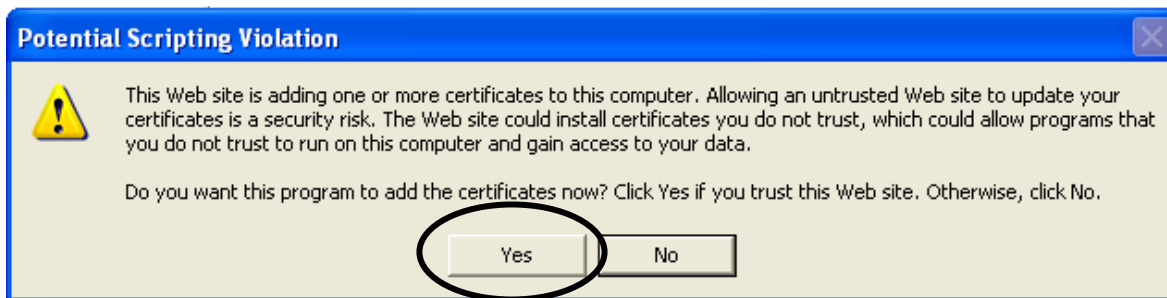
Once installed the webpage will update to the following message:

With the certificate installed, you may proceed to the webaccess login page which will allow for access to your email account.

Logging into GroupWise WebAccess

With the installation of the certificate accomplished, now you may proceed to the website that will allow you to login to your email account. It is from this login you will gain access to read, write, and respond to emails as well as perform other GroupWise functions. Please type the following address in the address bar of your browser (please note that you will have to type the "*HTTPS*":

**https://www.tncourts.gov/gw/webacc**

| **Note**: If you are not on your computer, and did not install the certificate, you will see a security warning on the screen. To continue to the login screen click the option to *Continue*, even though it warns you that it is not recommended. |
|---|

This will navigate you to the following screen:

In the Username please type your "IB…" or "TN…"number (i.e. IB271T99) and normal GroupWise password. The remainder selections of the Login box are optional, and may be hidden from view by clicking on the [Settings] button. Click the [Login] button.

Once you have successfully logged into your account, the window should be similar to:
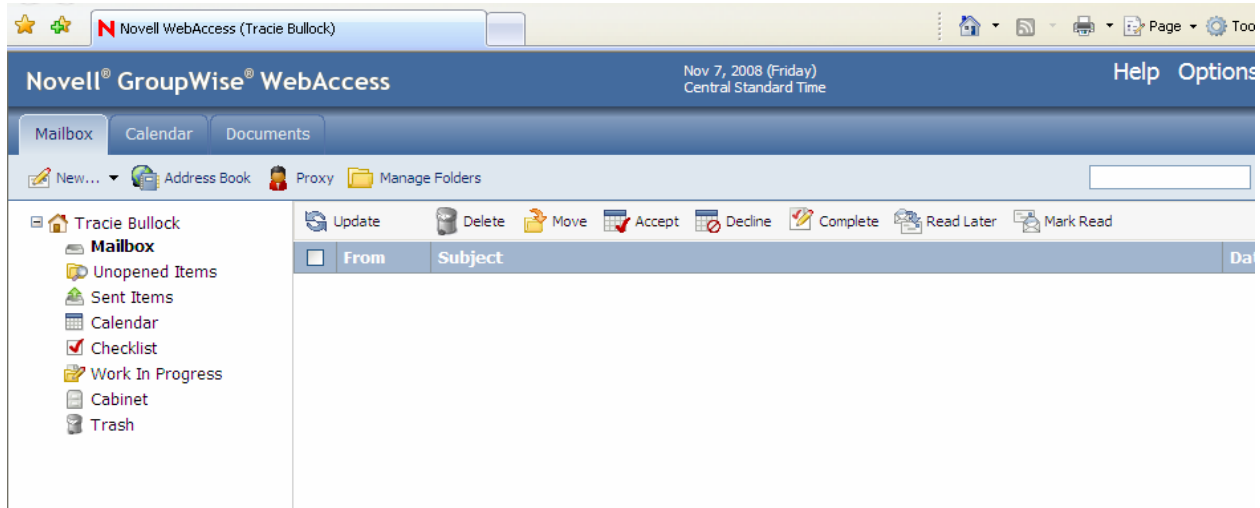

The main WebAccess window is very similar to the desktop version of GroupWise 7.0, and is easier to navigate than previous versions. Please note that the folder list is available to the far left of the window:
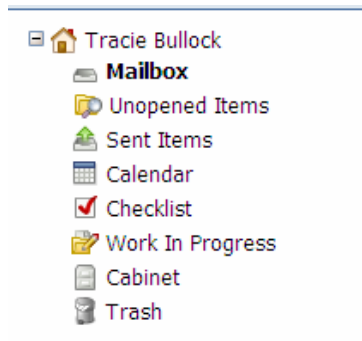
This folder list allows you to view not only the mailbox items, but your account's Calendar, Work in Progress, Cabinet, and Trash. To navigate to any of the objects in the folder list, merely click on the desired folder and the screen will update to that location.

One of the more obvious changes in the environment is the addition of file folder tabs located at the top portion of the screen. These are labeled: Mailbox, Calendar, and Documents. You may navigate to your calendar by clicking "Calendar in the folder list, or by clicking on the "file tab" labeled calendar. Each File tab will update the screen with an appropriate toolbar for the screen just below the tab's name. In the example to the right, the Mailbox tab has the toolbar buttons: New, Address Book, Proxy and Manage Folders. These options would be different if the Calendar tab was navigated to.
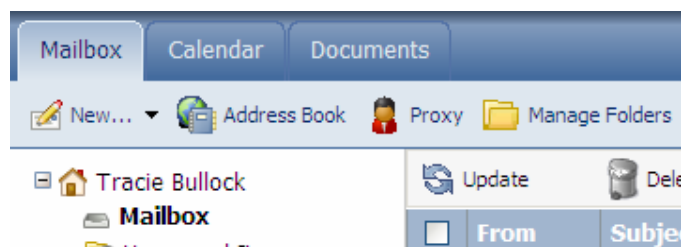
Date Settings and Account Options

At the top of the window, please locate the Date and time zone reference. This should reflect the time zone that is your "home" time zone. This will not update to Pacific time if you were to travel to the west coast. However, if the time zone displayed is not your "home" time zone for the account, it can be updated. Click on the **Options** link to the right of the time zone display:

Clicking the Options link at the top right hand corner for the application window will open the Options dialog box. It is here that many of the account settings are stored. To change your time zone setting, click on the "**Time Zone**" tab of the dialog box and select the correct "home" time zone.
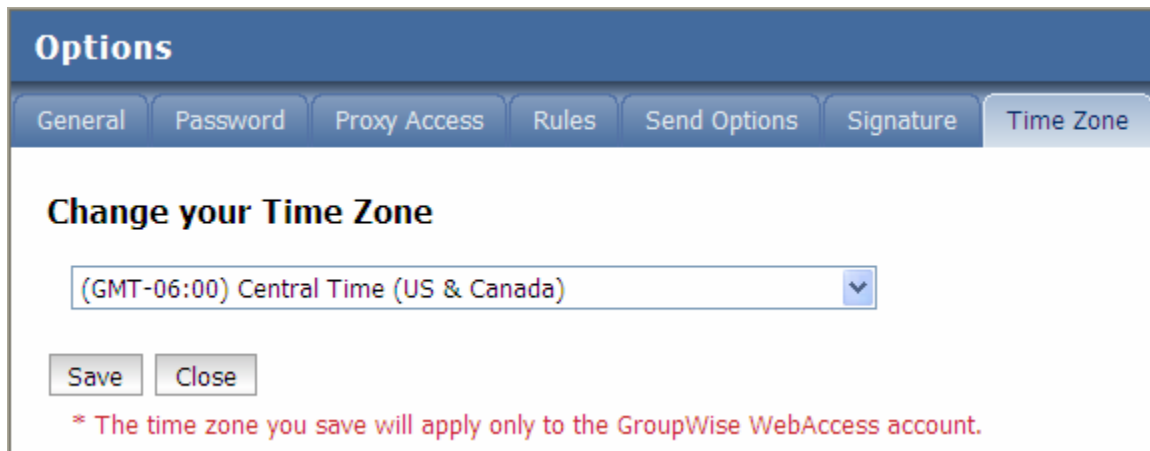
**Please note that the other tabs in this dialog box allow for the setting of a signature or other options in GroupWise. If you need further instruction, please contact the AOC helpdesk.

After setting the time zone click the [**Save**] button and then the Red [**X**] at the top of the window to close the window.

Logging out of your Account

To log out of your account click on the [Logout] option at the top right hand side of the window. This will close the session. It is strongly advised to always Logout to close the session. This is for security purposes.

Viewing Messages in the Mailbox

When the Mailbox folder is activated the main area of the screen will display the messages in your mailbox. Some of these messages may be read, and others may be new and unread. The envelope icon beside each message line will display an open envelope for messages previously opened, and read. The

 icon will be a sealed envelope for new, unread messages. To read *either* type of message, double click on the envelope and a message window will open.
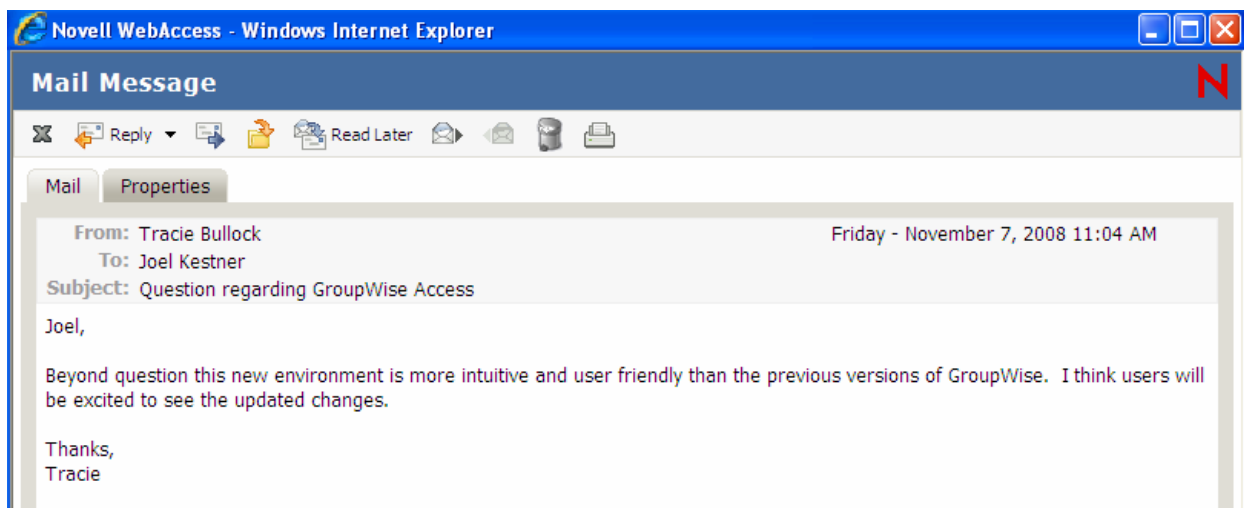
The message window comes complete with its own toolbar that allows for the user to:

| Toolbar Button	Action Performed when clicked
	Close the message
Reply	Reply to the message
	Forward the message to another email address
Read Later	Mark as unread, so that the user can come back and read it later
Print	Sends message to be printed
	Delete the message
	Allows for message to be moved to another folder
	Displays next, or previous message in the message list

Deleting Messages

If messages are deleted from either the main Mailbox window or in the message window, they are moved to the Trash folder. Clicking on the Trash folder in the folder list will display a list of deleted messages. When the Trash folder becomes full, messages are permanently deleted from the trash folder. Therefore, items that need to be kept should never be stored in the Trash folder.

Composing a Message

To compose an email message, navigate to the Mailbox tab, or click on the Mailbox link in the Folder list. From the toolbar, click on the [New…] button. This will open the compose message form.
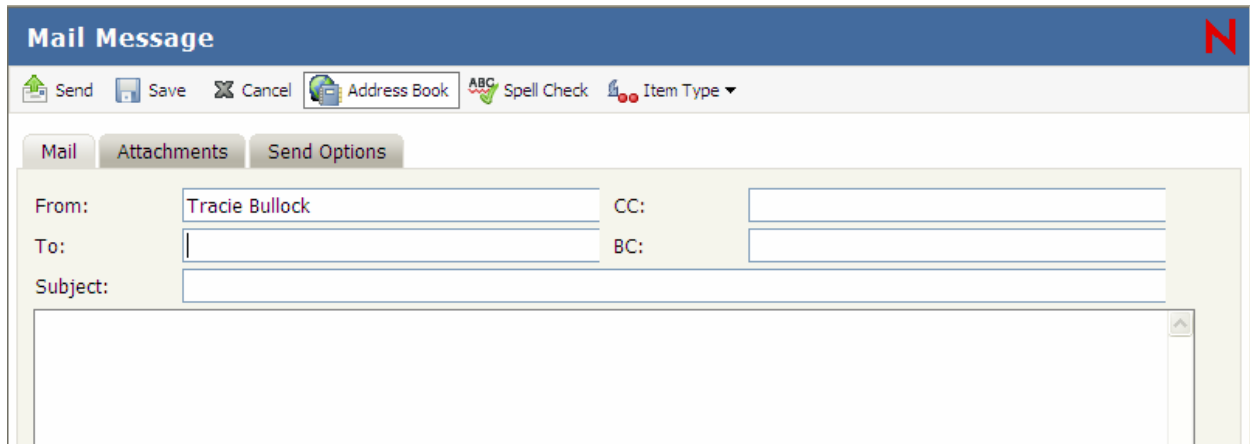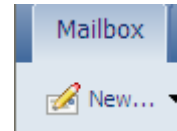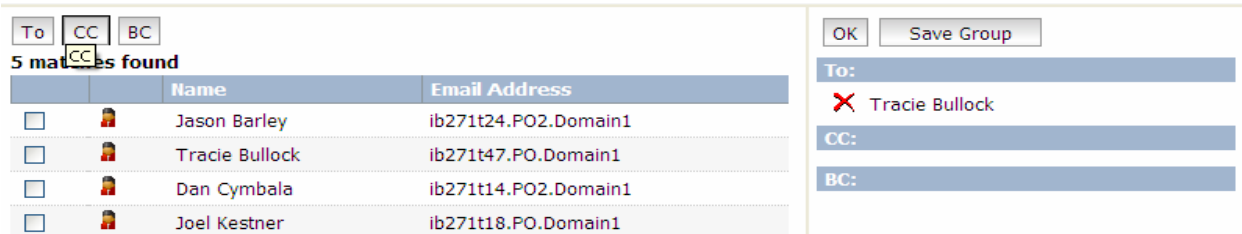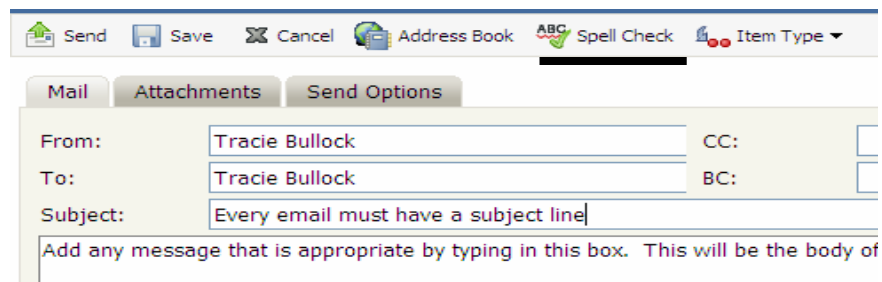
You may type either type the email address into the [To], [CC], or [BC] fields or you may click on the Address book button to look up email addresses that are stored in your GroupWise Account. The address book web access has been given enhanced capability in this version of WebAccess. By clicking on the Address book dropdown, you may select which address book contains the entry you are searching for. Once the address book has been selected, you may to search by first or last name, or even department. Enter what to search for in the blank box after the "begins with" dropdown. Click the [Search] button to begin the search.
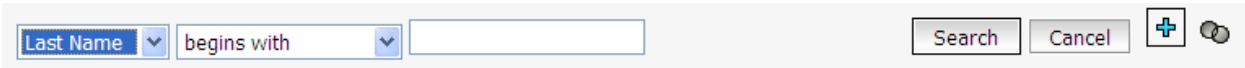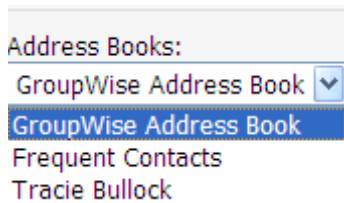
The list of entries that match the search criteria will appear in the results pane at the bottom of the address book. Click to check the desired entries and click the appropriate field for it to appear in (To, CC or BC). Each entry will appear in the appropriate list to the right side of the window.

		Name	Email Address
☐	🧑	Jason Barley	ib271t24.PO2.Domain1
☐	🧑	Tracie Bullock	ib271t47.PO.Domain1
☐	🧑	Dan Cymbala	ib271t14.PO2.Domain1
☐	🧑	Joel Kestner	ib271t18.PO.Domain1

To   CC   BC
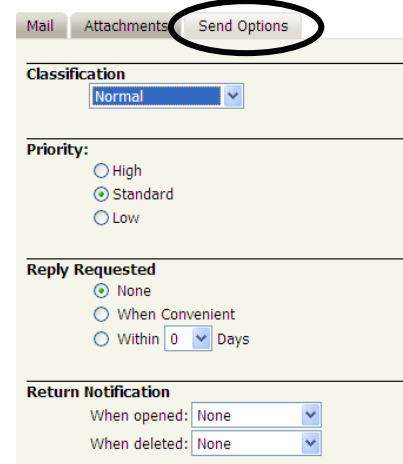5 matches found

OK   Save Group
To:
✗ Tracie Bullock
CC:
BC:

You may click the red [X] to the right of any entry that needs to be deleted from the email. Once the recipients' lists are complete, click the [OK] button, and return to the Compose Email window. In this window, click in the Subject line and type the subject of the email. Finally, click in the body area and type the email message.

Send   Save   Cancel   Address Book   Spell Check   Item Type ▼

Mail   Attachments   Send Options

From: Tracie Bullock   CC:
To: Tracie Bullock   BC:
Subject: Every email must have a subject line
Add any message that is appropriate by typing in this box. This will be the body of

The top of the Compose Message window has the [**Spell Check**] button, which comes highly recommended before sending out any email.

Another new feature allows for Send Options to be set right in the Compose Email Window. By clicking on the tab at the top of the window, the sender can set the priority or even have a return receipt for same network recipients.

 That completes the steps of composing the email, now you may either Send the email by pressing the [Send] button, or [Save] the email for further editing as needed. Once the email has been sent, the Compose window will close. Sent emails may be referenced in the Sent Items folder in the folder navigation pane, by clicking on that folder.

Mail   Attachments   Send Options

Classification
Normal ▾

Priority:
○ High
◉ Standard
○ Low

Reply Requested
◉ None
○ When Convenient
○ Within 0 ▾ Days

Return Notification
When opened: None ▾
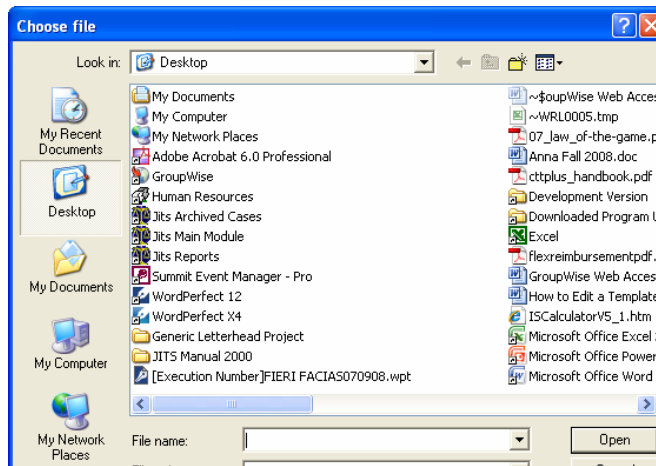When deleted: None ▾

Message Attachments

It is not unusual to send a file from your computer with an email, as an attachment. To attach a file, or files, to an email first compose the email. From the Compose email window click on the [Attachments] tab at the top of the window.
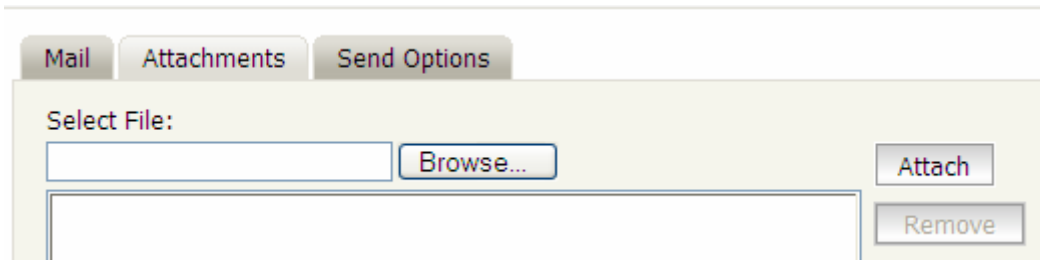
Click on the [Browse] button. This will open the "Choose File" dialog box. From this box, navigate to the

file that you want to attach. Click the file one time to select it then click the [Open] button at the bottom of the dialog box.

This will return you to the Attachments tab of the Compose window. Click the [Attach] button and the selected file will be attached to the email.

An email that is received with an attachment

on it will have a small paper clip item next to the envelope icon in the main mailbox window.

Viewing a Received Attachment

If a message contains an attached file, proceed with caution. Attached files can contain viruses that execute upon opening the file. For this reason, if you do not expect an attachment, or do not know the person who has sent the attachment, do not open it. However, if the message and attachment are trusted, then perform the following steps:

Open the message. At the top of the message, under the Subject line, the attachments line will list the attachments by name, and size.

Decide on whether to view, open, or save the attachment. For each attachment, a decision will need to be made. Clicking the [View] Button allows you to see the information in the attachment but does not open it in another application. The downside to this is that formatting and some features may be 'off'.

Clicking the [Open] button will allow for the correct program (i.e. Word, Excel, etc) to open the file in a normal view. This allows for proper formatting and the option to save the file to your computer.

The [Save As] link allows for the attachment to be saved to the computer without opening it.
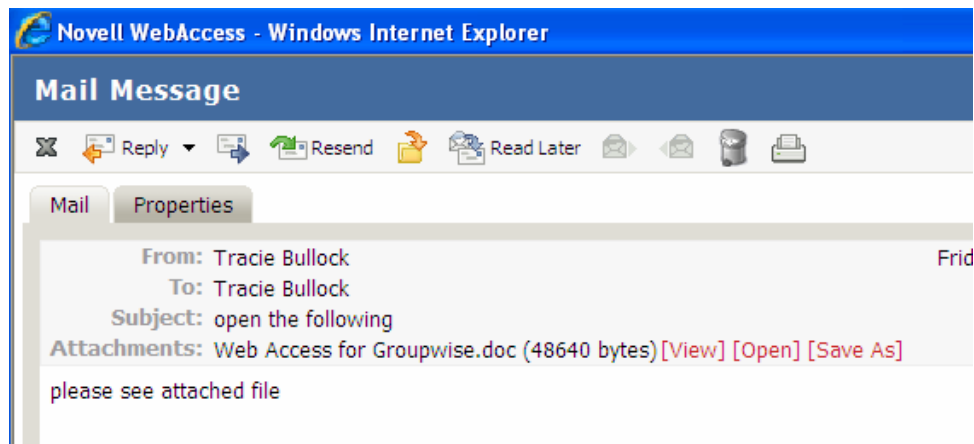
If you select either [Open] or [Save As] the File Download dialog box will appear to verify that downloading the document from Novell WebAccess is what is correct. Click the appropriate button.
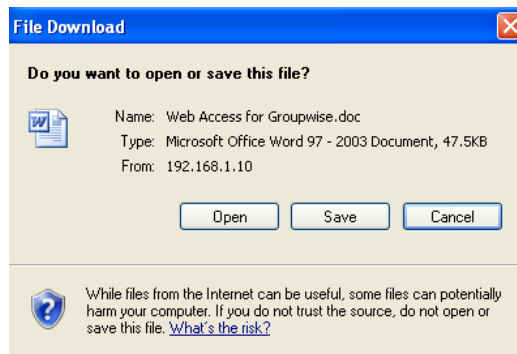
This concludes the brief overview of Novell GroupWise WebAccess. Please contact the Technology Help Desk if you need further assistance at (800) 448-7980.