

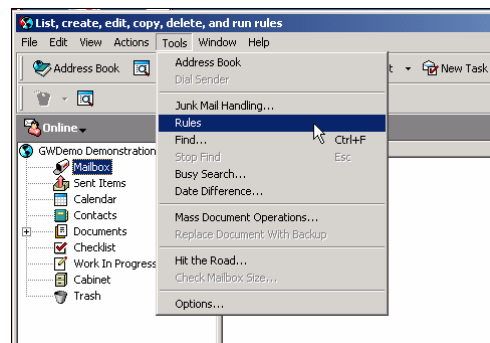
Setting up an auto-reply rule in Groupwise

About Rules

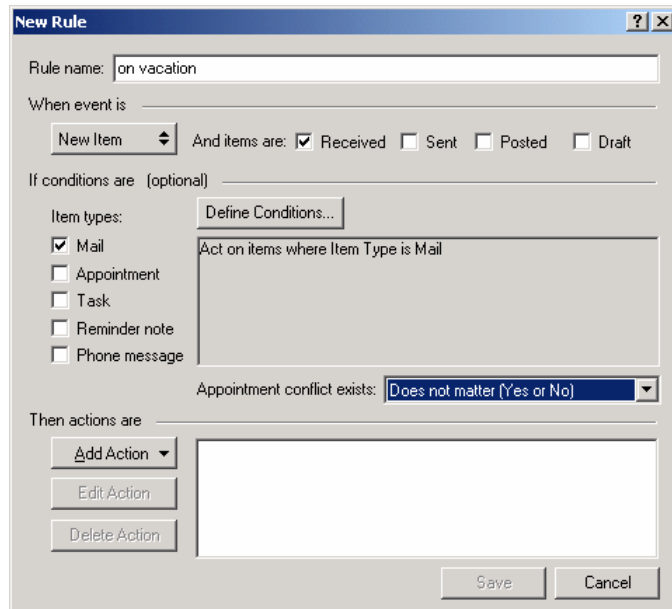
Rules are used to define a set of conditions and actions to be performed when an item meets those conditions. In the case of this example, a rule will be created that will automatically reply to all incoming internal e-mail. This would be useful if a user was going to be out of his or her office for an extended period of time, and would want to let people know that they are not available.

Setting up a rule

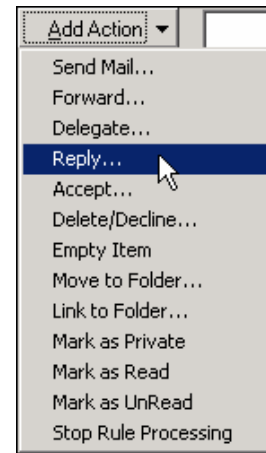
- 1) To start, open up the Rules window. In Groupwise, click on the 'Tools' menu, and select 'Rules.'
- 2) In the 'Rules' window, click 'New' to create a new rule.



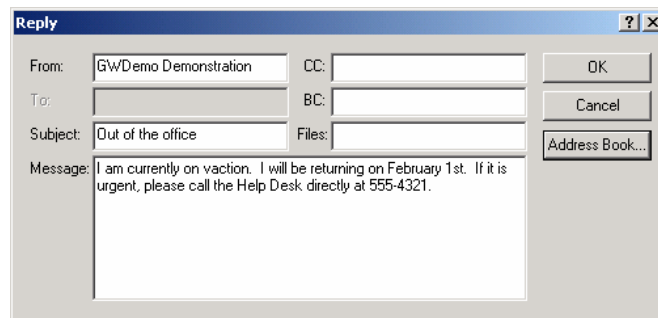
- 3) A window will pop up titled 'New Rule.' You must now name the rule, and set the conditions for when it should run. Fill in the 'Rule Name' text box (in this example, the name is 'on vacation'). Under 'When event is,' make sure that it is on New Items, and that the box next to 'Received' is checked. In the conditions section of the window, only the Mail checkbox must be checked. To summarize, the rule in the window is titled 'on vacation,' and is set to run on new mail that is received.
- 4) Now you need to tell Groupwise what to do when the conditions are met for the rule to be run. In this case, we want to send an automatic reply to any new mail coming in stating that you are on vacation.



- 5) To do this, click on the 'Add Actions' drop down box in the New Rule window, and select 'Reply.'
- 6) A window will pop up titled 'Reply.' The 'Reply to sender' box should be the only one selected. Click 'OK.'

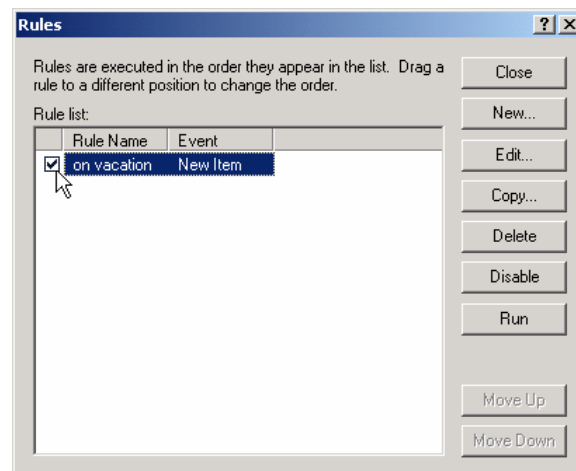


- 7) This will open up a standard e-mail window. Type in a subject, if desired (otherwise, it will just be in reply to the subject of the incoming e-mail), then type a brief message explaining why you are not able to



currently answer mail. When finished, click 'OK' to save changes. This will take you back to the 'New Rules' window. Click on the 'Save' button to save the new rule.

- 8) This will take you back to the main 'Rules' window. To finish working with rules, click on the 'Close' button. Your rule is now set up and enabled, which means it is actively running. Every new e-mail you get will be replied to with the mail message you typed in Step 7.



To Enable/Disable a rule

In this example, a rule set to auto reply while you are away on vacation wouldn't be useful anymore once you returned from vacation and wanted to start answering e-mails

again. The rules you create can be disabled but still saved so that you can enable them again at a later date.

- 1) To start, open the 'Rules' menu. In Groupwise, click on the 'Tools' menu, and select 'Rules.'
- 2) In the 'Rules' window, only rules with check marks next to them are enabled. In order to disable or enable a rule, simply click on the box next to the name of the rule.
- 3) Once your changes have been made, click on Close.

Notes on Auto-Replying

The auto reply option works on internal e-mails only. Which means that only e-mails from within the law.msu.edu domain will be automatically replied to. For e-mails from outside the law.msu.edu domain, Groupwise will try to automatically reply, but the mail servers will reject those messages. You may have messages in your Inbox from 'MSU-DCL.GWIA' stating that items were undeliverable. This will happen for every external e-mail that Groupwise attempted to respond to, and those e-mails can be deleted.