

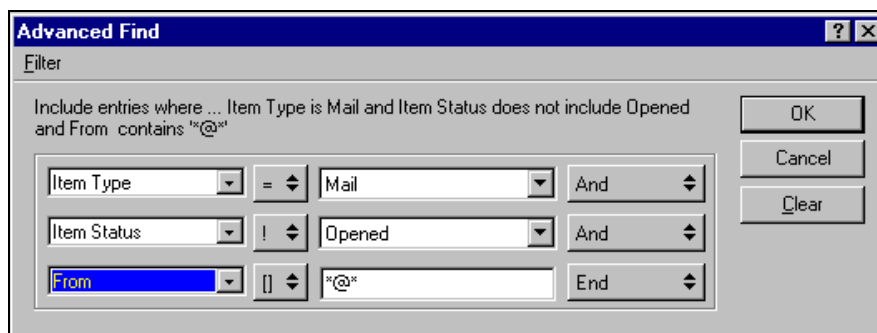
Creating a folder that lists Unread External E-mails

One of the most commonly requested facilities is the ability to click on a folder which will show **only** unread(unopened) external e-mails. For some types of users, particularly support, helpdesk, or sales staff to name a few, new e-mails *from the outside*, and phone calls, almost always take priority over internal e-mails. A salesperson, for instance, on coming back to his/her desk after a meeting, will be far more interested in **dealing first** with external enquiries from potential customers rather than with internal e-mails. This document outlines the steps required to create a [search] folder that will display only unread external e-mails.

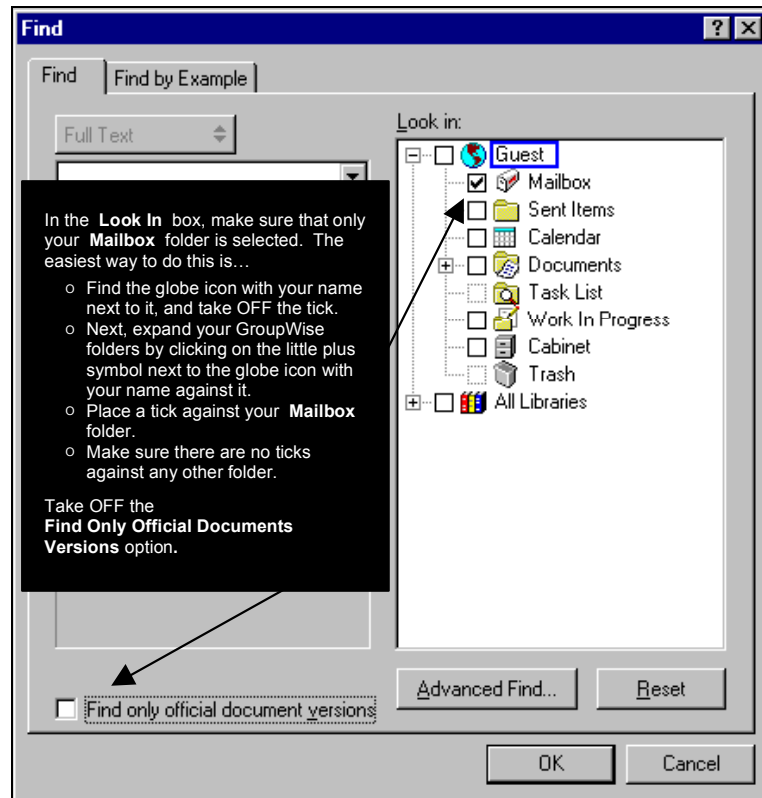
- In **GroupWise 5.5** click on the **Tools / Find** menu. This will bring up the *Find* dialogue box.

- Click on the **Advanced Find** button, and fill in the *Advanced Find* dialogue box, as shown below (here we tell the GroupWise search facility that we are only interested in incoming mail items which have an "@" in the From field and which you have not yet read/opened).

Click on **OK** once you have finished.

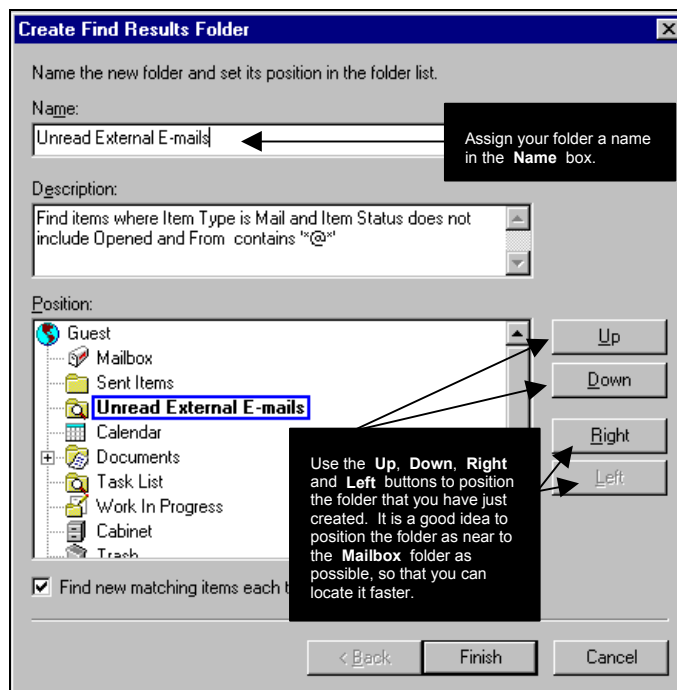


- You will now find yourself back at the *Find* dialogue box. At this point we want to specify that the search we are interested in should only include your **Mailbox** folder and no other folder. To do this, set up the dialogue box as shown below :



- Click on **OK**.
- GroupWise will now go and search for all the e-mails that satisfy your Find criteria. It will display the results in a *GroupWise Find Results* window.
- Note : if no items are found, you will be prompted with a dialogue box saying so and asking you to click YES, NO, or CANCEL. If that happens, click NO.*

- Within the **GroupWise Find Results** window that comes up, click on the **File / Save As Folder** menu to bring up the **Create Find Results Folder** dialogue box. Fill that dialogue box as shown below :



- Click on **Finish**.
- Close the **GroupWise Find Results** window by clicking on the **X** in the right hand corner of that window.
- You should now find yourself back at the main GroupWise screen. On the left-hand side of the screen, amongst your GroupWise folders, you should see the search folder that you just created.
- Test out the search folder by just clicking on it to "open it". Whenever you do that, GroupWise goes and performs the search you specified above and presents its results inside that [search] folder.
- **That's it. You're done.** In future, whenever you come back to your desk from a meeting, leave, or holiday, and want to check **only** your un-read external e-mails, simply click on this new folder.

Note : The new [search] folder you have just created is not a real folder. When you click on it to view your unread external e-mails, you are in fact simply looking at your normal MAILBOX through a “filtered view”. The e-mails you will find in this new [search] folder are still in your MAILBOX. This means that if you delete an e-mail that you see in this [search] folder, you are also deleting it from your Mailbox. Similarly, if you move an e-mail from this [search] folder to an actual folder, say inside your “cabinet”, then that e-mail also gets removed from your MAILBOX since it is effectively the same e-mail.

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