Getting your GroupWise ready before traveling

1 Introduction

This document will discuss the different ways in which you can access your mailbox while away from the office as well as what you have to do/check before you leave the office. The importance of your password and mailbox size will also be discussed.

Visit the Email and Calendaring service at http://www.nwu.ac.za/node/14651 for documentation on rules and guidelines for email as well as how to manage your GroupWise mailbox.

2 Your access method

2.1 Your handheld device (e.g cell phone and tablet)

You will need your handheld device. Email is pushed to the handheld device from the GroupWise server. Ensure that the Mobile Email and Calendaring service has been activated on your device. Visit http://www.nwu.ac.za/node/14482 for more information on this service.

Mailbox search and sort functionality are limited on a handheld device. Your archive will also not be available.

2.2 Web Access

Web Access can be gained from any workstation (including your laptop) that is connected to the Internet. The following links may be used for Web Access depending on the campus you originate from:

- Mafikeng: http://webmail.m.nwu.ac.za/gw/webacc
- Potchefstroom and Institutional Office: http://webmail.p.nwu.ac.za/gw/webacc
- Vaal Triangle: http://webmail.v.nwu.ac.za/gw/webacc

Mailbox search and sort functionality are limited in Web Access. Your archive will also not be available.

2.3 GroupWise client

For this option you will need your laptop and will have access to your archive with full GroupWise functionality. Because your archive is situated on your network drive (e.g. the P-drive or H-drive) you need to log into the NWUNET.

To log into the NWUNET from outside the office, the following services must be loaded on your laptop and activated in this order when accessing your mailbox:

- VPN - For more information on this service visit http://www.nwu.ac.za/node/14382 for your line managers has to provide permission before the service may be loaded on your laptop.
- Novell client.
- GroupWise client.

3 Your password

It is possible that your password might expire while you are traveling. Use the following link https://password.nwu.ac.za to set a new password by supplying your NWU number and old password. This link may also be used while away from the office.

4 Your mailbox size

You will not be able to send any mail if your mailbox is full, however you will still be able to receive mail. Thus always ensure that there is ample storage available in your mailbox.
Check your mailbox size with the following steps:

- Click on **Mailbox Size** at the bottom on the right hand side of the GroupWise screen.

The following dialog box with your Mailbox information will be displayed.

Here you can view the current size of your mailbox, as well as messages in **Trash**, **Sent Items** and **Received Items** depending on which view option is selected.

- When you select **Received Items** all the received messages in all the folders will be displayed.
  - To see in which folders the messages are, right click on one of the headers, for example **Subject** and select **Folder**.
  - Click on the **Size** header to sort the messages by **Size** so you can see which message is the largest and then decide if you should **Archive** or **Delete** it.

- **NB:** Be careful if you decide to delete a message because it is a **permanent deletion**.

Safe traveling!