GROUPWISE - USING NOTIFY TO RECEIVE ALERTS

One of the first questions that new GroupWise users ask is "Why am I not notified when I receive new email?" Notifications are handled by a separate program called Notify.

There are two main reasons why users will not receive notifications. First, Notify is not running. Second, Notify is not configured properly.

On a default installation in GroupWise, Notify will not run unless you manually start it. Do the following to set Notify to start automatically when you run GroupWise:

1. In GroupWise, click the Tools menu.
2. Click Options?
3. Double-click Environment.
4. On the General tab on the right side, check the box Launch Notify at startup.
5. Click OK.
6. Click Close.
7. Restart GroupWise.

Now each time that you start GroupWise, Notify will automatically start and provide you with alerts of new items and appointments.

Configure the Folder List

Notify is now running but you still might not receive notifications on some items. This is the case, particularly if you use rules to sort your inbound mail or if you are using shared folders.

By default Notify will only monitor your Mailbox. One of the great features of Notify is that you can configure Notify to watch certain folders and provide notifications only when new items are received in those folders.

To configure Notify, right-click the Notify icon in the Windows icon tray (the little GroupWise globe in the lower-right corner of your Windows desktop).

Click Options.

On the right side, single-click any folder that you would like to have Notify monitor. You can select as many of your folders as you would like. Remember that if a folder is not selected, you will not receive notification of new items.

Click OK to close the configuration dialog.