



Insight WebClient Users Guide

Updated 11/23/05

Copyright © 2001-2005 Bynari Inc.,
All rights reserved.
No part of this publication may be reproduced
or transmitted in any form or by any means, electronic
or mechanical, including photocopy, recording, or
any information storage and retrieval system, without
permission in writing from the publisher

Revision date: 11/23/05



Trademarks

Bynari Insight products are trademarks of Bynari, Inc.

Microsoft Windows, Outlook and Windows NT logos are trademarks of Microsoft Corporation in the United States, other countries, or both.

All other trademarks are the property of their respective owners.

Technical Support

The Bynari Insight products can be purchased with one of the following technical support options included:

- Without Support – 30 day of free product maintenance and upgrades.
- With Support – 1 year product maintenance, upgrades and unlimited email and telephone support.












Available to customers from anywhere.


To contact technical support

Phone 1-214-350-5772 or email: support@bynari.net

For FAQs: <http://www.bynari.net/faq/>

Table of Contents

Trademarks	2
Technical Support	3
Insight WebClient	5
Overview	5
Requirements	5
Upcoming Features	6
Getting Started	6
Using WebClient	8
Features and functions	11
 Folder Administration	11
Folder Tree	11
New/Total message count in folder tree	12
User-Quota Indicator	12
Creating Folders	13
Folder Sharing	14
 Inbox	15
• Composing	15
 Contacts	20
• New Contact	21
• New List	22
 Calendar	23
• Appointment	24
 Deleted Items	25
 Drafts	26
 Journal	27
 Notes	27
• General	27
• Selected Note	27
• Creating a new note	28
 Outbox	29
 Sent Items	30
 Tasks	31
• General	31
• New Task	31

 **Preferences** 33

- **General**..... 33

Tips and Techniques..... 38

Insight WebClient

In today’s mobile world, instant access to information is vital to any business success. Team members must have the ability to access critical data anytime, from anywhere to be competitive with other organizations. Whether it be an employee working from home or a sales representative constantly on the run, gaining access to information that traditionally is only available from your office chair, has become essential.

The WebClient is a vital piece to the business process for mobile users. Access to email, contacts, and calendar information is only a click away through the use of a web browser and an Internet connection.

Overview

The “WebClient” is a browser independent based application that reads information from the email server. The WebClient displays this information to the user in the form of an html page. The interface of the WebClient is quite similar to common desktop applications, such as Microsoft Outlook® which will reduce learning curves. The experience will be quite similar, whether the user is at the office using a desktop application or away from their desk accessing the same data through a web browser.

Requirements

Certain requirements must be met to ensure the application functions the same in all environments as with all browser-based applications. There are many combinations of operating systems and browsers that can cause the application to behave differently. As advances are introduced in browser technology, developers are granted access to tools that allow them to create browser-based applications to mirror their desktop counterparts. Unfortunately, these advances in browser technology are not always backwards compatible with previous versions, nor are they supported in all browser types. A neutral ground has to be found where functionality and browser support can meet.

Every client environment can be unique, so standards must be set to ensure the application functions as intended.

Knowing this, your browser choice must support frames, JavaScript, style sheets, and cookies. The WebClient may not function as intended if your browser does not support these technologies. The WebClient is tested and supported on Internet Explorer®, Netscape®, and Mozilla®.

For the server side component of the WebClient, the requirements are the same as they are for the Insight Server.

Upcoming Features

Certain features and functions not currently available in the WebClient are planned to be added in the near future. These features include:

- Full Task support (accept/decline tasks, task reminders, task status)
- Journaling
- New email notification
- Contact/Calendar attachment support

Getting Started

Users may gain access to the WebClient simply by entering the URL to the email server of choice. This information will be provided by the network / email administrator.

The URL for the WebClient is typically <http://youemailserver/groupware/>.

The secure page URL is generally <https://youemailserver/groupware/>.

Security is of the utmost importance when data is stored in a location that is accessible to the outside world. The WebClient takes security quite seriously and has integrated measures to ensure that data is accessible to authenticated personnel only. All screens within the WebClient application have an embedded security check. If a user is trying to access a page within the WebClient and has not been authenticated, the login page will be displayed (Figure 1). The user supplies a username and password and this information is authenticated against user data stored on the Insight server. If a match is found, a user session is created and the user is granted access to the corresponding account.

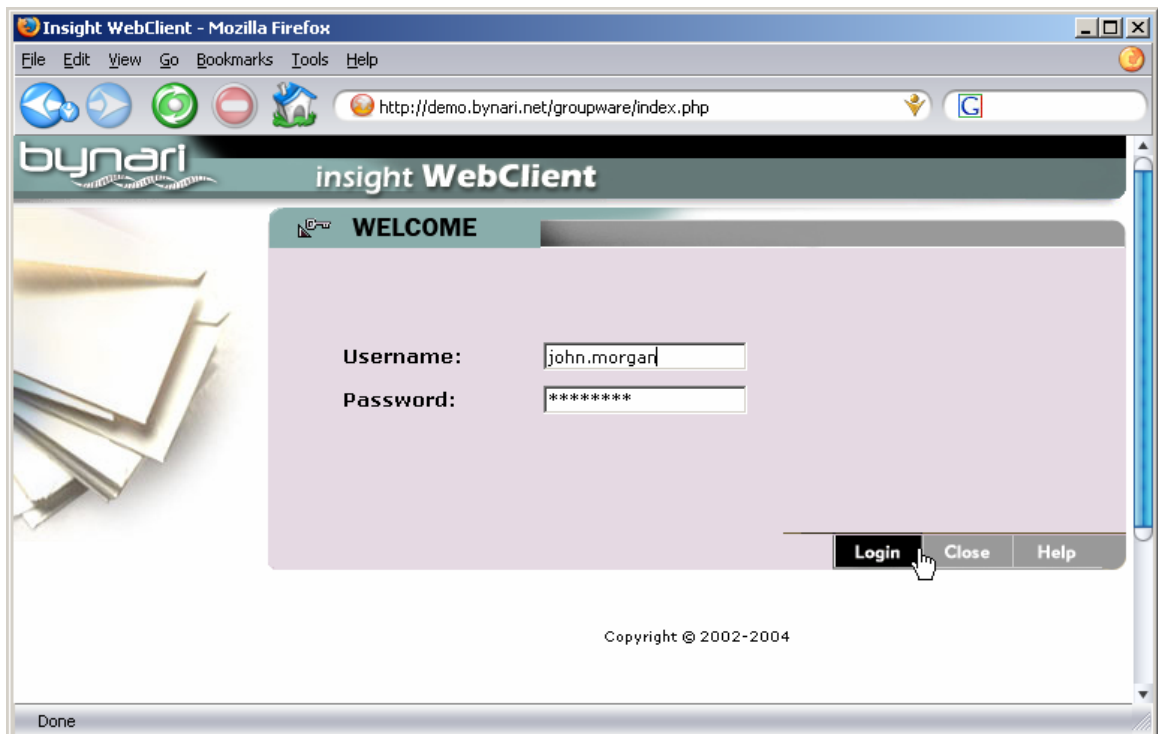


Figure 1 WebClient Login Screen



Insight WebClient Users Guide

Precautions have been taken to prevent malicious users from hacking the web server and gaining access to the critical data that is stored.

Using WebClient

Upon successful login, the following screen will be presented. The tree of all the folders is on the left side of the display, the inbox messages displayed on the top half and the preview pane on the bottom half of the screen. In the upper right corner there is a display of the user who is currently logged into the WebClient.

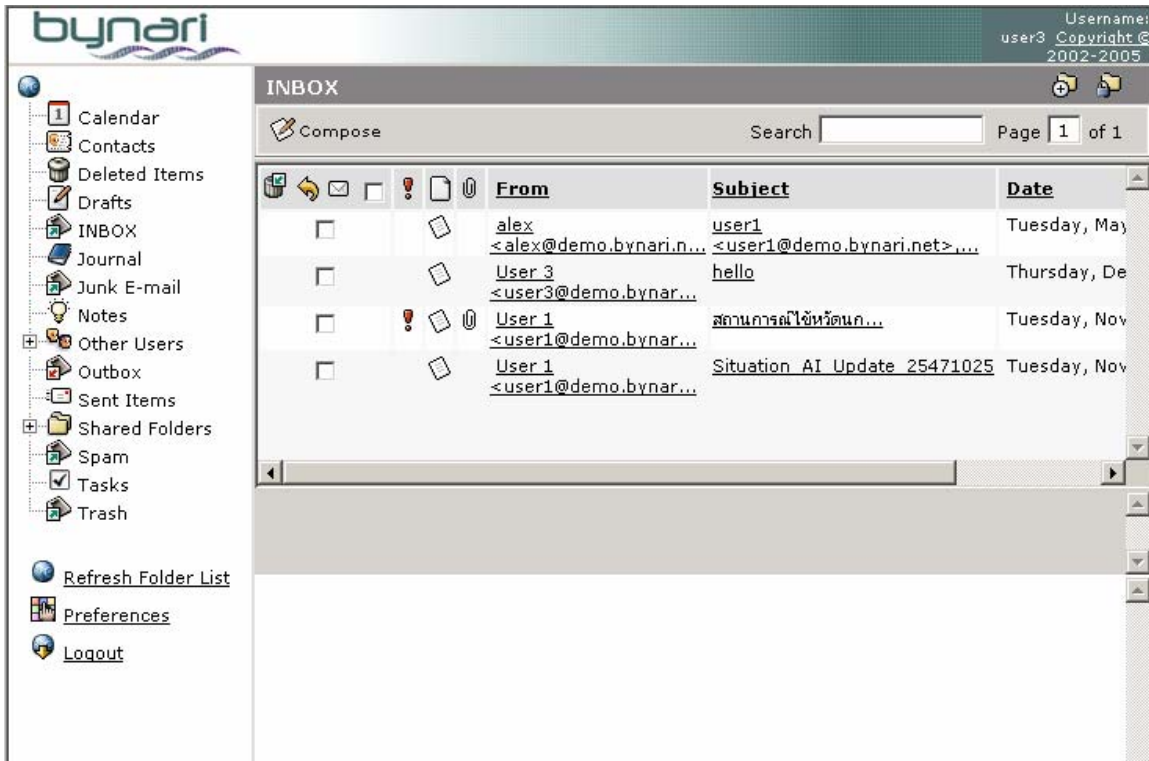


Figure 2 WebClient startup default Screen

A brief description of all the icons used:



Folder Selected – Indicating folder Selection



Add New Folder – The Add New Folder icon allows a user to create a new email, contacts, notes or calendar folder in their desired location. Select Add New Folder. Give the folder a name and select the type of folder to be created.



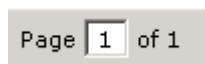
Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.



Compose – Select the Compose icon to create a new email message.



Post – Select the Post button to post a note in the current folder.



Page – The Page feature allows the user to quickly scroll to the next page of emails. The amount of emails displayed per page is determined in Options feature of the Inbox.



Search – The message search feature searches thru the selected mail folder.



Delete – To delete a single email, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner of the Inbox. Note: The Inbox page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.



Move Message – Move a message to a different folder. Select message(s) and click on icon, message will be moved to the selected folder.



Mark as Unread – Select message(s) as unread. Select message(s) and click on icon, message will be marked as unread (✉).



Priority – Importance status of message, Click to change display order of messages importance.



Message status – Message status arrangement, messages arranged according to read (📄) unread (✉)



Attachment – Attachment with email message.

Subject

Subject – Subject of email message received.

From

From – From whom the message was sent.

Received

Received – Time message received.

Reply

Reply – Select the email. Select the purple arrow next to a specific email under “Actions” or in the lower email frame.

Reply All

Reply All - Select the email. Select the red arrow next to a specific email under “Actions” or in the lower email frame.

Forward

Forward - Select the email. Select the blue arrow next to a specific email under “Actions” or in the lower email frame.

Accept

Accept – When a meeting request comes in, in place of the “Reply” button, there will be an “Accept” button to accept the requested meeting/appointment.

Decline

Decline – When a meeting request comes in, in place of the “Reply All” button, there will be a “Decline” button to decline the requested meeting/appointment.



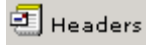
Request Read Receipt – When composing an email you can send a read receipt request.



Spelling – When composing an email you can spell check the email before sending it out.



Print – Select an email. Select the “Print” icon on the frame that displays the email.



Headers

View Headers – To track the path that the email has taken before getting to the user, select on the View Headers icon in the frame that displays above the email.



Save – When composing an email, selecting this option will save your message, and store it into the “Drafts” folder. The message can be retrieved at any time from the “Drafts” folder.



Refresh Folder List

Refresh Folder List – This option will reload the folder list frame. There is also an option in the Preferences section to refresh of the folder list automatically, every X seconds.



Preferences

Preferences – By selecting the Options icon, the user will be able to set-up their email options. Such as, the email Name, Email Address, Signature, whether or not the user wants to store their deleted and sent emails, ability to show HTML emails and basic Inbox display features. It is necessary to select the “Save” icon after making any changes in Options.



Logout

Logout – Logout will log the user off the system.

Features and functions

The WebClient includes many of the basic features of a desktop application. The major features include email, contacts, calendar, and notes. The WebClient version of these features will function similar to the desktop application, the only difference being that you access the application with a web browser. As new versions of the WebClient are released, more and more items will be added to the feature set.

Folder Administration

Folder Tree

The tree is the function that will allow the user to navigate from feature to feature within the WebClient. Refer to Figure 3 for a sample illustration of how the WebClient tree appears. The user navigates by simply clicking on the folder name for the feature that they would like to view. The corresponding data for the folder selected will be shown in the content frame of the screen, once a folder, or tree item is selected. User navigation function is very similar to how a user would navigate through Microsoft Outlook. Since the tree is customizable, the tree that appears on every WebClient may be unique. Several various options and folders will be displayed, depending on the permissions for the current user. For instance, the current user for Figure 3 has been granted access to a shared folder, listed here as “Shared Folders”. When a user is granted access to shared folders, the user can navigate through them as if the shared folders were the user’s own folders.

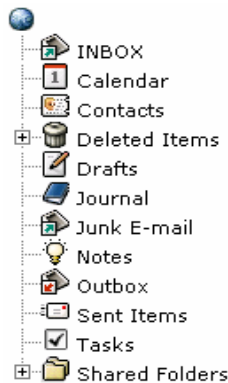


Figure 3. WebClient Tree

New/Total message count in folder tree

Insight WebClient allows users to view the number of new emails in all mail folders. Users can also view the number of total emails in those folders.

In preferences, the two options that can be enabled are:

- Show Unread Message Count in Viewing Pane
- Show Total Message Count in Viewing Pane

If both are enabled, the folder tree will display both new emails and total number of emails: (New/Total), as seen in the figure below.

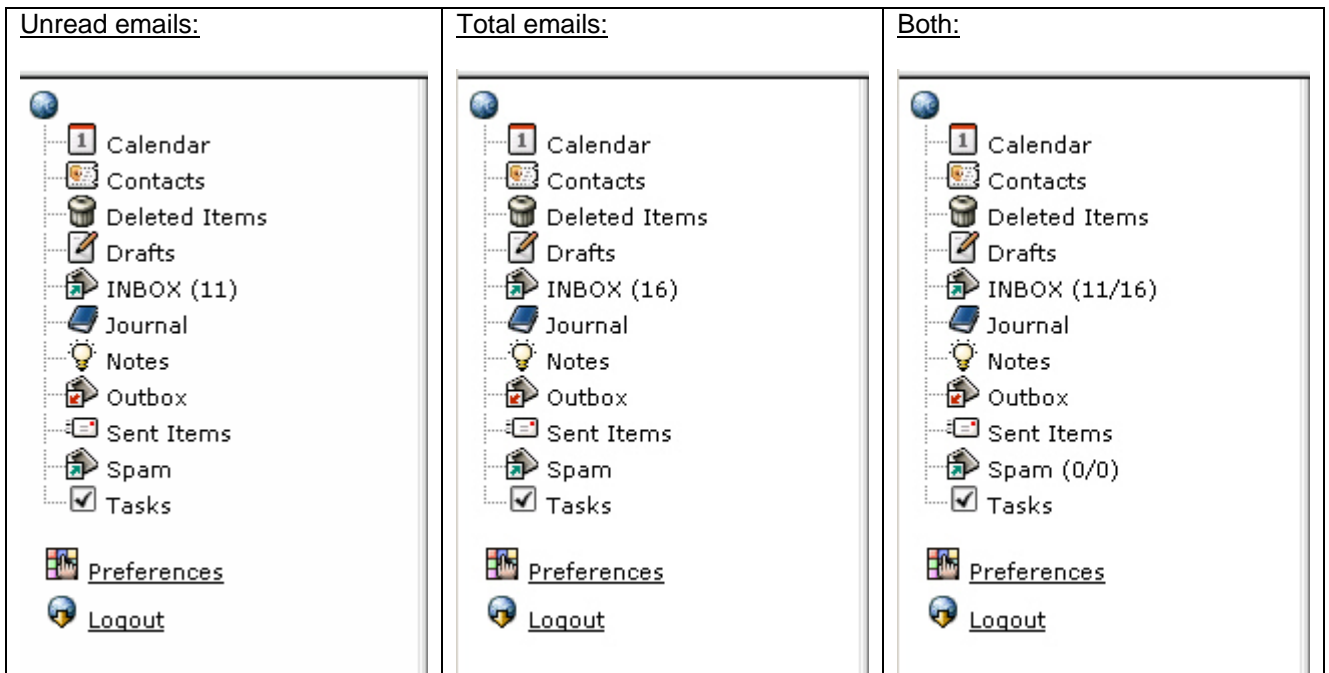


Figure 3.1 New/Total message count feature

User-Quota Indicator

Insight WebClient features a quota level indicator when the user has a quota set on their mailbox. The indicator is listed at the top of the folder-list. If a quota has not been set on the user's mailbox the indicator will not appear.

When the user has utilized below 90% of the quota the font will be displayed in blue color and in bold red when the quota has exceeded 90%, as seen in the figure below.

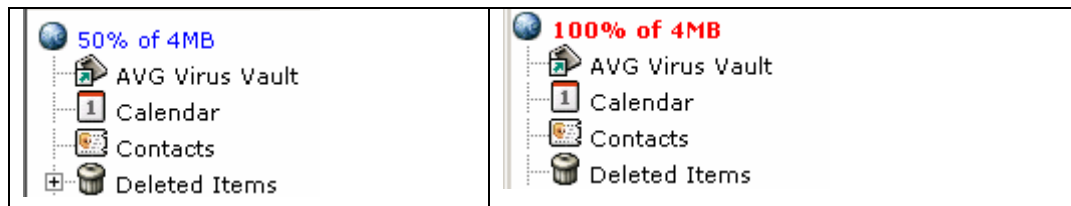


Figure 3.2 User-Quota indicator

Creating Folders

Using Insight WebClient, folders can be created, deleted, moved, renamed, and shared. See figure 3.2 for the folder options that appear at the top of each folder (except for the standard “Outlook folders”, such as Inbox, Calendar, Contacts, Notes, Tasks, etc.)



Figure 3.2 Folder options

To create a new folder, select the “New” icon; then the “Create New Folder” window will appear (figure 3.3).

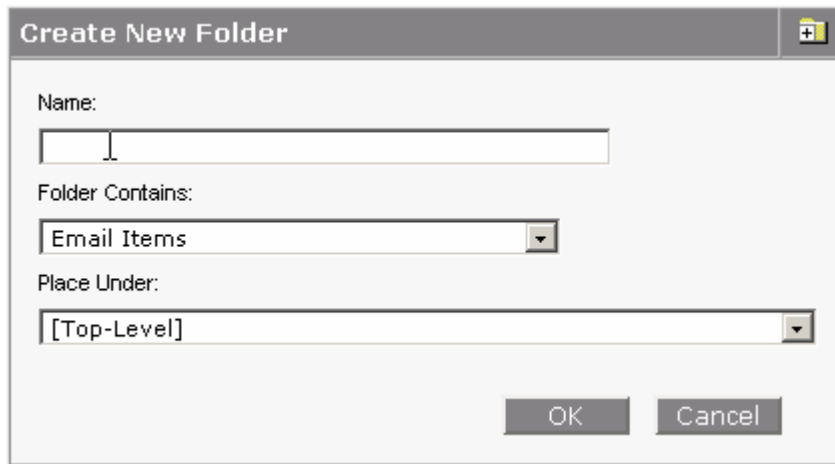


Figure 3.3 Create New Folder

In the “Name” field, enter the new folder name. “Folder Contains” specifies the folder type. There are 5 different folder types that can be created:

1. **Email Items:** This is a regular email folder, and contains only emails.
2. **Contacts Items:** This folder type contains contacts only.
3. **Note Items:** This folder type contains yellow “sticky-notes”
4. **Appointment Items:** This folder type contains calendar events such as appointments and meeting requests.
5. **Task Items:** This folder type contains personal task/“to-do” items.

“Place Under:” determines where the new folder should be placed. The default value is “Top-Level”. A “Top-Level” folder is placed at the same level as Inbox. To create a subfolder of an existing folder, select a folder from the “Place Under” dropdown list. To finish creating the folder, click “OK”.

To delete a folder, select the folder from the folder tree, then select the “Delete” icon. To move a folder, select the folder from the folder tree, then select the “Move” icon. The folder can then be moved to the top-level or under another folder. Folders can also be renamed by selecting the “Rename” icon.

Folder Sharing

Insight WebClient allows users to share personal or public folders with other users that reside on the same mail server. Folders can include calendars, inbox, tasks, contacts, etc. To share any folder, select the folder from the folder tree, then select the “Permissions” icon. The “Folder Permissions” page will now be displayed (figure 3.4).

Folder Permissions

Permissions for: **INBOX**

[demo.bynari.net] ▼

Search:

user 1 <user1@demo.bynari.net>

user 2 <user2@demo.bynari.net>

user 3 <user3@demo.bynari.net>

Select a user:

user2

manager

<input checked="" type="checkbox"/> Lookup	<input checked="" type="checkbox"/> Post
<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Create
<input checked="" type="checkbox"/> Insert	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/> Write	<input type="checkbox"/> Administrator
<input checked="" type="checkbox"/> Set Seen Flag	

Figure 3.4 Folder Permissions

To share a folder, use the pull down list for the address list or use the search feature to find a specific user. Select the appropriate user from the results-list and select “Add User”. The user will then be added to the “Select a user” field. The default permissions for newly added users are “Lookup” and “Read”. To change the permissions for any user, select the user from the “Select a user” list, then add checkmarks for the appropriate permissions; when finished, select “Update”.

Inbox

The Inbox feature is used to view and manage incoming emails. Functions such as reply, reply all, forward, delete, and move can be used on email messages found in the Inbox. Refer to Figure 4 below for an illustration of how the Inbox might appear. The Inbox of the WebClient supports the basic functionality of an email program.

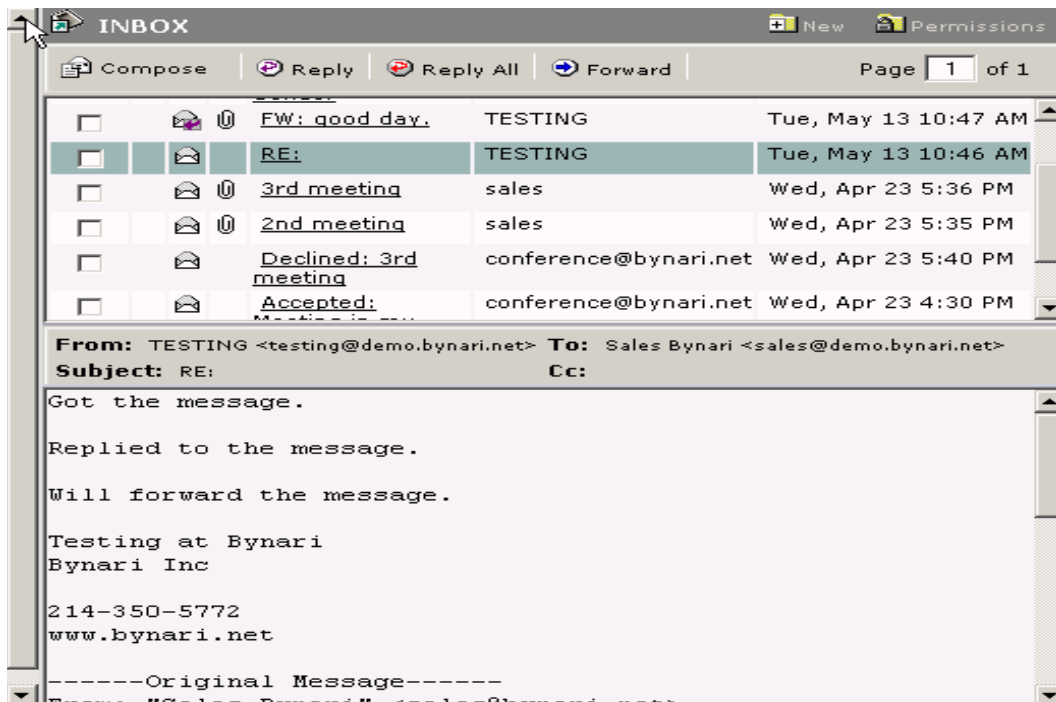
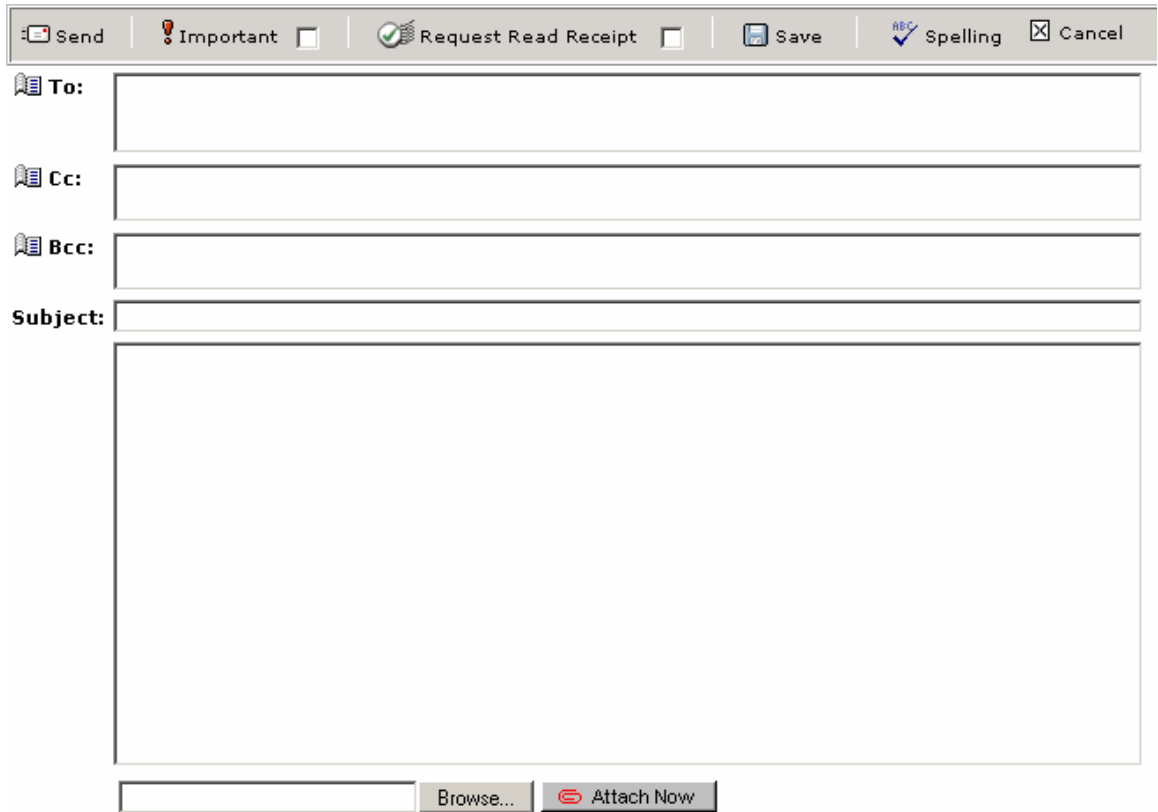


Figure 4. Email Inbox

Composing

The user also has the ability to compose new emails either in plain text or using an HTML editor. This setting can be found in the Preferences section, and is called “Use rich-text editor to compose new messages”. The HTML editor will allow a user to type messages using different font styles, sizes, formatting, etc. To compose a new message, click the “Compose” icon.

To start a new message, enter the fields required, and send to recipients selected from a list of contacts.



The screenshot shows the 'Compose email' window. At the top is a toolbar with the following items from left to right: a 'Send' button, an 'Important' checkbox, a 'Request Read Receipt' checkbox, a 'Save' button, a 'Spelling' button with a checkmark, and a 'Cancel' button. Below the toolbar are four input fields: 'To:', 'Cc:', 'Bcc:', and 'Subject:'. The 'To:' field is the largest. Below these fields is a large text area for the message body. At the bottom of the window, there is a 'Browse...' button and an 'Attach Now' button.

Figure 5a. Compose email, using plain text editor (default)

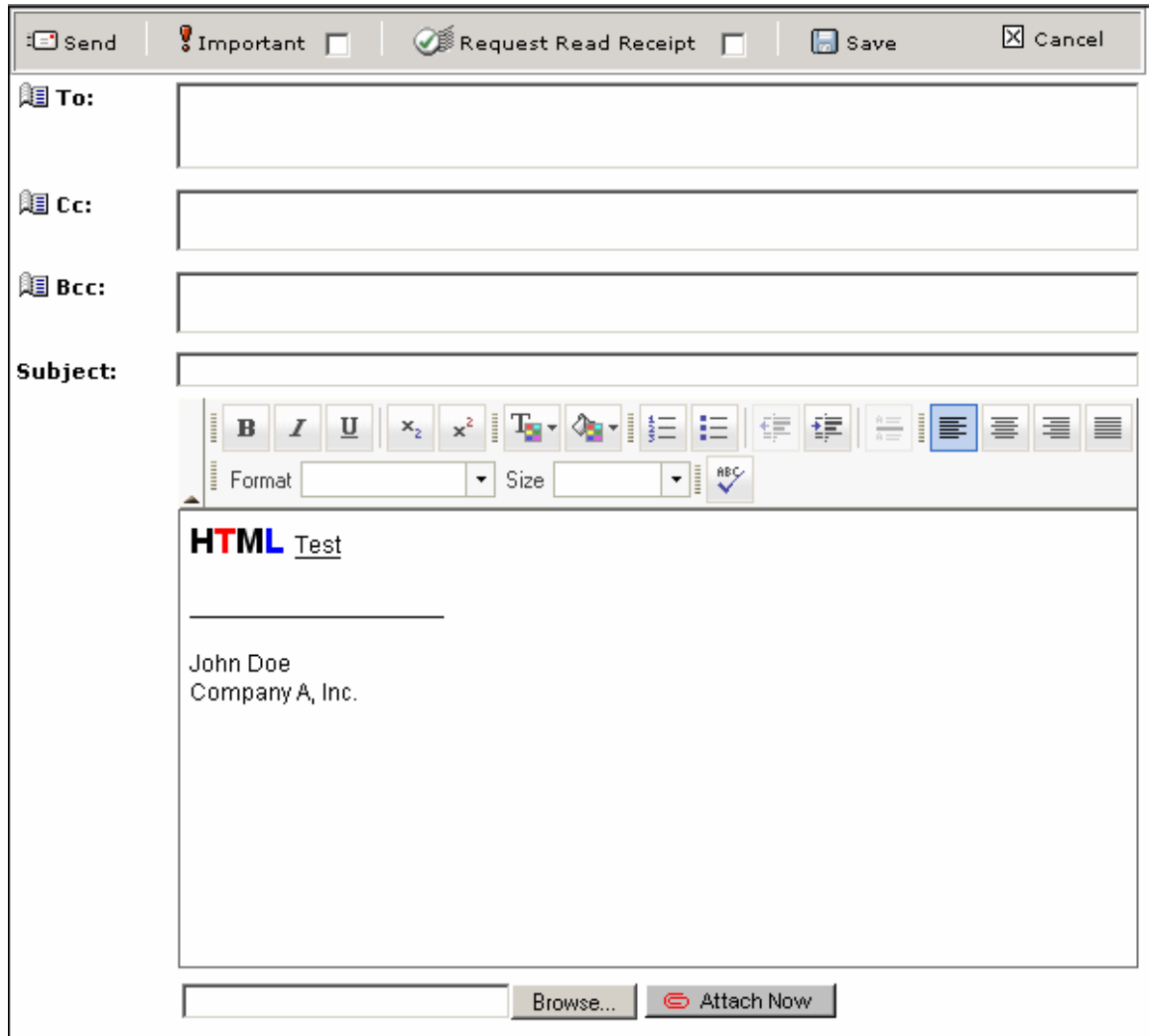



Figure 5b. Compose email, using rich text editor

Clicking the  **To:** icon, the recipient list is composed from the contacts list (Figure 6). To add a recipient to the To, CC, or BCC box, the user would simply select the name from the contact list and then click on the button for where the recipient should be placed, e.g. To:, Cc:, or Bcc: The email value for the recipient is automatically attached to the name, so there is no need to memorize email addresses. Please refer to Figure 6 for a reference to what the new message screen might look like.

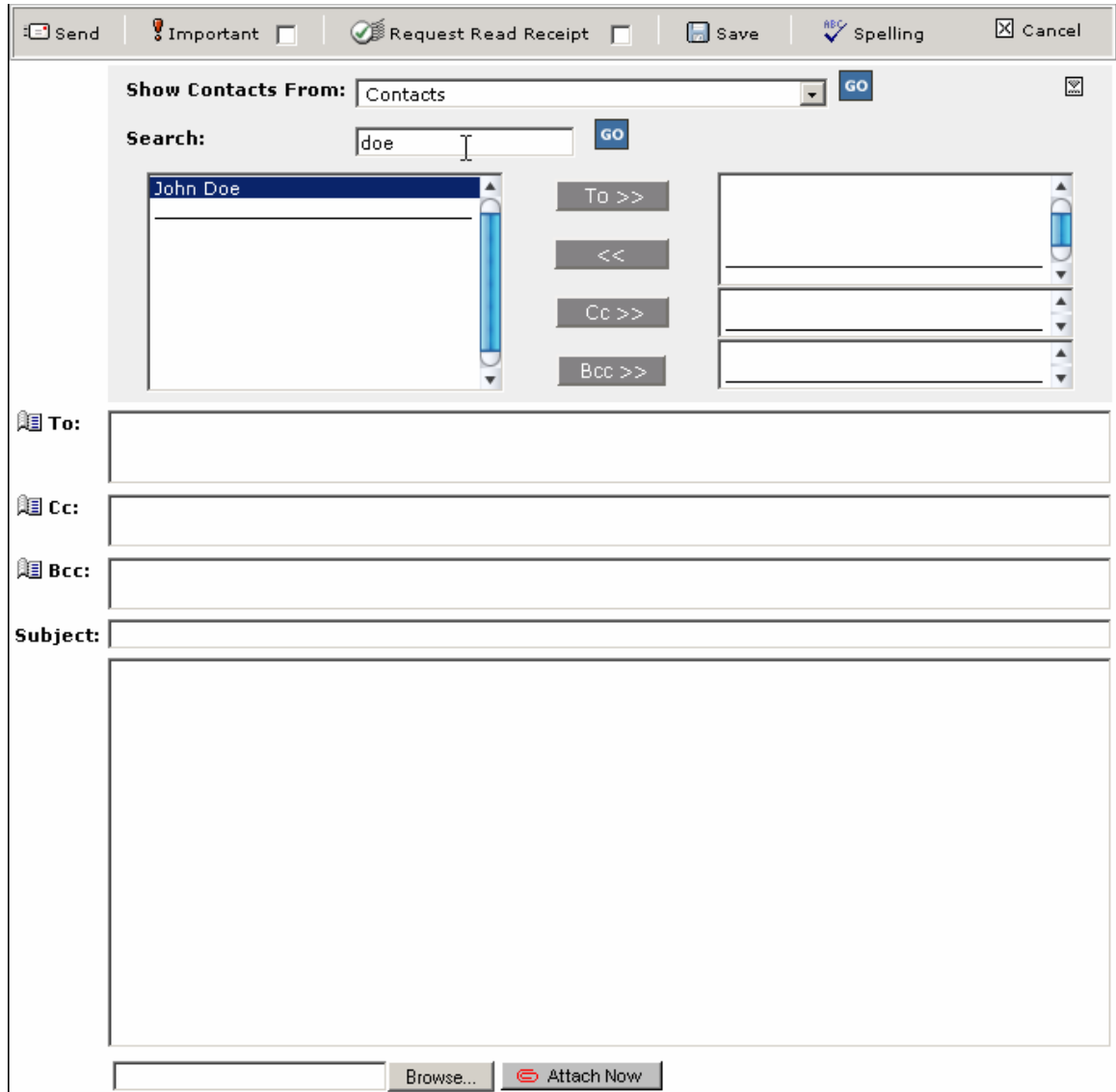


Figure 6 New Email Message

The top of the new email message allows a user to send, mark the email as important or save the email in a draft folder located in the Tree (Refer to Figure 3 for an example of the Tree) and check spelling.

A user can designate who the email is going to be sent to by selecting names in their Contacts list and selecting the “**To >>**” button. Or the user can simply type the email address in the “To:” field. The same action applies for “Cc:” and “Bcc:”. To remove an email recipient that was selected from the contacts list select the names in “TO>>” field and select the “**<<**” button.

To search for a contact, select the group, organization, or the top-level directory from the address-list (“Show Contacts From:” pull-down list), and enter the first and/or last name of the person you wish to find in the “Search” field. Then press enter or “GO” to display the results.

Read receipts

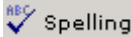
Read receipts can be requested upon sending an email. When the recipient receives the email, a prompt will be displayed to send a “read receipt” that acknowledges the email was read. This feature can be turned on for all emails from the Preferences page, or by checking the “Request Read Receipt” upon composing an email.

Spell checker

Insight WebClient includes a spell checker to check spelling of an email before sending it. Click the “Spelling” button in order to start the spell checking scanner. With the HTML enabled the icon looks like this:



And with the plain text editor the icon appears like this:

**Saving emails**

To save an email, press “Save”. This will place the unfinished message in the “Drafts” folder. It can be retrieved from “Drafts” at any time. To cancel a composing message, select another folder from the folder list, or select the “Cancel” button.

Attachments

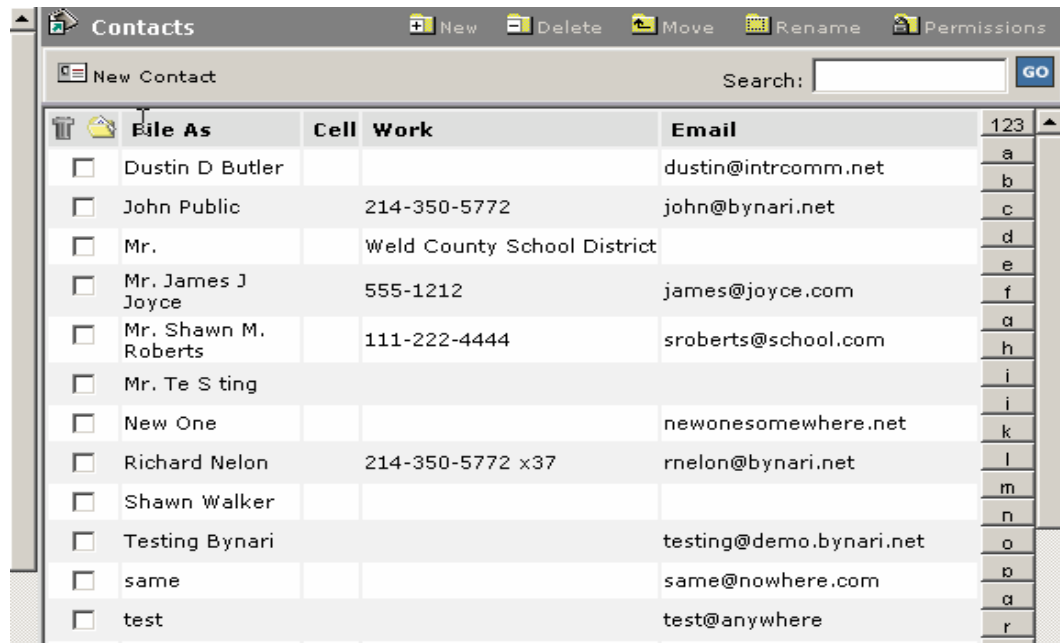
Users may attach files or other attachments to an email by selecting “Browse” at the bottom of the email. Browse for the desired attachment, select the attachment, and then select the “Attach Now” icon.

Auto-completion of email addresses

Insight WebClient uses a javascript that allows users to “auto-complete” addresses from the user’s “contact” folders and will automatically fill in the rest of the nickname/email address. The auto-complete feature can also be configured by the administrator to search addresses in the global address list (from the LDAP server). This can be configured by the administrator in the /opt/insight/icc/groupware/conf/custom.inc.php file.

Contacts

The contacts feature is used to store contact data. In this section, the user has the ability to search, add, update, and delete contacts. Users may create multiple folders under the main Contacts folder to help manage the contact list and is especially helpful for long contact list management. Basic contact data is displayed on the contact list page, as shown in Figure 7. Extended contact data can be viewed, updated, or printed out by clicking on the contact name.

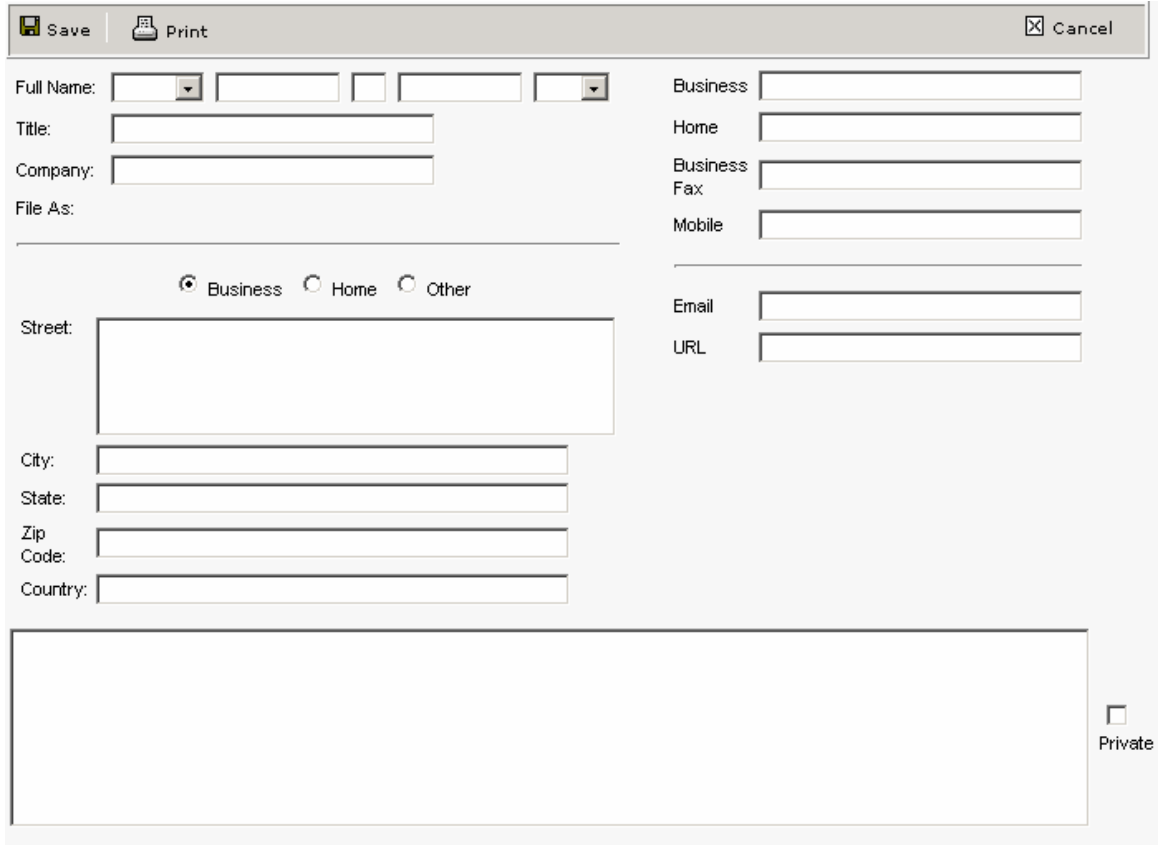


<input type="checkbox"/>	File As	Cell	Work	Email	123
<input type="checkbox"/>	Dustin D Butler			dustin@intrcomm.net	a
<input type="checkbox"/>	John Public	214-350-5772		john@bynari.net	b
<input type="checkbox"/>	Mr.		Weld County School District		c
<input type="checkbox"/>	Mr. James J Joyce	555-1212		james@joyce.com	d
<input type="checkbox"/>	Mr. Shawn M. Roberts	111-222-4444		sroberts@school.com	e
<input type="checkbox"/>	Mr. Te S ting				f
<input type="checkbox"/>	New One			newonesomewhere.net	g
<input type="checkbox"/>	Richard Nelon	214-350-5772 x37		rnelon@bynari.net	h
<input type="checkbox"/>	Shawn Walker				i
<input type="checkbox"/>	Testing Bynari			testing@demo.bynari.net	j
<input type="checkbox"/>	same			same@nowhere.com	k
<input type="checkbox"/>	test			test@anywhere	l

Figure 7 Contacts List

New Contact

The new contact form allows the entry of data for each new contact. Select the save icon to **save** your data to the server.



The screenshot shows a web form titled "New Contact". At the top, there are buttons for "Save", "Print", and "Cancel". The form is divided into several sections:

- Personal Information:** Full Name (with a dropdown arrow), Title, Company, and File As.
- Address:** A large text area for the Street, and smaller text areas for City, State, Zip Code, and Country.
- Location Type:** Three radio buttons labeled "Business", "Home", and "Other".
- Contact Information:** Text areas for Business, Home, Business Fax, Mobile, Email, and URL.
- Privacy:** A checkbox labeled "Private" located in the bottom right corner of the form area.

Figure 8a New Contact

Note: In WebClient 4.2.2 and higher, Contacts can be marked as “private”. This option is located in the bottom right of the “create contact” page (see screenshot above). Only the folder owner will be able to see this private contact, no matter the permissions set for other users.

1 New List

The new list form allows a user to create a personal distribution list using existing contacts or users from the global address list. For instance, if you have 2 contacts: John Doe (jdoe@example.com) and Mary Rose (mrose@email.com), these can be added into one distribution list, called "My Team". The distribution list can then be selected when composing a new email in WebClient; both user1 and user2 will receive a copy of the email.

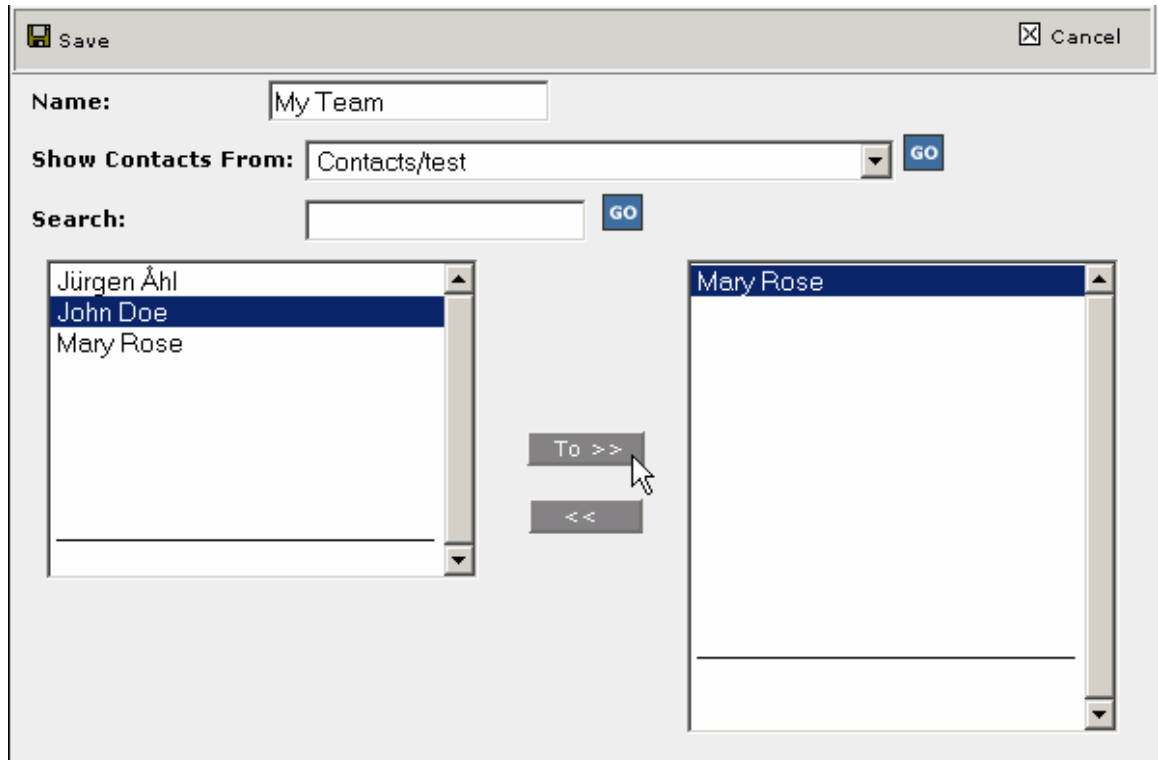


Figure 8b New Distribution List

Functions of Contacts include the following brief description of all the icons used:



New Folder – Select the New Folder icon. Enter the appropriate information for the folder and select Save.



Remove Folder – The user must select the desired folder to be removed from the Tree. When the Remove Folder icon is selected, a warning dialog box will appear. The word "OK" must be selected in order to complete the Remove Folder Action.



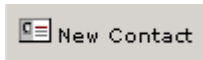
Move Folder – The Move Folder allows a user to move a folder to a different location in the Tree.



Rename Folder – A user can rename a folder by selecting on the "Rename Folder".



Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.



New Contact – Select the New Contact icon in order to create a new contact. Enter the appropriate information for



Search:



the contact and select Save.

New List – Select the New List icon in order to create a personal distribution list.

Search – Search allows a user to quickly find their desired contact by entering the name in the search field. The user can also search for contacts by selecting a letter or number to the right of the contacts list.

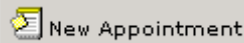
Delete – To delete a single contact, select the trashcan to the far right under “Actions”. To delete multiple contacts at once, select the check box next to the contacts that are to be deleted. Then select the trashcan in the top left corner. **Note:** The contacts page is continually being refreshed. If the user selects multiple contacts and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.

Move Contact – Move a contact to a different folder. Select contact and click on icon, contact will be moved to the selected folder.

Forward Contact – This option allows a user to forward the vCard file for the selected contact as an attachment.

1 Calendar

- The calendar feature is used to manage appointments and schedule information. Appointments can be found using the Day, Week, or Month views. A screen shot of the Day view is shown in Figure below. To add a new appointment click



To view details or update appointments, the user needs to click on the appointment name, see figure 9, you will then be brought to the edit appointment screen where changes can be made to the appointment see figure 10.

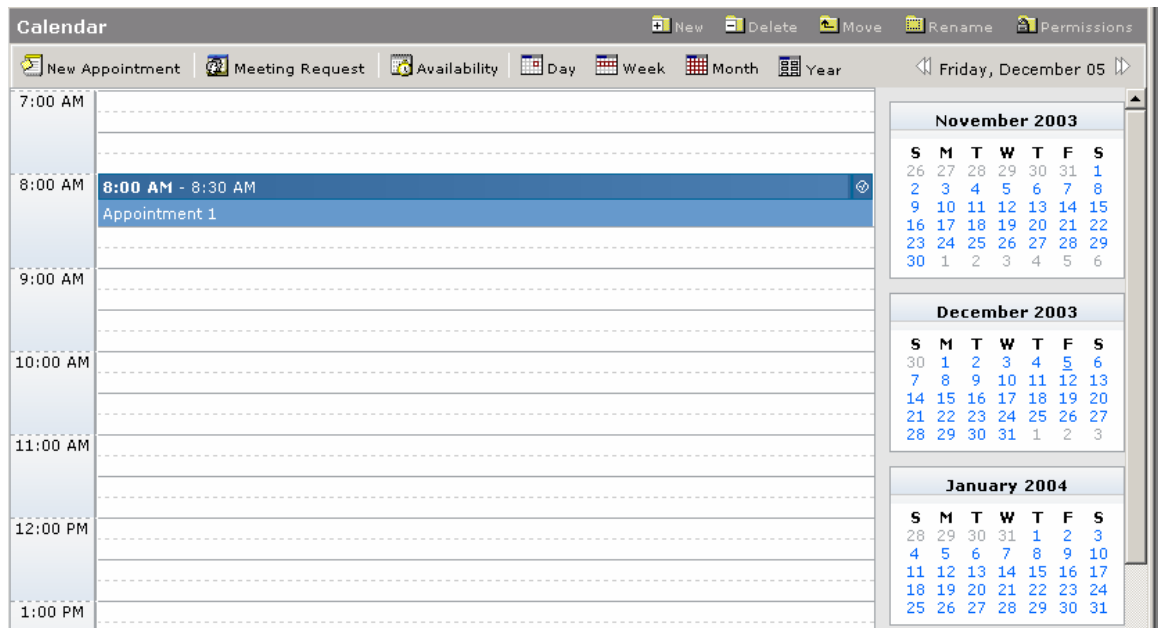


Figure 9 Calendar

Appointment

To select the appointment, move the mouse pointer over the entry until the mouse cursor changes and click.

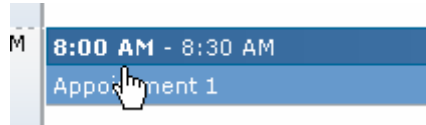
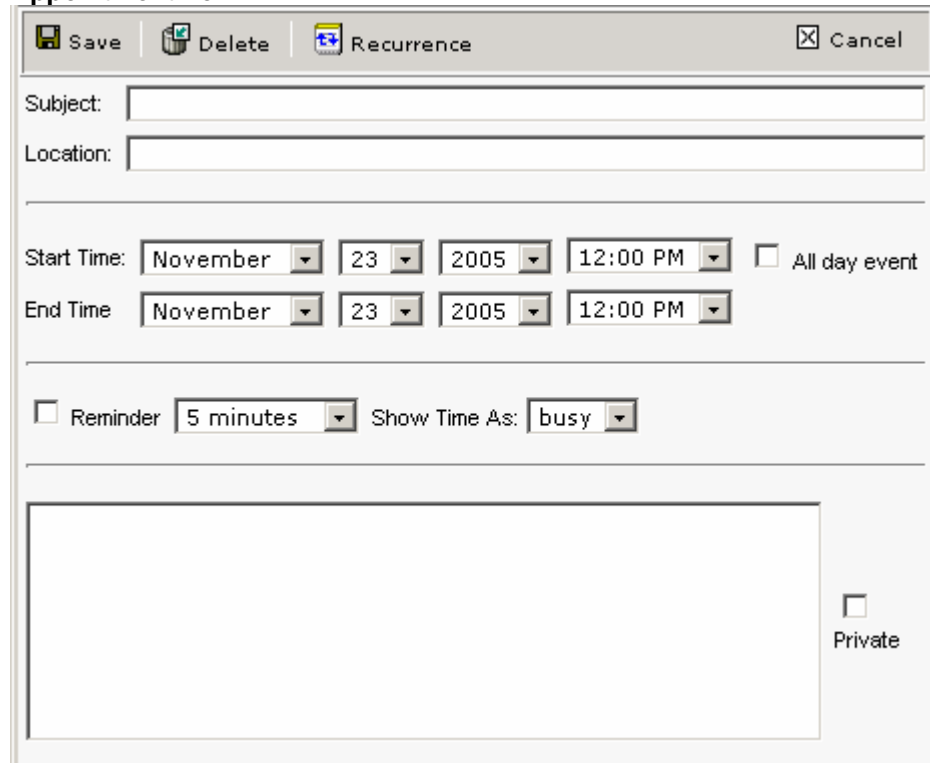


Figure 10 Calendar Select

Appointment Form



Save Delete Recurrence Cancel

Subject:

Location:

Start Time: All day event

End Time

Reminder Show Time As:

Private

Figure 11 Calendar Select

Change any field on the form and select **Save**. This will update the calendar event and reflect the changes.

Note: In WebClient 4.2.2 and higher, Calendar events can be marked as “private”. This option is located in the bottom right of the “create appointment” page (see screenshot above). Only the folder owner will be able to see this private calendar event, no matter the permissions set for other users.

A brief description of all the icons used:



New Folder – Select the New Folder icon. Enter the appropriate information for the folder and select Save.



Remove Folder – The user must select the desired folder to be removed from the Tree. When the Remove Folder icon is selected, a warning dialog box will appear. The word “OK” must be selected in order to complete the Remove Folder Action.



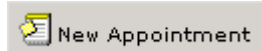
Move Folder – The Move Folder allows a user to move a folder to a different location in the Tree.



Rename Folder – A user can rename a folder by selecting on the “Rename Folder”.



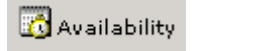
Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.



New Appointment – Create a new appointment



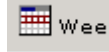
Meeting request – Create a new meeting Request



Availability – To determine Free/ busy Times of other users on the system to schedule meetings



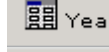
Day View – To view appointments in a daily format



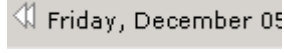
Week View – To view appointments in a weekly format



Month View – To view appointments in a monthly format



Year View – To view appointments in a yearly format



Day Indicator – Indicates the day being displayed in the preview pane

Deleted Items

- Deleted Items folder is the location where all deleted items will be sent for retrieval. The deleted items can be removed permanently by clicking on Empty deleted Items icon.

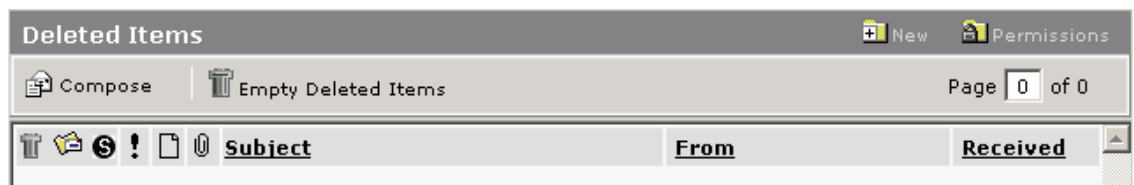


Figure 11 Calendar Select

A brief description of all the icons used:



New Folder – Select the New Folder icon. Enter the appropriate information for the folder and select Save.

	Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.
	Compose – Select the Compose icon to create a new email message.
	Delete – To delete a single email, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner of the Inbox. Note: The Inbox page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.
	Move Message – Move a message to a different folder. Select message and click on icon, message will be moved to the selected folder.
	Priority – Importance status of message, Click to change display order of messages importance.
	Message status – Message status arrangement, messages arranged according to read, unread, new.
	Attachment – Attachment with email message.
Subject	Subject – Subject of email message received.
From	From – From whom the message was sent.
Received	Received – Time message received.

Drafts

- The drafts folder is used to save emails that have not been sent. These emails can then be edited at a later date to be sent. To create a new message click on Compose.

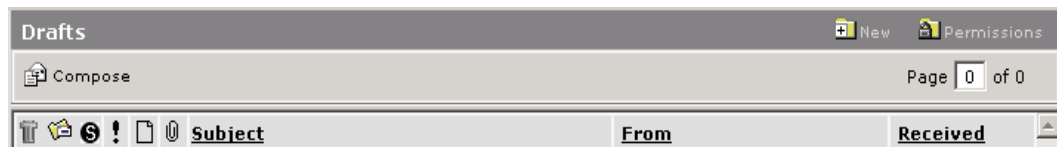


Figure 12 Drafts







A brief description of all the icons used:



New Folder – Select the New Folder icon. Enter the appropriate information for the folder and select Save.



Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.

 Compose	Compose – Select the Compose icon to create a new email message.
	Delete – To delete a single email, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner of the Inbox. Note: The Inbox page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.
	Move Message – Move a message to a different folder. Select message and click on icon, message will be moved to the selected folder.
	Priority – Importance status of message, Click to change display order of messages importance.
	Message status – Message status arrangement, messages arranged according to read, unread, new.
	Attachment – Attachment with email message.
Subject	Subject – Subject of email message received.
From	From – From whom the message was sent.
Received	Received – Time message received.

Journal

 Journal was not implemented at time of document creation.

Notes


General

The notes folder is used to store all the notes created. Notes are useful for information pieces or refer to as “Sticky notes” for easy reminders. To create a new note click on New



Figure 13 Notes

Selected Note

Clicking on the note will display the note. Click on  to edit the contents of the note,

change the contents of the note, select save. To delete the note, click on to close the note click on .

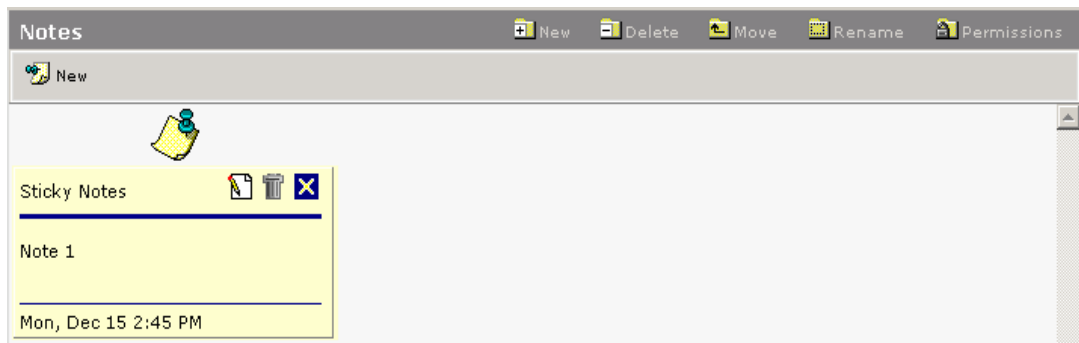


Figure 13 Selected Notes

Creating a new note

Click on the new icon, enter the required information on the new note, click save. To cancel the note, click Cancel.

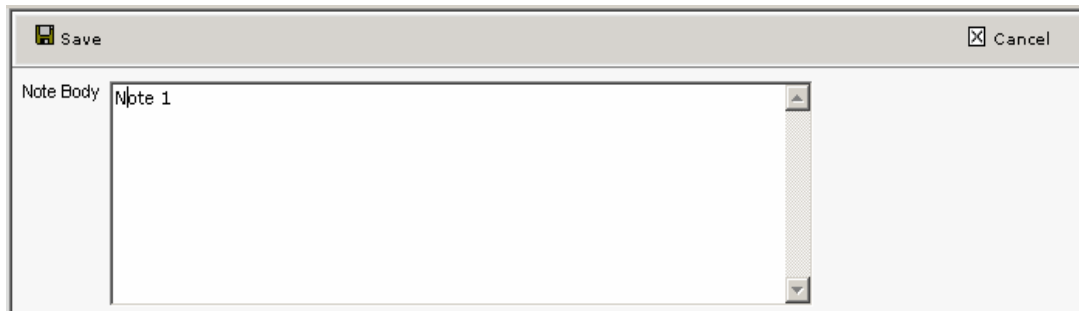


Figure 14 New Note

A brief description of all the icons used:



New Folder – Select the New Folder icon. Enter the appropriate information for the folder and select Save.



Remove Folder – The user must select the desired folder to be removed from the Tree. When the Remove Folder icon is selected, a warning dialog box will appear. The word “OK” must be selected in order to complete the Remove Folder Action.



Move Folder – The Move Folder allows a user to move a folder to a different location in the Tree.



Rename Folder – A user can rename a folder by selecting on the “Rename Folder”.



Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.

New	New – New Note, to create a new note
Save	Save – Save Notes, once a new note has been created click on save to save note to folder.
Cancel	Cancel – Cancel note.

	Edit – Edit the contents of the note.
	Delete – Delete the note.
	Close – Close note, to minimize the view.

Outbox

- Email is stored in the Outbox folder when being sent. Email messages will not appear in the outbox folder if sent successfully; however, email messages will appear in the outbox folder if there is a failure while trying to send the message.

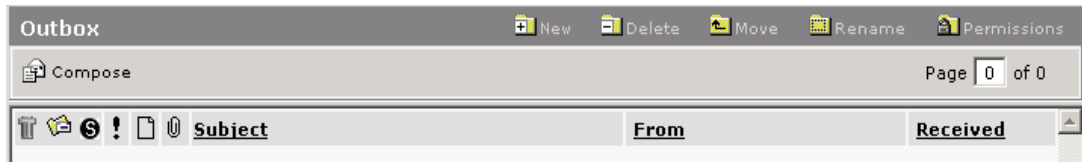


Figure 15 Outbox

A brief description of all the icons used:



Add New Folder – The Add New Folder icon allows a user to create a new email, contacts, notes or calendar folder in their desired location. Select Add New Folder. Give the folder a name and select the type of folder to be created.



Remove Folder – The user must select the desired folder to be removed from the Tree. When the Remove Folder icon is selected, a warning dialog box will appear. The word “OK” must be selected in order to complete the Remove Folder Action.



Move Folder – The Move Folder allows a user to move a folder to a different location in the Tree.



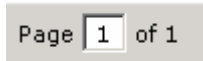
Rename Folder – A user can rename a folder by selecting on the “Rename Folder”.



Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.



Compose – Select the Compose icon to create a new email message.






Page – The Page feature allows the user to quickly scroll to the next page of emails. The amount of emails displayed per page is determined in Options feature of the Inbox.




Delete – To delete a single email, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner. Note: The page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.



Move Message – Move a message to a different folder. Select message and click on icon, message will be moved to the selected folder.

-  **Priority** – Importance status of message, Click to change display order of messages importance.
-  **Message status** – Message status arrangement, messages arranged according to read, unread, new.
-  **Attachment** – Attachment with email message.
- Subject** – Subject of email message received.
- From** – From whom the message was sent.
- Received** – Time message received.

Sent Items

 Sent Items folder is used to store sent email items.

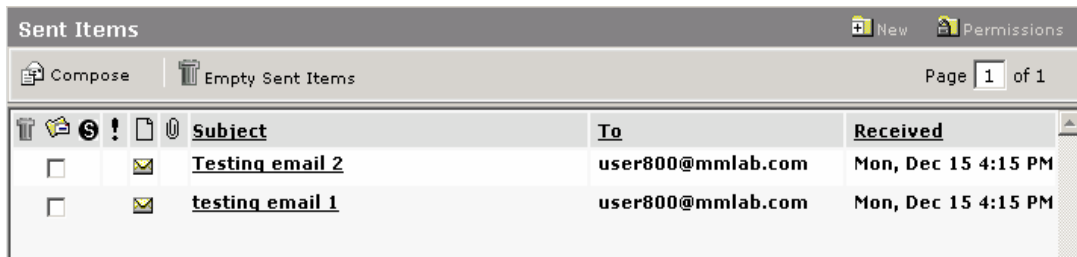



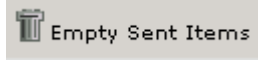
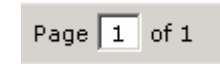



Figure 16 Sent Items

A brief description of all the icons used:

-  **New Folder** – Select the New Folder icon. Enter the appropriate information for the folder and select Save.
-  **Permissions** – Permissions allows account users to give other users access to specific folders in their Inbox.
-  **Compose** – Select the Compose icon to create a new email message.
-  **Empty Sent Items** – This will delete all the messages in the sent items folder unconditionally, checked or unchecked.
-  **Page** – The Page feature allows the user to quickly scroll to the next page of emails. The amount of emails displayed per page is determined in Options feature of the Inbox.
-  **Delete** – To delete a single email, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner of the Inbox. Note: The Inbox page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected

delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.



Move Message – Move a message to a different folder. Select message and click on icon, message will be moved to the selected folder.



Priority – Importance status of message, Click to change display order of messages importance.



Message status – Message status arrangement, messages arranged according to read, unread, new.



Attachment – Attachment with email message.

Subject

Subject – Subject of email message received.

To

To – To whom the message was sent.

Received

Received – Time message was received.

Tasks

General

Tasks are created to project manage and delegate different tasks.

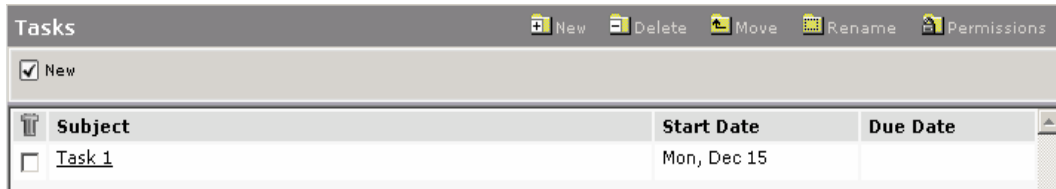


Figure 17 Tasks

New Task

To create a new task click on New, enter all the required information as can be seen below, click on Save to save the information, or Cancel to discard task being created.

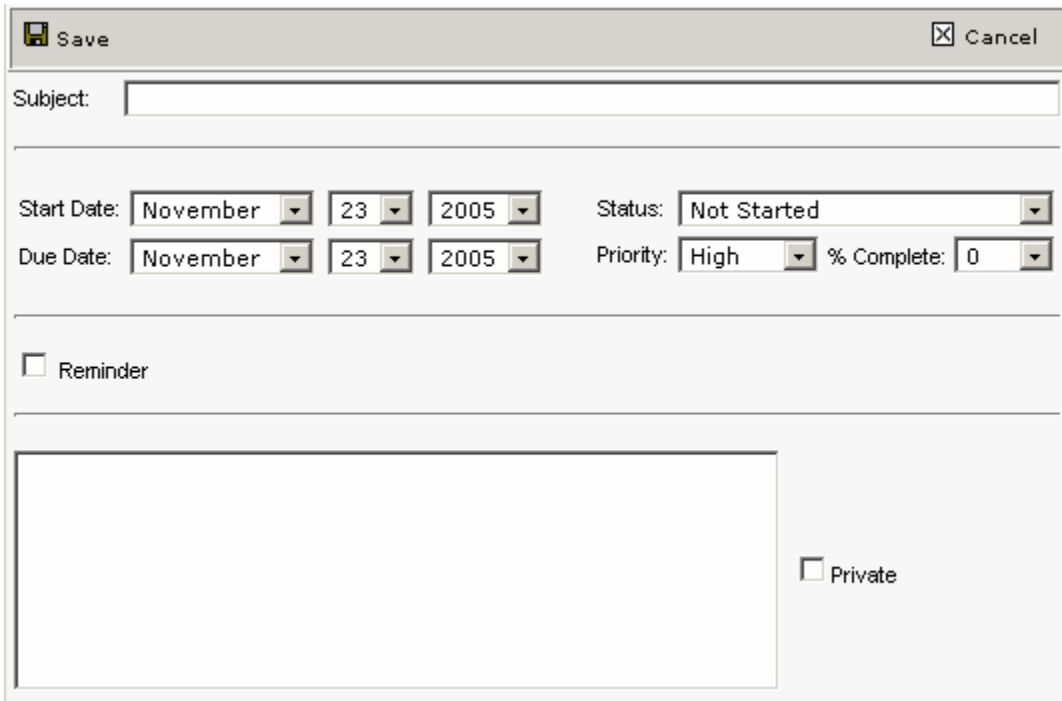


Figure 18 New Task

Note: In WebClient 4.2.2 and higher, Task events can be marked as “private”. This option is located in the bottom right of the “create task” page (see screenshot above). Only the folder owner will be able to see this private tasks, no matter the permissions set for other users.

A brief description of all the icons used:



Add New Folder – The Add New Folder icon allows a user to create a new email, contacts, notes or calendar folder in their desired location. Select Add New Folder. Give the folder a name and select the type of folder to be created.



Remove Folder – The user must select the desired folder to be removed from the Tree. When the Remove Folder icon is selected, a warning dialog box will appear. The word “OK” must be selected in order to complete the Remove Folder Action.



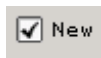
Move Folder – The Move Folder allows a user to move a folder to a different location in the Tree.



Rename Folder – A user can rename a folder by selecting on the “Rename Folder”.



Permissions – Permissions allows account users to give other users access to specific folders in their Inbox.



New – Select the Compose icon to create a new email message.



Delete – To delete a single email the user, select the trashcan to the far right of the email under “Actions”. To delete multiple emails at once, select the check box next to the emails that are to be deleted. Then select the trashcan in the top left corner of the Inbox. Note: The Inbox page is continually being refreshed. If the user selects multiple emails and the page refreshes before the user clicks on the trashcan, they will lose their selected delete items. Go to Options to increase or decrease the time in which the Inbox page is refreshed.

Subject

Subject – Subject of Task

Start Date

Start Date – Start date of task

Due Date

Due Date – Due Date of task completion.

Preferences

General

By selecting the Preference icon, the user will be able to setup their email options. Such as, the email Name, Email Address, Signature, whether or not the user wants to store their deleted and sent emails, ability to show HTML emails and basic Inbox display features. **It is necessary to select the “Save” icon after making any changes in Options.**

Note: Most of the default user preferences can be changed by the mail server administrator. The file that contains the customizable defaults is located in file /opt/insight/icc/groupware/conf/usersettings.inc Available only in WebClient v4.2.2 and higher.

Save
Cancel

Language en

Tree Pane Width 200

Refresh 300

Do not keep deleted items (just delete them)

Name user1

Email Address user1@bynari.net

Optional Address 1

Optional Address 2

Signature

Store a copy of sent items

Show HTML email if available

Show contacts when composing new email

Show Contacts From (default)

Autocomplete Addresses

Request a Read Receipt on All Outgoing Mail

Automatically Reply to Read Receipts

Messages p/ Page 10

Disable View Pane

Viewing Pane Height % 50

Show Unread Message Count in Viewing Pane

Show Total Message Count in Viewing Pane

Week Start Day Sunday

Day View Start Time 07 AM

Day View End Time 08 PM

Time Zone Server

Reminders Pop-Ups Email

Default Calendar View Day

Figure 19 Preference (Ver 4.2.2)

Preference Option	Default Value	Description
Language	en	This option allows the user to change the language of the WebClient interface. In the drop-down list there are other languages available, such as German (de), French (fr), Spanish (es), etc.
Tree Pane Width	200	The width of the default display of the Tree on the right side of the screen.
Refresh Tree (seconds)	300	The time interval the WebClient will update the page with new email.
Do not keep deleted items (just delete them)	<input type="checkbox"/>	With this option unchecked, it will copy all deleted items to the deleted folder. If checked, it will discard the deleted items.
Name	user 800	User Name of logon user; this can be changed to display a different name. The "Name" will be displayed on the email when sending emails.
Email Address	user800@m	Email address of logon user
Optional Address 1		Additional email address to use for sending email.
Optional Address 2		Additional email address to use for sending email.
Signature		Signature that will be added to email created.
Store a copy of sent items	<input checked="" type="checkbox"/>	All sent items will be saved in the sent items folder.
Show HTML email if available	<input type="checkbox"/>	Checking this option will display the html email with the graphics and not in text mode.
Use rich-text editor to compose new messages	<input type="checkbox"/>	This option changes the compose page to

Show contacts when composing new email	<input type="checkbox"/>
Show Contacts From (default)	<input type="text"/>
File Contacts As	Full Name ▾
Autocomplete Addresses	<input type="checkbox"/>
Request a Read Receipt on All Outgoing Mail	<input type="checkbox"/>
Automatically Reply to Read Receipts	<input type="checkbox"/>
Messages p/ Page	<input type="text" value="10"/>
Disable View Pane	<input type="checkbox"/>
Viewing Pane Height %	<input type="text" value="50"/>
Show Unread Message Count in Viewing Pane	<input type="checkbox"/>
Show Total Message Count in Viewing Pane	<input type="checkbox"/>
Use Subscribed folder listing	<input type="checkbox"/>

use the RTF/HTML editor instead of the default plain-text editor.

Show contact list to choose email address.

Select the default contacts folder to use for email lookup.

This option controls how contacts are viewed and sorted in all Contact folders.

This option will automatically fill in the email address for the person you are trying to send an email to. It uses all the Contacts folders and optionally the Insight Server GAL to look up the addresses.

A read receipt will be sent with all outgoing mail, automatically.

Automatically send back a read receipt reply to the requesting sender.

Number of messages to display per page.

Disable the view pane, will remove the preview pane below the inbox view.

Percentage the preview pane should use of the Web browser to display messages.

Displays the number of unread emails next to the folder name in the folder tree.

Displays the number of total emails next to the folder name in the folder tree.

If the IMAP account is configured to only show subscribed folders, this option can be selected to only show those folder

Default folder for Sent Items	<input type="text" value="Sent Items"/>
Default folder for Deleted Items	<input type="text" value="Deleted Items"/>
Default folder for Drafts	<input type="text" value="Drafts"/>
Default folder for Spam	<input type="text" value="Junk E-mail"/>
Default folder for Contacts	<input type="text" value="Contacts"/>
Default folder for Calendar	<input type="text" value="Calendar"/>
Week Start Day	<input type="text" value="Sunday"/>
Daily View Time Start	<input type="text" value="07"/> <input type="text" value="AM"/>
Day View End Time	<input type="text" value="08"/> <input type="text" value="PM"/>
Time Zone	<input type="text" value="[Server]"/>
Reminders	<input type="checkbox"/> Pop-Ups <input type="checkbox"/> Email
Default Calendar View	<input type="text" value="Day"/>

in the folder listing pane. These options allow a user to specify where to store items (messages, contacts, etc), other than in their respective default folder locations.

Calendar start day.
 Calendar start time Display.
 Calendar end time Display.
 Time zone selection, default is to use Bynari server time.
 Calendar reminders can be sent via email, or a pop-up can be generated.
 A default calendar view can be selected. The options are: Day View, Week, Month, Year, Availability

Tips and Techniques

- **Autocreating the specialized folders for new users**

The Active Directory implementation depends upon the 'autocreateinbox' setting in Cyrus IMAP so that users who successfully authenticate with IMAP can then receive mail. This feature does not create the specialized folders like Calendar & Contacts. Upon its initial login to the IMAP account, the Connector will autocreate these specialized folders using the appropriate folder names based on localization.

However, if the user first logs into the WebClient, these folders will not appear. It is possible to configure the WebClient to automatically create the specialized folders if they do not exist.

To enable this feature, perform the following configuration update to the file...

```
# vi /opt/insight/icc/groupware/conf/custom.inc.php
```

...and uncomment the line...

```
define('AUTOCREATESPECIALFOLDERS', 1);
```

... now save & exit the file for this option to take effect.

- **Custom links in the WebClient:**

Cut and paste the text below and add in /opt/is4/opt/icc3/groupware/conf/custom_links file on the Insight Server. The links can be edited for your preferences.

```
1025|-1|Favorites||4||5  
1036|1025|Google|http://www.google.com|10|10  
1027|1025|Bynari|http://www.bynari.net|10|10  
5000|-1|Tools||4||5  
5008|5000|Dict.org|http://www.dict.org|10|10
```

- **WebClient as your default Mail Composer**

These are the steps to make the WebClient the default mail composer whenever "mailto:" links on web pages are clicked. (The 2 files described below can be obtained from Bynari support):

1. Put the ICC-mailto.bat in c:
2. Edit the ICC-mailto.bat file, make sure the correct URL line is specified. Should be mail.domain.net.
3. Run the ICC-mailto.reg file to import registry settings.
4. In Internet Explorer click Tools -> Internet Options -> Programs (tab).
5. Select Bynari Insight WebClient for the email program.
6. Click on some mailto: links on web pages.