Creating a Rule in GroupWise
for Auto Reply when Out of Office

Need further assistance creating a GroupWise Rule?
Contact the ITSD Help Desk at extension 6111
Email: **helpdesk@durhamtech.edu**

In the main GroupWise email window:
- Go to the **Tools** menu and choose **Rules**
- The Rules window will appear
- Click on **New**

New Rule Window

Step 1
Rule name:
   Type a name in the box

Step 2
When event is:
   ✓ Received

Step 3
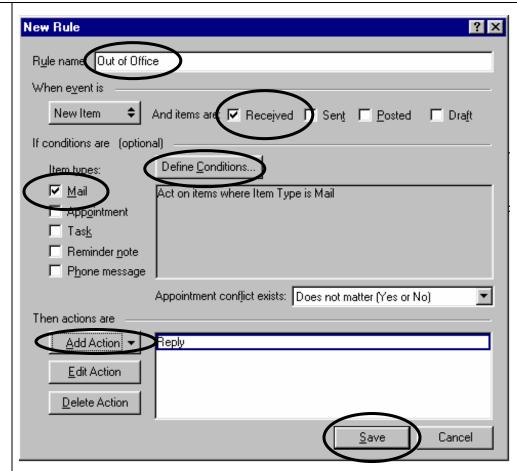Items types:
   ✓ Mail

Step 4 – Very Important!
Define Conditions
   (see directions below)

Step 5
Click the Add Action button
Choose Reply
   (see directions on Page 2)

Step 6
   Click Save

New Rule

Rule name: Out of Office

When event is
New Item   And items are: ☑ Received ☐ Sent ☐ Posted ☐ Draft

If conditions are (optional)

Item types: Define Conditions...
☑ Mail   Act on items where Item Type is Mail
☐ Appointment
☐ Task
☐ Reminder note
☐ Phone message

Appointment conflict exists: Does not matter (Yes or No)

Then actions are
Add Action ▼   Reply
Edit Action
Delete Action

Save   Cancel

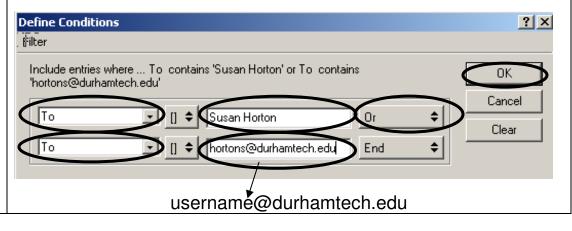## Step 4 Define Conditions - Very Important!

Row 1
- Choose **To** from the drop down menu
- Type your **first** and **last name as it appears in GroupWise**
- Click the **End** button and choose **Or**

Row 2
- Choose **To** from the drop down menu
- Type your **GroupWise email address** in the box
- Click OK

This step is **very important** for preventing quirky things from happening if you are subscribed to mailing lists.
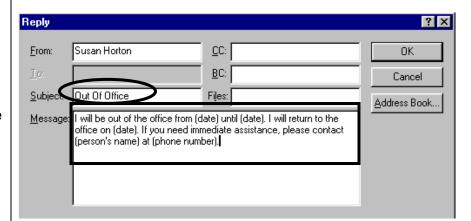
Define Conditions

Filter

Include entries where ... To contains 'Susan Horton' or To contains 'hortons@durhamtech.edu'

OK
Cancel
Clear

To   []   Susan Horton   Or
To   []   hortons@durhamtech.edu   End

username@durhamtech.edu

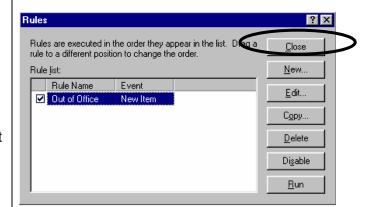| Step 5 - Add Action	
In the Reply window • Click the Reply to sender radio button • ✓ Include message received from sender • Click OK	**Reply** `? X` Options ⦿ Reply to sender ○ Reply to all (sender and recipients) ☑ Include message received from sender OK Cancel
In the Reply window • Type a subject (this is the subject of the email that will be sent as your auto reply) • Type a message. Include dates you will be out of the office, when you will return, and who to contact in your absence. • Click OK (This will take you back to the New Rule window) • Click Save in the New Rule window	**Reply** `? X` From: Susan Horton CC: To: BC: Subject: Out Of Office Files: Message: I will be out of the office from (date) until (date). I will return to the office on (date). If you need immediate assistance, please contact (person's name) at (phone number). OK Cancel Address Book...
Enable / Disable a Rule	
In the Rules window Before you go away from the office be sure to turn **on** the rule. **To enable the Rule:** • Check the Rule you want to enable • Click Close	**Rules** `? X` Rules are executed in the order they appear in the list. Drag a rule to a different position to change the order. Rule list: Rule Name	Event ☑ Out of Office	New Item Close New... Edit... Copy... Delete Disable Run
When you return to the office be sure to turn **off** the rule. **To disable the Rule:** • Uncheck the Rule you want to disable • Click Close	**Rules** `? X` Rules are executed in the order they appear in the list. Drag a rule to a different position to change the order. Rule list: Rule Name	Event ☐ Out of Office	New Item Close New... Edit... Copy... Delete Enable Run