Configuring Departmental Accounts in Groupwise

Background

We have taken steps to set up departmental accounts in Groupwise. In most cases these accounts already existed in the UNM LDAP directory and were used in either the Communigate email system or the Oracle Calendar system or both. The accounts were created in the ITS Groupwise system in the same manner as other user accounts. The purpose for creating them in Groupwise was twofold. The primary reason was to have an account that could “own” resources, such as conference rooms, that can be scheduled in Groupwise. Every resource has to have an “owner”, and it makes more sense to have the owner be the department, rather than an individual who may change jobs. A secondary reason for these accounts is to give departments a central account where they could receive email, schedule departmental functions or events, or setup and track projects. This avoids having to forward email from such accounts to several or all individuals in a department for action.

Synchronizing Password and Forwarding Email from Webmail

The first task in setting up the account in Groupwise is to synchronize the account's password in Groupwise with the LDAP password. Someone in the department should have the current password. If they do not, it will be necessary for the department manager or supervisor to request a password reset from the ITS support desk (clrk@unm.edu). Assuming you have the password, go to the website: http://its.unm.edu/password. You will be prompted for a NetID and current password. The NetID in this case is the account's name (such as “purch” or “cgacctg”) and the LDAP password above. On the second page, enter the “new” password twice and click the Change button. Note that you can select a new password, or you may just keep the current password, as long as it conforms to the rules displayed.

After the password has been synchronized, it is necessary to setup forwarding from the Webmail client (http://webmail.unm.edu). Login to the account using the same NetID and password as above and select the “Rules” button on the toolbar. In the Mail Forwarding area, check the “Enable” box (if it is not already checked). There may be one or more email accounts already listed in the “Redirect All Mail To” box. You will want to delete any such accounts and replace them with the departmental account's NetID@gw.unm.edu. For example, if the departmental account's name was “purch”, you would enter purch@gw.unm.edu. Make sure that the “Preserve To/Cc fields” box is checked, and that no other boxes are checked. Once you have everything the way you want it, click the ✔ icon in the upper left corner to make the rules effective. At this point, all future mail to this account will be forwarded to the Groupwise account.

Giving Proxy Rights to Departmental Users

In order to allow users in the department the right to view information (email, appointments, tasks, etc.) they need to be granted proxy rights to the account. This can be done either from the Groupwise client or from the Web Access portal (http://gw.unm.edu). The only restriction is that you can't use the Groupwise client to grant proxy access to any user whose account is in another Groupwise domain (i.e., someone whose address ends in “salud.unm.edu”). If you have any individuals who fall into that category, you must use the Web Access method to grant the proxy.
Procedure Using the Groupwise Client

- Login to the Groupwise client using the departmental account and password.
- Go to the Tools -> Options menu to bring up the Options popup window.

- Double-click on the Security icon to bring up the Security Options window, and select the Proxy Access tab.

- Use the Address Book icon to select all the departmental users that you wish to be given
proxy address to the account. Highlight the users to whom you want to grant rights. Note that not everyone needs to be given the same access. You can select one set of users to be given full rights, and another to be given only read access. Highlight multiple users by holding down the Control [Ctrl] key when you click on them. After you have a set of users selected, check the boxes appropriate to the rights you wish to grant.

Procedure Using the Web Access Portal

- Point your browser to http://gw.unm.edu and login to the Groupwise Web Access portal using the departmental account's NetID and password.
- Bring up the WebAccess Options window by clicking on the Options link on the upper right side of the banner.

![Options](https://gw.unm.edu - Novell WebAccess Options - Mozilla Firefox)

<table>
<thead>
<tr>
<th>Delete</th>
<th>Name</th>
<th>Email Address</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>&lt;All User Access&gt;</td>
<td></td>
</tr>
<tr>
<td>Delete User</td>
<td>Black, Lorrie</td>
<td><a href="mailto:lblack.hscp0a1.hsc@salud.unm.edu">lblack.hscp0a1.hsc@salud.unm.edu</a></td>
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- Click the Add Entry button to select the users that you would like to grant proxy rights. The windows are a little different, but the procedure for selecting users is the same as those above using the Groupwise client.

Accessing the Departmental Account by Proxy

Once you have granted proxy access to the departmental account, any of those users to whom you granted rights can proxy to the account using the Groupwise client as follows:

From the File menu, select Proxy . . . to bring up the Proxy window as shown below.
If you have previously proxied to any other accounts they will appear on the Proxy list as shown. In this case, since this is the first time you are attempting to proxy to this account, you will have to select the account from the address book by clicking the address book icon. This will bring up the Address Selector window:

Change the “Match” pull down box to “Groupwise Email” as shown, and type in the departmental account’s NetID. When you have the right account selected, click the OK button to return to the previous window. If you get a Groupwise d124 error windows as shown below, you have either selected the wrong account, or you have not yet been granted access.
If you are successful, or even if you are not, the account should now appear in the proxy list window. Highlight the account in the list and click “OK”. Your groupwise client will switch to the requested account. The interface will appear exactly the same as if you had logged into the account directly, except that you will only be able to see or change those things to which you have been granted access. Although the Mailbox appears in the explorer view on the left, if you were not granted at least “view” rights to email, you will not be able to see anything in the folder.

Note that once you have proxied to an account once, you do not have to go through the address book selection procedure again. Simply click on the “Select mode or proxy access” icon (little man with an envelope behind him) that sits above the explorer view on the left hand side of the client display.

Managing Resources from the Departmental Account

As we stated originally, one of the main reasons for setting up departmental accounts is so that they can “own” resources in the Groupwise system. A resource account is very similar to a regular user account, except that only the owner can grant proxy rights to view or schedule a resource. By default, no proxy rights are granted to resource accounts, meaning that nobody except the owner can view or change the schedule for a resource.

In order to give other accounts, either individual or departmental, the rights to view or change the schedule for a resource, the owner grants proxy rights to the account in exactly the same manner as we illustrated above. The owner proxies to the resource account and selects the users to whom access should be granted. If, for example, a department shares a conference room with another department, then the “owner” department grants the other department Read and Write access to the resource’s Appointments. The either department can view or change the schedule for the conference room.

If you want to allow anybody on the system to see the schedule for a conference room, you can select <All User Access> in the access list window and check the Read box next to Appointments. Then anybody on the system can proxy to the resource to see the schedule (Calendar) for the room.

Note that this is not really necessary if you want to keep the schedule of activities in the room private. It can still be selected in a “Busy Search” which will show times when the room is “busy”, but not what is going on in the room during those times.