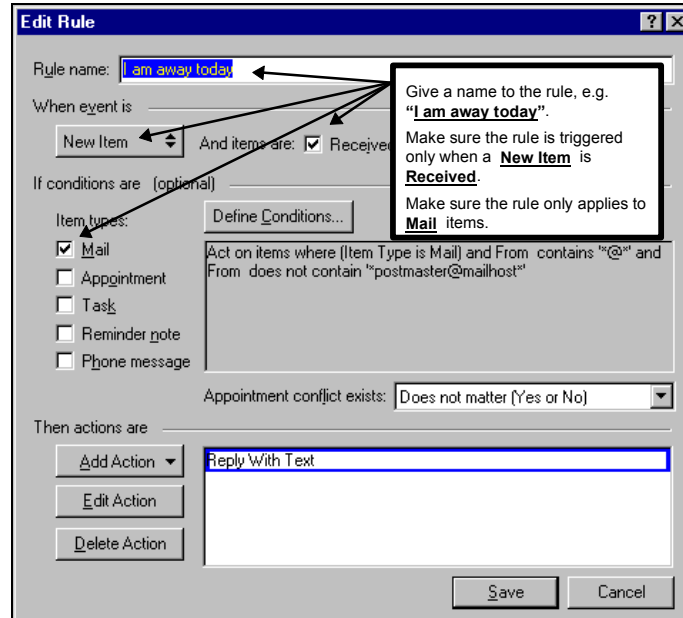


Setting-up an "I-am-away-today" Automated Response to External E-Mails in GroupWise 5.5

One of the major benefits of **GroupWise 5.5** is that it now includes new comparison and "inclusion" operators which make it easier to set up **GroupWise Rules**, and automated responses to e-mails in particular. The instructions below guide you through setting up a GroupWise Rule to automatically reply to incoming external e-mails.

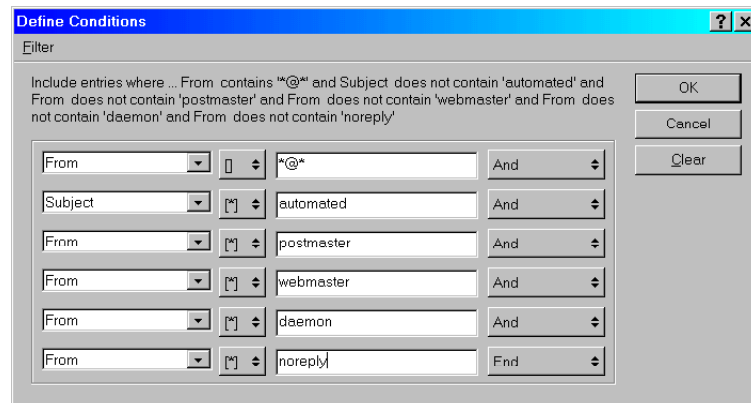
Setting up the Rule

- Choose **Tools \ Rules \ New** in GroupWise.
- You next get prompted with a dialogue like the one below :



- ☐ As shown above, do the following :
 - Give the rule a name, e.g. **"I am away today"**.
 - Make sure the rule is triggered only for **New Items**.
 - Put a tick against **Received Items**.
 - Put a tick against **Mail** for Item Types.

- ☐ Next, click on the **Define Conditions** button. This brings up the dialogue box shown below :

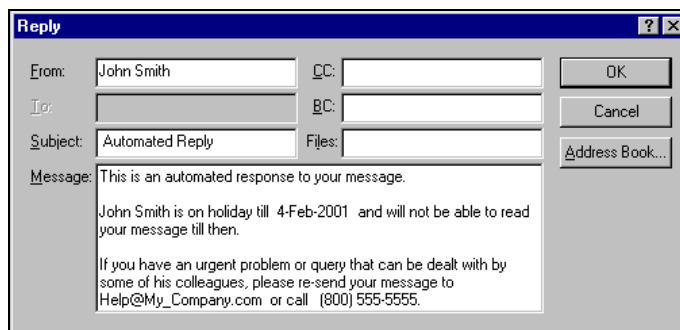


Fill in the box exactly as shown above, namely choosing **From** as the field, **Contains** as the operator, and ***@*** as what the Sender's e-mail address should contain on the first line, and **Subject, Does not contain, and automated** on the second line (to create the second line, click on the **END** button at the end of the first line and choose **AND**). The other 4 entries are there so you do not get endless replies back and forth as a result of your profile auto-replying to spam or virus emails where the sender is not a valid address. *Without these you would quickly get into a situation where you get a postmaster/webmaster/daemon/noreply notification that your automatic reply was not delivered, and your profile replies to that notification, and, again, the postmaster/webmaster/daemon/noreply replies to your reply, and your profile replies, and so on.*

Click on **OK**.

- ☐ Next, click on the **Add Action** button.
- ☐ Choose **Reply**
- ☐ In the next dialogue box choose :
 - Reply to Sender
 - Include Message received from sender
 - Click **OK**.

□ You will then get the following dialogue box coming up :



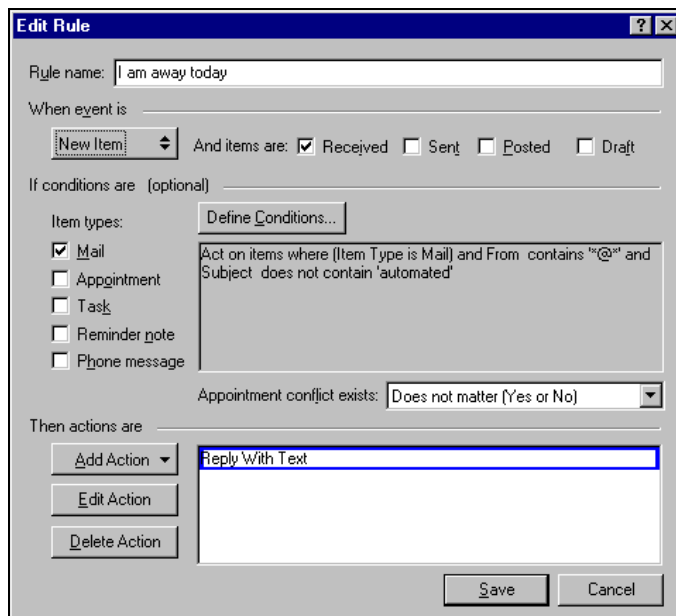
Fill in the message you would like to be sent back to the original sender.

Also, crucially, put **“Automated Reply”** as the Subject. This is important, specifically for replies to messages that have some sort of legal content (e.g. confirming share purchases, confirming instructions, giving instructions, etc...) so that the recipient is fully aware, even before he opens the reply, that the message he has just received was an automated reply rather than a “considered” reply. For example if the sender’s original message subject was *“Please buy 5,000 IBM shares”*, then the Subject of the automated reply, as received back by the original sender, would be *“Re: Please buy 5,000 IBM shares (Automated Reply)”*.

However, possibly the most important reason for ensuring that you do put “Automated Reply” as the subject, is so that you do not end up with thousands of automated replies to your own automated replies when you come back from holiday. Reason : nowadays almost everyone receives either spam/junk e-mails, or electronic newsletters. In most cases if you reply to those junk e-mails, or to those e-mail newsletters, you will get an immediate reply back telling you that you cannot send e-mails to those addresses. You can now visualise that if your own automated reply mechanism does not look out for the word **“AUTOMATED” in the subject before deciding to reply automatically (as set up earlier on Page 2), then you could come back from holiday with your mailbox filled with, literally, tens of thousands of automated replies to your own automated replies ! Therefore make absolutely certain that you do set up the subject as “Automated Reply” and you will not suffer the above described problem.**

Click on **OK**.

- You should now be back in your **New Rule** dialogue box and it should look exactly like the one below :



- Click on **SAVE**.
- You have now successfully created a **GroupWise Rule** to automatically respond to incoming external e-mails, and that rule is also enabled, ie. it is effective immediately.

Enabling and Disabling the Rule

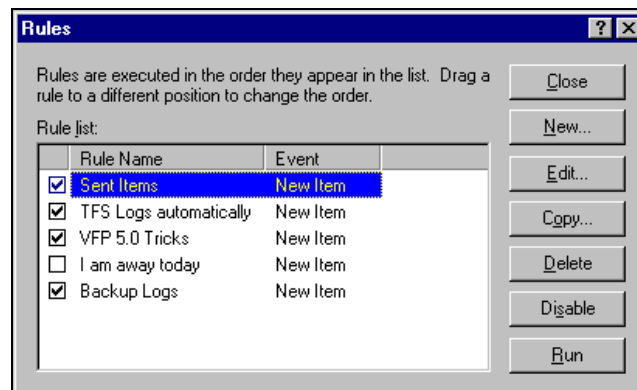
Once you have set up the above rule, and have had it work for you during your holiday, you will want to **turn it off** when you come back from holiday, without necessarily deleting it altogether.

Similarly, the next time you go on holiday you will want to **turn it on** and also change some of the Reply Text to reflect your next holiday's come-back date.

Disabling a Rule without deleting it

- Click on **Tools \ Rules**.

- Remove the Tick against the rule that you want to disable, exactly as shown below :



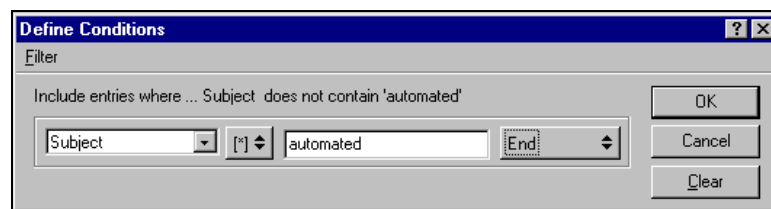
Re-enabling a Rule and editing it too

- Click on **Tools \ Rules**.
- Put a tick against the rule that you want to re-enable.
- If you also want to edit the rule, *possibly to change the text of the reply message for instance*, click on the **Edit...** button.
- You next get the **Edit Rule** window which you should now be familiar with.
- At this point the only changes you are likely to want to make will be changes to the Reply Message. To do that highlight the **Reply with Text** action in the bottom left of the "Edit Rule" window and click on the **Edit Action....** button.
Click on **OK** on the next screen.
Then, go and edit your Reply Message.
When finished click on **OK** and then **Save the amended rule** by clicking on the **SAVE** button.

Modifying the rule so that it applies to ALL incoming e-mails

In larger companies, where not everyone may be aware that a particular person is away for a while, you may want to modify the above rule to have an automated reply to **all** incoming e-mails, whether they are external or internal.

- Click on **Tools \ Rules**.
- Highlight the "**I am away**" rule and click on **Edit**.
- Click on **Define Conditions**.
- Click on **CLEAR**.
- Re-setup the conditions exactly as shown below :



- Click on **OK**.
- If you want the rule to apply to all incoming e-mails, whether mail, appointments, tasks, etc..., then remove the tick against **Mail**.
- Click on **SAVE**.

ooooooooOOOOOOOoooooooo