



***grommunio***

**grommunio Web Documentation**

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**grommunio GmbH**

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## 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. The currently supported list of browsers of grommunio Web include, but are not limited to:

- Google Chrome (78+), including derivatives such as Brave Browser, Ungoogled and Iridium
- Mozilla Firefox (70+)
- Apple Safari (12.1+)
- Microsoft Edge (78+)

We recommend the use of a relatively recent version of the used browser. Next to security reasons, this traditionally provides the best user experience overall. While other browsers or other versions may also work, grommunio cannot guarantee their function. If you encounter any issues, we recommend to get in touch with support and open a support ticket so potential incompatibilities can be investigated.

## 2.1 Accessing 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/web> or <https://mail.example.com/web>
2. Enter your username and password
3. Click on the “Sign in” button

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.

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**Note:** The default URL of grommunio Web ends with the URL suffix */web/*. Depending on configuration, this might have been changed intentionally to a different login URL, in which case the new prefix will be conveyed by your administrator.

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**Important:** While technically it is possible to login to grommunio Web with http (unencrypted), doing so is strongly discouraged. Note that, when using unencrypted HTTP, as indicated by a broken lock sign in the address bar of most browsers, your credentials (username and password) used for login are exposed and are susceptible to interception by a third party.

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## 2.2 Welcome Assistant

## 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.

## 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

## 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.

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.

### 3.1 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.

### 3.2 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.

### 3.3 Mail organization

### 3.4 Mail actions

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CHAPTER  
**FOUR**

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**CALENDAR**



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CHAPTER  
**FIVE**

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**CONTACTS**

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CHAPTER  
**SIX**

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**TASKS**

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CHAPTER  
**SEVEN**

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**NOTES**

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CHAPTER  
**EIGHT**

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**SETTINGS**

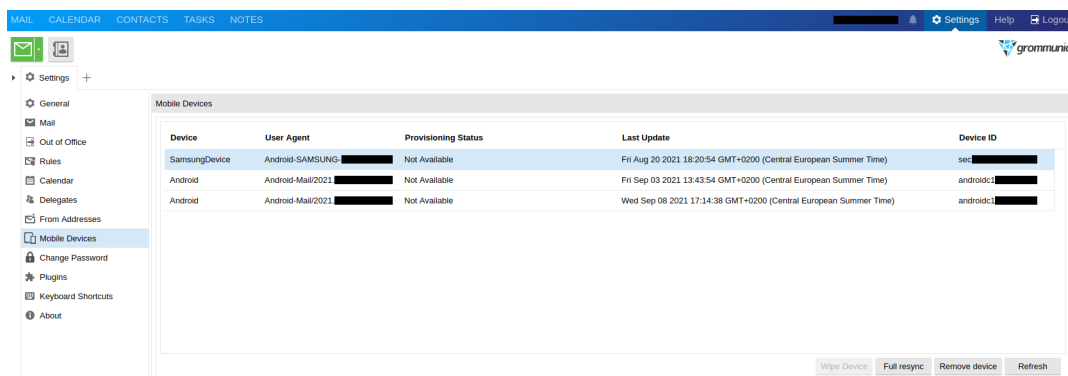
## MOBILE DEVICE MANAGEMENT

### 9.1 Overview

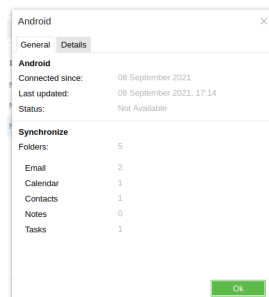
Mobile Device Management (MDM) is a plugin for the grommunio Web. It allows the users to view the list and the details of the mobile devices configured to sync the account data. MDM also enables the users to issue the resync, the removal or the remote wipe of a specific device.

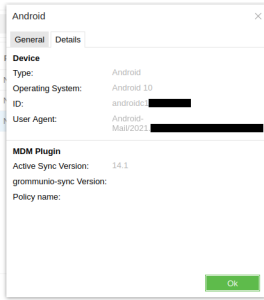
The MDM plugin is server-side enabled and always visible in the plugin list.

In order to access it, click on “Settings” on the top right corner of the grommunio web Window. Then on the menu on the left side click on “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 the order is configurable.



Double clicking with the mouse on a device opens a popup which displays more information about the device: number and types of synchronized folders, grommunio sync version, current ActiveSync protocol version implemented by grommunio sync, current provisioning policy enforced on the device.





## 9.2 Actions

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**Important:** Make sure you are fully aware what action a button triggers before clicking on any of them because they trigger write operations on your device and your grommunio store.

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### 9.2.1 Wipe Device

It sets the device status to “pending wipe request”. During the next request the device will acknowledge it and perform the wipe of the data. 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.

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**Important:** The 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 wipe of the device also removing your personal data including but not limited to media data (photos and videos), apps, settings. It is comparable to a factory reset.

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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.

### 9.2.2 Full Resync

It marks the device for full grommunio account resync. On the next request the device will acknowledge it 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 the issues with the synchronization e.g. some items do not appear on the mobile device.

### 9.2.3 Remove Device

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

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**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.

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## 9.2.4 Refresh

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

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CHAPTER

TEN

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CHAT



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CHAPTER  
**ELEVEN**

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**MEET**

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CHAPTER  
**TWELVE**

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**FILES**

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