grommunio Web Documentation

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Contents

Introduction

grommunio Web is the web-based interface of the grommunio software suite. It combines a set of applications which allow easy usage for everyday users. grommunio Web can be accessed through a modern web browser and has all the important and daily usable tools like e-mail, calendar, contacts, notes & tasks, and integration with grommunio Meet and others.

Altogether, grommunio Web offers integrated advanced tools for teamwork and professional collaborations, such as chat and web meetings. Since grommunio Web is easy configurable, administrators and developers can create new plugins and integrate them into the interface at any time.

1.1 Requirements

grommunio Web can be accessed from a modern web browser, including derivatves of Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari. We recommend the use of recent versions for the best user experience.

1.2 Login

1.2.1 Accessing grommunio Web

Login page of grommunio Web

To access grommunio Web, follow these steps:

1. Navigate to the link provided by your administrator with your browser. Traditionally, the link is something close to https://example.com or https://mail.example.com

2. Enter your username and password

3. Click on the "Sign in" button

Welcome assistant of grommunio Web

Upon your first login, you are greeted by the "Welcome Assistant" which allows configuring some

general settings, such as language, initial weekday and other settings. These settings can later be changed in the "Settings" configuration pane at any time.

1.2.2 Welcome Assistant

1.2.3 Overview

As soon as you have logged into grommunio Web, it presents an overview of your personal interface. By default, it will navigate to the mailbox overview, which, traditionally, is either empty, or pre-filled by data from a migration by your administrator.

The main overview of grommunio Web is organized as follows:

1. **Main interface area**

   The main interface area contains reference to the main application areas. By default, these are: Mail, Calendar, Tasks, Notes, Meet and Files. On the top right, you find personal information, such as the indicator of the user you have logged in, Reminders, Settings, Help and Logout buttons.

2. **Shortcut Bar**

   The shortcut bar combines the main functions available in the application area you are currently in, such as creating new messages in the mail application area. Some of the menus provide a dropdown element which provides extra functionality.

3. **Folder navigation area**

   With the folder navigation area, you can see an overview of your personal folders, as well as any attached secondary mailboxes like public folders that are accessible to you.

4. **Main content area**

   The main content window provides all information of the main application area combined with the chosen contextual information chosen. For example, it shows all emails of your inbox in the mail application area when the folder inbox has been chosen. In many areas, there is built-in search functionality available which results also show up in the main content area.

1.2.4 Data structure

Your primary groupware data is stored in a so-called "mailbox", or "mail store". This data contains major information such as your e-mails, calendar data, contacts, and so on. To have this managed well, the mailbox store is hierarchially organized with folders. By default, a store includes a set of default folders which also have various types. These are:

Table 1: Mailbox structure

Name	Type
Inbox	E-Mail
Drafts	E-Mail
Sent Items	E-Mail
Deleted Items	E-Mail
Tasks	Tasks
Calendar	Calendar
Contacts	Contacts
Junk E-Mail	E-Mail
Notes	Notes
Outbox	E-Mail

1.2.5 Overall behavior

grommunio Web is a true web application which provides an unusually enhanced web application feeling. With this behavior, grommunio Web provides multiple user experience enhancements to traditional web applications, such as:

- Support for Drag & Drop of elements.
- Right-click context menus with extra functionality on objects.
- Multi-select of objects using the Ctrl key (or Cmd on Apple).
- Tabular interface handling to allow multi-tasked working.

It is important to note that, by default, the mail folders shown are contextually visible by the current application area in use. As an example, using the mail application area will only show mail folders as a result.

The option "Show all folders" in the folder navigation area allows to toggle this behavior. If activated, a switch to a folder of a different application area automatically switches to that application. For example, selecting a calendar folder will automatically navigate to the calendar application area and open that calendar.

Mail

In this chapter, we guide you how to use mails with grommunio Web. After reading through this chapter, you should be able to read, send and organize your e-mails.

2.1 Mail reading

By default, the main content area in the mail interface is split into three parts. In the left pane, the folder navigation area is visible. Right next to the folder navigation area is the folder list area which lists all mails from the particularly selected folder from the folder navigation area. Selecting an e-mail from the folder automatically opens the e-mail in the main window area, showing the e-mail effectively.
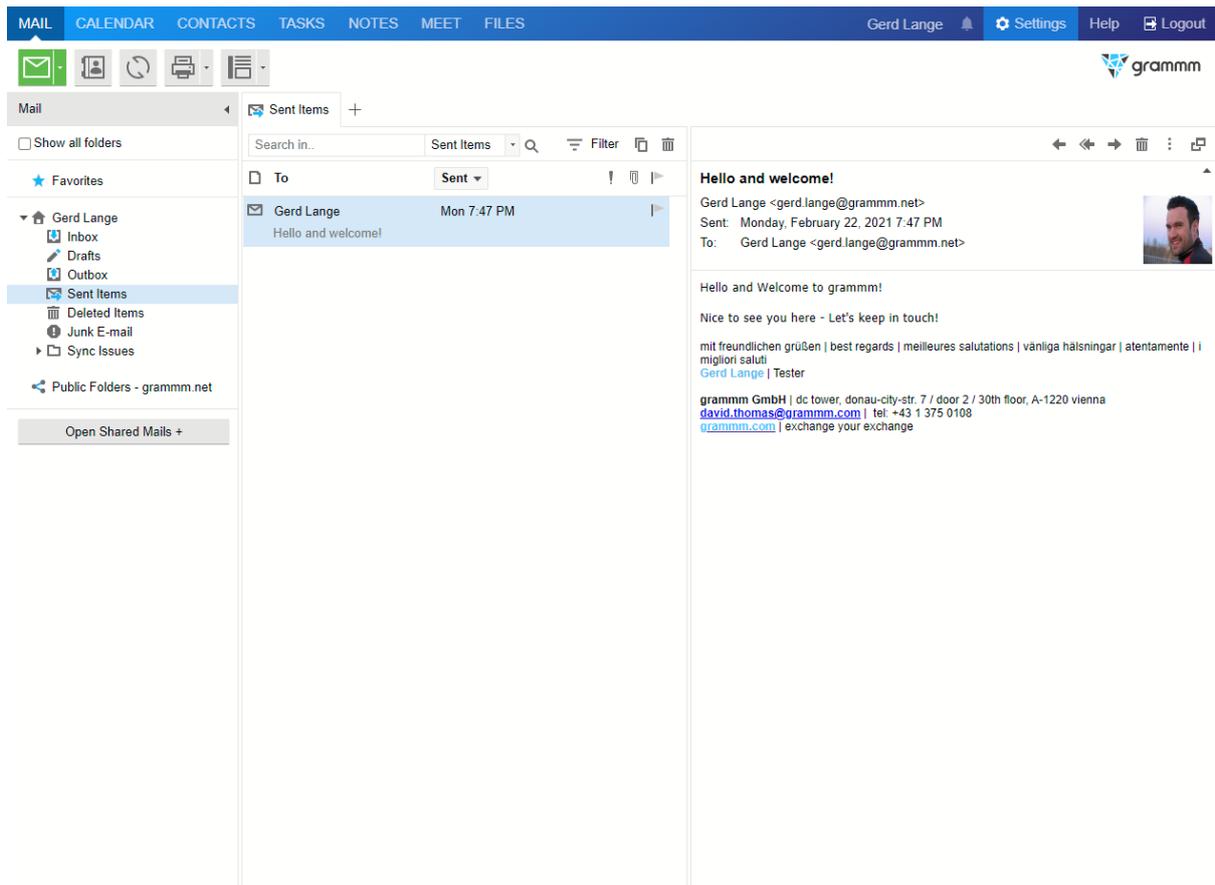
Reading mails with default layout

2.2 Mail sending

To compose a new mail, choose the highlighted "New Email" button from the main shortcut bar.

1. Pressing the button will open a new mail tab with an empty ready-to-write-mail interface.

2. To add a recipient, either manually add this recipient by typing the recipient's mail address in the To:, CC: or BCC: fields. (BCC is available via the "Show BCC: field" button from the composition windows shortcut bar.) Alternatively, you can add a recipient by clicking the To: or CC: button to access the address book and select the recipients from a list.

3. The "Check names" button automatically checks for the recipients in the available address books and therefore auto-completes or either substitutes the manual entries with the corresponding address book objects.

4. Attachments can be added by choosing the "Paperclip" button from the composition window shortcut bar.

5. With the "Exclamation mark" button or the "Arrow Down" button, the priority of the mail can be raised or lowered.

6. When using HTML as a composition format (this is default), the main mail body provides a vast number of formatting options ranging from the choice of fonts, sizes, typographical typesetting and much more. It is generally recommended to keep individual styling at a modest level, because your recipient, depending on their used mail client, might receive a mail not in the intended format due to filtering or other potential mechanisms and implementations.

7. Pressing the "Floppy disk" button saves the mail, adding it to the Drafts folder. The message can be opened at a later time again to resume the composition.

8. Pressing the "Send" button sends the mail on the journey to the selected recipients. The draft is automatically moved to the Sent Items folder for future reference.
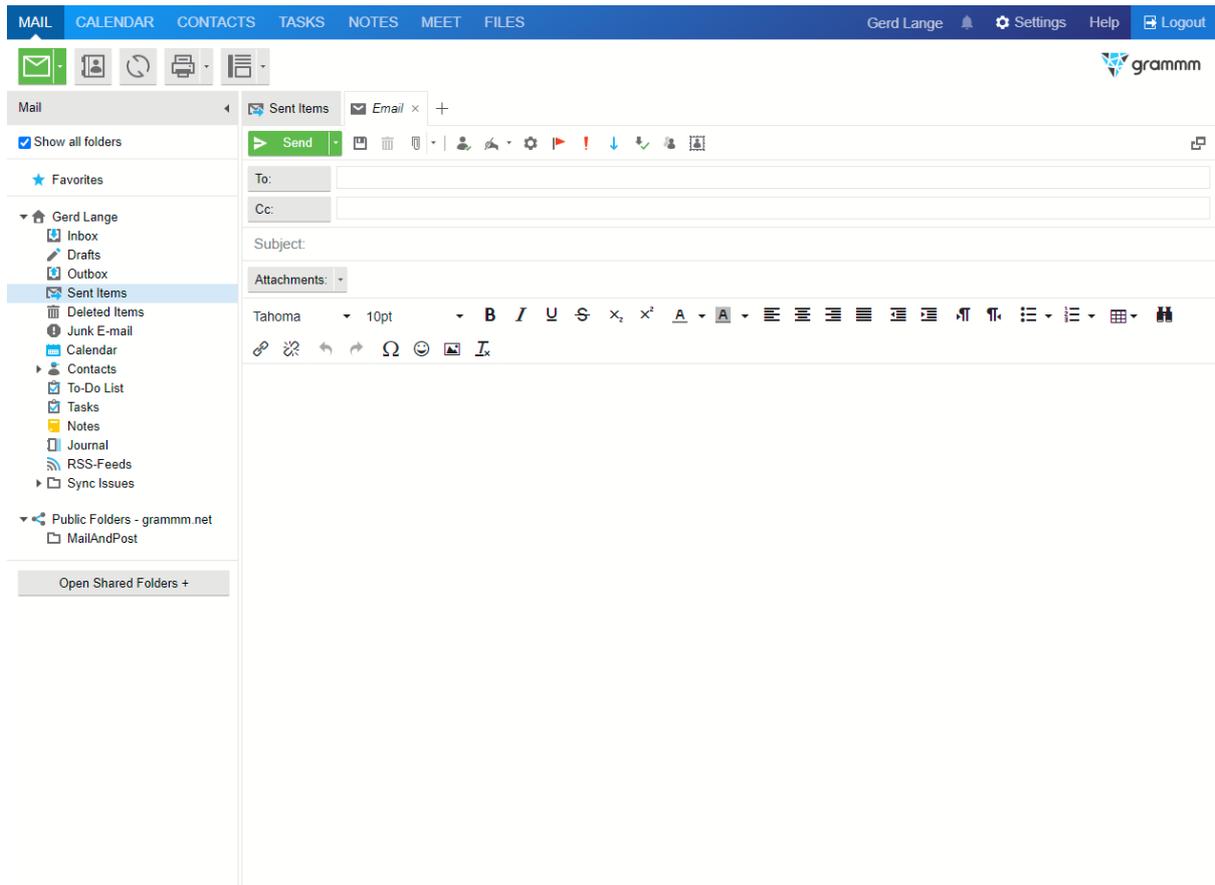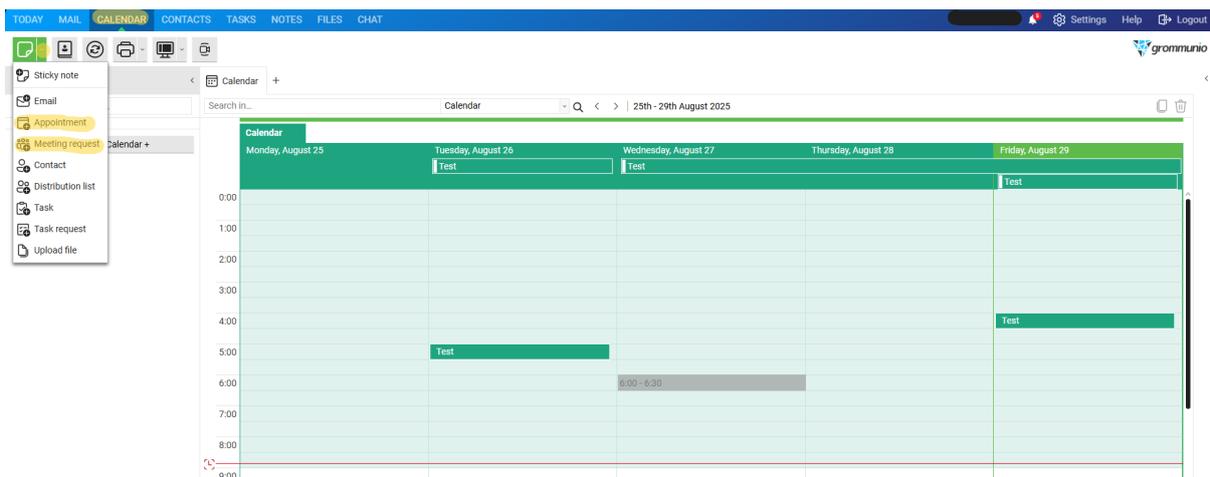

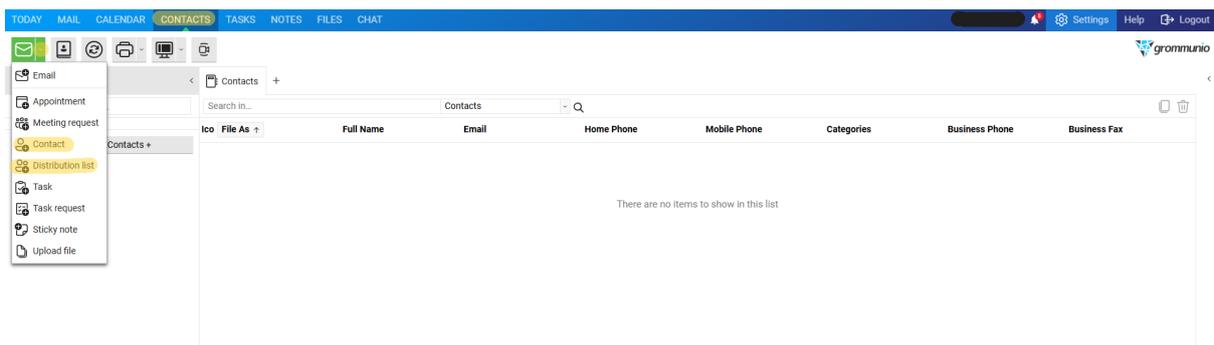Composing a new mail

2.3 Mail organization

2.4 Mail actions

Calendar

3.1 Appointment/Meeting

1. Click on the „CALENDER" application and then in the drop-down menu, click on the green letter.

2. Choose "Appointment" -> new window opens

3. Enter a subject for the appointment and, if desired, a location.

4. Choose the start and end time for the appointment or choose „All Day Event"

5. If you want to invite others, click "Invite Attendees" to add participants or choose "Meeting" in the drop down menu.

6. Add contacts in the "To" field

7. Click "Save & Close"

For an overview of your appointments go back to calendar.

You can also share your calender with co-workers and allow to edit/create or delete items. By writing an email you select the PaperClip button choose „Attach item" and add your calender.
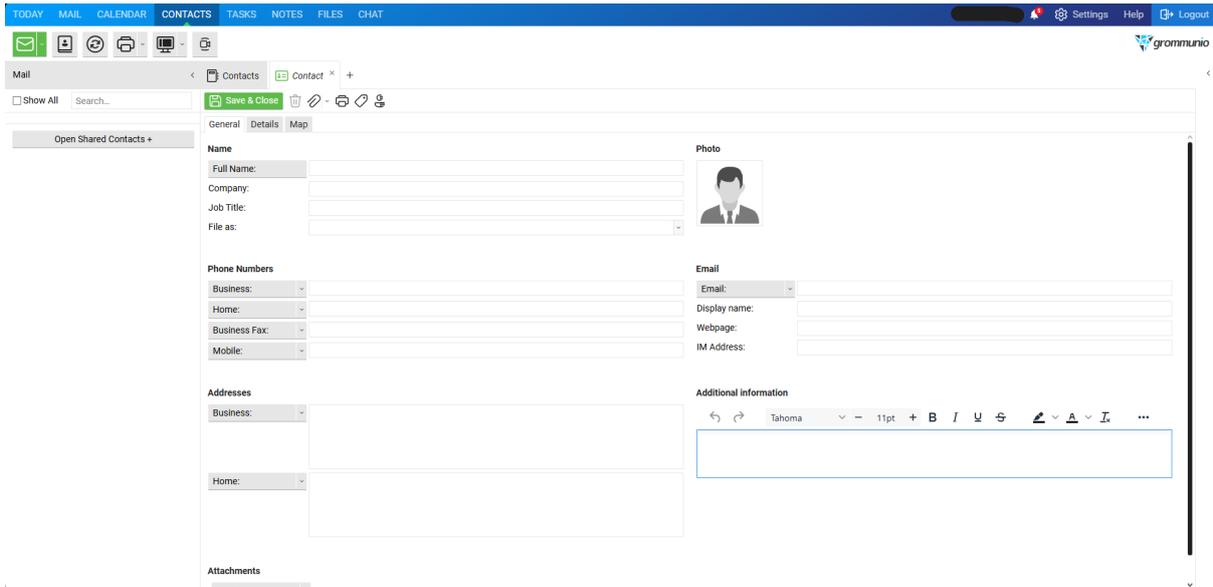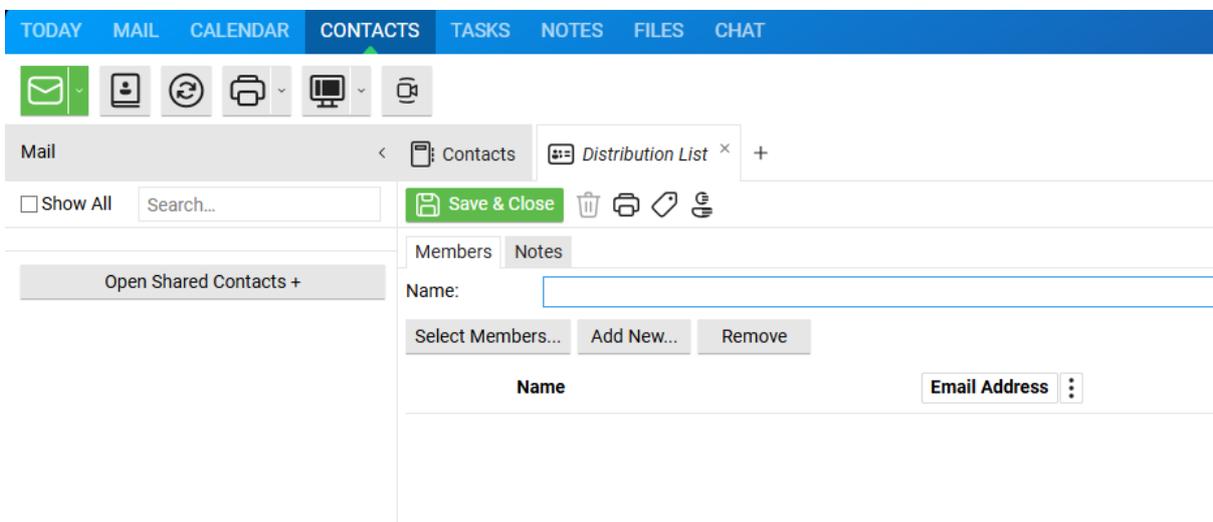
Contacts

4.1 Adding a new contact

1. Click on the „CONTACTS" application and then in the drop-down menu click on the green letter

2. Choose "Contact" -> new contact window opens

3. Fill all information and click on „Save & Close"

you can view or edit the details of a contact by opening it in the adress book

4.2 Create Distribution List

1. Click on the "CONTATCS" application and then on the drop down menu on the green letter
2. Choose "Distribution List" -> new distribution list window opens
3. Click "Select Members" to add contacts from the adress book
4. click "Save & Close"

You can have several distribution list with different contatcs in it and also edit the list with "Select Members", "Add New Email" or "Remove"

4.3 Adding Distribution List

Sending an email to a distribution list works the same way as sending to a single contact. Simply select the distribution list from the address book when adding recipients to the TO or CC fields. Once selected, all members of the list will automatically appear in the chosen field.

Tasks

5.1 Create New Tasks
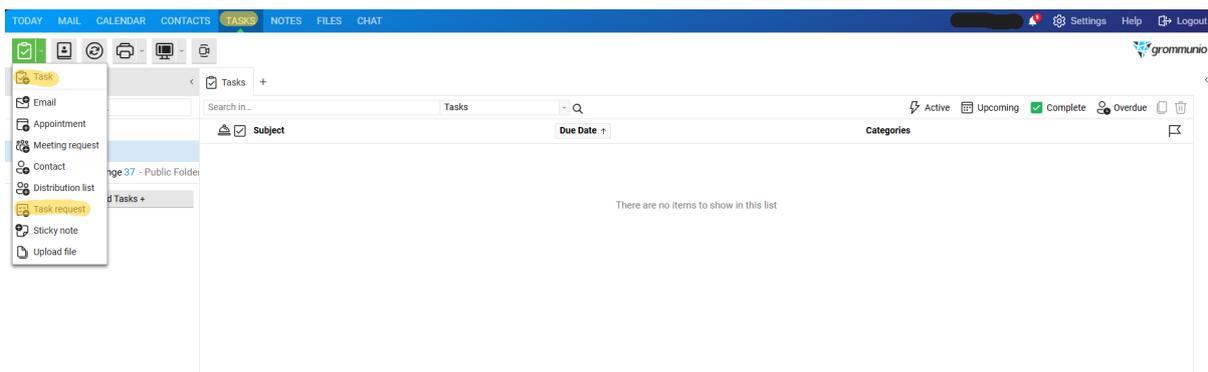
1. Open the "Tasks" application and then on the drop-down menu click on the green clipboard.

2. You can choose "Task" or "Task Request*" -> new task window opens.

3. Enter the necessary details in the fields provided.

4. Click „Save & Close" to finish and store the task.
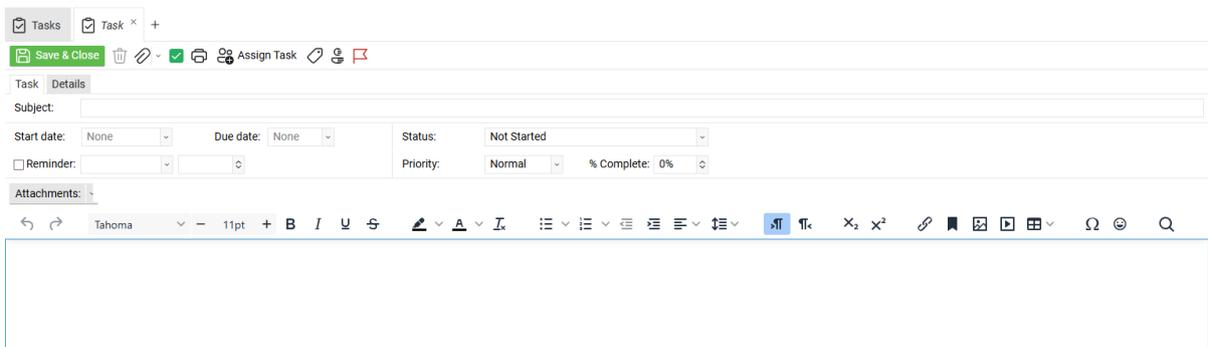
5.2 Task Request

A task request is different from a normal task because you can assign it to someone else. When you click on Assign Task, a „To" field appears where you can enter the person's email address or choose it from the Address Book.

When the assignee finishes the task, it can be marked as completed. A "Task Completed" message is then sent to the person who assigned it.

Notes

Notes are a useful tool for capturing ideas. They can serve many different purposes and can be used in whatever way best suits your needs.
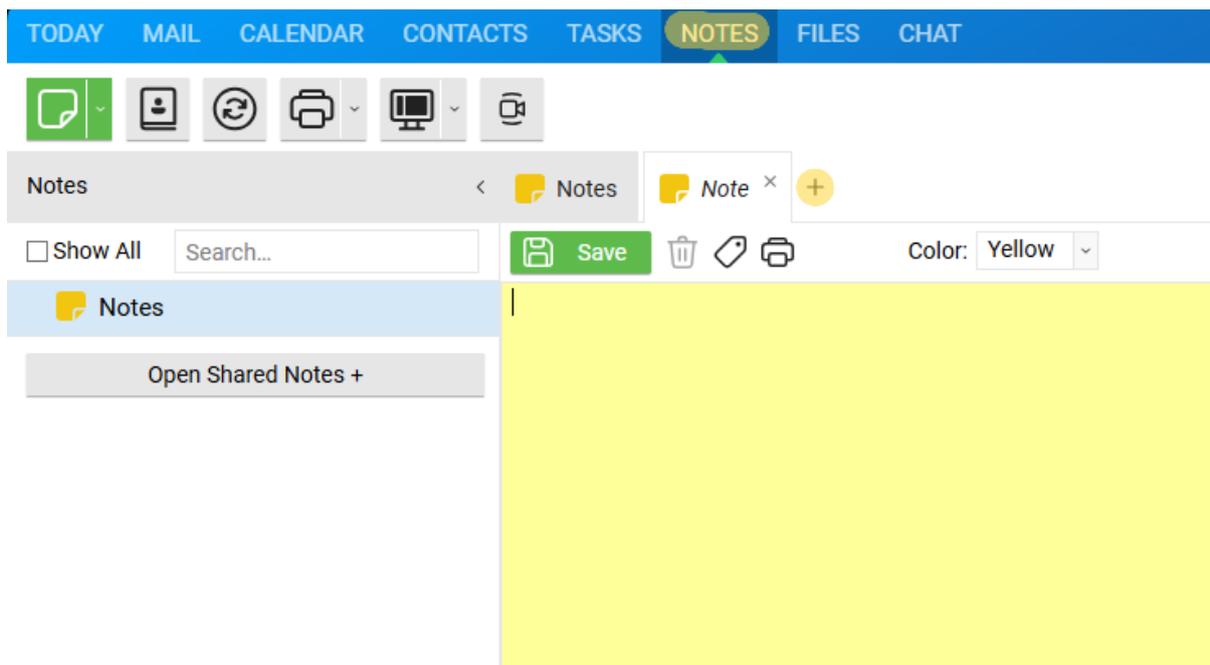
1. Open the "Notes" application
2. Click on the green note symbol -> new note window opens
3. Write down your note
4. Click "Save"

Settings

7.1 Mail signatures

Grommunio Web allows users to manage multiple email signatures, with the flexibility to set different signatures for new messages, as well as for replies and forwarded emails.

Setting Up a Signature to create or modify an email signature in Grommunio Web, follow these steps:

1. Open Settings from the top right menu.

2. Navigate to the Mail section.

3. Scroll to Signatures and click New to create a new signature.

4. Enter a custom signature name for easy identification.

5. Compose your signature using plain text, formatted text, or HTML.

7.2 Signature templating

Grommunio Web supports dynamic signature attributes, which automatically insert information from your user profile into your signature. These attributes correspond to account details configured on the server, such as your name, phone number, company, and job title.

Important: The availability of attributes depends on your organization's server configuration. If you require additional attributes or changes to the available ones, please contact your system administrator.

How It Works: Attributes are enclosed in curly brackets with a percentage sign, e.g., {%attribute}. When composing an email, Grommunio Web will replace these placeholders with your actual user information. If an attribute is not configured in your profile, it will not appear in the signature.

7.2.1 Signature Placeholders

The following general attributes can be used in email signatures:

- {%firstname} – First name
- {%initials} – Initials
- {%lastname} – Last name
- {%displayname} – Full display name
- {%title} – Job title
- {%company} – Company name
- {%department} – Department
- {%office} – Office location
- {%assistant} – Name of the assistant
- {%phone} – Primary phone number
- {%primary_email} – Primary email address
- {%address} – Street address
- {%city} – City
- {%state} – State/Region
- {%zipcode} – ZIP/Postal code
- {%country} – Country
- {%phone_business} – Primary business phone number
- {%phone_business2} – Secondary business phone number
- {%phone_fax} – Fax number
- {%phone_assistant} – Assistant's phone number
- {%phone_home} – Primary home phone number
- {%phone_home2} – Secondary home phone number
- {%phone_mobile} – Mobile phone number
- {%phone_pager} – Pager number

Mobile Device Management

8.1 Overview

Mobile Device Management (MDM) is a plugin for grommunio Web. It allows users to view the list and details of mobile devices configured to sync the account data. MDM also enables users to issue resync, removal or remote wipe of a specific device.

The MDM plugin is server-side enabled and always visible in the plugin list.

In order to access the plugin, select "Settings" on the top right corner of the grommunio web Window. In the listbox then shown on the left pane, select "Mobile Devices". The initial view shows the list of all mobile devices currently configured to sync the account data and some additional device information: friendly device name, device OS, first and last sync times, device id etc. The column list and order is configurable.
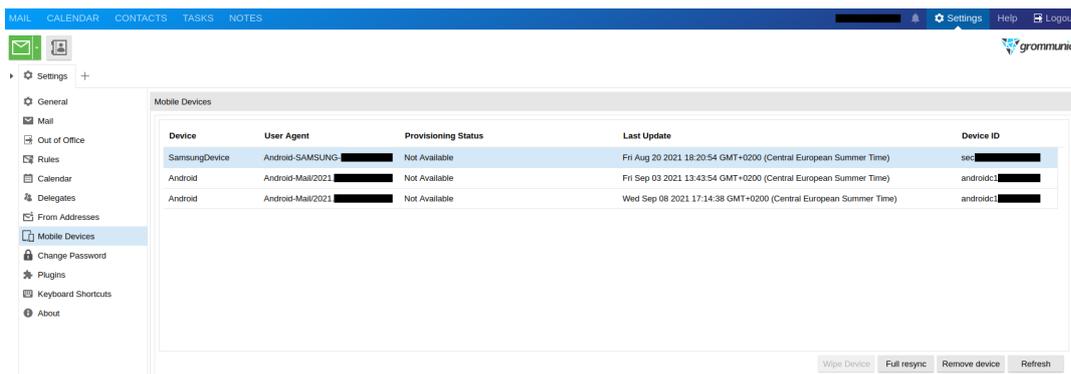
Selecting a device opens a popup window which displays more information about the device: number and types of synchronized folders, grommunio sync version, current ActiveSync protocol version implemented by grommunio sync and current provisioning policy enforced on the device.
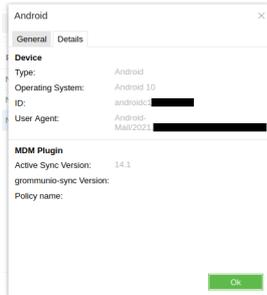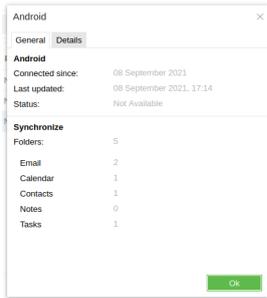
8.2 Actions

Important: Be fully aware what action a particular button triggers before clicking on any of them, because they trigger write operations on your device and your grommunio store.

8.2.1 Wipe Device

This command sets the device status to "pending wipe request". During the next request, the device will acknowledge the request and perform the data wipe. Depending on the vendor implementation, it is possible that the device will reboot after performing this operation. Due to the consequences of this operation, the user must provide his password before issuing the wipe request.

Important: Vendors implemented different wipe strategies. On some, mostly Android devices, only the grommunio account and its data (emails, contacts, calendar items and so on) will be removed.

Some iOS devices perform an entire device wipe, also removing your personal data, including, but not limited to, media data (photos and videos), apps, settings. It is comparable to a factory reset.

The wipe strategy may also depend on the provisioning policies enforced by the domain administrator. Contact him or grommunio support if you have any doubts about this operation **before** performing it.

8.2.2 Full Resync

This command marks the device for full grommunio account resync. On the next request, the device will acknowledge the request and perform, at first, the hierarchy and, afterwards, the content sync. Be aware that it might take some time, especially if you have a lot of items or a lot of items with attachments in your grommunio store.

Use this functionality if you're experiencing issues with the synchronization e.g. some items do not appear on the mobile device.

8.2.3 Remove Device

This command will remove the saved device state from your grommunio store and the device will also disappear from the list.

Note: This action will not prevent the device from syncing your grommunio data. If you wish that the device also stops syncing, you have to remove your grommunio account from the device. Failing to remove the account on the device will just cause the device to perform full resync.

8.2.4 Refresh

This command refreshes the devices list. If you set up a grommunio account on a new mobile device after you opened the MDM plugin, selecting this button will get the devices' information from your grommunio store and the new device will appear in the list.

CHAPTER 9

Chat

Grommunio also offers a chat feature to make communication easier. You can either send private messages to individual users or post in channels where all members of the channel receive the message.

On the left-hand side, under Find Channels, you can search for existing channels. By clicking the plus (+) icon, you can add channels or even create a new channel yourself

Further down on the left-hand side, under Direct Messages, you can use the plus (+) icon to search for people, or use Invite Members at the bottom to invite people to the chat.

In the chat itself, you also have the option to send attachments by selecting the paperclip icon. A new window will open where you can choose the file you want to send.
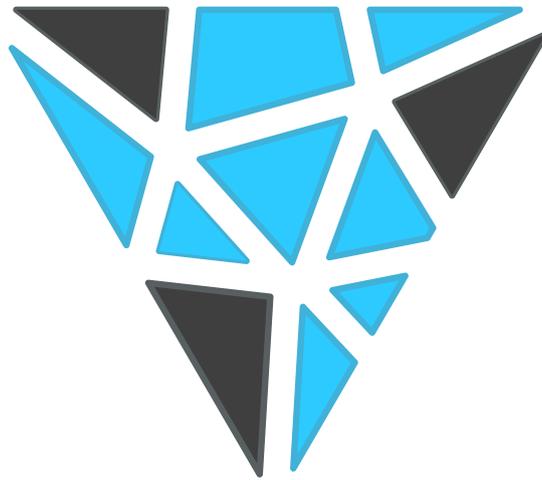
CHAPTER 10

Meet

Files

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