

FORWARDING E-MAIL: *GroupWise 6.5*

This document describes how you can create a rule within GroupWise to forward messages sent to GroupWise to an off-campus e-mail account. Some e-mail providers will not receive e-mail messages forwarded in this way. We have put together a fact sheet for some of the more popular ISPs (http://www.hofstra.edu/pdf/chelp_Common_ISP_Restrictions.pdf). Please check with your internet e-mail provider to verify that the information in our fact sheet is still current.

Starting Off

- Click **T**ools on the GroupWise menu
- Select the **R**ules option (Figure 1).

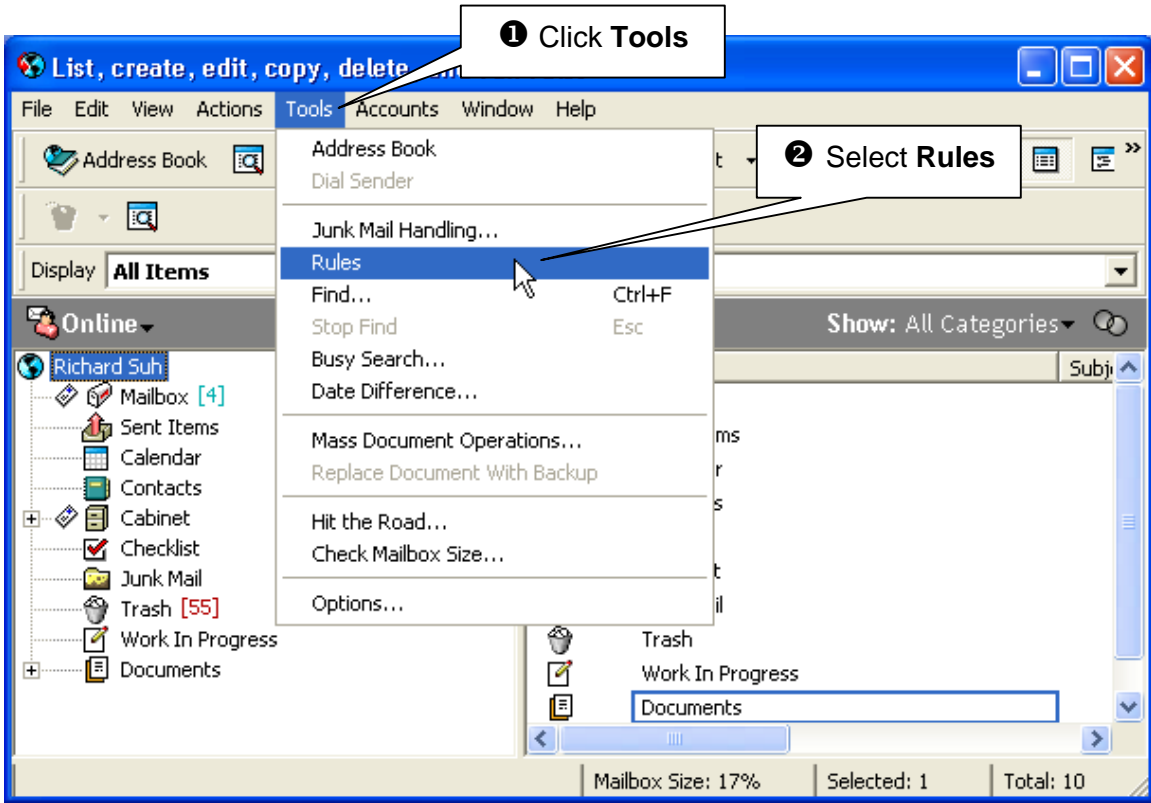


Figure 1 GroupWise showing the Tools menu

Step 1: Creating a Rule

- Click on the **New** button (Figure 2).

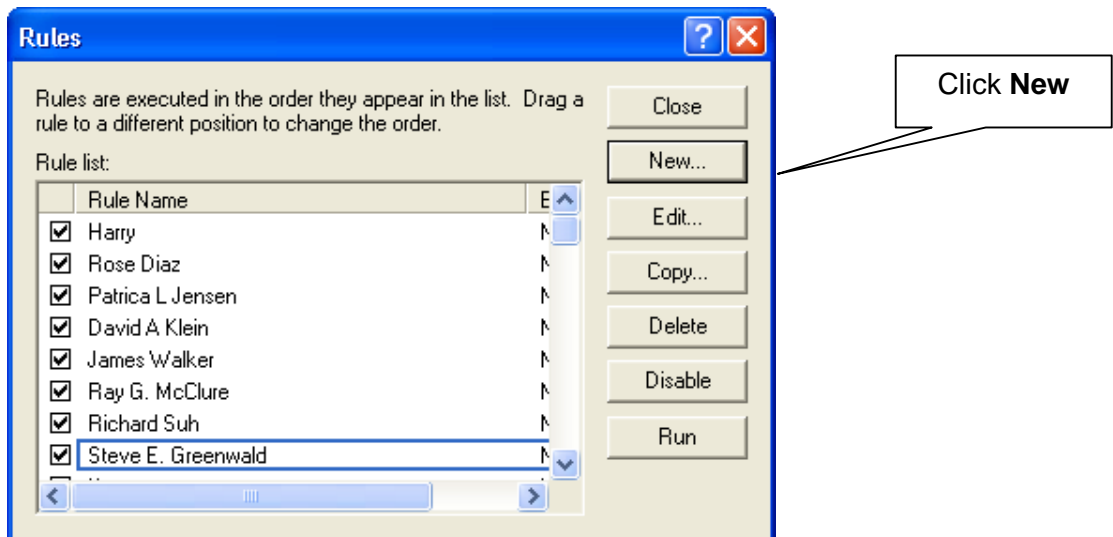


Figure 2. Rules dialog box showing existing rules

Step 2: Naming the Rule

Type a subject within the **Rule name:** field. In this Figure 3 the Rule name is "E-mail Forward". You can enter any name you want.



Figure 3. New Rule dialog box showing the new rule name

Step 3: Creating an Action

- Click the **Add Action** button (Figure 4). A dropdown list of actions will appear.
- Select the **Forward** option (The **Forward** dialog box will appear. **Note:** see **step 6** for the Forward dialog box
- Figure 5 shows that none of the Item types boxes have been selected. This tells GroupWise that the rule is to apply to ALL items. If you only want your mail messages to be forwarded, you would check the box next to Mail and leave the other boxes unchecked. Because no boxes are checked off in the rule being created in Figure 5 all item types will be forwarded.
- **Note:** Because your ISP's e-mail system may not be able to interpret GroupWise appointments correctly, your ISP's e-mail system may display appointments as gibberish. If this occurs please go to Item Types and check the 'Mail' box only.

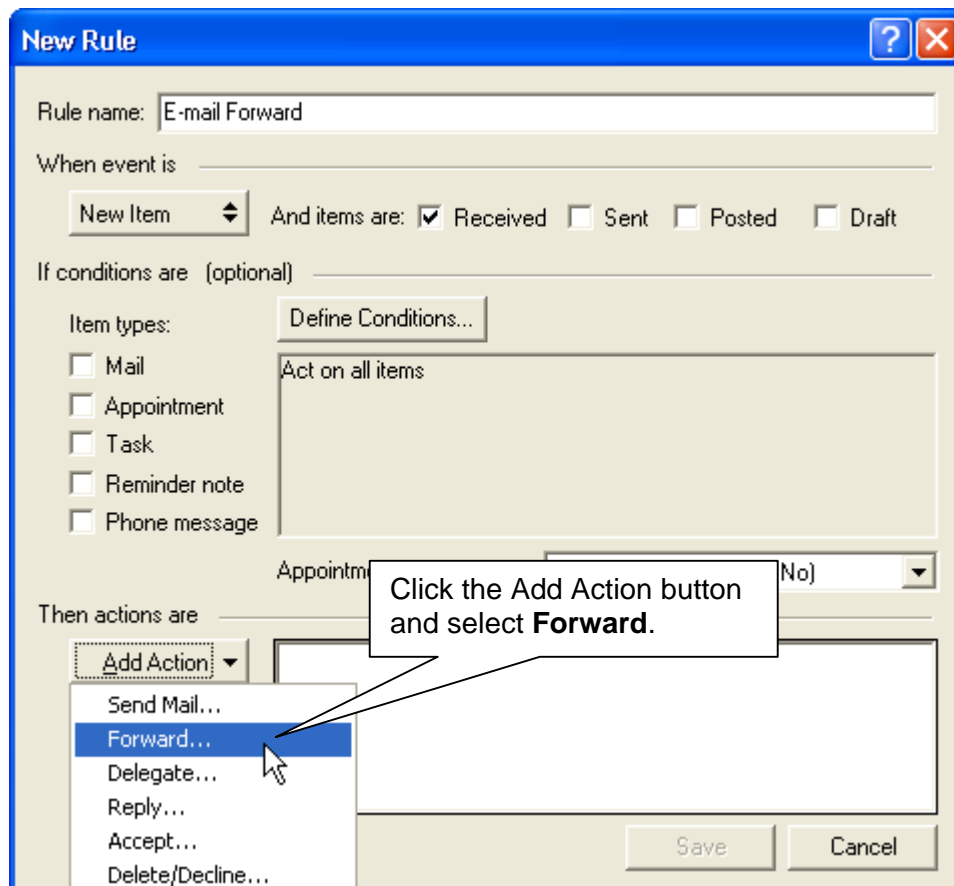


Figure 4. New Rule dialog box showing the add action choices.

Step 4: Setting the Forward E-mail address

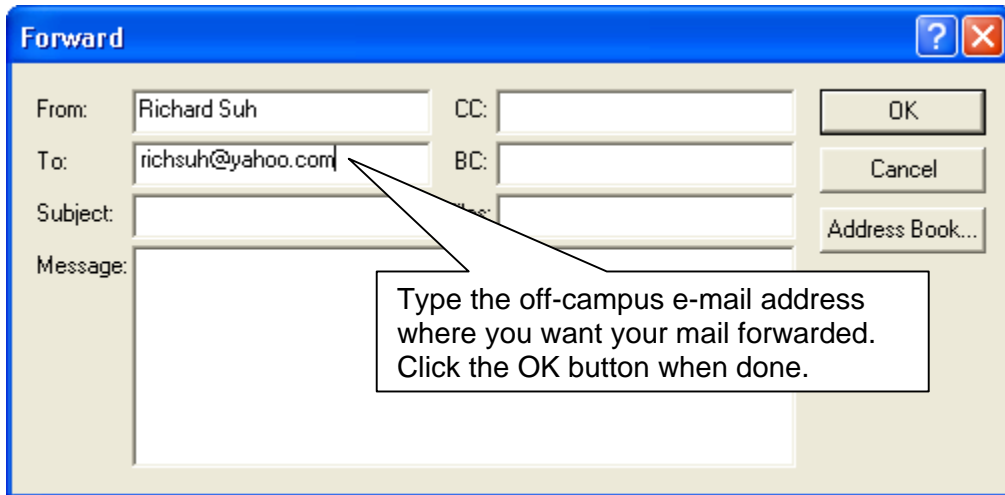


Figure 5. Forwarding dialog box

Step 5: Saving the Rule

Click the **Save** button to save the rule.

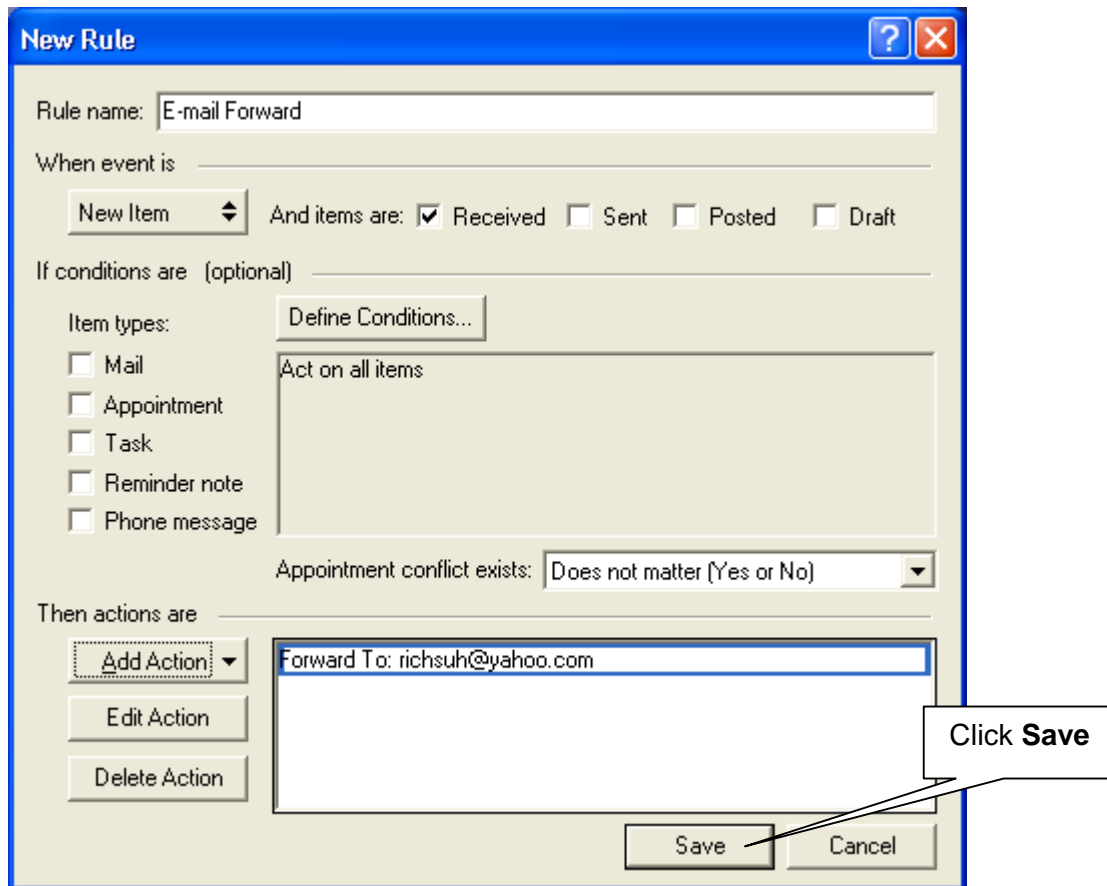
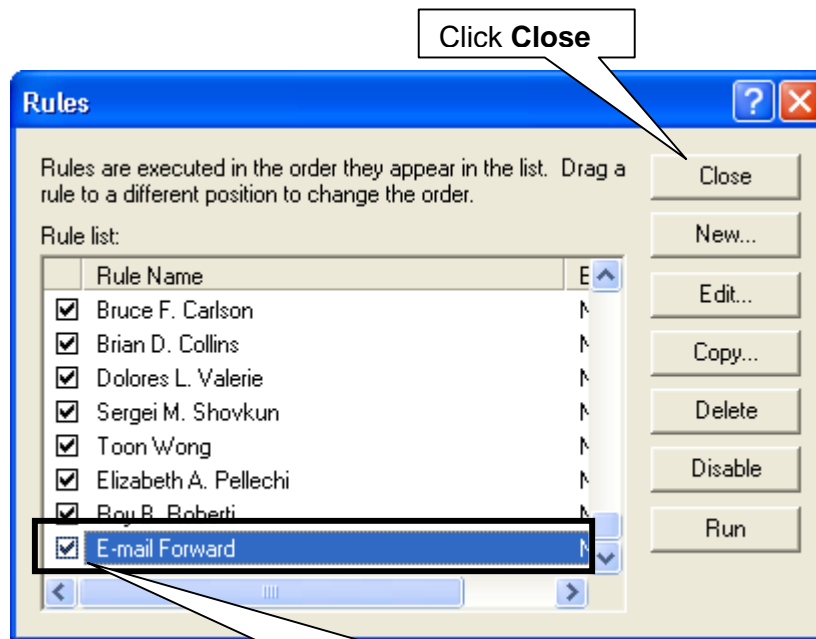


Figure 6. New Rule dialog box showing completed rule.

Step 6: Closing the Rules dialog box



This is your newly created Rule. The check mark indicates that the rule is active. If unchecked, click the check box to activate the rule.

Step 7: Making sure you have not created an e-mail loop

An **e-mail loop** is defined as a process whereby e-mail received at account A is forwarded to account B and e-mail received at account B is forwarded to account A.

If you forward your GroupWise e-mail to an off-campus account you must be sure that the account to which you are forwarding the e-mail is not forwarding the e-mail back to your GroupWise account.