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1 About this Documentation

The following information will help you make better use of the documentation.

- Target Groups, Contents (p. 12)
- Terminology (p. 13)
1.1 **Target Groups, Contents**

This documentation is addressed to the end user.

This documentation describes working with a typical groupware installation and configuration. The installed version and the configuration of your groupware might differ from what is described here.

If this documentation contains descriptions of functions that are not available in your installation, please contact your administrator or host. As the groupware's software has a modularized structure consisting of individual applications, it is possible to purchase additional applications or functions through upgrades.

The contents of this documentation are also available in the on-line help.
1.2 Terminology

Account
An account or an user account is an access permission to a computer system. Account examples:
- groupware account
- GMail account
- DropBox account
- Facebook account
To get access, a user has to log in with the user name and the password. Based on the account, the computer system identifies the single users. This allows to assign specific properties to a user, like access permissions or settings.
Related topics: Managing Accounts (p. 276)

App
An application is a groupware component that provides certain functions. Example: With the E-Mail application you can send, receive and organize E-Mails.

Distribution list
A distribution list consists of a distribution list name and a number of E-Mail addresses of internal users or external partners. You can create and edit own distribution lists. Other users can not see your distribution lists. Distribution lists can be used as follows:
- send an E-Mail to multiple contacts
- add internal or external participants to an appointment or a task
- grant permissions to multiple users or guests by inviting them to a share
Depending on the configuration, specific distribution lists are predefined for all users.
Related topics: Adding Distribution Lists (p. 115)

Domain
A domain is the address used to open a page on the Internet. Example: www.example.com. A domain is often also referred to as web address or Internet address.
Related topics: Using a Whitelist (p. 285)

E-Mail thread
An E-Mail thread is an E-Mail conversation. The E-Mail thread includes the original E-Mail and all replies. All E-Mails in an E-Mail thread have the same subject. The current E-Mail corresponds to the last reply.
Related topics: The E-Mail list (p. 60)

Elements
Elements of the user interface. Example: windows, labels, buttons.
Related topics: General Description of the User Interface (p. 20)

External participant
A person that is not an internal groupware user but that participates in an appointment or task.

Folders
Folders contain app specific objects. In some apps, folders can also include subfolders. Some folders are preset, other folders can be set up by the user. Folder examples: E-Mail folder, address book, calendar, task folders, Drive folders
Related topics: Managing Data with Folders (p. 256)

Global address book
Contains the contact data for all internal users. The users can edit their own personal data in the global address book.
| **Group** | A group consists of a group name and a number of internal users. Groups can be used as follows:  
- add to an appointment or task  
- grant permissions by inviting to a share  
Depending on the configuration, specific groups are predefined. Depending on the groupware configuration, users can get the permission to create additional groups.  
Related topics: Managing Groups (p. 179) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Groupware</strong></td>
<td>The software described in this documentation.</td>
</tr>
<tr>
<td><strong>Guest</strong></td>
<td>A person who received an invitation to a share by another user or has been added to an appointment or task as external participant. Each guest user belongs to the <em>Guests</em> group. This group can not be changed or deleted.</td>
</tr>
<tr>
<td><strong>Internal E-Mail account</strong></td>
<td>Your Groupware E-Mail account. You will automatically get this account. You can not delete this account.</td>
</tr>
<tr>
<td><strong>Objects</strong></td>
<td>Objects are groupware data that are created and organized by the user. Examples: E-Mails, contacts, appointments, tasks, documents, files, folders, address books, calendars</td>
</tr>
<tr>
<td><strong>Participant</strong></td>
<td>A user invited to an appointment or task.</td>
</tr>
</tbody>
</table>
| **Resource** | Resources are rooms or devices that can be added to an appointment. A resource consists of a resource name, an E-Mail address and an optional description. You can only add resources that are not used for other appointments. Depending on the configuration, specific resources are predefined. Depending on the configuration, users can get the permission to create additional resources.  
Related topics: Managing Resources (p. 180) |
| **Session** | A session is a connection between a client, e.g. a browser, an E-Mail client or a smartphone app and a server, e.g. the groupware server. A session starts with the login and ends with the logout.  
Related topics: Display or sign out from active clients (p. 286) |
| **Tabs** | Tabs provide an easy and simple way of keeping the *Inbox* folder neat. With tabs, incoming E-Mails are saved separated by sender in the *Inbox* folder. Depending on the configuration, specific tabs are predefined. You can set additional tabs according to your needs. Tabs can only be used in the *Inbox* folder. If you need further storage options, use the folder view to create E-Mail folders.  
Related topics: Working with tabs (p. 79) |
| **User** | A person working with the groupware. Each user has a username and a password. Each groupware user belongs to the *default group*. Those users are also called internal users. |
| **User interface** | This refers to the groupware user interface. The user interface consists of individual elements.  
Related topics: General Description of the User Interface (p. 20) |
| **Whitelist** | A whitelist is a list of domain names or E-Mail addresses that you trust.  
Related topics: Using a Whitelist (p. 285) |
2 First Steps

You should have a look at those topics before starting to work with the groupware:

- Groupware Definition (p. 16)
- Signing in, Signing out (p. 18)
- Changing the Password (p. 19)
- General Description of the User Interface (p. 20)

You can also have a look at those topics:

- Keyboard Input (p. 30)
- Usage on Mobile Devices (p. 34)
2.1 Groupware Definition

Learn which applications are part of the groupware. Get an initial insight into the tasks that can be accomplished using the applications.

**Portal**
Your information center for scheduled appointments, new E-Mails or messages from messaging platforms.
- Get an overview of current appointments and new E-Mails.
- Read current messages from your favorite messaging source.
- Follow news from your social networks.
Learn more: *Portal* (p. 47)

**E-Mail**
Send, receive and organize your E-Mails.
- Besides your internal E-Mail account use external E-Mail accounts that you have set up with other providers.
- Find E-Mails with the help of several search criteria. Follow E-Mail threads.
- Use E-Mail folders to organize your E-Mails. Co-operate with your team by sharing selected E-Mail folders.
- Use the other applications by creating a new contact from an E-Mail address or creating a new appointment from an iCal attachment.
Learn more: *E-Mail* (p. 55)

**Address Book**
Organize and maintain your private and business contacts.
- Use the global address book to communicate with internal participants. Create personal address books to keep an overview of your contacts.
- Use address books to organize your contacts. Co-operate with your team by sharing selected address books.
- Use the contacts from your social networks. This enables you to use the groupware as a central collection point for your contacts.
- Work with external partners by sending contact data in vCard format or sharing address books.
Learn more: *Address Book* (p. 101)

**Calendar**
Keep an overview of your private and business appointments.
- Use individual or recurring appointments to schedule meetings and activities.
- Use calendars to organize appointments. Specify the team members who can access selected calendars.
- Use the team view functions to find windows of free time and to check whether resources like rooms or devices are available.
- When scheduling appointments with external participants the iCal functions ensure automated invitation management.
Learn more: *Calendar* (p. 133)
Tasks
Schedule and organize your activities.
▪ Use the due date to organize your tasks. Use the reminder for tasks that are due.
▪ Manage your team by delegating selected tasks to others.
▪ Use the tasks folders to organize your tasks. Specify team members who can access selected tasks.
▪ Use the recurring tasks functions to keep track of recurring activities.
Learn more: *Tasks* (p. 183)

Drive
Use the file store to centrally manage information or to share information with others.
▪ Save any files, notes or Internet links. Give your team read or write access to selected document folders.
▪ Create and edit simple text files.
▪ Send individual files as E-Mail attachments or links.
▪ Provide information to external partners by sharing document folders.
Learn more: *Drive* (p. 207)

Chat
Communicate with other users in real time.
▪ Use the chat function to send text messages to single users or to a group.
▪ You can also use voice and video telephony with a single user or within a group.
▪ Use your presence status to notify other users about your availability for a chat.
▪ Schedule and launch meetings in the Calendar app.
Learn more: *Chat* (p. 237)

Folders and permissions
Folders and their permissions play an important role in exchanging information with other users. Each groupware object is saved in a specific folder. The folder view helps to manage folders and permissions.
▪ Use personal folders for sorting your E-Mails, contacts, appointments, tasks, and Infostore items.
▪ Support your team by sharing certain folders with read or write access.
▪ Benefit from the information of others by using objects in public or shared folders for your work.
Learn more: *Data Organization and Shares* (p. 255)
2.2 Signing in, Signing out

In order to sign in you need to know the server address, your username and your password. This information is provided by your administrator or host.

**How to sign in to the server:**
1. Open a web browser.
2. Enter the server address in the address bar. The login window will be displayed.
3. Enter your username and your password. Note that they are case-sensitive.
4. To save your credentials locally, enable **Stay signed in**.
   - **Warning:** Only use this option if this machine is used solely by you. When signing in to a public machine do not use this option.
5. Click on **Sign in**.
   - Note: If you enter the wrong username or password an error message is displayed. Enter the correct information.
   - If you set up two-factor authentication, an additional page is displayed. Enter the authentication data on this page.

**How to sign out:**
1. Click the **My account** icon on the right side of the menu bar. Click on **Sign out**. The login window will be displayed.
2. If anyone else has access to the machine, close the browser.
   - **Warning:** If you close the web browser tab without signing out, you stay signed in to the server. If another person enters the server address, this person is automatically signed in with your username and has full access to your data.
   - Always sign out from the server when you are finished working.
   - **Warning:** Your credentials might stay in the system memory as long as your browser is open. This can be a security risk. Close the browser to remove your credentials from the system memory.
2.3 Changing the Password

Note: Depending on the configuration, the steps for changing the password might differ from this instruction. In this case, contact your administrator or host.

How to change your password:

1. Click the All Applications icon in the menu bar. Click on Portal in the App Launcher.
2. If the User data widget is not displayed, click on Add widget on the upper right side. Click on User data.
   Click on My password in the User data widget.
3. Change your password.

User interface:

User data widget (p. 50)
2.4 General Description of the User Interface

Learn which basic elements are part of the user interface and where they are located. Detailed descriptions of the app specific user interface elements can be found in the app specific topics. Links to the app specific topics can be found at the end of each following topic.

The user interface includes the following elements:
- The menu bar (p. 21)
- App Launcher (p. 22)
- The search bar (p. 23)
- The folder view (p. 25)
- The toolbar (p. 24)
- The display area (p. 26)
- The pop-up (p. 27)
- The notification area (p. 28)
- The editing window (p. 29)
2.4.1 The menu bar

Note: The following is a schematic representation.

Content

- **All Applications** icon 🔄. Opens a menu with icons for launching an app.
- Depending on the configuration: Quick launch icons for launching frequently used apps. The context menu allows to define the apps that should be displayed as quick launch icons.
- **Notifications** icon 📣. The icon is displayed when receiving a new notification. The icon notifies you of the number of new notifications e.g., new appointment invitations. If clicking the icon, the notification area opens.
- Depending on the configuration: **Call history** icon 📞. Opens the call history that shows all calls or missed calls. If clicking on an entry, the window for calling this contact will be opened.
- Depending on the configuration: **Chat** icon 📣. Opens or closes the Chat window. This window can either be floating or pinned to the right side.
- **Refresh** icon 🔄. Reloads objects from the server. Irrespective of this function, objects are refreshed in regular intervals.
- **Help** icon 🔄. Opens a menu with further functions:
  - **Help**. Opens a context related help page. Depending on the current app, the respective help page from the online help is displayed.
  - Tip: Some windows also include the help icon. If clicking on it, the respective help for the window context is displayed.
  - Giving feedback about the groupware
  - Depending on the configuration, there are several guided tours that help you get started with the groupware.
  - **About**. Shows information about the groupware.
- **Settings** icon 🔄. Opens a menu with further functions:
  - Customize settings.
  - Depending on the configuration: **Connect your Device**. Launches a wizard for setting up local apps with which you can access your groupware data.
- **My account** icon. Your profile picture is used for the icon. If clicking on it, a menu with several functions opens:
  - Depending on the configuration: Icons for setting your availability for calls and chat conversations.
  - **Download personal data**. Opens a window where you can adjust your personal contact data in the global address book.
  - **Sign out**. Signs you out from the groupware.

Depending on the configuration, further menu entries might be available.

Related topics:

- App Launcher (p. 22)
- The notification area (p. 28)
- The Chat window (p. 238)
- Using a Wizard to Set Up Local Apps (p. 43)
- Changing Personal Contact Data (p. 39)
2.4.2 App Launcher

Note: The following is a schematic representation.

In order to show the app launcher, click the All Applications icon in the menu bar.

Content

- Contains squares for launching the apps. Depending on the configuration, the number of squares can vary.

Related topics:

The menu bar (p. 21)
2.4.3 The search bar

Note: The search bar contents are different for each app. The following is a schematic representation.

In order to display the search bar, click on View in the toolbar. Enable Folder view.

Content

- Input field for the search term
  As soon as clicking into the input field, additional functions are displayed in the search bar.
- **Cancel search** icon 📋. Finishes the search.
- Functions for selecting the folder to be searched
- **Options** icon 🔽. Opens a menu with app specific parameters for controlling the search. Depending on the app, additional drop-downs for controlling the search are available.
- **Online help** icon 🌐. Displays a context-sensitive help.

The search result is displayed in the display area.

Related topics:

- The display area (p. 26)
- Searching for E-Mails (p. 95)
- Searching for Contacts (p. 130)
- Searching for Appointments (p. 178)
- Searching for Tasks (p. 204)
- Searching for Files (p. 232)
2.4.4 The toolbar

Note: The toolbar contents are different for each app. The following is a schematic representation.

Content
- Buttons for creating new objects, e.g. a new E-Mail or a new contact.
- Buttons or icons for editing objects.
- Depending on the app, further app specific buttons or icons might be available.
- **Actions** icon ☰. Contains app specific functions for organizing objects.
- **View** button. Contains functions for controlling the layout in the display area and for opening or closing the folder view.

Related topics:
- The E-Mail toolbar (p. 57)
- The Address Book toolbar (p. 103)
- The Calendar toolbar (p. 135)
- The Tasks toolbar (p. 185)
- The Drive toolbar (p. 209)
2.4.5 The folder view

Note: The folder view contents are different for each app. The following is a schematic representation.

To open or close the folder view, use one of the following methods:
- Click on View in the toolbar. Enable or disable Folder view.
- On the bottom left side, click the Open folder view icon or the Close folder view icon.

Content
- The app specific folders
  Folders are called differently in the following apps:
  - A folder is called address book in the Address Book app.
  - A folder is called calendar in the Calendar app.
- Depending on the application, sections for personal, public and shared folders
  Note: Depending on the configuration, those sections might not be displayed if there are no public or shared folders.
- The Folder-specific actions icon next to the selected folder. It contains functions for organizing folders. Depending on the folder, further functions might be available.
  You can also use the context menu.
- Depending on the app, further functions might be available.

Related topics:
The E-Mail folder view (p. 58)
The Address Book folder view (p. 104)
The Calendar folder view (p. 137)
The Tasks folder view (p. 186)
The Drive folder view (p. 210)
2.4.6  The display area

Note: The display area contents are different for each app. The following is a schematic representation.

Content
- a list of app specific objects: E-Mails, contacts, appointments, tasks, files
- On top of the list, control elements for selecting or sorting objects are displayed.
- The details of the object selected in the list, are displayed in a detail view.

You can change the view in the display area by clicking on View in the toolbar.

Related topics:
- The search bar (p. 23)
- The E-Mail display area (p. 59)
- The Address Book display area (p. 105)
- The Calendar display area (p. 137)
- The Tasks display area (p. 186)
- The Drive display area (p. 212)
2.4.7 The pop-up

Note: The pop-up contents are different for each app. The following is a schematic representation.

Shows an object's details. The following actions open the pop-up:
- clicking on an E-Mail, an appointment or a task in the app Portal
- clicking on a sender or recipient in an E-Mail's detail view
- clicking on an appointment's or a task's participant
- clicking on an appointment in a calendar view

Content
- **Close** icon
- Buttons for executing frequently used functions. The buttons differ depending on the object selected by you.
- The data of the object selected by you. The display of a person's data is called **Halo View**.
- If clicking on certain objects in the pop-up, a further pop-up opens.

Related topics:
- The E-Mail pop-up (p. 62)
- The Calendar pop-up (p. 140)
- Displaying Contacts in the Halo View (p. 111)
2.4.8 The notification area

Note: The following is a schematic representation.

Displays notifications about the following events:
- new appointment invitations
- reminder for a scheduled appointment or task

The following actions open the notification area:
- Clicking the Notification icon in the menu bar. The icon is displayed when receiving a new notification.
- Depending on the settings, the notification area automatically opens if there is a new notification.

Content
- Close icon. The notifications are displayed again if the notification area reopens.
- Notify me again later. The notifications are displayed again later.
- An appointment or task invitation includes the following elements:
  - Delete icon. Deletes the invitation.
  - Appointment invitations: Open in calendar button. Displays the appointment suggestion in the calendar.
  - Accept/Decline button. Opens the Change confirmation status window for accepting or declining the appointment or task.
  - Accept button. Accepts the appointment or task.
- An appointment or task reminder includes the following elements:
  - Delete icon, OK button. Deletes the reminder.
  - Clicking on the reminder shows details in the pop-up.
  - Remind me again. Opens a menu for setting a new reminder for this appointment or task.
  - For reminders of overdue tasks: Done button. Clicking on it marks the task as done.
- If there is more than one reminder: Remove all reminders button. Clicking on it deletes all reminders and closes the notification area.

Related topics:
The menu bar (p. 21)
Customizing the basic settings (p. 36)
Receiving Notifications (p. 40)
Answering Appointment Invitations (p. 163)
Answering Task Invitations (p. 195)
2.4.9 The editing window

Note: The editing window contents are different for each app. The following is a schematic representation.

The following actions open the editing window:
- creating or editing objects
- editing the personal contact data
- creating or editing simple text files

Content
- The title bar includes the following elements:
  - window title
  - icons for setting the window position:
    - Minimize icon. Displays the editing window as icon at the bottom.
    - Maximize icon. Displays the editing window in its maximum size. If clicking the icon again, the original size is restored. You can also double-click on the title bar again to toggle the window sizes.
    - Close icon. Cancels the current action. Closes the Format window.
- Depending on the app or function, various buttons, icons or input fields are available.
- Depending on the configuration, a function bar with buttons for closing, canceling or other functions are displayed at the top or the bottom.

Properties
- You can move an editing window by clicking on its title bar and dragging it to the wanted location.
- You can activate further functions while an editing window is open.
- You can open multiple editing windows.
- Minimized editing windows are displayed as icons at the bottom. In order to restore an editing window, click the icon.

Related topics:
- The E-Mail editing window (p. 63)
- The contact editing window (p. 107)
- The distribution list editing window (p. 108)
- The appointment editing window (p. 143)
- The editing window (p. 189)
- Changing Personal Contact Data (p. 39)
- Creating or Editing Text Files (p. 223)
2.5 Keyboard Input

Learn how to use key shortcuts for interacting with the groupware.

- list of defined keys and key combinations
- use the keyboard to interact with the groupware
- examples for keyboard input
2.5.1 Keys and key combinations

The following key combinations are defined. Depending on the system, further key combinations might be preset, whereas those key combinations are not officially supported.

**Arrow down**  
Opens a menu.

**Arrow left or right**  
Moves the cursor within input fields.  
Moves the cursor within the calendar views or the date picker.  
Opens or closes a folder in the folder view.  
Selects a function in the toolbar.

**Arrow up or down**  
Selects an app in the app launcher.  
Selects elements in the folder view, the sidebar or the display area.  
Moves the cursor within the calendar views or the date picker.  
Opens or closes a folder in the folder view.  
Selects a menu entry.

**[a]**  
Moves the E-Mails that you selected in the list to the Archive folder.

**[Ctrl]+[a]**  
Selects all objects in the list.

**[Ctrl]+[F6] on Windows and Linux systems, [F6] on MacOS systems**  
Switches between menu bar, folder view, sidebar and display area.

**[Del], [Backspace]**  
Deletes the selected object.

**[End]**  
Moves the cursor to the end of the line in input fields.

**[Enter]**  
Executes the selected function.

**[Esc]**  
Closes a pop-up. Cancels a window.

**[Home]**  
Moves the cursor to the beginning of the line in input fields.

**[Page up], [page down]**  
Browses the folder view or the sidebar.  
Browses the calendar view or the date picker, depending on the time range displayed.

**[Space]**  
Enables or disables the selected checkbox.

**[Tab], [Shift]+[Tab]**  
Selects a function, an input field or a checkbox.
2.5.2 Interacting with the user interface via keyboard

As an alternative to the mouse you can use the following keys:

- To switch between the menu bar, the folder view, the sidebar, and the display area, use [Ctrl]+[F6] on Windows and Linux systems, [F6] on MacOS systems.
- To select an app in the app launcher, use [Down arrow] or [Up Arrow].
- To select a function, an input field or a checkbox, use the [Tab] key. The selected element will be highlighted.
  With [Shift]+[Tab] you can select elements in reverse order.
- To execute the function selected, press [Enter].
- To enable or disable a selected checkbox, press the [Space bar].
- To toggle the checkboxes, use the cursor keys.
- To move the cursor within input fields, use the following keys: cursor keys, [Home], [End].
- To browse the folder view or the sidebar, use the following keys: [Page up], [page down]
- To open or close a folder in the folder view, use the left or right arrow key.
- To select elements in the folder view, the toolbar, the sidebar or the display area, use the cursor keys.
- To close a pop-up or cancel a window, press [Esc].
- To delete the selected E-Mails, folders or files press [Del] or [Backspace].
- To move selected E-Mails to the Archive folder, press [a].
- To select all objects in a list, press [ctrl]+[a]
2.5.3 Use cases

Instructions that show how to use the keyboard control:

▪ How to use the keyboard to send a new E-Mail

▪ How to use the keyboard to reply to an E-Mail

How to use the keyboard to send a new E-Mail:

1. If the E-Mail app is not launched, do the following:
   ▪ Repeatedly press [Ctrl]+[F6] or [F6] on Mac OS systems until the My account icon is highlighted on the right side of the menu bar.
   ▪ Use [Left arrow] to navigate to the All Applications icon ⬤. Press [Enter] to open the App Launcher.
   ▪ Use [Down arrow] to navigate to the E-Mail icon. Press [Enter].
     The E-Mail app will be launched.

2. Repeatedly press [Tab] until the Compose button is highlighted in the toolbar. Press [Enter]. The Compose window opens. The input field To: is enabled.

3. Enter the recipient's E-Mail address. Press [Enter].

4. Repeatedly press [Tab] until the Subject input field is highlighted. Enter the subject. Press [Enter].
   The input field for the E-Mail text is enabled.

5. Enter the E-Mail text.

6. In order to send the E-Mail, press [Tab]. The Send button is highlighted. Press [Enter]. The E-Mail is sent.

7. To add attachments, repeatedly press [Tab] or [Shift]+[Tab] until the Attachment button is highlighted. Press [Enter]. Select Add local file.
   A dialog field for selecting files opens. Depending on the system, use the [Tab] key, the [Enter] key and the cursor keys to select a file and to close the system dialog.
   Repeatedly press [Tab] until the Send button is highlighted. Press [Enter]. The E-Mail is sent.

How to use the keyboard to reply to an E-Mail:

1. If the E-Mail app is not launched, do the following:
   ▪ Repeatedly press [Ctrl]+[F6] or [F6] on Mac OS systems until the My account icon is highlighted on the right side of the menu bar.
   ▪ Use [Left arrow] to navigate to the All Applications icon ⬤. Press [Enter] to open the App Launcher.
   ▪ Use [Down arrow] to navigate to the E-Mail icon. Press [Enter].
     The E-Mail app will be launched.

2. Repeatedly press [Tab] or [Ctrl]+[F6] or [F6] on Mac OS systems until a folder is highlighted in the folder view. Use the cursor keys to select the desired folder. To view or hide subfolders, use [Right arrow] or [Left arrow].

3. If the wanted folder is highlighted, press [Enter]. The first E-Mail in the folder is highlighted in the list.

4. Use the cursor keys to select the desired E-Mail.

5. To reply to the E-Mail, repeatedly press [Tab] or [Shift]+[Tab] , until the Reply function or the Reply all function is highlighted. Press [Enter] to activate the function.
   Repeatedly press [Shift]+[Tab] until the Compose button is highlighted in the toolbar. Use the cursor keys to browse to the Reply to sender icon or to the Reply to all recipients icon ⬤. Press [Enter].
2.6 Usage on Mobile Devices

You can also utilize the groupware on your Android or iOS mobile device. Compared to the usage on a workstation, there are the following differences:

- The user interface automatically adjusts to the smaller screen.
- The user interface follows the standards for mobile devices.
- Some less frequently used functions are not available on a mobile device.

**How to launch the groupware on a mobile device:**

1. Open a web browser.
2. Enter the server address in the address bar. The login window will be displayed. Enter your username and your password. Note that they are case-sensitive.
3. To save your credentials locally, enable **Stay signed in**.
4. Tap on **Sign in**.
   
   If you set up two-factor authentication, an additional page is displayed. Enter the authentication data on this page.

**Tip:** To simplify future logins, launch the groupware and create a desktop shortcut. To do so, open your browser’s system menu. Select **Add to home screen**.

If you launch the groupware by tapping the icon, the browser’s address bar will not be displayed. This saves space for the groupware interface.
3 Basic Settings

Learn how to customize the groupware's design and behavior to fit your personal needs:

- Customizing the basic settings (p. 36)
- Changing the Regional Settings (p. 38)
- Changing Personal Contact Data (p. 39)
- Receiving Notifications (p. 40)
- Manually Installing Local Apps (p. 42)
- Using a Wizard to Set Up Local Apps (p. 43)
- Setting up and Configuring the Zoom Integration (p. 44)
- Setting the presence status (p. 46)
3.1 Customizing the basic settings

In the basic settings, you can set the language, the regional settings and other personal settings.

How to customize the basic settings:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on Basic settings in the sidebar.

The following settings are available as default:

Language
  Defines the user interface language.

More regional settings
  Opens a window for customizing regional settings. The preset regional settings depend on the selected language.

Timezone
  Defines the time zone to which all time-bound entries refer.
  Also see Displaying multiple time zones (p. 147)

Design
  Defines the color scheme for the user interface.

Refresh interval
  Defines the interval for retrieving new objects from the server.

Default app after sign in
  Defines the application that is displayed after login.

Automatic sign out
  Specifies whether you are automatically signed out if you have not worked with the groupware for a specific time.

Automatic opening of notification area
  Specifies whether the notification area automatically opens when receiving a new notification or E-Mail.

Show desktop notifications
  Defines whether you will receive a desktop notification for new E-Mails. Depending on the browser settings, the Manage browser permissions now button is displayed. If clicking on the button, a browser specific dialog for allowing notifications opens.

Configure quick launchers
  Opens a window that enables you to define the apps that should be displayed as quick launch icons in the menu bar. Depending on the configuration, you can set a different number of quick launch icons. You can also open the window from a quick launch icon's context menu.

My contact data
  In order to change your personal contact data in the global address book, click on this button.

Change password
  In order to change your password, click on this button.

Related topics:
  Changing the Regional Settings (p. 38)
Customizing the basic settings
Basic Settings

Changing Personal Contact Data (p. 39)
Receiving Notifications (p. 40)
Manually Installing Local Apps (p. 42)
Using a Wizard to Set Up Local Apps (p. 43)
Setting up and Configuring the Zoom Integration (p. 44)
Setting the presence status (p. 46)
The notification area (p. 28)
3.2 Changing the Regional Settings

In the regional settings, you set the data formatting and the basic calendar settings:

- time format
- date format
- number format
- first weekday of a calendar week
- first calendar week of a year

The following options exist:

- select a regional setting
- customize the regional setting

How to change the regional settings:

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. Click on **Basic settings** in the sidebar.
   Click on **More regional settings** in the display area. The *Regional settings* window opens.
3. Change the settings.
   To undo the change, click on **Reset**.

Related topics:

- Customizing the basic settings (p. 36)
- Changing Personal Contact Data (p. 39)
### 3.3 Changing Personal Contact Data

The following options exist:
- change personal contact data
- create a contact picture by uploading an existing picture or by taking a new photo with the device camera

**How to change your personal contact data:**

1. Click the **My account** icon on the right side of the menu bar. Click on **Edit personal data**.
   You can also click on **My contact data** in the basic settings or in the address book settings.
2. Change the data. Click on **Save**.
   Tip: You can also change your personal contact data by using the *User data* widget in the Portal app.

**How to create a contact picture:**

1. Click the **My account** icon on the right side of the menu bar. Click on **Edit personal data**.
   You can also click on **My contact data** in the basic settings or in the address book settings.
2. Click on the empty contact picture. The *Edit image* window opens.
   - You can upload an existing image or take a new picture with the device camera.
   - You can adjust the image section with the zoom and by moving or rotating the photo.
   Click on **OK**.
3. Click on **Save**. The photo will be inserted.
   In order to edit the photo, click on it.

**User interface:**
- The menu bar (p. 21)
- The editing window (p. 29)
- The Address Book folder view (p. 104)
- User data widget (p. 50)

**Related topics:**
- Customizing the basic settings (p. 36)
- Changing the Regional Settings (p. 38)
- Address Book Settings (p. 131)
3.4 Receiving Notifications

You can configure the groupware to receive notifications about specific events.

You will be notified in the notification area for the following events:

▪ new appointment invitations
▪ appointment reminders
▪ due tasks
▪ tasks with a due date in the past

You will receive a desktop notification for the following events if the groupware is in the background:

▪ incoming E-Mails
▪ incoming chat messages
How to use the notification area

1. As soon as a notification is being received, the **Notifications** icon shows the number of new notifications. To open the notification area, click the icon.

   If the notification area is to be opened automatically upon receipt of new notifications, proceed as follows:
   a. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
   b. Click on **Basic settings** in the sidebar.

      Enable **Automatic opening of notification area** in the display area.

2. You can do the following:
   - To close the notification area, click the **Close** icon. The notifications will be hidden.
   - To receive the notification again later, click on **Notify me again later**. The notification area will be closed.
   - To show a notification's details, click on the notification title.
   - To display appointment invitation suggestions in the calendar, click on **Open in calendar**.
   - To accept or decline an invitation, click on the respective button.
   - To receive a specific reminder again, select a value in **Remind me again**. Click on **OK**. The notification area will be closed.
   - To mark overdue tasks as done, click on the respective button.
   - To delete a reminder, click on **OK** next to the reminder.
     You can also click the **Delete** icon next to the reminder.
   - If there is more than one reminder: To delete all reminders, click on **Remove all reminders** at the bottom.

How to enable desktop notifications:

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. Click on **Basic settings** in the sidebar.
3. Enable **Show desktop notifications** in the notification area.

   Depending on the browser settings, the **Manage browser permissions now** button is displayed. Click the button. You are asked by the browser whether the receipt of notifications should be allowed. Grant this permission.

   Note: Depending on the browser, you might have to allow the receipt of notifications in the browser settings for the setting above to take effect. Information can be found in the browser help pages.

User interface:
   - The notification area (p. 28)

Related topics:
   - Customizing the basic settings (p. 36)
   - Settings for receiving E-Mails. (p. 99)
   - Chat settings (p. 253)
3.5 Manually Installing Local Apps

You can manually install local Drive apps for MS Windows, macOS, iOS or Android. The local Drive clients synchronize your Drive app data with your local workstation or mobile device.

Note: Depending on the configuration, those functions might not be available. In this case you can use a wizard to set up the apps.

How to install local Drive apps for workstations or mobile devices:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Downloads.
   Click the respective icon in the display area. Follow the instructions on installing the apps.

Related topics:
   Using a Wizard to Set Up Local Apps (p. 43)
   Customizing the basic settings (p. 36)
3.6 Using a Wizard to Set Up Local Apps

You can also access your E-Mails or groupware data by using suitable apps and clients on mobile devices and workstations. You can use a wizard in the groupware to install and configure those apps and clients. The wizard includes the following functions:

▪ Installing and configuring apps and clients on devices such as PCs, tablets and smartphones. The supported devices are: Windows, Apple and Android.

▪ Installing an E-Mail client on Windows systems. The client makes your E-Mails, appointments, tasks and contacts locally available.

▪ Installing the local Drive app for desktop and mobile devices. This app is downloaded and installed from respective the app store for the device. The local Drive clients synchronize your Drive app data with your local workstation or mobile device.

▪ Depending on the device, the configuration might also be possible by E-Mail or SMS. Advanced users can display the configuration data for a manual configuration.

Note: Depending on the configuration, the wizard might not be available. In this case you can manually install clients and apps.

How to use the wizard:

1. Click the Settings icon on the right side of the menu bar. Click on Connect your device. The wizard will be launched.

2. Select your system and the required devices. Follow the instructions.

User interface:

The menu bar (p. 21)

Related topics:

Manually Installing Local Apps (p. 42)
Customizing the basic settings (p. 36)
3.7 Setting up and Configuring the Zoom Integration

The following options exist:

- Set up the Zoom integration
  Prior to being able to have Zoom meetings with other contacts, you have to set up the Zoom integration. To do so, you have to grant the groupware access to a Zoom account.

- Configure the Zoom integration
  You can configure the Zoom integration according to your needs.

How to set up the Zoom integration:

1. If you call a contact via Zoom in the E-Mail, Address Book or Calendar app before having set up the Zoom integration, a window for registering a Zoom account opens. In this case, proceed with step 4.

2. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Zoom Integration.

3. Click on Add Zoom account in the display area. If this button will not be displayed, the Zoom integration has been done already.
   A window for registering a Zoom account opens.

4. Use one of the following methods:
   - Below Sign in, use the login method that you learned from your administrator or hoster.
   - To create an own Zoom account, click on Register for free. Follow the instructions.
   The data of the linked zoom account will be displayed.
   In order to cancel the link, click the Remove account icon next to the account.
How to configure the Zoom integration:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Zoom Integration.

The following settings are available:

**Appointments**
With those options, you can define the behavior if you select Zoom Meeting in the Conference drop-down when creating appointments.

- **Always add a random meeting password**
  Defines whether the conference will be secured by an automatically created password.

- **Automatically copy link to location**
  Defines whether the link for the Zoom meeting participation will be copied to the Location field.

- **Copy dial-in information to description**
  Defines whether the link for the Zoom meeting participation will be copied to the Location field.

**Incoming calls**
With those options, you can define the behavior for incoming Zoom calls if the groupware is in the background.

- **Show desktop notifications**
  Defines whether you will receive a desktop notification for an incoming Zoom call.

- **Play ringtone on incoming call**
  Defines whether a notification sound will be played for incoming Zoom calls.

**Dial-in numbers**
If you at least have a Zoom Pro account, Zoom offers dial-in numbers per country. To define the countries to be displayed in appointment invitations, click on Open Zoom profile.

Related topics:

- Calling the Sender or Another Recipient (p. 76)
- Calling Contacts (p. 119)
- Calling Appointment Participants (p. 165)
- Scheduling audio/video conferences (p. 154)
- Customizing the basic settings (p. 36)
- Setting the presence status (p. 46)
3.8 Setting the presence status

You can set your current presence status to indicate your availability for a call to other users.

How to set the current presence status:

1. Click the My account icon on the right side of the menu bar.
2. Select a presence status below Availability. You have the following options:
   - Online. You are signed in and can be contacted.
   - Absent. You are currently absent and cannot be contacted.
   - Busy. You do not want to be disturbed, e.g. if you are in a meeting.
   - Invisible. You are not signed in.

Your presence status is visible to other users wherever your user data are displayed.
   - as an E-Mail's sender or recipient
   - in the address book list, in the address book detail view
   - as appointment participant, as task participant
   - in the chat window

Related topics:

- Calling the Sender or Another Recipient (p. 76)
- Calling Contacts (p. 119)
- Calling Appointment Participants (p. 165)
- Scheduling audio/video conferences (p. 154)
- Reading, sending, replying to messages (p. 246)
- The Chat window (p. 238)
- Customizing the basic settings (p. 36)
- Setting up and Configuring the Zoom Integration (p. 44)
4 Portal

Learn how to work with the Portal application.
- The Portal Components (p. 48)
- Customizing the Portal (p. 51)
- Portal Settings (p. 54)

How to start the Portal app

Click the All Applications icon in the menu bar. Click on Portal in the App Launcher.
4.1 The Portal Components

Learn about the components of the Portal app user interface and how to use them:

- Signed in as (p. 49)
- **Customize this page** button (p. 49)
- **Add widget** button (p. 49)
- Appointments widget (p. 49)
- Inbox widget (p. 49)
- Tasks widget (p. 49)
- Recently changed files widget (p. 49)
- User data widget (p. 50)
- Quota widget (p. 50)
- News widgets (p. 50)
- Widgets with news from your social networks (p. 50)
- Widgets with information about Drive apps (p. 50)

Depending on the configuration, the portal components can differ from the display described.
4.1.1 Signed in as
Displays the username that you used for signing in.

4.1.2 Customize this page button
If clicking on this button, a page will be displayed that allows you to customize the Portal.
Related topics:
  Customizing the Portal (p. 51)

4.1.3 Add widget button
If clicking on this button, a menu will be opened that allows you to add new widgets.
Related topics:
  Adding Portal widgets (p. 52)

4.1.4 Appointments widget
Displays your current appointments. You can do the following:
- If clicking on an appointment, a pop-up opens. The pop-up shows the appointment data.
- If clicking on a participant, an additional pop-up opens.
- In order to close a pop-up, click the Close icon on the upper right side.

4.1.5 Inbox widget
Shows new E-Mails. You can do the following:
- If clicking on an E-Mail, a pop-up opens. The pop-up displays the E-Mail's contents.
- To delete, reply to or forward the E-Mail, click on the respective button in the pop-up.
- To close a pop-up, click on Close in the top right corner.

4.1.6 Tasks widget
Shows unfinished tasks. You can do the following:
- If clicking on a task, a pop-up opens. The pop-up shows the appointment data.
- In order to close a pop-up, click the Close icon on the upper right side.

4.1.7 Recently changed files widget
Displays new or changed files.
4.1.8 User data widget

Includes links for the following functions:
- Changing your personal contact data
- Changing your password

Related topics:
  - Changing Personal Contact Data (p. 39)
  - Changing the Password (p. 19)

4.1.9 Quota widget

Displays the current quota used on your account on the server.

4.1.10 News widgets

Display current messages from different message sources:
- Messages from RSS feeds
- Photos from web pages like Flickr or Tumblr

To subscribe to a message source or an RSS feed, add a new widget to the Portal. The settings or a message source of an RSS feed can be changed later.

4.1.11 Widgets with news from your social networks

Show current information from own social networks.
- The most recent messages from a social network are displayed in a widget.
- If clicking on a content, a pop-up opens with details and links to the contact’s profile.
- Depending on the network, certain functions are displayed, e.g. for posting or creating a message.

To display news from your social networks, add a new widget to the Portal. You can change your settings at a later point of time.

4.1.12 Widgets with information about Drive apps

Depending on the configuration, there are widgets being displayed that contain information on the installation of local Drive apps. Further information can be found in the Drive apps user guide.
4.2 Customizing the Portal

Learn how to set the widgets that are to be displayed on the portal.

- Changing the widgets' order (p. 52)
- Removing Portal widgets (p. 52)
- Adding Portal widgets (p. 52)
- Adding a Portal widget for social networks (p. 53)
- Creating a Xing account (p. 53)

Note: Depending on the configuration, some widgets might not be changeable.

User interface: Customize this page button (p. 49)
4.2.1  Changing the widgets' order

You can define the order of the widgets.

**How to change the order of the widgets:**

1. Drag a widget to another position.
2. Drop the widget in the new position.

Related topics:

- Removing Portal widgets (p. 52)
- Adding Portal widgets (p. 52)
- Adding a Portal widget for social networks (p. 53)
- Portal Settings (p. 54)

4.2.2  Removing Portal widgets

You can remove a widget from the portal by closing it.

**How to remove a widget:**

Click the **Close** icon.

Related topics:

- Adding Portal widgets (p. 52)
- Changing the widgets' order (p. 52)
- Adding a Portal widget for social networks (p. 53)
- Portal Settings (p. 54)

4.2.3  Adding Portal widgets

You can extend the existing widgets by adding new ones.

**How to add new widgets:**

1. Use one of the following methods:
   - Click the **Settings** icon on the right side of the menu bar. Click on **Settings**. Click on **Portal** in the sidebar. Click on **Add widget**. Select an entry.
   - Click on **Add widget** on the upper right side of the Portal app. Select an entry.
2. Some widgets require additional data. Enter the required values.

User interface:

- **Add widget** button (p. 49)

Related topics:

- Removing Portal widgets (p. 52)
- Changing the widgets' order (p. 52)
- Adding a Portal widget for social networks (p. 53)
- Portal Settings (p. 54)
- Adding an E-Mail to the Portal (p. 83)
- Adding files to the Portal (p. 228)
4.2.4 Adding a Portal widget for social networks

In order to access information and functions of your social networks, you can add widgets for social networks.

How to add a widget for accessing social networks:

1. Click on Add widget on the upper right side of the Portal app. Select one of the entries. The widget will be added.
2. To enable the access, add your social network account by clicking on the respective button in the widget.
   You can change or delete the account in the account settings.

Related topics:
- Changing the widgets' order (p. 52)
- Removing Portal widgets (p. 52)
- Adding Portal widgets (p. 52)
- Creating a Xing account (p. 53)
- Portal Settings (p. 54)
- Viewing, editing, deleting accounts (p. 278)

4.2.5 Creating a Xing account

If you do not have a Xing account yet, you can use a widget to create a new Xing account.

How to create a Xing account by using your groupware data:

1. Click on Add widget on the upper right side of the Portal app. Select Xing. The widget will be added.
2. Click on Create a Xing account using the data stored here in the widget.
3. Check the suggested data for creating the Xing account. In order to create the account, click on Create.

Related topics:
- Changing the widgets' order (p. 52)
- Removing Portal widgets (p. 52)
- Adding Portal widgets (p. 52)
- Adding a Portal widget for social networks (p. 53)
- Portal Settings (p. 54)
- Viewing, editing, deleting accounts (p. 278)
4.3 Portal Settings

How to use the Portal settings:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on Portal in the sidebar.
3. Change the settings.

Tip: You can also display the portal settings page by clicking on Customize this page in the Portal app.

The following settings are available:

**add widget**
- Opens a menu for adding widgets.

**Functions for editing widgets**
- **Move icon**
  - Changes the widget order.
- **Edit**
  - Allows editing a widget's settings, e.g. the url or description.
  - Note: This button is only available for certain widgets.
- **Color**
  - Defines the color used for displaying a widget's name.
- **Disable**
  - Removes a widget from the Portal. To display the widget again, click on the Enable button.
- **Delete icon**
  - This icon deletes a widget from the portal and from the list of widgets on the settings page.
  - **Warning:** If you delete a widget, all settings for this widget will be lost.

**Reduce to widget summary**
- Defines whether the complete content of a widget is displayed on mobile devices or just an overview.
  - This is e.g. valid for the widgets Recently changed files, Appointments, Inbox. In order to view the complete content of the widget, tap the overview text.
  - Note: You have to re-login in order for the new setting to get activated.

Related topics:
- Changing the widgets' order (p. 52)
- Removing Portal widgets (p. 52)
- Adding Portal widgets (p. 52)
- Adding a Portal widget for social networks (p. 53)
E-Mail

Learn how to work with the E-Mail application.

- The E-Mail Components (p. 56)
- Displaying E-Mails (p. 64)
- Viewing or Saving E-Mail Attachments (p. 65)
- Sending E-Mails (p. 66)
- Calling the Sender or Another Recipient (p. 76)
- Adding E-Mail Folders (p. 77)
- Managing E-Mails (p. 78)
- Using E-Mail Filters (p. 89)
- Searching for E-Mails (p. 95)
- Adding E-Mail Accounts (p. 97)
- E-Mail Settings (p. 98)

**How to start the E-Mail app**

Click the **All Applications** icon in the menu bar. Click on **E-Mail** in the App Launcher.

Depending on the configuration, you can also click the quick start icon in the menu bar for launching the **E-Mail** app.
5.1 The E-Mail Components

Learn about the components of the E-Mail app user interface and how to use them:

- The E-Mail toolbar (p. 57)
- The E-Mail folder view (p. 58)
- The E-Mail categories bar (p. 59)
- The E-Mail display area (p. 59)
  - The E-Mail list (p. 60)
  - The E-Mail detail view (p. 61)
  - The E-Mail pop-up (p. 62)
- The E-Mail editing window (p. 63)
5.1.1 The E-Mail toolbar

Contains functions for sending, editing and organizing E-Mails.

Content

- **Compose.** Creates a new E-Mail.
- **Icons for replying to and forwarding** the selected E-Mail: 
- **Delete** icon 
- **Set category** icon 
  - **Set color** icon 
  - **Flag** icon . Flags the E-Mail.
  Note: Depending on the configuration, not all options for flagging might be available.
- **Archive** icon 
- **More actions** icon 
- **View.** Opens a menu with checkboxes for controlling the view.
  - Defining the layout of the list and detail view: **Vertically, Compact, Horizontally**
  - **List.** Shows the list of E-Mails. To display the detail view click on an E-Mail. Above the detail view a navigation bar will be displayed.
  - **Use categories.** Opens or closes the categories bar.
  - **Configure.** Opens the window for configuring the categories bar.
  - **Folder view.** Opens or closes the folder view.
  - **Checkboxes.** Displays checkboxes in the list, for marking objects.
  - **Text preview.** Shows a preview of the E-Mail content for each E-Mail in the list.
  - **Contact pictures.** Next to each E-Mail in the list, a contact picture of the sender will be displayed, provided the sender saved one in the address book.
  - **Date and time.** Shows the exact date and time when the E-Mail was received.
  - **Message size.** Shows the E-Mail size.
  - **Vacation notice.** Opens the Vacation notice window.
  - **All attachments.** Shows all E-Mail attachments that you have sent or received, in the Drive app.

General description of the user interface:

  - The toolbar (p. 24)

Related topics:

  - The E-Mail categories bar (p. 59)
  - Sending E-Mails (p. 66)
  - Managing E-Mails (p. 78)
5.1.2 The E-Mail folder view

Displays the E-Mail folders.

In order to display the folder view, click on View in the toolbar. Enable Folder view.

Content

▪ **Inbox.** Per default, all incoming E-Mails go to this folder.
▪ **Unread.** This folder shows all unread messages.
▪ **Drafts.** Contains the E-Mails saved as draft.
▪ **Sent objects.** Contains the E-Mail sent by you.
▪ **Trash.** Contains the E-Mail deleted by you.
▪ **Archive.** Contains the E-Mails archived by you.
▪ **My folders.** Contains the E-Mail folders created by you.

Depending on the configuration, the content can differ from this information.

Functions

▪ To display the number of E-Mails in a folder, hover over the folder name. A tooltip shows the number of E-Mails.
▪ If clicking on a folder, its E-Mails will be displayed.
▪ The **Actions** icon next to the selected folder offers functions for organizing data and app specific folder functions.
  You can also use the **context menu**.
▪ In the Drive app, the **View all Attachments** button below the folders shows all E-Mail attachments that you have received or sent.
▪ Below the folders there's the button **Add mail account** for adding E-Mail accounts.
▪ To adjust the folder view width, hover over the line between the folder view and the display area. Drag the border to the left or to the right.

General description of the user interface:

The folder view (p. 25)

Related topics:

- Displaying E-Mails (p. 64)
- Adding E-Mail Folders (p. 77)
- Adding E-Mail Accounts (p. 97)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
- Displaying E-Mail attachments in Drive (p. 217)
5.1.3 The E-Mail categories bar

Shows predefined categories for the E-Mails in the Inbox folder. This allows to assign incoming E-Mails to certain categories sorted by senders.

Notes:
- Depending on the configuration, categories might not be available. If categories are available, you can show or hide the categories bar in the View menu in the toolbar.
- The categories' number, names and order are preset. Depending on the server configuration, some categories can be renamed or disabled.

Functions
- If clicking on a category, only the E-Mails assigned to this category will be shown in the display area.
- If double-clicking or right-clicking on a category, a window opens that allows to rename or disable categories.

Related topics:
  - Working with tabs (p. 79)
  - The E-Mail toolbar (p. 57)

5.1.4 The E-Mail display area

Contains the E-Mail list and an E-Mail's detail view.

In order to select a layout, click on View in the toolbar.

General description of the user interface:
  - The display area (p. 26)

Related topics:
  - The E-Mail list (p. 60)
  - The E-Mail detail view (p. 61)
5.1.5 The E-Mail list

Displays a list of the E-Mails in the current folder.

Content

- The following details are displayed for each E-Mail: Sender, subject, date of receipt. Unread E-Mails are marked with the Unread icon.
- The View menu in the toolbar enables you to display additional information: text preview, contact pictures, exact dates, message size
- If available, additional information is shown: attachment icons, colored label, flag, number of E-Mails in conversation, priority.
- Encrypted E-Mails are marked with the Encrypted icon.
- If a vacation notice is active, a notification is displayed above the list. If you close the notification, the vacation notice remains active.

Functions

- To select multiple E-Mails, enable the Checkboxes option in the View drop-down in the toolbar. You can also use your system's multi selection functions.
- If clicking on the All button above the list, a drop-down opens. It allows to execute the following functions for all E-Mails in the current E-Mail folder: mark as read, move, archive, delete.
- If clicking on the Sort by button above the list, a menu opens that helps you sort your E-Mails. To combine all E-Mails of a conversation in a single list entry, enable the Conversations checkbox in Sort. The sorting setting will be applied to the selected E-Mail folder. You can use different settings for the single folders.
- To display a sender’s E-Mail address instead of the sender name, hover over the sender name. The original E-Mail address is displayed in a tooltip.
- If clicking on an E-Mail, its content will be displayed in the display area. If double-clicking on the E-Mail in the list, the content will be displayed in a window.
- To enable frequently used functions, you can use the context menu for an E-Mail or for multiple E-Mails.
- To adjust the list width, hover over the line between the list and the detail view. Drag the border to the left or to the right.

Related topics:

- The E-Mail display area (p. 59)
- The E-Mail detail view (p. 61)
- Displaying E-Mails (p. 64)
- Sending E-Mails (p. 66)
- Managing E-Mails (p. 78)
5.1.6 The E-Mail detail view

Displays the content of the E-Mail that you selected in the list. If double-clicking on the E-Mail in the list, the data will be displayed in a window.

In order to display the detail view, click on View in the toolbar. Enable one of the following settings: Vertically, Compact, Horizontally

Content

- **Subject**
  If E-Mails are sorted by conversations, the Open/close all messages icon will be displayed next to the conversation subject. If clicking on a free area between the sender and the date of receipt, the E-Mail opens or closes.

- **Read** icon. Changes the status from Read to Unread and vice versa.

- The sender's name or E-Mail address, the recipients' names.
  If clicking on a name, a pop-up opens. It displays information about the contact.

- Depending on the configuration, an icon is displayed next to the sender of a suspicious E-Mail. To display a message text, hover over the warning icon. A highlighted message text will be displayed below the function bar.

- Date and time of the receipt.

- Icons for flagging E-Mails:
  - Flag icon. Flags the E-Mail.
  - Set color icon. Opens a menu, allowing you to assign a colored label to the E-Mail. Note: Depending on the configuration, not all options for flagging might be available.

- A picture of the sender, if available.

- Frequently used functions: Reply, Reply all, Forward, Delete

- Depending on the configuration, functions for replying to E-Mails via chat are available: Reply via chat, Reply all via chat

- More actions icon. If clicking on it, a menu with further functions for sending or organizing E-Mails will be opened.

- If the E-Mail contains attachments, further elements are displayed:
  - Attachment icon. If clicking on it, the attachments will be displayed as preview or list.
    - If clicking the Toggle preview icon or the attachments will be shown as preview or as list.
  - Buttons that are used to apply a function to all E-Mail attachments at once.

- If selecting an E-Mail with an attachment as link in the Sent items folder, information about the attachment will be displayed at the top of the E-Mail text.

- E-Mail text. Quotes from previous E-Mails are marked at the beginning of the line.

Related topics:

The E-Mail display area (p. 59)
The E-Mail list (p. 60)
The E-Mail pop-up (p. 62)
Displaying E-Mails (p. 64)
Viewing or Saving E-Mail Attachments (p. 65)
Sending E-Mails (p. 66)
Managing E-Mails (p. 78)
Showing the E-Mail Authenticity (p. 284)
Replying to an E-Mail with a chat message (p. 251)
5.1.7 The E-Mail pop-up

Displays the contact data of the sender or recipient that you select in the detail view.

Content

▪ Buttons for frequently used functions
  ▫ If the contact is not yet saved in an address book, Add to address book will be displayed. If clicking on the button, the window for creating a new contact opens.
  ▫ Send email. Opens the window for sending a new E-Mail to the contact.
  ▫ Invite. Opens the window for creating an appointment with this contact.
▪ More actions icon ☐. If clicking the icon, a menu with frequently used functions for organizing contacts is opened.
▪ The contact's Halo View.

General description of the user interface:

The pop-up (p. 27)

Related topics:

The E-Mail detail view (p. 61)
Displaying E-Mails (p. 64)
Calling the Sender or Another Recipient (p. 76)
Displaying Contacts in the Halo View (p. 111)
5.1.8 The E-Mail editing window

This window is used when creating or editing an E-Mail.

In order to open the window, do one of the following:

▪ Click on **Compose** in the toolbar.
▪ Select an E-Mail. Click an icon for replying or forwarding, in the toolbar.
▪ Select an E-Mail draft. Click on **Edit draft** or on **Edit copy** in the toolbar.

Content

▪ Addresses

  ▫ **From**. Shows your sender address. If clicking on it, a menu with several functions opens:
     ◦ select another sender address
     ◦ **Show names**. Defines whether the real name is displayed.
     ◦ **Edit names**. Opens the window for editing the real name.
  ▫ **CC**, **BCC** button. If clicking on a button, the **CC** or **BCC** input field opens below **To**. You can use the fields to send copies to other recipients.
  ▫ **To** input field. While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
    If clicking on **To**, **CC**, **BCC** or one of the **Select contacts** icons a window for selecting contacts from an address book opens.

▪ E-Mail content

  ▫ **Subject** input field. Enter your E-Mail's subject in this field.
  ▫ If the E-Mail has attachments, the attachments will be displayed as preview or list.
  ▫ Input field for the E-Mail text.
    To format the text or to add images, click the **Options** icon in the button bar. Enable **HTML**.
    Enable the **Show toolbar** icon in the button bar.

▪ button bar

  ▫ **Send**. Sends the E-Mail to the recipients entered.
  ▫ **Show toolbar** or **Hide toolbar** icon. Shows or hides a toolbar with formatting options.
  ▫ **Add local file** icon. Adds local files.
  ▫ **Add from Drive** icon. Adds files that are saved in the Drive app.
  ▫ **Enable encryption** icon. Encrypts the E-Mail. A function bar will be displayed above the E-Mail text. If clicking on **Options**, a menu with encryption options opens:
    Note: Depending on the configuration, this function might not be available.
  ▫ **Options** icon. Opens a menu with further functions:
    ◦ add signature to E-Mail text, edit signature
    ◦ set priority, add vcard, request read receipt
    ◦ define the E-Mail's text format: plain text, HTML
    ◦ save the E-Mail as draft and close the editing window

General description of the user interface:

The editing window (p. 29)

Related topics:

  Sending a new E-Mail (p. 67)
  Sending encrypted E-Mails (p. 298)
5.2 Displaying E-Mails

Learn how to select a specific E-Mail in a folder and display it in different ways in order to read it.

How to display an E-Mail:

1. Open an E-Mail folder in the folder view.
   When having selected the Inbox folder and if you are using E-Mail categories, you can select a category.

2. Click an E-Mail in the list. The content of the E-Mail will be displayed in the detail view.
   - If the E-Mail is part of a conversation, all E-Mails in the conversation will be displayed one below the other. To open or close an E-Mail that is part of a conversation, click on a free area between the sender and the date of receipt.
     To open or close all E-Mails in the conversation, click the Open/close all messages icon on the upper right side of the detail view.
   - If the E-Mail includes a quote from a previous E-Mail, you can display the quote by clicking the Show quoted text icon.

Options:

- To sort the E-Mail list, click on Sort by above the list.
  Note: To reduce latency when loading the E-Mail list, only a certain percentage of the E-Mails in a folder will be loaded by the server if their number exceeds a defined limit. If browsing to the bottom of the list, the next part will be loaded.
- In order to select a layout, click on View in the toolbar.
- When having selected the List view, a list of all E-Mails in the folder will be shown in the display area.
  If clicking on an E-Mail, the E-Mail's detail view will be displayed.
  To open the list view again or to browse the E-Mails, use the icons above the detail view.
- You can open the E-Mail in a window by double-clicking on the E-Mail in the list.

Note: Depending on the configuration, the content of very big E-Mails might be displayed incompletely. In this case, you will receive an E-Mail with a link. In order to completely display the E-Mail, click on the link.

Tip: In the E-Mail settings, you can define whether a notification sound is to be played for incoming E-Mails.

User interface:

- The E-Mail folder view (p. 58)
- The E-Mail detail view (p. 61)
- The E-Mail list (p. 60)
- The E-Mail pop-up (p. 62)

Related topics:

- Working with tabs (p. 79)
- Viewing or Saving E-Mail Attachments (p. 65)
- Showing the E-Mail source (p. 82)
- Marking E-Mails as read or unread (p. 80)
- Categorizing E-Mails (p. 81)
- Searching for E-Mails (p. 95)
- Using Unified Mail (p. 88)
- Settings for receiving E-Mails (p. 99)
- Creating new rules for the subject and the sender (p. 93)
- Navigating within the folder structure (p. 259)
- Using a Whitelist (p. 285)
5.3 Viewing or Saving E-Mail Attachments

The file names of E-Mail attachments are displayed in the detail view. Depending on the configuration, the following functions are available:

▪ view or download attachments or save attachments in Drive
▪ edit an attached document, start an attached presentation
▪ view all attachments from sent or received E-Mails in the Drive app

How to use the E-Mail attachment functions:

1. Select an E-Mail with one or multiple attachments.
   To display the attachments click the Attachment icon above the E-Mail content in the detail view. The attachments will be displayed as preview or as a list.
   To toggle the view, click the Toggle preview icon or on the right side.

2. To apply a function to all attachments, click on a button next to the Attachment icon.

3. In order to apply a function to a specific attachment, enable the list view. Click on an attachment.
   To display an attachment in the Viewer, enable the preview view. Click on an attachment.

Note: Depending on the configuration, attachments will be checked for viruses before being downloaded.
▪ If no virus is found, the attachments will be downloaded without any further notification.
▪ If a virus scan was not possible or a virus was found, a window with a respective warning opens. In this case you can cancel the download.

How to view all your E-Mails' attachments in the Drive app:

Note: Depending on the configuration, this function might not be available.

1. Use one of the following methods:
   ▪ Click on View in the toolbar. Click on All attachments.
   ▪ Click on View all attachments in the folder view.
   The Drive app opens. The My attachments folder shows all attachments of all E-Mails that have been sent or received by you.

2. You can use the Drive functions.

User interface:

The E-Mail detail view (p. 61)

Related topics:

Displaying E-Mails (p. 64)
5.4 Sending E-Mails

Learn how to send an E-Mail and about the functions available for customizing the E-Mail content:

- Sending a new E-Mail (p. 67)
- Selecting contacts from an address book (p. 68)
- Selecting sender address (p. 69)
- Adding attachments (p. 70)
- Sending attachments as link (p. 71)
- Using signatures (p. 71)
- Replying to E-Mails (p. 73)
- Forwarding E-Mails (p. 73)
- Automatically forwarding E-Mails (p. 74)
- Sending an E-Mail to appointment participants (p. 74)
- Sending a vacation notice automatically (p. 75)

User interface:

- The E-Mail toolbar (p. 57)
- The E-Mail list (p. 60)
- The E-Mail detail view (p. 61)

Related topics:

- Using E-Mail drafts (p. 82)
5.4.1 Sending a new E-Mail

How to send a new E-Mail:

1. Click on Compose in the toolbar.
2. Enter the recipients' E-Mail addresses in the To field.
   - While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   - To select contacts from an address book, click the Select contact icon on the right side of the input field.
3. To send a copy to other recipients, click on CC or BCC on the upper right side.
   - If the recipients are to see who gets a copy of the E-Mail, enter the recipients in the CC field.
   - If the recipients are not to see who gets a copy of the E-Mail, enter the recipients in the BCC field.
4. Enter a subject. Enter the E-Mail text.
5. Click on Send.

Options:
- With drag and drop you can move the recipients between the fields To, CC and BCC. In the E-Mail settings, you can determine that each outgoing E-Mail will also be sent as blind copy to a specific E-Mail address.
- To format the E-Mail text or to enter images, use the formatting bar below the text.
  - If the formatting bar is not displayed, click the Options icon in the button bar. Enable HTML. Enable the Show toolbar icon in the button bar.
    - You can define default values for the font style, size and color in the E-Mail settings.
  - To enter images at the current cursor position, drag one or several images from a file browser or from the desktop to the E-Mail text input field.
    - To remove an image, use the context menu.
  - If clicking the Options icon in the button bar, you can use further options:
    - attach your signature
    - set the priority
    - attach your vCard
    - request a read receipt

User interface:

The E-Mail editing window (p. 63)

Subordinated actions:

Selecting contacts from an address book (p. 68)
Selecting sender address (p. 69)
Adding attachments (p. 70)
Sending attachments as link (p. 71)
Using signatures (p. 71)
5.4.2 Selecting contacts from an address book

You can select contacts from an address book in the Select contacts window. The window opens if you click the Select contacts icon while:

- selecting the recipient when sending an E-Mail
- adding participants to an appointment or task
- inviting persons to a share

How to select contacts from an address book in the Select contacts window:

1. You have the following possibilities to find a specific contact:
   - Enter a name in Search.
   - To view the contacts of a specific address book, click on All folders. Select an address book from the list. Depending on the configuration, you can select a department from the list.

2. Select at least one contact. The selected items will be displayed below the list. To undo the selection, click on Clear selection.
   You can also use your system's multi selection functions.

3. In confirm your selection of selected contacts, click on Select.

Superordinate actions:

- Sending a new E-Mail (p. 67)
- Creating new distribution lists (p. 116)
- Adding participants or resources (p. 157)
- Using the scheduling view (p. 159)
- Adding participants to a task (p. 194)
- Sharing data (p. 264)
5.4.3 Selecting sender address

If sending an E-Mail, you can set the sender address to be shown to the recipient, in the E-Mail editing window.

How to select your sender address:

1. Click on the sender address next to From: in the E-Mail editing window. A menu opens.
2. If you have set up external E-Mail accounts, you can use those addresses as sender addresses. Select an E-Mail address from the list.
3. You can define the name to be displayed with your E-Mail addresses. To do so, proceed as follows:
   a. Click on Edit name. The Edit real names window opens. The window displays the names that are preset in the account settings.
   b. Enable the checkbox of the name that you want to edit. Edit the name. Click on Save.
   In order to display the sender addresses without names, disable Show names.

Superordinated action:

   Sending a new E-Mail (p. 67)

Related topics:

   Adding E-Mail Accounts (p. 97)
5.4.4 Adding attachments

How to add attachments to an E-Mail in the E-Mail editing window:

1. Select the files to be sent as attachment.
   - To send a local file as attachment, click the Add local file icon in the button bar. Select at least one file.
     You can also add an attachment by dragging one or several files from a file browser or from the desktop to the E-Mail window.
   - Depending on the configuration, you can send the current version of a file from the Drive app as attachment. To do so, click the Add from Drive icon in the button bar.
     Open a folder in the Add attachments window. Select at least one file.

2. You can remove an attachment if required. To do so hover over an attachment. Click the Remove attachment icon.

Note: An E-Mail attachment can consume more than 25% of storage space than the locally saved file.

Options:
   - Depending on the configuration, attached images can be minimized if they exceed a specified number of pixels or a specified file size. To do so, select an entry next to Image size on the bottom right side of the attachments
     Note: Images can only be minimized directly after having been uploaded. If you open an E-Mail draft or re-load the E-Mail editing window, attached images can no longer be minimized.
   - Depending on the configuration, attachments will not be sent when having reached a certain size limit. In this case, the attachment will be saved in the E-Mail attachments folder in the Drive app. The E-Mail includes a link to the attachment.

Superordinated action:
   Sending a new E-Mail (p. 67)

Related topics:
   Sending attachments as link (p. 71)
5.4.5 Sending attachments as link

This function allows to send large attachments by E-Mail. This is how it works:

- The attachments will be uploaded to a new folder below Drive Mail in the Drive app. The name of this folder corresponds to the E-Mail subject. The folder will be shared with a public link.
- The E-Mail recipients will receive a link for downloading the attachments.

How to send attachments as link in the E-Mail editing window:

1. Select the files to be sent as attachment.
   - To send a local file as attachment, click on Attachments icon % in the button bar. Click on Add local file. Select at least one file.
     You can also add an attachment by dragging one or several files from a file browser or from the desktop to the E-Mail window.
   - To use a current file version from the Drive app as attachment, click the Add from Drive icon 🖼 in the button bar.
     Open a folder in the Add attachments window. Select at least one file.

2. You can remove an attachment if required. To do so hover over an attachment. Click the Remove attachment icon ◐.

3. Click on Use Drive Mail. The Options button will be displayed.
   Click on Options. The Drive Mail options window opens.
   - To set the expiration date for the public link, click on an entry below Expiration.
     If you select an expiration date, you can let the attachment be deleted after the expiration date. To do so, enable delete if expired.
     Note: Depending on the configuration, those functions are optional or mandatory.
   - To protect the public link with the attachments with a password, enable Use password. Enter a password. To view the password while entering it, click the icon on the right side in the input field.
   - To receive notifications about certain actions, enable one or several entries below Email notifications.
     Note: Depending on the configuration, this function might not be available.

Notes:

- Depending on the configuration, there might be a maximum file size for attachments that can be sent as link.
- In the Sent objects folder, the E-Mail is marked with the icon 🗑. When viewing the E-Mail, the following information are displayed at the top of the E-Mail text:
  - A link to the folder containing the attachment.
  - Information about the expiration date and a possibly used password.
  - A list of the attachments' file names.

Superordinated action:

Sending a new E-Mail (p. 67)

Related topics:

Adding attachments (p. 70)

5.4.6 Using signatures

An E-Mail signature is text that is automatically entered in the E-Mail when being composed. It is typically used for inserting the name, company, and contact address at the bottom of the E-Mail text. You can create signatures in the plain text or html format. The following functions are available:

- create new signature, edit existing signatures, set default signatures
• add a signature to the E-Mail text

**How to create or edit a signature:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. Click on **E-Mail** in the sidebar. Click on **Signatures**.
   The existing signatures will be shown in the display area.
3. To add a new signature, proceed as follows:
   a. In the display area, click on **Add new signature**. The **Add signature** window opens.
   b. Enter a name for the signature. Enter the text for the signature.
      Define whether the signature is to be entered below or above the E-Mail text.
      Click on **Save**.
4. To edit an existing signature, you have the following options:
   ▪ In order to edit a signature's text, click on **Edit** next to the signature.
   ▪ In order to delete a signature, click the **Delete** icon next to the signature.
   In **Default signature for new messages** and in **Default signature for replies or forwardings**, you can define the signatures to be used as default.

**How to add a signature to the E-Mail text in the E-Mail editing window:**

1. Click the **Options** icon in the button bar.
2. Select a signature from the list.

Superordinated action:

   *Sending a new E-Mail (p. 67)*
5.4.7 Replying to E-Mails

When replying to an E-Mail, some of the E-Mail's input fields are pre-filled:

- The sender of the E-Mail and additional recipients of the E-Mail will be automatically entered as recipients of the reply E-Mail.
- The E-Mail subject will be entered in the subject field of the reply E-Mail. The subject will be preceded with the text "Re: ".
- The E-Mail text will be entered in the forwarded E-Mail. Each cited line will be marked at the beginning.

How to reply to an E-Mail:

1. Select an E-Mail.
2. Click the Reply to sender icon in the toolbar. To also reply to all other recipients click the Reply to all recipients icon.
   You can also use one of the following methods:
   - Click on the Reply or Reply all button in the detail view.
   - Use the context menu in the E-Mail list.
   To send a new E-Mail to the sender and the other recipients, click the More actions icon in the detail view. Click on Send new email.
3. Fill in the details for sending the E-Mail.

Related topics:
- Sending a new E-Mail (p. 67)
- Forwarding E-Mails (p. 73)
- Replying to an E-Mail with a chat message (p. 251)

5.4.8 Forwarding E-Mails

If you forward an E-Mail, some of the E-Mail's input fields are pre-filled:

- The subject of the E-Mail will be entered as the subject of the forwarded E-Mail. The subject will be preceded with the text "Fwd: ".
- The E-Mail text will be entered in the forwarded E-Mail. The text is preceded with the following details:
  - The header "Original message"
  - Sender, recipient, date, and subject of the original message
If you forward multiple E-Mails, the selected E-Mails are sent as attachments in eml format.

How to forward an E-Mail:

1. Select one or several E-Mails.
2. Click the Forward icon in the toolbar.
   You can also use one of the following methods:
   - Click on the Forward button in the detail view.
   - Use the context menu in the E-Mail list.
3. Select one or more recipients.
4. Fill in the details for sending the E-Mail.

Related topics:
- Sending a new E-Mail (p. 67)
- Automatically forwarding E-Mails (p. 74)
5.4.9 Automatically forwarding E-Mails

You can let E-Mails be automatically forwarded to another address.

How to automatically forward E-Mails:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar. Click on Auto forward ... in the display area. The Auto forward window opens.
3. Enable the Auto forward button. Enter the E-Mail address to which you want to forward the messages. In order to keep a copy of the E-Mail, enable Keep a copy of the message. The auto forwarding will be entered as E-Mail filter. If additional filter rules are to be applied after the auto forwarding, enable Process subsequent rules. You can also edit the auto forwarding in the E-Mail filter settings.
4. Click on Apply changes.

Related topics:
- Sending a new E-Mail (p. 67)
- Replying to E-Mails (p. 73)
- Forwarding E-Mails (p. 73)
- Sending a vacation notice automatically (p. 75)
- Using E-Mail Filters (p. 89)
- Settings for receiving E-Mails. (p. 99)

5.4.10 Sending an E-Mail to appointment participants

You can send an E-Mail to all appointment participants.

How to send an E-Mail to all appointment participants:
1. Depending on the selected view, you have the following options in the Calendar:
   ▪ In a calendar view, click on an appointment with multiple participants. In the pop-up, click the More actions icon. Click on Send mail to all participants.
   ▪ In the list view, double-click on an appointment with multiple participants. The appointment will be displayed in a window. Click the More actions icon. Click on Send mail to all participants.
2. Fill in the details for sending the E-Mail.

Related topics:
- Sending a new E-Mail (p. 67)
5.4.11 Sending a vacation notice automatically

A vacation notice informs the sender of an E-Mail that you will not retrieve your E-Mails for a specific period of time. You can set the following:

- the subject and text of the vacation notice
- the time frame when the vacation notice is active
- the E-Mail addresses for which the vacation notice is active

**How to create and activate a vacation notice:**

1. Click on **View** in the toolbar. Click on **Vacation notice** at the bottom.
   You can also use the **Vacation notice** button in the E-Mail settings.
   The **Vacation notice** window opens.
2. Enable the **vacation notice** button.
3. To define the time range for sending the vacation notice, enable **Send vacation notice during this time only**. Set the start and end date.
   Note: Depending on the configuration, this setting might not be available.
4. Enter a subject and a text for the vacation notice.
5. In order to display all options, click on **Show advanced options**.
   ▪ You can specify an interval for sending a vacation notice if there are several E-Mails from the same sender.
   ▪ You can specify the sender address to be used for sending the vacation notice.
   ▪ The vacation notice will be sent if messages are reaching your primary E-Mail address. You can also activate a vacation notice if messages are reaching your other E-Mail addresses.
6. Click on **Apply changes**.

If a vacation notice is active, the following is displayed:

- On the E-Mail settings page, the **Vacation notice** button is marked with an additional icon.
- In the E-Mail app, a notification is displayed above the E-Mail list. If clicking on the notification, the **Vacation notice** window opens.

Tip: The vacation notice will be entered as E-Mail filter. You can also edit the vacation notice in the E-Mail filter settings.

Related topics:

- Sending a new E-Mail (p. 67)
- Replying to E-Mails (p. 73)
- Forwarding E-Mails (p. 73)
- Automatically forwarding E-Mails (p. 74)
- Using E-Mail Filters (p. 89)
- Settings for receiving E-Mails. (p. 99)
5.5 Calling the Sender or Another Recipient

You can launch an audio or video conference with an E-Mail's sender or recipient by calling the sender or recipient.

Prerequisite: You have set up an account with an audio or video conference provider, e.g. Zoom.

How to call an E-Mail's sender or recipient:

1. Select an E-Mail.
2. Click on the sender or on a recipient in the detail view. A pop-up opens. An icon below the name indicates the contact's presence status.
3. In the pop-up, click the Call icon. In the menu, click on an audio or video conference provider, e.g. Zoom. The window for calling the contact opens. Click on Call.

User interface:
- The E-Mail pop-up (p. 62)

Related topics:
- Calling Contacts (p. 119)
- Calling Appointment Participants (p. 165)
- Scheduling audio/video conferences (p. 154)
- Setting up and Configuring the Zoom Integration (p. 44)
- Setting the presence status (p. 46)
5.6 Adding E-Mail Folders

With E-Mail folders you can organize your E-Mails, e.g. by separately saving E-Mails for customers or projects. Learn how to create additional E-Mail folders below your primary E-Mail account.

**How to create a new E-Mail folder:**

1. Select the folder in which you want to create the new subfolder in the folder view.
2. Click the *Actions* icon next to the folder name. Click on *Add new folder*.
   A window opens.
3. Enter a name. Click on *Add*.

User interface:

   *The E-Mail folder view (p. 58)*

Related topics:

   *Moving or copying E-Mails (p. 80)*
   *Managing E-Mails (p. 78)*
   *Managing Data with Folders (p. 256)*
5.7 Managing E-Mails

Learn how to organize your E-Mails and about the E-Mail actions available:

- Working with tabs (p. 79)
- Moving or copying E-Mails (p. 80)
- Marking E-Mails as read or unread (p. 80)
- Collecting addresses (p. 81)
- Categorizing E-Mails (p. 81)
- Showing the E-Mail source (p. 82)
- Using E-Mail drafts (p. 82)
- Creating E-Mail reminders (p. 83)
- Adding an E-Mail to the Portal (p. 83)
- Saving E-Mails (p. 83)
- Importing E-Mails (p. 84)
- Printing E-Mails (p. 84)
- Archiving E-Mails (p. 85)
- Deleting E-Mails (p. 86)
- Cleaning up E-Mail folders (p. 87)
- Using Unified Mail (p. 88)

User interface:

- The E-Mail toolbar (p. 57)
- The E-Mail list (p. 60)
- The E-Mail detail view (p. 61)

Related topics:

- Adding E-Mail Folders (p. 77)
5.7.1 Working with tabs

Tabs allow you to save incoming E-Mails in the Inbox folder separated by senders. The following options exist:

▪ enable or disable tabs
▪ assign incoming E-Mails to a tab
▪ edit the tabs view

How to enable or disable the usage of tabs:
1. Click on View in the toolbar.
2. Enable or disable the Use categories checkbox below Inbox.

How to assign incoming E-Mails in the inbox to categories:
1. Select the Inbox folder in the folder view.
   E-Mails that have not been assigned to a category yet, are displayed in the category General.
2. Drag an E-Mail from the list to a category in the categories bar and drop it there.
   You can also select an E-Mail. Click the Set category icon in the toolbar. Select a category from the menu.
   A pop-up window notifies you that the E-Mail has been moved to the category.
3. In order to finish the process, do one of the following:
   ▪ In order to only move the selected E-Mail to the category, close the pop-up window.
   ▪ In order to move all existing and future incoming E-Mails from this sender to the category, click on Move all messages.

How to edit the tabs view:
1. Click on View in the toolbar. Click on Configure below Inbox.
   You can also double-click or right-click on a category in the categories bar.
   The Configure categories window opens.
2. To enable or disable a tab, enable or disable the respective checkbox.
   To rename a tab, edit the respective text.
   Note: Some tabs can not be edited.
   In order to hide the categories bar, click on Disable categories.
3. Click on Save.

User interface:

The E-Mail categories bar (p. 59)

Related topics:

Displaying E-Mails (p. 64)
5.7.2 Moving or copying E-Mails

You can move or copy E-Mails to another E-Mail folder. The following options exist:
- move or copy individual E-Mails or a complete E-Mail conversation to another folder
- move all E-Mails of an E-Mail folder

Prerequisite: You need to have the appropriate permissions to create objects in the target folder.

How to move or copy an E-Mail:
1. Select one or several E-Mails.
2. Click the More actions icon in the toolbar or in the detail view. Select Move or Copy. You can also use the context menu in the E-Mail list. A window opens.
3. Select a folder. You can also create a new folder.

Tips:
- To move E-Mails of a specific sender to a folder, you can create a new rule when moving E-Mails.
- You can also move the selected objects by dragging the objects from the folder view to a folder.
- In order to move all E-Mails from a folder, click on All above the list. Select Move all messages.

Related topics:
- Adding E-Mail Folders (p. 77)
- Creating a new rule when moving (p. 92)

5.7.3 Marking E-Mails as read or unread

Unread E-Mails are marked with the Unread icon. The following options exist:
- mark single E-Mails as read or unread
- mark all E-Mails of an E-Mail folder as read

How to mark an E-Mail as unread or read:
1. Select one or several E-Mails.
2. Click the More actions icon. Select Mark as unread or Mark as read. Or:
   - For single E-Mails, click the Mark as unread icon or the Mark as read icon in the detail view.
   - Use the context menu in the E-Mail list.

Tip: To mark all E-Mails in a folder as read, click on All above the list. Select Mark all E-Mails as read.

Related topics:
- Displaying E-Mails (p. 64)
5.7.4 Collecting addresses

You can collect E-Mail addresses by adding the addresses to an address book. The following options exist:

- Automatically collect new E-Mail addresses when sending or reading E-Mails by activating this function in the E-Mail settings.
- Manually adding E-Mail addresses to an address book

**How to manually add an E-Mail address to an address book:**

1. Select an E-Mail.
2. Click on the sender's or a recipient's name in the detail view.
   - Click on *Add to address book* in the popup.

Note: This function is only available for new contacts.

Related topics:
- Settings for receiving E-Mails. (p. 99)
- Creating a new contact (p. 113)

5.7.5 Categorizing E-Mails

Depending on the configuration, you have several options for categorizing E-Mails. The following options are available:

- a colored label
- a flag

**How to categorize an E-Mail:**

1. Select one or several E-Mails.
2. To add a colored label, click the *Set color* icon in the toolbar or in the detail view. Select a color.
   - In order to remove the label, again click the icon in the toolbar or in the detail view. Select *None*.
3. To add a flag, click the *Flag* icon in the toolbar or in the detail view.
   - You can also use the context menu in the E-Mail list.
   - To remove the flag, use one of the following methods:
     - Again click the icon in the toolbar or in the detail view.
     - Use the context menu in the E-Mail list.

Tip: To sort E-Mails by flags, click on *Sort by* above the list.

Related topics:
- Displaying E-Mails (p. 64)
5.7.6 Showing the E-Mail source

The E-Mail source contains the complete content of an E-Mail i.e., the complete E-Mail header data.

**How to display the E-Mail source:**

1. Select an E-Mail.
2. Click the **More actions** icon in the toolbar or in the detail view. Select **View source**.
   You can also use the context menu in the E-Mail list.

Related topics:
- Displaying E-Mails (p. 64)
- Adding a condition (p. 91)

5.7.7 Using E-Mail drafts

While composing an E-Mail, the E-Mail is automatically saved as an E-Mail draft in regular intervals. The following options exist:

- Edit or send an E-Mail draft.
- Edit or send a copy of an E-Mail draft.

The E-Mail draft will be deleted after it has been sent. To keep the E-Mail draft, you have to send a copy.

**How to use an E-Mail draft:**

1. Select an E-Mail in the **Drafts** folder.
2. Click on **Edit draft** or on **Edit copy** in the toolbar.
   Edit the content.
3. In order to finish the editing, click on **Cancel** or the **Close** icon. Click on **Save as draft** in the next window.
   To send the draft or the draft's copy, click on **Send**.

Related topics:
- Sending E-Mails (p. 66)
5.7.8 Creating E-Mail reminders

You can activate a reminder for an E-Mail. This function creates a task and reminds you of the due date.

**How to create an E-Mail reminder:**

1. Select an E-Mail.
2. Click the More actions icon  in the detail view. Select **Reminder**.
   
   Note: When having selected an E-Mail conversation, this function is only available in the detail view, not in the toolbar.
3. Complete the details in the **Remind me** window.

**Result:** A task will be created. A button is shown below the task text. If clicking on this button, the original E-Mail will be displayed.

Related topics:

Creating new tasks (p. 193)

5.7.9 Adding an E-Mail to the Portal

You can add an E-Mail as widget to the Portal.

**How to add an E-Mail to the portal:**

1. Select an E-Mail.
2. Click the More actions icon  in the toolbar or in the detail view. Select **Add to portal**.
   
   Note: When having selected an E-Mail conversation, this function is only available in the detail view, not in the toolbar.

Related topics:

Adding Portal widgets (p. 52)

5.7.10 Saving E-Mails

You can save an E-Mail as a text file. The text file has the file extension EML. If you select multiple E-Mails, an eml file will be created for each E-Mail. The eml files will be saved as zip archive then.

**How to save an E-Mail:**

1. Select one or several E-Mails.
2. Click the More actions icon  in the toolbar or in the detail view. Select **Save as file**.
3. Fill in the details for saving the file.

Related topics:

Importing E-Mails (p. 84)
5.7.11 Importing E-Mails

You can import an E-Mail that is available in the EML format.

**How to import an E-Mail:**

1. Open the E-Mail folder to which you want to import the E-Mail.
2. Drag the eml file from a file browser or the desktop to the E-Mail list.

Related topics:

   Saving E-Mails (p. 83)

5.7.12 Printing E-Mails

You can print the content of an E-Mail or several E-Mails.

**How to print an E-Mail's content:**

1. Select one or several E-Mails.
2. Click the More actions icon in the toolbar or in the detail view. Click on Print in the menu.
   
   You can also use the context menu in the E-Mail list.
   
   A window with a print preview opens.
3. If required, change the printer settings. Click on the Print button.

Related topics:

   Archiving E-Mails (p. 85)
5.7.13 Archiving E-Mails

When archiving E-Mails, those E-Mails are moved to the Archive folder. The Archive folder contains a separate subfolder for each calendar year. The archived E-Mails are saved to those subfolders sorted by the year of receipt. The Archive folder is created as soon as you initially use this function. The following options exist:

▪ archive a folder's E-Mails that are older than 90 days
▪ archive single E-Mails

How to archive an E-Mail folder's content:
1. Select an E-Mail folder in the folder view.
2. You have the following options:
   ▪ Click on All above the list. Select Archive all messages.
   ▪ Click the Actions icon next to the folder name. Click on Archive all messages.
3. In the Archive messages window click on Archive.

How to archive single E-Mails:
1. Select one or several E-Mails.
2. Click the Archive icon in the toolbar.
   You can also use one of the following methods:
   ▪ Press the [a] key on the keyboard.
   ▪ Use the context menu in the E-Mail list.

Related topics:

Printing E-Mails (p. 84)
5.7.14 Deleting E-Mails

The following options exist:

- Delete individual E-Mails or entire E-Mail conversations. By default, the E-Mails are moved to the Trash folder.
- Delete all E-Mails of an E-Mail folder. By default, the E-Mails are moved to the Trash folder.
- Recover deleted E-Mails from the trash.
- Permanently delete E-Mails from the trash. You can also permanently delete all E-Mails from the trash by emptying the trash.

**Warning:** If you enable the E-Mail settings option **Permanently remove deleted emails** you will not be able to recover deleted E-Mail messages. It is recommended that you not use this setting.

**How to delete an E-Mail:**

1. Select one or several E-Mails.
2. Click the **Delete** icon in the toolbar.
   - You can also use one of the following methods:
     - Press the [Del] or [Backspace] key on the keyboard.
     - Use the **Delete** button in the detail view.
     - Use the context menu in the E-Mail list.

Result: The E-Mail will be moved to the **Trash** folder.

**How to delete all E-Mails of a folder:**

1. In the folder view, select the folder which E-Mails you want to delete.
2. You have the following options:
   - Click on **All** above the list. Select **Delete all messages**.
   - Click the **Actions** icon next to the folder name. Click on the **Delete all messages** button.

Result: The E-Mail will be moved to the **Trash** folder.

**How to recover deleted E-Mails:**

1. Open the **Trash** folder in the folder view.
2. Select one or several E-Mails.
3. Click the **More actions** icon in the toolbar. Click on **Move**.
4. Select a folder in the **Move** window. Click on the **Move** button.

**How to permanently delete an E-Mail:**

**Warning:** Permanently deleted E-Mails can not be recovered. Before permanently deleting an E-Mail, make sure you no longer need the E-Mail.

1. Open the **Trash** folder in the folder view.
2. Select one or several E-Mails.
3. Click the **Delete** icon in the toolbar.

Result: The E-Mail is permanently deleted.
How to permanently delete the content of the Trash folder:

Warning: Permanently deleted E-Mails can not be recovered. Before permanently deleting an E-Mail, make sure you no longer need the E-Mail.

1. Select the Trash folder in the folder view.
2. Click the Actions icon next to the folder name. Click on Empty folder.
3. Confirm that you want to empty the folder.
Result: The objects in the trash are permanently deleted.

Related topics:
- Archiving E-Mails (p. 85)
- Cleaning up E-Mail folders (p. 87)
- Settings for receiving E-Mails. (p. 99)

5.7.15 Cleaning up E-Mail folders

Depending on the E-Mail client’s settings, E-Mails that you deleted from within an E-Mail client like Apple Mail, MS Outlook or Mozilla Thunderbird, might be deleted only after having signed out from the client. In the meantime, those E-Mails will be shown as crossed out in the groupware. To delete those E-Mails clean up the E-Mail folder.

Note: Depending on the configuration, this function is not available as such E-Mails are not displayed.

How to clean up an E-Mail folder:

1. In the folder view, select the folder that you want to clean up.
2. Click the Actions icon next to the folder name. Click on Clean up.

Related topics:
- Deleting E-Mails (p. 86)
5.7.16 Using Unified Mail

With Unified Mail you can display E-Mails from multiple E-Mail accounts in one central folder. This gives you a quick overview of the multiple E-Mail accounts' inboxes. Unified Mail can be described as follows:

- In addition to an E-Mail account's inbox, the Unified Mail folder shows a further view for the account's E-Mails. The E-Mails actually exist only once.
- E-Mails in the Inbox's subfolders are not displayed in the Unified Mail folder.
- The E-Mails in the Unified Mail folder are marked with the E-Mail account's name in the list.

To use Unified Mail, enable the function for one or several E-Mail accounts.

How to activate Unified Mail for an E-Mail account:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Accounts.
3. Click on Edit next to an E-Mail account in the display area. The settings are displayed in a pop-up.
4. Enable Use Unified Mail for this account.
   Click on Save at the bottom of the pop-up.

Related topics:

- Displaying E-Mails (p. 64)
- Adding E-Mail Accounts (p. 97)
- Viewing, editing, deleting accounts (p. 278)
5.8 Using E-Mail Filters

E-Mail filters help you organize incoming E-Mail messages. An E-Mail filter consists of one or several rules. By setting rules you can e.g. trigger the following actions:
- The E-Mail is moved to a specific E-Mail folder.
- The E-Mail is forwarded to another E-Mail address.
- The E-Mail is marked as read.

In order to use E-Mail filters, proceed as follows:
- Create E-Mail folders.
- Create one or several rules.
- Specify an order for the rules.
- Set if subsequent rules are to be processed when a rule matches.

The following options exist:
- Creating new rules (p. 90)
- Adding a condition (p. 91)
- Adding an action (p. 92)
- Creating a new rule when moving (p. 92)
- Creating new rules for the subject and the sender (p. 93)
- Changing a rule (p. 93)
- Applying a rule to existing E-Mails (p. 94)

Note: For the following instructions and examples, it is assumed that the complete range of E-Mail filter functions is available. Depending on the configuration, some functions might not be available.

Related topics:
- Automatically forwarding E-Mails (p. 74)
- Sending a vacation notice automatically (p. 75)
5.8.1 Creating new rules

A rule contains:

▪ a name,
▪ one or several conditions,
▪ one or several actions. You can specify whether one or all conditions are to be met in order to process the actions.

How to create a new rule:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar. Click on Filter rules.
3. In the display area, click on Add new rule. The Create new rule window opens.
   ▪ Enter a rule name.
   ▪ Click on Add condition. Make a selection from the drop-down menu. Complete the condition details.
   ▪ Click on Add action. Select an action from the menu. Complete the action details.
4. You can set whether subsequent rules are to be processed if the rule is met. To do so, enable or disable Process subsequent rules.
5. To complete the creation, you can do the following:
   ▪ To apply the rule to future incoming E-Mails, click on Save.
   ▪ To apply the new rule to future incoming E-Mails and to existing E-Mails, click on Save and apply. Select the folder containing the E-Mails to which the rule should be applied.
     Note: Some actions can not be executed if applying a rule to existing E-Mails.

Subordinated actions:

   Adding a condition (p. 91)
   Adding an action (p. 92)

Related topics:

   Creating a new rule when moving (p. 92)
   Creating new rules for the subject and the sender (p. 93)
   Changing a rule (p. 93)
   Applying a rule to existing E-Mails (p. 94)
5.8.2 Adding a condition

A condition helps to define the E-Mails to which the action should be applied. You can set one or multiple conditions.

**How to add a condition in the Create new rule window:**

1. Click on **Add condition**. Make a selection from the drop-down menu. Note the following:
   - In order to use an E-Mail part that is not contained in the list, select **Header**. Enter a header entry in the Name input field. You can read an E-Mail's header by displaying the source data.
   - In order to consider the **BCC** part, select **Envelope - To**. Envelope includes the E-Mail recipients entered in the To, CC or BCC field.
   - In order to use a part of the E-Mail content in the condition, select **Content**.
   - In order to use the date of receipt in the condition, select **Current Date**.

2. Select a criterion from the drop-down next to the E-Mail part. Enter an argument in the input field.

3. You can add further conditions. You can then specify whether one or all conditions are to be met in order to process the actions. To do so, click on **Apply rule if all conditions are met**. As soon as there is a condition, you can create nested conditions. To do so, click on **Add condition**. Select **Nested condition**.

   To delete a condition, click the **Delete** icon next to the condition.

Example: The following details are used for the condition:

- E-Mail part "Subject"
- Criterion "Is exactly"
- Argument "minutes"

In this case it would be verified whether the subject of an E-Mail exactly matches the argument "minutes".

Further examples how to filter E-Mails using the subject:

- **Criterion: "contains"**
  The condition is met if the subject contains the characters in the argument. Example: The argument is "minutes".
  - The condition is met for the subject "minutes".
  - The condition is also met for the subject "meeting minutes".

- **Criterion: "matches"**
  The condition is met if the subject exactly matches the characters in the argument. The character string can contain wildcards.
  Example: The argument is "minutes*". The "*" character is a wildcard for any characters.
  - The condition is met for the subject "minutes".
  - The condition is not met for the subject "meeting minutes".

- **Criterion: "Regex"**
  The condition is met if the subject contains the characters provided by the regular expression in the argument. Regular expressions allow complex requests. More information can be found on respective sites on the Web. The following, very simple regular expression should give an insight to the topic.
  Example: The argument is "organis(at|z)tion". The expression "(z|s)ation" stands for either the "z" or the "s" character.
  - The condition is met for the subject "minutes".
  - The condition is also met for the subject "organisation".
  - The condition is not met for the subject "Organic".

Superordinated action:

- Creating new rules (p. 90)
- Encrypting incoming E-Mails by using a filter rule (p. 299)
5.8.3 Adding an action

Use an action to define what happens with an E-Mail that matches the conditions. You can set one or multiple actions.

How to add an action in the Create new rule window:
1. Click on Add action. Select an action from the menu.
2. Depending on the action, further buttons and input fields are displayed. Use such functions to complete the action.
3. You can add further actions.
   To delete an action, click the Delete icon next to the action.

Superordinated action:
Creating new rules (p. 90)
Encrypting incoming E-Mails by using a filter rule (p. 299)

Related topics:
Adding a condition (p. 91)

5.8.4 Creating a new rule when moving

You can create a new rule when moving an E-Mail to another folder. Incoming E-Mails from this sender will then be moved to this folder automatically.

How to create a new rule when moving an E-Mail
1. Select an E-Mail.
2. Click the More actions icon in the toolbar. Click on Move.
   You can also use the More actions icon in the detail view.
   Select a folder in the Move window. Click on the Move button.
3. Enable Create filter rule. A note with details about the filter is displayed.
   Click on the Move button. The Create new rule window opens.
4. Enter a rule name. You can adjust the conditions or actions. Click on Save.
   The E-Mail will be moved. The new rule will be created.

Related topics:
Creating new rules (p. 90)
Changing a rule (p. 93)
Applying a rule to existing E-Mails (p. 94)
Moving or copying E-Mails (p. 80)
5.8.5 Creating new rules for the subject and the sender

You can easily create a new rule for an E-Mail's subject and sender when viewing the E-Mail in the detail view.

How to create a new rule for the subject and the sender:

1. Select an E-Mail.
2. Click the More actions icon in the detail view. Click on Create filter rule. The Create new rule window opens.
3. Enter a rule name. You can adjust the conditions.
   Set an action.
4. In order to save the rule, click on Save.
   To save the rule and apply it to existing E-Mails, click on Save and apply. Select the folder containing the E-Mails to which the rule should be applied.

Related topics:
- Creating new rules (p. 90)
- Changing a rule (p. 93)
- Applying a rule to existing E-Mails (p. 94)
- Displaying E-Mails (p. 64)

5.8.6 Changing a rule

The following options exist:
- edit a rule's settings: name, condition, actions
- disable, enable, delete a rule
- change the activation order of the rules

How to change existing rules:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar. Click on Filter rules.
3. To edit a rule's settings, click on Edit next to the rule. Change the settings in the Edit rule window.
4. To disable a rule, click on Disable next to the rule.
   To enable a rule, click on Enable next to the rule.
5. To change the order, hover the mouse pointer over the Move icon next to a rule. Drag the rule up or down and drop it appropriately.
   Note: This function is only available if there are at least two rules.
6. To delete a rule, click the Delete icon next to the rule.

Related topics:
- Creating new rules (p. 90)
- Creating a new rule when moving (p. 92)
- Creating new rules for the subject and the sender (p. 93)
- Applying a rule to existing E-Mails (p. 94)
5.8.7 Applying a rule to existing E-Mails

You can filter existing E-Mails later by applying a rule to an E-Mail folder.

Note: Depending on the E-Mail server, this function might not be available.

How to apply a rule to existing E-Mails:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar. Click on Filter rules.
3. Click on Apply next to the rule. Select the folder containing the E-Mails to which the rule should be applied.
   Note: Some actions can not be executed if applying a rule to existing E-Mails.

Options:

- You can also apply a rule to existing E-Mails while creating a new rule.
  To do so, click on Save and apply when creating the new rule. Select the folder containing the E-Mails to which the rule should be applied.

Related topics:

- Creating new rules (p. 90)
- Creating a new rule when moving (p. 92)
- Creating new rules for the subject and the sender (p. 93)
5.9 Searching for E-Mails

In order to search for specific E-Mails, you can use the following search criteria:

- search terms for subject, E-Mail text, sender, recipients, attachment name
- Search terms for a time range. Searches for E-Mails that you received within the time range. You define a valid time range with the following details.
  - The key words today, yesterday, last week, last month, last year
  - The key words for those time intervals: last 7 days, last 30 days, last 365 days
  - A day of the week, e.g. Monday
  - A specific month, e.g. July
  - A four digit date, e.g. 2015
  - A date, e.g. 1/31/2015
  - A date interval, e.g. 12/1/2014 - 1/31/2015
- folders that are to be searched
- only search for E-Mails with an attachment
How to search for E-Mails:

1. Click on the Search input field. Enter a search term in the input field.
   The search menu opens.

2. Define the data sources to be searched by clicking on an entry in the search menu.
   - If clicking on the search term or pressing enter, the following data sources are searched: sender, recipient, subject, E-Mail text
   - In order to only search in the subject, click on in subject.
     Accordingly, you can limit the search to the E-Mail text or to attachment file names.
   - In order to search for senders or recipients matching the search term, click on a name. You can define whether to search the sender, recipients or both. To do so, click on From next to the name.
   - In order to search for E-Mails within a specific time range, use a valid time range as search term.

The search results are displayed in the list that is shown in the display area. For each search result, the folder with the found object is displayed.

3. To select a folder for the search, click on the folder name next to the input field.
   - If you select All folders, all folders and subfolders of the internal E-Mail account are searched.
     Note: Depending on the E-Mail server, this function might not be available. In this case, only the current folder will be searched, no subfolders.
   - If you select a specific folder or the folder of an external E-Mail account, only this folder is searched, but no subfolders.

4. To limit the search to E-Mails with an attachment, click on Options next to the input field. Enable Has attachment.

5. To refine the search result, enter further search terms: To remove a search term, click the Remove icon next to the search term.

6. In order to finish the search, click the Cancel search icon in the input field.

User interface:

   The search bar (p. 23)

Related topics:

   Displaying E-Mails (p. 64)
5.10 Adding E-Mail Accounts

As default, you use your primary E-Mail account in the groupware. If you use further E-Mail accounts like e.g. GMail, you can add those accounts to the groupware. This allows you to access those accounts' E-Mails from within the groupware.

How to add an E-Mail account:

1. Click on Add Mail Account in the folder view. The Add Mail Account window opens.
2. Click an icon. The further procedure depends on the E-Mail account provider.
   - For some providers, a new browser window opens. Log in with your credentials to grant access to the E-Mail account.
   - If the provider asks you for the permission to access the data, grant this permission.
   - For some providers, enter your credentials in the Add Mail Account window. Then, click on Add.
     You can also manually enter the required data by clicking on Manually.
3. If the E-Mails in this account are also to be shown in the Unified Mail folder, enable Use unified mail for this account.
   Note: Depending on the configuration, this function might not be available.

An entry for the E-Mail account appears in the folder view. The entry contains this account's E-Mail folders. Open one of those folders to do the following:
   - read this account's E-Mails
   - send E-Mails from this account

If the access to the E-Mail account fails, a warning icon will be displayed next to E-Mail account's name. Depending on the E-Mail provider, you will get troubleshooting notes when clicking the warning icon.

User interface:
   - The E-Mail folder view (p. 58)

Related topics:
   - Using Unified Mail (p. 88)
   - Selecting sender address (p. 69)
   - Editing the primary E-Mail account (p. 277)
   - Viewing, editing, deleting accounts (p. 278)
5.11 E-Mail Settings

The following options exist:

- Settings for receiving E-Mails. (p. 99)
- Settings for composing E-Mails (p. 100)
5.11.1 Settings for receiving E-Mails.

How to use the settings for receiving E-Mails:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar.

Depending on the configuration, the following settings are available:

Buttons
- **Vacation notice**
  See Sending a vacation notice automatically (p. 75)
- **Auto forward**
  See Automatically forwarding E-Mails (p. 74)
- **Change IMAP subscriptions**
  See Subscribing to shared or personal E-Mail folders (p. 270)

View
- **Allow HTML formatted E-Mail messages?**
  Specifies whether or not displaying HTML messages is allowed.
- **Color quoted lines**
  Specifies whether original messages are highlighted and introduced with a vertical line. This option assumes that the original mail text is not attached but appended to the E-Mail.
- **Use fixed-width font for text mails**
  Specifies whether a fixed-width font is used when displaying a plain text E-Mail.
- **Show requests for read receipts**
  Defines whether a return receipt is displayed if a received E-Mail includes receipt confirmation request.
- **Show folder with all unseen messages**
  Defines whether the Unread messages folder is displayed in the folder view.

Notification sounds
- **Play sound on incoming mail**
  Defines whether a sound is played for incoming messages if the groupware is in the background.
  Note: Desktop notifications have to be allowed in the browser settings. See Receiving Notifications (p. 40)
- **Sound**
  You can select between different sounds.

Behavior
- **Permanently remove deleted emails**
  Defines whether deleted E-Mails will be removed permanently or whether they will go to the trash folder.
  **Warning:** Permanently removed E-Mail messages cannot be restored.
  See Deleting E-Mails (p. 86)
- **Automatically collect contacts in the "Collected addresses" folder while sending E-Mails**
  Defines whether new E-Mail addresses are automatically collected in the Collected contacts folder when sending a new E-Mail.
- **Automatically collect contacts in the "Collected addresses" folder while reading E-Mails**
  Defines whether new E-Mail addresses are automatically collected in the Collected addresses folder when reading a new E-Mail.
- **Ask for mailto link registration**
  Defines whether the groupware can ask for a mailto link registration.

Related topics:
- Settings for composing E-Mails (p. 100)
5.11.2 Settings for composing E-Mails

How to use the settings for composing E-Mails:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar. Click on Compose.

Depending on the configuration, the following settings are available:

Format emails as
Defines the format in which E-Mails are sent:
- HTML
  The E-Mail is sent with html markup. You can format the E-Mail text.
- Plain text
  The E-Mail text is sent as plain text without formatting.
- HTML and plain text
  The E-Mail is sent with html markup and additionally as plain text.

Default font style
Defines the preset font style for E-Mail text in html format.

Forward emails as
Specifies how an E-Mail text is sent when forwarding the E-Mail.
- Inline
  The text is sent within the new E-Mail text.
- Attachment
  The text is sent as attachment to the new E-Mail.

Advanced settings
- Append vcard
  Specifies whether your contact data will be attached to a new E-Mail in the vCard format.
- Insert the original E-Mail text into a reply?
  Specifies whether the original E-Mail text is appended to an E-Mail reply.
- Confirm recipients when replying to a mailing list
  Defines whether you have to confirm the recipient when replying to a mailing list.
- Default sender address
  Specifies the pre-set sender address for new E-Mails.
  Note: The sender's name is displayed in front of the sender address. If you enter a name in the Your name input field in the account settings, this name overwrites the preset sender name.
- Always add the following recipient to blind carbon copy (BCC)
  To send each outgoing E-Mail as blind copy (BCC) to an E-Mail address, enter the wanted E-Mail address in this field.

Related topics:
- Sending a new E-Mail (p. 67)
- Settings for receiving E-Mails. (p. 99)
- Editing the primary E-Mail account (p. 277)
6 Address Book

Learn how to work with the Address Book application.

- The Address Book Components (p. 102)
- Displaying contacts (p. 109)
- Viewing or Saving Contact Attachments (p. 110)
- Displaying Contacts in the Halo View (p. 111)
- Adding Contacts (p. 112)
- Adding Distribution Lists (p. 115)
- Editing Contacts or Distribution Lists (p. 118)
- Calling Contacts (p. 119)
- Adding Address Books (p. 120)
- Managing Contacts (p. 124)
- Searching for Contacts (p. 130)
- Subscribing to external address books (p. 121)
- Address Book Settings (p. 131)

How to launch the Address Book app:

Click the All Applications icon in the menu bar. Click on Address Book in the App Launcher.
6.1 The Address Book Components

Learn about the components of the Address Book app user interface and how to use them:

- The Address Book toolbar (p. 103)
- The Address Book folder view (p. 104)
- The Address Book navigation bar (p. 104)
- The Address Book display area (p. 105)
  - The Address Book list (p. 105)
  - The Address Book detail view (p. 106)
- The contact editing window (p. 107)
- The distribution list editing window (p. 108)
6.1.1 The Address Book toolbar

Contains functions for adding, editing and organizing contacts. Notes:
- Some functions are only available if you opened an address book for which you have the appropriate permissions to create or edit objects.
- Some buttons are only displayed if the selected contacts have an E-Mail address.

Content
- **New contact.** Creates a new contact or a new distribution list.
- **Edit.** Edits the contact's data.
- **Send email.** Sends an E-Mail to the contact.
- Depending on the configuration: **Start chat.** Starts a chat with the contacts selected by you.
- **Invite.** Invites the contact to an appointment.
- **Delete.** Deletes the contacts selected by you.
- **More actions icon ATALOG.** Opens a menu with further functions.
  - Some buttons might not be displayed if you do not have the appropriate permissions.
  - Depending on the address book or the contact's data, some buttons might be sorted differently or might not be available.
- **View.** Opens a menu with checkboxes for controlling the view.
  - **Folder view.** Opens or closes the folder view.
  - **Checkboxes.** Displays a checkbox next to each contact in the list. This allows to select multiple contacts to edit them at once.

General description of the user interface:
- **The toolbar (p. 24)**

Related topics:
- Adding Contacts (p. 112)
- Adding Distribution Lists (p. 115)
- Managing Contacts (p. 124)
- Starting a chat with contacts (p. 251)
6.1.2 The Address Book folder view

Displays the address books.

In order to display the folder view, click on View in the toolbar. Enable Folder view.

Content

- **My address books.** Contains your personal address books.
- **Public address books.** Contains address books shared with all users.
- **Shared address books.** Contains address books shared with you by other users.

Depending on the configuration, public address books and shared address books might not be available.

Functions

- If clicking on an address book, its contacts are displayed.
- The Actions icon next to the selected address book offers functions for organizing data and for exchanging data. You can also use the context menu.
- The Add new address book button opens a menu with functions for creating address books and for subscribing to external or shared address books.
- The My contact data button opens a dialog for changing your contact data in the global address book.
- To adjust the folder view width, hover over the line between the folder view and the display area. Drag the border to the left or to the right.

General description of the user interface:

- The folder view (p. 25)

Related topics:

- Displaying contacts (p. 109)
- Adding Address Books (p. 120)
- Subscribing to public and shared address books (p. 123)
- Changing Personal Contact Data (p. 39)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)

6.1.3 The Address Book navigation bar

Contains letters in alphabetical order. If clicking on a letter, the list jumps to the contacts with this initial letter.

Related topics:

- Displaying contacts (p. 109)
6.1.4 The Address Book display area

Contains the contacts list and a contact's detail view.

General description of the user interface:

- The display area (p. 26)

Related topics:

- The Address Book list (p. 105)
- The Address Book detail view (p. 106)

6.1.5 The Address Book list

Displays a list of contacts in the opened address book.

Content

- The following details are displayed for each contact: name, company, primary E-Mail address.
- The text above the list contains the name of the selected address book. The number corresponds to the number of contacts in the selected address book.
- Names that start with a figure or a special character are displayed below # at the top of the list.
- Names that start with a special sign are displayed below Ω at the bottom of the list.

Functions

- To select multiple contacts, enable the Checkboxes option in the View drop-down in the toolbar. You can also use your system's multi selection functions.
- In order to select all contacts in the address book, enable the Select all checkbox above the list.
- If clicking on a contact, its data is displayed in the detail view.
- To adjust the list width, hover over the line between the list and the detail view. Drag the border to the left or to the right.

Related topics:

- The Address Book display area (p. 105)
- The Address Book detail view (p. 106)
- Displaying contacts (p. 109)
6.1.6 The Address Book detail view

Shows the data of the contact that you selected in the list. If double-clicking on the contact in the list, the data are displayed in a window.

Content

▪ Picture, name, job position, profession
▪ An icon below the name indicates whether the contact is available for calls.
▪ Icons for communicating with the contact:
  ▫ Email. Opens the window for composing an E-Mail.
  ▫ Chat. Starts a private chat with this contact
  ▫ Call. Opens a menu with functions for calling.
  ▫ Invite. Opens the window for creating an appointment.
▪ E-Mail addresses. If clicking on an E-Mail address, the page for sending a new E-Mail is displayed.
▪ Business and private phone numbers
▪ Business and private addresses. In the address book settings, you can define whether a map service for displaying the address should be used when clicking on an address.

The extent of information displayed can vary.

Related topics:

The Address Book display area (p. 105)
The Address Book list (p. 105)
Displaying contacts (p. 109)
Viewing or Saving Contact Attachments (p. 110)
Calling Contacts (p. 119)
Managing Contacts (p. 124)
Address Book Settings (p. 131)
6.1.7 The contact editing window

This window is used when creating a new contact or editing an existing one.

In order to open the window, do one of the following:

- Select New contact from the toolbar. Click on New contact.
- Select a contact. Click on Edit in the toolbar.

Content

- Contact picture
  Click on the contact picture to edit it or to upload a new contact picture.
- Contact data input fields:
  - First name, Last name
  - Company, Department
  - Email 1, Cell phone
- Elements for adding additional input fields:
  - Add personal info
  - Add business info
  - Add email, phone, fax
    If clicking the Remove field icon, an additional field and its data will be deleted.
- Note input field
- Add postal address. Adds input fields for different postal addresses.
- Add attachment. Adds files.

General description of the user interface:

The editing window (p. 29)

Related topics:

Creating a new contact (p. 113)
Editing Contacts or Distribution Lists (p. 118)
6.1.8 The distribution list editing window

This window is used when creating a new distribution list or editing an existing one.

In order to open the window, do one of the following:

▪ Select New contact from the toolbar. Click on New distribution list.
▪ Select a distribution list. Click on Edit in the toolbar.

Content

▪ Name input field
  Enter a meaningful name for the new distribution list in this field.

▪ Input field below Participants.
  Enter the E-Mail addresses of the distribution list's contacts in this field. While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
  Select contacts icon ▼. Opens a window for selecting contacts from an address book.

General description of the user interface:

  The editing window (p. 29)

Related topics:

  Creating new distribution lists (p. 116)
  Editing Contacts or Distribution Lists (p. 118)
6.2 Displaying contacts

Learn how to select a specific contact from an address book and to display its data.

Your personal address book can be found in the folder view below Contacts. In the address book settings, you can define the address book that is to be opened as default.

**How to display a contact:**

1. Select an address book in the folder view.
2. In order to display contacts with a certain initial letter, click a letter in the **navigation bar**.
3. Click on a contact in the list. The contact's data is displayed in the detail view.

Options:

- Use the cursor keys to browse the list.
- You can open a contact in a window by double-clicking on the contact in the list.

User interface:

- The Address Book folder view (p. 104)
- The Address Book navigation bar (p. 104)
- The Address Book detail view (p. 106)
- The Address Book list (p. 105)

Related topics:

- Viewing or Saving Contact Attachments (p. 110)
- Displaying Contacts in the Halo View (p. 111)
- Searching for Contacts (p. 130)
- Address Book Settings (p. 131)
- Navigating within the folder structure (p. 259)
6.3 Viewing or Saving Contact Attachments

The file names of attachments are displayed in the display area. The following functions are available:

▪ display the attachment in the Viewer
▪ download the attachment
▪ save the attachment to Drive

Note: Depending on the attachment's file format, the available function might differ.

How to use the contact attachment functions:

1. Select a contact with an attachment.
2. Click on an attachment's name in the detail view. Click on the function wanted.
   If there are several attachments, an action can be executed for all attachments at once. To do so, click on All attachments.

Note: Depending on the configuration, attachments will be checked for viruses before being downloaded.

▪ If no virus is found, the attachments will be downloaded without any further notification.
▪ If a virus scan was not possible or a virus was found, a window with a respective warning opens.
   In this case you can cancel the download.

User interface:

The Address Book detail view (p. 106)

Related topics:

Displaying contacts (p. 109)
6.4 Displaying Contacts in the Halo View

In the E-Mail, Calendar or Tasks app, you can display all relevant information about a contact in the halo view.

How to display a contact in the halo view:

1. Depending on the app, use one of the following methods:
   - Select an E-Mail in the E-Mail app. Click on a recipient or the sender in the detail view.
   - Select an appointment or a task in the Calendar or Tasks app. Click on a participant in the detail view or in the pop-up.

   Depending on the contact's entries in the address book, those data will be displayed in a pop-up:
   - picture, name, business data
   - An icon below the name indicates the contact's presence status.
   - Icons for communicating with the contact:
     - Email. Opens the window for composing an E-Mail.
     - Chat. Starts a private chat with this contact
     - Call. Opens a menu with functions for calling.
     - Invite. Opens the window for creating an appointment.
   - Date of birth, marital status, business data
   - E-Mail addresses, phone numbers, addresses
   - The address book in which the contact is saved
   - Your recent conversations with this contact If clicking on an E-Mail, its content will be displayed in a pop-up.
   - Shared appointments with this contact. If clicking on an appointment, its data is shown in a pop-up.

2. To close the halo view, click the Close icon ⌘ in the pop-up.

General description of the user interface:

The pop-up (p. 27)

Related topics:

Displaying contacts (p. 109)
The E-Mail pop-up (p. 62)
The Calendar detail view (p. 141)
The Tasks detail view (p. 188)
6.5 Adding Contacts

Learn how to add contacts or distribution lists:
▪ Creating a new contact (p. 113)
▪ Adding attachments (p. 114)
▪ Adding a contact from a vCard attachment (p. 114)
▪ Adding Distribution Lists (p. 115)

User interface:
   The Address Book toolbar (p. 103)

Related topics:
   Importing contacts (p. 127)
   Adding Distribution Lists (p. 115)
6.5.1 Creating a new contact

How to create a new contact:
1. Open an address book in the folder view.
   Note: Open an address book for which you have the appropriate permissions to create objects.
2. Select New contact from the toolbar. Click on New contact.
3. Enter the data.
4. Click on Save.

Options:
- To add a contact picture, click on the empty contact picture. The Edit image window opens.
  - To upload an existing picture, click on Upload a photo.
  - To make a new picture with the device camera, click the Take photo icon.
    You can adjust the image section with the zoom and by moving or rotating the photo.
    Click on Apply. The photo will be inserted.
    In order to edit the photo, click on it.
- To add additional input fields, click on those elements:
  - Add personal info
  - Add business info
  - Add email, phone, fax
  - Add postal address
- To remove an additional input field and its data, click on Remove field next to the input field.

User interface:

The contact editing window (p. 107)

Subordinated actions:

Adding attachments (p. 114)

Related topics:

Creating new distribution lists (p. 116)
Adding a contact from a vCard attachment (p. 114)
Collecting addresses (p. 81)
Editing Contacts or Distribution Lists (p. 118)
6.5.2 Adding attachments

How to add attachments in the contact editing window:

1. Click on Add attachment at the bottom.
2. Select at least one file.
   In order to remove an attachment, click on Remove attachment next to the attachment.

Tip: You can also add an attachment by dragging and dropping a document from a file browser or from the desktop to the contacts window.

Superordinated action:

Creating a new contact (p. 113)
Editing Contacts or Distribution Lists (p. 118)

6.5.3 Adding a contact from a vCard attachment

You can add a contact from a vCard attachment to an E-Mail. A vCard attachment per default has the name extension vcf.

How to add a contact from an E-Mail's vCard attachment:

2. Click on Add to address book in the detail view.

Related topics:

Creating a new contact (p. 113)
Adding Distribution Lists (p. 115)
6.6 Adding Distribution Lists

A distribution list allows you to simultaneously send an E-Mail to multiple recipients by entering the distribution list in the E-Mail's recipients field. The following options exist:

- Creating new distribution lists (p. 116)
- Saving E-Mail recipients as distribution list (p. 117)
- Creating a distribution list from the list of participants (p. 117)

User interface:

- The Address Book toolbar (p. 103)

Related topics:

- Adding Contacts (p. 112)
6.6.1 Creating new distribution lists

In order to create a new distribution list, enter a name and add contacts.

How to create a new distribution list:
1. Open an address book in the folder view.
   Note: Open an address book for which you have the appropriate permissions to create objects.
2. Select New contact from the toolbar. Click on New distribution list.
3. Enter a name for the distribution list in the Name field.
4. Enter a participant's E-Mail address in the Participants field.
   ▪ While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   ▪ To select contacts from an address book, click the Select contact icon on the right side of the input field.
   In order to add further contacts, repeat this step. In order to remove a contact, click next to the contact.
5. Click on Create list.

User interface:
   The distribution list editing window (p. 108)

Subordinated actions:
   Selecting contacts from an address book (p. 68)

Related topics:
   Saving E-Mail recipients as distribution list (p. 117)
   Creating a distribution list from the list of participants (p. 117)
   Creating a new contact (p. 113)
   Editing Contacts or Distribution Lists (p. 118)
6.6.2 Saving E-Mail recipients as distribution list

If an E-Mail contains multiple recipients, you can save all the recipients as a new distribution list.

How to save the recipients of an E-Mail as a distribution list:

1. Select an E-Mail in the E-Mail app.
2. Click the More actions icon in the detail view. Click on Save as distribution list.
3. Complete the details for creating the distribution list.

Related topics:
- Creating new distribution lists (p. 116)
- Creating a distribution list from the list of participants (p. 117)

6.6.3 Creating a distribution list from the list of participants

You can create a distribution list from an appointment's list of participants.

You can create a distribution list from an appointment's list of participants.

1. Depending on the selected view, you have the following options in the Calendar:
   - In a calendar view, click on an appointment with multiple participants. In the pop-up, click the More actions icon. Click on Save as distribution list.
   - In the list view, double-click on an appointment with multiple participants. The appointment will be displayed in a window. Click the More actions icon. Click on Save as distribution list.
2. Complete the details for creating the distribution list.

Related topics:
- Creating new distribution lists (p. 116)
- Saving E-Mail recipients as distribution list (p. 117)
6.7 Editing Contacts or Distribution Lists

A contact's or distribution list's contact data can be edited at a later point of time.

Prerequisite: You have the appropriate permissions to edit objects in the address book containing the contact or distribution list.

**How to edit a contact or distribution list:**

1. Select a contact or a distribution list from the list.
2. Click on **Edit** in the toolbar. The data are displayed.
3. Edit the data.
4. Click on **Save**.

User interface:
- The contact editing window (p. 107)
- The distribution list editing window (p. 108)

Related topics:
- Creating a new contact (p. 113)
- Creating new distribution lists (p. 116)

Subordinated actions:
- Adding attachments (p. 114)
6.8  Calling Contacts

You can launch an audio or video conference with a contact by calling the contact.

Prerequisite: You have set up an account with an audio or video conference provider, e.g. Zoom.

How to call a contact:

1. Select a contact from the list.
   In the detail view, an icon below the name indicates the contact's presence status.
2. Click the Call icon in the detail view. In the menu, click on an audio or video conference provider, e.g. Zoom. The window for calling the contact opens. Click on Call.

User interface:

The Address Book detail view (p. 106)

Related topics:

Calling the Sender or Another Recipient (p. 76)
Calling Appointment Participants (p. 165)
Scheduling audio/video conferences (p. 154)
Setting up and Configuring the Zoom Integration (p. 44)
Setting the presence status (p. 46)
6.9 Adding Address Books

With address books you can organize your contacts e.g. by separately saving them as business or private contacts. Learn how to create address books, use contacts from external address books and set the view for shared address books:

- Adding address books (p. 121)
- Subscribing to external address books (p. 121)
- Refreshing and managing subscribed address books (p. 122)
- Subscribing to public and shared address books (p. 123)

User interface:

- The Address Book folder view (p. 104)

Related topics:

- Managing Contacts (p. 124)
- Managing Data with Folders (p. 256)
6.9.1  Adding address books

You can create additional personal address books below My address books.

**How to create a new personal address book:**

1. In the folder view, click on Add new address book. A menu opens.
   Click on Personal address book. A window opens.
2. Enter a name. In case the new address book should be a public address book, enable Add as public folder. Click on Add.

Related topics:
   - Subscribing to external address books (p. 121)
   - Moving or copying contacts (p. 125)

6.9.2  Subscribing to external address books

You can use your contacts from other providers within the groupware by subscribing to your external address books.

Notes:
- You can sync changes from the external address book by refreshing the subscribed address book.
- You can not create or edit contacts in the subscribed address book.

**How to subscribe to external address books:**

1. In the folder view, click on Add new address book. A menu opens.
   Click on Subscribe address book. The Subscribe to address book window opens.
2. Click one of the icons. Depending on the data source, the further procedure varies.
   - For some data sources, a new browser window opens. Log in with your credentials to grant access to the address data.
   - If the provider asks you for the permission to access the data, grant this permission.
   - For some data sources, you have to enter your credentials for the data source in the Subscribe to address book window.

Tip: A subscribed address book is marked with the Subscriptions icon. If clicking the icon, the subscriptions settings are opened.

Related topics:
   - Adding address books (p. 121)
   - Refreshing and managing subscribed address books (p. 122)
6.9.3 Refreshing and managing subscribed address books

The following options exist:
- refresh a subscribed address book
- show all subscriptions
- disable or enable a subscription
- remove a subscription

How to manage subscribed address books:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Subscriptions.
3. Use the following methods:
   - To refresh a subscribed address book, click on Refresh next to a subscription in the display area.
   - To show the folder with the subscribed data, click on the navigation path below the subscription's name.
     To only display this information for a specific folder, click the Subscriptions icon next to a folder with subscriptions, in the folder view.
   - To disable or enable a subscription, click on Disable or Enable in the display area next to a subscription.
   - To remove a subscription, click the Delete icon next to a subscription in the display area.

Related topics:

Subscribing to external address books (p. 121)
6.9.4 Subscribing to public and shared address books

Address books that are public or shared by other users can be used as follows:

▪ You can define which public and shared address books are displayed in the folder view by subscribing to such address books. This helps you to keep a better overview if there are many public and shared address books in your groupware environment.

▪ If you subscribed to such an address book, you can set whether this address book will be synchronized with other clients, e.g. with your smartphone.

▪ If you no longer need such an address book, you can cancel the subscription.

How to define the address books to which you want to subscribe and which are to be synchronized:

1. In the folder view, click on Add new address book. A menu opens.
   Click on Subscribe shared address book.
   You can also use the Subscribe shared address books button in the address book settings.
   A window opens. It shows your private, the public and shared address books.

2. If you want an address book to be displayed, enable the subscribe address book button.
   To define that a displayed address book is synchronized, enable the Synchronize via DAV checkbox.
   If you no longer want an address book to be displayed and synchronized, disable the subscribe address book button.

User interface:

The Address Book folder view (p. 104)

Related topics:

Accessing other users' shares (p. 271)
Downloading Personal Data (p. 279)
Address Book Settings (p. 131)
6.10 Managing Contacts

Learn how to organize your contacts and about the contact actions available:

- Sending E-Mails from within an address book (p. 125)
- Inviting contacts to an appointment (p. 125)
- Moving or copying contacts (p. 125)
- Sending contacts as vCard (p. 125)
- Adding contacts as Xing contacts (p. 126)
- Inviting contacts to Xing (p. 126)
- Importing contacts (p. 127)
- Exporting contacts (p. 128)
- Printing contacts (p. 128)
- Deleting contacts (p. 129)

User interface:

- The Address Book toolbar (p. 103)
- The Address Book detail view (p. 106)

Related topics:

- Adding Address Books (p. 120)
6.10.1 Sending E-Mails from within an address book

You can send an E-Mail from within your address book to contacts or to a distribution list.

**How to send an E-Mail from within an address book:**

1. Select a single contact, multiple contacts or distribution lists from the list.
2. Click on Send email in the toolbar.
3. Fill in the details for sending the E-Mail.

Related topics:
- Sending a new E-Mail (p. 67)

6.10.2 Inviting contacts to an appointment

You can use the address book to invite contacts or a distribution list's contacts to an appointment.

**How to invite contacts to an appointment:**

1. Select a single contact or distribution list, multiple contacts or distribution lists from the list.
2. Click on Invite in the toolbar.
3. Complete the details for creating the appointment.

Related topics:
- Creating new appointments (p. 152)

6.10.3 Moving or copying contacts

You can move or copy contacts or distribution lists to another address book.

Prerequisite: You need to have the appropriate permissions to create objects in the target address book folder.

Notes:
- You can not move or copy contacts or distribution lists to the global address book.
- You can not move contacts from the global address book.

**How to move or copy contacts to another address book:**

1. Select a single contact or distribution list, multiple contacts or distribution lists from the list.
2. Click the More actions icon in the toolbar. Click on Move or Copy.
   A window opens.
3. Select an address book. You can create a new address book by clicking on Create folder.
   Click on Move or Copy.

Tip: You can also move the selected objects by dragging the objects from the folder view to an address book.

Related topics:
- Adding address books (p. 121)

6.10.4 Sending contacts as vCard

You can send contacts or distribution lists as vCard attachment to an E-Mail.
How to send a contact as vCard attachment:
1. Select a single contact or distribution list, multiple contacts or distribution lists from the list.
2. Click the More actions icon in the toolbar. Click on Send as vCard.
3. Fill in the details for sending the E-Mail.

Related topics:
- Exporting contacts (p. 128)
- Sending a new E-Mail (p. 67)

6.10.5 Adding contacts as Xing contacts
You can add a contact as Xing contact if you are not connected with this contact in Xing. The contact and you need to have a Xing account.

How to add a contact as Xing contact:
1. Select a contact from the list.
2. Click the More actions icon in the toolbar. Click on Add to Xing.

Related topics:
- Inviting contacts to Xing (p. 126)

6.10.6 Inviting contacts to Xing
You can invite a contact to Xing if this contact has no Xing account yet.

How to invite a contact to Xing:
1. Select a contact from the list.
2. Click the More actions icon in the toolbar. Click on Invite to Xing.

Related topics:
- Adding contacts as Xing contacts (p. 126)
6.10.7 Importing contacts

You can import contacts from files that have the following formats:

- vCard. Note the following:
  - Make sure the file to be imported contains correct vCard data.
  - For each contact only one private and one business address are imported. If the imported vCard file contains additional private and business addresses, those addresses are ignored when importing.

- CSV The following CSV files are supported:
  - Standard CSV files with comma separated values
  - CSV files from the following Microsoft Outlook versions:
    - Microsoft Outlook 2003, 2007
    - German, English, and French language versions
  The correct format of the CSV file is automatically recognized. The data assignment to specific data fields depends on your configuration. Further information are provided by your administrator or host.

How to import contacts from a file:

1. Select the address book for importing the contacts to in the folder view.
2. Click the Actions icon next to the address book. Click on Import.
3. Select the wanted format in the Import from file window. Click on Upload file. Select a suitable file.
4. Click on Import.

Result: The contacts are added to the address book.

Related topics:

- Exporting contacts (p. 128)
- Adding Contacts (p. 112)
6.10.8 Exporting contacts

You can export contacts or distribution lists to those formats:

- **vCard.** You can e.g. use this format to exchange contacts with other E-Mail applications.
- **CSV** You can use this format to export contacts to spreadsheet formats.

You can export single contacts or distribution lists or all objects from an address book.

**How to export single contacts or distribution lists:**

1. Select a single contact or distribution list, multiple contacts or distribution lists from the list.
2. Click the **More actions** icon in the toolbar. Click on **Export**. The **Export selected** window opens.
3. Select a format.
   
   To export contacts and distribution lists, enable **With distribution lists**.
4. Click on **Export**. Complete the entries.

**How to export all contacts from an address book:**

1. Select a personal or public address book in the folder view.
2. Click the **Actions** icon next to the folder name. Click on **Export**. The **Export folder** window opens.
3. Select a format.
   
   To export contacts and distribution lists, enable **With distribution lists**.
4. Click on **Export**. Complete the entries.

**Related topics:**

- Sending contacts as vCard (p. 125)
- Importing contacts (p. 127)
- Downloading Personal Data (p. 279)

6.10.9 Printing contacts

You can print the data of a single contact or of multiple contacts. You can select between different print layouts.

**How to print a contact's data:**

1. Open an address book in the folder view. Select a single contact or multiple contacts from the list.
2. Click on **More actions** in the toolbar. Click on **Print**. The **Select print layout** window opens.
3. Select a print layout. Click on **Print**.
   
   Complete the steps for starting the printing process.
4. Close the print preview window.
6.10.10 Deleting contacts

**Warning:** If you delete contacts or distribution lists, those items are irrevocably lost.

You can delete contacts or distribution lists from an address book if you have the permission to delete items from this address book.

- You cannot delete contacts from the global address book.
- If you delete a distribution list, the distribution list’s contacts are kept.

**How to delete contacts:**

1. Select a single contact or distribution list, multiple contacts or distribution lists from the list.
2. Click on **Delete** in the toolbar.
3. Confirm that you want to delete the items.

Result: The items will be deleted.
6.11 Searching for Contacts

In order to search for specific contacts, you can use the following search criteria:

- search terms for name, E-Mail address, phone number, department, address
- address books that are to be searched
- type: all, contact, distribution list

How to search for contacts:

1. Click on the **Search** input field. Enter a search term in the input field. The search menu opens.
2. Define the data sources to be searched by clicking on an entry in the search menu.
   - If clicking on the search term or pressing enter, the following data sources are searched: name, address, phone number
   - In order to only search in names, click on **in names** in the search menu. Accordingly, you can limit the search to E-Mail addresses, phone numbers, departments or addresses.
   - In order to search for a contact matching the search term, click on a name in the search menu. The search results are displayed in the list that is shown in the display area.
3. To select an address book for the search, click on the address book next to the input field. If you select **All folders**, all private, public, and shared address books are searched.
4. To limit the search to contacts or distribution lists, click on **Options** next to the input field. Select a type.
5. To refine the search result, enter further search terms: To remove a search term, click the **Remove** icon next to the search term.
6. In order to finish the search, click the **Cancel search** icon in the input field.

User interface:

- **The search bar (p. 23)**

Related topics:

- **Displaying contacts (p. 109)**
6.12 Address Book Settings

How to use the address book settings:

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. Click on **Address Book** in the sidebar.

Depending on the configuration, the following settings are available:

**Buttons**

- **Subscribing to shared address books**
  See Subscribing to public and shared address books (p. 123)

- **My contact data**
  In order to change your personal contact data in the global address book, click on this button. See Changing Personal Contact Data (p. 39)

**Display of names**

Specifies the order in which a contact's first name and surname are displayed in the address book.

**Initial folder**

Defines the address book that is opened as default after having logged in.

**Link postal addresses with map service**

Defines the map service to be used for displaying the address when clicking on a contact's postal address in the address book.

Related topics:

- Displaying contacts (p. 109)
- The Address Book detail view (p. 106)
7 Calendar

Learn how to work with the Calendar application.

- The Calendar Components (p. 134)
- Viewing Appointments (p. 145)
- Viewing or Saving Appointment Attachments (p. 150)
- Creating Appointments (p. 151)
- Answering Appointment Invitations (p. 163)
- Editing appointments (p. 164)
- Calling Appointment Participants (p. 165)
- Adding Calendars (p. 166)
- Managing Appointments (p. 170)
- Searching for Appointments (p. 178)
- Managing Groups (p. 179)
- Managing Resources (p. 180)
- Calendar Settings (p. 181)

How to start the Calendar app

Click the All Applications icon in the menu bar. Click on Calendar in the App Launcher. Depending on the configuration, you can also click the quick start icon in the menu bar for launching the Calendar app.
7.1 The Calendar Components

Learn about the components of the Calendar app user interface and how to use them:

- The Calendar toolbar (p. 135)
- The mini calendar (p. 136)
- The Calendar folder view (p. 137)
- The Calendar display area (p. 137)
  - Day, Work week, Week, Month or Year calendar view. (p. 138)
  - The date picker (p. 139)
  - The Calendar pop-up (p. 140)
  - The Calendar list (p. 140)
  - The Calendar detail view (p. 141)
- The scheduling view (p. 142)
- The appointment editing window (p. 143)
7.1.1 The Calendar toolbar

Contains functions for adding, editing and organizing appointments. Note: Some functions are only available if you opened a calendar for which you have the appropriate permissions to create or edit objects.

Content

- **New appointment.** Creates a new appointment.
- **Scheduling.** Opens the scheduling view for scheduling appointments with multiple participants.
- If a calendar view is selected in **View: Today** button. Selects the time frame with the current day.
- **View.** Opens a menu with checkboxes for controlling the view.
  - **Day, Work week, Week, Month or Year.** Selects a calendar view.
  - **List.** Selects the list view.
  - **Folder view.** Opens or closes the folder view.
  - **Mini calendar.** Opens or closes the mini calendar.
  - If the list view is selected and checkboxes are enabled, checkboxes for marking objects are displayed in the list.
  - **Print.** Opens the print preview for printing a calendar sheet.

If you select an appointment in the list view, additional elements are displayed:

- **Edit.** Edits an appointment's data.
- **Change status.** Changes the status of the appointment confirmation.
- **Delete.** Deletes the appointments selected by you.
- **More actions icon ☰.** Opens a menu with further functions.

General description of the user interface:

- The toolbar (p. 24)

Related topics:

- Creating Appointments (p. 151)
- Managing Appointments (p. 170)
- The mini calendar (p. 136)
7.1.2 The mini calendar

Displays a clear overview of a month, year or several years above the folder view.

In order to display the mini calendar, click on View in the toolbar. Enable Folder view and Mini calendar.

Content

- **Browse** icons ◀ ▶. If clicking the icons, the displayed time range is browsed: one month, one year, 12 years.
- If a month is displayed:
  - The header contains the name of the month and the year.
  - Calendar weeks and the days of the month are displayed.
  - The current day is highlighted.
  - If clicking on a day, the respective time range is used in the calendar view.
  - If clicking on the name of the month in the header, the year is displayed.
- If a year is displayed:
  - The header contains the year.
  - The names of the months are displayed.
  - If clicking on a month name, the month is displayed.
  - If clicking on the year in the header, a time range of 12 months is displayed.
- If a time range of 12 months is displayed:
  - The header contains the start and end of the time range.
  - The years within the time range are displayed.
  - If clicking on a year, the name of the months of the year are displayed.

The date picker offers similar functions.

Related topics:

- The date picker (p. 139)
- The Calendar toolbar (p. 135)
7.1.3 The Calendar folder view

Displays the calendars.

In order to display the folder view, click on View in the toolbar. Enable Folder view.

Content

- **My calendars.** Contains your personal calendars.
- **Public calendars.** Contains calendars shared with all users.
  
The **All my public appointments** calendar contains the public appointments you participate in.
- **Shared calendars.** Contains calendars shared with you by other users.
  
If the shared calendar comes from another groupware installation, the user name will be appended with the name of the other domain.

Depending on the configuration, the content can differ from this information.

Functions

- If clicking on a calendar, appointments within that calendar are displayed.
- If enabling the checkbox next to a calendar, this calendar’s appointments are displayed in addition to the current calendar’s appointments.
- If double-clicking on a calendar, only the appointments in this calendar are displayed.
  
If double-clicking on this calendar again, the previously displayed calendars are shown again.
- The **Actions** icon next to the selected calendar offers functions for organizing data, for exchanging data and for selecting a calendar color.
  
You can also use the **context menu**.
  
Depending on the calendar, a function for displaying the calendar properties is available.
- The **add new calendar button** opens a menu with functions for creating, subscribing to or importing calendars.
- To adjust the folder view width, hover over the line between the folder view and the display area.
  
Drag the border to the left or to the right.

General description of the user interface:

  The folder view (p. 25)

Related topics:

- Viewing Appointments (p. 145)
- Adding Calendars (p. 166)
- Using calendar colors (p. 173)
- Subscribing to public and shared calendars (p. 169)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)

7.1.4 The Calendar display area

Either includes a calendar view or a list view of the appointments. In order to select a view, click on View in the toolbar.

General description of the user interface:

  The display area (p. 26)

Related topics:

- Day, Work week, Week, Month or Year calendar view. (p. 138)
- The Calendar list (p. 140)
- The Calendar detail view (p. 141)
7.1.5 Day, Work week, Week, Month or Year calendar view.

Displays the appointments of the calendars selected in the folder view, for the chosen time range. If clicking on an appointment, its data is shown in the pop-up.

In order to display the calendar view, click on View in the toolbar. Enable one of the following settings: Day, Work week, Week, Month or Year.

Contents of the Day view
- Previous day<, Next day icon>
- Day of the week, date, calendar week. Clicking on it opens the date picker.
- Split button. Displays the calendars selected in the folder view, in separate columns.
- The red line in the calendar sheet displays the current time.
- On the left side of the calendar sheet, the timezone is displayed above the dates.
  To add a further column with dates in another timezone, click on the timezone.
- If there are further appointments above or below the visible calendar sheet, arrows are displayed at the top or the bottom of the calendar sheet.

Contents of the Work week and Week view.
- Previous week<, Next week icon>
- Month, year, calendar week. Clicking on it opens the date picker.
- Days of the week. The current weekday is highlighted in red.
  In the calendar settings, you can define the number of days for a work week and the first day of a work week.
- If clicking on a weekday, the window for creating a new whole day appointment opens.
- The red line in the calendar sheet displays the current time.
- On the left side of the calendar sheet, the timezone is displayed above the dates.
  To add a further column with dates in another timezone, click on the timezone.
- If there are further appointments above or below the visible calendar sheet, arrows are displayed at the top or the bottom of the calendar sheet for the respective day.

Contents of the Month view
- Previous day<, Next day icon>
- days of the week, name of the month, year
- The calendar weeks are displayed on the left side of the calendar sheets.

Contents of the Year view
- Previous year<, Next year icon>
- Year. If clicking on it, a window for selecting a year opens.
  The calendar sheet shows an overview of a year’s days and months.
- If clicking on a month, the calendar is opened in the month view

Related topics:
- The Calendar display area (p. 137)
- The date picker (p. 139)
- The Calendar pop-up (p. 140)
- Displaying appointments in a calendar view (p. 146)
- Creating Appointments (p. 151)
- Managing Appointments (p. 170)
- Calendar Settings (p. 181)
7.1.6  The date picker

Shows a window with a calendar for selecting a date. The window will be closed as soon as you select a date or click outside the window.

In order to display the date picker, do one of the following:

▪ Click on the date on the upper left side of the Day, Workweek or Week calendar view.
  Note: The date picker is only displayed in a calendar view if the mini calendar is hidden. In order to hide the mini calendar, click on View in the toolbar. Disable Mini calendar.
▪ Click on the date on the upper left side of the scheduling view.
▪ Click on a date input field in the appointment editing window.

Content

▪ Browse icons < >. If clicking the icons, the displayed time range is browsed: one month, one year, 12 years.
▪ If a month is displayed:
  ◦ The header contains the name of the month and the year.
  ◦ Calendar weeks and the days of the month are displayed.
  ◦ If clicking on a day, the date picker closes. The selected date will be used.
    If clicking on Today, the date picker closes. The current date will be used.
  ◦ If clicking on the name of the month in the header, the year is displayed.
▪ If a year is displayed:
  ◦ The header contains the year.
  ◦ The names of the months are displayed.
  ◦ If clicking on a month name, the month is displayed.
  ◦ If clicking on Today, the date picker closes. The current date will be used.
  ◦ If clicking on the year in the header, a time range of 12 months is displayed.
▪ If a time range of 12 months is displayed:
  ◦ The header contains the start and end of the time range.
  ◦ The years within the time range are displayed.
  ◦ If clicking on a year, the name of the months of the year are displayed.
  ◦ If clicking on Today, the current month is displayed. The current day is highlighted.

The mini calendar offers similar functions.

Related topics:

The mini calendar (p. 136)
Day, Work week, Week, Month or Year calendar view. (p. 138)
The appointment editing window (p. 143)
The scheduling view (p. 142)
The editing window (p. 189)
Using the date picker (p. 153)
Displaying appointments in a calendar view (p. 146)
7.1.7 The Calendar pop-up

Shows the data of an appointment that you select in the calendar view.

Content

- **Accept, Decline, Change status, Edit, Follow-up, Delete** buttons.
  
  Note: Depending on the configuration, the following limitations might prevail:
  
  - Some buttons for appointments in your private calendars are only displayed if you have the respective permissions for executing the function.
  - If you are a participant, you cannot change or delete the appointment.
  - If you are the organizer, you cannot change your status.

- If clicking the **More actions** icon a menu with further functions opens.
  
  Depending on the configuration: **Start chat with participants**. Starts a chat with the appointment’s participants.

Below the buttons, the same information are shown as in the calendar detail view.

General description of the user interface:

- The pop-up (p. 27)

Related topics:

- Day, Work week, Week, Month or Year calendar view. (p. 138)
- The Calendar detail view (p. 141)
- Displaying appointments in a calendar view (p. 146)
- Managing Appointments (p. 170)
- Creating a follow-up appointment (p. 159)
- Starting a chat with appointment participants (p. 252)

7.1.8 The Calendar list

Displays a list of the appointments of the calendars selected in the folder view.

In order to display the list view, click on **View** in the toolbar. Enable **List**.

Content

- Each day with appointments shows a header with the date.
- The following details are displayed for each appointment: date, time, color, private appointment icon, subject and location.

Functions

- If clicking on an appointment, its data is displayed in the detail view.
- To select multiple appointments, enable the **Checkboxes** option in the **View** drop-down in the toolbar.
  
  You can also use your system’s multi selection functions.
  
  In order to select all appointments in the calendar, enable the **Select all** checkbox above the list.

- If clicking the **Sort** icon up/down above the list, a menu opens that allows to sort appointments.
- To adjust the list width, hover over the line between the list and the detail view. Drag the border to the left or to the right.

Related topics:

- The Calendar display area (p. 137)
- The Calendar detail view (p. 141)
- Viewing Appointments (p. 145)
- Displaying appointments in the list view (p. 149)
7.1.9 The Calendar detail view

Shows the data of the appointment that you select in the list. If double-clicking on the appointment in the list, the data are displayed in a window.

In order to display the detail view, click on View in the toolbar. Enable List.

Content

▪ Subject
▪ Date, time, time zone
▪ For recurring appointments: the recurrence type
▪ appointment location, if entered
▪ If the appointment is a conference: A button to join the conference
▪ Appointment description, if entered
▪ The names of the participants. The organizer is mentioned first. If clicking on a name, a pop-up opens. It displays the participant's Halo View.
▪ If the appointment has several participants, the number of participants that accepted, declined or have not replied yet are shown on the top right side above the list of participants. In order to filter the list of participants, click the icons.
▪ Names of existing resources. If clicking on a resource, a pop-up opens.
▪ If the appointment includes external participants, their names are displayed below External participants.
▪ If clicking on Details, further information are displayed:
  ○ the appointment's organizer
  ○ availability
  ○ which calendar
  ○ who created the appointment and when
  ○ who was the last person to modify the appointment

Related topics:

The Calendar display area (p. 137)
The Calendar list (p. 140)
The Calendar pop-up (p. 140)
Viewing Appointments (p. 145)
Calling Appointment Participants (p. 165)
Managing Appointments (p. 170)
Displaying Contacts in the Halo View (p. 111)
7.1.10 The scheduling view

Shows the appointments of the participants that you add to a scheduled appointment.

In order to display the scheduling view, do one of the following:
- Click on Scheduling in the toolbar.
- Click on Find a free time in the appointment editing window.

Content
- The Browse icons enable you to browse back and forth.
- Start and end date of the selected time range and the calendar week. If clicking on it, the date picker opens that allows to set a different time range.
- Icons for adjusting the zoom ratio for the calendar sheet view
- Options button. If clicking on it, a menu with several functions opens:
  - Compact. Defines the line height for displaying the participants and resources
  - Show fine grid. Defines a smaller grid spacing for the time grid.
  - Free. Defines whether free appointments are displayed. Such appointments do not cause conflicts.
  - Week or Month date range. Defines the date range that is displayed in the scheduling view.
  - Hide non-working time. Defines whether times that are outside the working hours are hidden.
- If the scheduling view was opened from the toolbar: Close icon
- An input field for participants and resources
- A list of participants. The following information are shown for each participant: Name, Remove icon, appointments in the calendar sheet.
- The calendar sheet of the selected time range.
- Scrollbar. The scrollbar allows to set the part of the time range to be displayed.
- Save as distribution list button. Saves the added participants in a new distribution list.

Related topics:
- Using the scheduling view (p. 159)
- The date picker (p. 139)
- The appointment editing window (p. 143)
7.1.11 The appointment editing window

This window is used when creating an appointment or editing an appointment.

In order to open the window, do one of the following:

▪ Select New appointment from the toolbar.
▪ Select an appointment in the list view. Click on Edit in the toolbar.
▪ Click on an appointment in a calendar view. Click on Edit in the pop-up.

Content

▪ Appointment data
  □ Subject. The subject is displayed as appointment title.
  □ Starts on and Ends on. Set the start and end date of the appointment. Clicking on it opens the date picker.
  If All day is disabled, you can set start and end times.
  □ If clicking on a timezone button next to a time, a window opens that allows to select a time zone for the appointment's start and end time.
  You can set frequently used time zones as favorites in the calendar settings.
  □ All day. Defines whether the appointment is supposed to last whole days.
  □ Find a free time. Opens the scheduling view. In this view, you can find a free time when scheduling an appointment with several participants.
  □ Repeat. Defines whether the appointment is supposed to be repeated.
  □ Conference. Defines whether the appointment is supposed to take place as audio or video conference.
  If you select a provider for the meeting, the following will be displayed:
  □ A link that allows the participants to take part in the conference by audio or video.
  □ A dial-in number that allows the participants to participate by phone.
  □ Buttons to copy the link or dial-in numbers to various places.
  □ Location, Description input fields. Location and description can be entered optionally.
  □ The appointment's participants.
  □ Add contact/resource input field. Enter the names of the participants or resources.

▪ Appointment view
  □ Calendar. Shows the calendar in which the appointment will be created. If clicking on it, a menu for selecting a calendar opens.
  □ Reminder. Defines when and how you will be reminded about the appointment's due date.
  □ Appointment color. You can define the color in which the appointment is displayed.
  □ Visibility. Defines the visibility of the appointment in a shared calendar:
  □ Standard. The appointment is visible to all users.
  □ Private. Users that are no participants can only view the appointment date.
  □ Secret. Users that are no participants can not view the appointment.
  □ Show as free. Defines whether the appointment is displayed as free. Enable this checkbox to avoid conflicts with overlapping appointments.
  □ Participants can make changes. Defines whether participants can edit the appointment.

▪ Add attachments. Adds files.

General description of the user interface:

The editing window (p. 29)

Related topics:

The date picker (p. 139)
The scheduling view (p. 142)
Creating new appointments (p. 152)
Editing appointments (p. 164)
Managing favorite timezones (p. 173)
7.2 Viewing Appointments

Learn how to display the appointments of one calendar or several calendars in different ways:

- Displaying appointments in a calendar view (p. 146)
- Displaying multiple time zones (p. 147)
- How are appointments displayed in a calendar view? (p. 148)
- Displaying appointments in the list view (p. 149)

User interface:

- The Calendar folder view (p. 137)
- The Calendar display area (p. 137)
7.2.1 Displaying appointments in a calendar view

How to display appointments in a calendar view:

1. Click on View in the toolbar. Select one of the following entries: Day, Work week, Week or Month.
2. Select a calendar in the folder view. Make sure the checkbox next to the calendar is enabled.
3. In order to browse the calendar, use the navigation bar on top of the calendar sheet.
   In order to display the time frame with the current day, click on Today in the toolbar.
4. Click on an appointment in the calendar sheet. The calendar’s data is displayed in the pop-up.

Options:

- To view the appointments of other calendars, enable the checkboxes next to the respective calendars.
  Note: if a subscribed calendar is marked with an exclamation mark, there is an issue with retrieving this calendar’s appointments. To get further information, click on the exclamation mark.
- If you selected the Day view, you can display the selected calendars next to each other by clicking on Split.
- To only view the appointments of a single calendar, you have the following options:
  ▫ Double-click on the calendar in the folder view.
  ▫ To display the previously displayed calendars again, double-click on this calendar again.
  ▫ Click the Actions icon next to the calendar. Click on Show this calendar only.
  ▫ Disable the checkboxes next to the other calendars.

User interface:

Day, Work week, Week, Month or Year calendar view. (p. 138)
The date picker (p. 139)
The Calendar pop-up (p. 140)

Related topics:

How are appointments displayed in a calendar view? (p. 148)
Displaying appointments in the list view (p. 149)
Displaying multiple time zones (p. 147)
Viewing or Saving Appointment Attachments (p. 150)
Navigating within the folder structure (p. 259)
7.2.2 Displaying multiple time zones

In addition to the default timezone, you can display time zones that have been marked as favorites by you. The default timezone can be changed in the basic settings.

How to display multiple time zones in a calendar view:

1. Click on View in the toolbar. Select one of the following entries: Day, Work week or Week.
2. Click on the Timezone button on the left side above the calendar sheet.
   A menu opens. Enable a timezone in the menu below Favorites.
   By clicking on Manage favorites you can add/remove timezones to/from favorites.

User interface:

   Day, Work week, Week, Month or Year calendar view. (p. 138)

Related topics:

   Displaying appointments in a calendar view (p. 146)
   Managing favorite timezones (p. 173)
   Customizing the basic settings (p. 36)
7.2.3 How are appointments displayed in a calendar view?

In a calendar view, the appointment display is defined by the following details:

▪ Your availability displayed during the appointment duration: Reserved, Free
▪ Your appointment confirmation status: Accepted, Tentative, Declined
▪ Visibility of the appointment in shared calendars for users who are no participants: Standard, Private, Secret
▪ If there is enough space, icons for the following appointments are displayed in the Day, Workweek and Week calendar view: serial appointment, appointment with participants, private appointment, secret appointment, tentative appointment

The display is distinguished by the colors, icons and different shadings.

Display of appointments that are visible to all
Depending on the displayed availability, public appointments are displayed in the following colors and patterns:

▪ Free: Selected color with broad diagonal stripes
▪ Booked: Selected color

If you do not select a color, the color of the calendar is used. Depending on the appointment confirmation status, public appointments are displayed as follows:

▪ Accepted appointments are displayed in the color and pattern of the availability.
▪ Tentatively accepted appointments are displayed with question marks.
▪ Declined appointments are displayed in light gray with crossed subject.

Tip: In the calendar settings, you can define whether declined appointments are displayed.

Note: In public or shared calendars you will only see the colors of appointments that have been created by you.

Private or secret appointments display

Private and secret appointments are displayed as follows:

▪ Private appointments are displayed in gray and are marked with the Private icon.
  Users that are no participants can only view the appointment date in shared calendars.

▪ Secret appointments are displayed in gray and are marked with the Private icon.
  Users that are no participants can not view the appointment in shared calendars. Secret appointments are not considered for the conflict handling. Secret appointments are not displayed in the scheduling view.

Related topics:

  Displaying appointments in a calendar view (p. 146)
  Using calendar colors (p. 173)
7.2.4 Displaying appointments in the list view

How to display an appointment in the list view:

1. Click on View in the toolbar. Select List.
2. Select a calendar in the folder view. Make sure the checkbox next to the calendar is enabled.
3. Click on an appointment in the list. The appointment's data is displayed in the detail view.

Options:

- To view the appointments of other calendars, enable the checkboxes next to the respective calendars. Note: if a subscribed calendar is marked with an exclamation mark, there is an issue with retrieving this calendar's appointments. To get further information, click on the exclamation mark.
- To only view the appointments of a single calendar, you have the following options:
  - Double-click on the calendar in the folder view. To display the previously displayed calendars again, double-click on this calendar again.
  - Click the Actions icon next to the calendar. Click on Show this calendar only.
  - Disable the checkboxes next to the other calendars.
- Use the cursor keys to browse the list.
- You can open an appointment in a window by double-clicking on the appointment in the list.

User interface:

- The Calendar list (p. 140)

Related topics:

- Navigating within the folder structure (p. 259)
- Searching for Appointments (p. 178)
- Displaying appointments in a calendar view (p. 146)
- Displaying multiple time zones (p. 147)
- Viewing or Saving Appointment Attachments (p. 150)
7.3 Viewing or Saving Appointment Attachments

Depending on the view selected, the file names of appointment attachments are either displayed in the pop-up or in the display area below the subject. The following functions are available:

▪ display the attachment in the Viewer
▪ download the attachment
▪ save the attachment to Drive

Note: Depending on the attachment’s file format, the available function might differ.

How to use the appointment attachment functions:
1. Depending on the view, you have the following possibilities:
   ▪ Click on an appointment with an attachment in a calendar view. Click on an attachment’s name in the pop-up.
   ▪ Click on an appointment with an attachment in the list view. Click on an attachment’s name in the detail view.
2. Click on the function wanted.
   If there are several attachments, an action can be executed for all attachments at once. To do so, click on All attachments.

Note: Depending on the configuration, attachments will be checked for viruses before being downloaded.
   ▪ If no virus is found, the attachments will be downloaded without any further notification.
   ▪ If a virus scan was not possible or a virus was found, a window with a respective warning opens. In this case you can cancel the download.

Related topics:
   Displaying appointments in a calendar view (p. 146)
   Displaying appointments in the list view (p. 149)
   The Calendar list (p. 140)
   The Calendar detail view (p. 141)
   Day, Work week, Week, Month or Year calendar view. (p. 138)
   The Calendar pop-up (p. 140)
7.4 Creating Appointments

Learn how to create an appointment and about the functions available for defining the appointment data:

- Creating new appointments (p. 152)
- Using the date picker (p. 153)
- Scheduling audio/video conferences (p. 154)
- Setting recurring appointments (p. 155)
- Setting an appointment's display (p. 156)
- Using appointment reminders (p. 156)
- Adding participants or resources (p. 157)
- Adding attachments (p. 158)
- Using the scheduling view (p. 159)
- Creating a follow-up appointment (p. 159)
- Inviting participants to a new appointment (p. 160)
- Inviting E-Mail recipients to new appointments (p. 161)
- Creating appointments from iCal attachments (p. 161)
- Resolving appointment conflicts (p. 162)

Notes:

- To create an appointment in a calendar, you need to have the permission to create objects in the calendar.
- You can not create appointments in subscribed calendars.

Tip: Whether it is best to use an appointment or a task can be determined based on the following criteria:

- An appointment takes place at a defined point in time. If you need to execute an action at a defined point in time, create an appointment for this action.
- A task has a due date and sometimes a priority. If you are flexible regarding the time schedule of an action and only have to respect the due date, enter a task for this action.

User interface:

- The Calendar toolbar (p. 135)
- Day, Work week, Week, Month or Year calendar view. (p. 138)

Related topics:

- Importing appointments (p. 174)
- Creating Tasks (p. 192)
7.4.1 Creating new appointments

How to create a new appointment:

1. Open a calendar in the folder view.  
   Note: Open a calendar for which you have the appropriate permissions to create appointments.

2. Select **New appointment** from the toolbar.  
   If selecting a shared calendar, you are asked where to create the appointment:
   - If you create the appointment on behalf of the owner, the appointment is created in the owner’s shared calendar.
   - If you invite the owner to the appointment though, the appointment is saved in your calendar.  
   If you selected a public calendar, you are asked as a precaution whether you want to create the appointment in the public calendar.

3. Enter a subject. If required, enter the location.

4. To set an appointment’s start and end time, use the following options below **Start date** and **Ends on**:
   - Click on a date. The date picker opens. Enter a date or select a date in the date picker.  
     For all day appointments, activate **All day**.
   - Click on a time. Enter the time or select a time from the list.
   - You can set the timezone for the start or end time by clicking on the timezone button next to a time. You can set different timezones for the start and end time.

5. You can enter a description.  
   If you want to create the appointment in another calendar, click on the calendar name below **Calendar**. Select a calendar.

6. Click on **Create**.

Options:
- To create an appointment, double-click in the calendar sheet on a free area or drag open an area ranging from the beginning to the end of the new appointment.
- In order to create an all day appointment, select the **Work week** or **Week** calendar view. Click on a day above the calendar sheet.

Example: How can I organize another person’s appointments as a representative?
- Ask the other person to share a calendar folder with write permissions.
- Enter this person’s appointments in this folder. The other person will be displayed as the organizer of the appointments.

User interface:
- The appointment editing window (p. 143)

Subordinated actions:
- Using the date picker (p. 153)
- Setting recurring appointments (p. 155)
- Scheduling audio/video conferences (p. 154)
- Setting an appointment’s display (p. 156)
- Using appointment reminders (p. 156)
- Adding participants or resources (p. 157)
- Adding attachments (p. 158)

Related topics:
- Using the scheduling view (p. 159)
- Creating a follow-up appointment (p. 159)
7.4.2 Using the date picker

The date picker allows to select the date to be entered in a date field.

How to use the date picker in the editing window:

1. Click on the date field below **Starts on** or **Ends on**. The date picker opens.
2. Use one of the following methods:
   - To select a date within the current month, click on the wanted day. To select today's date, you can also click on **Today**.
   - To select a date from another month, you have the following options:
     - Navigate to the required month by using the **Browse** icons to in the button bar. You can also click on the month name in the header. The year will be displayed. Click on the wanted month.
     - Click on the wanted day.
   - To select a date from another year, you have the following options:
     - Click on the month name in the header. The current year will be displayed.
     - Navigate to the required year by using the **Browse** icons to in the button bar. You can also click on the year in the header. A time range of 12 months will be displayed. Click on the wanted year.
     - Click on the wanted month. Click on the wanted day.

The date picker will be closed. The date is entered into the date field.

User interface:

The date picker (p. 139)

Superordinate actions:

Creating new appointments (p. 152)
Editing appointments (p. 164)
Creating new tasks (p. 193)
Editing tasks (p. 196)
7.4.3 Scheduling audio/video conferences

Prerequisite: You have set up an account with an audio or video conference provider, e.g. Zoom.

How to schedule an audio/video conference in the appointment editing window:

1. Click on the Conference field. The available providers will be displayed. Select a provider.
   A link will be displayed that can be used by the participants to join the conference. To enable participants to take part in the conference by phone, a dial-in number will be displayed.

2. You can copy the link or dial-in number in order to be found more easily by the participants:
   ▪ To copy the link to the Location field, click on Copy to location field.
   ▪ To copy the link to the clipboard, click on Copy to clipboard.
   ▪ To copy the dial-in numbers to the appointment description, click on Copy dial-in numbers to description.

A participant can join the conference by clicking on the link or by using a dial-in number by phone.

Superordinated action:

- Creating new appointments (p. 152)
- Editing appointments (p. 164)

Related topics:

- Calling Appointment Participants (p. 165)
- Calling Contacts (p. 119)
- Calling the Sender or Another Recipient (p. 76)
- Setting up and Configuring the Zoom Integration (p. 44)
7.4.4 Setting recurring appointments

How to create a recurring appointment in the appointment editing window:

1. Enable Repeat. The current repetition parameters are displayed.
2. To set the repetition parameters, click on the value.
3. Change the recurrence parameters in the Edit recurrence window:
   ▪ In Repeat, you can set the interval between the appointments.
   ▪ Below the interval, you can set the interval parameters.
   ▪ In Ends, you can define when the recurring appointment ends.
      Click on Apply.

Example:
- An appointment or a task should take place each second day. and should take place five times.
  - Repeat Daily
  - Interval 2 days
  - Ends After a number of occurrences
    - Occurrences 5
- An appointment or a task should take place each Tuesday and Friday.
  - Repeat Weekly
  - Weekday Tue, Fr
  - Interval 1 week(s)
  - Ends Never
- An appointment or a task should take place every second Wednesday. The last appointment should be on 08-03-2023.
  - Repeat Weekly
  - Weekday Wed
  - Interval 2 week(s)
  - Ends On specific date
    - Ends on 08-03-2023
- An appointment or a task should take place on the first Monday of a month. The event should take place twelve times.
  - Repeat Monthly
  - Repeat by Date
  - Interval 1 month(s)
  - Ends After a number of occurrences
    - Occurrences 12
- An appointment or a task should take place each year on the last Friday in November.
  - Repeat Yearly
  - Repeat by Week day
  - Ends Never

Superordinated action:
- Creating new appointments (p. 152)
- Editing appointments (p. 164)

Related topics:
- Creating recurring tasks (p. 194)
7.4.5 Setting an appointment's display

The following options exist:
- display the appointment as free
- select an appointment color
- define the visibility in shared calendars

How to set the appointment's display in the appointment editing window:
1. If there should be no conflict with overlapping appointments, enable **Show as free**.
2. In order to set an individual color for the appointment, click on **Appointment color**. Select a color field. If clicking on **Use calendar color**, the appointment gets the color if its calendar.
3. In a shared calendar, you can use **Visibility** to define the calendar's visibility for other users who are no participants.
   - In the default setting **Standard**, the appointment is visible to all users who have the permission to see the calendar.
   - If only the appointment date should be visible for other users but not the subject or other appointment data, select **Private** from the drop-down. Private appointments are marked with the **Private** icon.
   - If the appointment is to be invisible for other users, select **Secret** from the drop-down. Secret appointments are marked with the **Private** icon.
   - Secret appointments do not conflict with other appointments. They are no displayed in the scheduling view.

Superordinated action:
- Creating new appointments (p. 152)
- Editing appointments (p. 164)

7.4.6 Using appointment reminders

When creating or editing an appointment, you can set to be reminded of the appointment's due date. To do so, you can use one or several of the following notifications:
- an appointment reminder in the notification area
- an appointment reminder by E-Mail

How to set an appointment reminder in the appointment editing window:
1. Click on the current setting below **Reminder**. The **Edit reminders** window opens. It shows the current reminder.
2. To change the current reminder, select the reminder type. Select a time for the reminder. Define the benchmark for the time.
3. In order to add another reminder, click on **Add new Reminder**. In order to delete a reminder, click the **Delete** icon.
4. Click on **Apply**.

Superordinated action:
- Creating new appointments (p. 152)
- Editing appointments (p. 164)

Related topics:
- Changing appointment reminders (p. 172)
7.4.7 Adding participants or resources

**How to add participants or resources in the appointment editing window:**

1. In the input field below Participants, enter: the E-Mail addresses of the participant, the name of a group, distribution list or resource.
   - While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   - To select contacts from an address book, click the Select contact icon on the right side of the input field.

2. Depending on the configuration, you can define that participants can edit the appointment later. To do so, enable the Participants can make changes checkbox. Please note the following:
   - This option is not available for appointments in public folders or for appointments with external participants.
   - The checkbox is only available for the appointment's organizer. Each change is done on the behalf of the organizer.
   - Participants can add other participants but not remove participants. Participants can not remove themselves from the appointment.

3. To remove participants or resources, click the Remove icon next to the name.
   As default, you are entered as organizer when creating the appointment. If you create the appointment in a public calendar, you can remove the organizer from the appointment. To do so, click the Remove icon next to the organizer.

**Result:**
- Each participant receives an appointment invitation.
- If participants accept the appointment, the appointment will be entered in their calendar.
- If external participants accept the appointment, you will receive an E-Mail. In this E-Mail, you have to accept the appointment change so that the external participant will be entered in your appointment.

**Tip:** To find free appointments of all participants and resources you can use the schedule view.

**Superordinate actions:**
- Creating new appointments (p. 152)
- Editing appointments (p. 164)

**Subordinated actions:**
- Selecting contacts from an address book (p. 68)
7.4.8 Adding attachments

How to add attachments in the appointment editing window:

1. Click on Add attachments below Attachments.
2. Select at least one file.
   In order to remove an attachment, click the Delete attachment icon.

Tip: You can also add an attachment by dragging and dropping a document from a file browser or from the desktop to the appointments window.

Superordinated action:
   Creating new appointments (p. 152)
7.4.9 Using the scheduling view

When scheduling an appointment with several participants or resources, the Scheduling view shows free and busy time periods for the users and resources.

How to use the scheduling view for creating appointments:

1. You have the following possibilities to open the scheduling view:
   - To use the scheduling view before creating a new appointment, click on Scheduling in the toolbar. The Scheduling page opens.
   - To use the scheduling view while creating a new appointment or editing an existing appointment, click on Find a free time in the appointment editing window. The Scheduling window opens.

2. Enter the name of a participant or resource in Add participant.
   - While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   - To select contacts from an address book, click the Select contact icon on the right side of the input field.
   The appointments of the participant or resource are displayed in the calendar sheet.
   You can save the participants as distribution list. To do so, select Save as distribution list below the list.

3. Search for a free time in the calendar. Use the following methods:
   - To set a time range, click on the date on the upper left side. You can also use the browse icons.
   - To set the display size of the calendar sheet, use the control elements on the upper right side.
   - To set the Week or Month date range, enable the respective entries in the Options drop-down.
   - Use the Options menu to adjust the view in the calendar sheet.
   - To adjust the visible part of the time range, use the scrollbar below the calendar sheet.

4. Define the appointment's start and end by using one of the following options:
   - In the calendar sheet drag open an area ranging from the beginning to the end of the new appointment.
     If pressing the [Alt] key before releasing the mouse button, the appointment's start and end date are entered on the appointment editing page.
   - To set the appointment's duration to one hour, click on the wanted time.
   Depending on how you opened the scheduling view, either click on Create appointment or on Accept changes to finish the process. The appointment editing window will be displayed.

5. Complete the details for creating or editing the appointment.

User interface:
   The scheduling view (p. 142)

Subordinated actions:
   Selecting contacts from an address book (p. 68)

Related topics:
   Creating new appointments (p. 152)
   Inviting participants to a new appointment (p. 160)
   Resolving appointment conflicts (p. 162)

7.4.10 Creating a follow-up appointment

You can create a follow-up appointment for an existing appointment. The follow-up appointment is prefilled with essential data from the existing appointment.
How to create a follow-up appointment:
1. Depending on the view, you have the following possibilities:
   ▪ Click on an appointment in a calendar view. In the pop-up, click on Follow-up.
   ▪ Double-click on an appointment in the list view. The appointment will be displayed in a window. Click on Follow-up.
2. Adjust the data for the new appointment. Click on Create.

User interface:
   The Calendar pop-up (p. 140)
   The Calendar list (p. 140)

Related topics:
   Creating new appointments (p. 152)
   Using the scheduling view (p. 159)
   Resolving appointment conflicts (p. 162)

7.4.11 Inviting participants to a new appointment

If an appointment has several participants, you can invite those participants to a new appointment.

How to invite participants to a new appointment:
1. Depending on the view, you have the following possibilities:
   ▪ In a calendar view, click on an appointment with multiple participants. In the pop-up, click the More actions icon.
   ▪ In the list view, double-click on an appointment with multiple participants. The appointment will be displayed in a window. Click the More actions icon.
   Click on Invite to new appointment.
2. Complete the details for creating an appointment.

Related topics:
   Creating new appointments (p. 152)
   Inviting E-Mail recipients to new appointments (p. 161)
   Using the scheduling view (p. 159)
   Resolving appointment conflicts (p. 162)
7.4.12 Inviting E-Mail recipients to new appointments

If there are several E-Mail recipients, all recipients can be invited to a new appointment.

**How to invite all E-Mail recipients to an appointment:**

1. Select an E-Mail in the E-Mail app.
2. Click the **More actions** icon in the detail view. Click on **Invite to appointment**.
3. Complete the details for creating an appointment.

**Related topics:**
- Creating new appointments (p. 152)
- Inviting participants to a new appointment (p. 160)
- Using the scheduling view (p. 159)
- Resolving appointment conflicts (p. 162)

7.4.13 Creating appointments from iCal attachments

You can create an appointment from an E-Mail's iCal attachment. An iCal attachment can be identified by the file extension .ics.

**How to create an appointment from an E-Mail's iCal attachment:**

1. Select an E-Mail with an iCal attachment in the E-Mail application.
2. Click on an attachment's name in the detail view. Click on **Add to calendar**.

**Related topics:**
- Creating new appointments (p. 152)
- Resolving appointment conflicts (p. 162)
7.4.14 Resolving appointment conflicts

An appointment conflict happens if the following is true:

- You are the participant of an existing appointment. The appointment display is set as follows:
  - The visibility is set to Standard or Private.
  - The Show as free checkbox is disabled.
- You create a new appointment. You select the following appointment display:
  - The visibility is set to Standard or Private.
  - The Show as free checkbox is disabled.

As soon as you click on Create, the Conflicts detected page opens. The appointments causing the conflict are displayed.

How to resolve appointment conflicts:

1. To show or hide details, you can click on an appointment on the Conflicts detected page.
2. Use one of the following methods:
   - To create the appointment despite the conflict, click on Ignore conflicts.
   - To resolve the conflict, click on Cancel. Change the appointment’s times or enable Show as free.

Related topics:

- Creating new appointments (p. 152)
- Using the scheduling view (p. 159)
- Creating a follow-up appointment (p. 159)
7.5 Answering Appointment Invitations

If a user or an external partner adds you to the appointment recipients, you will receive at least one of the following notifications:

▪ You are informed about this appointment in the Notification area.
▪ You will receive an E-Mail invitation for the appointment.

You can accept, temporarily accept or refuse your participation in the appointment. You can always change your appointment confirmation status later.

How to answer an appointment invitation in the notification area:

1. Click the Notifications icon in the menu bar. The Notification area is displayed.
2. To display the suggested appointment in the calendar, click on Open in calendar.
   To answer the appointment invitation, click on Accept/Decline below the invitation.
3. Enter a comment in the Change confirmation status window. Click on one of the buttons Decline, Tentative or Accept.

Result: If you accept the appointment, it will be entered in your calendar.
Tip: You can accept the appointment directly within the notification area by clicking on the Accept invitation button.

How to answer an appointment invitation in an E-Mail invitation:

1. Open an E-Mail with an appointment invitation in the E-Mail application.
2. Enter a comment below This email contains an appointment in the detail view. Click on one of the buttons Accept, Tentative or Decline.

Result: If you accept the appointment, it will be entered in your calendar.
Note: In the calendar settings you can define whether the invitation mail is automatically deleted when accepting or declining an appointment.

User interface:

The notification area (p. 28)

Related topics:

Changing the appointment confirmation or status (p. 171)
Calendar Settings (p. 181)
7.6 Editing appointments

The following options exist:
▪ You can edit all appointment data in the appointment's editing window.
▪ You can also change the appointment's time or duration in a calendar view:
  ▫ move an appointment to another day
  ▫ change an appointment's time or duration

Prerequisite: You have the appropriate permissions to modify objects in the calendar containing the appointment.

Notes:
▪ Depending on the configuration, you can only edit an appointment in your private calendars if you are the appointment's organizer.
▪ Appointments in subscribed calendars can not be edited.

How to edit an appointment in the appointment's editing window:

1. Depending on the view, you have the following possibilities:
  ▪ Click on an appointment in a calendar view. Click on Edit in the pop-up.
  ▪ Select an appointment in the list view. Click on Edit in the toolbar.
When having selected a serial appointment, you are asked to which appointments of the series the changes should be applied:
  ▪ When having selected the first appointment of the series, you can either only change the first appointment or the complete series.
  ▪ For all other appointments within the series, you can either only change the selected appointment or the selected appointment and all future appointments of the series.

The appointment's data is displayed.

2. Edit the data.

3. Click on Save.

How to move an appointment to another day:

1. Select one of the following views: Work week, Week or Month.
2. Drag the appointment to another day.

How to change an appointment's time or duration:

1. Select one of the following views: Day, Work week or Week.
2. Use one of the following methods:
  ▪ Drag the appointment to another time.
  ▪ Drag the start or end time to another time.

User interface:

The appointment editing window (p. 143)

Related topics:

Creating new appointments (p. 152)
Scheduling audio/video conferences (p. 154)
Managing Appointments (p. 170)
Calendar Settings (p. 181)
### 7.7 Calling Appointment Participants

You can launch an audio or video conference with an appointment's participants by calling the appointment participants.

**Prerequisite:** You have set up an account with an audio or video conference provider, e.g. Zoom.

**How to call an appointment's participants:**

1. Depending on the view, you have the following possibilities:
   - Click on an appointment in a calendar view. A pop-up opens.
   - Select an appointment in the list view. Click on a participant in the detail view. A pop-up opens. An icon below the name indicates the participant's presence status.

2. Click the **Call** icon. In the menu, click on an audio or video conference provider, e.g. Zoom. The window for calling the contact opens. Click on **Call**.

**User interface:**

- The Calendar detail view (p. 141)

**Related topics:**

- Scheduling audio/video conferences (p. 154)
- Calling the Sender or Another Recipient (p. 76)
- Calling Contacts (p. 119)
- Setting up and Configuring the Zoom Integration (p. 44)
- Setting the presence status (p. 46)
7.8 Adding Calendars

With calendars you can organize your appointments e.g. by separately saving your business and private appointments. Learn how to create calendars, use appointments from external calendars and set the view for shared calendars:

▪ Adding personal calendars (p. 167)
▪ Subscribing to external calendars (p. 168)
▪ Importing calendars from files (p. 169)
▪ Subscribing to public and shared calendars (p. 169)

User interface:

The Calendar folder view (p. 137)

Related topics:

Managing Appointments (p. 170)
Managing Data with Folders (p. 256)
7.8.1 Adding personal calendars

You can create additional personal calendars below My calendars.

How to create a new personal calendar:

1. Click on Add new calendar in the folder view. A menu opens.
   Click the Personal calendar.
   A window opens.
2. Enter a name. In case the new calendar should be a public calendar, enable Add as public calendar.
   Click on Add.

Related topics:

- Subscribing to external calendars (p. 168)
- Importing calendars from files (p. 169)
- Moving appointments to another calendar (p. 173)
7.8.2 Subscribing to external calendars

You can import appointments from external calendars into groupware calendars by subscribing to the external calendar. You can subscribe to the following calendars:

- Calendars that are publicly available on the Internet. Those are e.g., calendars with international public holidays, sport events, media events or stock exchanges.
- Your Google calendar
- iCal calendars that are publicly available on the Internet. To do so, you need to know the calendar's url.

Notes:

- Appointment changes in external calendars are automatically synced to the subscribed calendar after a short time.
- You can not create or edit appointments in subscribed calendars.

How to subscribe to external calendars:

1. Click on **Add new calendar** in the folder view. A menu opens.
2. You have the following options:

   - To subscribe to a public calendar, click on **Browse calendars of interest**. The **Add calendar** window opens.
     Note: Depending on the configuration, this function might not be available.
     Select the language and country of the calendar that you want to subscribe to.
     Select one or several calendars. Click on **Save**.
   - To subscribe to your Google calendar, click on **Google calendar**. A new browser window opens.
     Grant access to your Google calendar.
     The appointments will be imported to a new calendar. As soon as the import has been completed, the **Subscribe calendar** window will be closed.
   - To subscribe to an iCal calendar, click on **Subscribe via URL (iCal)**. The **Subscribe to iCal feed** window opens.
     Enter an iCal url. Click on **Subscribe**.

Options:

- The reminder that is set as default in the calendar settings is applied to all appointments of a public calendar or an iCal calendar.
  In order to change this reminder for each appointment in this calendar, click the **Actions** icon next to the calendar. Click on **Change reminders**.
  To change an appointment's reminder, use the appointment's detail view or pop-up
  Note: Those functions are not available for Google calendars you subscribed to.
- In order to refresh the subscribed data, click the **Action** icon next to the calendar. Click on **Refresh this calendar**.

Related topics:

- Adding personal calendars (p. 167)
- Importing calendars from files (p. 169)
7.8.3 Importing calendars from files

You can import calendars that have been created from within other applications. The calendar you want to import needs to be available as iCal file.

How to import calendars from a file:
1. Click on Add new calendar in the folder view. A menu opens. Click on Upload file. The Import from file window opens.
2. Click on Upload file. Select a file.
3. Enter a name for the new calendar. Click on Import.
Result: A new calendar will be added.
Note: All participants of the imported appointments will be removed. Instead, you will be added as participant.

Related topics:
- Adding personal calendars (p. 167)
- Subscribing to external calendars (p. 168)
- Importing appointments (p. 174)

7.8.4 Subscribing to public and shared calendars

Calendars that are public or shared by other users can be used as follows:
- You can define which public and shared groupware calendars are displayed in the folder view by subscribing to such calendars. This helps you to keep a better overview if there are many public and shared calendars in your groupware environment.
- If you subscribed to such a calendar, you can set whether this calendar will be synchronized with other clients, e.g. with your smartphone.
- If you no longer need such a calendar, you can cancel the subscription.

How to define the calendars to which you want to subscribe and which are to be synchronized:
1. In the folder view, click on Add new calendar. A menu opens. Click on Subscribe shared Calendar.
   You can also use the Subscribe shared Calendar button in the E-Mail settings.
   A window opens. It shows your private, the public and shared calendars.
2. If you want a calendar to be displayed, enable the subscribe to calendar button.
   To define that a displayed calendar is synchronized, enable the Synchronize via DAV checkbox.
   If you no longer want a calendar to be displayed and synchronized, disable the subscribe to calendar button.

User interface:
- The Calendar folder view (p. 137)
- Calendar Settings (p. 181)

Related topics:
- Accessing other users' shares (p. 271)
- Downloading Personal Data (p. 279)
7.9 Managing Appointments

Learn how to organize your appointments and about the appointment actions available.

- Changing the appointment confirmation or status (p. 171)
- Changing appointment reminders (p. 172)
- Changing the organizer (p. 172)
- Managing favorite timezones (p. 173)
- Using calendar colors (p. 173)
- Moving appointments to another calendar (p. 173)
- Importing appointments (p. 174)
- Exporting appointments (p. 175)
- Printing appointments (p. 176)
- Deleting appointments (p. 177)

User interface:

- The Calendar toolbar (p. 135)
- Day, Work week, Week, Month or Year calendar view (p. 138)
- The Calendar pop-up (p. 140)
- The Calendar detail view (p. 141)

Related topics:

- Editing appointments (p. 164)
- Adding Calendars (p. 166)
7.9.1 Changing the appointment confirmation or status

You can change your appointment status at a later point of time. There are the following options:
- You can accept or decline the appointment without comment.
- You can change the confirmation status. You can add a comment that is visible to other participants.

Notes:
- Depending on the configuration, you can only edit an appointment confirmation in your private calendars if you are a participant of the appointment.
- In recurring appointments you can change the confirmation for a single occurrence or for the complete series.

How to accept or decline an appointment:
1. Depending on the view, you have the following possibilities:
   - Click on an appointment in a calendar view. A pop-up opens.
   - Select an appointment in the list view. Double-click on the appointment. The appointment will be displayed in a window.
   Click on Accept or on Decline.
2. When having selected a recurring appointment, set whether the changes should be applied to the single occurrence to for the complete series.

How to change your confirmation status:
1. Depending on the view, you have the following possibilities:
   - Click on an appointment in a calendar view. In the pop-up, click on Change status.
   - Select an appointment in the list view. Double-click on the appointment. Click on Change status in the toolbar.
2. When having selected a recurring appointment, set whether the changes should be applied to the single occurrence to for the complete series.
3. Enter a comment in the Change confirmation status window. Click on one of the buttons Decline, Tentative or Accept.

Related topics:
Answering Appointment Invitations (p. 163)
7.9.2 Changing appointment reminders

You can change your appointment reminder later by adjusting or removing a reminder or by adding another reminder.

How to change an appointment reminder:
1. Depending on the view, you have the following possibilities:
   ▪ Click on an appointment in a calendar view. A pop-up opens.
   ▪ Select an appointment in the list view. Double-click on the appointment. The appointment will be displayed in a window.
   Click on Change reminders. The Change reminders window opens.
2. Click on a reminder. The Edit reminders window opens.
   You can edit or delete a reminder or add a new one.

Related topics:
   Using appointment reminders (p. 156)

7.9.3 Changing the organizer

If you are the organizer of an appointment or a serial appointment with at least two participants, you can change the organizer. You can not change the organizer for the following appointments:
   ▪ an appointment with external participants
   ▪ an individually changed appointment within a series

Note: Depending on the configuration, this function might not be available.

How to change an appointment's organizer:
1. Depending on the view, you have the following possibilities:
   ▪ Click on an appointment in a calendar view.
     In the pop-up, click the More actions icon.
   ▪ Select an appointment or multiple appointments in the list view.
     Click the More actions icon in the toolbar.
   Click on Change organizer.
2. When having selected a recurring appointment, set whether the changes should be applied to the single occurrence to for the complete series.
3. Enter the new organizer's E-Mail address in the Change organizer window.
   Note: External participants can not be set as organizer.
7.9.4  Managing favorite timezones

Timezones marked as favorites by you, can be displayed in the calendar sheet in addition to the preset timezone.

How to mark a timezone as favorite:
1. Click the Settings icon\[^{1}\] on the right side of the menu bar. Click on Settings.  
2. Click on Calendar in the sidebar. Click on Favorite timezones.  
3. Click on Add timezone in the display area. The Select favorite timezone window opens.  
4. Select a timezone from the list. Click on Add.  

To remove a timezone from the list of favorites, click the Delete icon\[^{2}\] next to the timezone.

Related topics:
   - The appointment editing window (p. 143)  
   - Displaying multiple time zones (p. 147)

7.9.5  Using calendar colors

You can assign a color to a calendar. All appointments in this calendar will then be displayed in the color of the calendar. If you assign an individual color to an appointment when creating or editing it, the appointment will be displayed in the color assigned, not in the color of the calendar.

How to select a calendar color:
1. Click the Actions icon\[^{3}\] next to the calendar name, in the folder view.  
2. Select a color from the color selection drop down.

Related topics:
   - How are appointments displayed in a calendar view? (p. 148)  
   - The Calendar folder view (p. 137)

7.9.6  Moving appointments to another calendar

You can move appointments to another calendar.

Prerequisite: You need to have the appropriate permissions to create objects in the target calendar.

How to move appointments to another calendar:
1. Depending on the view, you have the following possibilities:  
   - Click on an appointment in a calendar view. In the pop-up, click the More actions icon\[^{4}\].  
   - Select an appointment or multiple appointments in the list view. Click the More actions icon\[^{5}\] in the toolbar.  
   - Click on Move.  
2. Select a calendar in the Move window. You can create a new calendar by clicking on Create folder.  
3. Click on Move.

Related topics:
   - Adding personal calendars (p. 167)
7.9.7 Importing appointments

You can import appointments from files in iCal format.

How to import appointments from an iCal file:

1. Select the calendar for importing the appointments to in the folder view.
2. Click the Actions icon next to the calendar. Click on Import.
3. In the Import from file window, click on Upload file. Select a file in iCal format. To also import appointments that have the same id as already existing appointments, enable Ignore existing appointments.
4. Click on Import.

Result: The contacts are added to the calendar.

Note: All participants of the imported appointments will be removed. Instead, you will be added as participant.

Related topics:
- Exporting appointments (p. 175)
- Creating Appointments (p. 151)
- Importing calendars from files (p. 169)
7.9.8 Exporting appointments

You can export appointments in the iCalendar format. You can e.g. use this format to exchange appointments with other calendar applications. You can export single appointments or all appointments from a calendar.

How to export single appointments:
1. Depending on the view, you have the following possibilities:
   - Click on an appointment in a calendar view.
     In the pop-up, click the More actions icon  
   - Select an appointment or multiple appointments in the list view.
     Click the More actions icon  in the toolbar.
     Click on Export. A window opens.
2. Select the function for saving the export file.

How to export all appointments from a calendar:
1. Select a personal or public address book in the folder view.
2. Click the Actions icon  next to the folder name. Click on Export. A window opens.
3. Select the function for saving the export file.

Related topics:
Importing appointments (p. 174)
Downloading Personal Data (p. 279)
7.9.9 Printing appointments

To print calendars and appointments you can:
▪ print a calendar sheet with appointments
▪ print appointment data
▪ print a detailed or compact list of appointments

How to print a calendar sheet with appointments:
1. Click on View in the toolbar. Select one of the following entries: Day, Work week, Week or Month.
2. Open a calendar in the folder view.
3. Click on View in the toolbar. Click on Print. A window with a print preview opens.
4. If required, change the printer settings. Click on the Print button.
5. Close the print preview window.

How to print an appointment’s data:
1. Depending on the view, you have the following possibilities:
   ▪ Click on an appointment in a calendar view. In the pop-up, click the More actions icon.
   ▪ Select an appointment or multiple appointments in the list view. Click the More actions icon in the toolbar.
   Click on Print. A window with a print preview opens.
2. If required, change the printer settings. Click on the Print button.
3. Close the print preview window.

How to print a list of appointments:
1. Click on View in the toolbar. Select List.
2. Select the appointments to be printed.
3. Click the More actions icon in the toolbar. Click on Print. A window opens. You are asked how you want to print the appointments.
   ▪ To print a list with detailed appointment data, click on Detailed.
   ▪ To print a compact list, click on Compact.
4. If required, change the printer settings. Click on the Print button.
5. Close the print preview window.
7.9.10 Deleting appointments

**Warning:** If you delete an appointment it will be irrevocably lost. Depending on the configuration, you can only delete an appointment in your private calendars if you are the appointment's organizer.

**How to delete appointments:**

1. Depending on the view, you have the following possibilities:
   - Click on an appointment in a calendar view. In the pop-up, click on **Delete**.
   - Select an appointment or multiple appointments in the list view. Click on **Delete** in the toolbar.

2. Confirm that you want to delete the appointment.

Result: The appointment will be deleted.

**Options:**

- When having selected a serial appointment, you are asked which appointments of the series are to be deleted:
  - When having selected the first appointment of the series, you can either only delete the first appointment or the complete series.
  - When having selected an appointment within the series, you can either only delete the selected appointment or the selected appointment and all future appointments of the series.
  - When having selected the last appointment of the series, you can only delete the last appointment. In the latter case, you are not asked to appointments are to be deleted.

- If you are the appointment's organizer, you can inform other participants about the reason for the deletion by entering a message. The input field is shown if the following conditions are met:
  - The appointment has at least two participants.
  - **Receive notification for appointment changes** is enabled in the calendar settings.
  - The message is sent as E-Mail.
7.10 Searching for Appointments

In order to search for specific appointments, you can use the following search criteria:
- search terms for subject, description, location, attachments’ names, participants
- calendars that are to be searched
- appointment confirmation status
- time frame of the appointment creation, related to the current date: one month, three months, one year
- type: all, series, single appointment

How to search for appointments:

1. Click on the Search input field. Enter a search term in the input field.
   The search menu opens.

2. Define the data sources to be searched by clicking on an entry in the search menu.
   - If clicking on the search term or pressing enter, the following data sources are searched: subject, description
   - In order to only search in the subject, click on in subject in the search menu.
     Accordingly, you can limit the search to the description, location or the attachment's name.
   - In order to search for appointments with a specific participant, click on a name in the search menu.

   The search results are displayed in the list that is shown in the display area.

3. To select a calendar for the search, click on the calendar name next to the input field.
   If you select All folders, all private, public, and shared calendars are searched.

4. To limit the search to specific appointments, click on Options next to the input field. Use the following methods:
   - To limit the search to appointments with a specific confirmation status, select a status.
   - To limit the search to a specific time range, select a range.
   - To limit the search to single or recurring appointments, select a type.
   - To limit the search to private, public or shared appointments, select a folder type.

5. To refine the search result, enter further search terms: To remove a search term, click the Remove icon next to the search term.

6. In order to finish the search, click the Cancel search icon in the input field.

User interface:
- The search bar (p. 23)

Related topics:
- Displaying appointments in the list view (p. 149)
### Managing Groups

In case you frequently want to add the same persons to appointments or tasks, you can create a group consisting of those persons. You can then add the group as participant instead of adding single persons. The following options exist:

- create a new group
- edit an existing group
- delete an existing group

Note: Depending on the configuration, those functions are not available for all users.

**How to create a new group:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
   
   In the sidebar, click on **Groups**.
2. In the display area, click on **Create new group**.
3. Enter a group name in the **Create new group** window. Add members. The members are displayed below **Members**.
   
   In order to remove a member, click the **Remove member** icon next to the name.
   
   Click on **Create**.

**How to edit a group:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
   
   In the sidebar, click on **Groups**.
2. Select a group in the display area. Click on **Edit**.
3. Edit the group's data in the **Edit group** window.
   
   Click on **Save**.

**How to delete a group:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
   
   In the sidebar, click on **Groups**.
2. Select a group in the display area.
3. Click the **Delete** button.

Related topics:

- Managing Resources (p. 180)
7.12 Managing Resources

Other than participant conflicts, resource conflicts cannot be ignored when creating appointments. If creating appointments, resources that are already booked for other appointments cannot be added. The following options exist:

- create new resources
- edit existing resources
- delete existing resources

Note: Depending on the configuration, those functions are not available for all users.

How to create a new resource:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Resources.
2. In the display area, click on Create new resource.
3. Enter a resource name in the Create new resource window. You can enter a description.
   Define an E-Mail address for the resource.
   Click on Create.

How to edit a resource:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Resources.
2. Select a resource in the display area. Click on Edit.
3. Edit the resource's data in the Edit resource window.
   Click on Save.

How to delete a resource:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Resources.
2. Select a resource in the display area.
3. Click the Delete button.

Related topics:
   Managing Groups (p. 179)
7.13 Calendar Settings

How to use the calendar settings:
1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. Click on **Calendar** in the sidebar.

Depending on the configuration, the following settings are available:

**Buttons**
- **Subscribe to iCal calendars**
  See Subscribing to public and shared calendars (p. 169)

**View**
- **Start of working time**
  Defines the start of the working hours.
- **End of working time**
  Defines the end of the working hours.
- **Time scale**
  Specifies the interval for dividing the time grid in the **Day, Work week, Week** calendar views.
- **Display refused appointments**
  Defines whether appointments that you refused are displayed.

**Birthday calendar**
- **Show birthday calendar**
  Defines whether a birthday calendar is displayed in the folder view.

**Workweek view**
- **Week start**
  Defines the beginning of a work week.
- **Workweek length**
  Defines the number of days of a work week.
  See Day, Work week, Week, Month or Year calendar view. (p. 138)

**New appointment**
Defines default settings for new appointments.
- **Default reminder time when creating the following appointments:**
  - normal appointments or serial appointments
  - all day appointments
  - birthday calendar appointments
  To change a setting, click on the current setting. Change the current reminder in the **Edit reminders** window. You can add further reminders.
- **Mark all day appointments as free**
  Defines whether all day appointments are displayed as free per default.
- **Participants can edit appointments**
  Defines whether participants by default get the permission to edit an appointment.

**Email notifications**
Specifies whether you will receive an E-Mail notification, if the following is true:
- **Receive notifications when an appointment in which you participate is created, modified or deleted**
  An appointment in which you participate has been re-created, changed or deleted.
- **Receive notification as appointment creator when participants accept or decline**
  a participant accepted or declined an appointment created by you.
• **Receive notification as appointment participant when other participants accept or decline a participant accepted or declined an appointment in which you participate.**

• **Automatically delete the invitation email after the appointment has been accepted or declined**
  Defines whether the E-Mail notification for an appointment invitation will be automatically deleted when accepting or declining the appointment. See *Answering Appointment Invitations (p. 163)*

**Reminders**

• **Show reminders for past appointments**
  Defines whether appointment reminders are displayed for past appointments.

Related topics:

  *Editing appointments (p. 164)*
8 Tasks

Learn how to work with the Tasks application.

- The Tasks Components (p. 184)
- Viewing Tasks (p. 190)
- Viewing or Saving Task Attachments (p. 191)
- Creating Tasks (p. 192)
- Answering Task Invitations (p. 195)
- Editing tasks (p. 196)
- Calling Task Participants (p. 197)
- Adding Task Folders (p. 198)
- Managing tasks (p. 200)
- Searching for Tasks (p. 204)
- Tasks Settings (p. 205)

How to start the Tasks app

Click the All Applications icon in the menu bar. Click on Tasks in the App Launcher.
8.1 The Tasks Components

Learn about the components of the Tasks app user interface and how to use them:

- The Tasks toolbar (p. 185)
- The Tasks folder view (p. 186)
- The Tasks display area (p. 186)
  - The Tasks list (p. 187)
  - The Tasks detail view (p. 188)
- The editing window (p. 189)
8.1.1 The Tasks toolbar

Contains functions for creating, editing and organizing tasks. Note: Some functions are only available if you opened a folder for which you have the appropriate permissions to create or edit objects.

Content

- **New task.** Creates a new task.
- **Edit.** Edits a task's data.
- **Due.** Changes a task's due date.
- **Done.** Marks a task as done.
- **Delete.** Deletes the tasks selected by you.
- **More actions icon.** Opens a menu with further functions.
- **View.** Opens a menu with checkboxes for controlling the view.
  - **Folder view.** Opens or closes the folder view.
  - **Checkboxes.** Displays checkboxes in the list, for marking objects.

General description of the user interface:

The toolbar (p. 24)

Related topics:

Creating Tasks (p. 192)
Managing tasks (p. 200)
8.1.2 The Tasks folder view

Displays the task folders.

In order to display the folder view, click on View in the toolbar. Enable Folder view.

Content
- **My tasks.** Contains your personal tasks.
- **Public tasks.** Contains tasks shared with all users.
- **Shared tasks.** Contains tasks shared with you by other users.

Depending on the configuration, the content can differ from this information.

Functions
- If clicking on a folder, its tasks are displayed.
- The **Actions** icon next to the selected folder offers functions for organizing data and for exchanging data.
  You can also use the **context menu**.
- The **Add new folder** button opens a menu with functions for creating folders and for subscribing to shared folders.
- To adjust the folder view width, hover over the line between the folder view and the display area. Drag the border to the left or to the right.

General description of the user interface:
- **The folder view** (p. 25)

Related topics:
- Viewing Tasks (p. 190)
- Adding Task Folders (p. 198)
- Subscribing to public and shared task folders (p. 199)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)

8.1.3 The Tasks display area

Contains the tasks list and a task's detail view.

General description of the user interface:
- **The display area** (p. 26)

Related topics:
- The Tasks list (p. 187)
- The Tasks detail view (p. 188)
8.1.4 The Tasks list

Displays a list of tasks in the folder selected.

Content
- The following details are displayed for each task: subject, status or due date, and the progress.
- The text above the list contains the name of the selected folder. The number corresponds to the number of objects in the selected folder.

Functions
- If clicking on a task, its content is displayed in the detail view.
- To select multiple tasks, enable the Checkboxes option in the View drop-down in the toolbar. You can also use your system's multi selection functions.
  In order to select all tasks in the folder, enable the Select all checkbox above the list.
- If clicking the Sort icon above the list, a menu opens that allows to sort tasks. You can also define in this menu whether tasks done are displayed.
- To adjust the list width, hover over the line between the list and the detail view. Drag the border to the left or to the right.

Related topics:
  - The Tasks display area (p. 186)
  - The Tasks detail view (p. 188)
  - Viewing Tasks (p. 190)
  - Viewing or Saving Task Attachments (p. 191)
  - Managing tasks (p. 200)
8.1.5 The Tasks detail view

Shows the data of the task that you selected in the list. If double-clicking on the task in the list, the data are displayed in a window.

Content

- Icon for the task's priority, if set.
- Subject
  - Private tasks are marked with the **Private** icon.
- Task's start date, if available
- Status and progress
- If the task has attachments, the names of the attachments are displayed.
- Task's description, if available
- If the task is a recurring task, recurrence parameters will be displayed.
- Task's start date, if available
- Task details like billing information, if available
- If the task has several participants, the number of participants that accepted, declined or have not replied yet are shown on the top right side above the list of participants. In order to filter the list of participants, click the icons.
- Names of the participants, if they exist.
  - If clicking on a name, a pop-up opens. It displays the participant's **Halo View**.
- If the appointment includes external participants, their names are displayed below **External participants**.

Related topics:

- The Tasks display area (p. 186)
- The Tasks list (p. 187)
- Viewing Tasks (p. 190)
- Viewing or Saving Task Attachments (p. 191)
- Calling Task Participants (p. 197)
- Displaying Contacts in the Halo View (p. 111)
8.1.6 The editing window

This window is used when creating a new task or editing an existing one.

In order to open the window, do one of the following:

▪ Click on New task in the toolbar.
▪ Select a task. Click on Edit in the toolbar.

This window is used when creating a new task or editing a task.

Content

▪ Task data.
  ○ Subject, Description input fields. The subject is displayed as task title. A description can be entered optionally.
  ○ Expand form. Displays additional input fields.
  ○ Start date and Due date. Defines the start and the due date. Clicking on it opens the date picker. If All day is disabled, you can set start and due times.
  ○ All day. Defines whether the task is supposed to last whole days.
  ○ Repeat. Defines whether the task is to be repeated.

▪ Reminder. Defines when and how you will be reminded about the task's due date. You can also set a date and time for the reminder in Reminder date. In this case, Manual input will be preselected in the Reminder field.

▪ Task view
  ○ Status. Defines the task's status. You can also enter a percentage value for the task completion in Progress.
  ○ Priority. Defines the task's priority.
  ○ Private. Enable this checkbox if other users are not to see the task's subject and description.

▪ Add contact input field. Enter the names of the participants that are to take part in the task in this field.
  Select contacts icon . Opens a window for selecting contacts from a list.

▪ Add attachments. Adds files.

▪ Show details. Displays additional data fields where you can enter billing details like estimated efforts, actual efforts or billing information.

General description of the user interface:

The editing window (p. 29)

Related topics:

The date picker (p. 139)
Creating new tasks (p. 193)
Editing tasks (p. 196)
8.2 Viewing Tasks

Learn how to display the tasks in a tasks folder in different ways:

**How to display a task:**

1. Open a task folder in the folder view.
2. Click on a task in the list. The task's data is displayed in the detail view.

Options:

- To sort the task list or to only display due tasks, click the Sort icon above the list.
- You can open the task in a window by double-clicking on the task in the list.

User interface:

- The Tasks folder view (p. 186)
- The Tasks detail view (p. 188)
- The Tasks list (p. 187)

Related topics:

- Viewing or Saving Task Attachments (p. 191)
- Navigating within the folder structure (p. 259)
- Searching for Tasks (p. 204)
8.3 Viewing or Saving Task Attachments

The file names of task attachments are displayed in the display area below the subject. The following functions are available:

- display the attachment in the Viewer
- download the attachment
- save the attachment to Drive

Note: Depending on the attachment's file format, the available function might differ.

How to use the task attachment functions:

1. Select a task with an attachment.
2. Click on an attachment's name in the detail view. Click on the function wanted.
   - If there are several attachments, an action can be executed for all attachments at once. To do so, click on All attachments.

Note: Depending on the configuration, attachments will be checked for viruses before being downloaded.

- If no virus is found, the attachments will be downloaded without any further notification.
- If a virus scan was not possible or a virus was found, a window with a respective warning opens. In this case you can cancel the download.

Related topics:
- Viewing Tasks (p. 190)
- The Tasks detail view (p. 188)
- The Tasks list (p. 187)
8.4 Creating Tasks

Learn how to create a task and about the functions available for defining the task data:

- Creating new tasks (p. 193)
- Creating recurring tasks (p. 194)
- Adding participants to a task (p. 194)
- Adding attachments (p. 194)

User interface:

The Tasks toolbar (p. 185)

Related topics:

- Importing tasks (p. 202)
- Creating Appointments (p. 151)
8.4.1 Creating new tasks

How to create a new task:

1. Open a task folder in the folder view.
   Note: Select a folder for which you have the permission to create tasks.
2. Click on New task in the toolbar.
3. Enter a subject. Enter a description, if needed.
4. Click on Create.

Options:
- To view the complete form, click on Expand form. The following optional functions are available:
  - Set the task's start and due date.
  - To get an appointment reminder, select a setting in Reminder. The respective date and time are entered in Reminder date.
    To use custom values, set them in Reminder date. In this case, Manual input will be preselected in the Reminder field.
  - If the subject and description are not to be shown to other users, activate Private. Private tasks are marked with the Private icon.
  - In order to add details like billing information, click on Show details. Enter the data required.

User interface:
- The editing window (p. 189)

Subordinated actions:
- Using the date picker (p. 153)
- Creating recurring tasks (p. 194)
- Adding participants to a task (p. 194)
- Adding attachments (p. 194)

Related topics:
- Creating E-Mail reminders (p. 83)
- Editing tasks (p. 196)
8.4.2 Creating recurring tasks

How to create a recurring task in the task editing window:

1. To view the complete form, click on Expand form.
2. Enable Repeat. The current repetition parameters are displayed.
3. To set the repetition parameters, click on the value.
4. Set the repetition parameters:
   - In Repeat, you can set the interval between the appointments.
   - Below the interval, you can set the interval parameters.
   - In Ends, you can define when the recurring tasks ends.

Tip: Application examples can be found in Setting recurring appointments (p. 155)

Superordinated action:
   - Creating new tasks (p. 193)
   - Editing tasks (p. 196)

8.4.3 Adding participants to a task

How to add participants in the task editing window:

1. In the input field below Participant, enter: the E-Mail address of the participant or the name of a group or distribution list.
   - While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   - To select contacts from an address book, click the Select contact icon on the right side of the input field.
2. In order to remove a participant, click the Remove icon next to the name.

Superordinated action:
   - Creating new tasks (p. 193)
   - Editing tasks (p. 196)

Related topics:
   - Selecting contacts from an address book (p. 68)

8.4.4 Adding attachments

How to add attachments in the task editing window:

1. Click on Add attachments below Attachments.
2. Select at least one file.
   - In order to remove an attachment, click the Delete attachment icon.

Tip: You can also add an attachment by dragging and dropping a document from a file browser or from the desktop to the task window.

Superordinated action:
   - Creating new tasks (p. 193)
   - Editing tasks (p. 196)
8.5 Answering Task Invitations

If a user or an external partner adds you to a task as participant, you will receive at least one of the following notifications:

▪ You are informed about this task in the Notification area.
▪ You will receive an E-Mail invitation for the task.

You can accept, temporarily accept or refuse your participation in the task.

How to answer a task invitation in the notification area:

1. Click the Notifications icon in the menu bar. The Notification area is displayed.
2. Click on Accept/Decline below the invitation.
3. Enter a comment in the Change confirmation status window. Click on one of the buttons Accept, Tentative or Decline.

Tip: You can confirm the task directly in the notification area by clicking on the Accept invitation button.

How to answer a task invitation in an E-Mail invitation:

1. Display an E-Mail with a task invitation in the E-Mail application.
2. Click on one of the buttons Confirm, Temporary, Decline in the detail view below This email contains a task.

User interface:

The notification area (p. 28)
8.6 Editing tasks

You can edit a task's data at a later point.

Prerequisite: You have the permission to create objects in the folder containing the task.

How to edit a task:

1. Select a task from the list.
2. Click on Edit in the toolbar. The task's data are displayed.
3. Edit the data.
4. Click on Save.

User interface:

The editing window (p. 189)

Subordinated actions:

Using the date picker (p. 153)
Creating recurring tasks (p. 194)
Adding participants to a task (p. 194)
Adding attachments (p. 194)

Related topics:

Marking tasks as done (p. 201)
Changing a task's due date (p. 201)
Changing tasks confirmations (p. 202)
Creating new tasks (p. 193)
8.7 **Calling Task Participants**

You can launch an audio or video conference with a task participant by calling the task participants.

Prerequisite: You have set up an account with an audio or video conference provider, e.g. Zoom.

**How to call a task participant:**

1. Select a task from the list. Click on a participant in the detail view. A pop-up opens. An icon below the name indicates the participant's presence status.

2. Click the **Call** icon in the detail view. In the menu, click on an audio or video conference provider, e.g. Zoom. The window for calling the contact opens. Click on **Call**.

User interface:

The Tasks detail view (p. 188)

Related topics:

Calling the Sender or Another Recipient (p. 76)
Calling Appointment Participants (p. 165)
Scheduling audio/video conferences (p. 154)
Setting up and Configuring the Zoom Integration (p. 44)
Setting the presence status (p. 46)
8.8 Adding Task Folders

With task folders you can organize your tasks, e.g. by separately saving tasks for customers or projects. Learn how to create personal task folders and how to set the view for shared task folders:

- Adding personal task folders (p. 199)
- Subscribing to public and shared task folders (p. 199)

User interface:

The Tasks folder view (p. 186)

Related topics:

- Managing tasks (p. 200)
- Managing Data with Folders (p. 256)
8.8.1 Adding personal task folders

You can create additional personal task folders below My tasks.

How to create a new personal task folder:
1. In the folder view, click on Add new folder. A menu opens.
   Click on Personal folder. A window opens.
2. Enter a name. In case the new folder should be a public folder, enable Add as public folder. Click on Add.

Related topics:
   - Moving tasks to another folder (p. 201)
   - Managing Data with Folders (p. 256)

8.8.2 Subscribing to public and shared task folders

Task folders that are public or shared by other users can be used as follows:
- You can define which public and shared task folders are displayed in the folder view by subscribing to such folders.
  This helps you to keep a better overview if there are many public and shared task folders in your groupware environment.
- If you subscribed to such a task folder, you can set whether this task folder will be synchronized with other clients, e.g. with your smartphone.
- If you no longer need such a task folder, you can cancel the subscription.

How to define the task folders to which you want to subscribe and which are to be synchronized:
1. In the folder view, click on Add new folder. A menu opens.
   Click on Subscribe shared task folder.
   You can also use the Subscribe shared task folder button in the tasks settings.
   A window opens. It shows your private, the public and shared task folders.
2. If you want a task folder to be displayed, enable the subscribe task folder button ☑.
   If you want a displayed task folder to be synchronized, enable the Synchronize via DAV checkbox.
   If you no longer want a task folder to be displayed and synchronized, disable the subscribe task folder button ☐.

User interface:
   - The Tasks folder view (p. 186)
   - Tasks Settings (p. 205)

Related topics:
   - Accessing other users' shares (p. 271)
   - Downloading Personal Data (p. 279)
8.9 Managing tasks

Learn how to organize your tasks and about the task actions available.

- Marking tasks as done (p. 201)
- Changing a task's due date (p. 201)
- Moving tasks to another folder (p. 201)
- Changing tasks confirmations (p. 202)
- Importing tasks (p. 202)
- Exporting tasks (p. 203)
- Printing tasks (p. 203)
- Deleting tasks (p. 203)

User interface:

- The Tasks toolbar (p. 185)

Related topics:

- Adding Task Folders (p. 198)
8.9.1 Marking tasks as done

You can mark tasks as done.

Prerequisite: You have the permission to create objects in the folder containing the task.

How to mark a task as done:
1. Select a task or multiple tasks from the list.
2. Click on Done in the toolbar.
   To mark the selected tasks as undone, click on Undone.

Related topics:
   Editing tasks (p. 196)
   Changing a task's due date (p. 201)
   Changing tasks confirmations (p. 202)

8.9.2 Changing a task's due date

You can change a task's due date.

Prerequisite: You have the permission to create objects in the folder containing the task.

How to change a task's due date:
1. Select a task from the list.
2. Click on Due in the toolbar. Select an entry.

Related topics:
   Editing tasks (p. 196)
   Marking tasks as done (p. 201)
   Changing tasks confirmations (p. 202)

8.9.3 Moving tasks to another folder

You can move tasks to another folder.

Prerequisite: You need to have the appropriate permissions to create objects in the target folder.

How to move tasks to another folder:
1. Select a task or multiple tasks from the list.
2. Click the More actions icon in the toolbar. Click on Move.
3. Select a folder in the Move window. You can create a new folder by clicking on Create folder.
4. Click on Move.

Tip: You can also move the selected objects by dragging the objects from the folder view to a folder.

Related topics:
   Adding personal task folders (p. 199)
8.9.4 Changing tasks confirmations

You can change your task confirmation at a later point of time.

How to change your task confirmation:
1. Select a task from the list.
2. Click the More actions icon in the toolbar. Click on Change confirmation status.
3. A window opens. Select a confirmation status. If required, enter a message.
4. Click on Change status.

Related topics:
   Editing tasks (p. 196)
   Marking tasks as done (p. 201)
   Changing a task’s due date (p. 201)

8.9.5 Importing tasks

You can import tasks from files in iCal format.

How to import tasks from an iCal file:
1. Select the task folder for importing the tasks to in the folder view.
2. Click the Actions icon next to the task folder. Click on Import.
3. In the Import from file window, click on Upload file. Select a file in iCal format.
   To also import tasks that have the same id as already existing tasks, enable Ignore existing events.
4. Click on Import.

Result: The tasks are added to the folder.

Related topics:
   Exporting tasks (p. 203)
   Creating new tasks (p. 193)
8.9.6  Exporting tasks

You can export tasks in the iCalendar format. You can e.g. use this format to exchange tasks with other calendar applications. You can export single tasks or all tasks from a folder.

How to export single tasks:
1. Select a task or multiple tasks from the list.
2. Click the More actions icon in the toolbar. Click on Export. The Export selected window opens.
3. Click on Export. Complete the entries.

How to export all tasks from a folder:
1. Select a personal or public tasks folder in the folder view.
2. Click the Actions icon next to the folder name. Click on Export. The Export folder window opens.
3. Click on Export. Complete the entries.

Related topics:
- Importing tasks (p. 202)
- Downloading Personal Data (p. 279)

8.9.7  Printing tasks

You can print the data of a single task or of multiple tasks.

How to print a task's data:
1. Select a task or multiple tasks from the list.
2. Click the More actions icon in the toolbar. Click on Print. A window with a print preview opens.
3. If required, change the printer settings. Click on the Print button.
4. Close the print preview window.

8.9.8  Deleting tasks

You can delete tasks.

Warning: When deleting a task, this task is irrevocably lost.

How to delete tasks:
1. Select a task or multiple tasks from the list.
2. Click on Delete in the toolbar.
3. Confirm that you want to delete the task.
Result: The task will be deleted.
8.10 Searching for Tasks

How to search for tasks:

1. Click on the Search input field. Enter a search term in the input field.
   The search menu opens.

2. Define the data sources to be searched by clicking on an entry in the search menu.
   - If clicking on the search term or pressing enter, the following data sources are searched: subject, description
   - In order to only search in the subject, click on in subject in the search menu.
     Accordingly, you can limit the search to the description or the attachment's name.
   - In order to search for appointments with a specific participant, click on a name in the search menu.
   The search results are displayed in the list that is shown in the display area.

3. To select a folder for the search, click on the folder name next to the input field.
   If you select All folders, all private, public, and shared folders are searched.

4. To limit the search to specific tasks, click on Options next to the input field. Use the following methods:
   - To limit the search to tasks with a specific editing status, select a task status.
   - To limit the search to single or recurring tasks, select a task type.
   - To limit the search to private, public or shared tasks, select a folder type.

5. To refine the search result, enter further search terms: To remove a search term, click the Remove icon next to the search term.

6. In order to finish the search, click the Cancel search icon in the input field.

User interface:

- The search bar (p. 23)

Related topics:

- Viewing Tasks (p. 190)
8.11 Tasks Settings

How to use the tasks settings:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on Tasks in the sidebar.

Depending on the configuration, the following settings are available:

Buttons
- Subscribing to shared task folders
  See Subscribing to public and shared task folders (p. 199)

Email notifications
Specify whether you will receive an E-Mail notification, if the following is true:
- Receive notifications when a task in which you participate is created, modified or deleted
  A task in which you participate has been re-created, changed or deleted.
- Receive notifications when a participant accepted or declined a task created by you
  A participant accepted or declined a task created by you.
- Receive notifications when a participant accepted or declined a task in which you participate
  A participant accepted or declined a task in which you participate.
9 Drive

Learn how to work with the Drive application.

- The Drive Components (p. 208)
- Viewing files (p. 215)
- Downloading Files or Folder Contents (p. 219)
- Driveadd folder (p. 220)
- Uploading Files or Folders (p. 222)
- Creating or Editing Text Files (p. 223)
- Organizing Files and Drive Folders (p. 224)
- Searching for Files (p. 232)
- Sharing Data (p. 263)
- Accessing Files with WebDAV (p. 233)
- Adding storage accounts (p. 235)
- DriveSettings (p. 236)

Information on the usage of local apps on desktops and mobile devices can be found in the Drive apps user guide.

How to start the Drive app

Click the All Applications icon in the menu bar. Click on Drive in the App Launcher. Depending on the configuration, you can also click the quick start icon in the menu bar for launching the app. Drive
9.1 The Drive Components

Learn about the components of the Drive app user interface and how to use them:

- The Drive folder view (p. 210)
- The Drive toolbar (p. 209)
- The Drive navigation bar (p. 211)
- The Drive display area (p. 212)
- The file details (p. 213)
- The viewer (p. 214)
9.1.1 The Drive toolbar

Contains functions for creating, editing and organizing files and folders. Notes:

- Some functions are only available if you opened a folder for which you have the appropriate permissions to create or edit objects.
- Some buttons are only displayed, if objects have been selected.

Content

- **New.** Contains the following functions:
  - **Folder.** Creates a new folder.
  - **Text document.** Creates a new text document.
  - **Spreadsheet.** Creates a new spreadsheet.
  - **Presentation.** Creates a new presentation.
  - **Note.** Creates a simple text file.

- **Upload.** Contains the following functions:
  - **File.** Uploads a local file or multiple local files.
  - Depending on the configuration, a function for uploading files in an encrypted format will be available.
  - **Folder.** Uploads a local folder with all contents.

- **Edit.** Edits a text file or an Office document. This function is only available if selecting a text file or an Office document.

- **Share.** This function allows to share files or folders.

- **View icon.** Shows the contents of the selected file in the Viewer.

- **Download icon.** Downloads the files selected by you. Multiple files are downloaded as zip archive.

- **Present icon.** Starts a presentation. This function is only available if you select a document in the PowerPoint or PDF format.

- **Delete icon.** Deletes the files or folders selected by you.

- **More actions icon.** Opens a menu with further functions. Notes:
  - If you have selected multiple files, some functions are not available.
  - If displaying a document or a text file, the function **Save as PDF** is available.

- **View.** Allows to select the view in the display area.

General description of the user interface:

The toolbar (p. 24)

Related topics:

- Driveadd folder (p. 220)
- Uploading Files or Folders (p. 222)
- Creating or Editing Text Files (p. 223)
- Viewing files (p. 215)
- Organizing Files and Drive Folders (p. 224)
- Encrypting or Decrypting Files (p. 304)
9.1.2 The Drive folder view

Displays the folders.

In order to display the folder view, click on View in the toolbar. Enable Folder view.

Content

- **My files.** Contains your personal files and folders. Per default, it contains folders for documents, music, images, and videos.
- **My shares.** Shows the files and folders shared by you for other users or external partners.
- **My attachments.** Displays the file attachments of E-Mails sent or received by you.
- **Trash.** Contains the files and folders deleted by you.
- **Shared files.** Contains files shared with you by other users.
  If the shared data comes from another groupware installation, the user name will be appended with the name of the other domain.
- **Public files.** Contains files shared with all users.

Depending on the configuration, the content can differ from this information.

Functions

- If clicking on a folder, its contents are displayed.
- The **Actions** icon next to the selected folder offers functions for organizing data and for exchanging data.
  You can also use the context menu.
- The **Add storage account** button below the folders offers functions for adding cloud storage accounts that you set up in third party products like Dropbox.
- The **Manage Shares** button opens a window in which you can enable or disable your subscription of public and shared folders.
- To adjust the folder view width, hover over the line between the folder view and the display area. Drag the border to the left or to the right.

General description of the user interface:

The folder view (p. 25)

Related topics:

- Viewing files (p. 215)
- Driveadd folder (p. 220)
- Subscribing to public and shared Drive folders (p. 221)
- Adding storage accounts (p. 235)
- Managing Data with Folders (p. 256)
9.1.3 The Drive navigation bar

The navigation path is located below the toolbar. The following functions are available:
- navigate within the folder structure
- sort and select objects

Functions
- Navigation path. It shows the path to the folder opened. To open a parent folder, click on a path entry.
- **Sort by** button. Sorts the files in the display area by various criteria.
- **Select** button. Contains functions for selecting or filtering objects in the display area:
  - select all files and folders, select all files, clear the selection
  - display certain file types only, display all file types

Related topics:

  Viewing files (p. 215)
9.1.4 The Drive display area

Displays the files and folders as list, icons or tiles. In order to select a view, click on View in the toolbar.

- For each file and folder a row with the following content is displayed in the List view.
  - An icon. There are different icons for the single object types.
  - The name of the file or folder.
  - Date or time of the last change.
  - In the case of files, the size is displayed.

- For each file and folder the following information is displayed in the Icons view.
  - An icon. If available, a file preview is shown.
  - The name of the file or folder.

- Files and folders are displayed as squares in the Tiles view.

- Encrypted files are marked with the Encrypted icon.

Functions

- In order to display details of a selected object, click on View in the toolbar. Enable File details. Details are displayed in a sidebar.

- In order to display specific object types only, click on Select in the navigation bar. Enable an entry below Filter.
  - In order to display all objects, click on Select in the navigation bar. Enable the entry All below Filter.

- In order to sort objects, click on Sort by in the navigation bar. Enable an entry.

- Select a file or folder by clicking on it. You can also use your system's multi selection functions. You can also use checkboxes to select files or folders. In order to display the checkboxes, click on View in the toolbar. Enable Checkboxes.
  - To select all objects or files or to clear the selection, click on Select in the navigation bar. Click on an entry below Select.

- If double-clicking on a folder, it will be opened.

- For frequently used functions, you can use the context menu for a folder, a file or multiple files.

General description of the user interface:

The display area (p. 26)

Related topics:

- The file details (p. 213)
- Viewing files (p. 215)
- Downloading Files or Folder Contents (p. 219)
- Organizing Files and Drive Folders (p. 224)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
9.1.5 The file details

Displays information about the selected object in a sidebar.

In order to display the sidebar, click on View in the toolbar. Enable File details.

Content

- Details. Displays general information about the object selected in the display area:
  - the name of the file or folder
  - file size or number of objects in the folder
  - date of the last change
  - the editor's name
  - the parent folder's name
  - Some of the following data are displayed for pictures with Exif data: make, model, shot, ISO, capture date

If you shared the object, the button next to Shares can be used to open the window for editing shares.

When having selected an object in the My attachments folder, the View message button is displayed. If clicking on it, the respective E-Mail with the attachment is displayed.

- Description. Shows file comments, if available.
  To view the buttons for creating or editing a description, click the Panel on/off icon.

- If there are several file versions, the Versions area is displayed. To view the list of versions, click the Panel on/off icon.
  For each version the following information is displayed:
  - The version's file name. If clicking on it, a menu with several functions opens:
  - the version's file size
  - name of the user who uploaded the version
  - date and time of the version's upload

- Upload a new version button. Click on this button to select a file that is uploaded as new version.

Related topics:
  The Drive display area (p. 212)
The viewer (p. 214)
Viewing files (p. 215)
Displaying files in the viewer (p. 216)
Working with versions (p. 231)
9.1.6  The viewer

Shows the contents of files.

In order to launch the viewer, do one of the following:

• Select a file. Click the View icon in the toolbar.
• Double-click on a file in the display area.
  Note: If double-clicking on an Office document, the respective Documents app is launched if configured accordingly.
• Select at least one file. Click on View in the context menu.

Content

• Name of the selected file. If clicking on the name, the Rename window opens.
• Depending on the selected file type, the respective functions are displayed.
  □ If the selected file is editable, the Edit button is displayed.
  □ If a document template is shown, the New from template button is displayed.
  □ Depending on the content of the selected file, the Zoom out icon and the Zoom in icon are displayed.
  □ If an image is shown and there are further images in the selected folder, the Slideshow button is displayed.
  □ If a presentation or a PDF document is shown, the Present icon is displayed.
• Download icon. Downloads the file.
• Share. This function allows to share data.
• More actions icon. Opens a menu with further functions. If displaying a document or a text file, the function Print as PDF is available. If there are several images, the Run auto-play mode function is available.
• View details icon. Opens or closes a sidebar with file details.
• Pop out standalone viewer icon. Displays the contents of the selected file in a new browser tab. If the sidebar is displayed, you can use thumbnails to navigate through text documents, presentations and PDF documents.
• Close icon. Closes the Viewer.
• If there are further files, icons for browsing are displayed to the left and to the right of the view.

Related topics:

  The file details (p. 213)
  Displaying files in the viewer (p. 216)
  Holding a presentation (p. 217)
  Organizing Files and Drive Folders (p. 224)
  Downloading Files or Folder Contents (p. 219)
  Sharing Data (p. 263)
9.2 Viewing files

Learn how to display various files, documents or pictures in different ways:

- Displaying files in the viewer (p. 216)
- Displaying E-Mail attachments in Drive (p. 217)
- Holding a presentation (p. 217)

User interface:

The Drive folder view (p. 210)
The Drive toolbar (p. 209)
The Drive navigation bar (p. 211)
The Drive display area (p. 212)
The file details (p. 213)
9.2.1 Displaying files in the viewer

The following options exist:
- display text files, documents or images in the viewer
- view images as a slideshow
- play audio and video files, provided they are in a suitable format

How to display files in the viewer:

1. Open a folder containing files.
2. In order to select a view for the objects, click on View in the toolbar. Select one of those entries: List, Icons, Tiles.
   In order to display details of a selected file, click on View in the toolbar. Enable File details.
3. To change the sorting, click on Sort by in the navigation bar.
   In order to display specific object types only, click on Select in the navigation bar.
4. Use one of the following methods:
   - Double-click on a file in the display area.
   - Select one or several files in the display area. Click the View icon in the toolbar.
   - Select View from the context menu.
   To display details for the selected file, enable the Show details icon.
   In order to open the previous or next file, click the Back icon or the Next icon next to the view.

Depending on the file type, different functions can be available:
- If the file content cannot be displayed, a button for downloading the file will be shown.
- For text files and documents in the Office format, there are editing functions available: Information on editing documents can be found in the Documents user documentation.
- For images, a button for running a slideshow is available.
- For presentations, an icon for presenting the presentation is shown.
- For audio and video files in suitable formats, there are playing functions available.
  Note: The playing options depend from the browser used.
- In order to display the file in a browser tab, click the Pop out standalone viewer icon.
  You can use thumbnails to navigate through text documents, presentations and PDF documents.
  To do so, enable the Thumbnails tab in the sidebar. Click on a thumbnail image.

User interface:
- The viewer (p. 214)
- The file details (p. 213)

Related topics:
- Displaying E-Mail attachments in Drive (p. 217)
- Holding a presentation (p. 217)
- Downloading Files or Folder Contents (p. 219)
- Searching for Files (p. 232)
- Navigating within the folder structure (p. 259)
9.2.2 Displaying E-Mail attachments in Drive

The attachments of E-Mails that have been sent or received by you, are displayed in a separate folder.

How to display E-Mail attachments:

1. In the Drive app, open the My shares folder.
2. To view an attachment's content, use the methods for viewing files.
   - To display the E-Mail that belongs to the selected attachment, click on View in the toolbar. Enable File details. Click on View message.

User interface:

The Drive display area (p. 212)
The file details (p. 213)
The E-Mail folder view (p. 58)

Related topics:

Displaying files in the viewer (p. 216)
Holding a presentation (p. 217)
Downloading Files or Folder Contents (p. 219)
Viewing or Saving E-Mail Attachments (p. 65)

9.2.3 Holding a presentation

You can hold presentations in common Office formats or in the PDF format. Depending on the requirement, use one of the following methods:

- Locally hold a presentation on the machine.
- Hold a remote presentation. This enables users who are not on-site, to follow the presentation.

How to locally hold a presentation:

1. Open a folder containing presentations.
2. Select a presentation in the display area. Click the Present icon in the toolbar.
   - You can also use the Present icon in the Viewer.
   - The presentation is opened in a new page. To browse the pages before the start, use the navigation elements next to the sheet or the previews below the sheet. You can also use the cursor keys.
   - You can use the icons on the right side of the toolbar to adjust the sheet size.
3. In order to locally start the presentation, click on Start presentation in the toolbar. Select Start local presentation.
   - During the presentation, the following functions are available:
     - To display a function bar, hover the mouse over the bottom of the screen. The following functions are available:
       - browse, display a specific sheet, display the participants list, pause presentation, activate fullscreen mode.
     - If clicking on Pause presentation, the presentation is stopped at the current sheet.
     - If clicking the icon Toggle fullscreen, the fullscreen mode is activated You can use the [esc] key or the function bar at the bottom of the screen to leave the fullscreen mode.
4. In order to end the presentation, click on End presentation in the toolbar.
How to hold a remote presentation:

1. Open a folder containing presentations.
2. Select a presentation in the display area. Click the Present icon in the toolbar.
   You can also use the Present icon in the Viewer.
   The presentation is opened in a new page. To browse the pages before the start, use the navigation and elements next to the sheet or the previews below the sheet. You can also use the cursor keys.
   You can use the icons on the right side of the toolbar to adjust the sheet size.
3. Send the url of the selected presentation to the users who should take part in the presentation. The users have to open the url in their browser.
   If clicking the Show participants icon the users who remotely take part in the presentation are shown in the sidebar.
4. Click on Start presentation in the toolbar. Select Start remote presentation.
   During the presentation, the following functions are available:
   ▪ To display a function bar, hover the mouse over the bottom of the screen. The following functions are available:
     browse, display a specific sheet, display the participants list, pause presentation, activate fullscreen mode.
   ▪ If clicking on Pause presentation, the presentation is stopped at the current sheet.
   ▪ If clicking the icon Toggle fullscreen, the full screen mode is activated. You can use the [esc] key or the function bar at the bottom of the screen to leave the full screen mode.
5. In order to end the presentation, click on End presentation in the toolbar.

User interface:

The Drive display area (p. 212)
The file details (p. 213)
The viewer (p. 214)

Related topics:

Displaying files in the viewer (p. 216)
Displaying E-Mail attachments in Drive (p. 217)
Downloading Files or Folder Contents (p. 219)
9.3 Downloading Files or Folder Contents

The following options exist:
- download one or several files
- download the complete content of a folder as zip archive

How to download files:
1. Open a folder containing files.
   Select one or several files in the display area.
2. Use one of the following methods:
   - Click the Download icon in the toolbar.
   - Select Download from the context menu.
   - Use the Download button in the Viewer.
3. Complete the steps for downloading the folder.

Tip: Learn how to download a certain file version by reading Section 9.7.11, “Working with versions”.

How to download the complete content of a folder:
1. In the folder view, select the folder which content you want to download.
2. Click the Actions icon next to the folder name. Click on Download entire folder.
3. Complete the steps for downloading the folder. The folder’s content is saved as a zip archive.

You can also download a folder by using the context menu in the display area.

Note: Depending on the configuration, attachments will be checked for viruses before being downloaded.
- If no virus is found, the attachments will be downloaded without any further notification.
- If a virus scan was not possible or a virus was found, a window with a respective warning opens. In this case you can cancel the download.

User interface:

The Drive display area (p. 212)
The viewer (p. 214)

Related topics:

Displaying files in the viewer (p. 216)
Displaying E-Mail attachments in Drive (p. 217)
Holding a presentation (p. 217)
9.4 Driveadd folder

Learn how to create personal Drive folders and how to set the view for shared Drive folders:

- Drive: Creating Folders (p. 221)
- Subscribing to public and shared Drive folders (p. 221)

User interface:

- The Drive folder view (p. 210)
- The Drive toolbar (p. 209)

Related topics:

- Organizing Files and Drive Folders (p. 224)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
9.4.1 Drive: Creating Folders

You can create new folders in the current folder.

**How to create a new folder:**

1. Select *My files* or another folder in the folder view.
   
   Note: Open a folder for which you have the appropriate permissions to create objects.

2. Click on *New* in the toolbar. Click on *Folder*.
   
   You can also click the *Actions* icon next to the folder name in the folder view. Click on *Add new folder*.

3. Enter a name in the *Add new folder* window. Click on *Add*.

Related topics:

- Uploading Files or Folders (p. 222)
- Creating or Editing Text Files (p. 223)
- Organizing Files and Drive Folders (p. 224)
- Searching for Files (p. 232)
- Managing Data with Folders (p. 256)

9.4.2 Subscribing to public and shared Drive folders

You can define which public and shared Drive folders are displayed in the folder view by subscribing to such folders.

**How to define the Drive folders you want to subscribe to:**

1. In the folder view, click on *Manage Shares*.
   
   A window opens. It shows the public and shared Drive folders.

2. If you want a folder to be displayed, enable the *Subscribe to folder* button.
   
   If you no longer want a folder to be displayed and synchronized, disable the *Subscribe to folder* button.

Related topics:

- Accessing other users' shares (p. 271)
- Downloading Personal Data (p. 279)
9.5 Uploading Files or Folders

You can upload local files or folders to the current Drive folder.

**How to upload files:**

1. Open a Drive folder.
   
   Note: Open a folder for which you have the appropriate permissions to create objects.

2. Click on **Upload** in the toolbar. Click on **File**.

3. Select a local file or multiple local files in the **Upload file** window.
   
   Click on **Open**. The current progress status will be shown in the display area.
   
   In the **Settings**, you can define whether a new file or a new version of a possibly existing file with the same name should be created.

**How to upload a folder:**

1. Open a Drive folder.
   
   Note: Open a folder for which you have the appropriate permissions to create objects.

2. Click on **Upload** in the toolbar. Click on **Folder**.

3. Select a local folder in the **Select folder for upload** window.
   
   Click on **Upload**. The current progress status will be shown in the display area.
   
   Note: If there is already a Drive folder with this name, the name of the newly uploaded folder gets a consecutive number.

**Tips:**

- In order to cancel the process, click on **Cancel** at the bottom right side of the display area.
- In order to cancel the process for single objects, click on **Details** at the bottom right side of the display area. Click on **Cancel** next to a object name in the **Upload progress** window.
- You can continue working in the groupware during the upload process.
- You can also upload objects by dragging them from a file browser or from the desktop to the Drive app window and drop them in the display area.
- Depending on the configuration, there are functions available for uploading objects in an encrypted format.

**User interface:**

- The Drive folder view (p. 210)
- The Drive toolbar (p. 209)
- The Drive display area (p. 212)
- The file details (p. 213)

**Related topics:**

- Drive: Creating Folders (p. 221)
- Creating or Editing Text Files (p. 223)
- Organizing Files and Drive Folders (p. 224)
- Searching for Files (p. 232)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
- Uploading files securely by using encryption (p. 305)
9.6 Creating or Editing Text Files

The following options exist:
- create text files with plain text
- edit existing text files

How to create a new text file:
1. Open a folder in the folder view.
   Note: Open a folder for which you have the appropriate permissions to create objects.
2. Click on New in the toolbar. Click on Note.
3. Enter a title.
   Enter the text or paste text from the clipboard.
   In order to edit the text, use the common techniques from the familiar applications.

How to edit a text file:
1. Open a folder containing text files, in the folder view.
   Note: Open a folder for which you have the permission to create objects.
2. Use one of the following methods:
   - Select a text file. Click on Edit in the toolbar.
   - Double-click on a text file.
   - Display a text file in the Viewer. Click on Edit.
   The text will be opened for editing.
3. In order to edit the text, use the common techniques from the familiar applications.

User interface:
- The Drive toolbar (p. 209)
- The editing window (p. 29)

Related topics:
- Drive: Creating Folders (p. 221)
- Organizing Files and Drive Folders (p. 224)
- Searching for Files (p. 232)
- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
9.7 Organizing Files and Drive Folders

Learn what you can do with files and Drive folders:

- Sending files as E-Mail attachments (p. 225)
- Editing file names (p. 225)
- Creating or editing descriptions (p. 226)
- Moving files or Drive folders (p. 226)
- Copying files (p. 227)
- Saving files as PDF (p. 227)
- Adding files to the Portal (p. 228)
- Adding files or Drive folders to Favorites (p. 228)
- Deleting files or Drive folders (p. 229)
- Locking or unlocking files (p. 230)
- Working with versions (p. 231)

User interface:

- The Drive toolbar (p. 209)
- The Drive display area (p. 212)
- The viewer (p. 214)

Related topics:

- Driveadd folder (p. 220)
- Managing Data with Folders (p. 256)
9.7.1 Sending files as E-Mail attachments

You can send the current versions of files as E-Mail attachments.

How to send files as an E-Mail attachment:
1. Select one or several files in the display area.
2. Use one of the following methods:
   ▪ Click the More actions icon in the toolbar. Click on Send by mail.
   ▪ Click on Send by mail in the context menu.
   ▪ Use the More actions icon in the Viewer.
3. In the E-Mail edit window, fill in the details to send a new E-Mail.

User interface:
   The Drive display area (p. 212)
   The viewer (p. 214)

9.7.2 Editing file names

Prerequisite: You have the appropriate permissions for editing objects in the folder containing the file.

How to edit the file name:
1. Select a file in the display area.
2. Use one of the following methods:
   ▪ Click the More actions icon in the toolbar. Click on Rename.
   ▪ Select Rename from the context menu.
   ▪ Use the More actions icon in the Viewer.
   ▪ Click on the file name on the upper left side of the Viewer.
3. Edit the file name in the Rename window.

User interface:
   The Drive display area (p. 212)
   The file details (p. 213)
   The viewer (p. 214)

Related topics:
   Creating or editing descriptions (p. 226)
9.7.3 Creating or editing descriptions

You can newly create or edit a file's description.

Prerequisite: You have the appropriate permissions for editing objects in the folder containing the file.

How to create or edit a file's description:

1. Select a file in the display area.
   If no details are displayed, click on View in the toolbar. Enable File details.
2. To view the buttons, click the Panel on/off icon on the right side of the input field.
   In order to add a description, click on Add a description.
   In order to edit a description, click on Edit description.

You can also use the function in the sidebar of the Viewer.

User interface:
   - The Drive display area (p. 212)
   - The file details (p. 213)
   - The viewer (p. 214)

Related topics:
   - Editing file names (p. 225)

9.7.4 Moving files or Drive folders

You can move the following objects to another folder:
- one or multiple files
- one or multiple folders
- a combination of files and folders

Prerequisite: You need to have the appropriate permissions to create objects in the target folder.

How to move objects to another folder:

1. Select the objects in the display area.
2. Use one of the following methods:
   - Click the More actions icon in the toolbar. Click on Move.
   - Select Move from the context menu.
   - Use drag and drop to move the items to a folder in the folder view.
3. Select a folder in the Move window. You can create a new folder by clicking on Create folder.
   Click on Move.

User interface:
   - The Drive display area (p. 212)

Related topics:
   - Copying files (p. 227)
9.7.5 Copying files

You can copy files to another folder: When copying a shared file, the permission will not be copied. This means, the file's copy is not shared.

Prerequisite: You need to have the appropriate permissions to create objects in the target folder.

How to copy files to another folder:
1. Select one or several files in the display area.
2. Use one of the following methods:
   ▪ Click the More actions icon in the toolbar. Click on Copy.
   ▪ Select Copy from the context menu.
3. Select a folder in the Copy window. You can create a new folder by clicking on Create folder. Click on Copy.

User interface:
The Drive display area (p. 212)

Related topics:
Moving files or Drive folders (p. 226)

9.7.6 Saving files as PDF

You can save documents and text files in PDF format. The PDF file will be saved to the folder that contains the document or text file.

How to save a file in the PDF format:
1. Select a file in the display area.
2. Use one of the following methods:
   ▪ Click the More actions icon in the toolbar. Click on Save as PDF.
   ▪ Select Save as PDF from the context menu.
   ▪ Use the More actions icon in the Viewer.
3. In the Save as PDF window, you can enter a name for the PDF file. Click on Save.

User interface:
The Drive display area (p. 212)
The viewer (p. 214)
9.7.7 Adding files to the Portal

You can add a file as widget to the Portal.

**How to add a file to the portal:**

Select a file in the display area. Click the More actions icon in the toolbar. Click on Add to portal.

User interface:

The Drive display area (p. 212)

Related topics:

Adding Portal widgets (p. 52)

9.7.8 Adding files or Drive folders to Favorites

You can add frequently used objects like files or folders to the symbolic Favorites folder. The following functions are available:

- add objects to favorites
- remove objects from favorites

The original position of the objects in the folder view will not be affected by those actions.

**How to add objects to Favorites:**

1. Select the objects in the display area.
2. Use one of the following methods:
   - Click the More actions icon in the toolbar. Click on Add to favorites.
   - Select Add to favorites from the context menu.

Result: The objects are displayed in the upper part of the folder view below Favorites.

**How to remove objects from Favorites:**

1. In the folder view, click on Favorites. Select the objects in the display area.
2. Click on Remove from favorites in the toolbar.

Result: The objects will be removed from Favorites. If Favorites is empty, the folder will be removed.

User interface:

The Drive display area (p. 212)

Related topics:

Moving files or Drive folders (p. 226)
Deleting files or Drive folders

You can delete objects in the same way as files and folders. The following options exist:

- Delete objects. The objects are moved to the Trash folder.
- Restore deleted objects from the Trash folder.
  The objects are restored in their original location.
- Permanently delete objects from the Trash folder. You can also permanently delete all items in a folder by emptying the trash.

Note: Depending on the configuration, some folders cannot be deleted.

Warning: If you delete objects from the Trash folder, they are permanently deleted.

How to delete objects:
1. Select the objects in the display area.
2. Use one of the following methods:
   - Click the Delete icon in the toolbar.
   - Select Delete from the context menu.
3. Confirm that you want to delete the items.
Result: The selected objects are deleted.

How to restore deleted objects:
1. Open the Trash folder.
2. Select the objects to be restored.
3. Use one of the following methods:
   - Click the More actions icon in the toolbar. Click on Restore.
   - Select Restore from the context menu.
Result: The objects are restored in their original location.

How to permanently delete objects:

   Warning: Permanently deleted objects cannot be restored.
1. Open the Trash folder.
2. Select the objects.
3. Click the Permanently delete icon in the toolbar.
4. Confirm that you want to delete the items.
Result: The items are permanently deleted.

How to permanently delete the content of the Trash folder:

   Warning: Permanently deleted objects cannot be restored.
1. Select the Trash folder in the folder view.
2. Click the Actions icon next to the folder name. Click on Empty folder.
3. Confirm that you want to empty the folder.
Result: The objects in the trash are permanently deleted.
9.7.10 Locking or unlocking files

When editing a file, you can lock this file. The lock has the following purposes:

- The file lock informs other users that the file is currently being edited and might no longer be up-to-date.
- If the file is located in a folder that you share with other users whom you granted edit permissions, those users can not edit the locked file.
- If you are the owner of a shared file and another user locks the file, you can always unlock it.

How to lock files:
1. Select one or several files in the display area.
2. Click the More actions icon in the toolbar. Click on Lock.

How to unlock files:
1. Select one or several locked files in the display area.
2. Click the More actions icon in the toolbar. Click on Unlock.
9.7.11 Working with versions

The following options exist:
- open or save the current version
- upload a new version
- apply functions to a specific version:
  - download
  - set as current version
  - delete the version
  - delete all previous versions

How to open or save the current version:
1. Select a file in the display area. Click the Download icon in the toolbar.
2. Complete the steps for opening or downloading.

How to upload a new version:
1. Select a file in the display area. If no sidebar is displayed, click on View in the toolbar. Enable File details.
2. Click on Upload new version in the sidebar. Select a file.
3. Enter a version comment.
4. Click on Upload.
   
   You can also use the function in the sidebar of the Viewer.
Tip: You can also upload a new version by dragging a file from a file browser or from the desktop to the viewer's or the display area's sidebar and dropping it there.

How to download or delete a specific version or make it the current version:
1. Select a file in the display area. If no sidebar is displayed, click on View in the toolbar. Enable File details.
2. To view a versions list, click the Panel on/off icon next to Versions in the sidebar.
   
   Click on a version. Select one of the functions from the menu:
   - Download. Downloads the version.
   - Make this the current version. Sets this version as the current version.
   - Delete version. Deletes this version only.
   - Delete all previous versions. Deletes all versions that are older than this version.

   You can also use the function in the sidebar of the Viewer.

User interface:
- The Drive display area (p. 212)
- The file details (p. 213)
- The viewer (p. 214)

Related topics:
- Downloading Files or Folder Contents (p. 219)
9.8 Searching for Files

In order to search for files, you can use the following search criteria:

- search terms for file names, file descriptions
- folders that are to be searched
- file type: all, audio, documents, images, other, video
- file size
- time frame of the latest change, related to the current date: last week, last month, last year
- folder type: all, private, public, shared

How to search for files:

1. Click on the Search input field. Enter a search term in the input field.
   The search menu opens.

2. Define the data sources to be searched by clicking on an entry in the search menu.
   - If clicking on the search term or pressing enter, the following data sources are searched: file name, description
   - In order to only search in the file names, click on in file name in the search menu.
   Accordingly, you can limit the search to the file description.
   The search results are displayed in the list that is shown in the display area.

3. To select a folder for the search, click on the folder name next to the input field.
   - If you select All folders, all private, public, and shared folders and subfolders are searched.
   To limit the search to private, public or shared folders, click on Options. Select a folder type.
   - If you select a specific folder or the folder, only this folder is searched, but no subfolders.

4. To limit the search to specific files, click on Options next to the input field. Use the following methods:
   - To search for specific file types, select a file type.
   - To search for files with a specific size, select a file size.
   - To search for files that have been modified within a specific time frame, select a date.
   - To limit the search to files in private, public or shared folders, select a folder type.

5. To refine the search result, enter further search terms: To remove a search term, click the Remove icon next to the search term.

6. In order to finish the search, click the Cancel search icon in the input field.

User interface:

The search bar (p. 23)

Related topics:

Displaying files in the viewer (p. 216)
9.9 Accessing Files with WebDAV

With WebDAV you can access the Drive app files in the same way as when accessing local files on your disk. Compared with the access from the Groupware GUI, WebDAV has advantages and disadvantages:

- The advantage is the quick and direct access with a file browser e.g. the Windows Explorer. You need not be logged in to the Groupware GUI.
- The disadvantage is that you can only see the current document version. Neither the version history nor additional information, like comments, are displayed.
- **Warning:** If you delete a file with WebDAV, all versions will be lost, not only the current version.

Note: To create objects with WebDAV in a public or shared folder, you need to have at least the following permissions for the respective folder:
  - create objects, edit own objects.
To also read own objects, you additionally need this permission:
  - read own objects

Prior to accessing the Drive app files with a file browser, e.g. the Windows Explorer, you have to set up the WebDAV access. Depending on the system software the procedure differs:

- Setting up WebDAV under Linux (p. 234)
- Setting up WebDAV under Windows (p. 234)
9.9.1 Setting up WebDAV under Linux

How to set up WebDAV access under Linux:
1. Open the KDE Konqueror or a similar browser.
2. Enter the following address in the address bar.
   webdav://<address>/servlet/webdav.infostore
   Replace <address> with the groupware server's IP address or URL.
3. Enter your username and your password for the Groupware Server.
Result: The Drive app files are displayed in the browser.

9.9.2 Setting up WebDAV under Windows

How to set up WebDAV access under Windows:
1. In the navigation area of the Windows Explorer select the entry This PC.
   Click on the Computer tab at the top. Click on Add network address. The Add network address window opens. Click on Next.
2. Select Select custom network address. Click on Next.
3. Enter the following address in the Internet or network address input field.
   webdav://<address>/servlet/webdav.infostore
   Replace <address> with the groupware server's IP address or URL. Click on Next.
4. Enter your username and your password for the Groupware Server. Click on OK.
5. On the next page you can assign a name to the network address. Click on Next.
6. Click on Finish.
Result: Below This PC you can access your Drive app files.
9.10 Adding storage accounts

If you use third party cloud storages like Google Drive, Dropbox, Box or OneDrive, you can add those storage accounts to the groupware. This allows you to access those accounts' data from within the groupware.

How to add a storage account:
1. In the folder view, click on Add storage account. The Add storage account window opens.
2. Click an icon. The further procedure depends on the cloud storage service provider:
   ▪ If the provider asks for credentials, enter your credentials for the cloud storage account.
   ▪ If the provider asks you for the permission to access the data, grant this permission.

A folder for the storage account appears in the folder view.

Options:
▪ To rename the folder, click the Actions icon next to the folder name or use the context menu.
▪ Depending on the folder content, you can use the toolbar functions, e.g. to view pictures or to copy files.
  Note: Depending on the storage account's functionality, working with versions might not be supported.

User interface:
- The Drive folder view (p. 210)
- Viewing, editing, deleting accounts (p. 278)

Related topics:
- Renaming folders (p. 261)
- Viewing, editing, deleting accounts (p. 278)
9.11 DriveSettings

How to use the Drive settings:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on Drive in the sidebar.

Depending on the configuration, the following settings are available:

Adding files with identical names
Defines whether a new file or a new version of a possibly existing file with the same name should be created.

- Add new version
  A new version of the file will be created.

- Add new version and show notification
  A new version of the file will be created. As soon as the process is finished, you will receive a notification.

- Add separate file
  A new file will be added. The file name is enhanced with a consecutive number.

Slideshow / Autoplay mode for images
Defines how to present pictures that are displayed in the viewer

Advanced settings

- Show hidden files and folders
  Defines whether hidden files and folders are displayed. The names of hidden files and folders are preceded by a dot. The local Drive apps require such files and folders for internal purposes. In order to not endanger the functionality of the local Drive apps, such hidden files and folders must not be changed or deleted.

Version history
Depending on the configuration, you can define the number of file versions that should be kept for a specific timeframe set by you. If the maximum timeframe or number is reached, older versions are deleted upon creation of a new version.

- Time frame
  Defines the period after which an older version is deleted when creating a new version.

- File version limit
  Defines the maximum number of versions. If the maximum is reached, an older version is deleted when creating a new version.
10  Chat

Learn how to communicate with other users within the groupware in real time

- The Chat window (p. 238)
- Working with Chats (p. 240)
- Working with Messages (p. 245)
- Creating Chats in Other Apps (p. 250)
- Chat settings (p. 253)

How to launch the Chat app:

Click the All Applications icon in the menu bar. Click on Chat in the App Launcher. You can also click the Chat icon in the menu bar. The Chat window opens.
10.1 The Chat window

This window will be used for all Chat functions:

- searching for and viewing contacts, groups and public channels
- creating and editing groups and public channels
- exchanging direct messages with a single contact, exchanging messages within a group or a public channel

In order to open the window, click the Chat icon in the menu bar. If there are unread chat messages, the icon will be marked with a red dot. You can also use the app launcher in the menu bar.

Content

- In the title bar: Stick to the right side icon. Anchors the chat window to the right border. To adjust the anchored window's width, drag the border between the window and the detail view to the left or to the right. To make the window freely movable, click the Detach window icon on the right side. The following text refers to the freely movable window.
- Your profile picture, your display name, your presence status
- New icon. Opens a menu with further functions:
  - create a private chat with a single contact
  - create a group chat with multiple participants
  - create a public channel which other contacts can join
- Search or start new chat input field. If entering a search term, the following items will be displayed in the chat list:
  - Contacts, groups and public channels with names that fit the search term
  - If clicking on a contact, a private chat will be started with this contact
  - Chats that contain the search term
- Chats. Contains the chat list with open chats. You can define whether the chats will be grouped. You can do so in the chat settings in Private Chats, Group chats and Channels.
  - For private chats, the presence status of the chat contact will be displayed.
  - If clicking on a chat, the messages sent and received in this chat will be displayed.
  - The chat list view can be adjusted in the chat settings.
- Below the chat list, there are functions for displaying specific items in the chat field:
  - All channels. Shows all public channels in the chat field. You can join a channel by clicking on Join.
  - All files. Shows a list of files in the chat field that have been used in the chats.
  - History. Shows all opened and closed chats in the chat field.
- The chat field's title
  - Shows the name of the contact, the group or the channel that has been selected in the chat list.
  - For private chats, the presence status of the chat contact will be displayed.
  - For groups or channels, the members' names will be displayed.
  - The More actions icon opens a menu with further functions:
    - Close chat. Closes the current chat and its messages. In order to display the chat again, click on History in the list.
    - For group chats or a channel: Edit chat opens a window for editing the chat.
      You can leave the chat by clicking on Leave chat.
    - Shows that name of the function that you selected below the chat field.
The chat field
- Contains the sent and received messages of the chat that has been selected in the list. For private chats, an icon indicates the message's read status:
  - A gray check mark: The message has been arrived on the server.
  - Two gray check marks: The message has been transferred by the server to the recipient.
  - Two blue check marks: The message has been read by the recipient.
- Shows system notifications if group chats or public channels are created or edited.
- Shows the results of the function that you selected below the chat field.

Items for composing messages
- **Upload file** icon 📄. Adds files to the chat.
- The message field. Here you can enter the message to be sent in this chat.
- **Add emoji** icon 😍. Opens or closes the window for adding emojis.
- **Send** icon 🚀. Sends the message.

Related topics:
- The menu bar (p. 21)
- Creating chats (p. 241)
- Editing chats (p. 242)
- Joining a chat (p. 243)
- Closing a chat (p. 243)
- Leaving a chat (p. 244)
- Reading, sending, replying to messages (p. 246)
- Managing Messages (p. 249)
- Creating Chats in Other Apps (p. 250)
- Chat settings (p. 253)
- Setting the presence status (p. 46)
10.2 Working with Chats

Prior to being able to send messages, you have to determine with whom you want to exchange messages. To do so, create new chats or join existing ones. The following options exist:

- Creating chats (p. 241)
- Editing chats (p. 242)
- Joining a chat (p. 243)
- Adding chats to favorites (p. 243)
- Closing a chat (p. 243)
- Leaving a chat (p. 244)

Related topics:

- Working with Messages (p. 245)
- Creating Chats in Other Apps (p. 250)
10.2.1 Creating chats

The following options exist:

▪ create a private chat with a single contact
▪ create a group chat with specific participants
▪ create a public channel which other contacts can join

How to create a chat:

1. Click the **New** icon next to your display name.
   
   If the chat window sticks to the right side, click on **Chats** at the top. Click on **New Chat**.
   
   A menu opens.

2. Use one of the following methods:
   
   ▪ To create a chat with a single contact, select **Private chat**. The **Start new conversation** window opens.
     
     Select a contact.
     
     Click on **Start conversation**.
   
   ▪ To create a chat with multiple participants, select **Group chat**. The **Create group chat** window opens.
     
     Enter a group name. You can add a picture by clicking on the icon.
     
     Add contacts.
     
     Click on **Create chat**.
   
   ▪ To create a public channel that other contacts can join, select **Channel**. The **Create new channel** window opens.
     
     Enter a channel name. You can add a picture by clicking on the icon.
     
     Click on **Create channel**.

The new chat will be displayed in the list.

User interface:

- **The Chat window (p. 238)**

Related topics:

- Creating Chats in Other Apps (p. 250)
- Editing chats (p. 242)
- Joining a chat (p. 243)
- Adding chats to favorites (p. 243)
- Closing a chat (p. 243)
- Leaving a chat (p. 244)
- Reading, sending, replying to messages (p. 246)
10.2.2 Editing chats

Group chats and public channels can be edited by all participants. The following options exist:

- change the picture
- change the name
- For group chats: add or delete participants

**How to edit a group chat or a public channel:**

1. Select a group chat or a public channel from the list.
2. Click the **More actions** icon on the upper right side.
   - Select **Edit chat** or **Edit channel**. An editing window opens.
3. You can change the following:
   - change the picture by clicking on it
   - change the name
   - For group chats: Add or delete participants.
4. Click on **Save**.

User interface:

- [The Chat window](p. 238)

Related topics:

- Creating chats (p. 241)
- Joining a chat (p. 243)
- Adding chats to favorites (p. 243)
- Closing a chat (p. 243)
- Leaving a chat (p. 244)
10.2.3 Joining a chat

There are the following options for joining group chats or public channels:

- A group chat is only visible for the group members. You cannot join a group chat on your own accord.
- Whereas public channels are visible for all users. You can join a public channel any time.

**How to join a group chat:**
Ask a member of the group to add you to the group chat.

**How to join a public channel:**
1. Click on **All channels** at the bottom of the list. The public channels will be displayed in the chat field.
2. Use one of the following methods:
   - To directly join a channel, click on **Join** next to a channel.
   - To view a channel's past messages and the channel's members, click on the channel. To join the channel, click on **Join** below the chat window.

User interface:

- The Chat window (p. 238)

Related topics:

- Creating chats (p. 241)
- Adding chats to favorites (p. 243)
- Editing chats (p. 242)
- Closing a chat (p. 243)
- Leaving a chat (p. 244)

10.2.4 Adding chats to favorites

You can add frequently used chats to Favorites. Favorites are displayed at the top of the chat list under **Favorites**.

**How to add a chat to Favorites:**
1. Select a private or group chat or a public channel from the list.
2. Click the **More actions** icon on the upper right side. Select **Add to favorites**.

To remove the chat from the favorites, click the **More actions** icon. Select **Remove from favorites**.

User interface:

- The Chat window (p. 238)

Related topics:

- Creating chats (p. 241)
- Editing chats (p. 242)
- Joining a chat (p. 243)
- Leaving a chat (p. 244)

10.2.5 Closing a chat

To keep a clear overview of the chat list, you can close or re-open chats.
How to close a chat:
1. Select a private or group chat or a public channel from the list.
2. Click the More actions icon on the upper right side.
   Select Close chat.
The chat in the list and the messages in the chat field will be closed. Icons for creating a new chat will be displayed in the chat field.

How to open a closed chat:
1. Click on History in the list. All chats will be displayed in the chat field.
2. Click on Open next to a chat.

User interface:
The Chat window (p. 238)

Related topics:
Creating chats (p. 241)
Editing chats (p. 242)
Joining a chat (p. 243)
Adding chats to favorites (p. 243)

10.2.6 Leaving a chat
You can leave a group chat or a public channel any time. Afterwards you can no longer read the messages of the chat you have left. Note: In contrast to public channels, you can not rejoin a group chat on your own accord.

How to leave a group chat or a public channel:
1. Select a group chat or a public channel from the list.
2. Click the More actions icon on the upper right side.
   Select Leave chat.

User interface:
The Chat window (p. 238)

Related topics:
Creating chats (p. 241)
Editing chats (p. 242)
Joining a chat (p. 243)
Closing a chat (p. 243)
Adding chats to favorites (p. 243)
10.3 Working with Messages

As soon as having created a new chat or selected an existing one, you can send and receive messages in this chat. The following options exist:

- Reading, sending, replying to messages (p. 246)
- Managing Messages (p. 249)

Related topics:

- Working with Chats (p. 240)
- Creating Chats in Other Apps (p. 250)
- Setting the presence status (p. 46)
10.3.1 Reading, sending, replying to messages

The following options exist:

- Search for and read a chat's messages. How you are notified about incoming messages:
  - If there are unread messages, the chat icon in the menu bar will be marked with a red dot.
  - You can set the following notifications in the chat settings:
    - A sound will be played for incoming messages.
    - If the groupware is in the background, a desktop notification will be displayed.
    - If you are offline, you will receive an E-Mail notification with the content of the chat message. If you reply to this E-Mail, the reply will be inserted in the chat.
- send messages and files to a group or single contact
- Reply to an earlier message. The original message will be quoted in your reply.

How to read a message:

1. Select a chat from the list.
   Chats with unread messages will be displayed as follows:
   - The name of the chat will be displayed in bold letters.
   - A figure indicates the number of unread messages.
2. Read the conversation's messages. To view earlier messages in this conversation, use the icons on the right border to scroll up.

Options:

- To search for chats, enter a search term in the Search or start a new chat input field.
How to send a message:

1. Use one of the following methods:
   - To start a new chat, click the **New** icon.
     Select a conversation type in the menu.
   - To proceed with an existing chat, select a chat from the list. The chat's messages exchanged so far will be displayed.

2. Enter a message in the input field.
   If you close the chat window or open another chat while entering your message, your input will be kept as long as you stay signed in to the groupware.

3. To send the message, press [Enter] or click the **Send** icon.
   For private chats, an icon next to the message indicates your message's read status:
   - A gray check mark: The message has been arrived on the server.
   - Two gray check marks: The message has been transferred by the server to the recipient.
   - Two blue check marks: The message has been read by the recipient.

Options:
- To create a line break within a message, press [Shift]+[Enter].
- If you send the message to a group, you can address a contact specifically. To do so, enter [@] followed by the person's name and the message. The contact addressed will see a red marker at the group name in the list.
- In order to send emojis, click the **Add emoji** icon next to the input field. A window with emojis opens. Select at least one emoji.
  To close the window, again click the **Add emoji** icon.
- In order to send files, click the **Upload file** icon next to the input field. Select at least one file.
  You can also drag one file or several files from a file browser or the desktop to the chat field.
  Note: For security reasons, executable files can not be sent.
- To view all previous sent or received files, click on **All files** in the list.
- To format a message text, use the following characters:
  - This word is printed in _italic_.
  - This word is printed in *bold*.
  - This word is ~crossed out~.
  - This is `program code` within a line.
  - This is ```program code in a block```
    ```
    Code line 1
    Code line 2
    ```
  Note: For the line breaks in the program code, use [Shift]+[Return].
How to reply to a message:

1. In the chat field, go to a message.
   Click the **Message actions** icon next to the message. Select **Reply**.
   The message and its sender will be quoted in the message field.

2. Enter your reply in the message field.
   To send the reply, press [Enter] or click the **Send** icon.

User interface:

- The Chat window (p. 238)

Related topics:

- Creating chats (p. 241)
- Replying to an E-Mail with a chat message (p. 251)
- Starting a chat with contacts (p. 251)
- Starting a chat with appointment participants (p. 252)
- Setting the presence status (p. 46)
10.3.2 Managing Messages

The following options exist:
- edit own messages
- delete own messages

How to edit a message sent by you:
1. In the chat field, go to a message sent by you.
2. Click the Message actions icon next to the message. Select Edit message.
3. Edit the message.
   To finish and send the message, press [Enter] or click the Send icon.
   To cancel the editing, click the Cancel icon.

Tip: To edit the previously sent message, press the up arrow key.

How to delete a message sent by you:
1. In the chat field, go to a message sent by you.
2. Click the Message actions icon next to the message. Select Delete message.

User interface:
- The Chat window (p. 238)

Related topics:
- Reading, sending, replying to messages (p. 246)
10.4 Creating Chats in Other Apps

You can create a chat while working with groupware objects in other apps. The following options exist:

- Replying to an E-Mail with a chat message (p. 251)
- Starting a chat with contacts (p. 251)
- Starting a chat with appointment participants (p. 252)

User interface:

  The Chat window (p. 238)

Related topics:

  Working with Chats (p. 240)
  Creating chats (p. 241)
  Working with Messages (p. 245)
10.4.1 Replying to an E-Mail with a chat message

You can reply to an E-Mail by sending a chat message to the sender or to the sender and all recipients.

**How to reply to an E-Mail with a chat message:**

1. In the E-Mail app, click on an E-Mail in the list. The content of the E-Mail will be displayed in the detail view.

2. Use one of the following methods:
   - To start a private chat with the E-Mail sender, click on **Reply via chat**.
   - To start a group chat with the sender and other recipients, click on **Reply all via chat**. The window for creating a group chat opens. Enter a name for the chat group. You can add or remove participants if required. Click on **Create chat**.

User interface:

- The E-Mail detail view (p. 61)

Related topics:

- Reading, sending, replying to messages (p. 246)
- Replying to E-Mails (p. 73)

10.4.2 Starting a chat with contacts

You can communicate with contacts from the global address book by starting a chat with one contact or with several contacts.

**How to start a chat with contacts from the global address book:**

1. Open the global address book in the Address Book app. Select at least one contact.

2. Click on **Start chat** in the toolbar.
   - If you selected one contact only, you can enter a message immediately.
   - If you selected multiple contacts, a window for creating a group chat opens. Enter a name for the chat group. You can add or remove participants if required. Click on **Create chat**.

User interface:

- The Address Book toolbar (p. 103)

Related topics:

- Reading, sending, replying to messages (p. 246)
10.4.3 Starting a chat with appointment participants

You can communicate with appointment participants by starting a chat with the participants.

How to start a chat with an appointment's participants:

1. Depending on the selected view, you have the following options in the Calendar:
   - In a calendar view, click on an appointment with multiple participants. In the pop-up, click the More actions icon 🔄. Click on Start chat with participants.
   - In the list view, double-click on an appointment with multiple participants. The appointment will be displayed in a window. Click the More actions icon 🔄. The Create group chat window opens.

2. Enter a name for the chat group. You can add or remove participants if required. Click on Create chat.

User interface:
- The Calendar pop-up (p. 140)

Related topics:
- Reading, sending, replying to messages (p. 246)
10.5 Chat settings

How to use the chat settings:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on Chat in the list.

Depending on the configuration, the following settings are available:

View options
- Select last chat on start
  Defines whether the previously used chat will be displayed in the chat window after the groupware login.
- Group chats by type
  Defines whether the chats will be grouped in private chats, group chats and channels.
- Sort chats by
  Defines how the chats will be sorted in the chat list.
- List density
  Defines how detailed the chats will be displayed in the chat list.

Notifications
- Show desktop notifications for new messages
  Defines whether you will receive a desktop notification for incoming messages while the groupware is in the background. This setting will only come into effect if you also have enabled desktop notifications in the basic settings, see Receiving Notifications (p. 40)
- Play notification sound for new messages
  Defines whether a sound will be played for incoming messages. If notification sounds are enabled, additional settings are available:
  - the sound to be played
  - the conditions for a sound to be played
- Offline email notifications
  Defines whether and for which chats you will receive an E-Mail notification if you are signed out.

Related topics:
  The Chat window (p. 238)
11 Data Organization and Shares

Learn how to organize your data and how to share your data with others.

- Managing Data with Folders (p. 256)
- Sharing Data (p. 263)
- Managing Accounts (p. 276)
- Downloading Personal Data (p. 279)

Information on encrypting E-Mails and files can be found in *Encrypting Data with Guard* (p. 295)
11.1 Managing Data with Folders

Folders help you to:
- keep an overview of your objects
- share information with other users and external partners
- search for certain information and quickly find the information again

What you should know:
- What are folder types? (p. 257)
- What is the purpose of permissions? (p. 258)

The following options exist:
- Navigating within the folder structure (p. 259)
- Hiding folders (p. 260)
- Adding folders to favorites (p. 261)
- Renaming folders (p. 261)
- Moving folders (p. 262)
- Deleting folders (p. 262)

Further information on files and folders in the Drive app can be found in Organizing Files and Drive Folders (p. 224).

User interface:
- The E-Mail folder view (p. 58)
- The Address Book folder view (p. 104)
- The Calendar folder view (p. 137)
- The Tasks folder view (p. 186)
- The Drive folder view (p. 210)
- The Drive display area (p. 212)

Related topics:
- Adding E-Mail Folders (p. 77)
- Adding Address Books (p. 120)
- Adding Calendars (p. 166)
- Adding Task Folders (p. 198)
- Driveadd folder (p. 220)
11.1.1 What are folder types?

The folder type defines the folder access for the users. The following folder types exist in the folder view:

- **Personal folders**
  - Personal folders contain your E-Mails, contacts, appointments, tasks, and files. Other users cannot view your personal folders, unless you share them with other users.
  - Your personal folders for contacts, appointments, tasks, and files can be found below My address books, My calenders, My tasks, My files in the respective app.

- **Public folders**
  - Public folders contain contacts, appointments, and documents that are of common interest to all users. Each user can create public folders and share them with other users.
  - The public folders for contacts, appointments, tasks, and files can be found below Public address books, Public calenders, Public tasks, Public files in the respective app.

- **Shared folders**
  - Shared folders have been shared with you by other users with read or write access.
  - The shared folders for contacts, appointments, tasks, and files can be found below Shared address books, Shared calenders, Shared tasks, Shared files in the respective app.

Related topics:

- What is the purpose of permissions? (p. 258)
11.1.2 What is the purpose of permissions?

Permissions define what an internal user or external partner is allowed to do with a particular folder and its contents.

- As internal user you have preset permissions for existing folders.
  When creating a new folder, you will be granted the preset permissions.
- When inviting other persons to a shared item, you grant them particular permissions.
  Note: Depending on the configuration, you might not be able to grant permissions to other persons.

You have the following permissions for folders that already exist:

- You are the owner of your personal folders.
  The owner has the same permissions as an administrator. The owner has all permissions for this folder. The owner can grant other users permissions to the folder.
- You are allowed to create folders and objects in public folders.
- You are allowed to view folders and read objects in the Global Address book.

Depending on where you create a new folder, particular rights are assigned to you.

- If you create a new folder in a personal folder:
  - You are the owner.
  - In the E-Mail app and the Drive app, other users inherit their permissions for the parent folder. In the other apps, other users do not inherit permissions.

- If you create a new folder in the Public files folder:
  - You are the owner.
  - Other users will get no rights. You have to set the permissions for the new folder. If you then create new subfolders in this folder, the permissions for this folder are inherited by the new subfolders.

- If you create a new folder in the shared folder of another user:
  - The user who shared the folder is the administrator of the new folder.
  - You are the author of the new folder.
    An author is allowed to change or delete existing objects, to create and edit new objects, and to create subfolders.
  - Other users will get the same rights as for the parent folder.
  Note: You need to have the permission to create objects in the shared folder.

Related topics:

- What are folder types? (p. 257)
- Which permissions can be used? (p. 272)
- Use cases for permissions (p. 274)
- Sharing Data (p. 263)
11.1.3 Navigating within the folder structure

The following functions are available:
- open or close the folder view
- change the folder view width
- open or select a folder in the folder view or by using the navigation path

How to open or close the folder view:

Use one of the following methods:
- Click on View in the toolbar. Enable or disable Folder view.
- Below the folder view, click the Open folder view icon » or the Close folder view icon «.

How to change the folder view width:
1. Move the cursor to the right border of the folder view. A double arrow will be displayed.
2. Drag the border to the left or to the right.

How to open or select a folder:
1. If the folder view is closed, open it.
2. A folder in the E-Mail and Drive app can have subfolders. To view subfolders, click on the triangle button next to the folder name.
   You can also open or close a folder by double-clicking on it.
3. Click on a folder. The folder's items are displayed in the detail view.
   In the Drive app, you additionally have the following options:
   - Click on an entry in the navigation bar to open a parent folder.
   - To open a folder, double-click on it in the detail view.

Superordinate actions:
- Displaying E-Mails (p. 64)
- Working with tabs (p. 79)
- Displaying contacts (p. 109)
- Displaying appointments in a calendar view (p. 146)
- Displaying appointments in the list view (p. 149)
- Viewing Tasks (p. 190)
- Viewing files (p. 215)
- Displaying files in the viewer (p. 216)

Related topics:
- Hiding folders (p. 260)
- Adding folders to favorites (p. 261)
11.1.4 Hiding folders

In the Address Book, Calendar or Tasks apps, you can hide certain personal, shared or public folders. The following functions are available:

▪ hide single folders
▪ display hidden folders again

Each hidden folder is displayed in a collective folder at the bottom of the folder view.

How to hide a folder:

1. In the Address Book, Calendar or Tasks app, select the folder you want to hide, in the folder view.
2. Click the Actions icon next to the folder name. Click on Hide.
   Note: If you select a folder that can not be hidden, this function is not displayed.

How to display a hidden folder again:

1. In the Address Book, Calendar or Tasks app, respectively select one of the entries Hidden address books, Hidden calendars or Hidden tasks The hidden folders will be displayed.
2. Click the Actions icon next to a folder name. Click on Show.

Related topics:

Navigating within the folder structure (p. 259)
Adding folders to favorites (p. 261)
11.1.5 Adding folders to favorites

You can add frequently used folders to the symbolic folder Favorites. The following functions are available:

- add folders to favorites
- remove folders from favorites

The original position of the objects in the folder view will not be affected by those actions.

How to add a folder to Favorites:
1. Select a folder in the folder view.
2. Click the Actions icon next to the folder name. Click on Add to favorites.

Result: The folder is displayed in the upper part of the folder view below Favorites. If Favorites does not exist already, it will be created automatically.

How to remove a folder from Favorites:
1. Select a folder in the folder view below Favorites.
2. Click the Actions icon next to the folder name. Click on Remove from favorites.
   You can also activate this function by right-clicking on the folder in its original position in the folder view.

Result: The folder will be removed from Favorites. If Favorites is empty, the folder will be removed.

Related topics:
- Navigating within the folder structure (p. 259)
- Hiding folders (p. 260)

11.1.6 Renaming folders

You can rename subfolders in your personal folders. For other folders you need administrator permissions.

How to rename a folder:
1. In the folder view, select the folder that you want to rename.
2. Click the Actions icon next to the folder name. Click on Rename.
3. Edit the name or enter a new name. Click on Rename.

Related topics:
- Navigating within the folder structure (p. 259)
- Moving folders (p. 262)
- Deleting folders (p. 262)
- Adding storage accounts (p. 235)
11.1.7 Moving folders

You can move subfolders from your personal folders. For other folders you need the appropriate permissions. For the target folder you need the permission to create subfolders.

How to move a folder:
1. In the folder view, select the folder that you want to move.
2. Click the Actions icon next to the folder name. Click on Move.
3. Select a folder in the Move folder window. You can create a new folder by clicking on Create folder.
4. Click on Move.

Related topics:
- Navigating within the folder structure (p. 259)
- Renaming folders (p. 261)
- Deleting folders (p. 262)

11.1.8 Deleting folders

You can delete subfolders in your personal folders. For other folders you need the appropriate permissions.

Warning: If you delete a folder, all subfolders and objects in this folder will also be deleted. Deleted subfolders and objects can not be restored.

How to delete a folder:
1. In the folder view, select the folder that you want to delete.
2. Click the Actions icon next to the folder name. Click the Delete button.
3. Confirm that you want to delete the folder.

Result: The folder and its objects are permanently deleted.

Related topics:
- Navigating within the folder structure (p. 259)
- Renaming folders (p. 261)
- Moving folders (p. 262)
11.2 **Sharing Data**

You can co-operate with internal users or external partners by sharing the following data with read or edit permissions:

- E-Mail folders, address books, calendars, task folders
  
  The global address book can not be shared.

- Drive-folders, files

The following options exist:

- Sharing data (p. 264)
- Editing shares (p. 265)
- Resending an invitation (p. 267)
- Removing shares (p. 268)
- Viewing or editing shares in the Drive app (p. 269)
- Subscribing to shared or personal E-Mail folders (p. 270)
- Accessing other users’ shares (p. 271)

Information about permissions that can be used when sharing, are to be found here:

- Which permissions can be used? (p. 272)
- Use cases for permissions (p. 274)

User interface:

- The E-Mail folder view (p. 58)
- The Address Book folder view (p. 104)
- The Calendar folder view (p. 137)
- The Tasks folder view (p. 186)
- The Drive folder view (p. 210)
- The Drive display area (p. 212)
- The viewer (p. 214)

Related topics:

- What is the purpose of permissions? (p. 258)
11.2.1 Sharing data

You can share data with internal users or external partners with read or edit access by inviting those persons to a shared item. The persons will receive an invitation E-Mail. If an external partner accesses the data, the partner will automatically be logged in as guest user.

The following options exist:

- You can share E-Mails with internal users with read access.
- You can share address books and tasks with internal users with read or edit access, with external partners only with read access.
- You can share calendars with internal users and external partners with read or edit access.
- In the Drive app, you can share folders and files with internal users and external partners with read or edit access. If you share a folder, you can define whether subfolders should be shared as well.
- In all apps except for the E-Mail app, you can also create a public link and pass it on to other persons. When sharing items, internal users or external partners are granted certain permissions for the shared data.

Note the following:

- In order to share data, you need to have administrator permissions for the respective folder.
- You cannot share your personal Inbox folder. In order to grant other users access to your E-Mail messages, share an E-Mail folder that is located below your Inbox folder. Other users have to subscribe to this E-Mail folder in order to read its E-Mails.
- You have the exclusive administrator rights for your personal address book, calendar and task folders. You cannot grant administrator rights for these folders to other users.
- Shared folders are marked with the Share icon in all apps except for the Drive app. In the Drive app, shared objects are displayed below the My shares folder.
How to share data with internal users or external partners:

1. Select the app that should be used for sharing data. Select a folder in the folder view. In the Drive app, you can also select a folder or file in the display area.
   Note: Depending on the app, some folders can not be shared.

2. Click the Actions icon next to the folder name. Click on Share / Permissions. Click on Permissions in the E-Mail app.
   In the Drive app, you can also click on Share in the toolbar or use the context menu in the display area.
   The window for granting permissions opens.

3. In Who can access this folder?, you can define whom to grant access to the data:
   - If you exclusively want to share the data with specific persons, select Invited people only.
   - If you want to share the data not only with specific persons, but with all persons who get a link to the data, select Anyone with the link and invited people.

4. To invite the wanted persons, enter a name or an E-Mail address in Invite people.
   - To set a person's permission, select a user role in Invite as.
   - To adjust the user role of a person added, click on the assigned user role next to the person or on Details.
   - To remove a person's permission, click the Actions icon next to the person. Click on Remove.
   If you invite persons, the Invitation message (optional) input field will be displayed. If required, enter a message.
   If you selected Anyone with the link and invited people, you can pass on the link by clicking on Copy link next to the link.

5. In order to adjust the settings, click the Sharing options icon in the title bar. The following settings are available:
   Link options:
   - To set a time limit for the access to the shared data, select a time frame in Expiration.
   - To protect the access with a password, enter a password in Password (optional). If you send the public link per E-Mail, the E-Mail contains the password.
   - If a link should also include all subfolders, enable Share with subfolders.
   Invitation options
   - To automatically send a message to persons who are invited by you to a shared item, enable Send notification by email.
   - To also apply all changes to a share to subfolders, enable Apply to all subfolders.

Subordinated actions:
Selecting contacts from an address book (p. 68)
Related topics:
Which permissions can be used? (p. 272)
Use cases for permissions (p. 274)
Editing shares (p. 265)
Resending an invitation (p. 267)
Removing shares (p. 268)
Viewing or editing shares in the Drive app (p. 269)
Subscribing to shared or personal E-Mail folders (p. 270)
Accessing other users' shares (p. 271)

11.2.2 Editing shares

The following options exist:
• adjust user roles or permissions
• add new persons to a share

Shared folders are marked with the **Share** icon  in all apps except for the Drive app. In the Drive app, shared objects are displayed below the **My shares** folder.

**How to edit existing shares:**

1. In the folder view, select a folder that you shared.
2. Click the **Actions** icon next to the folder name. Click on **Share / Permissions**. Click on **Permissions** in the E-Mail app.
   - In the Drive app, you can also click on **Share** in the toolbar.
   - The window for granting permissions opens.
3. To edit the user roles or permissions, you have the following options:
   - To adjust a user role, click on the assigned user role next to the person.
   - To adjust the permission details, click on **Details** next to the person.
   - Note:
     - You cannot change the administrator permissions of a personal folder.
     - Permissions can not be changed for public links.
4. To add new persons, enter a name or an E-Mail address in **Invite people**.
5. Click on **Save**.

**Related topics:**
  - Which permissions can be used? (p. 272)
  - Use cases for permissions (p. 274)
  - Sharing data (p. 264)
  - Resending an invitation (p. 267)
  - Removing shares (p. 268)
  - Viewing or editing shares in the Drive app (p. 269)
  - Subscribing to shared or personal E-Mail folders (p. 270)
11.2.3 Resending an invitation

You can resend an invitation to an already granted share.

**How to resend an invitation to a person:**

1. In the folder view, select a folder that you shared.
2. Click the **Actions** icon next to the folder name. Click on **Share / Permissions**. Click on **Permissions** in the E-Mail app.
   In the Drive app, you can also click on **Share** in the toolbar.
   The window for granting permissions opens.
3. Click the **Actions** icon next to a user name. Click on **Resend invitation**.
4. Click on **Save**.

Related topics:
- Sharing data (p. 264)
- Editing shares (p. 265)
- Removing shares (p. 268)
- Viewing or editing shares in the Drive app (p. 269)
- Subscribing to shared or personal E-Mail folders (p. 270)
11.2.4 Removing shares

The following options exist:
- revoke an invitation to a share
- remove a public link
- remove shares for a file or a folder in the Drive app

Shared folders are marked with the Share icon in all apps except for the Drive app. In the Drive app, shared objects are displayed below the My shares folder.

**How to revoke an invitation to a share:**
1. In the folder view, select a folder that you shared.
2. Click the Actions icon next to the folder name. Click on Share / Permissions. Click on Permissions in the E-Mail app.
   The window for granting permissions opens.
3. Click the Actions icon next to a person's name. Click on Revoke access.
4. Click on Save.

**How to remove a public link:**
1. In the folder view, select a folder that you shared.
2. Click the Actions icon next to the folder name. Click on Share / Permissions.
   The window for granting permissions opens.
3. Click on Unshare.

**How to remove the share for a file or a folder in the Drive app:**
1. Click on My shares in the folder tree.
2. Select a share in the detail view. Click on Revoke access in the toolbar.

Related topics:
- Sharing data (p. 264)
- Editing shares (p. 265)
- Resending an invitation (p. 267)
- Viewing or editing shares in the Drive app (p. 269)
11.2.5 Viewing or editing shares in the Drive app

In addition to the basic functions, there are the following options in the Drive app:

- You can display your shared objects as a list. You can sort the list by different criteria.
- You can edit or revoke shares.

**How to view your shares in the Drive app:**

1. In the Drive app, open **My shares** in the folder view.
   
   The folders and files shared by you are displayed in the detail view. For each share a row with the following details is displayed in the detail view:
   
   - An icon indicates the share's object type: file or folder.
   - The share's name and folder path. To open a folder, click on a path entry.
   - Three icons indicate whether an object has been shared with specific users:
     - **Internal users** icon: The object has been shared for internal users.
     - **External users** icon: The object has been shared for guest users or for guest users and internal users.
     - **Public link** icon: The folder has been shared with a public link.
   - The share's creation date.

2. You can do the following:
   
   - To sort the shares list, click on **Sort by** above the list.
   - To display the folder of a shared object, open the object's context menu. Select **Show in Drive**.
   - To display the content of a share's parent folder, click on a path entry in the list.

**How to edit a share in the Drive app:**

1. In the Drive app, open **My shares** in the folder view.
   
   The folders and files shared by you are displayed in the detail view.

2. Select a folder or file in the detail view. You have the following options:
   
   - To edit the share, click on **Edit share** in the toolbar or context menu.
     
     Depending on the type of share, the window for editing the public link or the window for changing the permissions opens. Change the settings.
   - To revoke the share, click on **Revoke access** in the toolbar or context menu.

**Related topics:**

- [Which permissions can be used?](p. 272)
- [Use cases for permissions](p. 274)
- [What is the purpose of permissions?](p. 258)
- [Sharing data](p. 264)
- [Editing shares](p. 265)
- [Resending an invitation](p. 267)
- [Removing shares](p. 268)
- [Accessing other users' shares](p. 271)
11.2.6 Subscribing to shared or personal E-Mail folders

In order to see E-Mail folders shared by other users, you have to subscribe to those folders. You are automatically subscribed to your personal E-Mail folders. To hide a personal E-Mail folder, you have to cancel the subscription.

How to subscribe to personal or shared E-Mail folders:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. Click on E-Mail in the sidebar.
3. Click on Change IMAP subscription in the display area.
4. In the Subscribe IMAP folders window activate the checkboxes of the folders that you want to subscribe to. Click on Save.

Related topics:
- Sharing data (p. 264)
- Editing shares (p. 265)
- Resending an invitation (p. 267)
- Removing shares (p. 268)
- Downloading Personal Data (p. 279)
11.2.7 Accessing other users' shares

In the folder view, you have access to data shared with you by other users. You can define which public and shared address books, calendars or task folders are displayed in the folder view.

How to access data shared by other users:

1. Open the shared folder in the folder view. Depending on the app, you can find these folders below Shared address books, Shared calendars, Shared tasks, Shared files.
   If a user shared data with you, a folder named after the user will be displayed. If the shared data comes from another groupware installation, the user name will be appended with the name of the other domain.
   You are automatically subscribed to shared address books, calendars and task folders. To hide those folders, cancel the subscription in the settings of the respective app.
   Tip: To see the permissions that have been granted for the shared folder, click the Actions icon Click on Sharing.
2. Open the folder to display its contents.
3. Select one or several objects. Use the function bar entries.
   Note: Depending on whether the objects are shared with read or edit rights, different functions can be available.

Related topics:

Which permissions can be used? (p. 272)
Use cases for permissions (p. 274)
Sharing data (p. 264)
Viewing or editing shares in the Drive app (p. 269)
Subscribing to shared or personal E-Mail folders (p. 270)
Subscribing to public and shared address books (p. 123)
Subscribing to public and shared calendars (p. 169)
Subscribing to public and shared task folders (p. 199)
Subscribing to public and shared Drive folders (p. 221)
11.2.8 Which permissions can be used?

In order to easily grant logical permission combinations, there are specific preset user roles: A user role consists of logical permission combinations. You can also grant detailed permissions. You can grant such permissions by sharing objects.

**Administrator: A folder's owner**
A folder's administrator owns all permissions for this folder. The owner can grant other users permissions to the folder.
- Folder permissions: create objects and subfolders, rename folders
- Object permissions: read all objects, edit all objects, delete all objects

**Viewer: Read permissions**
A viewer can read all existing objects. A viewer has no other permissions.
- Folder permissions: view the folder
- Object permissions: read all objects

**Reviewer: Limited edit permissions**
A reviewer can read and edit existing objects. The reviewer can not create new objects though. The reviewer can not delete objects.
- Folder permissions: view the folder
- Object permissions: read all objects, edit all objects

**Author: Full edit permissions**
An author is allowed to change or delete existing objects, to create and edit new objects, and to create subfolders.
- Folder permissions: create objects and subfolders
- Object permissions: read all objects, edit all objects, delete all objects

**Detailed permissions**
The preset permissions for the user roles can be refined. The following permissions can be granted:
- Folder
  - view the folder
  - create objects
  - create objects and subfolders
- read permissions
  - none
  - read own objects
  - read all objects
- write permissions
  - none
  - edit own objects
  - edit all objects
- delete permissions
  - none
  - delete own objects
  - delete all objects
Which permissions can be used?

Related topics:

- Use cases for permissions (p. 274)
- What is the purpose of permissions? (p. 258)
- Sharing Data (p. 263)
- Sharing data (p. 264)
- Accessing other users' shares (p. 271)
- Editing shares (p. 265)
- Resending an invitation (p. 267)
- Removing shares (p. 268)
- Viewing or editing shares in the Drive app (p. 269)
11.2.9 Use cases for permissions

The following examples show which permissions need to be granted to other users or external partners to enable them to execute specific actions in a shared folder. You can grant such permissions by sharing objects.

- **Example 1:** View objects. Not change and delete objects. Not create new objects.
  Settings in Details:
  ▪ Folders: view the folder
  ▪ Read permissions: read all objects
  ▪ Write permissions: none
  ▪ Delete permissions: none
  ▪ Administrative role: User
  You can also assign the Viewer role.

- **Example 2:** View objects. Not change and delete objects. Create and edit new objects.
  Settings in Details:
  ▪ Folders: view the folder
  ▪ Read permissions: read all objects
  ▪ Write permissions: edit own objects
  ▪ Delete permissions: delete own objects
  ▪ Administrative role: User

- **Example 3:** Not view existing objects. Create and edit new objects.
  Settings in Details:
  ▪ Folders: create objects
  ▪ Read permissions: read own objects
  ▪ Write permissions: edit own objects
  ▪ Delete permissions: delete own objects
  ▪ Administrative role: User

- **Example 4:** View and edit all objects. Create and edit subfolders and objects.
  Settings in Details:
  ▪ Folders: create objects and subfolders
  ▪ Read permissions: read all objects
  ▪ Write permissions: edit all objects
  ▪ Delete permissions: delete all objects
  ▪ Administrative role: User
  You can also assign the Author role.

- **Example 5:** All permissions. Grant permissions to other users.
  Settings in Details:
  ▪ Folders: create objects and subfolders
  ▪ Read permissions: read all objects
  ▪ Write permissions: edit all objects
  ▪ Delete permissions: delete all objects
  ▪ Administrative role: Administrator
  You can also assign the Administrator role.
Related topics:

- Which permissions can be used? (p. 272)
- What is the purpose of permissions? (p. 258)
- Sharing data (p. 264)
- Accessing other users' shares (p. 271)
- Editing shares (p. 265)
- Resending an invitation (p. 267)
- Removing shares (p. 268)
- Viewing or editing shares in the Drive app (p. 269)
11.3 Managing Accounts

Learn how to manage your accounts that have been set up by default or have been set up by you.

▪ your primary E-Mail account
▪ social network accounts
▪ your Google account for calendar, contacts, Drive
▪ storage accounts

The following options exist:
▪ Editing the primary E-Mail account (p. 277)
▪ Viewing, editing, deleting accounts (p. 278)
11.3.1 Editing the primary E-Mail account

The following options exist:
- Change the name of your primary E-Mail account. This name is displayed in the E-Mail settings.
- Change the preset sender name
- Change the folder of your primary E-Mail account

How to edit the primary E-Mail account:
1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Accounts.
3. Click on Edit next to the primary E-Mail account in the display area. The Edit mail account window displays the current settings.
4. To change the account name, click into the input field next to Account name.
   Note: The entries for Incoming server and Outgoing server can not be changed.
5. To change the preset sender name, click into the input field next to Your name.
   You can overwrite this preset name when composing an E-Mail.
6. To select other folders, browse down to Standard folders.
   Click on Select next to a folder. Select a subfolder below the INBOX folder.
   Note: Do not select the INBOX folder. Select a subfolder below INBOX.
7. Click on Save at the bottom of the window.

Related topics:
- Viewing, editing, deleting accounts (p. 278)
- Adding E-Mail Accounts (p. 97)
- Settings for composing E-Mails (p. 100)
11.3.2 Viewing, editing, deleting accounts

Depending on the account type, you can edit different account settings:
- For E-Mail accounts: account name, sender name, Unified Mail usage, server parameters, folder names
- For social networks: account name

**How to view, edit or delete accounts:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. In the sidebar, click on **Accounts**.
3. Click on **Edit** next to an account in the display area. The settings are displayed in an editing window. If you use several services from the selected provider, the editing window shows an overview of the services.
4. Change the settings.
   Notes for editing external E-Mail accounts:
   - To change the preset sender name, click into the input field next to **Your name**.
   - You can overwrite this preset name when composing an E-Mail.

Further options in the editing window:
- Depending on the account type, you can open the respective folder in the corresponding app by clicking on the name of the service.
- If you no longer want to access an account from within the groupware, you can delete this account. To do so, click the **Delete** icon next to an account.

Related topics:
- Editing the primary E-Mail account (p. 277)
- Adding a Portal widget for social networks (p. 53)
- Adding E-Mail Accounts (p. 97)
- Using Unified Mail (p. 88)
- Selecting sender address (p. 69)
- Adding storage accounts (p. 235)
11.4 Downloading Personal Data

You can download your personal data that are saved in the groupware:
- E-Mails received and sent
- contacts, appointments, tasks
- The data in Drive

Note the following:
- Depending on the data volume, the download can take a while.
- The data are delivered in common data formats.
- The data are downloaded as zip archive.

How to download your personal data:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Download personal data.
3. Select the apps whose data should be downloaded. You can use different options for the single apps.
   Click on Request download.
   While the data are being zipped to an archive, you can continue with your work.
   In order to cancel the process, click on Abort download request.
4. You will get an E-Mail as soon as the archive can be downloaded. Click on Download in the E-Mail.
   The Download your personal data page will be displayed again. Click the Download icon.
   Note: On top of the page you can see how long the zip archive will be available. After this period, the archive will be automatically deleted.

Options:
- For each app, you can define whether specific folders should be downloaded as well. To do so, click on Options below the app. The following options exist:
  - E-Mail
    Define the E-Mail folders that should be downloaded.
    In case you also want to download folders that you are currently not subscribed to, enable Unsubscribed folders.
    Then, all folders will be downloaded that are currently shared with you or that are included in your primary E-Mail account, even if those folders are not visible in the folder tree.
  - Calendar
    Define the calendars that are to be downloaded in addition to your private calendars.
    In case you also want to download shared calendars that you are no longer subscribed to, enable Unsubscribed calendars.
    Then, all calendars will be downloaded that are currently shared with you even if those calendars are not visible in the folder tree.
  - Address Book
    Define the address books that are to be downloaded in addition to your private address books.
  - Drive
    Define the folders that are to be downloaded in addition to your private address folders.
    In order to not only download the current version but all versions of a file, enable Include all file versions.
  - Tasks
    Define the task folders that are to be downloaded in addition to your private task folders.
- If the zip archive exceeds a certain file size, it will be split in several zip files. In Maximum file size, you can set the maximum size of the single zip files.
Note: The zip archive will be ready for download on the server for a specific period. If you request your data a second time within this period, the current zip archive will be deleted on the server.

Related topics:

- Saving E-Mails (p. 83)
- Exporting contacts (p. 128)
- Exporting appointments (p. 175)
- Exporting tasks (p. 203)
- Subscribing to shared or personal E-Mail folders (p. 270)
- Subscribing to public and shared address books (p. 123)
- Subscribing to public and shared calendars (p. 169)
- Subscribing to public and shared task folders (p. 199)
12 Data Security

Learn how to increase the data security when working with the groupware.

▪ Protect your data against unauthorized access.
▪ Minimize the threat of malware.
▪ Prevent the reception of unwanted messages.

The following options exist:

▪ **Signing out Automatically (p. 282)**
  You can define whether you are automatically signed out.

▪ **Externally Linked Images in E-Mails (p. 283)**
  You can define whether externally linked images in E-Mails are automatically loaded and displayed.

▪ **Showing the E-Mail Authenticity (p. 284)**
  You can define the E-Mails for which the authenticity is displayed.
  Note: Depending on the configuration, this function might not be available.

▪ **Using a Whitelist (p. 285)**
  You can enter trusted E-Mail sources in a whitelist.
  Note: Depending on the configuration, this function might not be available.

▪ **Display or sign out from active clients (p. 286)**
  You can display active clients and sign out of them if required.

▪ **Using Additional Passwords for Applications (p. 287)**
  You can create and manage additional passwords to use with other devices.

▪ **Multi-Factor Authentication (p. 288)**
  You can set up a 2-step verification for the login.

In addition, you can encrypt your E-Mails and files. Information on encryption can be found in *Encrypting Data with Guard (p. 295)*
12.1 Signing out Automatically

You can define whether you are automatically signed out if you have not worked with the groupware for a specific time.

How to define whether you are automatically signed out:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Security.
3. Select an entry from the Automatic sign out drop-down in the display area.

Related topics:

- Externally Linked Images in E-Mails (p. 283)
- Showing the E-Mail Authenticity (p. 284)
- Using a Whitelist (p. 285)
- Display or sign out from active clients (p. 286)
- Using Additional Passwords for Applications (p. 287)
12.2 Externally Linked Images in E-Mails

Externally linked images are not part of the E-Mail itself. They are loaded from an external source upon reading the E-Mail. You can define whether those images are loaded and displayed. If you allow loading externally linked images, your privacy and computer are endangered by the following security issues:

- The sender can gather information, e.g. whether your E-Mail address is valid or when you retrieved the E-Mail. Such information can e.g. be used to purposefully send spam E-Mails.
- The externally linked graphic can be used to infect your computer with malware.

**How to define the loading of externally linked images:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. In the sidebar, click on **Security**.
3. You can enable or disable the **Allow pre-loading of externally linked images** option in the display area.
   - If externally linked images are not to be displayed, disable the setting.
   - If externally linked images are to be loaded and displayed, enable the setting.

Related topics:

- Signing out Automatically (p. 282)
- Showing the E-Mail Authenticity (p. 284)
- Using a Whitelist (p. 285)
- Display or sign out from active clients (p. 286)
- Using Additional Passwords for Applications (p. 287)
- Displaying E-Mails (p. 64)
12.3 Showing the E-Mail Authenticity

For incoming E-Mails, the server checks whether the E-Mail actually originates from the provided sender address. The check is run to identify illegitimate E-Mails. The E-Mail authenticity check provides one of the following results:

▪ The E-Mail is classified as potentially dangerous. In the detail view, the sender is displayed in red font color.
▪ The authenticity cannot definitely be verified. In the detail view, the sender is displayed in yellow font color.
▪ The verification was successful. In the detail view, the sender is displayed in green font color.
▪ The verification was successful. The E-Mail was sent from a trustworthy address.

Depending on the configuration, you can define the E-Mails for which the authenticity is displayed.

How to define the E-Mails for which the authenticity is displayed:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Security.
3. Select an entry from the Show email authenticity drop-down in the display area.
   ▪ Disabled. No authenticity is displayed. If a hoster marks the E-Mail sent from the hoster’s address as trustworthy though, this authenticity will be displayed.
   ▪ Suspicious and unclassified emails only. Displays the authenticity for the following E-Mails:
     ▪ E-Mails that are classified as potentially dangerous.
     ▪ E-Mails which authenticity can not definitely be verified
   ▪ Alle E-Mails. Displays the authenticity for all E-Mails.

Related topics:

Signing out Automatically (p. 282)
Externally Linked Images in E-Mails (p. 283)
Using a Whitelist (p. 285)
Display or sign out from active clients (p. 286)
Using Additional Passwords for Applications (p. 287)
Displaying E-Mails (p. 64)
12.4 Using a Whitelist

Depending on the configuration, you can create a **whitelist**. All E-Mails from senders who are recorded in the whitelist, are treated as follows:

- The E-Mail is not treated as unwanted E-Mail.
- The E-Mail source is labeled as trustworthy.
- Externally linked images are immediately loaded and displayed.

**Warning:** When making entries into the whitelist, several security measures are circumvented. Only enter E-Mails or **domain names** in the whitelist if you absolutely trust them.

**How to create a whitelist:**

1. Click the **Settings** icon on the right side of the menu bar. Click on **Settings**.
2. In the sidebar, click on **Security**.
3. Enter the respective E-Mail addresses or domain names as comma separated list in the input field below **Always trust mails from the following senders** in the display area. Please also note:
   - When entering multiple E-Mail addresses or domain names, separate the entries with a comma.
   - Make sure to enter the exact E-Mail addresses or domain names.

Related topics:

- Signing out Automatically (p. 282)
- Externally Linked Images in E-Mails (p. 283)
- Showing the E-Mail Authenticity (p. 284)
- Display or sign out from active clients (p. 286)
- Using Additional Passwords for Applications (p. 287)
- Displaying E-Mails (p. 64)
12.5 Display or sign out from active clients

You can be signed in to your groupware account with different clients on various devices simultaneously, e.g. with desktop browsers, E-Mail clients, tablets, smartphones. With each login, an active session is created on the groupware server. On the following occasions it can make sense to list active sessions and to terminate them if required:
- You want to check whether you are logged in to a certain device or client.
- You want to log out from a certain device.
- You want to prevent reaching the maximum number of allowed sessions as you then could no longer log in to a further device.

The following options exist:
- display all active clients
- terminate single sessions
- terminate all sessions except the current one

How to edit the active clients:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Security. Click on Active clients. In the display area, all devices will be listed which you are currently signed in with.
3. In order to terminate sessions, do one of the following:
   - In order to terminate a single session, click on Sign out next to the client.
   - To terminate all sessions except the active one, click on Sign out from all clients.

Related topics:
- Signing out Automatically (p. 282)
- Externally Linked Images in E-Mails (p. 283)
- Showing the E-Mail Authenticity (p. 284)
- Using a Whitelist (p. 285)
- Using Additional Passwords for Applications (p. 287)
12.6 Using Additional Passwords for Applications

In addition to your groupware login method, you can use additional passwords that are limited for the use on certain apps and devices. Such passwords can be used for signing in to the Drive App, Mail App, CalDav or CardDav client. This method has the following advantages:

▪ The clients can access specific groupware functions only. This enhances the security for the user.
▪ In the groupware settings you can view the clients and devices you created passwords for.
▪ You can delete passwords and prevent a client access, e.g. when losing a device.

The following options exist:

▪ create a new password for a specific app
▪ display or delete existing app passwords

How to use passwords for a specific app:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Security. Click on Application Passwords.
   The Application Passwords page will be displayed.
2. In the Application drop-down below Add passwords, select the app for which you want to add a password.
   Enter a name for the new password in Password name. This name is later used for displaying the app's credentials.
3. Click on Add new password.
   The Password Created window opens. It shows the user name for the login and an automatically created password. You can use those credentials to sign in to the selected app.
   Notes:
   ▪ This password is only valid for the selected app.
   ▪ This password will only be displayed once. As soon as you close the window, you can no longer display the password.
4. To delete a password for a specific app, identify the password below Existing passwords. Click the Delete icon next to the password.
   To sign in to this app in the future, either use your groupware credentials or again create a password for this app.

Related topics:

   Signing out Automatically (p. 282)
   Externally Linked Images in E-Mails (p. 283)
   Showing the E-Mail Authenticity (p. 284)
   Using a Whitelist (p. 285)
12.7 Multi-Factor Authentication

Per default, you only log in to the groupware with your username and password. Depending on the configuration, you can increase the security when logging in by using an additional authentication that is executed after the usual login. This procedure is generally called multi-factor authentication.

The additional authentication is done by verifying your identity with a device owned by you. You have the following options to verify your identity:

- **Google Authenticator**
  You need to install an app on your mobile device to get an auto-generated code. You need to enter this code to confirm your identity.

- **Yubikey, Google Security Key or compatible FIDO device**
  With a security key that is connected with your PC via USB or wirelessly, your identity is verified during the login.

- **send code via SMS**
  An SMS with a code is sent to your mobile device. You need to enter this code to confirm your identity.

The following options exist:

- Setting up verification methods (p. 289)
- Verifying a login by using an authenticator app (p. 291)
- Verifying the login with a security key (p. 291)
- Verifying the login with an SMS code (p. 292)
- Recovering the verification (p. 293)
- Managing verification methods (p. 294)
12.7.1 Setting up verification methods

Prior to being able to use a 2-step verification for the next login, you have to set up the additional verification methods wanted. The following options exist:

- Set up verification methods.
- As soon as having set up an initial verification method, you have to set a recovery method. You need the recovery e.g. in case you have lost your device that you use for the verification.

In this case, you can log in to the groupware by using the recovery method.

How to set up verification methods:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
   In the sidebar, click on Security. Click on 2-step verification.
2. Click on Add verification option in the display area.
   The Add verification option window opens. Depending on the configuration, various verification methods are offered.
3. Setting up a verification by using an Authenticator App:
   a. Install a Google Authenticator or compatible app on the mobile device that you want to use for the verification.
      Launch the app.
   b. Click on Google Authenticator or compatible in the Add verification option window.
   c. The Authenticator registration window displays a QR code. Scan the QR code with the Authenticator app on the mobile device.
   d. The app on the mobile device displays a code. Enter this code in the Authenticator registration window. Click on OK.

When having set up the initial verification method, the Add recovery option window is displayed. In the following instruction, you will learn how to add a recovery method.

4. Set up a verification with a security key:
   Note: Depending on the browser, this verification method might not be supported.
   a. Connect your security key with your workstation. Depending on the security key, a USB or wireless connection is used.
   b. Click on Yubikey, Google Security Keys or compatible FIDO device in the Add verification option window.
   c. Activate your security key e.g. by pressing a button on the security key.

When having set up the initial verification method, the Add recovery option window is displayed. In the following instruction, you will learn how to add a recovery method.

5. Setting up a verification via text message:
   a. Click on Code via text message in the Add verification option window.
   b. The Add Multifactor Device window opens. Enter your mobile phone number.
   c. Shortly after, you will receive a text message with a code. Enter this code in the Confirm Code window. Click on OK.

After having set up the initial verification method, the Add recovery option window opens. In the following instruction, you will learn how to add a recovery method.
How to add a recovery method in the *Add recovery option* window:

1. Setting up a recovery via text message:
   - Note: When having selected the verification via text message as initial verification method, you have to enter another mobile device for a recovery via text message.
   - a. Click on **Code via text message**.
   - b. The *Add Multifactor Device* window opens. Enter the phone number of the mobile device that you want to use for a recovery.
   - c. Shortly after, you will receive a text message with a code. Enter this code in the *Confirm Code* window. Click on **OK**.

2. Setting up a recovery via recovery code:
   - a. Click on **Backup code to access your account**.
   - b. The *Recovery code* window opens. It displays a code that can be used for the recovery.
   - c. In order to print the recovery code, click on **Print**.
     - In order to save the recovery code as text file, click on **Download**. In case of a recovery, you can import the recovery code from this text file.

Related topics:
- Verifying a login by using an authenticator app (p. 291)
- Verifying the login with a security key (p. 291)
- Verifying the login with an SMS code (p. 292)
- Managing verification methods (p. 294)
12.7.2 Verifying a login by using an authenticator app

This verification method works as follows:

▪ Use a code that is created by an app on your mobile device.
▪ The code is valid for 30 seconds. As soon as the time expires, a new code is automatically displayed which again is valid for 30 seconds.
▪ When logging in, you have to use the same authenticator app that you used for setting up the verification method.

How to verify your identity with an authenticator app:

1. Launch the authenticator app on your mobile device.
   If the app displays multiple services, select the service that you use for verifying the groupware login.
2. Log in to the groupware with your username and password.
3. If having set up multiple verification methods, the Select 2-step verification method window opens. Select Google Authenticator.
   The 2-Step Verification window opens. In Authentication Code, enter the code that is currently displayed by the app on your mobile device.

Related topics:
Verifying the login with a security key (p. 291)
Verifying the login with an SMS code (p. 292)
Setting up verification methods (p. 289)

12.7.3 Verifying the login with a security key

This verification method works as follows:

▪ Use a security key that you connect with your work station via USB or wirelessly.
▪ While signing in, you are prompted to activate the security key e.g. by pressing a button on the security key.

Note: Depending on the browser, this verification method might not be supported.

How to verify your identity with a security key:

1. Connect your workstation with the security key.
2. Log in to the groupware with your username and password.
3. If having set up multiple verification methods, the Select 2-step verification method window opens. Select Yubikey, Google Security Keys or compatible FIDO device.
   The Confirm Code window opens. Activate your security key.

Related topics:
Verifying a login by using an authenticator app (p. 291)
Verifying the login with an SMS code (p. 292)
Setting up verification methods (p. 289)
12.7.4 Verifying the login with an SMS code

This verification method works as follows:
▪ Use a code that you receive per SMS on your mobile device.
▪ The last digits of the mobile phone number of the device to which the SMS is sent to, are displayed.

How to verify your identity with an SMS code:
1. Log in to the groupware with your username and password.
2. If having set up multiple verification methods, the Select 2-step verification method window opens. Select SMS Code.
   An SMS with a code is sent to your mobile device.
3. The 2-Step Verification window opens. Enter this code.

Related topics:
Verifying a login by using an authenticator app (p. 291)
Verifying the login with a security key (p. 291)
Setting up verification methods (p. 289)
12.7.5 Recovering the verification

You need the recovery e.g. in case you have lost your device that you use for the verification. In this case, you can log in to the groupware by using the recovery method.

How to log in using a recovery method:

1. Recovering with a recovery code:
   a. Click on I lost my device in the 2-Step Verification or Select 2-Step Verification Method window. In a window, you are asked to enter the recovery code.
   b. Enter the recovery code.
      If you downloaded the recovery code as text file when having set up the recovery method, you can also click on Upload recovery file. Select the text file with the recovery code.
   c. Shortly after, you will receive an SMS with a 4-digit authentication code. Enter this code. Click on OK.

2. Recovering via an SMS code:
   a. Click on I lost my device in the 2-Step Verification or Select 2-Step Verification Method window. In a window, you are asked to enter the recovery code.
   b. Shortly after, you will receive an SMS with a 4-digit authentication code. Enter this code. Click on OK.

Related topics:

Verifying a login by using an authenticator app (p. 291)
Verifying the login with a security key (p. 291)
Setting up verification methods (p. 289)
12.7.6 Managing verification methods

The following options exist:
- add a verification method
- change a verification device's name
- remove a verification device

You can set up and manage multiple verification methods but only one recovery method.

How to manage verification methods or verification devices:

1. Click the Settings icon on the right side of the menu bar. Click on Settings.
2. In the sidebar, click on Security. Click on 2-step verification.
3. The following options exist:
   - Edit. Opens the Edit multifactor device window to change the name of the device.
   - Delete icon. Removes a verification device.
   - Add verification option. Adds a new verification method.

Related topics:
- Setting up verification methods (p. 289)
Encrypting Data with Guard

Guard is a groupware security component that allows to encrypt E-Mails and files.

- Encrypt your E-Mail communication with other users or external partners.
- Encrypt your files. Share the encrypted data with other users.
- Use the security options to define the encryption level.
- The encrypted data are password-protected. Depending on the configuration, you can reset your password if forgotten.

Learn how to work with Guard.

- Setting up Guard (p. 296)
- Encrypting E-Mail Conversations (p. 297)
- Encrypting E-Mail Conversations with Autocrypt (p. 300)
- Encrypting or Decrypting Files (p. 304)
- Encrypting Office Documents (p. 308)
- Signing Out from Guard (p. 312)
- GuardSettings (p. 313)

Information on further security-related topics can be found in Data Security (p. 281).
13.1 Setting up Guard

Prior to be able to use Guard, you have to apply some basic settings:

▪ You have to enter a Guard security password that is used to encrypt data and to access encrypted data.
▪ Enter a secondary E-Mail address that is used if you forget your Guard security password. In this case, use the function for resetting the Guard security password. A new password will then be sent to you. For security reasons, it is highly recommended to enter a secondary E-Mail address for this purpose. Otherwise the new password will be sent to your groupware E-Mail account.

There are two options for making the basic settings:

▪ Define the basic settings while initially using an encryption function.
▪ Define the basic settings in the groupware settings before using the encryption function.

How to define the basic settings when initially using an encryption function:

1. Enable the encryption function when composing an E-Mail, encrypting a file or uploading a new file by clicking on the **Encrypt** icon.
2. You consecutively will be asked to enter a Guard security password and a secondary E-Mail address. Enter the data.

How to define the basic settings before initially using an encryption:

1. Click the **Settings** icon. Click on **Settings**.
2. In the sidebar, click on **Security**. Click on **Guard Security**. When initially opening the Guard security settings, the **Guard Create Security Keys** window opens.
3. In the **Password** field, enter the password that you want to use for encrypting your data. Confirm the password in the **Verify** field by entering it again.
4. In the **Enter new secondary email** field, enter the E-Mail address that is used for receiving a temporary password for resetting your Guard security password.
5. Click on **OK**.
13.2 Encrypting E-Mail Conversations

The following options exist:
- Reading encrypted E-Mails (p. 297)
- Sending encrypted E-Mails (p. 298)
- How can external recipients read an encrypted E-Mail? (p. 299)
- Encrypting incoming E-Mails by using a filter rule (p. 299)

13.2.1 Reading encrypted E-Mails

To be able to read an encrypted E-Mail, the Guard security password is required.

**How to read an encrypted E-Mail:**

1. Select an E-Mail with the Encrypted icon. In the detail view, the notification Secure E-Mail, enter your Guard security password is displayed.
   - Note: If, when having used guard the last time, you set that Guard should remember the security password, the E-Mail will be displayed immediately.
2. Enter the Guard security password.
   - You can define how long the security password should be remembered by Guard. To do so, enable Keep me logged into Guard. Select a time range from the list.
   - In the Guard security settings, you can define a default value for the time range.
3. Click on OK. The content is shown in plain text.
   - If the E-Mail includes attachments, functions for using the attachments' decrypted or encrypted versions will be displayed.

Related topics:

- Sending encrypted E-Mails (p. 298)
- How can external recipients read an encrypted E-Mail? (p. 299)
13.2.2 Sending encrypted E-Mails

The following options exist:

- Send an E-Mail encrypted. Only you and the recipients can read the E-Mail content.
- Sending an E-Mail with a signature. The signature ensures that the recipient is able to recognize whether the E-Mail content has been changed on the transport.
- Sending an encrypted E-Mail with a signature.

How to send an encrypted E-Mail:

1. Click the Enable Encryption icon. A function bar will be displayed above the E-Mail text. A text will be displayed within the function bar notifying you about the encryption of the E-Mail.
   Icons next to the recipients indicate whether the message can be encrypted for this recipient. If hovering over an icon, a description will be displayed.

2. In order to show further options, click on Options .
   - In order to additionally sign the E-Mail, enable Sign email.
     You can also click on the Options menu in the button bar.
   - To enable The E-Mail recipient to send an encrypted reply, the recipient needs to have your public key. You can send your public key as attachment. To do so, enable Attach my public key.
     You can also click on the Options menu in the button bar.
   - If Show advanced settings is enabled in the Guard settings, you can set the PGP format.
     Per default, encrypted E-Mails are sent in PGP Mime format. Some older clients only support PGP Inline. If the recipient uses such a client, enable Inline.
     Note: If you use Inline, you can not send E-Mails in html format.

3. Click on Send.
   When sending to new recipients, a window is displayed that allows to send notes for opening the encrypted E-Mail to the recipients.

User interface:
   The E-Mail editing window (p. 63)

Related topics:
   Reading encrypted E-Mails (p. 297)
   How can external recipients read an encrypted E-Mail? (p. 299)
   Sending a new E-Mail (p. 67)
   GuardSettings (p. 313)
13.2.3 How can external recipients read an encrypted E-Mail?

You can also send encrypted E-Mails to external recipients who are no groupware users. When adding an external recipient, Guard checks whether a public key is available for this E-Mail address. Depending on the result, Guard uses different procedures for sending the encrypted E-Mail:

- If there is a public key for the recipient:
  - The message will be sent encrypted using this key. The recipient can read the message with his/her private key.

- If there is no public key for the recipient:
  - If the external user already has a guest account, he/she will receive an E-Mail with the link to the login page of his/her guest account. When having logged in, he/she can read the encrypted E-Mail on the guest page. He/she can send an encrypted reply from this page.
  - If there is no guest account, a guest account will be created. The external recipient will receive an E-Mail with a link to a guest page and an automatically created password. The user logs in to the guest page. Then he/she can create an own password. Depending on the configuration, the automatically created password and the link to the guest page will be sent in separate E-Mails.
  - Depending on the configuration, guest account E-Mails will be deleted from the server after a specific number of days.

The external recipient can send an encrypted reply to the encrypted E-Mail. It is not possible to add additional recipients though.

Related topics:
- Reading encrypted E-Mails (p. 297)
- Sending encrypted E-Mails (p. 298)

13.2.4 Encrypting incoming E-Mails by using a filter rule

Depending on the configuration, you can automatically encrypt E-Mails by creating a respective E-Mail filter.

How to automatically encrypt incoming E-Mails:

1. Click the **Settings** icon. Click on **Settings**.
2. Click on **E-Mail** in the sidebar. Click on **Filter rules**.
3. In the display area, click on **Add new rule**. The *Create new rule* window opens.
   - Enter a rule name.
   - Click on **Add condition**. Make a selection from the drop-down menu. Complete the condition details.
   - Click on **Add action**. Select the encryption action from the menu. Complete the action details.
4. You can set whether subsequent rules are to be processed if the rule is met. To do so, enable or disable **Process subsequent rules**.
5. Click on **Save**.

Related topics:
- Adding a condition (p. 91)
- Adding an action (p. 92)
13.3 Encrypting E-Mail Conversations with Autocrypt

The Autocrypt standard has been developed to provide an automatic E-Mail encryption. This is done as follows:

- Each E-Mail sent includes the public key of the sender in the E-Mail header. This key will be imported automatically or manually by the recipient.

Autocrypt has the following limitations:

- There is no check for automatically imported keys to see whether they are correct or a fake.
- For this reason, an automatically imported key is not used for verifying the sender’s signature.

To manage Autocrypt keys and verify them later, you have the following options:

- Importing Autocrypt keys (p. 301)
- Managing Autocrypt keys (p. 302)
- Transferring Autocrypt keys to other clients (p. 303)
13.3.1 Importing Autocrypt keys

In the advanced Guard settings, you can define whether Autocrypt keys are automatically imported. You can set the following:

- All Autocrypt keys received are automatically imported.
  An automatically imported key is used as follows:
  ▫ An outgoing message to this contact can be encrypted with this key.
  ▫ The signature of an incoming message from this contact will not be verified with the key. That means: It can not be verified if the sender is real and the message content has been transferred unaltered.

- For each Autocrypt key received you will be asked whether to import this key. Details of the Autocrypt key will be shown allowing you to check its validity. If you import the key, it will be regarded as verified.
  A verified key will be used as follows:
  ▫ An outgoing message to this contact can be encrypted with this key.
  ▫ The signature of an incoming message from this contact will be verified using the key. If the verification is successful, the sender is real and the message content is unaltered.

How to define how Autocrypt keys are imported:

1. Click the **Settings** icon and click on **Settings**.
2. In the sidebar, click on **Security**. Click on **Guard**.
3. Enable **Show advanced settings**. Items for managing keys and for the Autocrypt settings will be displayed.
4. Below **Autocrypt**, proceed as follows:
   ▪ To import Autocrypt keys, enable **Search incoming emails for keys in header**.
   ▪ If you enable **Import autocrypt keys without asking**, Autocrypt keys will be imported automatically. This is the default setting if **Show advanced settings** is disabled.
   ▪ If you disable **Import autocrypt keys without asking**, you will be asked whether you want to import the key. The key details are shown so that you can check the validity of the key. If you accept the key, it will be regarded as verified.

Related topics:

- Importing Autocrypt keys (p. 301)
- Managing Autocrypt keys (p. 302)
- Transferring Autocrypt keys to other clients (p. 303)
13.3.2 Managing Autocrypt keys

The following options exist:

- Show a list of imported Autocrypt keys
  You can verify automatically imported Autocrypt keys later. A verified key will be used as follows:
  - An outgoing message to this contact can be encrypted with this key.
  - The signature of an incoming message from this contact will be verified using the key. If the verification is successful, the sender is real and the message content is unaltered.
- Delete Autocrypt keys

How to display the list of Autocrypt keys:

1. Click the Settings icon. Click on Settings.
2. In the sidebar, click on Security. Click on Guard.
3. Enable Show advanced settings. Items for managing keys and for the Autocrypt settings will be displayed.
4. Click on Autocrypt Keys below Keys. The Autocrypt Keys window opens. It displays a list of Autocrypt keys.
   
   To show details, click on a key ID.

How to verify an Autocrypt key in the Autocrypt Keys window:

1. Verify a key by comparing its displayed fingerprint with the correct fingerprint. You get the correct fingerprint from the sender of the E-Mail the key was imported from.
2. To verify the key, enable Verified.

How to delete an Autocrypt key in the Autocrypt Keys window:

1. Click the Delete icon.
2. Confirm that you want to delete the key.

Related topics:

- GuardSettings (p. 313)
- Importing Autocrypt keys (p. 301)
- Transferring Autocrypt keys to other clients (p. 303)
13.3.3 Transferring Autocrypt keys to other clients

To decrypt messages received on another E-Mail client and to sign outgoing messages, you have to copy your private keys to the other client. To do so, you can use the Autocrypt transfer service. The Autocrypt transfer service sends you an E-Mail with your private keys. This E-Mail is encrypted with a 36 digit code.

How to transfer your Autocrypt keys to another client:

1. Click the Settings icon. Click on Settings.
2. In the sidebar, click on Security. Click on Guard.
3. Enable Show advanced settings. Items for managing keys and for the Autocrypt settings will be displayed.
4. Click on Autocrypt Transfer Keys below Autocrypt. The Autocrypt Transfer Keys window opens.
5. Enter your Guard password. Click on Transfer.
   A setup E-Mail with a passcode will be sent to your primary E-Mail address. The passcode will be displayed in the Autocrypt Transfer Keys window.
6. Open the setup E-Mail on the wanted E-Mail client. Enter the passcode.

Related topics:
- Importing Autocrypt keys (p. 301)
- Managing Autocrypt keys (p. 302)
13.4 Encrypting or Decrypting Files

The following options exist:

- Encrypting files (p. 304)
- Uploading files securely by using encryption (p. 305)
- Opening encrypted files (p. 305)
- Downloading encrypted files (p. 305)
- Decrypting files (p. 307)

User interface:
- The Drive toolbar (p. 209)

13.4.1 Encrypting files

When encrypting a file, only the last version of this file will be encrypted. All other versions will be deleted.

How to encrypt a file:

- **Warning:** When encrypting a file, all versions of this file will be deleted, except for the current version. If you need to keep an older version, save it before encrypting the file.

1. Select one or several files in the display area of the Drive app.
2. Use one of the following methods:
   - Click the **Actions** icon. Click on **Encrypt** in the menu.
   - Select **Encrypt** from the context menu.
   - Use the **More actions** icon. Click on **Encrypt** in the menu.

Related topics:

- Uploading files securely by using encryption (p. 305)
- Opening encrypted files (p. 305)
- Downloading encrypted files (p. 305)
- Decrypting files (p. 307)
13.4.2 Uploading files securely by using encryption

You can upload local files securely by using encryption.

**How to upload files securely by using encryption:**

1. In the Drive app, open a folder in the folder view.
   Note: Open a folder for which you have the appropriate permissions to create objects.
2. Click on Upload in the toolbar. Click on File (encrypted).
3. Select one or several files in the Upload file window.
   Click on Open. The current progress status will be shown in the display area.
   In order to cancel the process, click on File details at the bottom right side of the display area. Click on Cancel next to a file name in the Upload progress window.
   Tip: You can also upload a new encrypted file by dragging a file from your operating system's desktop to the Drive app window and drop it in the bottom part.

Related topics:
- Encrypting files (p. 304)
- Opening encrypted files (p. 305)
- Downloading encrypted files (p. 305)
- Decrypting files (p. 307)
- Uploading Files or Folders (p. 222)

13.4.3 Opening encrypted files

You can open and read an encrypted file. The file remains encrypted on the server.

**How to open an encrypted file:**

1. In the Drive app, select an encrypted file in the display area. Click the View icon.
2. Enter your Guard security password in the Password required window.
   You can define how long the security password should be remembered by Guard. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.

Related topics:
- Encrypting files (p. 304)
- Uploading files securely by using encryption (p. 305)
- Downloading encrypted files (p. 305)
- Decrypting files (p. 307)

13.4.4 Downloading encrypted files

You can download an encrypted file to locally read or edit it. The file remains encrypted on the server.
How to download an encrypted file:

1. In the Drive app, select an encrypted file in the display area. Click the **View** icon.
   Note: If you click on Download in the toolbar or context menu instead, the downloaded file remains encrypted.

2. Enter the Guard security password in the **Password required** pop-up window.
   You can define how long the security password should be remembered by Guard. To do so, enable **Remember my password**. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on **OK**.

3. Click the **More actions** icon. Click on **Download Decrypted**.

Related topics:
- Encrypting files (p. 304)
- Uploading files securely by using encryption (p. 305)
- Opening encrypted files (p. 305)
- Decrypting files (p. 307)
13.4.5 Decrypting files

You can remove a file's encryption by decrypting the file.

**How to decrypt a file:**

1. In the Drive app, select an encrypted file in the display area.
2. Use one of the following methods:
   - Click the Actions icon. Click on Remove Encryption.
   - Select Remove Encryption from the context menu.
3. Enter the Guard security password in the Password required pop-up window.
   You can define how long the Guard security password should be valid. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.

Related topics:

- Encrypting files (p. 304)
- Uploading files securely by using encryption (p. 305)
- Opening encrypted files (p. 305)
- Downloading encrypted files (p. 305)
13.5 Encrypting Office Documents

The following options exist:

- Creating new encrypted documents (p. 309)
- Saving selected documents in an encrypted format (p. 310)
- Opening an encrypted document (p. 311)

Further functions are available in the Drive app:

- encrypt existing documents
- decrypt documents
13.5.1 Creating new encrypted documents

When creating a new document, you have the option to create a document that will be saved encrypted.

The following options exist:

- Create an encrypted document in the Text, Spreadsheet or Presentation app.
- Create an encrypted document on the document edit page.
  You can use this option if you are currently editing a document.

How to create a new encrypted document:

1. Depending on whether you want to create an encrypted text document, spreadsheet or presentation, launch the Text, Spreadsheet or Presentation app.
2. In the Office menu bar, click on one of the respective buttons New text document (encrypted), New spreadsheet (encrypted), New presentation (encrypted).
3. Enter your Guard security password in the Password required window.
   You can define how long the security password should be remembered by Guard. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.

How to create a new encrypted document while editing a document:

1. Click on New in the File toolbar. In the menu, select one of those entries: Text document (encrypted), Spreadsheet document (encrypted), Presentation document (encrypted).
2. Enter your Guard security password in the Password required window.
   You can define how long the security password should be remembered by Guard. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.
3. Click on Unnamed in the menu bar. Enter a name.

Related topics:

- Saving selected documents in an encrypted format (p. 310)
- Opening an encrypted document (p. 311)
- Encrypting or Decrypting Files (p. 304)
13.5.2 Saving selected documents in an encrypted format

When having opened a text document, spreadsheet or a presentation, you can save this document in an encrypted format.

How to save the selected document in an encrypted format:

1. Open a document in the Text, Spreadsheet or Presentation app.
2. In the File toolbar, click on Save in Drive. Select Save as (encrypted).
   The Save as (encrypted) window opens. Select a folder and a file name. Click on OK.
3. If the Enter Guard security password window opens, enter the Guard security password.
   You can define how long the security password should be remembered by Guard. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.

Related topics:

Creating new encrypted documents (p. 309)
Opening an encrypted document (p. 311)
Encrypting or Decrypting Files (p. 304)
13.5.3 Opening an encrypted document

You can open an encrypted document to do the following:
▪ read or edit the document
▪ download the document in decrypted format
▪ print the document as pdf in decrypted format
The document remains encrypted on the server.

How to open an encrypted document:
1. Open a document in the Text, Spreadsheet or Presentation app.
2. Enter your Guard security password in the Password required window.
   You can define how long the security password should be remembered by Guard. To do so, enable Remember my password. Select a value from the list.
   In the Guard security settings, you can define a default value for the time range.
   Click on OK.
3. You can use the following functions:
   ▪ Edit the document. Information can be found in the Documents user guide.
   ▪ To download the document in a decrypted format, click the Download icon.
   ▪ To save the document as pdf in a decrypted format, click the Print as PDF icon.

Related topics:
Creating new encrypted documents (p. 309)
Saving selected documents in an encrypted format (p. 310)
Encrypting or Decrypting Files (p. 304)
13.6 Signing Out from Guard

You can sign out from Guard without closing the groupware. To open an encrypted E-Mail or file after having signed out, you have to re-enter the Guard security password.

Note: This function is only available if you enable Remember Password when opening an encrypted E-Mail or file.

How to sign out from Guard:
1. Click the My account icon on the right side of the menu bar.
2. Click on Sign out Guard.
13.7 **GuardSettings**

**How to use the Guard settings:**

1. Click the **Settings** icon. Click on **Settings**.
2. In the sidebar, click on **Security**. Click on **Guard**.

The **Guard security settings** page will be displayed.

The following settings are available:

**default settings**

- **Default to send encrypted when composing email**
  Defines whether a new E-Mail is encrypted by default.

- **Default adding signature to outgoing mails**
  Defines whether a new E-Mail is encrypted per default.

- **Default to using PGP inline for new mails**
  Defines whether the PGP encryption is done inline as default. Only use those settings if the E-Mail client of a recipient does not support PGP. With PGP inline, the recipient can decrypt the message nevertheless. If you use this setting, you cannot send E-Mails in html format.

- **Remember password default**
  Defines the time range default for Guard to remember the password. You can change this default when being asked for your Guard password.

**Password management**

Contains functions for changing or resetting the password

See **Password management (p. 315)**

**Advanced**

- **Advanced settings**

  If **Show advanced settings** is enabled, the following settings and functions will be available.

  - **E-Mail cache**
    Defines whether a decrypted E-Mail is kept in the browser cache in a readable format when displaying another E-Mail or changing to another groupware app.
    To remove the decrypted E-Mail from the browser cache, enable **Do not keep emails decrypted**.

  - **Keys** section
    Managing own keys, public keys or Autocrypt keys
    See **Keys (p. 314)**

  - **Autocrypt** section
    Configures the usage of Autocrypt for incoming E-Mails. Allows you to transfer Autocrypt keys to other clients.
    See **Encrypting E-Mail Conversations with Autocrypt (p. 300)**

    - When sending encrypted E-Mails, there are additional options.
      See **Sending encrypted E-Mails (p. 298)**
Keys
Usually, the key management functions are not required for sending or receiving encrypted messages. Those functions can be useful though under the following circumstances:

▪ You want to use your Guard PGP keys in other E-Mail clients, e.g. in local E-Mail clients.
▪ You have PGP keys from other PGP applications. You want to use those keys in Guard.
▪ You have an external partner’s public key. In order to send encrypted messages to this external partner or verify received signed messages without having to access a key server, you want to import the partner’s public key into Guard.
▪ You want to provide your public key to an external partner in order to allow the external partner to send encrypted messages to you without the need to access a key server.

The following options exist:

▪ **Download my public key button**
  Locally saves your public key.

▪ **Your keys button**
  Opens the *Your Keys* window for managing your own keys.

▪ **Public keys of recipients button**
  Opens the *Your Keys* window for managing public keys.
13.7.1 Password management

On the Guard security settings page, you can:

• change the Guard security password

• When having lost your Guard security password, you can request a temporary Guard security password by resetting the Guard security password.

• Defining an E-Mail address for resetting the password.

• To be able to reset your password if needed, your password has to be saved on the server in an encrypted version. If you do not want your password to be saved on the server, you can delete the password recovery.

Note: Depending on the configuration, some of those functions might not be available.
How to change the Guard password:

1. Click on **Change password**. The *Change password* window opens.
2. In the **Enter current Guard security password** field, enter the password that you have used so far for encrypting your data.
   - In the **Enter new Guard security password** field, enter the password that you want to use for encrypting your data from now on.
   - Confirm the password in the **Verify new Guard security password** field by entering it again.
3. Click on **Change**.

How to reset the Guard password:

1. Click on **Reset password**. The *Reset password* window opens.
   - Click on **Reset**.
2. A new password will be sent to your secondary E-Mail address.
   - If not having entered a secondary E-Mail address, the new password will be sent to your primary E-Mail address.
   - This new password is now your current Guard security password. You should immediately change this password.

How to change your secondary E-Mail address for resetting the password:

1. Click on **Set email address for reset**. The *Secondary Email Address* window opens.
2. In the **Enter current Guard security password** field, enter the password for encrypting your data.
   - In the **Enter new secondary email** field, enter the E-Mail address that is used for receiving a temporary password for resetting your Guard security password.
   - Re-enter the E-Mail address in **Verify email address**.
   - Click on **Change Email address**.

How to remove the function for resetting the password:

**Warning:** If you remove the function for resetting the password, you can no longer reset your password. if you forget your password afterwards, there will be no possibility to decrypt your encrypted E-Mails or files.

1. Enable **Show advanced settings**.
   - Click on **Delete password recovery**. The *Delete Recovery* window opens.
2. Click the **Delete** button.

Related topics:

- Managing own keys (p. 317)
- Managing public keys (p. 319)
13.7.2 Managing own keys

On the Guard security settings page, you can:

▪ display own keys, display details
▪ add new keys
If you own several keys, you can define which key should be the current one. The current key is used for encrypting data.
▪ add user IDs
When adding additional user IDs to a key, you can use the key for multiple E-Mail accounts.
▪ download keys
▪ delete keys

How to display your own keys or make a key the current one:

1. Enable the Show Advanced Settings checkbox below Advanced.
   Click on Your keys below Keys. The Your Keys window opens.
   ▪ Your existing keys are displayed. Each key consists of a master key and a subkey.
      ○ Among other things, the master key is used for signing your E-Mails.
      ○ The subkey is used for encrypting and decrypting E-Mails and files.
   ▪ Depending on the requirement, Guard automatically uses the master key or the subkey.

2. If your key list contains more than one key, you can define the current key. To do so, enable the Current checkbox next to the main key. From now on, the current key will be used for encryption.

3. To display details for a key, click the Details icon. The Key Details window opens. To view the key's signatures, click on Signatures.

How to add a new key in the Your Keys window:

1. Click the Add icon. The Adding Keys window opens.

2. You have the following options:
   ▪ To add a private key, click on Upload Private Key. Select a file containing a private key. The Upload Private Keys window opens.
     To upload the new key, enter your Guard security password. Enter a new password for the new key.
   ▪ To add a public key, click on Upload Public Key Only. Select a file containing a public key.
   ▪ To create a new key pair, click on Create New Keys. The Create Guard Security Keys window opens.
     Enter a password for the new key. Confirm the password.
     The new key will be entered on top of your key list. The new key becomes the current key.
How to add an additional user ID in the Your Keys window:

1. Click the Edit icon. The Add User ID window opens.
2. Enter a name for the user ID. Enter the E-Mail address that you want to use for this key.
   Enter your password for this key.
   Click on OK.

How to download a key in the Your Keys window:

1. Click the Download icon.
2. Define whether to download your private key only, your public key only or both keys.
   Caution: Your private key will be downloaded in encrypted form. You should not download your
   private key to a publicly accessible system, though.

How to delete a key in the Your Keys window:

Warning: If you delete a private key, you can no longer decrypt objects that have been encrypted
with this key. If you are unsure, you should not delete the key but revoke it. A revoked key can no
longer be used for encryption. But you can still decrypt objects that have been encrypted with this
key.

1. Click the Delete icon. The Delete Private Key window opens.
2. You have the following options:
   ▪ To revoke a private key, click on Revoke.
     if you revoke a key, it will no longer be used. But you can still decrypt objects that have been
     encrypted with this key. For this reason, revoking a key is better than deleting it.
     Enter the password for the private key. If required, select a reason for revoking the key.
     Click on Revoke.
   ▪ In order to delete a private key, click on Delete.
     Warning: If you delete a private key, you can no longer decrypt objects that have been encrypted
     with this key.
     Enter the password for the private key.
     Click the Delete button.

When deleting a master key, the corresponding subkey will be deleted too.

Related topics:

Managing public keys (p. 319)
Password management (p. 315)
13.7.3 Managing public keys

On the Guard security settings page, you can:

▪ display public keys
▪ upload public keys
▪ delete an own public key

How to show public keys:

1. Enable the Show advanced settings checkbox below Advanced.
   Click on Public keys of recipients below Keys. The Public Keys window opens.
   The public keys shared by you or other users are displayed. If a user’s public key is displayed in this list, you can send an encrypted E-Mail to this user and verify signed E-Mails that have been sent to you by this user.

2. To display details for a key, click the Details icon. The Public Keys Detail window opens.
   You can share public keys by enabling Share key. Other users can view and download your shared keys. Public keys are only available for groupware users.

How to upload a recipient's public key in the Public Keys window:

   Click the Add icon. Select a file containing a public key.

How to delete a public key in the Public Keys window:

   Click the Delete icon.
   Confirm that you want to delete the public key.

Related topics:

   Managing own keys (p. 317)
   Password management (p. 315)
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