



Upgrading GroupWise Mailbox Names (Phase I)

GroupWise mailbox names may or may not match official information about a person in Administrative Banner. Applying standardization in naming conventions helps MSU reach the goal of Synchronized Sign-On. The standardized mailbox name in GroupWise is a user's NetID, which many users already have. GroupWise names that do not equal a user's NetID must be renamed. Once this occurs, the user's name in the GroupWise address book will be exactly as the user's name in Administrative Banner. For example, a person's official name in Administrative Banner is "Bully TaTonka Bulldog". This same person has a GroupWise mailbox named "Bully Bulldog". The mailbox name in GroupWise will be renamed to Bully's NetID and then his name will match the official information in Administrative Banner.


Old Mailbox Information

(does not match official information in Administrative Banner)

 Bulldog, Bully	bully@msstate.edu
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New Mailbox Information

(matches official information in Administrative Banner)

 Bulldog, Bully TaTonka	bully@msstate.edu
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What are the benefits of standardized GroupWise Mailbox Names?

- Official MSU information is used for GroupWise Mailbox Names.
- Helps reach the goal of Synchronized Sign-On for GroupWise in Phase II.
- If you change your preferred name in MyBanner, the name change will be reflected in GroupWise (the change in GroupWise takes 24 hours).

Are there any potential issues with standardizing GroupWise Mailbox Names?

- Each computer may be visited by ITS-User Services. Therefore, the process is time intensive and may not occur for all users at one time.
- Phase II is performed when all users for a specific postal address have completed Phase I. Therefore, there will be a time delay between Phase I and Phase II.

Potential Issues

My GroupWise name information has changed.

Your GroupWise mailbox information will be the same as your official information in Administrative Banner. Your mailbox name will change if prior to synchronization your mailbox names did not equal your NetID.

My colleagues tell me that when they send email to me the email is returned.

If your mailbox named changed **AND** other GroupWise users have your information in their "frequent contact" and/or personal address book, the email will not be delivered. Tell your colleagues to use the "Novell GroupWise Address Book" to send email messages to you.



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Potential Issues

The “sharing” features within GroupWise are not working.

Some of the typical items that can be shared with other GroupWise users include:

- Calendars
- Folders
- Documents

If your GroupWise mailbox name changes, the sharing features may not work and may need to be reset. Below are instructions to reset **Proxy Access for a shared calendar**.

1. The user granting Proxy Access will have to **remove the “shared user”** from his/her Proxy Access.
2. The user must **close** GroupWise and then **reopen** it. (Do not skip this step. If you do skip this step, GroupWise will think no changes have occurred).
3. The user must **re-add the “shared user”** back to his/her Proxy Access.
4. The **“shared User” must now add the “original user”** back into his/her Proxy Access from the GroupWise address book. The “shared user” should now have access to the shared calendar from the “original user”.

Questions or Need Help with your GroupWise Mailbox Name?

Contact the Help Desk

Phone 662-325-0631 7:30 a.m. - 5:00 p.m. Monday-Friday

Internet www.its.msstate.edu/helpdesk
 helpdesk@msstate.edu

In Person Walk-ins welcome 8:00 a.m. - 5:00 p.m. Monday-Friday

Tell the Help Desk:

“My GroupWise Mailbox was Upgraded”.

Synchronized Sign-On for GroupWise (Phase II)

The ultimate goal of standardizing GroupWise mailbox names is to implement Synchronized Sign-On for GroupWise. Synchronized Sign-On allows a user’s NetID and NetPassword to serve as the login and password for multiple systems at Mississippi State University. Systems currently using NetID and NetPassword include:

- onCampus
- WebCT
- MyBanner
- Public Computer Labs
- Wireless Internet Network

Phase I of the migration entails standardizing all GroupWise mailbox names. Phase I is a lengthy process and must be completed for all users in a specific “post office box” before Phase II can be implemented. ITS will contact you regarding Phase II prior to implementation.

CONTACT INFORMATION

Voice: 325-0631

Email: helpdesk@msstate.edu

Web: www.its.msstate.edu