

# Forwarding GroupWise E-mail

(GroupWise Client 5.1/5.2 for Macintosh)

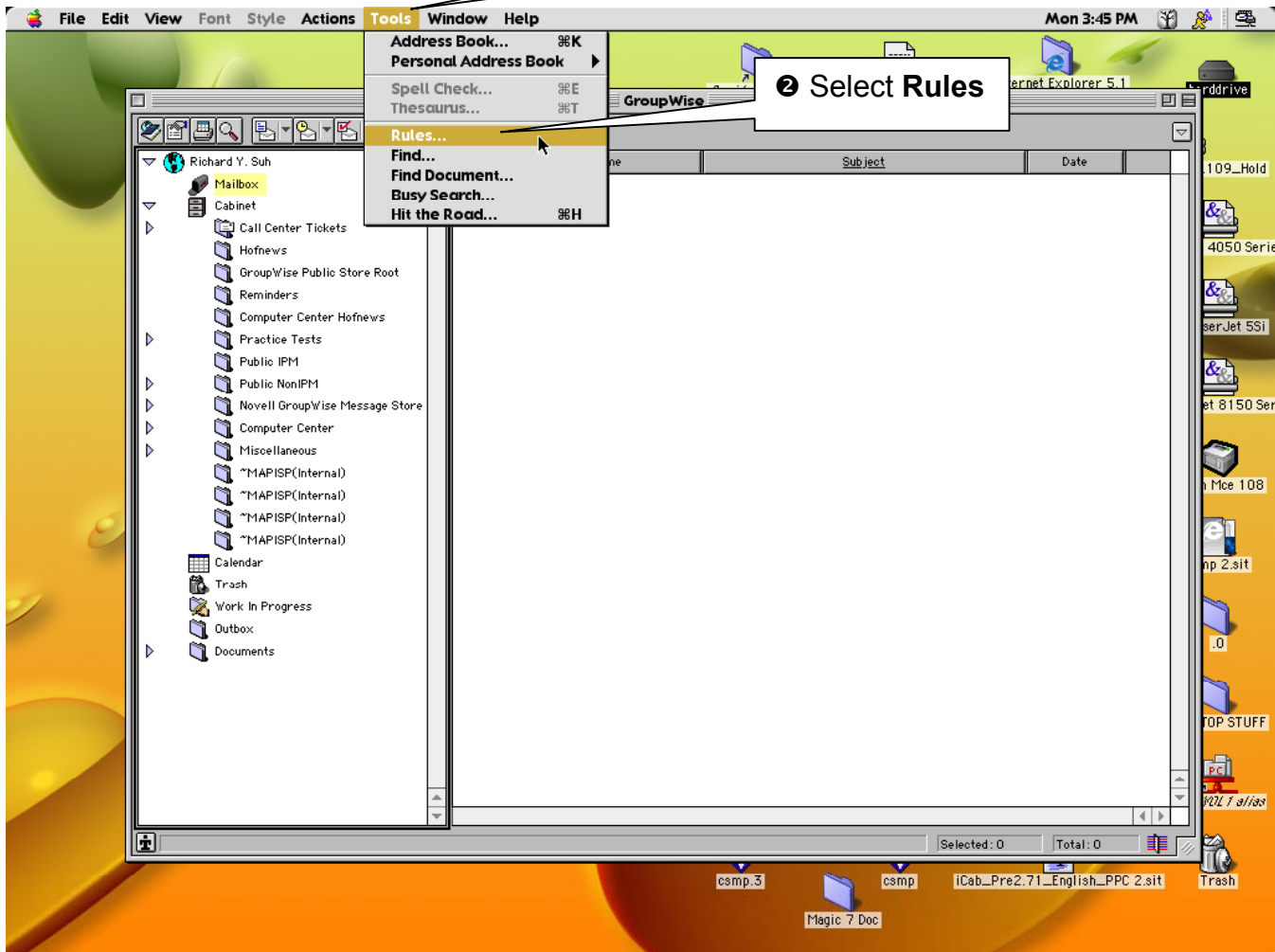
This document describes how you can create a rule within GroupWise to forward messages sent to GroupWise to an off-campus e-mail account. Some e-mail providers will not receive e-mail messages forwarded in this way. We have put together a fact sheet for some of the more popular ISPs ([http://www.hofstra.edu/pdf/chelp\\_Common\\_ISP\\_Restrictions.pdf](http://www.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)

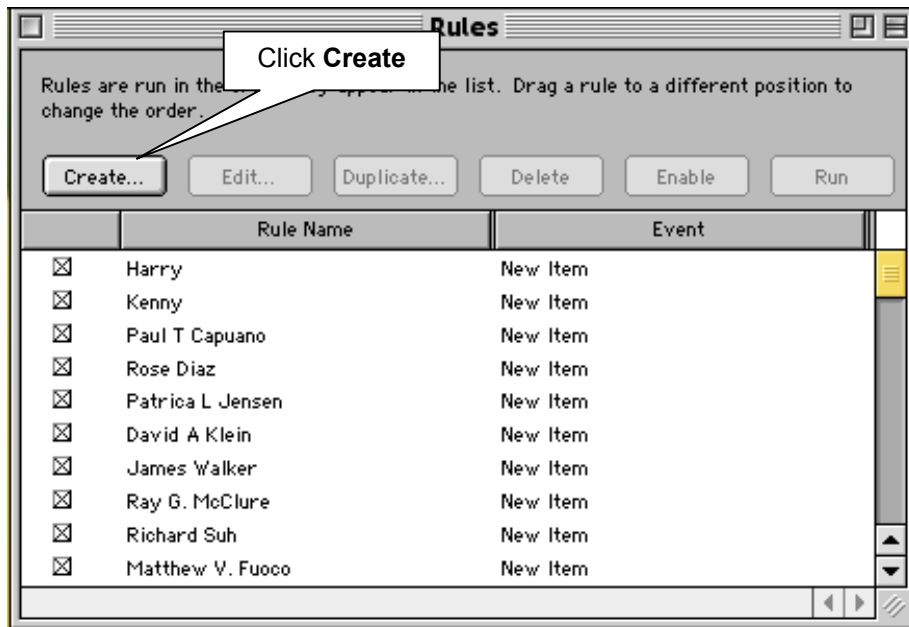
1 Click Tools

2 Select Rules



## Step 1: Creating a Rule

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



## 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.

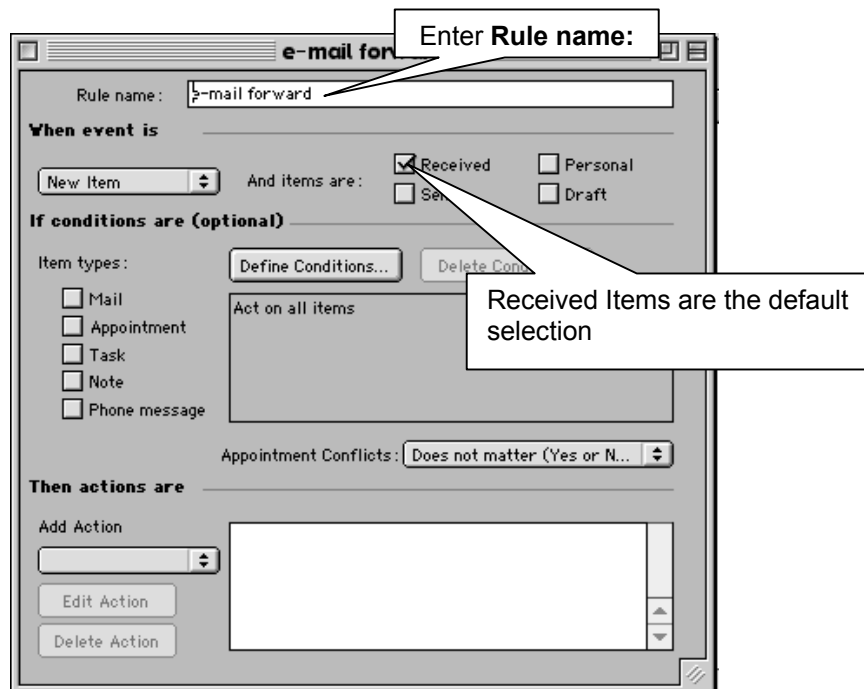


Figure 3. New Rule dialog box showing the new rule name

### 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.

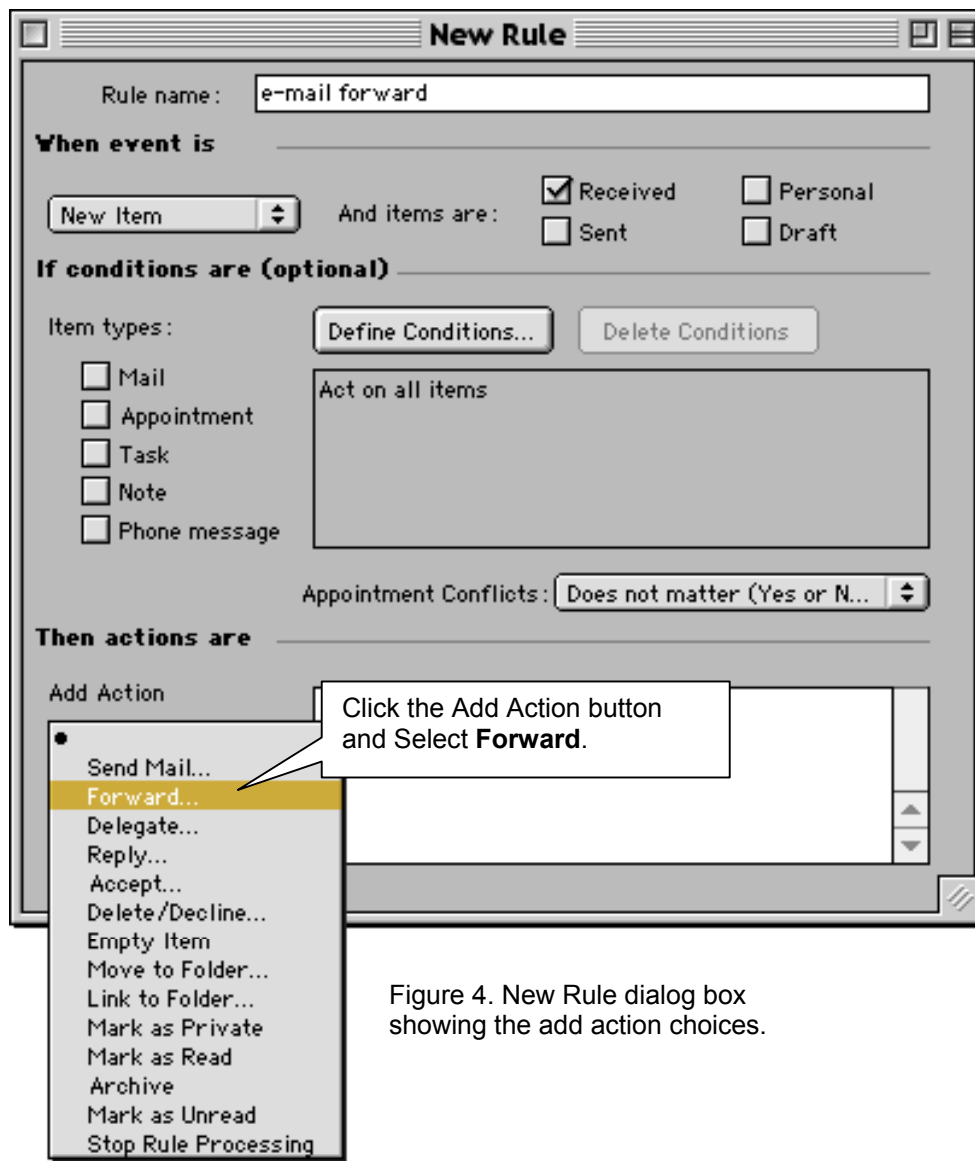


Figure 4. New Rule dialog box showing the add action choices.

**Step 4: Setting the Forward E-mail address**

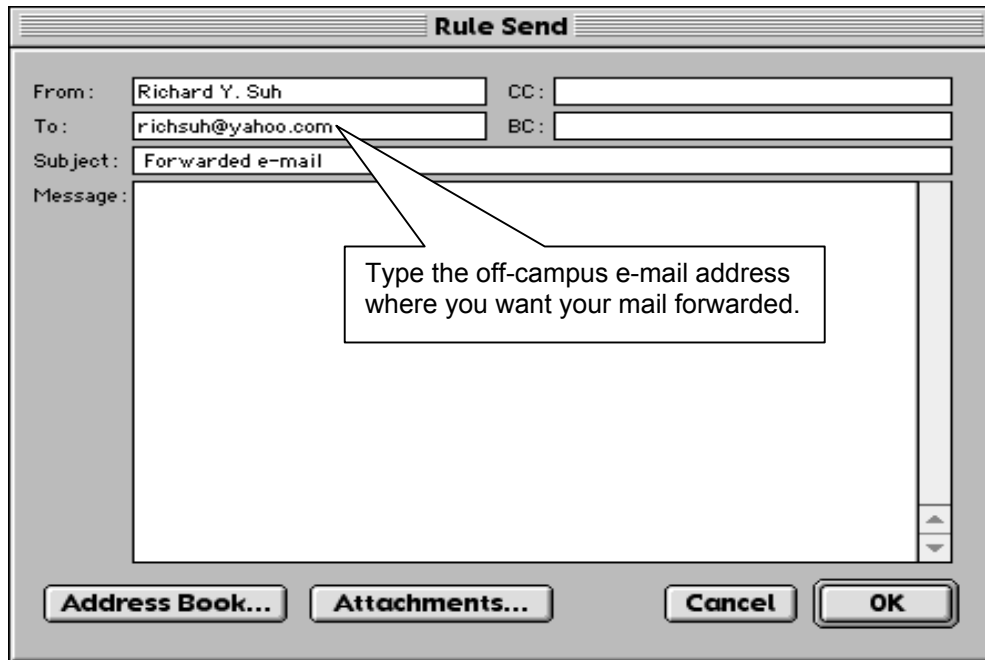


Figure 5. Forwarding dialog box

**Step 5: Saving the Rule**

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

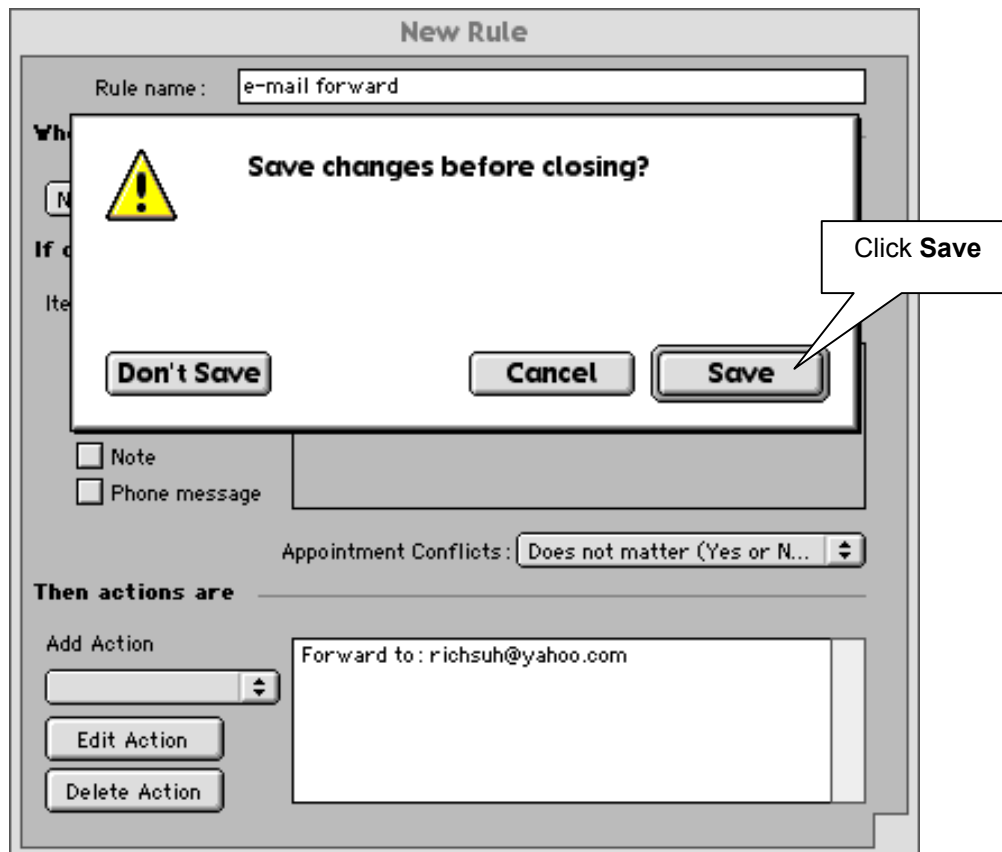
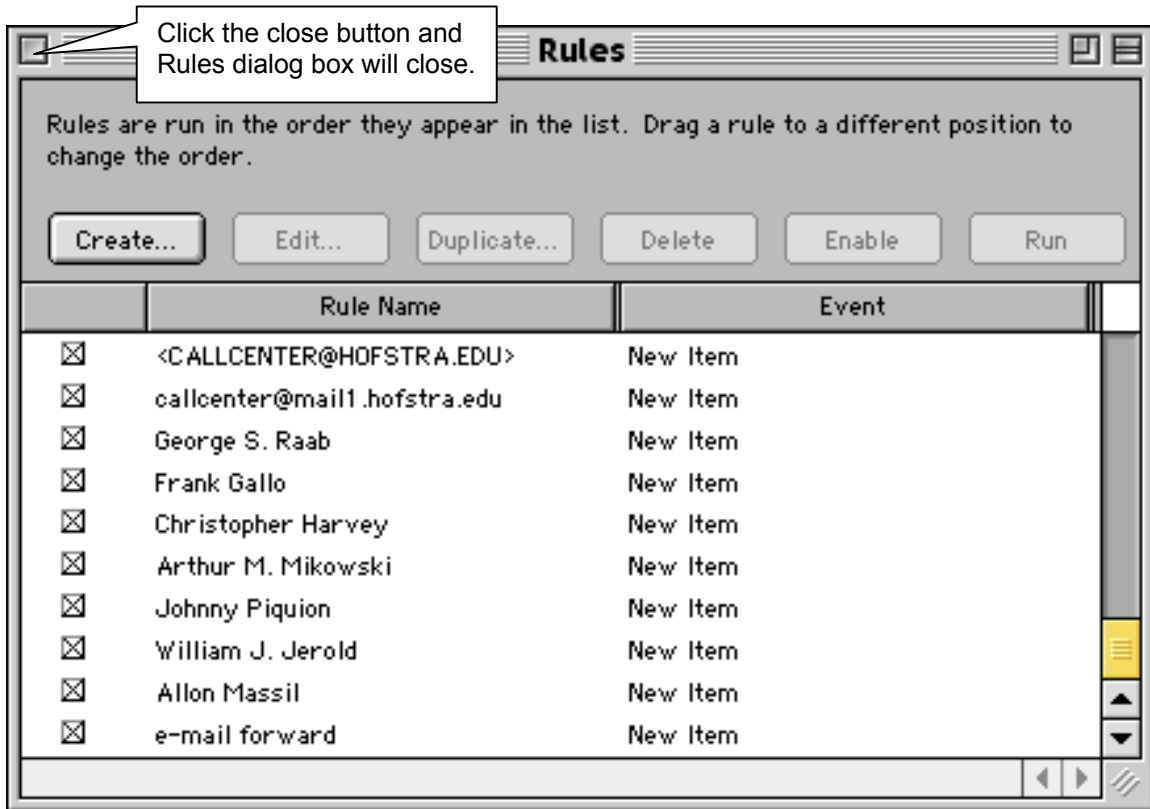


Figure 6. New Rule dialog box showing completed rule.

## Step 6: Closing the Rules dialog box



## **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.*

## Common ISP Restrictions

E-mail ISP and Systems	Size restrictions on attachments	Size restrictions on the mailbox	Restrictions on rules generated forwarding
AOL	<ul style="list-style-type: none"> <li>▪ Suggested 3 MB for outgoing/incoming messages.</li> <li>▪ Maximum outgoing/incoming message with attachment is 16MB.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No specific amount (totaling approx 300 messages within the inbox/outbox and no restrictions of e-mails with attachments).</li> <li>▪ AOL Server automatically deletes message when mailbox is full.</li> <li>▪ Will stay in the mailbox for 7 days.</li> </ul>	No restrictions on e-mail forwarding
MSN	<ul style="list-style-type: none"> <li>▪ Free users: messages up to 1 megabyte (MB) including attachments.</li> <li>▪ Subscribers have 1.5 MB (Same as HOTMAIL)</li> </ul>	2 MB	No restrictions on e-mail forwarding
JUNO  **Not compatible with Macintosh Computers	<ul style="list-style-type: none"> <li>▪ Juno Platinum members can send messages up to 6 MB (including file attachments) in size.</li> <li>▪ Juno's Free Internet service members can send messages up to 4 MB (including file attachments) in size.</li> </ul>	Basic service (free): User stores e-mail on their hard drive on a disk.  Premium service provides storage for a fee.	Can forward e-mail from other mail services.  Juno offers extensive free online support for technical and customer-related issues, accessible directly from the home page. To talk live to a Juno representative for users pays \$1.95 per minute
YAHOO	<ul style="list-style-type: none"> <li>▪ Attachments should be smaller than 1MB however the maximum attachment size allowed is 1.5MB.</li> <li>▪ The maximum incoming message w/ attachment is 3MB.</li> </ul>	6MB	No restrictions on e-mail forwarding
EARTHLINK	Maximum size of attachment is based on the total size of account, 10MB.	10 MB	No Restrictions, but Earthlink will check for spam, if hundreds of e-mails are forwarded at once from the accounts.
HOTMAIL	Free hotmail users: messages up to 1 megabyte (MB) including attachments. Subscribers have 1.5 MB	2 MB	No restrictions on e-mail forwarding
OPTIMUM ONLINE	Inbound or outbound e-mail is 20 MB	20 MB	Talked to a live representative online. No restrictions.
NETSCAPE	Maximum outgoing/incoming message with attachment is 16 MB (same as AOL)	20 MB	Contacted Netscape Representative. –No Restrictions